



HP Z800 Workstation

Maintenance and Service Guide

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About this guide

This guide provides service and maintenance information for the HP Z800 Workstation and includes these topics:

Guide topics

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 **NOTE:** The x1, x4, x8, and x16 designators describe the number of electrical PCIe lanes routed to an expansion slot. For example, x16(8) means that the expansion slot is mechanically a x16 length connector, with eight PCIe lanes connected.

Processor technology

This workstation uses the Intel® 5520 chipset to support the latest Quad Core Intel® Xeon™ processor 5500 Series, including processors up to 130W. These processors incorporate an integrated 3-channel memory controller, microarchitecture improvements, and large L3 cache to provide superior performance. The workstation uses the Intel QuickPath Interconnect (QPI) to connect the processors and I/O controllers with speeds up to 6.4 GT/s.

Memory technology

Workstation dual in-line memory modules (DIMMs) are based on DDR3 1333MHz technology, and are error checking and correcting (ECC)-protected. Six direct-attach memory channels—three per central processing unit (CPU)—enable low latency accesses and fast data transfer for improved performance. Configurations with one processor provide access to six DIMM slots, while the addition of a second processor provides access to six more DIMM slots, supporting a total system memory size up to 192GB (using 16GB DIMMs).

Graphics

This workstation supports PCIe Gen2 (PCIe2) bus speeds and can support dual PCIe Gen2 graphics cards in PCIe2 x16 slots. With the standard 850W power supply, the workstation can support up to two 150W graphics cards. A second graphics card may be supported in the second PCIe2 x16 slot, subject to overall system power limitations. With the optional 1110W power supply, the workstation can support up to two high power (~225W) graphics cards.

Expansion card slots

This workstation includes two Intel 5520 chips to provide a total of seven high-performance graphics and I/O slots. It eliminates the legacy PCI-X slot and implements a PCIe slot in its place. This implementation results in improved I/O bandwidth performance.

Addition features

Redundant array of independent disks (RAID) configurations for SATA support modes 0, 1, 5 and 10. eSATA (3.0 Gbps) is supported using an optional adapter. This workstation provides nine external and three internal USB 2.0 ports. The 850W power supply is 85% efficient, and the 1110W power supply is 89% efficient. Both power supplies enable Energy Star Version 5.0 system configurations. HP WattSaver technology enables support of the European Union EuP power limit of 1W in off mode. HP Quiet Fan Technology enables quiet system operation.

Workstation components

This section describes workstation components, including front and , and includes these topics:

Topics

[Chassis components on page 4](#)

[Front panel components on page 5](#)

[Rear panel components on page 6](#)

For complete and current information on supported accessories and components, see <http://partsurfer.hp.com>.

Chassis components

The following image shows a typical workstation configuration. Drive configurations can vary.

Figure 1-2 Workstation components



Table 1-1 Workstation component descriptions

Item	Description	Item	Description
1	Airflow guide	11	Memory module (DIMM)
2	Side access panel	12	Processor (CPU)
3	Side access panel key lock	13	System board
4	Memory fans	14	Expansion card support
5	Rear system fans	15	PCIe/graphics card
6	Power supply	16	PCI card
7	Speaker	17	Hard disk drive
8	Optical drive	18	Expansion card guide/system board retainer/front system fan holder
9	Optical bay fillers (optional or other devices)	19	Front system fan*
10	Processor (CPU) heatsinks	20	Chassis

* Two fans installed in 1110W power supply version.

Front panel components

The following illustration shows the front panel components of a typical workstation configuration. Drive configurations can vary.

Figure 1-3 Front panel

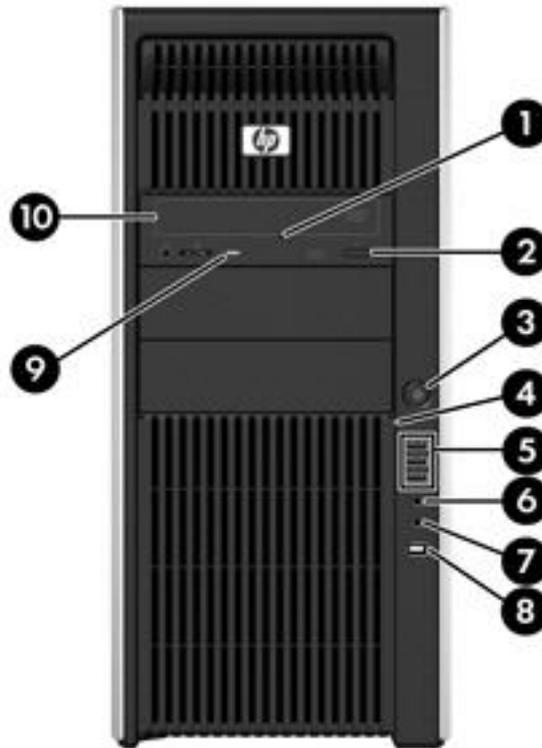


Table 1-2 Front panel components*

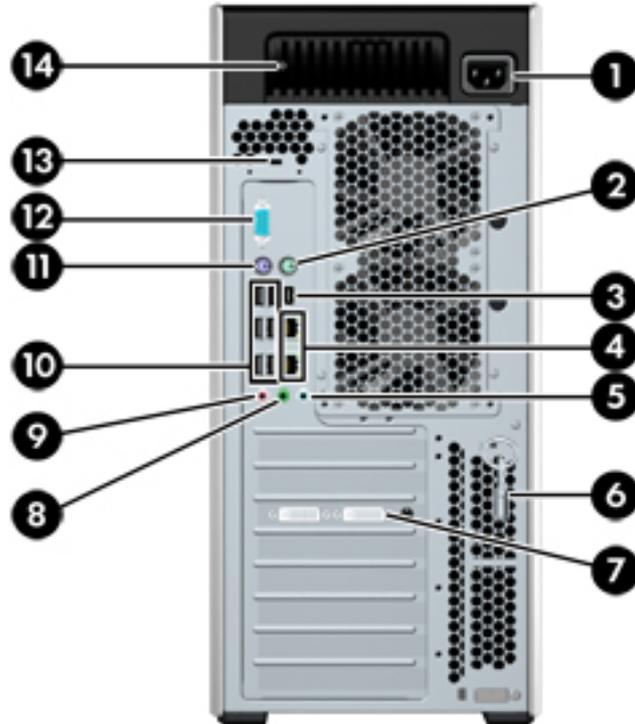
Item	Symbol	Description	Item	Symbol	Description
1		5.25-inch drive bays (3)	6		Headphone connector
2		optical disk drive eject button	7		Microphone connector
3		Workstation power button/power on light	8		IEEE-1394a connector
4		Hard drive activity light	9		Optical disk drive activity light
5		USB 2.0 connectors (3)	10		Optical disk drive

* Refer to the *Maintenance and Service Guide* for the workstation for specific front panel connector information.

Rear panel components

The following illustration shows the rear panel of a typical workstation configuration. Drive configurations can vary.

Figure 1-4 Rear panel



NOTE: The rear panel connectors are labeled with industry-standard icons and colors to assist in connecting peripheral devices.

Table 1-3 Rear panel components

Item	Symbol	Description	Item	Symbol	Description
1		Power cord connector	8		Audio line-out connector (green)
2		PS2/mouse connector (green)	9		Microphone connector (pink)
3		IEEE-1394 connector	10		USB connectors (6)
4	 ASF	RJ-45 network connectors (2) (Bottom connector is ASF.)	11		PS/2 keyboard connector (purple)
5		Audio line-in connector (blue)	12		Serial connector

Table 1-3 Rear panel components (continued)

Item	Symbol	Description	Item	Symbol	Description
6		Side access panel keys	13		Cable lock slot
7		Graphics connector	14		BIST LED

Specifications

This section provides workstation chassis, power supply, and environmental specifications, and includes these topics:

Topics

[Physical characteristics on page 8](#)

[Environmental specifications on page 9](#)

[Power supply description on page 10](#)

[Ensuring proper ventilation on page 14](#)

Physical characteristics

The following table lists the typical workstation physical characteristics.

Weight

Minimum configuration	19.5 kg (43 lb)
Typical configuration	21 kg (46 lb)
Maximum configuration	29 kg (64 lb)

Chassis Dimensions	Height: 44.4 cm (17.5 in.)
	Width: 20.3 cm (8.0 in.)
	Depth: 52.6 cm (20.7 in.)

Environmental specifications

The following table lists the environmental specifications of HP Workstations.

Table 1-4 HP Workstation environmental specifications

Temperature	<p>Operating: 5 to 35°C (40 to 95°F)</p> <p>Non-operating: -40 to 60°C (-40 to 140°F)</p> <p>NOTE: Derate by one degree C (1.8 degrees F) for every 305m (1,000 ft.) altitude over 1,524m (5,000 ft.).</p>
Humidity	<p>Operating: 8 to 85% Relative Humidity (RH), non-condensing</p> <p>Non-operating: 8 to 90% Relative Humidity, non-condensing</p>
Altitude	<p>Operating: 0 to 3,048m (10,000 ft.)</p> <p>Non-operating: 0 to 9,144m (30,000 ft.)</p>
Shock	<p>Operating: ½-sine: 40g, 2-3ms</p> <p>Non-operating:</p> <ul style="list-style-type: none"> • ½-sine: 160 cm/s, 2-3ms (~100g) • square: 422 cm/s, 20g <p>NOTE: Values represent individual shock events and do not indicate repetitive shock events.</p>
Vibration	<p>Operating Random: 0.5g (rms), 5-300 Hz</p> <p>Non-Operating: random: 2.0g (rms), 10-500 Hz</p> <p>NOTE: Values do not indicate continuous vibration.</p>

Power supply description

This workstation offers an 850W power supply and an 1110W power supply to provide power for the workstation. The power supplies are compatible with ENERGY STAR requirements, and offer 85% efficient or better operation.

Power supply voltages

 **NOTE:** This workstation incorporates the blind-mate plug feature. You do not have to manipulate a cable harness when removing or installing the power supply.

Table 1-5 Power supply source voltages

Source voltage	Description
+12 V-CPU0	Input to onboard regulator that supplies power to CPU0 and CPU0 fan
+12 V-CPU1	Input to onboard regulator that supplies power to CPU1 and CPU1 fan
+12 V-M0	Input to onboard regulator that supplies power to memory on CPU0
+12 V-M1	Input to onboard regulator that supplies power to memory on CPU1
+12 V-B	Input to onboard regulators that supply 3.3V and 5V, system fans
+12 V-S	PCI, PCIe, and system fans
+12 V-D	Storage (hard drive, optical disk drive, diskette drive), and input to miscellaneous onboard regulators
+12 V-G1	PCIe auxiliary connector for both connectors on 850W and one for 1110W
+12 V-G2	Second PCIe auxiliary connector on 1110W power supply
V12N	PCI and serial ports
+5 V-SB	Sleep circuitry

Power supply currents

Table 1-6 Maximum current per rail

Voltage rail	850W maximum continuous current	1110W maximum continuous current
+12 V-CPU0	18.0A	18.0A
+12 V-CPU1	18.0A	18.0A
+12 V-M0	18.0A	18.0A
+12 V-M1	18.0A	18.0A
+12 V-B	18.0A	18.0A
+12 V-S	18.0A	18.0A
+12 V-D	18.0A	18.0A
+12 V-G/G1	18.0A	18.0A
+12 V-G2	N/A	18.0A
V12N	0.15A	0.15A
+5 V-SB	5.00A	9.0A

△ **CAUTION:** Do not exceed 70.0 amps (840 watts) of 12-volt (CPU0/CPU1/M0/M1/B/D/S/G) power combination for the 850W power supply.

Do not exceed 92.5A amps (1110 watts) of 12-volt (CPU0/CPU1/M0/M1/B/D/S/G1/G2) power combination for the 1110W power supply.

Do not exceed 104.2A amps (1250 watts) of 12-volt (CPU0/CPU1/M0/M1/B/D/S/G1/G2) power combination for the 1250W power supply.

Do not exceed 850 watts (for the 850-W power supply), or 1110 watts (for the 1110-W power supply) of total continuous output power.

Power supply specifications

Table 1-7 Power supply specifications

Item	Description			
	850W Wide Ranging, Active PFC		1110W Wide Ranging, Active PFC*	
Power supply	850W Wide Ranging, Active PFC		1110W Wide Ranging, Active PFC*	
Operating voltage range	90-269 VAC		90-269 VAC	
Rated voltage range	100-240 VAC	118 VAC	100-240 VAC	118 VAC
Rated line frequency	50-60 Hz	400 Hz	50-60 Hz	400 Hz
Operating line frequency range	47-66 Hz	393-407 Hz	47-66 Hz	393-407 Hz
Rated input current	11A@100-127 VAC 5.5A@200-240 VAC	11.0A@118 VAC	12.0A@100 VAC, 1110W 12.0A@115 VAC, 1250W 10.0A@200-240V AC, 1250W	12.0A@118 VAC , 1250W
Heat dissipation (Configuration and software dependent)	Typical: 1707 Btu/hr = (430 kg-cal/hr) Max: 3538 Btu/hr = (892 kg-cal/hr)		Typical: 2128 Btu/hr = (536 kg-cal/hr) Max: 4457 Btu/hr = (1123 kg-cal/hr) Max2: 5019 Btu/hr = (1265 kg-cal/hr)	
Power supply fan	2x80x25 mm variable speed		2x80x25 mm variable speed	
ENERGY STAR Qualified (config dependent)	Yes		Yes	
80 PLUS compliant	80 PLUS BRONZE compliant		80 PLUS SILVER compliant	
FEMP Standby Power compliant @115V (<2W in S5 – Power Off)	Yes		Yes	
EuP compliant @ 230V (<1w in S5 – Power Off)	Yes		Yes	
Power Consumption in sleep mode (as defined by ENERGY STAR) - Suspend to RAM (S3) (Instantly Available PC) measured at 115V.	<20 watts		<20 watts	
Built-in Self Test LED	Yes		Yes	
Surge Tolerant Full Ranging Power Supply (withstands power surges up to 2000V)	Yes		Yes	

* See the *Site Prep Guide* for additional information on input voltage restrictions and how to obtain 1250W output.

Power consumption and heat dissipation

Power consumption and heat dissipation specifications are available for multiple 850W and 1110W power supply configurations. To review available specifications, see <http://www.hp.com/go/quickspecs>.

To reach zero power consumption, unplug the workstation from the power outlet or use a power strip with an on/off switch. For additional information about power-saving features, see the operating system documentation.

See the *Site preparation guide* for the HP Z800 workstation at http://hp.com/support/workstation_manuals for further power consumption information.

This product is in compliance with U.S. Executive Order 13221.

System fans

This workstation includes:

- Two rear system fans
- One CPU0 fan
- One CPU1 fan (optional)
- Two power supply fans
- Two memory fans
- One upper front system fan
- One lower front system fan (optional)

In addition, some graphics cards include onboard fans.

Resetting the power supply

If an overload triggers the power supply overload protection, power is immediately disconnected.

To reset the power supply:

1. Disconnect the power cord from the workstation.
2. Determine what caused the overload and fix the problem. For troubleshooting information, see [Diagnostics and troubleshooting on page 213](#).
3. Reconnect the power cord and restart the workstation.

When you power off the workstation through the operating system, power consumption falls below what is considered low power consumption but does not reach zero. This low power consumption feature extends the life of the power supply.

Ensuring proper ventilation

Proper ventilation for the system is important for workstation operation. Follow these guidelines to ensure adequate ventilation:

- Operate the workstation on a sturdy, level surface.
- Place the workstation in an area with adequate ventilation. Provide at least 15.24 CM (6 inches) of clearance at the front and back of the workstation as shown in the following figure.

Your workstation might look different than the one shown.

Figure 1-5 Proper workstation ventilation



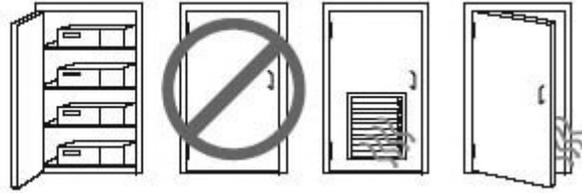
- Ensure that the ambient air temperature surrounding the workstation falls within the published limit.

NOTE: The ambient upper limit of 35 C is only good up to 1524 M (5000 FT) elevation. There is a 1 C per 304.8 M (1000 FT) derating above 1524 M (5000 FT). So, at 3,048 M (10,000 FT), the upper ambient air temperature limit is 30 C.

- For cabinet installation, ensure adequate cabinet ventilation and ensure that the ambient temperature within the cabinet does not exceed published limits.

- Never restrict the incoming or outgoing airflow of the workstation by blocking any vents or air intakes as shown in the following figure.

Figure 1-6 Proper workstation placement



Features

This section describes several features that improve workstation performance and usability. It presents these topics:

Topics	
ENERGY STAR Qualification on page 16	Hyper-threading on page 18
EUP compliance mode on page 17	Intel Turbo Boost Technology on page 18
Accessibility on page 17	HP Cool Tools on page 18

ENERGY STAR Qualification

HP computers marked with the ENERGY STAR logo are compliant with the applicable U.S. Environmental Protection Agency (EPA) ENERGY STAR specifications for computers. The EPA ENERGY STAR logo does not imply endorsement by the EPA. As an ENERGY STAR Partner, Hewlett-Packard Company has determined the products marked with the ENERGY STAR logo are ENERGY STAR qualified per the applicable ENERGY STAR guidelines for energy efficiency. The following logo appears on all ENERGY STAR qualified computers.



The ENERGY STAR Computers Program was created by the EPA to promote energy efficiency and reduce air pollution through more energy-efficient equipment in homes, offices, and factories. One way products achieve this energy efficiency is by reducing power consumption when not being used through the Microsoft Windows Power Management feature.

The Power Management feature enables the workstation to enter a low-power (or “sleep”) mode after a period of inactivity. When used with an external monitor that is ENERGY STAR qualified, this feature also supports the similar power management features of the external monitor.

To take advantage of this energy savings:

- The Power Management feature has been preset to suspend the workstation to a sleep state after 30 minutes of inactivity.
- The Power Management feature has been preset to suspend the monitor to a sleep state after 15 minutes of inactivity.

Both the computer and monitor can be woken from sleep mode through user interaction with any of the computer input devices (mouse, keyboard, and so on). when configured with Wake On LAN (WOL) enabled, the workstation can also be woken by a network signal.

See the EPA ENERGY STAR Power Management Web site for more information about the energy and financial savings potential of the Power Management Feature: <http://www.energystar.gov/powermanagement>.

See the EPA ENERGY STAR Web site for more information about the ENERGY STAR program and its environmental benefits: <http://www.energystar.gov>.

△ **CAUTION:** Using the Energy Save Monitor feature with monitors that are not ENERGY STAR qualified can cause video distortion when an Energy Save timeout occurs.

📄 **NOTE:** ENERGY STAR is not supported on Linux workstations.

If it is necessary to restore the operating system, you must also reset the ENERGY STAR settings (if applicable) after the restore.

To verify the factory default power settings for your workstation, select **Start>Control Panel**, and then double-click **Power Options**.

EUP compliance mode

This workstation provides EUP compliance mode capability.

When enabled, this feature enables the workstation to shut down to the lowest possible power state by removing all power to the system board.

When disabled, the workstation powers down conventionally.

When the workstation is shutdown in EUP compliance mode, you must power it up with the workstation power button.

Enabling EUP compliance mode

To enable EUP compliance mode:

1. Press **F10** during start up.
2. Using the arrow keys, select the **Power>Hardware Power Management>EUP Compliance Mode**, and then select **Enable**.
3. Press **F10** to accept the change.
4. Select **File>Save Change and Exit**, and then press **F10** to accept the change.

Disabling EUP compliance mode

To disable the EUP compliance mode:

1. Press **F10** during start up.
2. Select **Power>Hardware Power Management>EUP Compliance Mode**, and then select **Disable**.
3. Press **F10** to accept the change.
4. Select **File>Save Change and Exit**, and then press **F10** to accept the change.

Accessibility

HP is committed to developing products, services, and information that is easier to access for all customers, including customers with disabilities and age-related limitations. HP products with Windows Vista® Business and Microsoft® Windows® XP Professional preinstalled are designed for accessibility, and these products are tested with industry-leading Assistive Technology products. For more information see <http://www.hp.com/accessibility>.

Hyper-threading

This workstation supports Hyper-Threading Technology (HTT) which is an Intel-proprietary technology used to provide process parallelization. The technology improves processor performance under certain workloads by providing useful work for execution units that would otherwise be idle. A processor with Hyper-Threading enabled is treated by the operating system as two processors instead of one. Hyper-threading relies on support in the operating system as well as the CPU.

To implement hyper-threading, see the System Management chapter of the Maintenance and Service Guide.

SATA Power Management

The SATA power management feature allows a SATA host or a device to request that the SATA power bus be put into a reduced power state after a period of inactivity. The responding host or device can accept or decline the request. The SATA power management feature is enabled in the F10 Computer Setup (F10) Utility for use with devices that have this capability. When enabled, this feature helps reduce power consumption and extend battery life in the HP workstation.

Intel Turbo Boost Technology

This workstation supports Intel® Turbo Boost technology which enables the CPU to run at a higher than normal rate. When all CPU cores are not necessary for the workload, inactive cores are turned off and power is diverted to the active cores to increase their efficiency.

You can enable and disable Turbo Boost in the workstation BIOS menu. For instructions on setting BIOS features, see the System Management chapter of the Maintenance and Service Guide.

HP Cool Tools

An HP Workstation with Windows XP Professional includes additional software that is not installed when you first start the workstation. Additionally, a number of preinstalled tools on the workstation can enhance the workstation experience. To access or learn more about these applications:

1. Open the HP Cool Tools folder by selecting **Start>All Programs>HP Cool Tools**.
2. Select the **HP Cool Tools** icon on the desktop.
3. To learn more about these applications, select **HP Cool Tools—Learn More**.
4. To install or launch the applications, select the appropriate application.

 **NOTE:** A preinstalled Windows Vista Business operating system does not contain an HP Cool Tools icon, shortcut, or folder, but several of the tool programs are included, such as Performance Tuning Framework.

2 Setting up the operating system

This chapter provides setup and update information for the workstation operating system. It includes these topics:

Topics

[Setting up the Microsoft operating system on page 20](#)

[Setting up Red Hat Enterprise Linux on page 21](#)

[Setting up Novell SLED on page 22](#)

[Updating the workstation on page 22](#)

This chapter also includes information on how to determine that you have the latest BIOS, drivers, and software updates installed on the workstation.

-
- △ **CAUTION:** Do not add optional hardware or third-party devices to the HP workstation until the operating system is successfully installed. Adding hardware might cause errors and prevent the operating system from installing correctly.
-

Setting up the Microsoft operating system

 **NOTE:** If you ordered a downgrade from Windows Vista to Windows XP Professional operating system, your system will be preinstalled with Windows XP Professional operating system. With this configuration, you will receive recovery media for Windows Vista operating system only. In case you need to restore or recover the Windows XP Professional operating system in the future, it is important that you create recovery media disks for Windows XP Professional operating system after first boot.

When you first apply power to the workstation, the operating system is installed. This process takes approximately 5 to 10 minutes. Carefully follow the instructions on the screen to complete the installation.

 **CAUTION:** After installation has started, do *not* turn off the workstation until the process is complete. Turning off the workstation during installation can damage the installation and operation of the software.

For complete operating system installation and configuration instructions, see the operating system documentation that was provided with the workstation. Additional information is available in the online help tool after you successfully install the operating system.

Installing or upgrading device drivers

To install hardware devices after the operating system is installed, you must install the appropriate device drivers before you install the devices. Follow the installation instructions that came with the device. In addition, for optimum performance, your operating system must have the most recent updates, patches, and software fixes. For additional driver and software update information, refer to [Upgrading device drivers on page 24](#).

Transferring files and settings to your Windows workstation

The Microsoft Windows operating system offers data migration tools that helps you choose and transfer files and data from a Windows computer to your Windows Vista or Windows XP Professional operating system workstation.

For instructions on how to use these tools, see the documents at <http://www.microsoft.com>.

Setting up Red Hat Enterprise Linux

HP offers an HP Installer Kit for Linux (HPIKL) to supplement Red Hat box sets and help HP Linux customers customize their system image. The HPIKL contains the HP driver CD and device drivers to successfully setup up the Red Hat Enterprise Linux (RHEL) operating system, The HP Installer Kit for Linux CDs are currently available for download at http://www.hp.com/support/workstation_swdrivers.

Installing with the HP driver CD

To install the HP driver CD, see “Installing with the HP Installer Kit for Linux” in the *HP Workstations for Linux* manual at http://www.hp.com/support/workstation_manualse.

Installing and customizing Red Hat-enabled workstations

Linux-enabled workstations require the HP Installer Kit and the purchase of a Red Hat Enterprise Linux box set. The Installer kit includes the HP CDs necessary to complete the installation of all versions of the Red Hat Enterprise Linux box set that have been qualified to work on an HP workstation.

To use the drivers in the HP Installer kit for Linux other than RHEL, you must manually extract the drivers from the HP Driver CD and install them. HP does not test the installation of these drivers on other Linux distributions nor does HP support this operation.

Verifying hardware compatibility

To see which Linux versions have been qualified to work on HP Workstations visit http://www.hp.com/support/linux_hardware_matrix.

Setting up Novell SLED

To set up the SUSE Linux Enterprise Desktop (SLED) on systems preloaded with the operating system:

1. Boot the workstation.
2. Start the Installation Settings and enter the password, network, graphics, time, keyboard settings, and Novell Customer Center Configuration for the workstation.

 **NOTE:** During Installation Settings after the first time after booting the system the Novell subscription can be activated from the Novell Customer Center Configuration screen. Visit the full Novell Customer Center documentation at <http://www.novell.com/documentation/ncc/>.

Updating the workstation

HP is constantly working on improving your total workstation experience. To ensure that the workstation leverages the latest enhancements, HP recommends that you install the latest BIOS, driver, and software updates on a regular basis.

Updating the workstation after first boot

After successfully booting the workstation for the first time, you should follow these guidelines to ensure that the workstation is up-to-date:

- Ensure that you have the latest system BIOS loaded. See [Upgrading the BIOS on page 22](#) for instructions.
- Ensure that you have the latest drivers for your system. See [Upgrading device drivers on page 24](#) for instructions.
- Become familiar with your available HP resources.
- Consider a subscription to Driver Alerts at <http://www.hp.com/go/subscriberschoice>.

Upgrading the BIOS

For optimum performance, determine the BIOS revision on the workstation, and upgrade it if necessary.

Determining current BIOS

To determine the current BIOS of the workstation during system power up:

1. Wait for F10=setup to appear on the lower right corner of the screen.
2. Press **F10** to enter the F10 Setup utility.

The F10 Setup utility displays the workstation BIOS version under **File > System Information**.

3. Note the workstation BIOS version so that you can compare it with the BIOS versions that appear on the HP website.

Upgrading BIOS

To find and download the latest available BIOS, which includes the latest enhancements:

1. Go to <http://www.hp.com/go/workstationsupport>.
2. Select **Download Drivers and Software** from the left menu column under Tasks.
3. Follow the instructions to locate the latest BIOS available for the workstation.
4. If the BIOS on the Web site is the same as the version on your system, no further action is required.
5. If the BIOS on the Web site is a version later than the one on your system, download the appropriate version for the workstation. Follow the instructions in the release notes to complete the installation.

Upgrading device drivers

If you install a peripheral device (such as a printer, display adapter, or network adapter), confirm you have the latest device drivers loaded. If you purchased your device through HP, visit the HP Web site to download the latest drivers for your device. These drivers have been tested to ensure the best compatibility between your device and your HP workstation.

If you did not purchase your device from HP, HP recommends visiting the HP Web site first to see if your device and its drivers have been tested for HP workstation compatibility. If no driver is available, visit the device manufacturer's Web site to download the latest drivers.

To upgrade device drivers:

1. Go to <http://www.hp.com/go/workstationsupport>.
2. Select **Download Drivers and Software** from the left menu column under Tasks.
3. Follow the instructions to find the latest drivers available for the workstation.

If a needed driver is not found, see the Web site of the manufacturer of the peripheral device.

3 Restoring the operating system

This chapter describes how to restore the Windows or Linux operating system. It includes these topics:

Topics
Restore methods on page 25
Ordering backup software on page 26
Restoring Windows Vista on page 26
Restoring Windows XP Professional on page 27
Restoring Novell SLED on page 29

Restore methods

The Windows Business Vista operating system can be reinstalled using the HP RestorePlus! process. The Windows XP Professional operating system can be reinstalled using the RestorePlus! process or the HP Backup and Recovery Manager.

- RestorePlus!

The RestorePlus! process reinstalls the Windows operating system and device drivers (for devices included with the system) to a near-factory state. The process does not back up or recover data on the hard drive. Some application software might not be restored using this process and must be installed from the appropriate application CD.

- HP Backup and Recovery Manager (HPBR) Recovery Point

The HP Backup and Recovery Manager application can be used to capture and restore the contents of the system partition. It captures a snapshot of the system partition and stores it in a Recovery Point. Everything on the system partition at the time the recovery point was made is saved.

 **NOTE:** HP Backup and Restore is only supported on the HP xw6600 and xw8600 Workstations.

The Recovery Point is saved to the hard drive and can be burned to media for safekeeping.

△ **CAUTION:** These methods restore the operating system, but not data. Data must be backed up regularly to avoid loss.

Ordering backup software

If you cannot create system recovery CDs or DVDs, you can order a recovery disk set from the HP support center. To obtain the support center telephone number for your region see <http://www.hp.com/support/contactHP>.

Restoring Windows Vista

This section describes how to restore Windows Vista.

Ordering the RestorePlus! media

If you ordered restore media with your workstation, the media is included with your workstation components.

If you did not order restore media, call HP Support and request a RestorePlus! media kit. For worldwide technical support phone numbers, see <http://www.hp.com/support>.

Restoring the operating system

 **NOTE:** Windows Vista provides a backup and restore application as well. To learn more about this application, see the Microsoft Web site.

 **CAUTION:** Before you restore the operating system, back up your data.

When you run RestorePlus! from media, the process deletes all information on the primary hard drive, including all partitions.

To restore Windows Vista:

1. Boot from the RestorePlus! DVD to start the RestorePlus! process. You must start from the RestorePlus! DVD to install device drivers and settings.
2. Follow the prompts to restore your operating system.

Some application software might not be restored using this process. If software is not restored, install it from the appropriate application DVD.

Restoring Windows XP Professional

This section describes how to restore the Windows XP Professional operating system.

 **NOTE:** The workstation must have a CD or DVD writer installed to create the media set.

Creating RestorePlus! media

The RestorePlus! kit can be created using the files contained on the hard drive. To create the restore media:

1. Boot the workstation.
2. During boot up, an HP Backup and Recovery Manager screen is displayed prompting you to create Recovery CDs or DVDs. Select **Now**.
3. An Initial Recovery Point (IRP) of the system is captured. This is a snapshot of the system hard drive. The capture can take more than 10 minutes.
4. After the IRP is created, you can create a set of backup CDs or DVDs.

To create a RestorePlus! media set including the Windows XP operating system CD, select **RestorePlus! > Microsoft Windows XP operating system > Supplemental media**.

 **NOTE:** Depending on the options, there might be additional DVDs you can create.

5. Follow the prompts to create RestorePlus!, operating system, and HPBR media.

If you are unable to create CD/DVDs on your workstation, call HP Support and request a RestorePlus! media kit. For worldwide technical support phone numbers, see <http://www.hp.com/support>.

Creating HP Backup and Recovery (HPBR) media

 **NOTE:** HPBR is only supported on Windows XP systems. For details, refer to the documentation on the Supplemental Software - *HP Backup and Recovery* CD included with the workstation. The documentation can be accessed during installation.

The Initial Recovery Point can be burned to optical media and used to recover a system. This section describes making the media.

 **NOTE:** The workstation must have a CD or DVD writer to create the media set.

To create HPBR recovery media:

1. The Initial Recovery Point was captured when the RestorePlus! media set was created previously.
If the IRP was not created, start the HP Backup and Recovery Manager and create recovery points using the Expert mode. Follow the HPBR online documentation for instructions.
2. Burn the IRP to media from HPBR.
Select **HPBR Start > All Programs > HP Backup & Recovery > HP Backup and Recovery Manager**.
3. Select **Next** at the first screen.
Select **Create recovery CDs or DVDs to recover the system**, and then select **Next**.
4. Choose **Next** to display a list of available CD image and the recovery points.
5. Check the box next to Initial Recovery Point, and then select **Next**.
6. Follow the instructions to create the media.

Restoring the operating system

△ **CAUTION:** Before you restore the operating system, back up your data.

When you run RestorePlus! from media, the process deletes all information on the primary hard drive, including all partitions. If you run RestorePlus! from the recovery partition, only the root (C:) partition is affected.

Using RestorePlus!

To restore with RestorePlus!:

1. Boot the workstation from the RestorePlus! DVD. You must start from the RestorePlus! DVD for device drivers and settings to be installed.
2. Follow the prompts to restore the operating system.

Some application software might not be restored using this process. If software is not restored, install it from the appropriate application DVD.

Using HPBR

To restore with the HPBR Initial Recovery Point media:

1. Boot the workstation from the Initial Recovery Point media.
2. Follow the prompts to restore the system to the state when the IRP was created.

Using the recovery partition

A system that shipped with Windows XP includes a recovery partition. You can boot the system from that recovery partition.

From the recovery partition you can perform a system restore using the HPBR Initial Recovery Point, if it was created. If it was not, you can use a RestorePlus! install.

To restore using the recovery partition:

1. Boot the workstation.
2. When prompted on the boot screen to enter the Recovery Manager, press **F11**.

💡 **TIP:** The opportunity to press **F11** during the boot process is small. It comes about the time the **F10** prompt appears.

📖 **NOTE:** To ensure that the recovery processes reinstall on the correct hard drive, do not disconnect the target drive during the recovery process.

3. Follow the prompts to restore the system to factory-like condition.

Restoring Novell SLED

The SLED restore media is required to restore the Linux operating system.

Creating restore media

THE SUSE Linux Enterprise Desktop preload includes a SUSE ISO icon on the desktop. You can click this icon to go to the `/iso` directory. The `/iso` directory contains all iso images used to preload your workstation. To recover or restore the original image, follow the instructions in the readme file in the `/iso` directory to copy the ISO image file onto CDs.

 **NOTE:** Make copies of the ISO recovery images on CD as backup files in case your workstation experiences a hard drive failure.

4 System management

This section describes the tools and utilities that provide system management for the workstation. It includes these topics:

Topics

[BIOS ROM on page 31](#)

[The Computer Setup \(F10\) Utility on page 32](#)

[Workstation management on page 44](#)

BIOS ROM

The BIOS ROM is a collection of machine language applications stored as firmware in ROM. It includes functions such as Power on Self Test (POST), PCI device initialization, Plug and Play support, power management, and the Computer Setup (F10) Utility. The BIOS ROM is a 2-MB Serial Peripheral Interface (SPI) port.

See <http://www.hp.com/go/quickspecs> to review the latest BIOS ROM specifications.

The Computer Setup (F10) Utility

This section includes these topics:

Topics

[Computer Setup \(F10\) functionality on page 32](#)

[Accessing the Computer Setup \(F10\) Utility on page 34](#)

[The Computer Setup \(F10\) Utility menu on page 35](#)

Computer Setup (F10) functionality

The Computer Setup (F10) Utility enables you to:

- Update BIOS using a USB device.
- Change factory default settings and set or change the workstation configuration, which might be necessary when you add or remove hardware.
- Determine if all devices installed on the workstation are recognized by the system and functioning.
- Determine information about the operating environment of the workstation.
- Solve system configuration errors that are detected but not fixed during the Power-On Self-Test (POST).
- Establish and manage passwords and other security features.
- Establish and manage energy-saving time-outs (not supported on Linux platforms).
- Modify or restore factory default settings.
- Set the workstation date and time.
- Set, view, change, or verify the workstation configuration, including settings for CPU, graphics, memory, audio, storage, communications, and input devices.
- Modify the boot order of installed mass storage devices such as SATA, SAS, diskette drives, optical disk drives, network drives, and LS-120 drives.
- Configure the boot priority of SATA and SAS hard-drive controllers.
- Enable or disable Network Server Mode, which enables the workstation to start the operating system when the power-on password is enabled with or without a keyboard or mouse attached. When attached to the workstation, the keyboard and mouse remain locked until the power-on password is entered.
- Enable or disable POST Messages to change the display status of POST messages. POST Messages suppresses most POST messages, such as memory count, product name, and other nonerror text messages. If a POST error occurs, the error is displayed regardless of the mode selected. To manually switch to POST Messages Enabled during POST, press any key except **F1** through **F12**.
- Specify an Ownership Tag, which appears when the workstation is powered on or restarted.

- Specify the Asset Tag or property identification number assigned by the company to this workstation.
- Enable power-on password prompts during system restarts (warm-starts) and power on.
- Hide or show the integrated I/O functionality, including serial, USB, or parallel ports, audio, or embedded NIC. Hidden devices are inaccessible, which increases system security.
- Enable or disable removable media boot ability.
- Enable or disable removable media write ability (if supported by hardware).
- Replicate the workstation setup by saving system configuration information on CD or diskette and restoring it on workstations.
- Execute self-tests on specified SATA and SAS hard disk drives (if supported by the drive).

Accessing the Computer Setup (F10) Utility

To access the Computer Setup (F10) Utility menu:

1. Power on or restart the workstation.
2. When the display is active and **F10=Setup** appears in the lower right corner of the screen, press F10.

If you do not press F10 at the appropriate time, try again. Turn the workstation off, then on, and press F10 again to access the utility. You can also press the **Ctrl + Alt + Delete** keys before starting if you miss the opportunity to press F10.

3. Select the language from the list and press the **Enter** key.

In the Computer Setup (F10) Utility menu, five headings are displayed: File, Storage, Security, Power, and Advanced.

4. Use the left and right arrow keys to select the appropriate heading, use the up and down arrow keys to select an option, and then press **Enter**.
5. Choose from the following:
 - To apply and save changes, select **File>Save Changes**, and then select **F10=YES**.
 - To remove changes you have made, select **Ignore Changes** and then select **F10=YES**.
 - To reset to factory settings, select **File>Default setup>Restore Factory Settings as Default**. Press F10 to accept the changes, and then select **Apply Defaults and Exit**. This restores the original factory system defaults.

△ **CAUTION:** Do not power off the workstation while the ROM is saving the Computer Setup (F10) Utility changes, because the Complementary Metal-Oxide Semiconductor (CMOS) could become corrupted. After you exit the F10 Setup screen, you can disconnect power from the workstation.

The Computer Setup (F10) Utility menu

The following table describes the functions available in the Computer Setup (F10) utility menu.

 **NOTE:** With new BIOS releases, the following content is subject to change, so the menu might be different than shown.

Table 4-1 Computer Setup (F10) Utility menu descriptions

Heading	Option	Description
File	System Information	Displays the following system characteristics:
		• Product Name
		• QPI Link Speed
		• Memory Size
		• Integrated MAC
		• System BIOS
		• Boot Block Date
		• Chassis serial number
		• Asset Tracking Number
		• Management Module
		• Processor Type
• Processor Speed		
• Processor Stepping		
• Cache Size		
• DIMMs		
	About	Displays copyright information.
	System Temperatures	Displays system temperatures and fan speeds.
	Set Time and Date	Enables you to set system time and date.
	Flash System ROM	Enables you to upgrade the BIOS from a ROM image on diskette, CD, or USB.
	Replicated Setup	Provides these options:
		• Save to Removable Media—Saves the workstation configuration, including CMOS, in the qsetup.txt file. This file can be saved to a formatted, blank 1.44-MB diskette, or to a USB device.
		• Restore from Removable Media—Restores the workstation configuration from a diskette or a USB device.

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
	Default Setup	Provides these options: <ul style="list-style-type: none"> • Save Current Settings as Default—Saves the current settings as default settings for the next operation. • Restore Factory Settings as Default—Restores the factory settings as the default settings for the next operation.
	Apply Defaults and Exit	Restores the default settings defined in Default Setup.
	Ignore Changes and Exit	Exits workstation setup without applying or saving changes.
	Save Changes and Exit	Saves changes to system configuration and exits the workstation setup.
Storage	Device Configuration	Lists installed non-SCSI storage devices (except SATA devices) and provides options for obtaining specific information about each device: <ul style="list-style-type: none"> • Hard Disk—Provides information about the hard disk drives in the workstation. It is available in IDE Mode only. • CD-ROM—Provides information about the optical disk drives in the workstation. (IDE mode only.) • Diskette Type (for legacy diskette drives only)—Identifies the highest capacity media type accepted by the diskette drive. Options are 3.5" (1.44 MB), 5.25" (1.2 MB), and Not Installed. • Default Values—Resets devices to their default configuration (SATA is the default). <ul style="list-style-type: none"> ◦ Multisector Transfers—Defines the transfer of data per interrupt. Options are 8, 16, and Disable (16 is the default). ◦ Transfer Mode—Specifies the active data transfer mode. Options (subject to device capabilities) are Max UDMA, PIO 0, Max PIO, Enhanced DMA, and Ultra DMA0. (Max UDMA is the default). ◦ Translation Mode—Enables the BIOS to determine the translation mode used to configure a formatted SATA or USB mass storage device. This prevents you from needing to know how the mass storage device was formatted. Options are Automatic, Bit Shift, LBA Assisted, Use (Cylinders, Heads, Sectors), and Off. Automatic is the default. <p>Ordinarily, you should not change the translation mode selected by the BIOS. If the selected translation mode is not compatible with the translation mode that was active when the drive was partitioned and formatted, the data on the disk is inaccessible.</p>

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
	Storage Options	<p>Provides these options:</p> <ul style="list-style-type: none">• Removable Media Boot—Enables and disables the ability to start the workstation from removable media.• Legacy Diskette Write—Enables and disables the ability to write data to removable media.• SATA Emulation—Sets the SATA emulation mode with the following options:<ul style="list-style-type: none">◦ RAID + AHCI—both the RAID and AHCI OROMs execute. This emulation mode is the default and offers the best performance and most functionality.◦ IDE —offers standard SATA supports (four ports only).• SATA PORT 0-<i>n</i>—enables and disables the SATA ports. Offers these configurations:<ul style="list-style-type: none">◦ GEN 2/3.0 Gbps (Internal/eSATA default)◦ GEN 1/1.5 Gbps (eSATA optional)
	DPS Self-test	<p>Select a drive—Enables you to select a drive to test. This option is available in SATA IDE emulation mode only.</p> <p>The DPS self-test function directs an IDE hard disk to run an internal self-test and report the results. If the SATA controller is not in IDE emulation mode, the DPS self-test option is not displayed in the setup menu.</p> <p>This selection appears only when at least one drive capable of performing the IDE DPS self-test is attached to the workstation. By default, the SATA controller is in RAID+AHCI mode, so this option is not displayed</p>
	Boot Order	<p>Enables you to configure the boot, diskette drive, and hard disk drive orders by physically reordering the menu entries. The following is the default boot order presented in the menu:</p> <ul style="list-style-type: none">• Optical Drive• Diskette Drive• USB Device• Hard Drive• Embedded Ethernet controller• Embedded Ethernet controller (ASF) Second embedded LAN. (Not available in some configurations.) <p>Press Enter to drag a device to a preferred place. Press F5 to remove the device from consideration as a bootable device.</p> <p>MS-DOS drive lettering assignments might not apply after an operating system other than MS-DOS has started.</p> <p>Boot devices can be disabled in the boot order process. These order changes are stored in the physical ROM when the F10 Setup changes are confirmed with File>Save Changes and Exit.</p> <p>You can temporarily override the boot order. To start one time from a device other than the default device specified in Boot Order, restart the workstation and press F9 when the F9=Boot Menu message appears on the screen. After POST completes, a list of bootable devices is displayed. Use the arrow keys to select the preferred bootable device and press Enter. The workstation then starts from the selected nondefault device for this one time.</p>

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
Security	Setup Password	Enables you to set and enable a setup password for the administrator. If you create a setup password, you must use it to change workstation setup options, to flash the ROM, and to make changes to certain Plug and Play settings under Windows.
	Power-On Password	Enables you to set and enable the power-on password.
	Password Options	This option becomes available when you create a setup and/or power-on password. It provides these options: <ul style="list-style-type: none"> • Lock Legacy Resources—Prevents the operating system from changing resources to serial, parallel, or diskette controller. • Network Server Mode—Enables network server mode. • Password Prompt on Warm Boot—Enables a password prompt on a warm boot. • Setup Browse Mode—Enables read-only functionality for password info.
	Smart Cover	Enables you to enable and disable the cover removal sensor, or to notify you if the sensor is activated.
	Device Security	Makes the following devices available or hidden to the workstation: <ul style="list-style-type: none"> • Serial Port • Front USB Ports • Rear USB Ports • Internal USB Ports • System Audio • IEEE 1394 Controller (Not available on some models.) • Ethernet Controller • Ethernet Controller (ASF) (Not available on some models.) • SAS Controller (Not available on some models) • Legacy Diskette • Embedded Security Device • SATA 0-n <p>For each device, Device Available is the default setting and allows the operating system to access the device. Device Hidden makes the device unavailable; it is disabled by the BIOS and cannot be enabled by the operating system.</p> <p>NOTE: An entry for enabling DriveLock appears in the setup menu if the workstation has a DriveLock-compatible hard disk drive.</p>

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
	Embedded Security Device	<p>This option becomes available if Embedded Device is set to Available.</p> <p>Embedded Security Device (Hidden or Available) turns the Trusted Platform Mechanism (TPM) on and off. Device Hidden is the default. If this option is made available, the following options become available:</p> <ul style="list-style-type: none">• Power-On Authentication Support—Enables and disables an authentication feature that requires you to enter a TPM user key password to start the workstation. This feature uses the TPM to generate and store the authentication password.• Reset Authentication Credential—Resets the authentication functionality and clears authentication credentials. <p>To enable the Embedded Security Device and to access any security features associated with the device, you must enter a setup password.</p> <p>Setting a device to Available enables the operating system to access the device. Hidden makes the device unavailable. It is disabled by the BIOS and cannot be enabled by the operating system.</p>
	Network Service Boot	<p>Enables or disables the ability to boot to the network using the F12 key or the boot order.</p>
	System IDs	<p>Provides these options:</p> <ul style="list-style-type: none">• Asset Tag—A 16-byte string identifying the workstation.• Ownership Tag—An 80-byte string identifying ownership of the workstation. This tag appears on the screen during POST.• Universal Unique Identifier (UUID)—Can only be updated if the current chassis serial number is invalid. (These ID numbers are normally set in the factory and are used to uniquely identify the workstation.)• Keyboard—Enables you to set the keyboard locale for System ID entry.
	System Security	<p>Provides these options:</p> <ul style="list-style-type: none">• Data Execution Prevention—Enables or disables Data Execution Prevention mode in the CPUs. This mode prohibits code from running in pages that were set up as data pages, and prevents attacks such as buffer overflows. Operating system support is required for this feature.• Virtualization Technology (VTx)—Enables or disables Intel Virtualization Technology to increase workstation performance.• Virtualization Technology for Directed I/O (VT-d2) Enables a virtual machine to gain exclusive control of a hardware device, such as a graphics card.• Embedded Security Device—This option becomes available if Embedded Device is set to Available. <p>Embedded Security Device (Hidden or Available) turns the Trusted Platform Mechanism (TPM) on and off. Device Hidden is the default. If this option is made available, the following options become available:</p> <ul style="list-style-type: none">◦ Power-On Authentication Support—Enables and disables an authentication feature that requires you to enter a TPM user key password to start the workstation. This feature uses the TPM to generate and store the authentication password.◦ Reset Authentication Credential—Resets the authentication functionality and clears authentication credentials.

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
		<p>To enable the Embedded Security Device and to access any security features associated with the device, you must enter a setup password.</p> <p>Setting a device to Available enables the operating system to access the device. Hidden makes the device unavailable. It is disabled by the BIOS and cannot be enabled by the operating system.</p> <ul style="list-style-type: none"> • Intel IO Virtualization—Enables or disables Virtualization Technology to increase workstation I/O performance. • Embedded Security Device Support—Enables the workstation to leverage the trusted platform mechanism device. • OS Management of Embedded Security Device—Enables or disables the ability of the operating system to control the TPM device, including turning it on and off, initializing it, and resetting it. • Reset of Embedded Security Device through OS—Enables or disables the ability of the operating system to reset the TPM.
	Setup Security Level	Enables the administrator to set the security level of each setup feature.
Power	OS Power Management	<p>Enables or disables:</p> <ul style="list-style-type: none"> • Runtime Power Management • MWAITE-AWARE OS • Idle Power Savings • ACPI S3 Hard Disk Reset • ACPI S3 PS/2 Mouse Wakeup • USB Wake on Device Insertion • Unique Sleep State Blink Rates
	Hardware Power Management	<p>Enables or disables:</p> <ul style="list-style-type: none"> • SATA Power Management • Intel Turbo Boost Technology • Enhanced Intel Turbo Boost Technology • Eup Compliance Mode
	Thermal	Enables you to set the rate of the system fan when the CPU is in idle.

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
Advanced ²	Power-On Options	<p>Enables you to set the following:</p> <ul style="list-style-type: none"> • POST Messages—Enables or disables the splash screen during POST. • F9 Prompt (Displayed or Hidden)—Selecting Displayed displays the F9=Boot Menu during POST. Selecting Hidden prevents the text from being displayed. However, pressing F9 still accesses the boot menu. • F10 Prompt (Displayed or Hidden)—Selecting Displayed displays F10=Setup during POST. Selecting Hidden prevents the text from being displayed, but pressing F10 still accesses the Setup screen. • F12 Prompt (Displayed or Hidden)—Selecting Displayed displays F12=Network Service Boot during POST. Selecting Hidden prevents the text from being displayed but pressing F12 still forces the workstation to attempt booting from the network. • Option ROM¹ prompt (Enable or Disable)—Enabling this feature causes the workstation to display a message before loading options ROMs. • Remote Wakeup Boot Source—Enables you to set the remote wakeup boot source as: <ul style="list-style-type: none"> ◦ Local Hard Drive ◦ Remote Server • After Power Loss (On, Off, Previous State)—Enabling this option directs the previous state to be the default. • POST Delay (in seconds) (5, 10, 15, 20, None)—Adds a specified delay to the POST process. This delay is sometimes needed for hard disk drives on some expansion cards that spin up slowly (so slowly that they are not ready to start by the time POST is finished). The POST delay also gives you time to select F10 to enter the Computer Setup (F10) Utility.
	BIOS Power-On	Enables you to disable or specify a weekday and time for BIOS power-on.
	Processors	<p>Enables/disables these options:</p> <ul style="list-style-type: none"> • Hyper-Threading—Provides processor parallelization such that the operating system treats one processor as two. • Active Cores (1,2, or All Cores)—Selects a single core, or multiple cores per socket. (Not available on some configurations.) • Limit CPUID Maximum Value to 3 (Enable or Disable)—Sets the number of allowable CPU IDs.
	Onboard Devices	Enables you to set resources (IRQ, DMA, I/O Rate) for or disable onboard system devices such as serial port and diskette controller. Operating system parameters generally override Onboard Devices settings.
	PCI VGA Configuration	Configures graphics cards per workstation slots. In multi-graphics card configurations, this option designates one card as primary graphics, and the other card as secondary graphics.

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
	Chipset/ Memory	<p>Enable/disable these options:</p> <ul style="list-style-type: none"> • PCI SERR# Generation (Enable or Disable)—Controls PCI SERR# generation for ill-behaved PCI add-in cards (that can generate SERR# spuriously). • PCI VGA Palette Snooping (Enable or Disable)—Controls PCI VGA Palette Snooping for compatibility purposes. • Memory Mode Interleave—Sets interleave mode for dual socket workstations. • NUMA Split Mode (Enable or Disable)—Provides enhanced memory performance by increasing memory operation speed. Enable this option for Windows, and disable it for Linux. (This option is not available on all workstations or configurations.) • Enhanced Memory Performance (Enable or Disable)—Runs DIMMs at a higher frequency on certain configurations and platforms.
	Device Options	<p>Enables you to set the following device options:</p> <ul style="list-style-type: none"> • Num Lock State at Power-On (On or Off) • S5 Wake-on-LAN (Enable or Disable) • Multiprocessor (Activates a single core.) • Unique Sleep State Blink Rates (Enable or Disable) • Internal speaker • Monitor Tracking (Enable or Disable) • NIC PXE Option ROM¹ Download (Enable or Disable) • SAS Option ROM¹ Download (Enable or Disable) (Not available on some workstations.) • SATA RAID Option ROM¹ Download (Enable or Disable)
HP Z800 Workstation PCI slots		
	Slot 1 - PCIe2 x8(4)	Slot 1 option ROM download (Enable or Disable)
	Slot 2 - PCIe2 x16	Slot 2 option ROM download (Enable or Disable)
	Slot 3 - PCIe x8(4)	Slot 3 option ROM download (Enable or Disable)
	Slot 4 - PCIe2 x16(8)	Slot 4 option ROM download (Enable or Disable)
	Slot 5 - PCIe2 x16	Slot 5 option ROM download (Enable or Disable)
	Slot 6 - PCI 32/33	Slot 6 option ROM download (Enable or Disable), and latency timer and speed
	Slot 7 - PCIe2 x16(8)	Slot 7 option ROM download (Enable or Disable), and latency timer and speed
HP Z600 PCI slots		

Table 4-1 Computer Setup (F10) Utility menu descriptions (continued)

Heading	Option	Description
	Slot 1 - PCIe2 x8(4)	Slot 1 option ROM download (Enable or Disable)
	Slot 2 - PCIe2 x16	Slot 2 option ROM download (Enable or Disable)
	Slot 3 - PCIe x8(4)	Slot 3 option ROM download (Enable or Disable)
	Slot 4 - PCIe2 x16	Slot 4 option ROM download (Enable or Disable)
	Slot 5 - PCI 32/33	Slot 5 option ROM download (Enable or Disable), and latency timer and speed
	Slot 6 - PCI 32/33	Slot 6 option ROM download (Enable or Disable), and latency timer and speed
HP Z400 Workstation PCI slots		
	Slot 1 - PCIe2 x8(4)	Slot 1 option ROM download (Enable or Disable), and latency timer and speed
	Slot 2 - PCIe2 x16	Slot 2 option ROM download (Enable or Disable), and latency timer and speed
	Slot 3 - PCIe x8(4)	Slot 3 option ROM download (Enable or Disable), and latency timer and speed
	Slot 4 - PCIe2 x16	Slot 4 option ROM download (Enable or Disable), and latency timer and speed
	Slot 5 - PCI 32/33	Slot 5 option ROM download (Enable or Disable), and latency timer and speed
	Slot 6 - PCI 32/32	Slot 6 option ROM download (Enable or Disable), and latency timer and speed

¹ Available on selected models

² These options should be used by advanced users only

Workstation management

This section summarizes capabilities, features, and key components of workstation management, including:

Section topics	
Initial workstation configuration and deployment on page 45	Proactive Change Notification on page 50
Installing a remote system on page 45	Subscriber's Choice on page 50
Replicating the setup on page 46	ROM Flash on page 51
Updating and managing software on page 48	FailSafe Boot Block ROM on page 52
HP Client Manager Software on page 48	Workstation security on page 53
Altiris Client Management Solutions on page 48	Fault notification and recovery on page 63
System Software Manager on page 50	Dual-state power button on page 64

 **NOTE:** Support for specific features described in this guide can vary by model and software version.

Initial workstation configuration and deployment

The workstation includes a preinstalled system software image. After a brief software unbundling process, the workstation is ready to use.

If you prefer to replace the preinstalled software image with a customized set of system and application software, several methods are available for deploying a customized software image, including:

- Installing additional software applications after unbundling the preinstalled software image
- Using a disk cloning process to copy the contents from one hard disk drive to another

The Restore Plus! CD, ROM-based setup, and ACPI hardware provide further assistance with recovery of system software, configuration management and troubleshooting, and power management.

Support for specific features described in this guide can vary by model and software version.

The best deployment method depends on the information technology environment and processes. To help you select the best deployment method, see the PC Deployment section of the HP Lifecycle Solutions website (<http://www.hp.com/support/HPLS>).

Installing a remote system

Remote system installation enables starting and setting up the workstation using software and configuration information on a network server. This feature is usually used as a system setup and configuration tool and can be used for the following tasks:

- Deploying a software image on new PCs
- Formatting a hard disk drive
- Installing application software or drivers
- Updating the operating system, application software, or drivers

To initiate a remote system installation, press **F12** when **F12=Network Service Boot** appears in the lower right corner of the HP logo screen. Follow the onscreen instructions to continue the installation process. The default boot order is a BIOS configuration setting that can be changed to always attempt a PXE boot.

Replicating the setup

This section provides information about replicating the workstation setup.

Copying a setup configuration to a single workstation

△ **CAUTION:** A setup configuration is model-specific. File system corruption can result if source and target workstations are not the same model.

To copy a setup configuration:

1. Select a setup configuration to copy, and then restart the workstation.
2. Power off the workstation you are configuring and insert the configuration diskette into the diskette drive or USB media device.
3. As soon as the workstation powers on, press and hold **F10** until you enter the Computer Setup (F10) Utility. If necessary, press **Enter** to bypass the title screen.

 **NOTE:** If you do not press **F10** at the appropriate time, you must restart the workstation, and then press and hold **F10** again to access the utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

4. Select **File>Replicated Setup>Save to Removable Media**. Follow the instructions on the screen to create the configuration diskette or USB media device.
5. Power on the workstation you are configuring.
6. Press and hold the **F10** key until you enter the Computer Setup (F10) Utility. If necessary, press **Enter** to bypass the title screen.
7. Select **File>Replicated Setup>Restore from Removable Media**, and then follow the instructions on the screen.
8. Restart the workstation when the configuration is complete.

Copying a setup configuration to multiple workstations

- △ **CAUTION:** A setup configuration is model-specific. If source and target workstations are not the same model, file system corruption might result.

This method takes longer to prepare the configuration diskette, but copying the configuration to target workstations is fast.

A bootable diskette is required for this procedure. If the Windows XP Professional operating system is not available to create a bootable diskette, use the method for copying to a single workstation instead (see [Copying a setup configuration to a single workstation on page 46.](#))

1. Create a bootable diskette or USB media device.
2. Select a setup configuration to copy.
3. If you are using a diskette or USB, insert it now.
4. Restart the workstation.
5. As soon as the workstation powers on, press and hold **F10** until you enter the Computer Setup (F10) Utility. If necessary, press **Enter** to bypass the title screen.

 **NOTE:** If you do not press the **F10** key at the appropriate time, you must restart the workstation, and then press and hold the **F10** key again to access the utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

6. Select **File>Replicated Setup>Save to Removable Media**, and follow the instructions on the screen to create the configuration diskette or USB media device.
7. Download a BIOS utility for replicating the setup (such as repset.exe), and copy it to the configuration diskette or USB media device. To obtain this utility, see <http://www.hp.com/support/files>.
8. Enter the model number of the workstation.
9. On the configuration diskette, create an autoexec.bat file containing repset.exe and cpqsetup.txt.
10. Power off the workstation you are configuring, insert the configuration diskette or USB device, and then power on the workstation. The configuration utility runs automatically.
11. When the configuration is complete, restart the workstation.

Updating and managing software

HP provides several tools for managing and updating software on desktops and workstations:

- HP Client Manager Software
- System Software Manager
- Altiris Client Management Solutions
- Proactive Change Notification
- Subscriber's Choice

HP Client Manager Software

The HP Client Manager Software offers these services:

- Detailed views of hardware inventory for asset management
- PC health-check monitoring and diagnostics
- Proactive notification of changes in the hardware environment
- Web-accessible reporting of business-critical details such as thermal warnings and memory alerts
- Remote updating of system software such as device drivers and ROM BIOS
- Remote changing of boot order
- Configuration of system BIOS settings

The HP Client Management Solutions (CMS), available for download from <http://www.hp.com/go/easydeploy>, are standards-based solutions for managing and controlling workstations in a networked environment.

For more information about the HP Client Manager, see <http://www.hp.com/go/ssm>.

Altiris Client Management Solutions

Altiris and HP have partnered to provide comprehensive, tightly integrated systems management solutions to reduce the cost of owning HP client PCs.

The HP CMS is the foundation for additional Altiris Client Management Solutions that address:

- Inventory and asset management
- Deployment and migration
- Help desk and problem resolution
- Software and operations management

For more information about the following topics, go to <http://www.hp.com/go/ssm>:

- How HP CMS works
- Which solutions are compatible with the operating system
- How to download a fully functional, 30-day evaluation version of Altiris solutions

HP SoftPaq Download Manager

HP SoftPaq Download Manager is a free, easy-to-use interface for locating and downloading software updates for the HP client PC models in your environment. By specifying your models, operating system, and language, you can quickly locate, sort, and select the softpaqs you need. To download HP SoftPaq Download Manager, visit <http://h20331.www2.hp.com/Hpsub/cache/509658-0-0-225-121.html>.

System Software Manager

System Software Manager (SSM) is a utility available on Windows operating system workstations that enables you to update system-level software on multiple systems simultaneously. When executed on a PC client system, SSM detects hardware and software versions and then updates the software from a central repository, known as a *file store*. Driver versions supported by SSM are noted with a special icon on the software, the driver download website, and on the Support Software CD.

To download the utility or to obtain more information about SSM, see <http://www.hp.com/go/ssm>.

Proactive Change Notification

The Proactive Change Notification application uses the Subscriber's Choice website to:

- Send Proactive Change Notification (PCN) e-mail informing you up to 60 days in advance of hardware and software changes to most commercial workstations and servers
- Send you e-mail containing customer bulletins, customer advisories, customer notes, and driver alerts for most commercial workstations and servers

You can create a profile to ensure you receive only the information relevant to the specific IT environment.

To learn more about the PCN application and to create a custom profile, see [Subscriber's Choice on page 50](#).

Subscriber's Choice

Subscriber's Choice is a client-based service from HP that supplies you with personalized product tips, feature articles, and driver and support alerts and notifications based on the profile.

Subscriber's Choice Driver and Support Alerts and Notifications delivers e-mail notifying you that the information you subscribed to in the profile is available for review and retrieval.

To learn more about Subscriber's Choice and create a custom profile, see <http://www.hp.com/subscriberschoice>.

ROM Flash

HP workstation include a programmable flash ROM. By establishing a setup password in the Computer Setup (F10) Utility, you can protect the ROM from being inadvertently updated or overwritten. This function is important to ensure the operating integrity of the workstation.

To upgrade the ROM, download the latest SoftPaq images from www.hp.com/support/workstation_swdrivers.

For maximum ROM protection, establish a setup password. The setup password prevents unauthorized ROM upgrades. SSM enables you to create the setup password on several workstations simultaneously.

Remote ROM Flash

Remote ROM Flash allows system administrators to safely upgrade the ROM on remote HP workstations from a centralized network management console, resulting in a consistent deployment of, and greater control over, HP PC ROM images over the network.

To use Remote ROM Flash, the workstation must be powered on, or turned on using Remote Wakeup.

For more information about Remote ROM Flash and HPQFlash, see the HP Client Manager Software or System Software Manager sections at <http://www.hp.com/go/ssm>.

HPQFlash

The HPQFlash utility is used to locally update or restore the system ROM on PCs using a Windows operating system. For more information about HPQFlash, see <http://www.hp.com/go/ssm>, and enter the name of the workstation.

F10 Flash

Workstation BIOS can be updated using a USB key. Insert the USB key containing the BIOS update into the workstation. Boot the workstation to the F10 menu, and then select **Flash ROM**.

FailSafe Boot Block ROM

The FailSafe Boot Block ROM enables system recovery in the unlikely event of a ROM flash failure. For example, if a power failure occurs during a ROM upgrade, the Boot Block uses a flash-protected section of the ROM to verify a valid system ROM flash when power is restored to the workstation.

If the system ROM is valid, the workstation starts normally.

If the system ROM fails the validation check, the FailSafe Boot Block ROM provides enough support to start the workstation from a BIOS image CD created from a SoftPaq. The BIOS image CD programs the system ROM with a valid image.

When Boot Block detects an invalid system ROM, the workstation power LED blinks red eight times and the workstation beeps eight times; then the workstation pauses for two seconds. On some models, a Boot Block recovery mode message appears.

In preparation for system recovery, use the BIOS CD media file in the SoftPaq to create a BIOS image CD.

Recovering the workstation from Boot Block Recovery mode

To recover the workstation after it enters Boot Block recovery mode:

1. If there is media in the diskette or optical disk drives, remove it.
2. Insert a BIOS image CD into the CD drive.

You can also use USB media such as an HP DriveKey.

3. Power off, then power on the workstation.

If no BIOS image CD or USB is found, you are prompted to insert one and restart the workstation.

If a setup password has been established, the Caps Lock light illuminates and you are prompted for the password.

4. Enter the setup password.

If the workstation starts from the CD or USB and successfully reprograms the ROM, three keyboard lights illuminate. A rising-tone series of beeps also signals successful recovery.

5. Remove the CD or USB media and power off the workstation.
6. Restart the workstation.

Workstation security

This section provides information about providing system security through asset tracking, password security, hard disk drive locking, and chassis locks.

This section includes these topics:

Topics
Asset tracking on page 53
SATA hard disk drive security on page 54
Password security on page 57
Chassis security on page 61

Asset tracking

Asset tracking features incorporated into the workstation provide asset tracking data that can be managed using HP Systems Insight Manager (HP SIM), HP CMS, or other systems-management applications.

Seamless, automatic integration between asset tracking features and these products enables you to choose the management tool that is best suited to the environment and to leverage investments in existing tools.

HP also offers several solutions for controlling access to valuable components and information:

- HP ProtectTools Embedded Security prevents unauthorized access to data, checks system integrity, and authenticates third-party users attempting system access.
- Security features such as ProtectTools and the Side access panel sensor (Smart Cover Sensor) help prevent unauthorized access to the data and to the internal components of the workstation.
- By disabling parallel, serial, or USB ports, or by disabling removable-media boot capability, you can protect valuable data assets.
- Memory Change and Side access panel sensor (Smart Cover Sensor) alerts can be forwarded to system management applications to deliver proactive notification of tampering with a workstation's internal components.

ProtectTools and the Side access panel sensor (Smart Cover Sensor) are available as options on select systems.

Use the following utilities to manage security settings on the HP workstation:

- Locally, using the Computer Setup (F10) Utility
- Remotely, using the HP CMS or System SSM, which enables the secure, consistent deployment and control of security settings from a simple command line utility

For more information about the Computer Setup (F10) Utility, see [The Computer Setup \(F10\) Utility menu on page 35](#).

The following table and sections refer to the management of workstation security through the Computer Setup (F10) Utility

Table 4-2 Security features overview

Feature	Purpose	How it is established
Removable Media Boot Control	Prevents booting from removable media drives	From the Computer Setup (F10) Utility menu
Serial, Parallel, USB, or Infrared Interface Control	Prevents transfer of data through the integrated serial, parallel, USB, or infrared interface	From the Computer Setup (F10) Utility menu
Power-On Password	Prevents use of the workstation until the password is entered (applies to initial system startup and restarts)	From the Computer Setup (F10) Utility menu
Setup Password	Prevents reconfiguration of the workstation (use of the Setup utility) until the password is entered	From the Computer Setup (F10) Utility menu
Network Server Mode	Provides unique security features for workstations used as servers	From the Computer Setup (F10) Utility menu

SATA hard disk drive security

HP workstations include the HP DriveLock facility for SATA hard disk drives to prevent unauthorized access to data.

⚠ WARNING! Enabling DriveLock can render a SATA hard disk drive permanently inaccessible if the master password is lost or forgotten. No method exists to recover the password or access the data.

DriveLock has been implemented as an extension to Computer Setup (F10) functions. It is only available when hard disk drives that support the ATA security command set are detected. On HP workstations, it is not available when the SATA emulation mode is RAID+AHCI or RAID.

DriveLock is for HP customers for whom data security is a paramount concern. For such customers, the cost of a hard disk drive and the loss of the data stored on it is inconsequential when compared to the damage that could result from unauthorized access to its contents.

To balance this level of security with the need to address the issue of a forgotten password, the HP implementation of DriveLock employs a two-password security scheme. One password is intended to be set and used by a system administrator, while the other is typically set and used by the user.

No "back door" can be used to unlock the drive if both passwords are lost. Therefore, DriveLock is most safely used when the data contained on the hard disk drive is replicated on a corporate information system or is regularly backed up.

If both DriveLock passwords are lost, the hard disk drive is rendered unusable. For users who do not fit the previously defined customer profile, this might not be acceptable. For users who fit this profile, it might be a tolerable risk, given the nature of the data stored on the hard disk drive.

DriveLock applications

The most practical use of DriveLock is in a corporate environment. The system administrator would be responsible for configuring the hard disk drive, which involves setting the DriveLock master password and a temporary user password. If you forget the user password or if the equipment is passed on to another employee, the master password can be used to reset the user password and regain access to the hard disk drive.

HP recommends that corporate system administrators who enable DriveLock also establish a corporate policy for setting and maintaining master passwords. This should be done to prevent a situation where an employee sets both DriveLock passwords before leaving the company. In such a scenario, the hard disk drive is unusable and requires replacement. Likewise, by not setting a master password, system administrators might find themselves locked out of a hard disk drive and unable to perform routine checks for unauthorized software, other asset control functions, and support.

For users with less stringent security requirements, HP does not recommend enabling DriveLock. Users in this category include personal users, or users who do not maintain sensitive data on their hard disk drives as a common practice. For these users, the potential loss of a hard disk drive resulting from forgetting both passwords is much greater than the value of the data DriveLock protects.

Access to Computer Setup (F10) and DriveLock can be restricted through the setup password. By specifying a setup password and not giving it to users, system administrators can restrict users from enabling DriveLock.

Using DriveLock

When hard disk drives that support the ATA security command set are detected, DriveLock appears under the Security menu in the Computer Setup (F10) menu. You are presented with options to set the master password and to enable DriveLock. You must provide a user password to enable DriveLock. Because the initial configuration of DriveLock is typically performed by a system administrator, a master password should be set first.

HP encourages system administrators to set a master password whether they plan to enable DriveLock or not. This gives the administrator the ability to modify DriveLock settings if the drive is locked in the future. After the master password is set, the system administrator can enable DriveLock or leave it disabled.

If a locked hard disk drive is present, POST requires a password to unlock the device. If a power-on password is set and it matches the device's user password, POST does not prompt the user to re-enter the password. Otherwise, the user is prompted to enter a DriveLock password.

For a cold start, use the master or user password. For a warm start, enter the same password used to unlock the drive during the preceding cold start.

Users have two attempts to enter a correct password. During cold start, if neither attempt succeeds, POST continues but the drive remains inaccessible. During a warm-start or restart from the Windows operating system, if neither attempt succeeds, POST halts and the user is instructed to cycle power.

Enabling DriveLock

To enable and set the DriveLock user password:

1. Power on or restart the workstation.
2. As soon as the workstation is powered on, press and hold **F10** until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

If you do not press **F10** at the appropriate time, you must restart the workstation, and then press and hold **F10** again to access the utility.

If you are using a PS2 keyboard, you might see a keyboard error message. Disregard it.

3. Select **Security>DriveLock Security**.
4. For each DriveLock-capable drive, select a drive by pressing **F10** to accept.
5. Under Enable/Disable DriveLock options, select **Enable**, and then press **F10** to enable DriveLock for a specific drive.

△ **CAUTION:** Forgetting the DriveLock password renders the drive unusable.

6. Enter a new user password, and then press **F10** to accept. This password may be 1 to 32 characters long.
7. Enter the password again in the Enter New Password Again field. If you forget this password, the drive is rendered permanently disabled.
8. Select **File>Save Changes and Exit**, and then press **F10**. After you press **F10**, the workstation performs a cold start before invoking the DriveLock function.

You can also use this process to set the DriveLock master password by selecting **Master** in Step 5.

When the workstation starts, you are prompted to enter the DriveLock password for each DriveLock-capable drive for which you have set a password. You have two attempts to enter the password correctly. If the password is not entered correctly, the workstation attempts to start anyway. However, the boot process most likely fails because data from a locked drive cannot be accessed.

In a single drive workstation, if the drive has DriveLock enabled, the workstation might not be able to boot to the operating system, and might try to boot from the network or from another storage device (depending on the boot ordering options). Regardless of the outcome of the start attempts, the drive-locked drive remains inaccessible without the DriveLock password.

In a two-drive workstation that has a boot drive and a data drive, you can apply the DriveLock feature to the data drive only. In this case, the workstation can always start, but the data drive is accessible only when the DriveLock password is entered.

Cold starts require that you enter DriveLock passwords. However, DriveLock passwords are also required for warm starts. For example, if you boot to DOS and press **Ctrl+Alt+Del**, you must enter the DriveLock password before the workstation completes the next start cycle. This warm-start behavior is consistent with the DriveLock feature.

Password security

The power-on password prevents unauthorized use of the workstation by requiring entry of a password to access applications or data when the workstation is powered on or restarted. The setup password specifically prevents unauthorized access to the Computer Setup (F10) Utility and can also be used as an override to the power-on password. When prompted for the power-on password, entering the setup password instead enables access to the workstation.

You can establish a network-wide setup password to enable the system administrator to log in to all network systems to perform maintenance without needing to know the power-on password.

Establishing a setup password using Computer Setup (F10) Utility

Establishing a setup password through the Computer Setup (F10) Utility prevents reconfiguration of the workstation (through the use of the Computer Setup (F10) Utility) until the password is entered.

To establish a setup password using the Computer Setup (F10) menu:

1. Power on or restart the workstation.
2. As soon as the workstation is powered on, press and hold **F10** until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

If you do not press **F10** at the appropriate time, you must restart the workstation, and then press and hold **F10** again to access the utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

3. Select **Security>Setup Password** and then follow the onscreen instructions.
4. Before exiting, select **File>Save Changes and Exit**.

Establishing a power-on password using workstation setup

Establishing a power-on password through the Computer Setup (F10) Utility prevents access to the workstation when power is connected, unless you specify the password. When a power-on password is set, the Computer Setup (F10) Utility presents Password Options in the Security menu. The password options include Network Server Mode and Password Prompt on Warm Boot.

When Network Server Mode is disabled, you must enter the password when the workstation is powered on, when the key icon appears on the monitor. When Password Prompt on Warm Boot is enabled, you must enter the password. The password must also be entered each time the workstation is restarted. When Network Server Mode is enabled, the password prompt is not presented during POST, but an attached PS/2 keyboard remains locked until you enter the power-on password.

To enable Network Server Mode, you must set a power-on password. The option to set this password is available under **Advanced>Password Options**. This option enables the workstation to start without requiring the power-on password, but the keyboard and mouse are locked until you enter the password. The keyboard LEDs rotate constantly when the workstation is in locked mode.

To establish a power-on password through the Computer (F10) menu:

1. Power on or restart the workstation.
2. As soon as the workstation is powered on, press and hold **F10** until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

If you do not press **F10** at the appropriate time, you must restart the workstation and then press and hold **F10** again to access the utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

3. Select **Security>Power-On Password** and then follow the onscreen instructions.
4. Before exiting, select **File>Save Changes and Exit**.

Entering a power-on password

To enter a power-on password:

1. Restart the workstation.
2. When the key icon appears on the monitor, enter the current password, and then press **Enter**.

Type carefully. For security reasons, the characters you enter do not appear on the screen.

If you enter the password incorrectly, a broken key icon appears. Try again. After three unsuccessful tries, you will enter the F10 setup screen with read-only permission. (See the Setup Browse Mode option under the Power-On options.)

Entering a setup password

If a setup password has been established on the workstation, you will be prompted to enter it each time you run the Computer Setup (F10) Utility.

To enter a setup password:

1. Restart the workstation.
2. As soon as the workstation is powered on, press and hold **F10** until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

If you do not press **F10** at the appropriate time, you must restart the workstation and press and hold **F10** again to access the utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

3. When the key icon appears on the monitor, enter the setup password, and press **Enter**.

Type carefully. For security reasons, the characters you enter do not appear on the screen.

If you enter the password incorrectly, a broken key icon appears. Try again. After three unsuccessful tries, you must restart the workstation before you can continue.

Changing a power-on or setup password

To change a power-on or setup password:

1. Restart the workstation.
2. To change the power-on password, go to step 4.
3. To change the setup password, as soon as the workstation is powered on, press and hold **F10** until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

If you do not press **F10** at the appropriate time, you must restart the workstation, and then press and hold the **F10** key again to access the utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

4. When the key icon appears, enter the current password, a slash (/) or alternative delimiter character, the new password, another slash (/) or alternative delimiter character, and the new password again as shown:

current password/new password/new password

For information about the alternative delimiter characters, see [National keyboard delimiter characters on page 60](#).

Type carefully. For security reasons, the characters you enter do not appear on the screen.

5. Press **Enter**.

The new password takes effect the next time you power on the workstation.

The power-on and setup passwords can also be changed using the Security options in the Computer Setup (F10) Utility.

Deleting a power-on or setup password

To delete a power-on or setup password:

1. Power on or restart the workstation.
2. Choose from the following:
 - To delete the power-on password, go to step 4.
 - To delete the setup password, as soon as the workstation is powered on, press and hold **F10** until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

If you do not press F10 at the appropriate time, you must restart the workstation and then press and hold F10 again to access the utility.

Use the appropriate operating system shutdown process.

3. When the key icon appears, enter the current password followed by a slash (/) or alternative delimiter character: *current password/*.

For information about the alternative delimiter characters see [National keyboard delimiter characters on page 60](#).

4. Press **Enter**.

National keyboard delimiter characters

Each keyboard meets country-specific requirements. The syntax and keys you use for changing or deleting passwords depend on the keyboard included with the workstation.

Table 4-3 National keyboard delimiter characters

Language	Delimiter	Language	Delimiter	Language	Delimiter
Arabic	/	Greek	-	Russian	/
Belgian	=	Hebrew	.	Slovakian	-
BHCSY*	-	Hungarian	-	Spanish	-
Brazilian	/	Italian	-	Swedish/Finnish	/
Chinese	/	Japanese	/	Swiss	-
Czech	-	Korean	/	Taiwanese	/
Danish	-	Latin American	-	Thai	/
French	!	Norwegian	-	Turkish	.
French Canadian	é	Polish	-	U.K. English	/
German	-	Portuguese	-	U.S. English	/

* Bosnia-Herzegovina, Croatia, Slovenia, and Yugoslavia

Clearing passwords

If you forget the password, you cannot access the workstation.

For instructions about clearing passwords, see [Password security on page 57](#).

Chassis security

Side access panel key lock

The side access panel contains a key lock to prevent the panel from being removed.

The key is fastened to the workstation rear panel when shipped from the factory.

Side access panel sensor (Smart Cover Sensor) (optional)

The optional Side access panel sensor is a combination of hardware and software technology that can alert you when the workstation side access panel has been removed (if the sensor has been configured in the Computer Setup (F10) Utility).

The three levels of Side access panel sensor protection are shown in the following table:

Table 4-4 Side access panel sensor protection levels

Level	Setting	Description
Level 0	Disabled	Side access panel sensor [*] is disabled (default).
Level 1	Notify User	When the workstation restarts, a message appears indicating that the workstation side access panel has been removed.
Level 2	Setup Password	When the workstation is restarted, a message appears indicating that the workstation side access panel has been removed. You must enter the setup password to continue.

^{*} Side access panel sensor settings can be changed using the Computer Setup (F10) Utility.

Setting the Side access panel sensor protection level

To set the Side access panel sensor protection level:

1. Power on or restart the workstation.
2. As soon as the workstation is powered on, press and hold the **F10** key until you enter the Computer Setup (F10) Utility. Press **Enter** to bypass the title screen, if necessary.

 **NOTE:** If you do not press the **F10** key at the appropriate time, you must restart the workstation, and then press and hold the **F10** key again to access the Computer Setup (F10) Utility.

If you are using a PS/2 keyboard, you might see a keyboard error message. Disregard it.

3. Select **Security>Smart Cover>Cover Removal Sensor**, and follow the onscreen instructions.
4. Before exiting, select **File>Save Changes and Exit**.

Cable lock (optional)

To prevent theft, the rear chassis panel of the workstation accommodates a keyed cable lock. This cable lock attaches to the chassis and secures it to the work area. (See [Rear panel components on page 6](#) for component locations.)

Fault notification and recovery

Fault notification and recovery features combine innovative hardware and software technology to prevent the loss of critical data and minimize unplanned downtime.

If the workstation is connected to a network that is managed by HP CMS, the workstation sends a fault notice to the network management application. With HP CMS, you can also remotely schedule diagnostics to run on managed PCs and create a summary report of failed tests.

Drive Protection System

The Drive Protection System (DPS) is a diagnostic tool built into hard disk drives and is installed in select HP workstations. The DPS helps diagnose problems that might result in unwarranted hard disk drive replacement.

When HP workstations are built, each installed hard disk drive is tested using the DPS, and a permanent record of key information is written onto each drive. Every time the DPS is run, test results are written to the hard disk drive. The service provider can use this information to help diagnose conditions that required you to run the DPS software.

ECC fault prediction

When the workstation encounters an excessive number of error checking and correcting (ECC) memory errors, it displays a local alert message. This message contains information about the errant DIMM, enabling you to take action before you experience noncorrectable memory errors. ECC DIMMs are standard on this workstation.

Thermal sensors

Several thermal sensors in the HP Workstation regulate workstation fans to maintain an acceptable, efficient chassis temperature.

Dual-state power button

With ACPI enabled, the power button can function as an on/off switch or as a sleep state button. This feature does not completely turn off power, but instead causes the workstation to enter a low-power standby state. This enables you to go to standby without closing applications, and to return to the same operational state without any data loss.

Changing the power button configuration

To change the power button configuration:

1. Select **Start**, and then select **Control Panel>Power Options**.
2. In Power Options Properties, select the **Advanced** tab.
3. In the Power Button section, select **Hibernate**.

 **NOTE:** Hibernate must be enabled in the Hibernate tab.

After configuring the power button to function as a sleep state button, you can press the power button to put the workstation in a very low power state. Press the button again to bring the workstation out of this low power state to full power state. To completely turn off power to the workstation, press and hold the power button for four seconds.

△ **CAUTION:** Do not use the power button to power off the workstation unless the system is not responding; turning off the power without operating system interaction can cause data loss.

5 Replacing components

This chapter presents removal and installation procedures for most internal workstation components. It includes these topics:

Topics

[Warnings and cautions on page 66](#)

[Service considerations on page 68](#)

[Customer self-repair on page 72](#)

[Removing and installing components on page 73](#)

[Product recycling on page 212](#)

Warnings and cautions

-
- ⚠ **WARNING!** ⚠ Any surface or area of the equipment marked with this symbol indicates the presence of a hot surface or hot component. If this surface is contacted, the potential for injury exists. To reduce the risk of injury from a hot component, enable the surface to cool before touching.
-
- ⚠ **WARNING!** ⚠ Any surface or area of the equipment marked with this symbol indicates the presence of an electrical shock hazard. To reduce the risk of injury from electrical shock, do not open any enclosed area marked with this symbol.
-
- ⚠ **WARNING!** To reduce the risk of electric shock or damage to your equipment:
- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
 - Plug the power cord in a grounded (earthed) outlet that is easily accessible at all times.
 - Disconnect power from the equipment by unplugging the power cord from the electrical outlet.
-
- ⚠ **WARNING!** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup, posture, health, and work habits for computer users, and provides important electrical and mechanical safety information. This guide is located at <http://www.hp.com/ergo>.
-
- ⚠ **WARNING!** If a product is shipped in packaging marked with this symbol, , the product must always be lifted by two persons to avoid personal injury due to product weight.
-
- ⚠ **CAUTION:** Static electricity can damage the electronic components of the workstation. Before beginning these procedures, be sure you discharge static electricity by briefly touching a grounded metal object.
-
- ⚠ **CAUTION:** Observe the following cautions when removing or replacing a processor:
- Installing a processor incorrectly can damage the system board. Contact an HP authorized reseller or service provider to install the processor. If you plan to install the processor yourself, read all of the instructions carefully before you begin.
 - Failure to follow the workstation preparation instructions can result in an improperly installed processor, causing extensive workstation damage.
 - Processor socket pins are delicate and bend easily. Use extreme care when placing the processor in the socket.
-
- ⚠ **CAUTION:** To prevent damage to the workstation, observe the following Electrostatic Discharge (ESD) precautions while performing the system parts removal and replacement procedures:
- Work on a static-free mat.
 - Wear a static strap to ensure that any accumulated electrostatic charge is discharged from your body to the ground.
 - Create a common ground for the equipment you are working on by connecting the static-free mat, static strap, and peripheral units to that piece of equipment.
-

 **NOTE:** HP accessories are for use in HP Workstation products. They have been extensively tested for reliability and are manufactured to high quality standards.

Service considerations

Review the following service considerations before replacing system components.

Cautions, warnings and safety precautions

Review the cautions, warnings, and safety precautions before accessing the workstation components. Also, review the *Safety and Regulatory Guide* that came with the workstation for more information.

ESD information

Generating static

The following table shows that different activities generate different amounts of static electricity through electrostatic discharge (ESD). Static electricity increases as humidity decreases.

Event	Relative humidity		
	55%	40%	10%
Walking across carpet	7,500V	15,000V	35,000V
Walking across vinyl floor	3,000V	5,000V	12,000V
Motions of bench worker	400V	800V	6,000V
Removing bubble pack from PCB	7,000V	20,000V	26,500V
Packing PCBs in foam-lined box	5,000V	11,000V	21,000V

CAUTION: Static electricity in the amount of 700 volts might degrade a product.

Preventing ESD equipment damage

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following packaging and grounding precautions are necessary to prevent damage to electric components and accessories:

- Transport products in static-safe containers such as tubes, bags, or boxes, to avoid hand contact.
- Protect electrostatic parts and assemblies with nonconductive or approved containers or packaging.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from containers.
- When handling or touching a sensitive component or assembly, ground yourself by touching the chassis.
- Avoid contact with pins, leads, or circuitry.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or nonconductive foam.

Personal grounding methods and equipment

Use the following items to help prevent ESD damage:

- **Wrist straps**—These are flexible straps with a maximum of one megohm \pm 10% resistance in the ground cords. To provide a proper ground, wear the strap against bare skin. The ground cord must be connected and fit snugly into the banana plug connector on the grounding mat or workstation.
- **Heel straps, toe straps, and boot straps**—These can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of one megohm \pm 10% resistance between the operator and ground.

The following table shows protection levels available from static shielding materials.

Table 5-1 Static shielding protection levels

Method	Voltage
Antistatic plastic	1,500V
Carbon-loaded plastic	7,500V
Metalized laminate	15,000V

This section provides guidelines to prevent ESD damage to equipment.

Grounding the work area

To prevent static damage in the work area:

- Cover the work surface with approved static-dissipative material. Use a wrist strap connected to the work surface, and properly grounded tools and equipment.
- Use static-dissipative mats, foot straps, or air ionizers to give added protection.
- Handle electrostatic-sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only in static-free work areas.
- Disconnect power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials, such as plastic assembly aids and Styrofoam.
- Use field service tools (such as cutters, screwdrivers, and vacuums) that are conductive.

Recommended ESD prevention materials and equipment

The recommended materials and equipment are:

- Antistatic tape
- Antistatic smocks, aprons, and sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with a ground cord of one megohm \pm 10% resistance
- Static-dissipative table or floor mats with a hard-tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing one megohm \pm 10% resistance
- Material-handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

Tools and software requirements

The tools necessary for workstation component removal and installation are:

- Torx T-15 driver
- Flat blade and cross-tip screwdrivers
- Diagnostics software

Special handling of components

The components included in this section require special handling when servicing the workstation.

⚠ **WARNING!** Do not use the front bezel as a handle or lifting point when lifting or moving the workstation. Lifting the workstation from the front bezel, or lifting it incorrectly, could cause the workstation to fall, causing possible injury to you and damage to the workstation. To properly and safely lift the workstation, lift from the bottom of the workstation.

WARNING! Do not use the front bezel as a handle or lifting point when lifting or moving the workstation. Lifting the workstation from the front bezel, or lifting it incorrectly, could cause the workstation to fall, causing possible injury to you and damage to the workstation. To properly and safely lift the workstation, use the handles. If the workstation is not equipped with handles, lift from the bottom of the workstation.

Cables and connectors

Handle cables with care to avoid damage. Apply only the tension required to seat or unseat cables during insertion or removal from the connector. When possible, handle cables by the connector or pull-strap. In all cases, avoid bending or twisting the cables, and be sure that the cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced.

When servicing the workstation, be sure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the workstation.

Hard drives

Hard drives are fragile, precision components. Avoid subjecting them to physical shock and vibration. The following guidelines apply to all drives, including failed drives, replacement drives, and spares.

- Do not remove hard drives from the shipping package for storage. Keep hard drives in their protective packaging until they are mounted in the workstation.
- Avoid dropping hard drives from any height.
- If you are inserting or removing a hard drive, power off the workstation. Do not remove a hard drive while the workstation is powered on or in standby mode.
- Before handling a drive, be sure that you discharge static electricity. While handling a drive, avoid touching the connector. For more information about preventing electrostatic damage, see [ESD information on page 68](#).

To prevent possible ESD damage when the drive is installed, connect the drive power cable before connecting the data cable. This discharges accumulated static electricity through the drive power cable to the workstation chassis.

- When inserting a drive, do not use excessive force.
- Avoid exposing a hard drive to liquids, temperature extremes, or products with magnetic fields such as monitors or speakers.

Lithium coin cell battery

The battery included with the workstation provides power to the real-time clock and has a lifetime of about three years.

For instructions on battery removal and replacement, see [Battery on page 210](#).

⚠ WARNING! This workstation contains a lithium battery. There is a risk of fire and chemical burn if the battery is handled improperly. Do not disassemble, crush, puncture, short the external contacts, dispose of in water or fire, or expose the battery to temperatures higher than 60° Centigrade (140° Fahrenheit).

📝 NOTE: Do not dispose of batteries, battery packs, and accumulators with general household waste.

Customer self-repair

Under the Customer Self-Repair program, you can order a replacement part and install the part without onsite HP technical assistance. See <http://www.hp.com/go/selfrepair/> for information on the program as customer self-repair may be required for some components.

📝 NOTE: Some components, like the liquid cooling system, are not eligible for Customer Self-Repair and must be returned to HP for service. Call HP Support for further instructions before attempting to remove or repair this system.

Removing and installing components

 **NOTE:** This workstation supports many optional devices. If you do not find installation instructions for your device in the following procedures, see http://hp.com/support/workstation_manuals.

This section includes these topics:

Topics		
Component locations on page 74	Power connections on page 90	Memory fans on page 155
Disassembly order on page 76	Front bezel on page 91	Memory on page 158
Predisassembly procedures on page 77	Front panel I/O cable assembly on page 92	Expansion card slot identification on page 165
Cable lock (optional) on page 78	Power switch cable assembly on page 96	Choosing an expansion card slot on page 168
Side access panel on page 79	Optical bay filler tray on page 97	PCIe card on page 169
Airflow guide on page 80	Optical disk drive on page 100	PCI card on page 174
Expansion card support on page 82	Slot load optical disk drive (optional) on page 106	Liquid cooling solution on page 177
Right side panel on page 86	Hard disk drive on page 114	CPU heatsink on page 199
Power supply on page 86	Expansion card guide/front fan holder on page 141	CPU on page 203
Speaker on page 87	System fans on page 146	System board on page 206
Side access panel sensor (optional) on page 88	Installing a second front system fan on page 149	Battery on page 210

Component locations

The following figure and table describe the system board component layout.

Figure 5-1 System board component locations

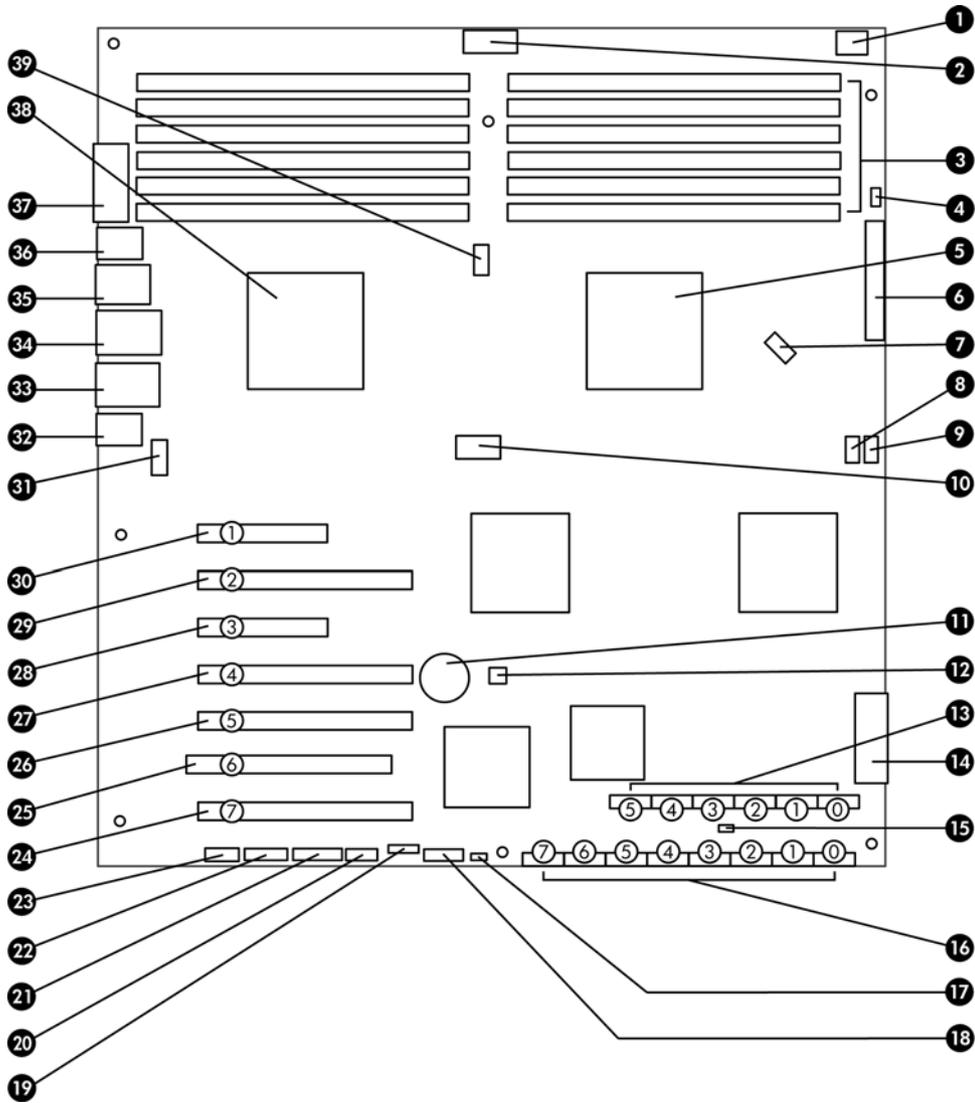


Table 5-2 System board components ID

Item	Component	Item	Component	Item	Component
1	Memory fans	14	Main power	27	PCIe2 x16(8)
2	Memory power	15	HDD LED	28	PCIe x8(4) ¹
3	Memory sockets	16	SAS connectors	29	PCIe2 x16
4	Crisis recovery jumper	17	Password jumper	30	PCIe2 x8(4) ¹
5	CPU1 socket	18	Front USB	31	Rear system fan
6	Flexible disk drive	19	Internal USB-1	32	Audio

Table 5-2 System board components ID (continued)

Item	Component	Item	Component	Item	Component
7	CPU1 fan	20	Internal USB-2/DASH	33	Network/USB
8	Front system fan1 (top)	21	Power Button/LED/Spkr	34	Network/USB
9	Front system fan2 (bottom)	22	Front 1394a	35	1394a/USB
10	CPU power	23	Front audio	36	Keyboard/mouse
11	Battery	24	PCIe2 x16(8)	37	Serial
12	Clear CMOS button	25	PCI 32/33	38	CPU0 socket
13	SATA connectors	26	PCIe2 x16	39	CPU0 fan

¹ Open-ended slot that allows installation of a x16 card.

 **NOTE:** For related expansion card slot information, see [Expansion card slot description on page 165](#).

Disassembly order

For convenience, disassembly procedures should be followed in a particular order. Use the following table to determine the sequence in which to remove major workstation components.

Table 5-3 Workstation component disassembly order

Predisassembly procedures on page 77
Cable lock (optional) on page 78
Side access panel on page 79
Airflow guide on page 80
Expansion card support on page 82
Right side panel on page 86
Power supply on page 86
Speaker on page 87
Side access panel sensor (optional) on page 88
Power connections on page 90
Front bezel on page 91
Front panel I/O cable assembly on page 92
Power switch cable assembly on page 96
Optical bay filler tray on page 97
Optical disk drive on page 100
Slot load optical disk drive (optional) on page 106
Hard disk drive on page 114
Expansion card guide/front fan holder on page 141
System fans on page 146
Installing a second front system fan on page 149
Memory fans on page 155
Memory on page 158
Expansion card slot identification on page 165
Choosing an expansion card slot on page 168
PCIe card on page 169
PCI card on page 174
CPU heatsink on page 199
CPU on page 203

Table 5-3 Workstation component disassembly order (continued)

[System board on page 206](#)

[Battery on page 210](#)

Predisassembly procedures

 **NOTE:** Read [Warnings and cautions on page 66](#) before servicing workstation components.

Perform the following steps before servicing a workstation:

1. Review the safety information and precautions in [Warnings and cautions on page 66](#) and the *Safety and Regulatory Information* for the workstation.
2. Locate and clear a suitable work area.
3. Close all open software applications.
4. Remove all diskettes, CDs, and DVDs from the workstation.
5. Shut down the operating system.
6. Power off the workstation and all peripheral devices connected to it.
7. Remove or disengage security devices that prevent you from opening the workstation.
8. Disconnect the power cord from the electrical outlet and then from the workstation.
9. Disconnect peripheral device cables from the workstation.
10. Gather the tools.
11. Service the workstation.
12. Restore power to the workstation when servicing is done.

Cable lock (optional)

If a cable lock is installed on the workstation, remove it before servicing the workstation. Unlock it and pull it out of the cable lock slot as shown in the following figure.

Figure 5-2 Removing the cable lock



Side access panel

Before accessing the internal components of the workstation, you must remove the side access panel.

This section describes how to remove and install the side access panel.

Removing the side access panel

⚠ WARNING! Before removing the workstation side access panel, be sure that the workstation is powered off and that the power cord is disconnected from the electrical outlet.

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove locks that are present, such as cable lock or side access panel key lock.
3. Pull up on the handle **1** and rotate the side access panel off the chassis **2** as shown in the following figure.

Figure 5-3 Removing the side access panel



Installing the side access panel

1. Align the bottom groove of the side access panel with the bottom edge of the chassis.
2. Rotate the side access panel toward the chassis and press firmly until the latch engages.

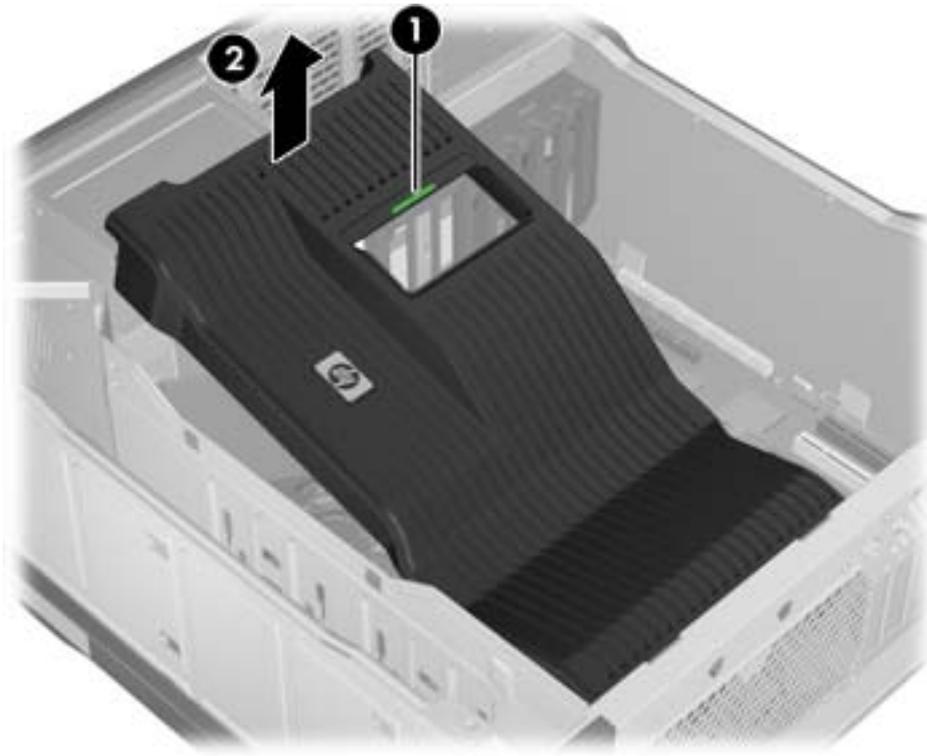
Airflow guide

This section describes how to remove and install the chassis airflow guide.

Removing the airflow guide

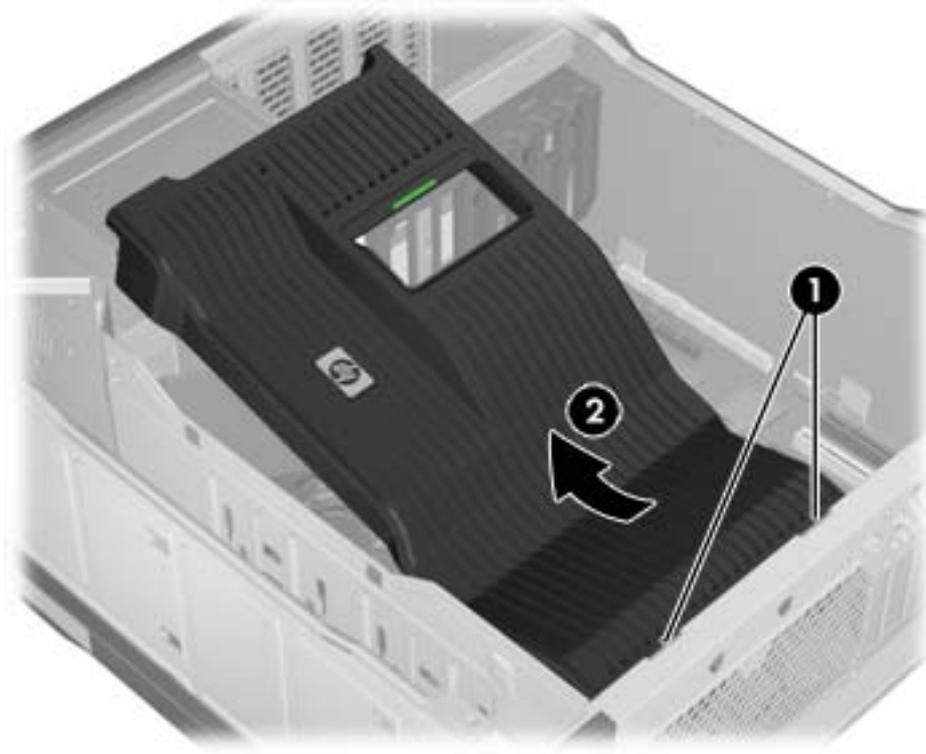
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide by lifting firmly on the handle at the green touch point (1), and then rotating the airflow guide upward (2), as shown in the following figure.

Figure 5-4 Releasing the airflow guide



4. Disengage the airflow guide tabs from the rear chassis slots (1), and then lift the airflow guide from the chassis (2), as shown in the following figure.

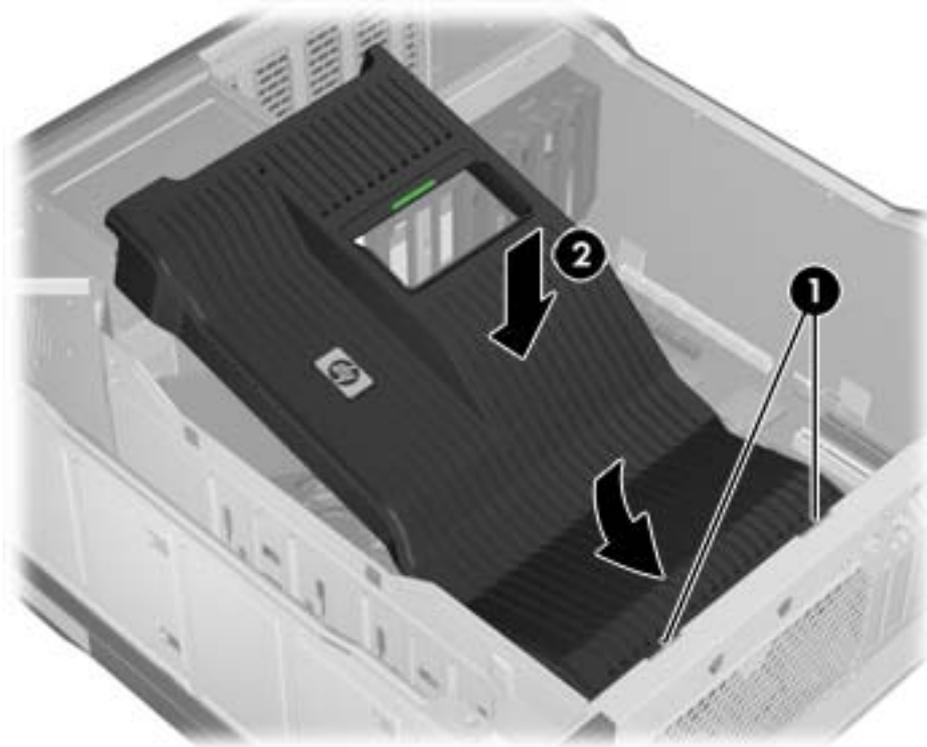
Figure 5-5 Removing the airflow guide



Installing the airflow guide

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Insert the airflow guide tabs into the rear chassis slots (1), and then lower the airflow guide until it clicks into place in the chassis (2), as shown in the following figure.

Figure 5-6 Installing the airflow guide



4. Reinstall all removed components and reconnect any cables that have been disconnected.

Expansion card support

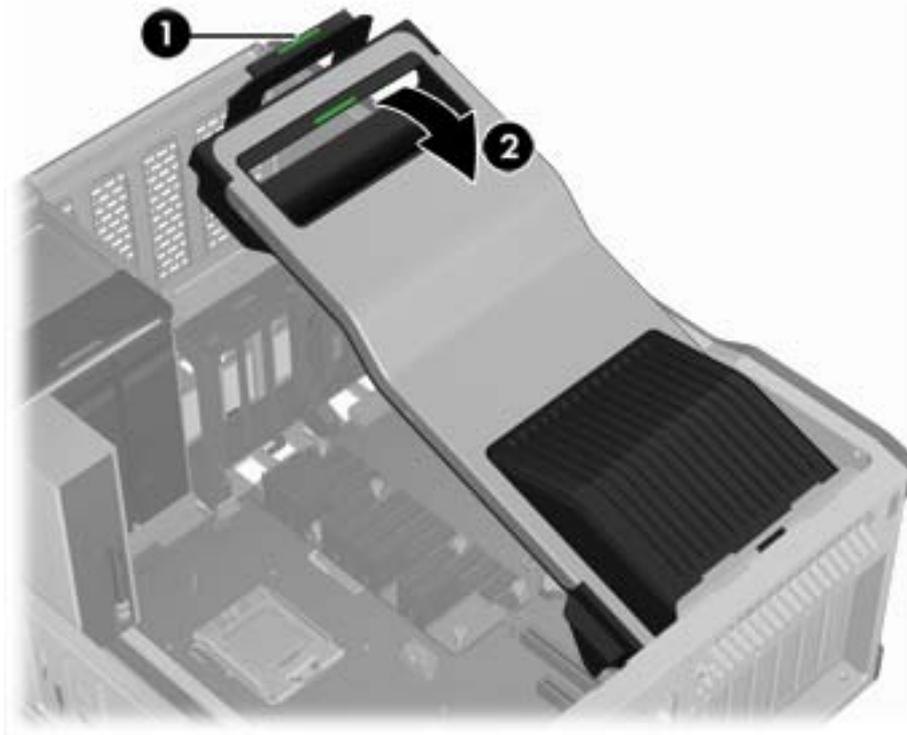
To prevent card movement during shipping, an expansion card support is installed. This section describes how to remove and install the expansion card support.

Removing the expansion card support

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).

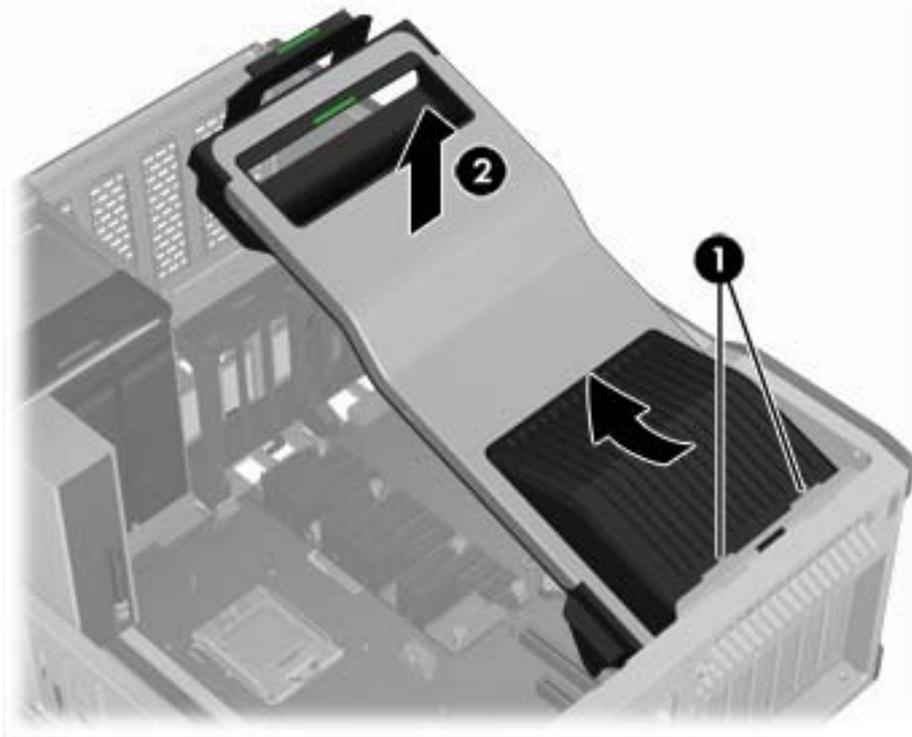
3. Remove the expansion card support by lifting firmly on the handle at the green touch point (1), and then rotating the support upward (2), as shown in the following figure.

Figure 5-7 Rotating the expansion card support



4. Disengage the expansion card support tabs from the rear chassis slots (1), and then lift the support from the chassis (2), as shown in the following figure.

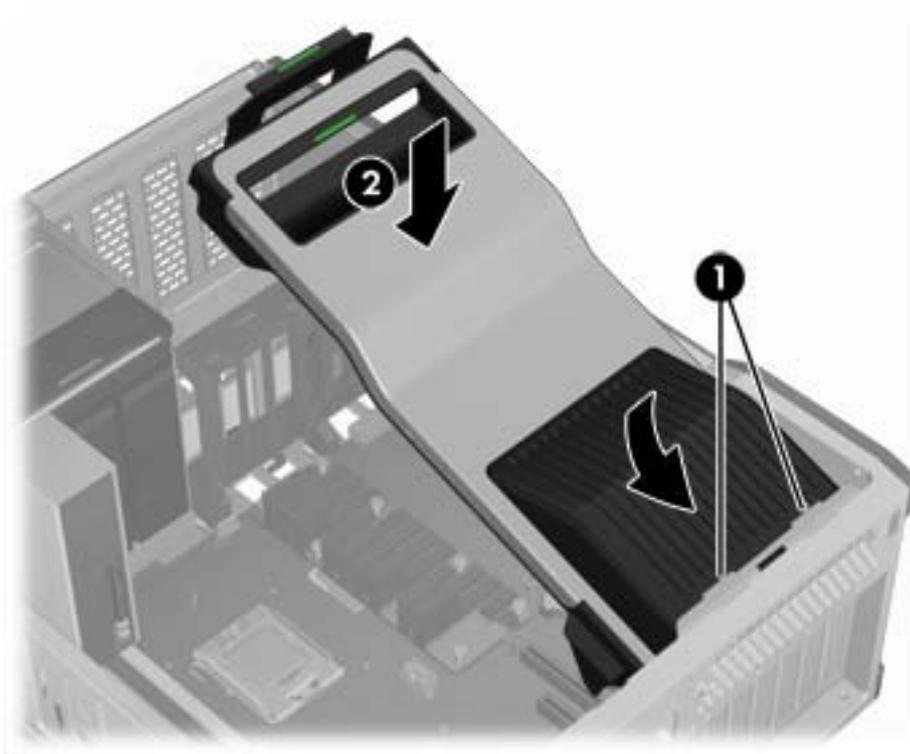
Figure 5-8 Removing the expansion card support



Installing the expansion card support

Insert the expansion card support tabs into the rear chassis slots (1), and then lower the support until it clicks into place in the chassis (2), as shown in the following figure.

Figure 5-9 Installing the expansion card support



Right side panel

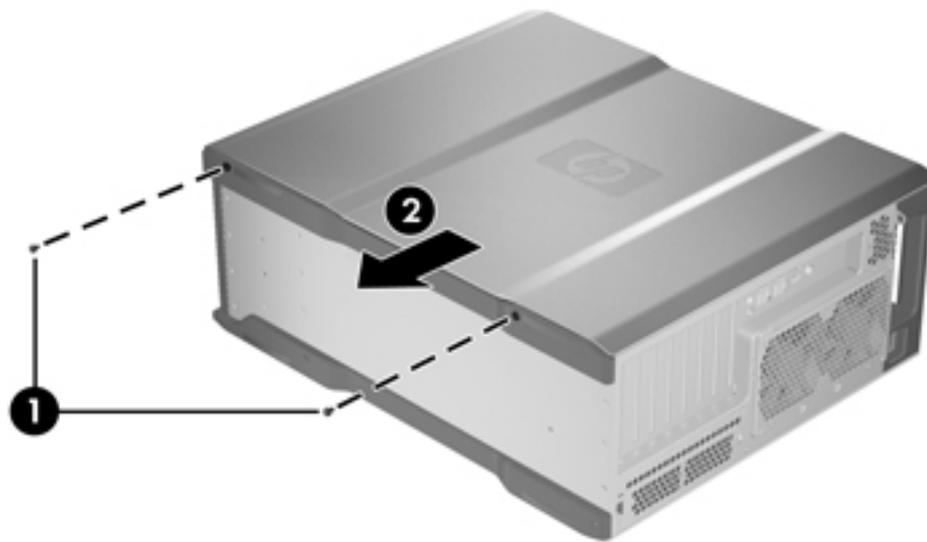
This section describes how to remove and install the right side panel.

Removing the right side panel

 **NOTE:** Use this procedure to access the backplane wiring.

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the two T-15 Torx screws (1), and then slide the right side panel in the direction shown in the following figure until it stops, and then lift off the chassis (2).

Figure 5-10 Removing the right side panel



Installing the right side panel

To install the panel, slide it into position on the workstation, and then fasten it with two T-15 Torx screws.

Power supply

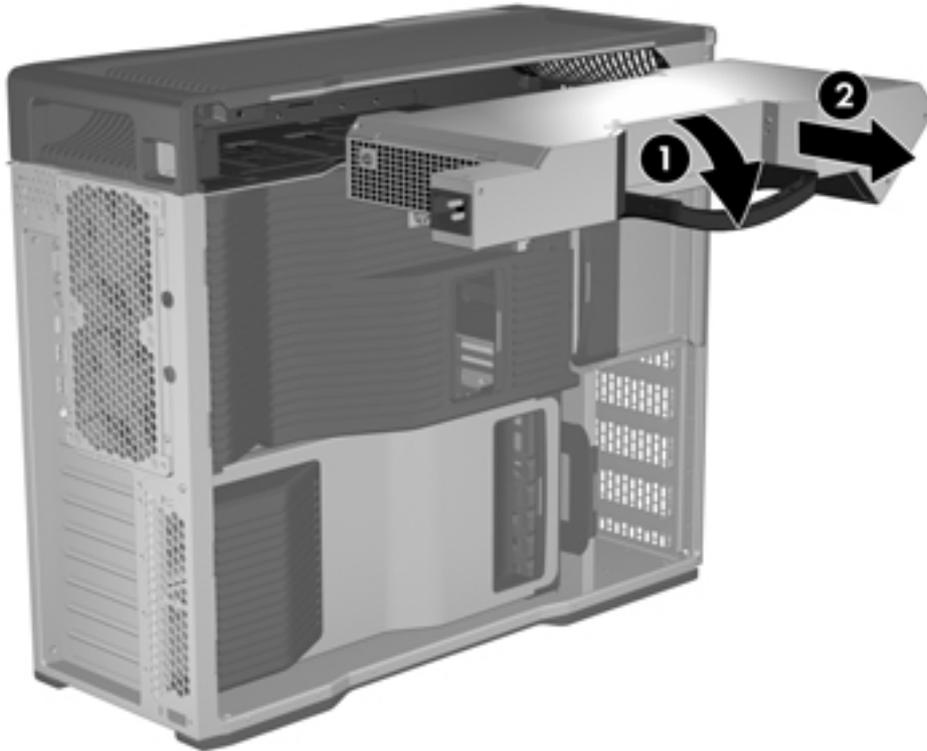
This section describes how to remove and install a power supply.

Removing the power supply

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).

3. Pull out the power supply locking handle marked with the green label (1).
Use the handle to pull the power supply out of the chassis (2) as show in the following figure.

Figure 5-11 Removing power supply



Installing the power supply

Slide the power supply into the chassis, keeping the handle completely open. When the power supply handle engages the chassis, rotate the handle inward until it snaps into place to secure the power supply.

Speaker

This section describes how to remove and install the speaker.

Removing the speaker

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the workstation power supply (see [Removing the power supply on page 86](#)).

4. Disconnect the speaker cable from the inline front panel I/O cable (1), and slide the speaker from the chassis flanges (2), as shown in the following figure.

Figure 5-12 Removing the speaker



Installing the speaker

To install the speaker, reverse the removal steps.

Side access panel sensor (optional)

The side access panel sensor is a switch that detects when the side access panel is opened.

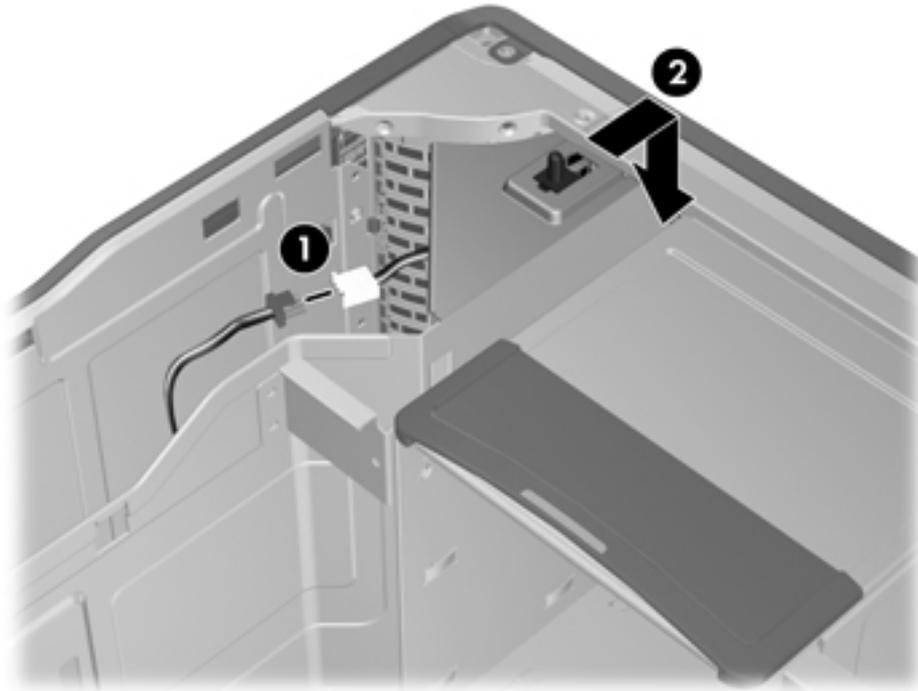
This section describes how to remove and install the side access panel sensor.

Removing the side access panel sensor

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the power supply from the chassis (see [Removing the power supply on page 86](#)).

4. Disconnect the sensor cable from the in-line chassis cable as shown in the following figure (1).

Figure 5-13 Removing the side access panel sensor



5. Slide the sensor back in its slot, push the sensor down, and then remove it from the chassis (2).

Installing the side access panel sensor

To replace the side access panel sensor, reverse the removal steps.

 **NOTE:** The cable must be looped and stored in the cable clip provided to ensure it is not in the power supply sliding zone.

Power connections

For help with identifying power cables, see the following figure and table. Ensure that all cables are routed or tied so they cannot interfere with the processor heatsink fans.

Figure 5-14 Identifying the workstation power connectors for a typical configuration

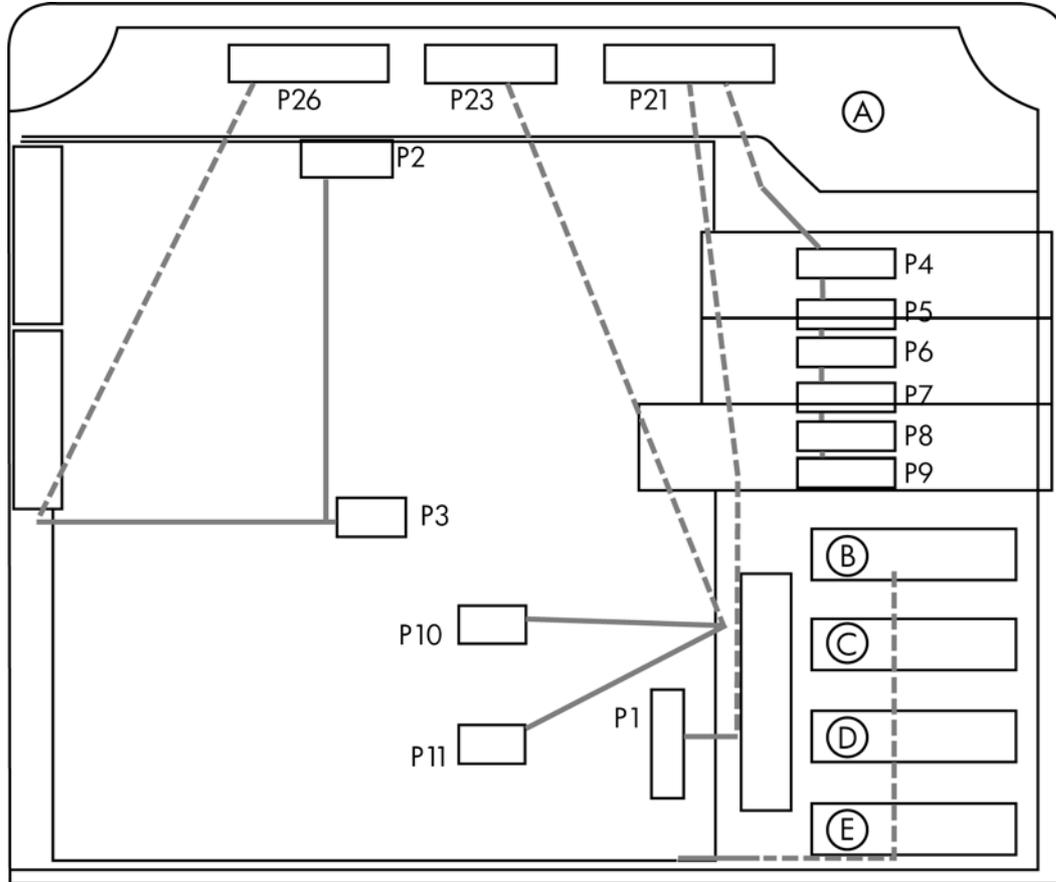


Table 5-4 Workstation power connector description

Item	Description	Item	Description
P1	Main power	P11	Graphics power
P2	Memory power	P21	Power to main and drives
P3	CPU power	P23	Power to graphics
P4	SATA power	P26	Power to CPU and memory
P5	SATA power	A	Power supply
P6	IDE power	B	HDD bay 0
P7	SATA power	C	HDD bay 1
P8	IDE power	D	HDD bay 2
P9	FDD power	E	HDD bay 3
P10	Graphics power		

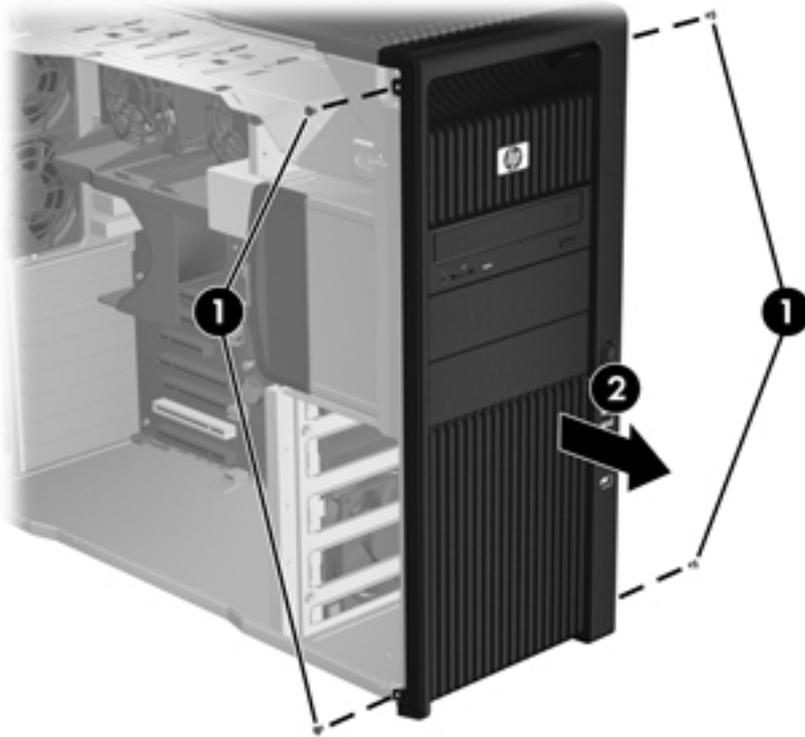
Front bezel

This section describes how to remove and install the front bezel.

Removing the front bezel

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the right side panel (see [Removing the right side panel on page 86](#)).
4. Remove the four T-15 Torx screws (1), and then remove the bezel from the chassis as shown in the following figure (1).

Figure 5-15 Removing the front bezel



Installing the front bezel

To install the front bezel, position the bezel on the chassis and install the screws.

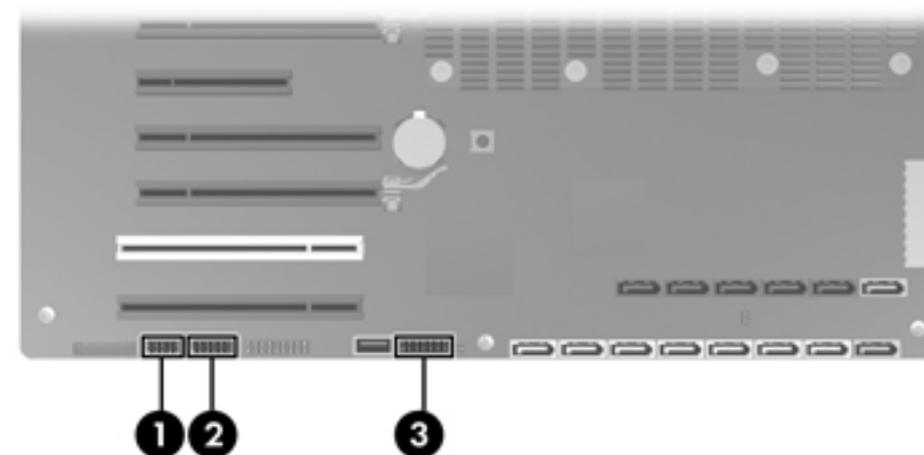
Front panel I/O cable assembly

This section describes how to remove and install a front panel I/O cable assembly.

Removing the front panel I/O cable assembly

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support. (see [Removing the expansion card support on page 82](#)).
4. Remove the expansion card guide/front fan holder (see [Removing the expansion card guide/front fan holder on page 141](#)).
5. Remove the right side panel (see [Removing the right side panel on page 86](#)).
6. Remove the front bezel (see [Removing the front bezel on page 91](#)).
7. Disconnect the front panel I/O cable assembly cables from the system board as shown in the following figure.

Figure 5-16 Disconnecting the front panel I/O cable assembly cables



Item	Description
1	Front audio
2	Front 1394a
3	Front USB

8. Remove the screw (1) and slide front panel cable I/O assembly down, then out of the chassis (2), as shown in the following figure.

Figure 5-17 Removing the front panel I/O cable assembly



9. Disconnect the speaker cable (see [Removing the speaker on page 87](#)), and remove the tie wraps that secure the front panel I/O cables to the chassis.
10. Carefully guide the front panel I/O cable assembly from the chassis.

Installing the front panel I/O cable assembly

To install the front panel I/O cable assembly:

1. With power removed and the chassis open, guide the front panel I/O cable assembly cables through the chassis openings from which they were removed.
2. Place the front panel I/O cable assembly in the chassis and slide it up into position as shown in the following figure (1). Install the screw (2).

Figure 5-18 Installing the front panel I/O cable assembly



3. Connect the front panel I/O cable assembly cables to the system board as shown in the following figure.

Figure 5-19 Connecting the front panel I/O cable assembly cables

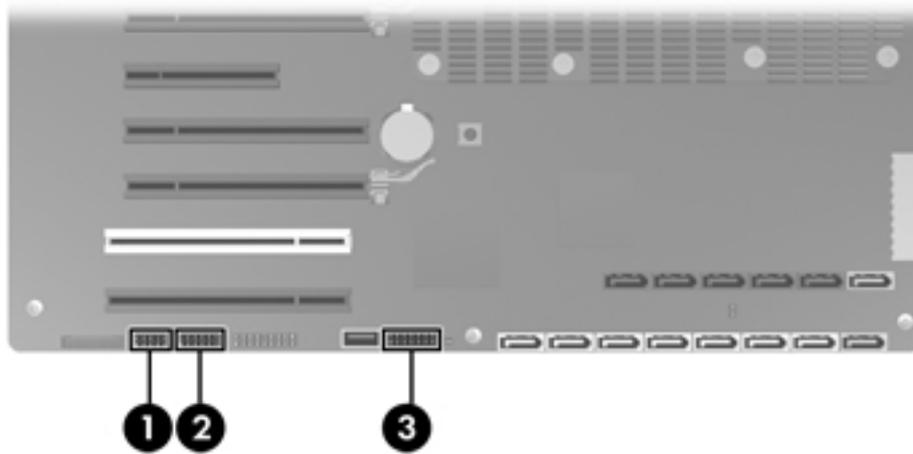


Table 5-5 Connecting the front panel I/O cable assembly cables

Item	Description
1	Front audio
2	Front 1394a
3	Front USB

4. Reconnect the speaker cable (see [Installing the speaker on page 88](#)), and replace the tie wraps that secure the front panel I/O cables to the chassis.
5. Reinstall all removed components and reconnect any cables that have been disconnected.

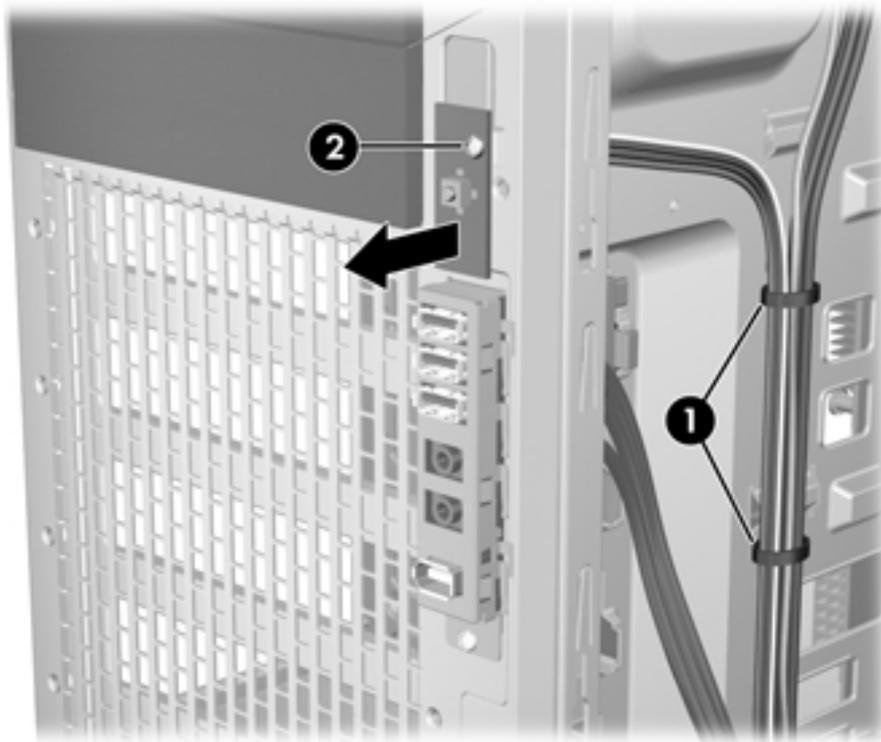
Power switch cable assembly

This section describes how to remove and install the power switch cable assembly.

Removing the power switch cable assembly

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Remove the expansion card guide/front fan holder (see [Removing the expansion card guide/front fan holder on page 141](#)).
5. Remove the right side panel (see [Removing the right side panel on page 86](#)).
6. Remove the front bezel (see [Removing the front bezel on page 91](#)).
7. Disconnect the speaker (see [Removing the speaker on page 87](#)).
8. Cut the cable ties (1), and then move the power switch cable assembly screw (2), as shown in the following figure.

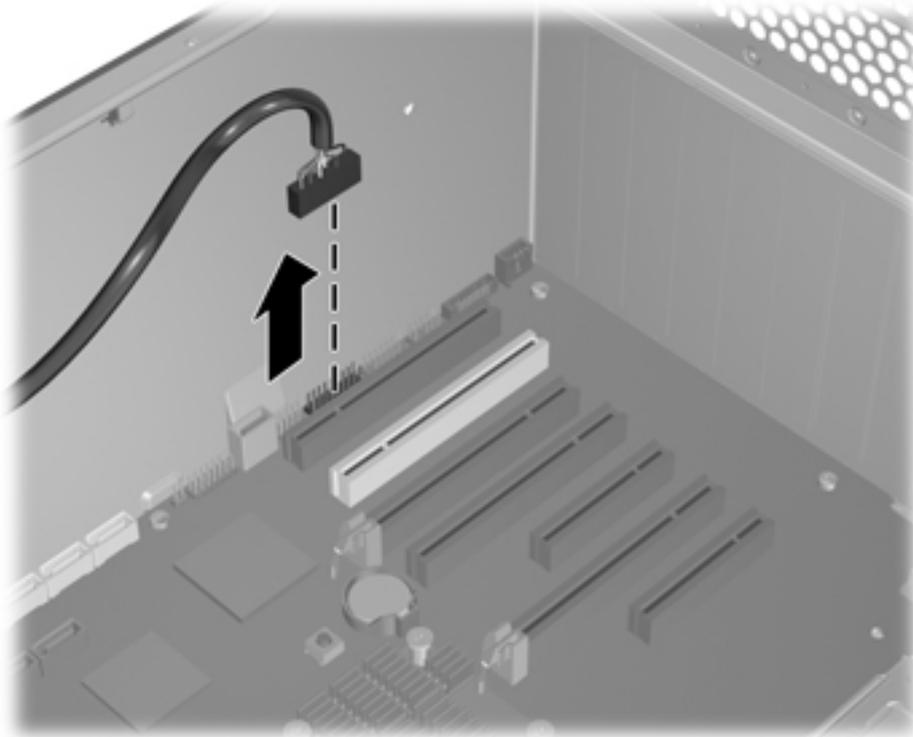
Figure 5-20 Loosening the power switch cable assembly



9. Remove the cable assembly by pulling cables through the lower right chassis wall opening and the front chassis wall opening.

10. Disconnect the power switch cable assembly cable from the system board as shown in the following figure.

Figure 5-21 Disconnecting the power switch cable assembly cable



11. Guide the power switch cable assembly and cable out of the chassis.

Installing the power switch cable assembly

To replace the power switch cable assembly, reverse the removal steps.

Optical bay filler tray

If an optical bay slot is left empty, a filler tray must be placed in the slot to ensure proper electromagnetic interference (EMI) protection and cooling air efficiency.

This section describes how to remove and install a filler tray.

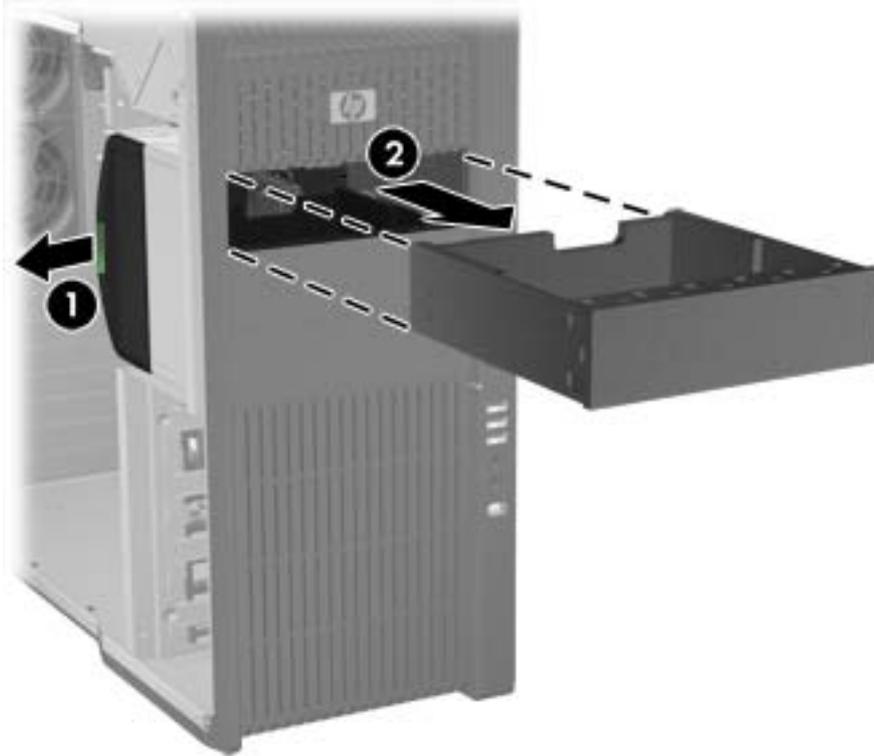
Removing a filler tray

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).

4. Lift the drive release latch at the green label touch point (1), and gently slide the filler tray out of the chassis (2), as shown in the following figure.

 **TIP:** Store excess power cables in the filler tray. Remove the cables before removing the tray from the chassis.

Figure 5-22 Removing a filler tray



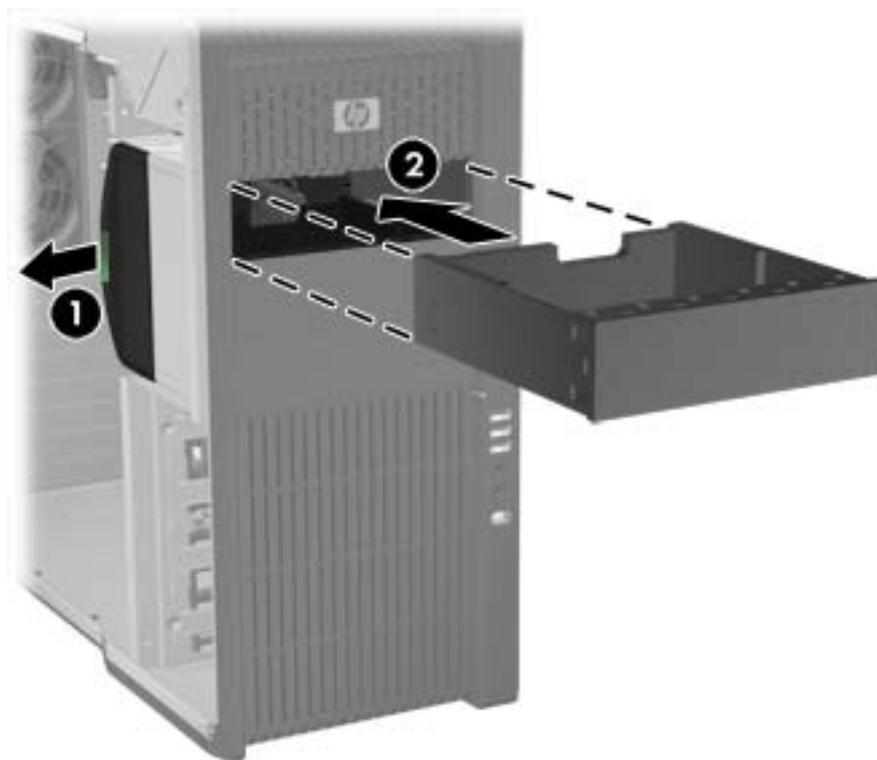
Installing a filler tray

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Lift and hold the drive release latch at the green touch point (1) while sliding the filler tray into the bay (2). When the front of the filler tray is near its final position, release the latch, but continue to slide the filler tray inward until the latch closes and engages the filler tray.

TIP: During installation the adjacent drive or filler may move slightly. You might have to slide and align both devices to get the release latch to close and engage both devices.

While the tray is partially inserted, replace excess power cables in the tray for storage.

Figure 5-23 Installing a filler tray



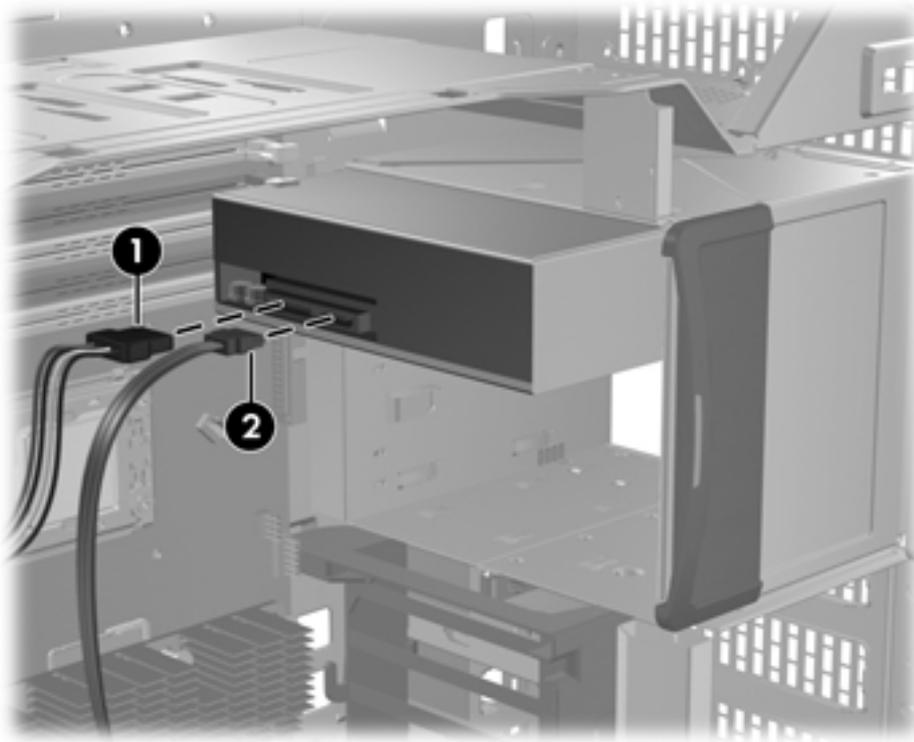
Optical disk drive

This section describes how to remove and install an optical disk drive.

Removing an optical disk drive from the optical drive bay

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
5. Disconnect the power (1) and data (2) cables from the optical disk drive, as shown in the following figure.

Figure 5-24 Disconnecting the optical disk drive cables



6. Lift the drive release latch at the green touch point (1), and gently slide the drive out of the chassis (2), as shown in the following figure.

Figure 5-25 Removing the optical disk drive



7. If you are not installing another optical disk drive, add a filler tray to the empty bay slot (see [Installing a filler tray on page 99](#)).

Installing an optical disk drive in the optical drive bay

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. If you are adding an additional drive, remove the filler tray (see [Removing a filler tray on page 97](#)).

 **NOTE:** Unused optical bay power cables are stored in this tray.

5. Lift and hold the drive release latch at the green touch point (1) while sliding the optical disk drive into the bay (2). When the front of the drive is near its final position, release the latch, but continue to slide the drive inward until the latch closes and engages the drive.

 **TIP:** An optical drive longer than 175 mm (but less than 206 mm) must be installed in the middle or bottom bay.

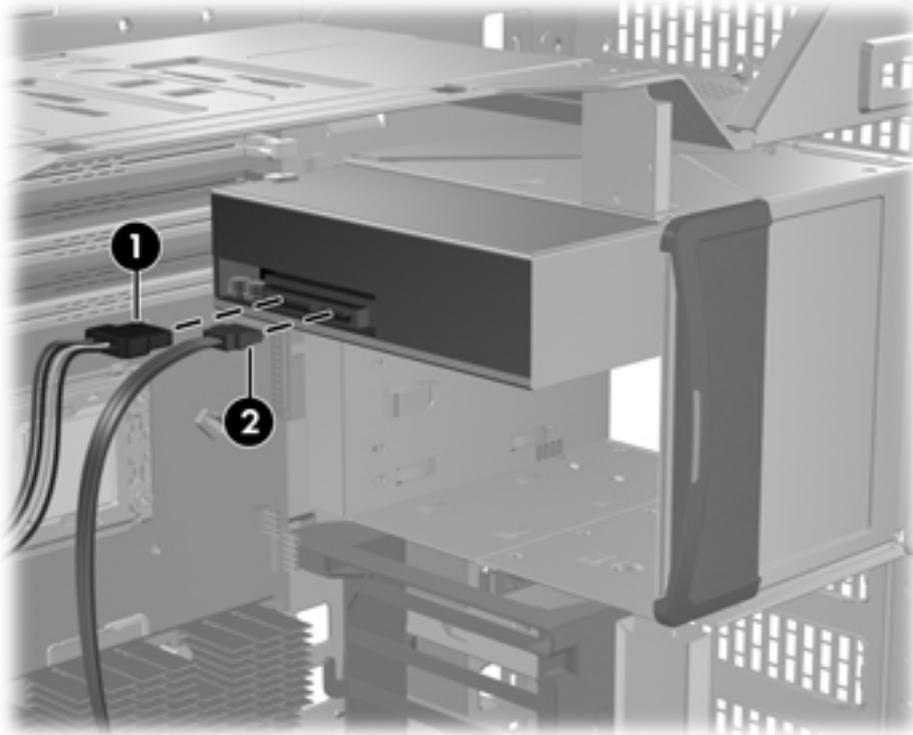
Figure 5-26 Installing the optical disk drive



 **TIP:** During installation the adjacent drive or filler may move slightly. You might have to slide and align both devices to get the release latch to close and engage both devices.

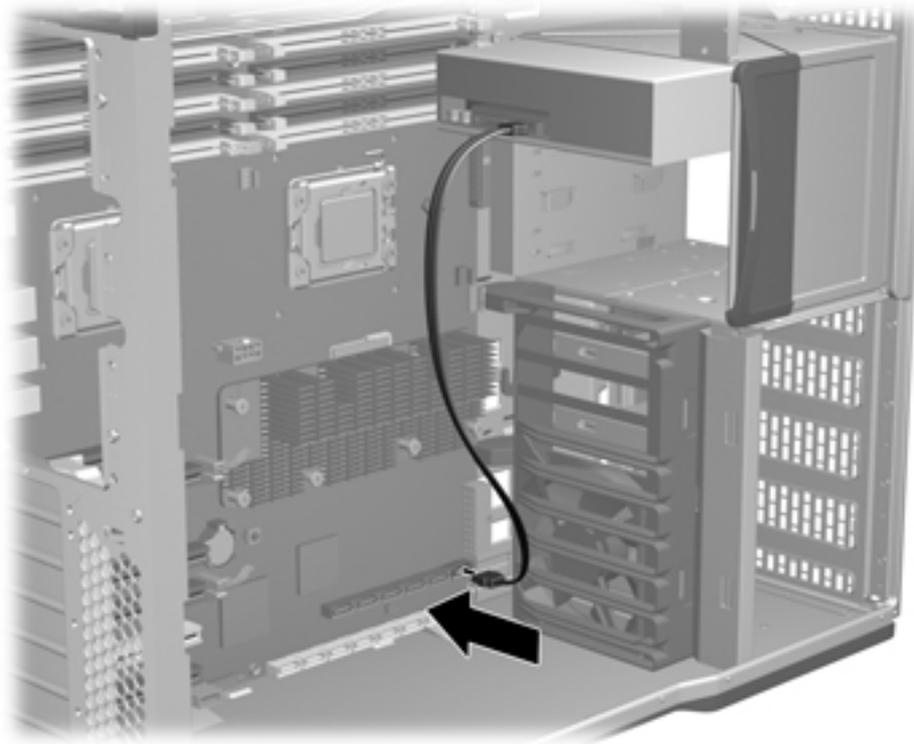
6. Connect the power (1) and data (2) cables to the drive as shown in the following figure.

Figure 5-27 Connecting power and data cables



7. Connect the optical disk drive data cable to the next available SATA port on the system board as shown in the following figure.

Figure 5-28 Connecting the drive cable to the system board



NOTE: If no SATA data port connector is available on the system board, check to see that all attached SATA cables are connected to active devices. An unused device can be disconnected to free up a SATA data port connector on the system board.

If no SATA data port connector is available on the system board, move the attached SATA storage device data cables to the next available SAS data port connectors on the system board. See [Component locations on page 74](#) for connector locations on the system board.

Notice for Blu-ray optical drives

If you installed a Blu-ray optical drive, note the following:

Blu-ray movie playback

As Blu-ray is a new format containing new technologies, certain disc, digital connection, compatibility and/or performance issues may arise, and do not constitute defects in the product. Flawless playback on all systems is not guaranteed. In order for some Blu-ray titles to play, they may require a DVI or HDMI digital connection and your display may require HDCP support. HD-DVD movies cannot be played on this workstation.

Blu-ray movie playback compatibility and update

Playing back Blu-ray HDCP (High-bandwidth Digital Content Protection) content such as commercially distributed Blu-ray HD movies requires a fully HDCP compliant path on your computer. The HDCP technology checks compliance of each component in the path from the content on the Blu-ray disc all the way to the display monitor, including but not limited to graphic cards and monitor adapters.

The HP Z400, Z600 and Z800 Workstations have been designed with this in mind; nearly all configurations with currently available HP Professional Displays are compliant. Older HP xw4600 and xw9400 Workstation configurations may not have fully compliant paths based on the installed graphics card and display monitor; HP recommends confirming separately that you have a fully compliant system if commercial content playback is a requirement for your use. HDCP compatibility of your graphics card and monitor can be determined by checking the *QuickSpecs* at <http://www.hp.com/go/productbulletin>.

For the best HDCP performance, HP recommends that you install the latest updates:

1. Blu-ray player firmware
2. Playback application patches
3. Graphics firmware and drivers

Updates are located on the support web site for your specific product at <http://www.hp.com/support/workstations>.

Slot load optical disk drive (optional)

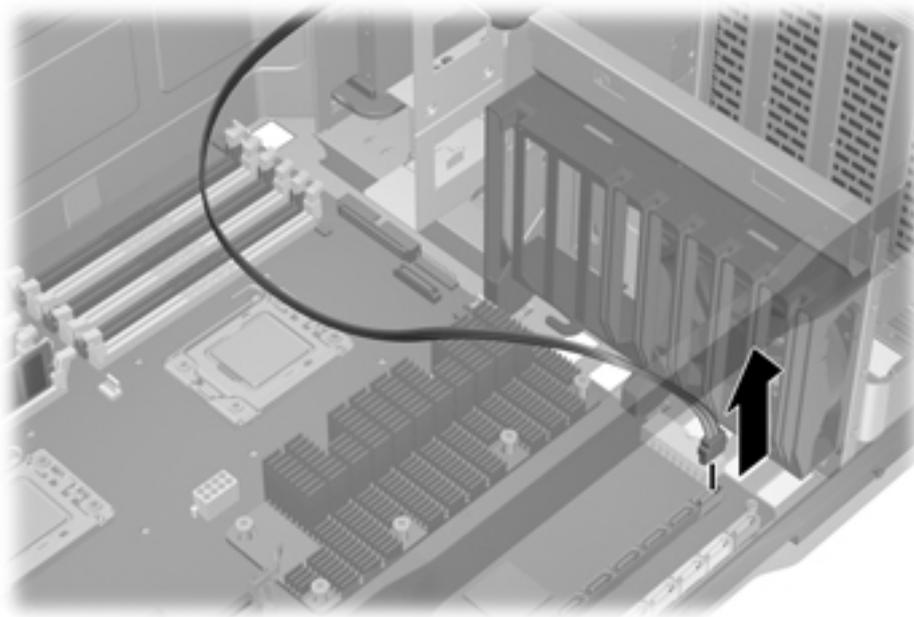
A slot load optical disk drive can be added to the workstation in place of the standard optical disk drive assemblies. The slot load optical bay fits into the chassis and replaces all the standard optical bays.

This section describes how to remove and install a slot load optical disk drive.

Removing the slot load optical disk drive

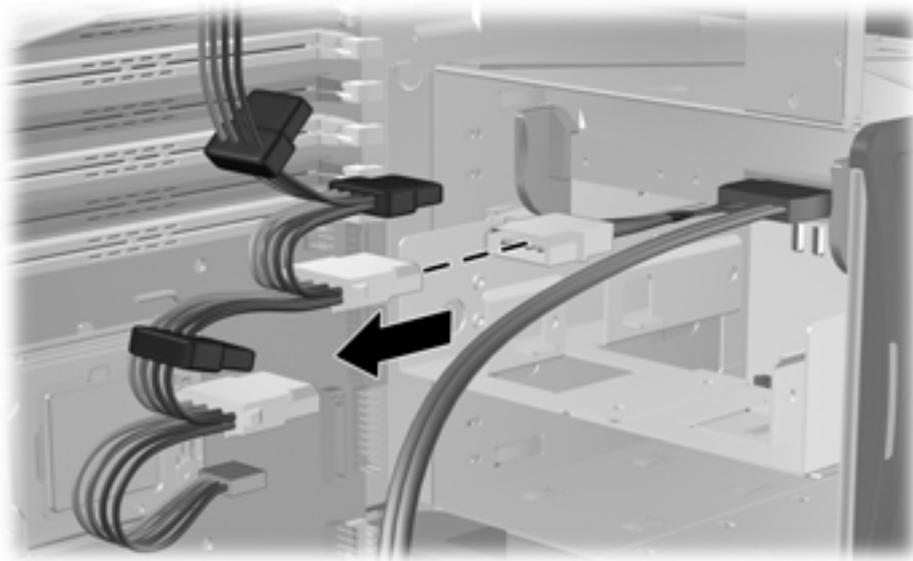
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support and any card cables that might interfere with slot load assembly removal.
4. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
5. Disconnect the slot load optical disk drive data cable from the system board connector as shown in the following figure.

Figure 5-29 Disconnecting the data cable from the system board



6. Disconnect the chassis power cable from the slot load optical drive power connector as shown in the following figure.

Figure 5-30 Disconnecting chassis power cable from optical disk drive power cable

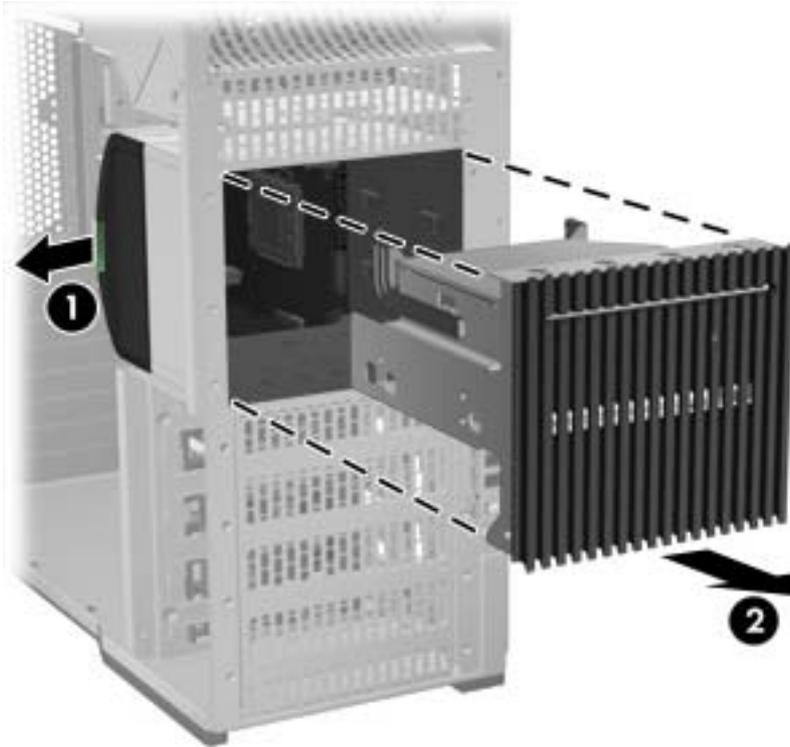


7. If a hard disk drive is installed, disconnect its power and data cables.

8. Lift and hold the drive release latch at the green touch point (1), and then slide the slot load assembly out of the chassis (2), as shown in the following figure.

 **TIP:** Push on the slot load assembly from the inside of the chassis.

Figure 5-31 Removing the slot load assembly



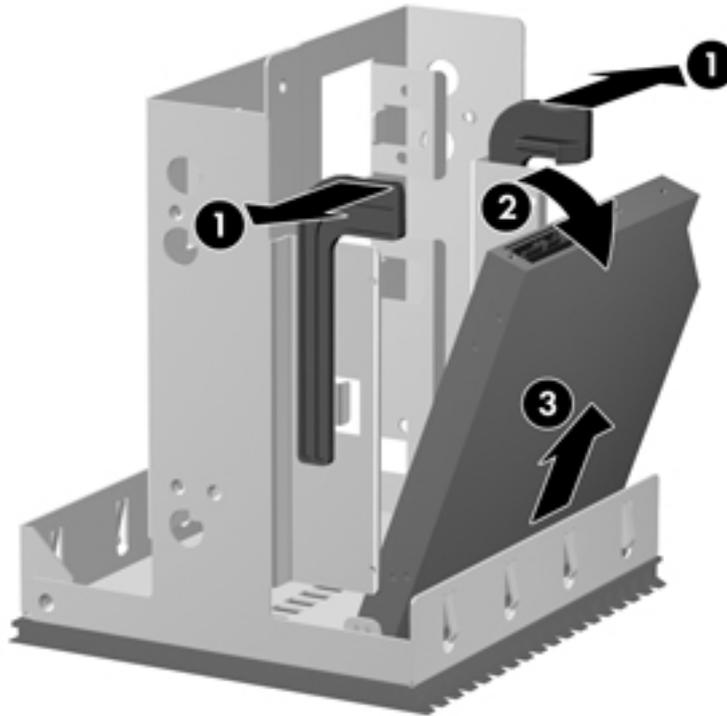
9. Disconnect the power/data cable from the slot load optical disk drive.

Figure 5-32 Disconnecting the power/data cable from the drive



10. Separate the slot load drive latches (1), tilt the slot load optical disk drive (2), and lift it from the carrier (2), as shown in the following figure.

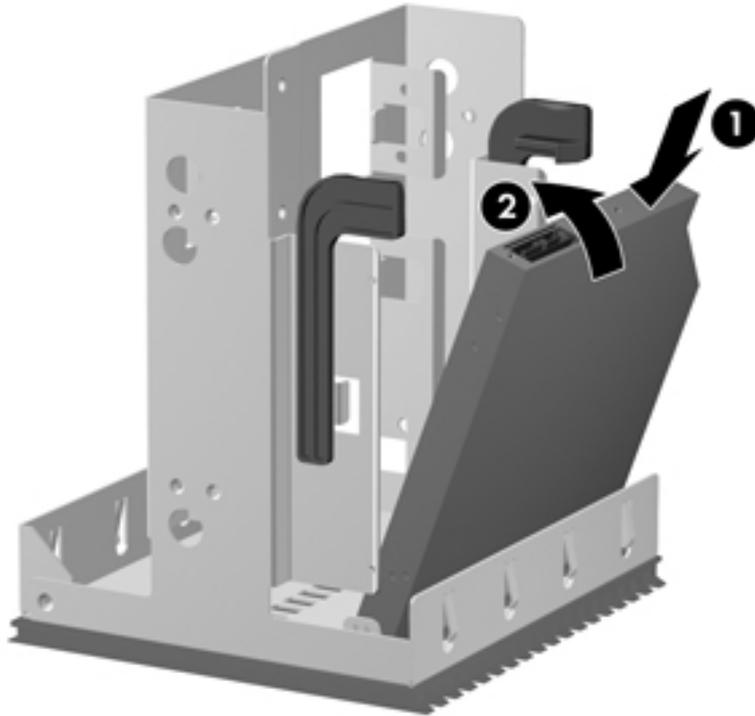
Figure 5-33 Removing the optical disk drive from the carrier



Installing the slot load optical disk drive

1. With power off and the side access panel open, remove the expansion card support and any card cables that might interfere with slot load assembly installation.
2. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
3. Insert the optical disk drive in the carrier at an angle (1).
Rotate the drive vertical, and then push it down until it snaps into place (2).

Figure 5-34 Install the optical disk drive in the carrier



4. Connect the power/data cable to the optical disk drive.

 **TIP:** Place excess cabling in the slot load optical bay.

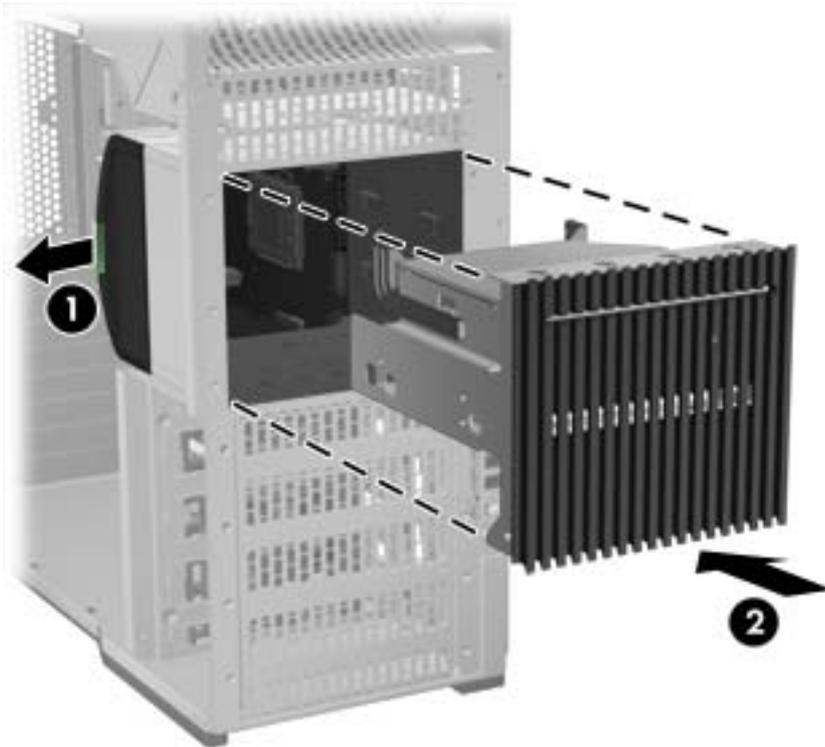
Figure 5-35 Connecting the power/data cable to the drive



5. Insert the slot load assembly into the chassis optical cage until it reaches the release latch.
Pull the latch (1) and slide the slot load assembly into the chassis, past the latch.
Release the latch and then slide the assembly further into the chassis until it snaps into place (2), as shown in the following figure.

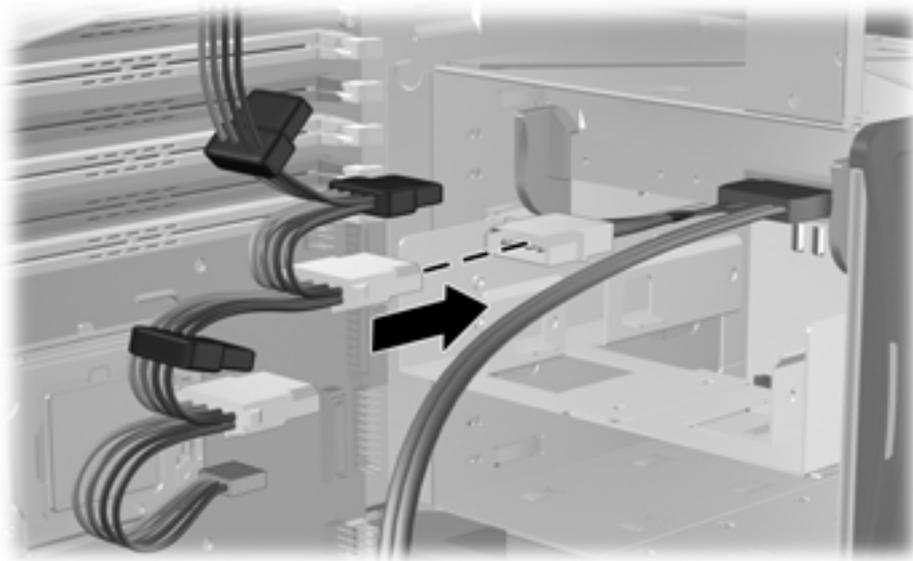
 **NOTE:** Install the slot load optical bay with the slot load drive at the top.

Figure 5-36 Installing the slot load assembly



6. Connect the chassis power cable to the optical disk drive power cable as shown in the following figure.

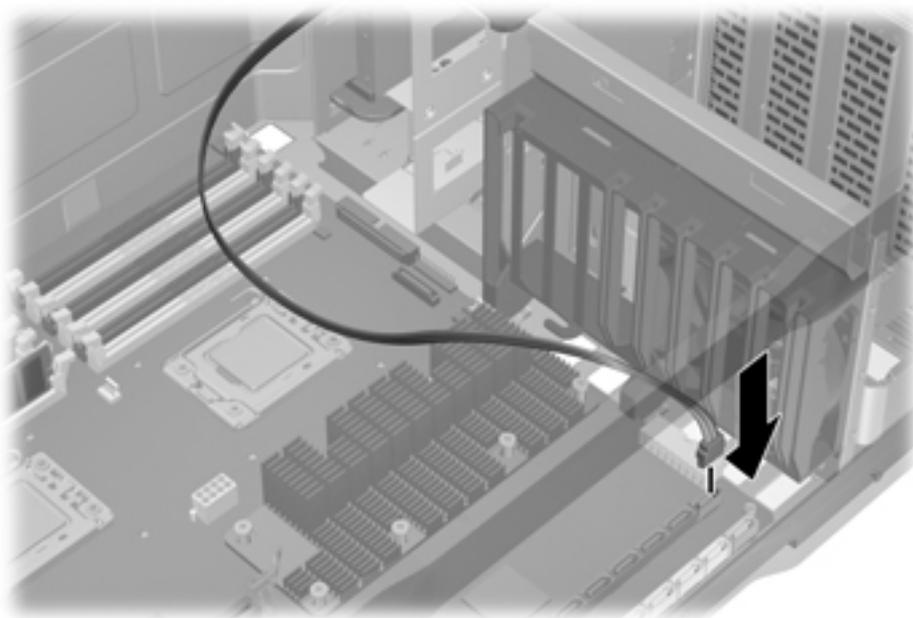
Figure 5-37 Connecting chassis power cable to optical disk drive power cable



7. Connect the optical disk drive data cable to the system board connector as shown in the following figure.

 **TIP:** Route the data cable along the system board.

Figure 5-38 Connecting the data cable to the system board



 **NOTE:** See [Installing a hard disk drive in the slot load optical bay on page 127](#) if you are installing a hard disk drive in the slot load optical bay.

8. Reassemble the workstation, and then replace the side access cover.

Hard disk drive

This workstation accommodates both SAS and SATA hard drives.

Both 3.5 in. standard hard disk drives or 2.5 in. small form factor (SFF) hard disk drives may be installed in the workstation.

 **NOTE:** A 2.5 in. hard drive must be mounted in a 3.5 in. adapter before it can be installed in the chassis blind-mate carrier.

Hard disk drives can be installed in the hard drive bay and the optical drive bay. Drives should be installed in the hard drive bay first, then in the optical drive bay. Installation in the optical drive bay requires an optional adapter kit.

The hard drives blind-mate (direct-connect) to chassis mounted connectors, so manual cable connections may be avoided.

This section includes these topics:

Topic
Removing a hard disk drive from the hard drive bay on page 115
Installing a hard disk drive in the hard drive bay on page 117
Removing a hard disk drive from the slot load optical bay on page 122
Installing a hard disk drive in the slot load optical bay on page 127
Removing a hard disk drive from the optical drive bay on page 132
Installing a hard disk drive in the optical drive bay on page 135
Installing dual SFF hard drives in the optical drive bay on page 137

Removing a hard disk drive from the hard drive bay

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Press the hard drive carrier release latch at the green touch point and rotate the handle outward (1). Pull the drive carrier out of the hard drive bay (2), as shown in the following figure.

Figure 5-39 Removing the drive carrier from the chassis



4. Carefully separate the upper hard drive carrier rails (1), tilt the drive outward (2), carefully separate the lower carrier rails (3), and then remove the drive from the carrier, as shown in the following figure.

Figure 5-40 Removing the drive from the carrier



Installing a hard disk drive in the hard drive bay

This section describes how to install a hard drive in the hard drive bay.

Hard disk drive cable configuration

The hard drive bays are labeled **0** (top bay), **1**, **2**, and **3**. (See [Component locations on page 74](#) or the Side access panel service label to locate the hard drive bays.)

The hard drive bays provide four data cables. They are labeled **HDD BAY 0**, **HDD BAY 1**, **HDD BAY 2**, and **HDD BAY 3**.

The hard drive bay data cables are connected from the factory in the following manner:

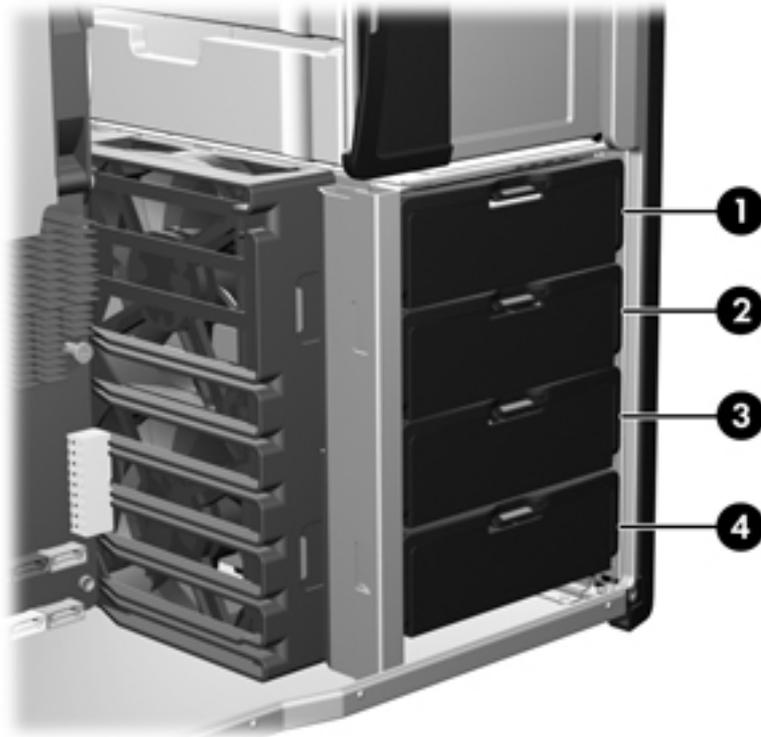
- SATA hard drive cables are plugged into SATA data port connectors on the system board, starting at SATA data port connector zero.
- SAS hard drive cables are plugged into SAS data port connectors on the system board, starting at SAS data port connector zero.
- If the last (highest drive bay number) hard drive plugged in is SAS, cables from empty hard drive bays are plugged into SAS data port connectors on the system board.
- If the last (highest drive bay number) hard drive plugged in is SATA, cables from empty hard drive bays are plugged into SATA data port connectors on the system board.

You may need to reconfigure data cables if you install additional or replacement hard disk drives that are different than the previously installed drives. (See [Component locations on page 74](#) or the Side access panel service label to locate hard drive bays and data cable connectors.)

Installing a hard disk drive

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Select the proper drive bay (SATA or SAS) in which to install the drive. Use the hard disk drive installation order shown in the following figure.

Figure 5-41 Selecting a drive bay



4. If there is a drive carrier in the drive slot, press the hard drive carrier release latch at the green touch point and rotate the handle outward (1). Pull the drive carrier out of the hard drive bay as shown in the following figure (2).

Figure 5-42 Removing the drive carrier from the chassis



5. Set the hard drive in the carrier at an angle. Carefully separate the lower hard drive carrier rails (1), and then lower the drive between them, as shown in the following figure.

Align the carrier pins with the drive mounting holes and release the rails to secure the lower-end of the drive in place.

Figure 5-43 Installing the drive in the carrier



6. Carefully separate the upper hard drive carrier rails (2), and then rotate the drive upright (3), as shown above.

Align the carrier pins with the drive mounting holes and release the rails to secure the upper-end of drive in place.

7. While keeping the hard drive carrier handle in its fully open position, slide the hard drive into the bay (1) until it comes to a hard stop. When the drive is installed, rotate the handle up until it snaps into place, fully securing the drive (2).

 **NOTE:** The hard drive carrier handle is used as a lever to properly seat the connectors and to securely retain the hard drive. If the handle is closed prematurely, the proper connection is not made and the hard drive is not retained properly.

Figure 5-44 Installing the drive in the chassis



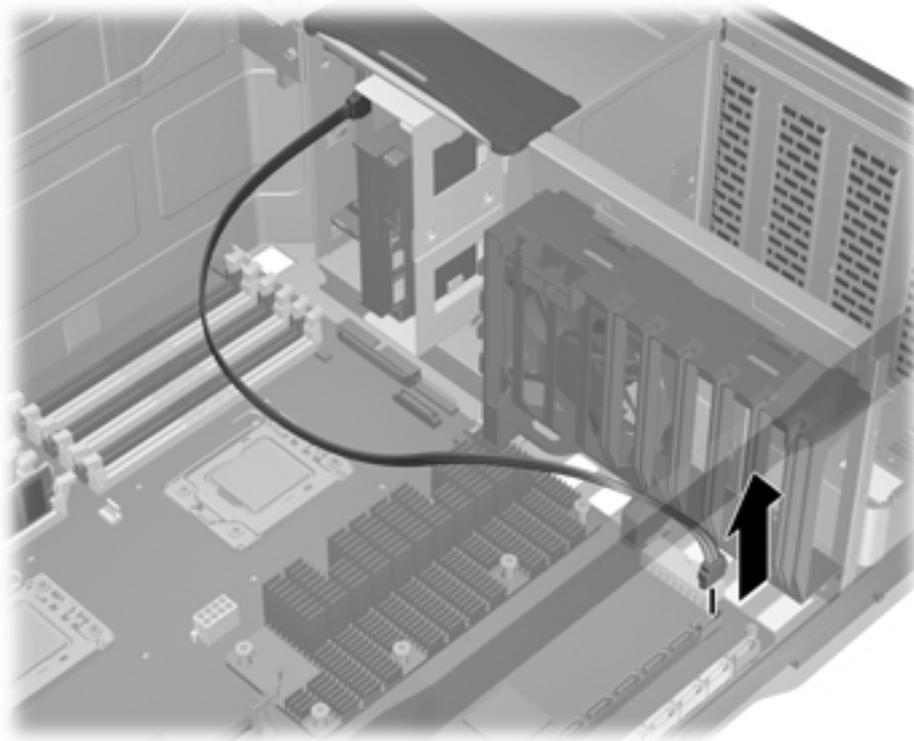
 **NOTE:** Ensure that the data cable for the selected bay is connected to the proper data port connector (see [Hard disk drive cable configuration on page 117](#)).

8. Reinstall all removed components and reconnect any cables that have been disconnected.

Removing a hard disk drive from the slot load optical bay

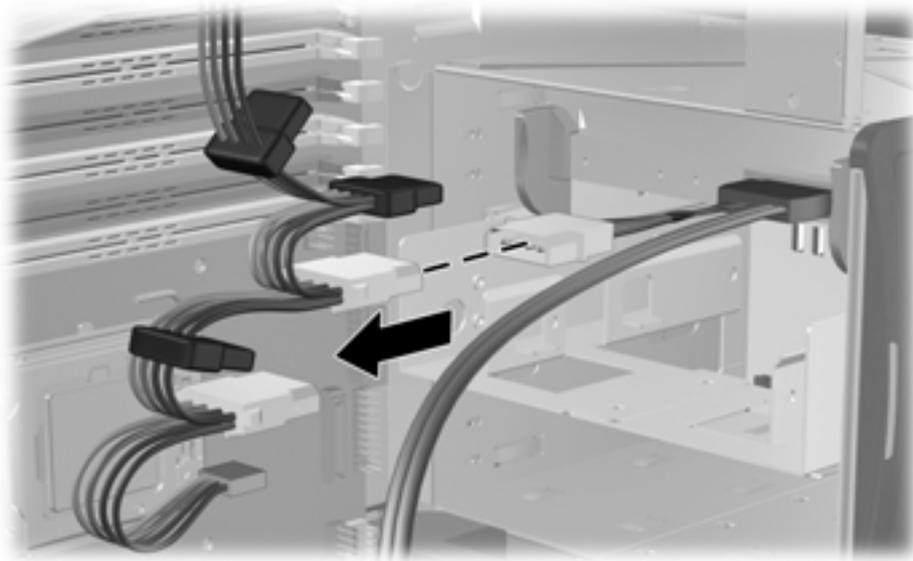
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the expansion card support and any card cables that might interfere with slot load assembly removal.
5. Disconnect the optical drive power cable from the chassis power cable, and the optical drive data cable from the system board (see [Removing the slot load optical disk drive on page 106](#)).
6. Disconnect the slot load drive data cable from the system board connector as shown in the following figure.

Figure 5-45 Disconnecting the data cable from the system board



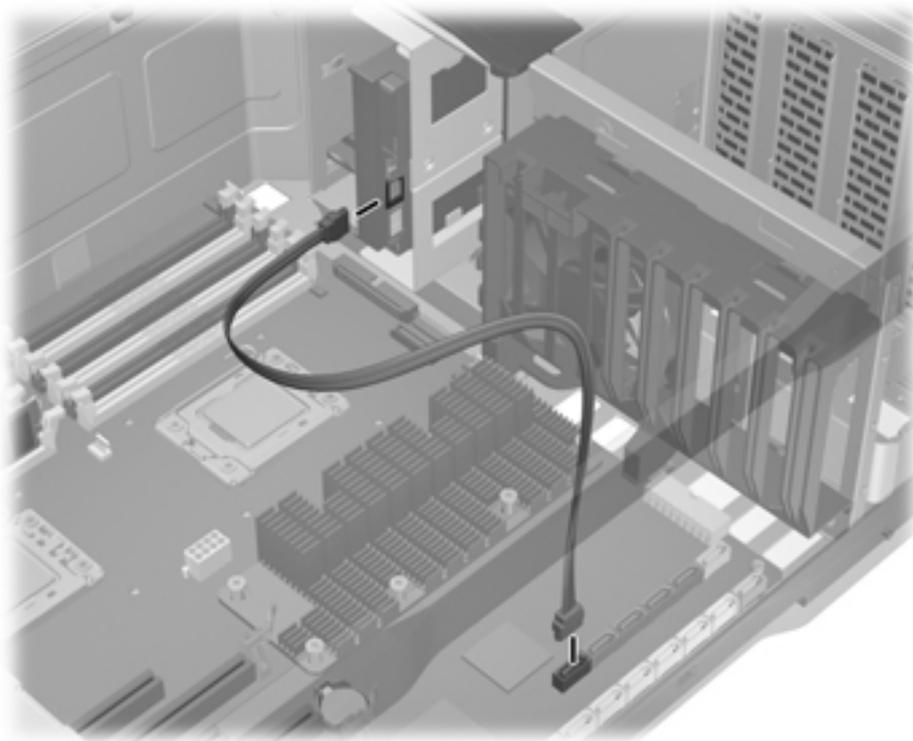
7. Disconnect the chassis power cable from the slot load drive power connector as shown in the following figure.

Figure 5-46 Disconnecting chassis power cable from hard disk drive connector



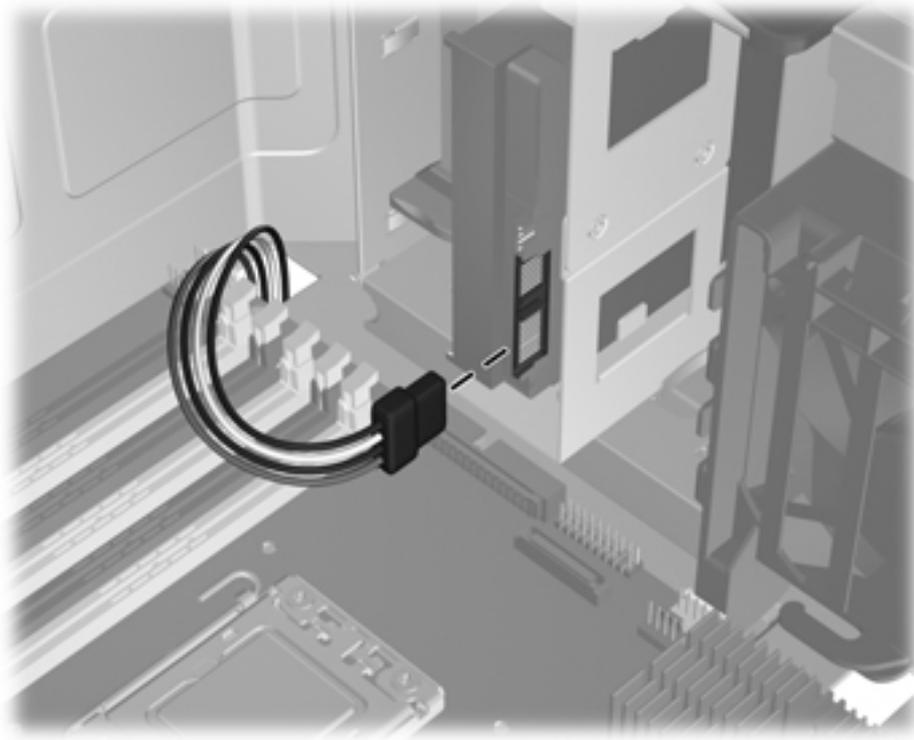
8. Disconnect the data cable from the hard drive (1), and from the system board connector (2), as shown in the following illustration.

Figure 5-47 Disconnecting the data cable from the hard drive



9. Disconnect the chassis power cable from the hard drive power connector as shown in the following figure.

Figure 5-48 Disconnecting chassis power cable from hard drive connector

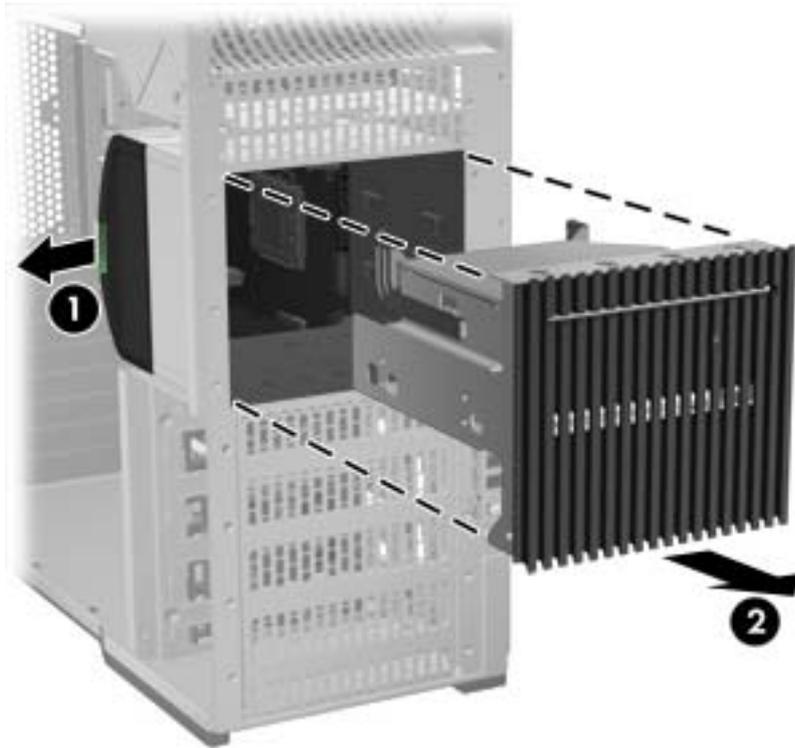


10. Remove the optical bay slot carrier from the chassis.

Lift and hold the drive release latch at the green touch point (1), and then slide the slot load assembly out of the chassis (2), as shown in the following figure.

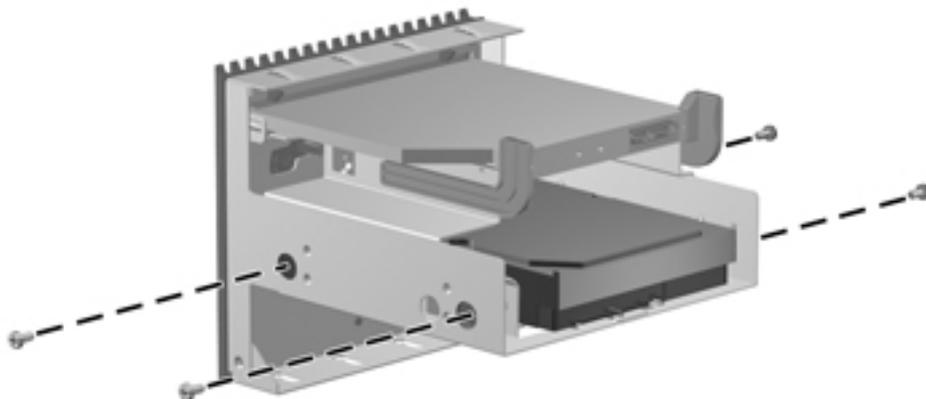
 **TIP:** Push on the slot load assembly from the inside of the chassis.

Figure 5-49 Removing the slot load assembly



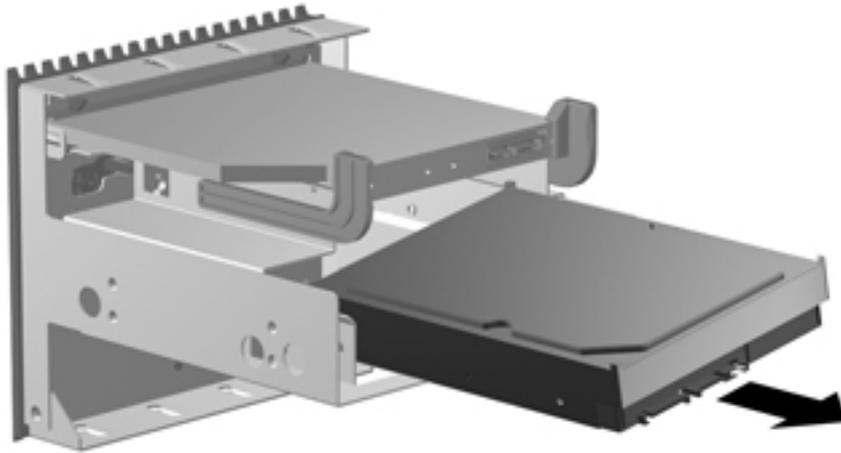
11. Remove the four Torx slotted screws that secure the drive in the slot load bay as shown in the following figure.

Figure 5-50 Removing the drive screws



12. Remove the hard drive from the slot load optical drive carrier as shown in the following figure.

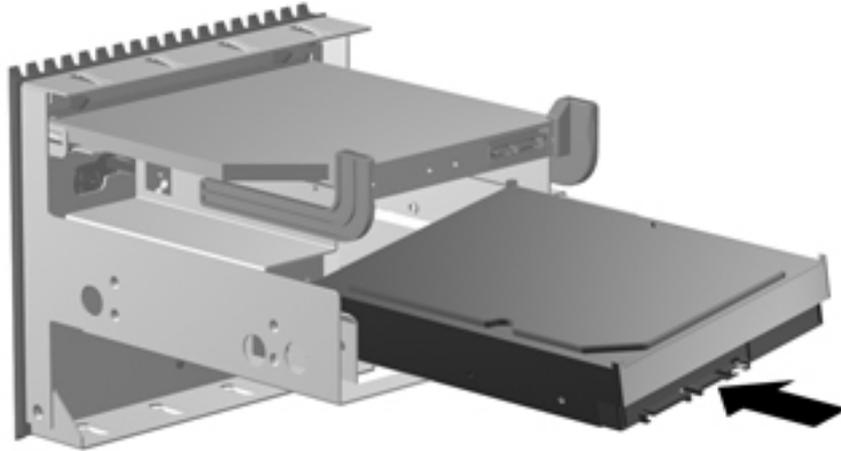
Figure 5-51 Removing the hard drive from the carrier



Installing a hard disk drive in the slot load optical bay

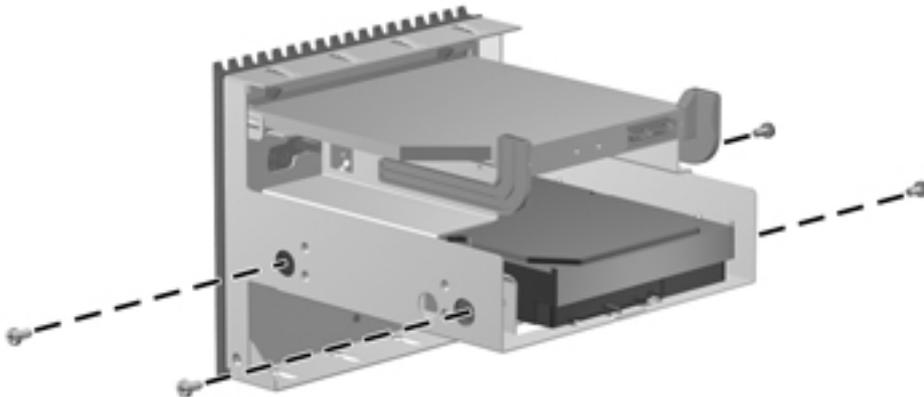
1. With power off and the workstation open, remove the expansion card support and any card cables that might interfere with slot load assembly installation.
2. Remove the slot load optical bay assembly. (See [Removing the slot load optical disk drive on page 106](#) for details.)
3. Place the hard drive in the slot load carrier at an angle and push it into the carrier as shown in the following figure.

Figure 5-52 Positioning the drive in the carrier



4. Rotate the hard drive flat, and adjust its position so the drive holes align with the carrier holes. Fasten the drive in the carrier with the four Torx slotted screws supplied with the disk drive as shown in the following figure.

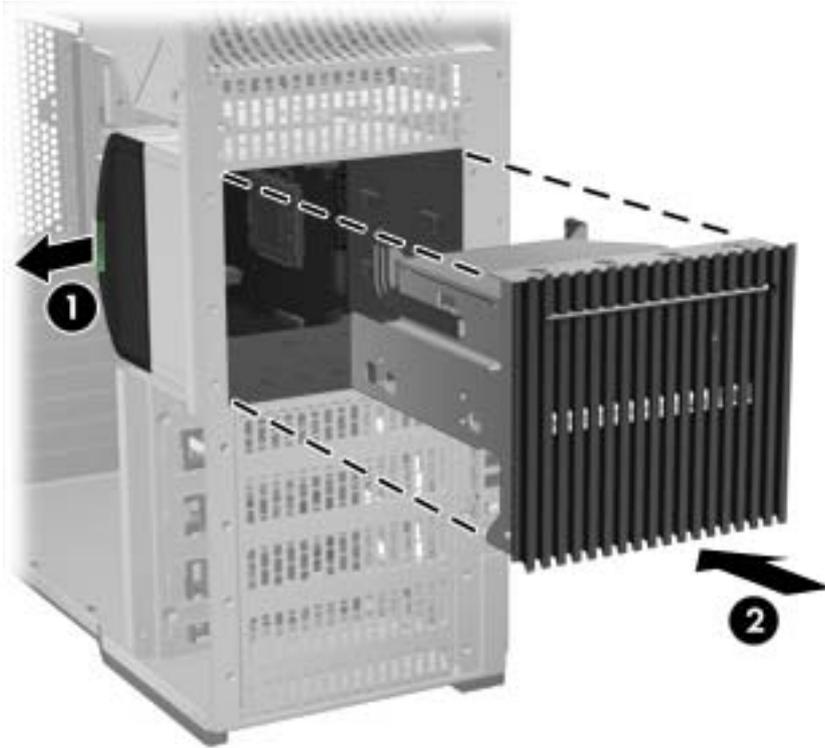
Figure 5-53 Fasten the hard drive in the carrier



5. Lift and hold the drive release latch at the green touch point (1) while sliding the slot load carrier into the bay. When the front of the carrier is near its final position, release the latch, but continue to slide the carrier inward until the latch closes and engages the carrier (2).

 **NOTE:** Install the slot load optical bay with the slot load drive at the top.

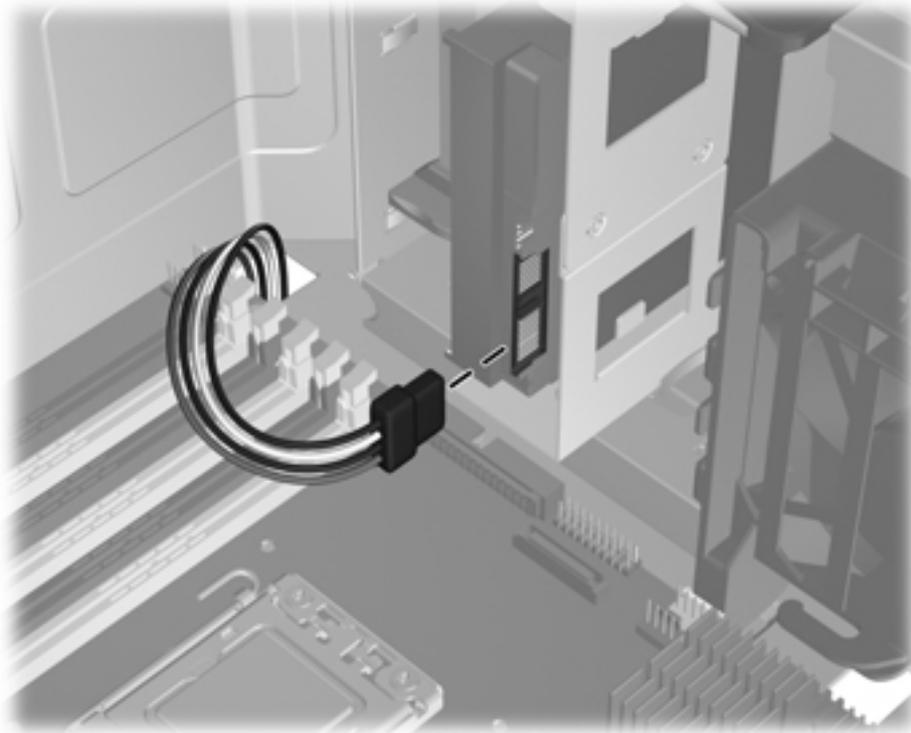
Figure 5-54 Installing the slot load assembly in the chassis



6. Connect the chassis power cable to the hard drive power connector as shown in the following figure.

 **TIP:** Place excess cabling in the slot load bay.

Figure 5-55 Connecting chassis power cable to hard drive connector

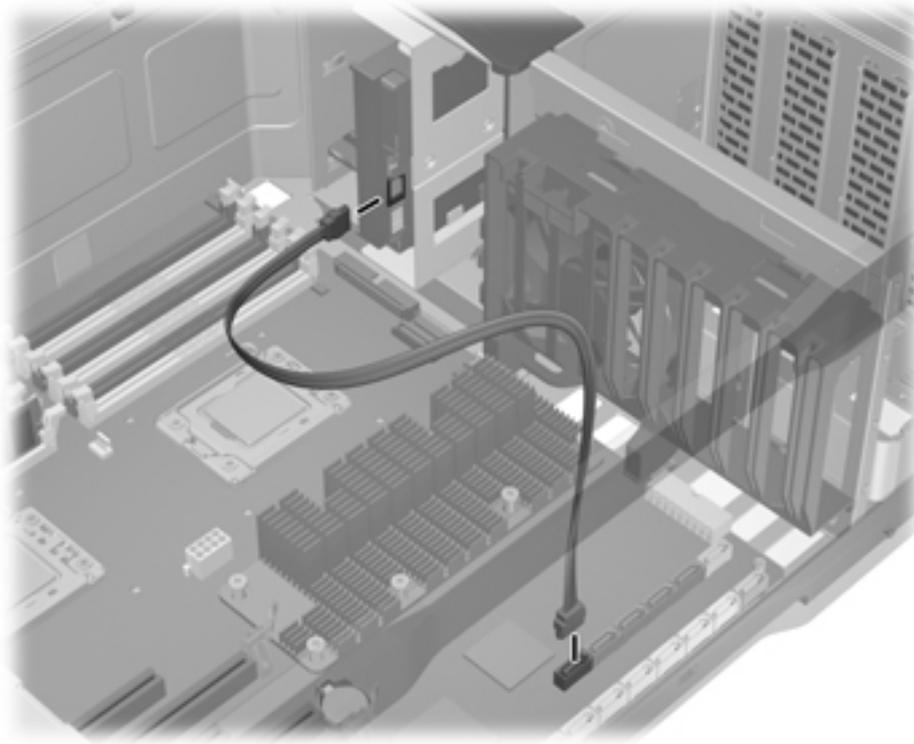


7. Connect the data cable to the hard drive (1) and to the system board connector (2), as shown in the following illustration.

If the hard disk drive is SAS, attach a SATA-SAS adapter to the drive before connecting the data cable.

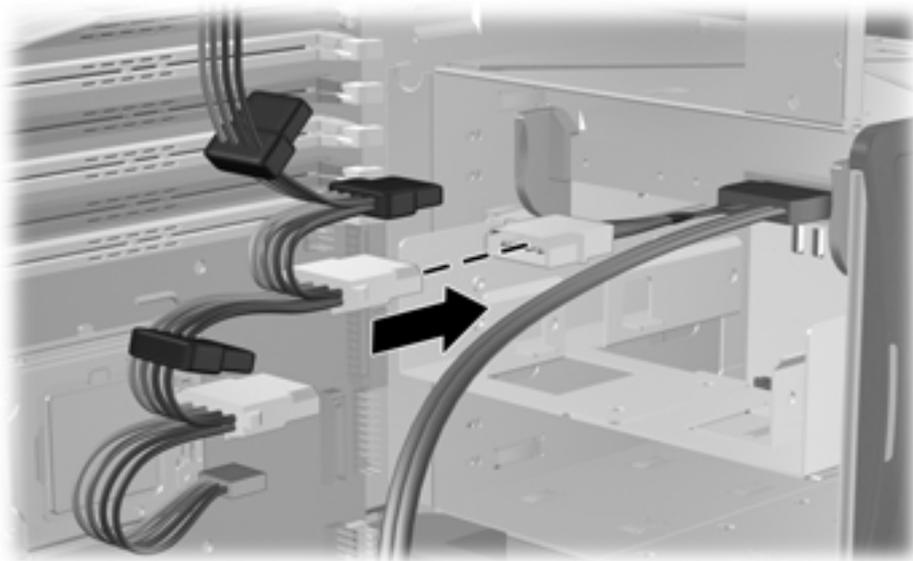
 **TIP:** Route the data cable along the system board.

Figure 5-56 Connecting the hard drive data cable to the drive



8. Connect the chassis power cable to the slot load optical drive power cable.

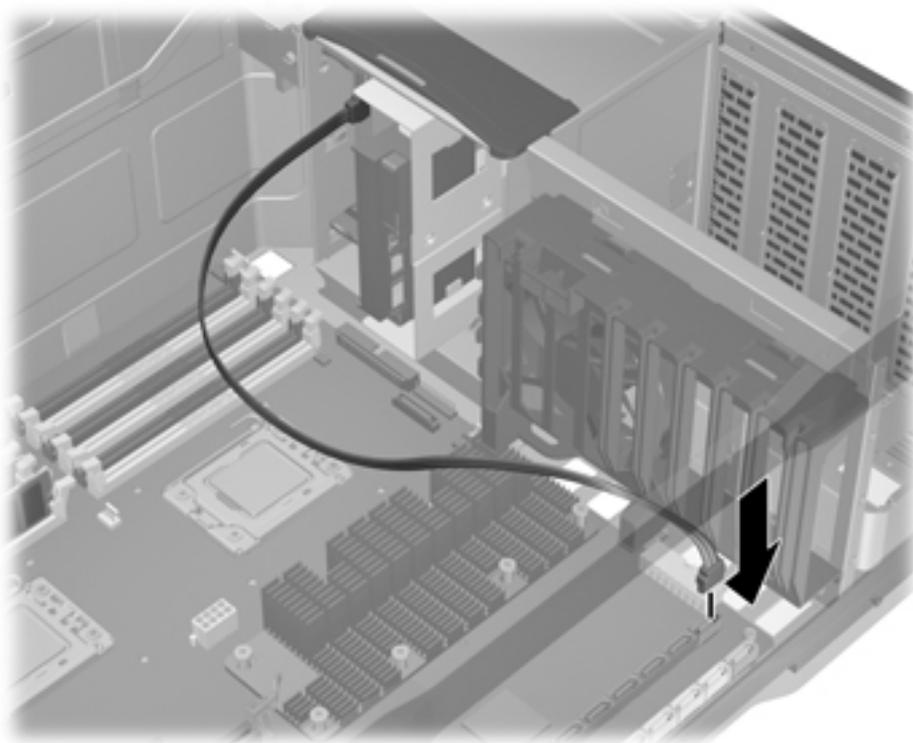
Figure 5-57 Connecting chassis and slot load optical drive power cables



9. Reconnect the optical disk drive data cable to the system board.

 **NOTE:** The optical disk drive power/data cable is still connected to the optical disk drive.

Figure 5-58 Connecting optical disk drive data cable to system board

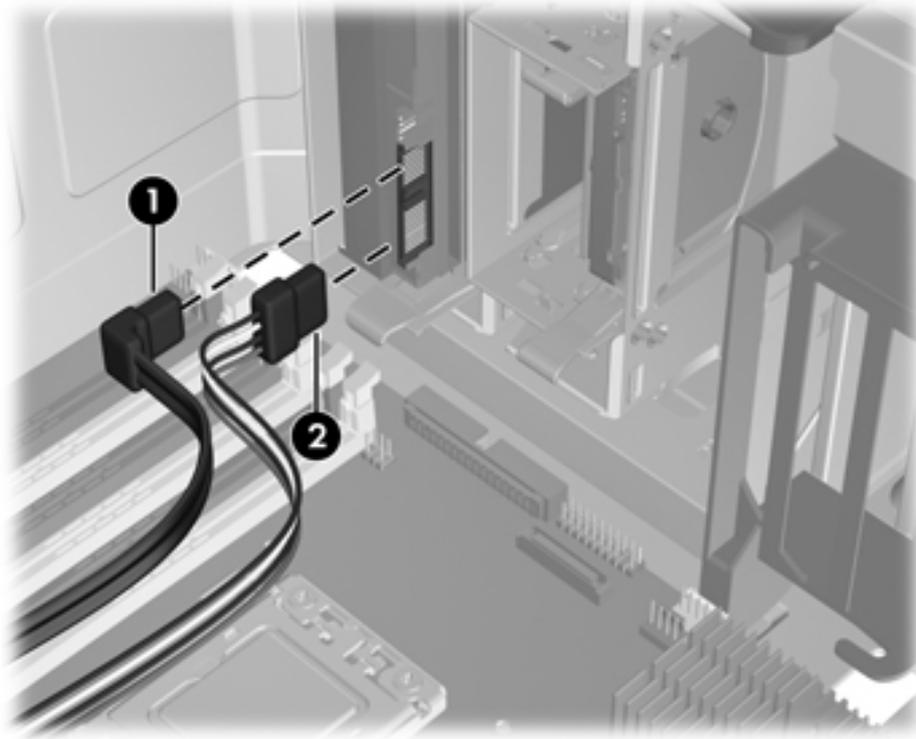


10. Reinstall all removed components and reconnect any cables that have been disconnected.

Removing a hard disk drive from the optical drive bay

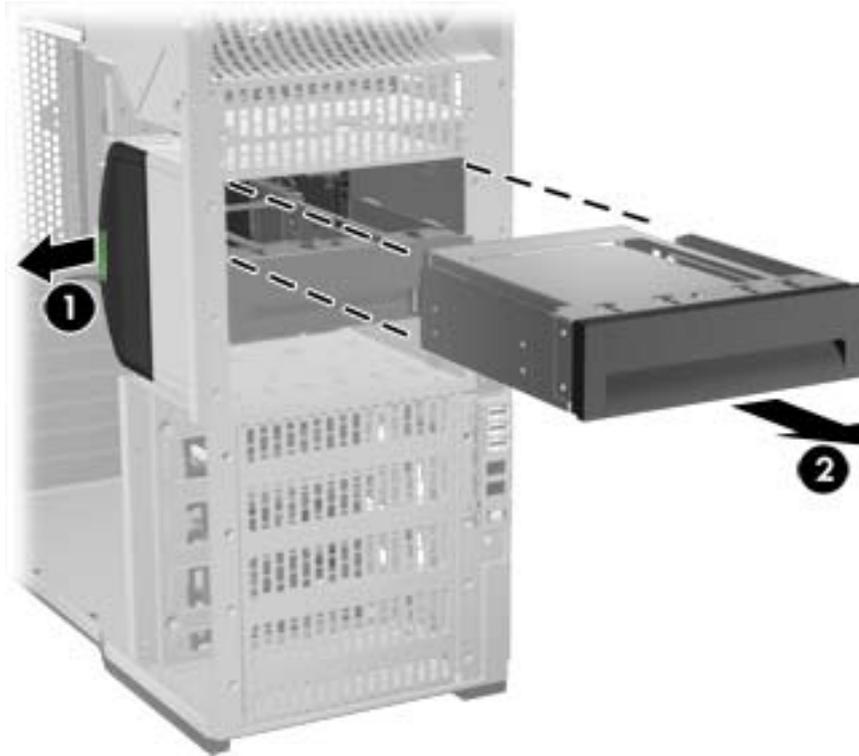
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
5. Disconnect the power and data cables from the rear of the hard drive as shown in the following figure.

Figure 5-59 Removing the power and data cables



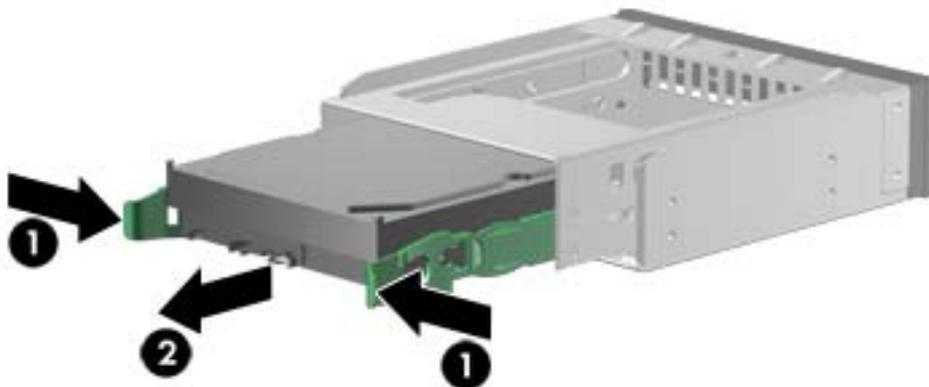
6. Lift the drive release latch at the green touch point (1), and then slide the hard drive carrier from the chassis as shown in the following figure (2).

Figure 5-60 Removing the drive from the ODD bay



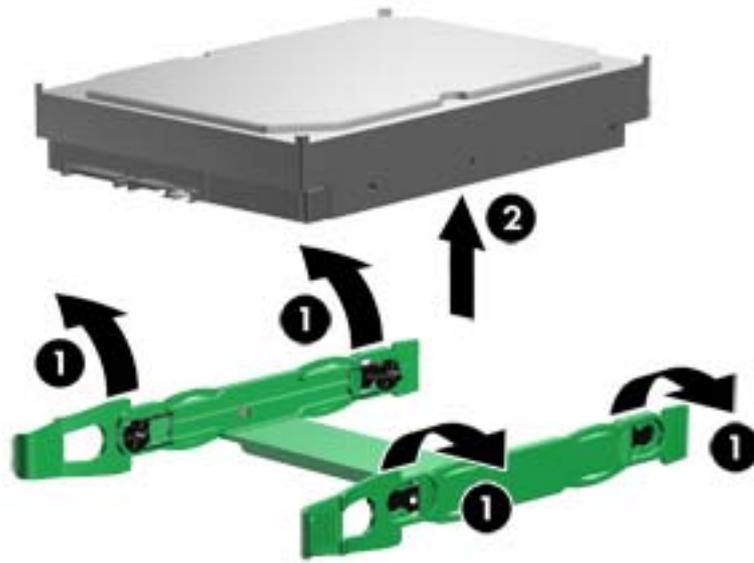
7. Carefully squeeze the ends of the rails together (1), and then slide the drive out of the carrier (2), as shown in the following figure.

Figure 5-61 Removing the drive from the carrier



- Carefully separate the rails (1), and remove the hard drive (2), as shown in the following figure.

Figure 5-62 Removing the rails



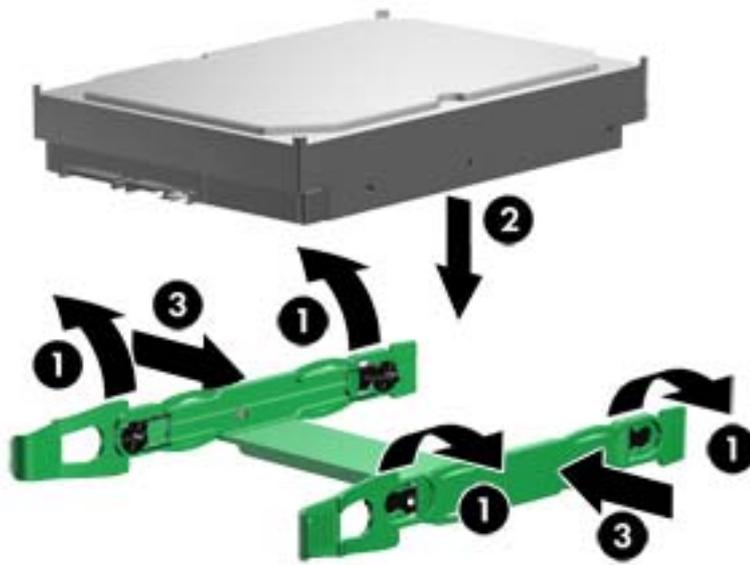
- Reinstall all removed components and reconnect any cables that have been disconnected.

Installing a hard disk drive in the optical drive bay

TIP: For optimum performance, install the hard disk drive in the bottom bay; do not install it in the top bay.

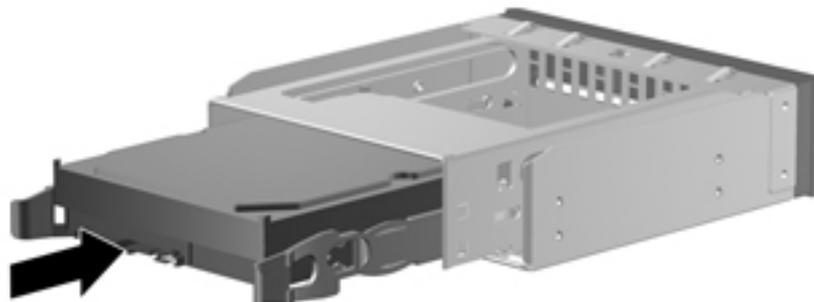
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
5. Carefully separate the carrier rails (1), set the drive between them while aligning the pins with the drive mounting holes (2), and then release the rails to secure them onto the drive (3), as shown in the following figure.

Figure 5-63 Installing the carrier rails



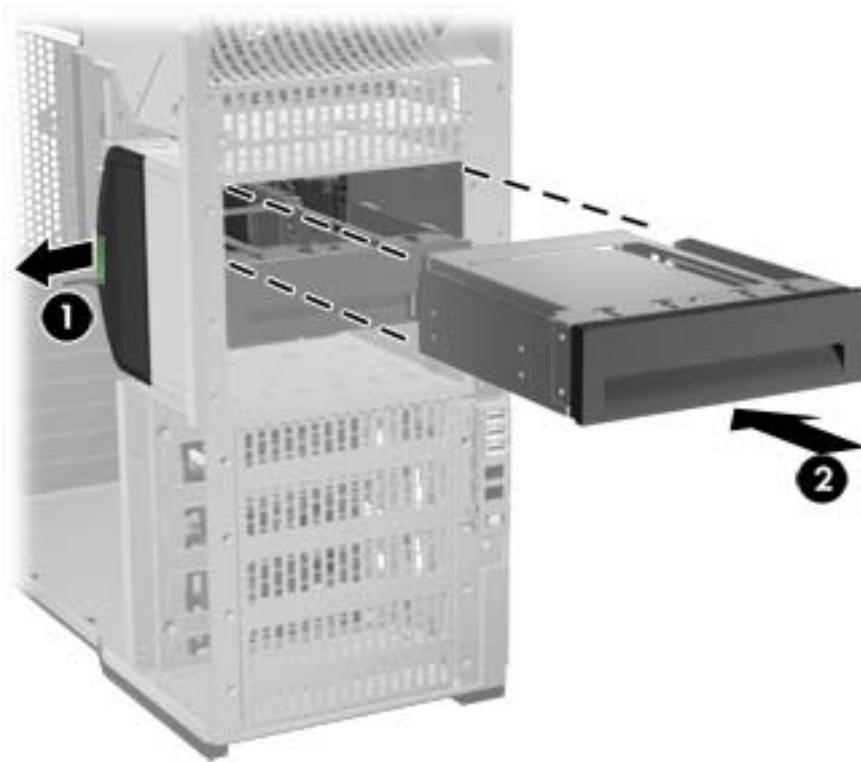
6. Slide the drive into the carrier until it snaps into place, as shown in the following figure.

Figure 5-64 Installing the drive in the carrier



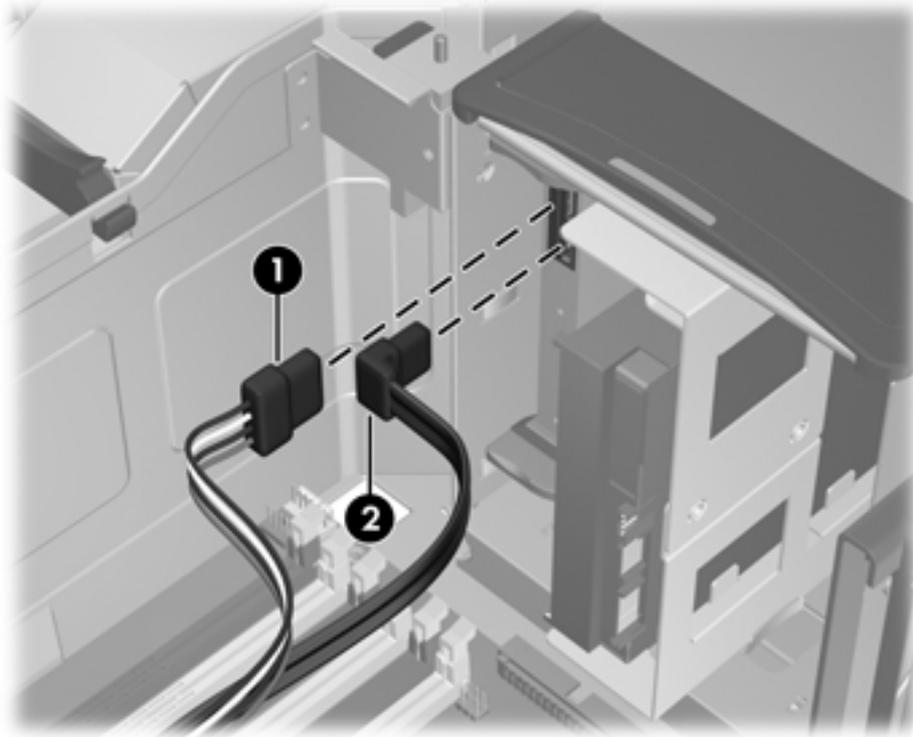
7. Insert the hard drive, as shown in the following figure:
 - a. Slide the hard drive carrier into the optical disk drive bay cage until it reaches the release latch.
 - b. Pull the latch (1), and slide the drive carrier past the latch into the chassis.
 - c. Release the latch, and then slide the assembly further into the chassis until it snaps into place (2).

Figure 5-65 Installing the drive carrier in the ODD bay



8. Connect the power (1) and data (2) cables to the drive, as shown in the following figure.
If the hard disk drive is SAS, attach a SATA-SAS adapter to the drive before connecting the data cable.

Figure 5-66 Connecting the power and data cables to the drive



9. Ensure that the other end of the data cable is connected to the proper HDD data connector on the system board.
10. Reinstall all removed components and reconnect any cables that have been disconnected.

Installing dual SFF hard drives in the optical drive bay

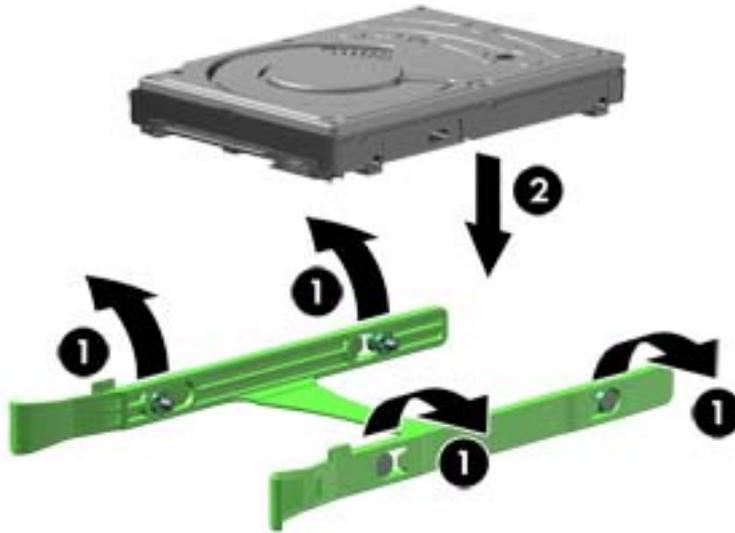
This section describes how to install two small form factor (SFF) hard drives in the workstation optical drive bay, and how to connect the hard drive cables.

Installing the hard drives

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
5. Remove the green rails from the bracket by squeezing the tabs and sliding the rails out of the bracket.
6. Orient the drive with the connectors on the rear of the drive facing toward the tabs on the bracket rails.

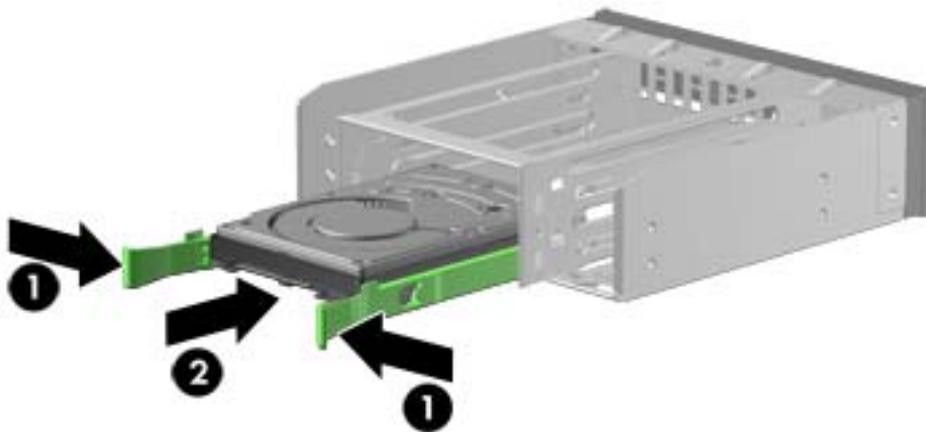
7. Gently open the rails (1), as shown in the following figure.

Figure 5-67 Installing the drive in the rails



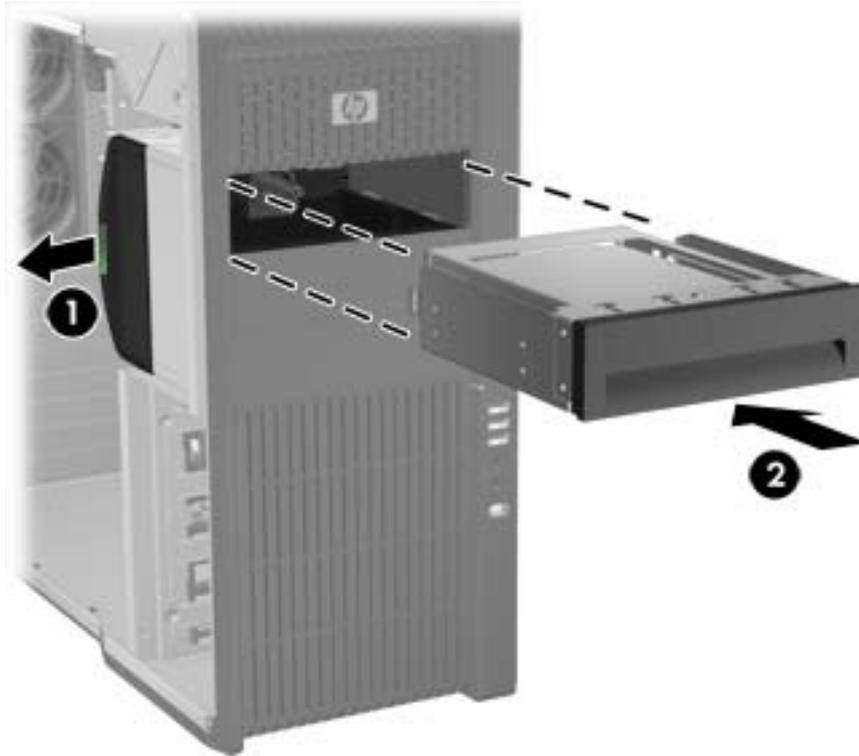
8. Lower the drive into the rails (2) as shown above. Align the four pins on the rails with the holes in the hard drive, and then snap the rails into place.
9. Carefully squeeze the green tabs (1) while sliding the drive with rails into the drive bracket (2), as shown in the following figure.

Figure 5-68 Installing the drive in the optical bay bracket



10. Lift and hold the drive release latch at the green touch point (1) while sliding the bracket into the optical bay (2), as shown in the following figure. When the front of the bracket is near its final position, release the latch, but continue to slide the bracket inward until the latch closes and engages the bracket.

Figure 5-69 Installing the bracket in the optical bay



Repeat the steps above to install a second drive.

Configuring the cabling

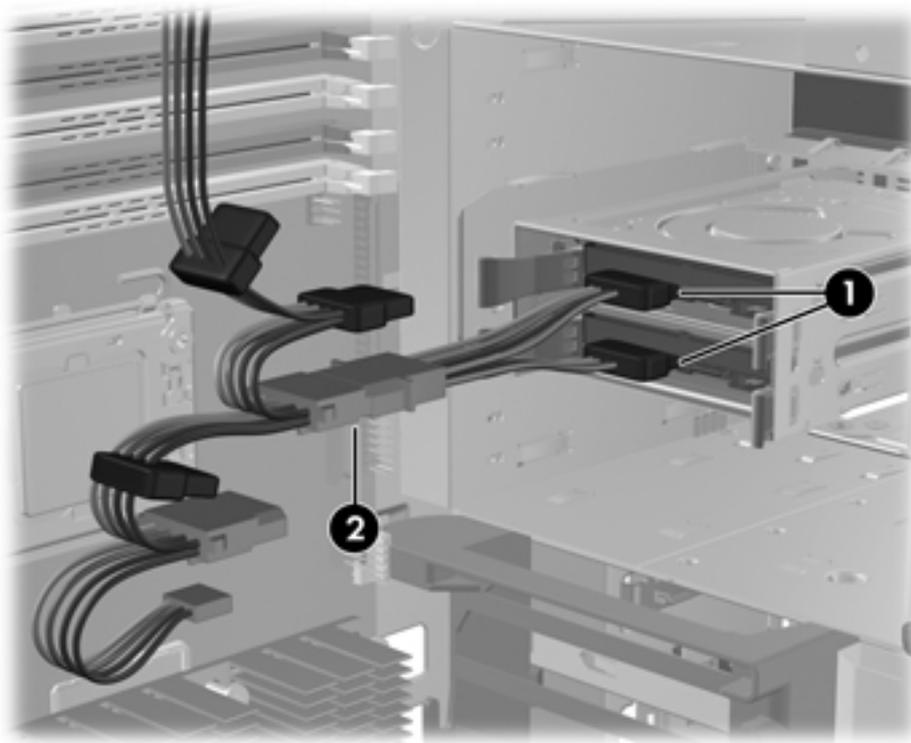
If the internal bays are not filled to capacity, the pre-installed blind-mate data cables for the unused internal hard drive bays may have to be unplugged from the system board to enable the proper connection of the hard drives installed in this bracket. After all internal and optical bay hard drives are connected, the blind mate cabling may be reconnected to the next available ports on the system board.

NOTE: If no additional SATA ports are available, move all optical devices to the SAS data ports. To locate connectors on the system board, see the service label on the side access panel.

To connect the hard drive cables:

1. Use the following figure to connect the supplied Y-adapter power cable to the power connectors on the SFF hard drives (1).

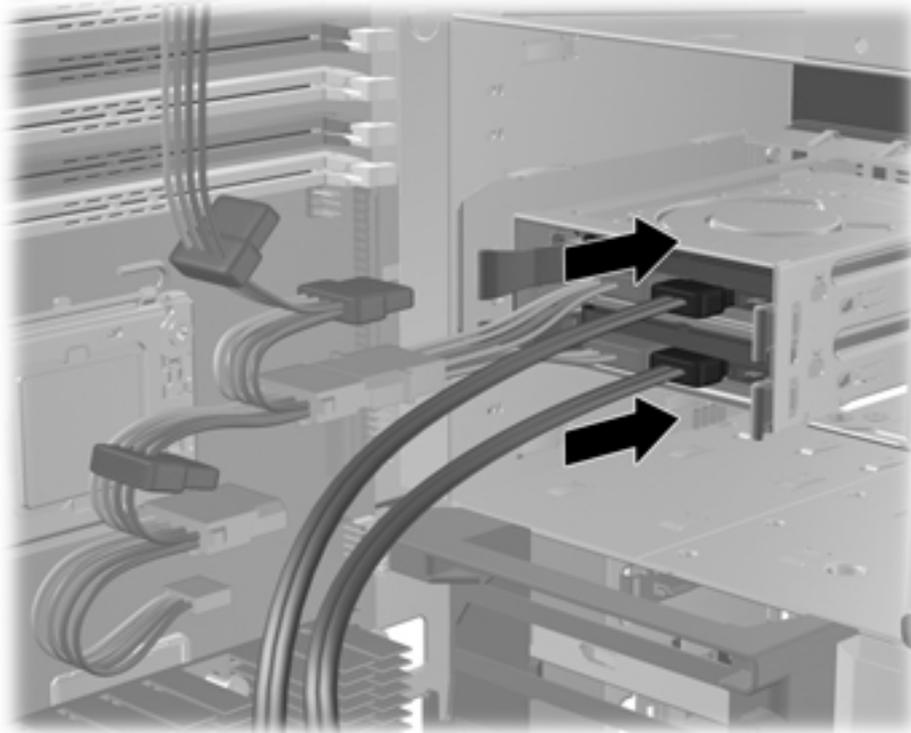
Figure 5-70 Connecting the power



2. Use the previous figure to locate the optical device power supply cable and connect it to the Y-adapter power cable (2).
3. Select the SATA interconnect data cable from those supplied with the hard drive kit that best fits the hardware configuration of the workstation.

4. Connect one end of the data cable to the hard drive as shown in the following figure.

Figure 5-71 Connecting the data cables to the hard drives



5. Connect the opposite end of the data cable to the system board. Start with the lowest numbered port connector available on the system board.

 **NOTE:** Repeat steps 2–4 for the second hard drive.

Expansion card guide/front fan holder

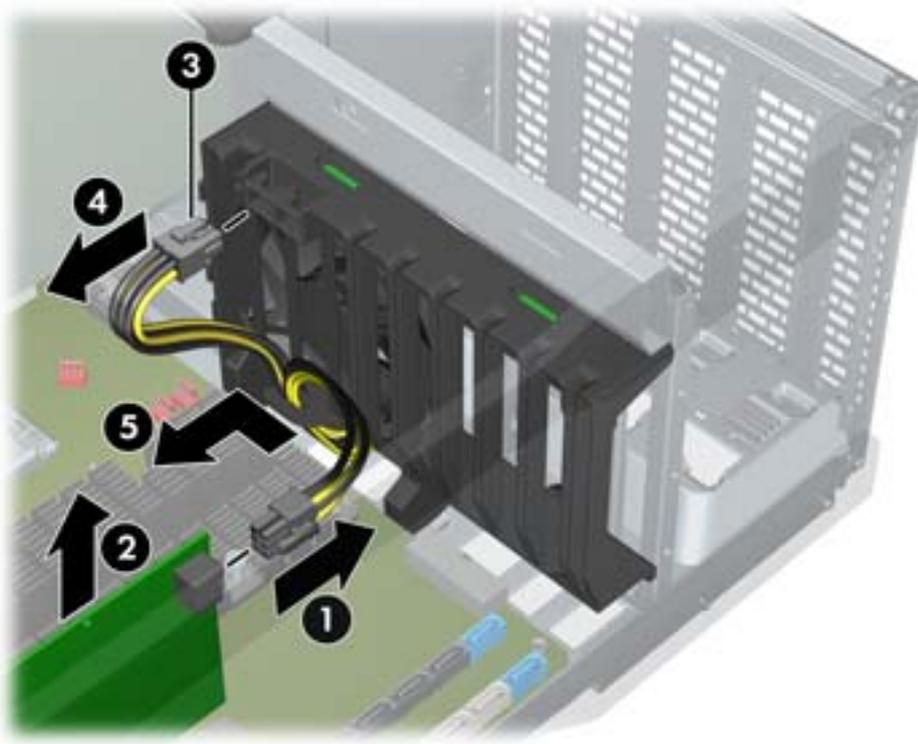
This section describes how to remove and install the expansion card guide/front fan holder.

Removing the expansion card guide/front fan holder

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
5. Disconnect any auxiliary power cables attached to the expansion cards, as shown in the following figure (1).
6. Remove expansion cards that are located in the card guide, as shown in the following figure (2).
7. For any graphics auxiliary power cables connected to the storage receptacles in the fan assembly, press on the connector release (3) and remove the cable (4), as shown in the following figure.

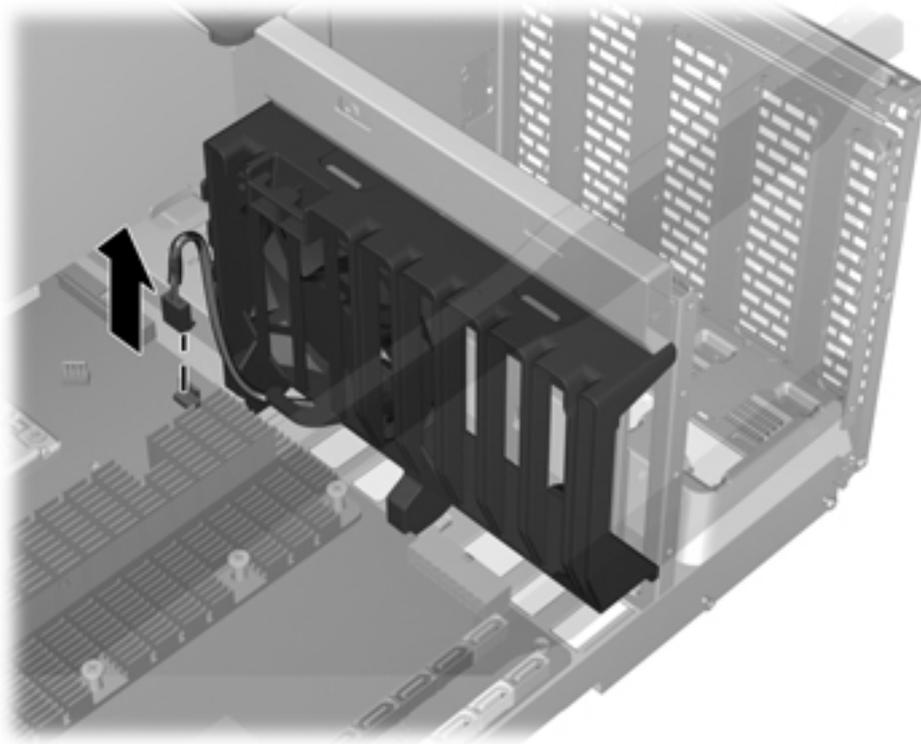
8. Remove the cables from the retention hook on the expansion card guide/front fan holder (5), as shown in the following figure.

Figure 5-72 Removing the graphics cable



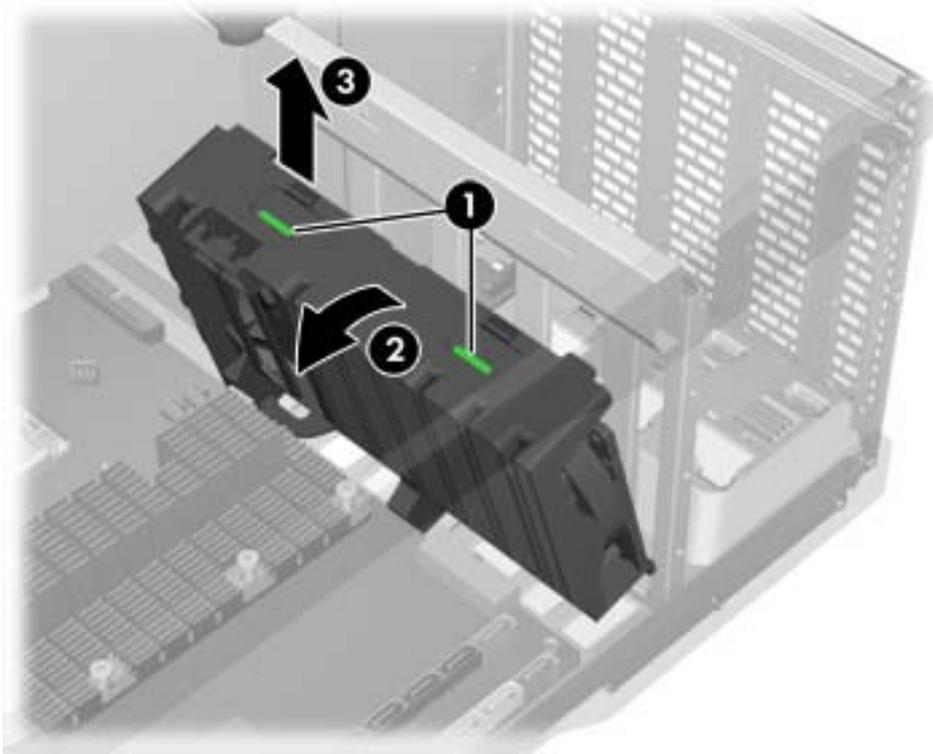
9. Disconnect the front system fan power cable from the system board as shown in the following figure.

Figure 5-73 Disconnecting the fan cable



10. Press firmly on the two recessed green touch points on the top of the expansion card guide/front fan holder (1), as shown in the following figure.

Figure 5-74 Removing the expansion card guide/front fan holder from the chassis



11. Rotate the assembly (2), and then lift it out of the chassis (3).

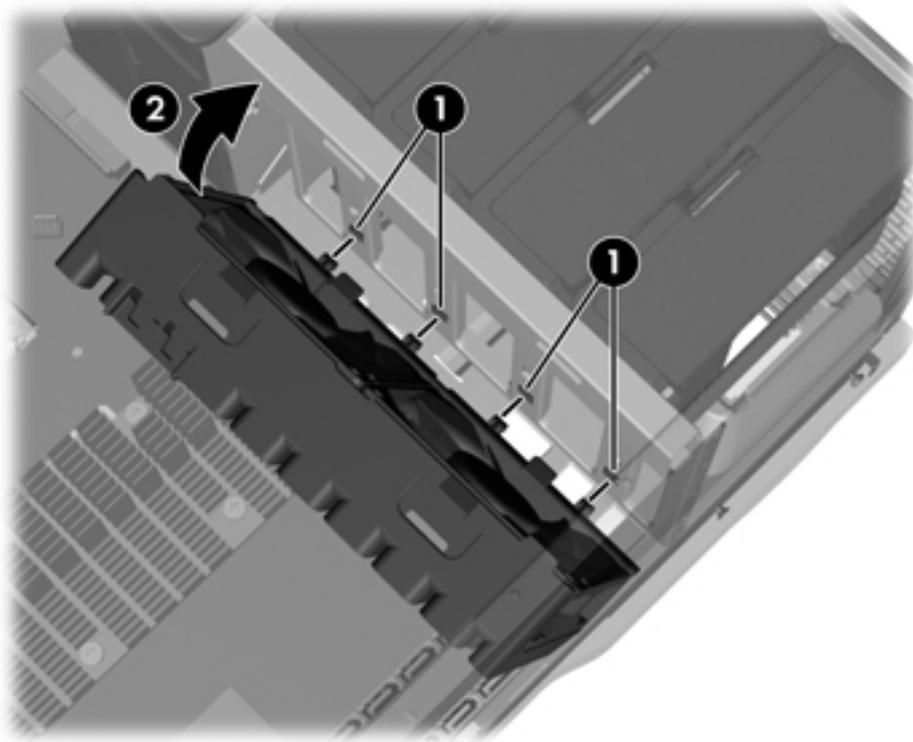
 **TIP:** Move any cables that might be in the way so that you can easily tilt and remove the assembly.

Installing the expansion card guide/front fan holder

1. Ensure that the fan holder includes the desired cooling fans (see [Installing a second front system fan on page 149](#)).
2. With power off to the workstation and the chassis open, place the expansion card guide/front fan holder assembly in the chassis. Place the tabs at the bottom of the assembly into the slots in the chassis as shown in the following figure (1).

 **NOTE:** When positioning the expansion card guide/front fan holder into the chassis, make sure there are no cables between the fans and the chassis mounting wall. All workstation cables should be located under the card guide.

 **TIP:** To engage the hooks, you might have to press down firmly on the card guide/fan holder to overcome cable resistance.



3. Rotate the assembly up until it snaps into place (2).
4. Connect the cooling fan power cables to the system board (see [Installing a second front system fan on page 149](#)).
5. Reinstall all removed components and reconnect any cables that have been disconnected.

System fans

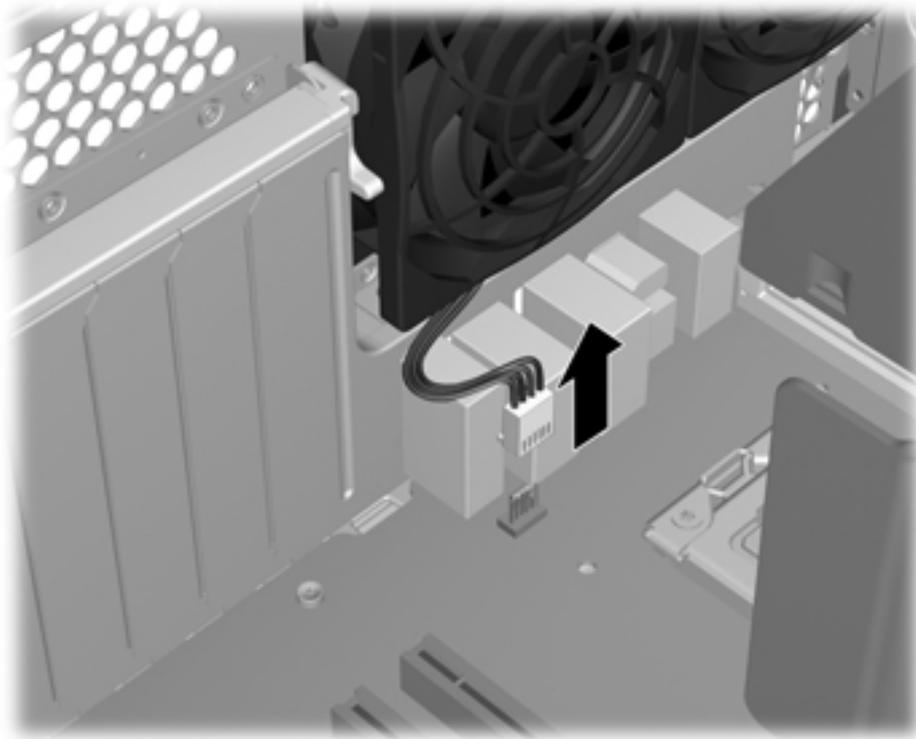
This section describes how to remove and install the front and rear system fans.

Removing the rear system fan assembly

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
5. Disconnect the rear system fan assembly cable connector from the system board as shown in the following figure.

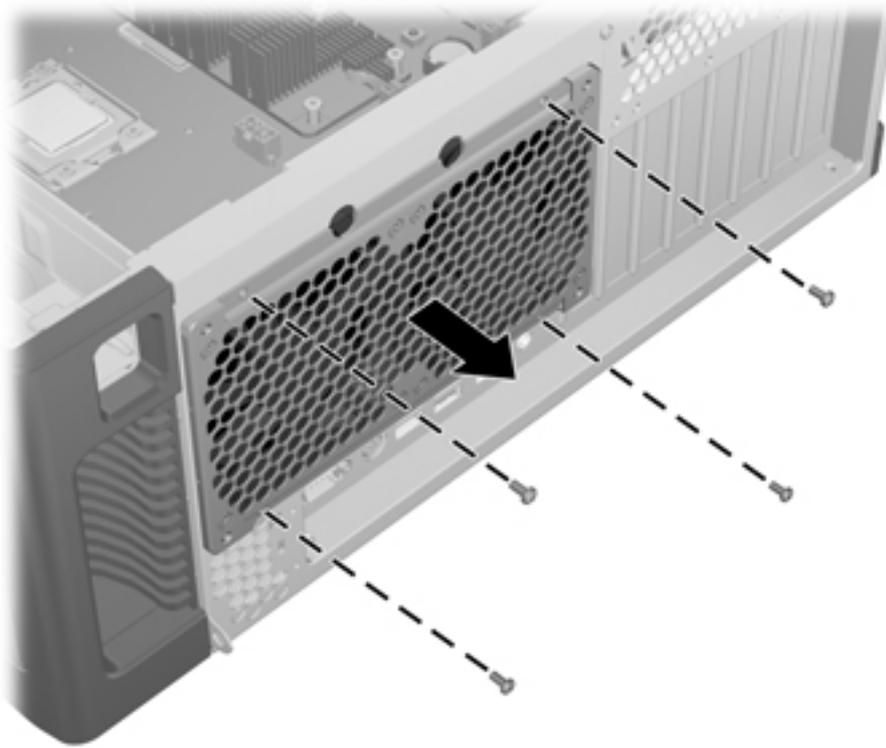
 **NOTE:** There is a single cable connector for the dual fan assembly.

Figure 5-75 Removing the rear system fans



6. Use a Torx T-15 driver to remove the four rear system fan assembly Torx screws , and then remove the assembly from the rear of the chassis.

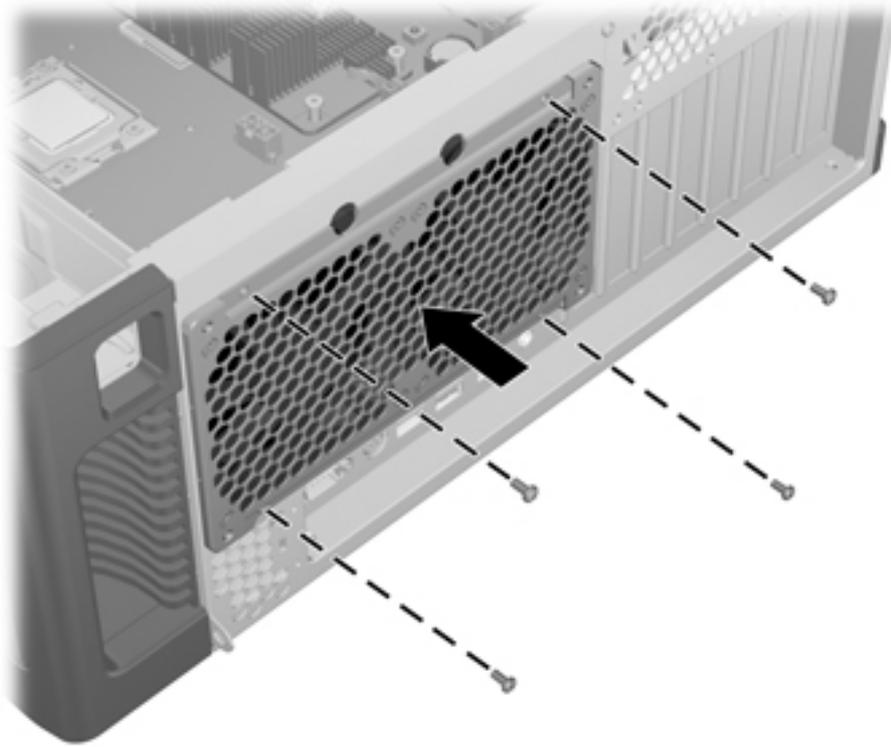
Figure 5-76 Removing the rear system fans



Installing the rear system fan assembly

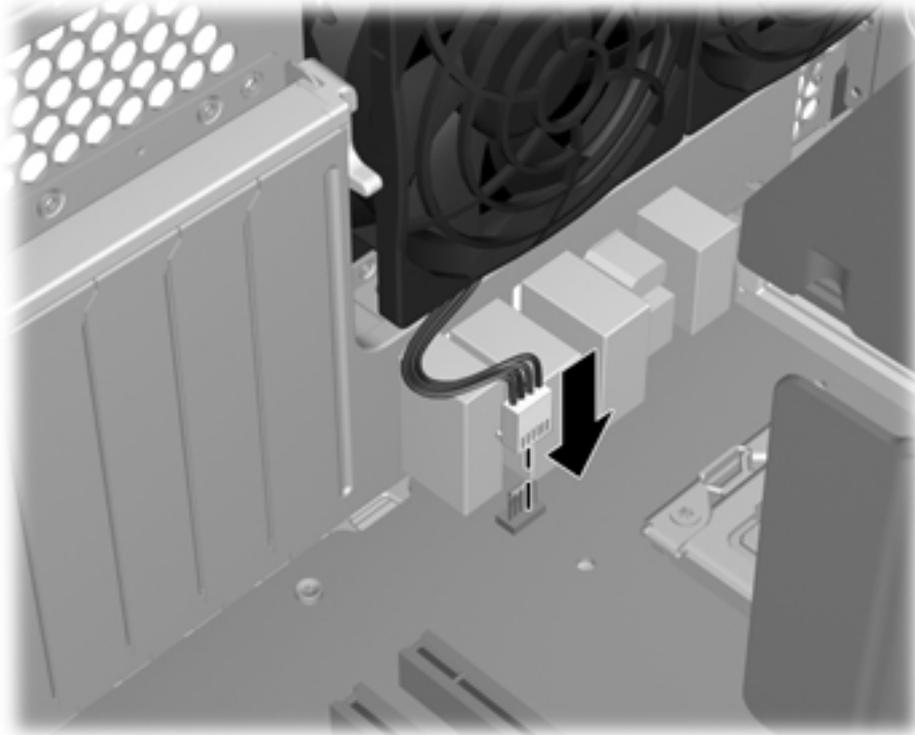
1. With the power off and the chassis open for access, place the rear system fan assembly in the chassis. Use a Torx T15 driver to secure the rear fan assembly in the chassis with four screws as shown in the following figure.

Figure 5-77 Installing the rear system fan assembly



2. Connect the rear system fan assembly cable to the system board as shown in the following figure.

Figure 5-78 Connecting the rear system fan assembly cable



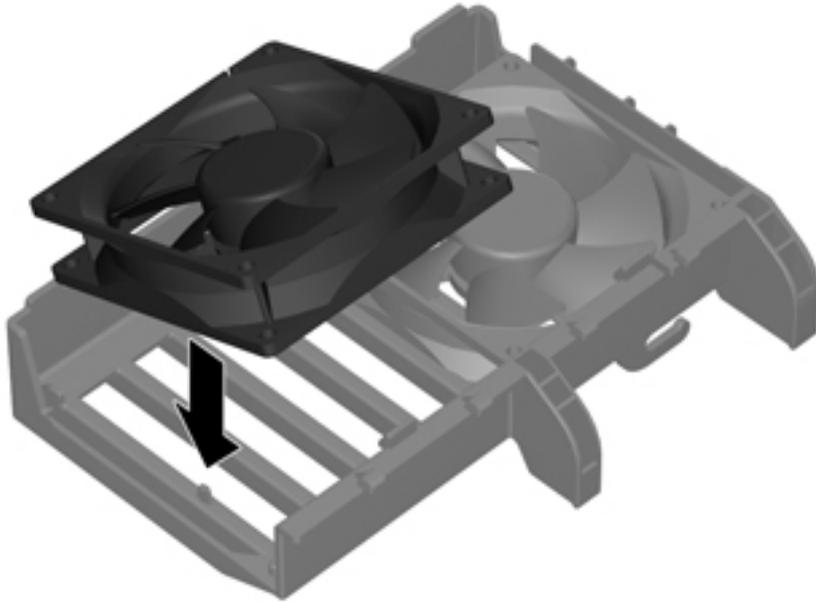
3. Reassemble the workstation, and then replace the side access panel.

Installing a second front system fan

1. Remove the expansion card guide/front fan holder (see [Removing the expansion card guide/front fan holder on page 141](#)).

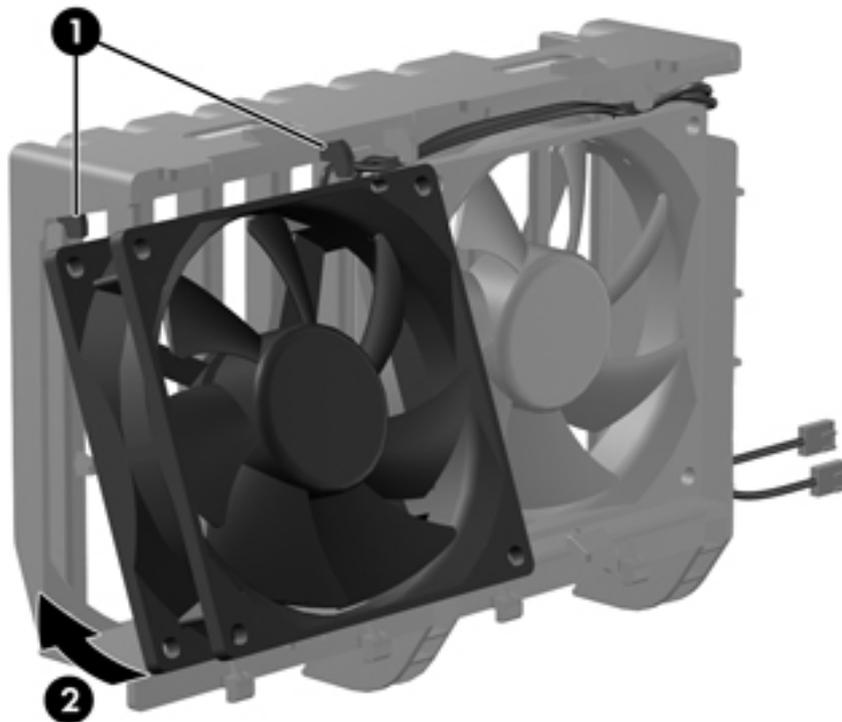
2. Orient the front system fan so that the fan label points into the expansion card guide/front fan holder.

Figure 5-79 Orienting the fan in the fan holder



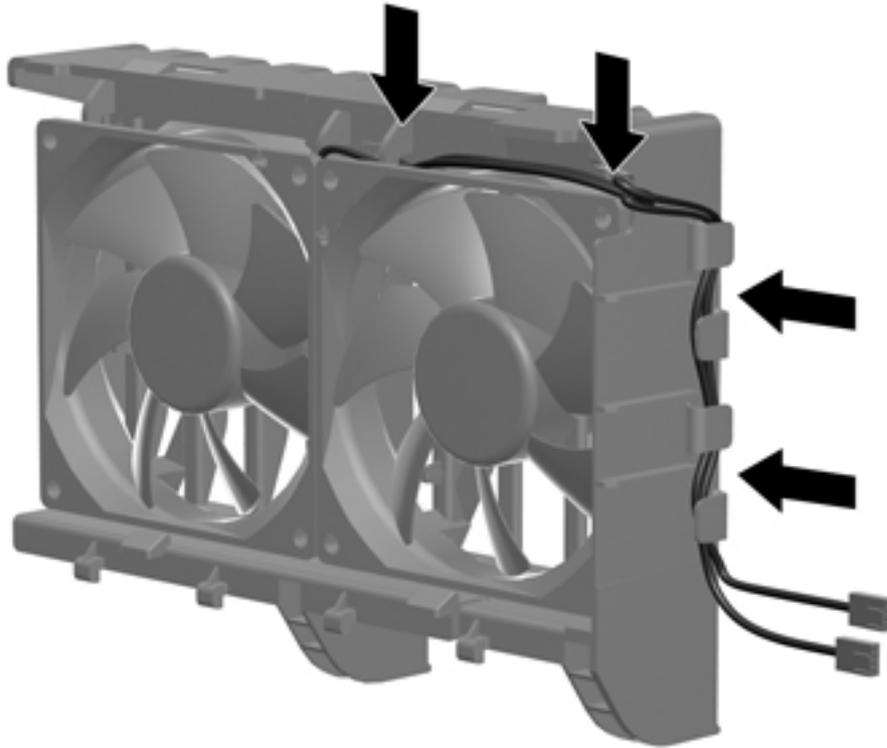
3. Insert the fan cable under the fan holder hooks (1), as shown in the following figure. Rotate the fan near the retention tab and press it until it snaps into place in the fan holder (2).

Figure 5-80 Inserting the fan in the holder



4. Guide the fan cable under the cable retention clamps as shown in the following figure.

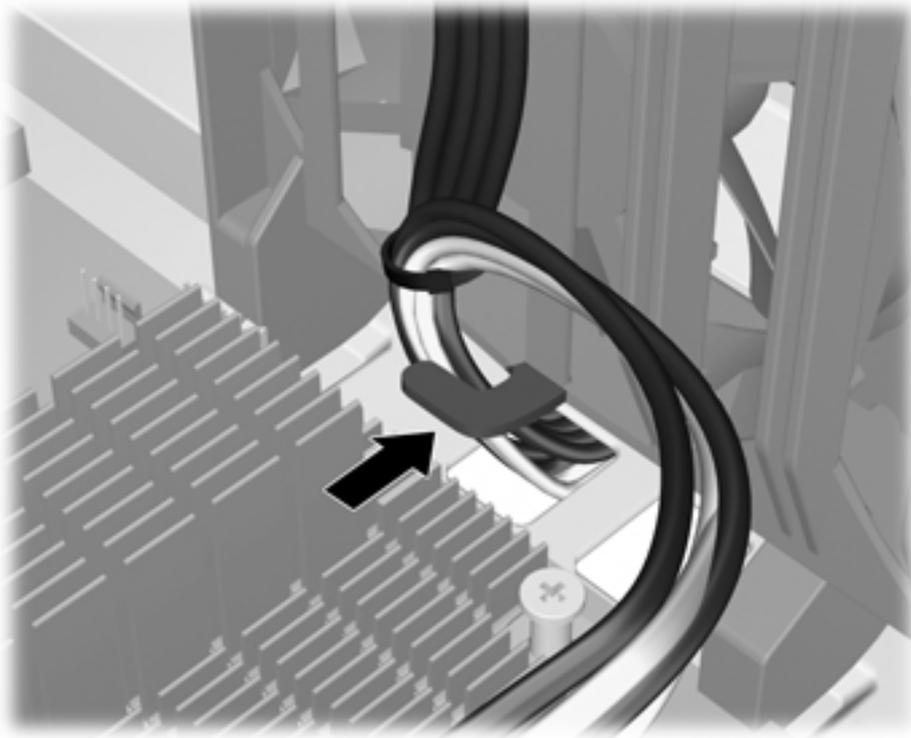
Figure 5-81 Routing the fan cable



5. Install the expansion card guide/front fan holder in the chassis (see [Installing the expansion card guide/front fan holder on page 145](#)).

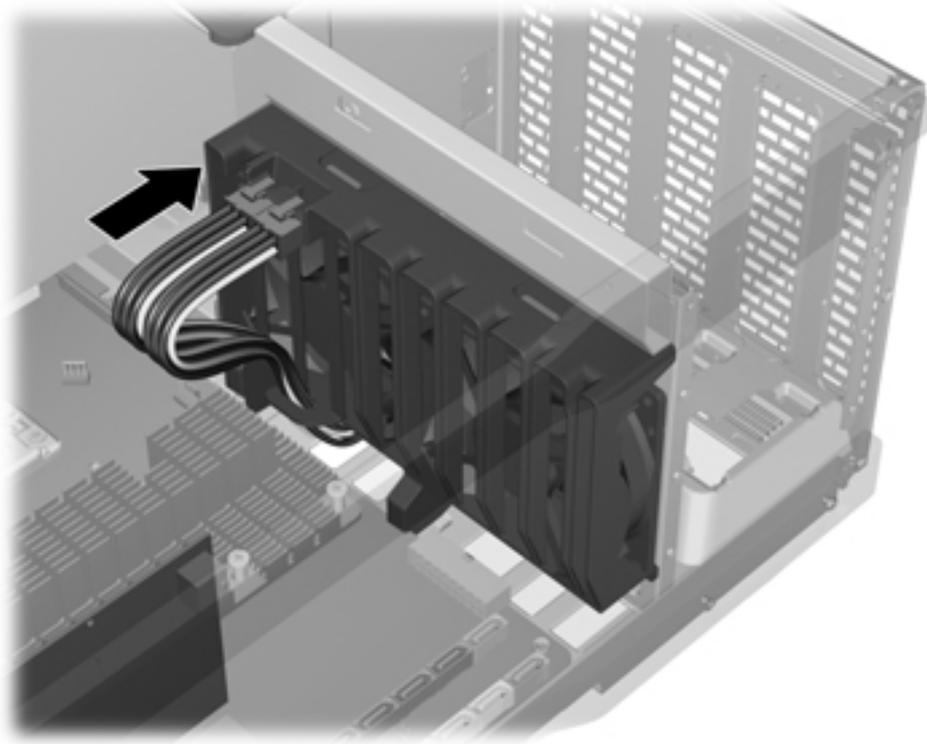
6. Replace the graphics auxiliary power cables in the retention hook as shown in the following figure.

Figure 5-82 Replacing the graphics auxiliary power cables in the retention hook



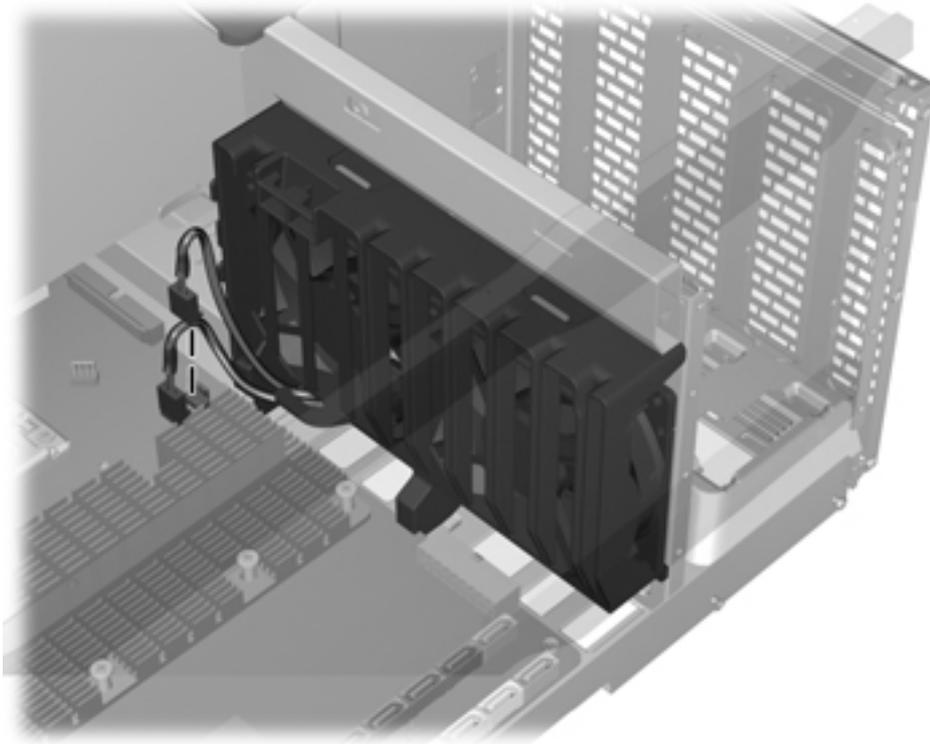
7. Clip the graphics auxiliary power connectors into the expansion card guide storage receptacles as shown in the following figure.

Figure 5-83 Replacing the graphics auxiliary power cables in the storage pocket



8. Connect the front system fan cable(s) to the system board as shown in the following figure. If there is only one fan, connect its cable to the inner-most connector.

Figure 5-84 Connecting the fan cable



9. Reinstall all removed components and reconnect any cables that have been disconnected.

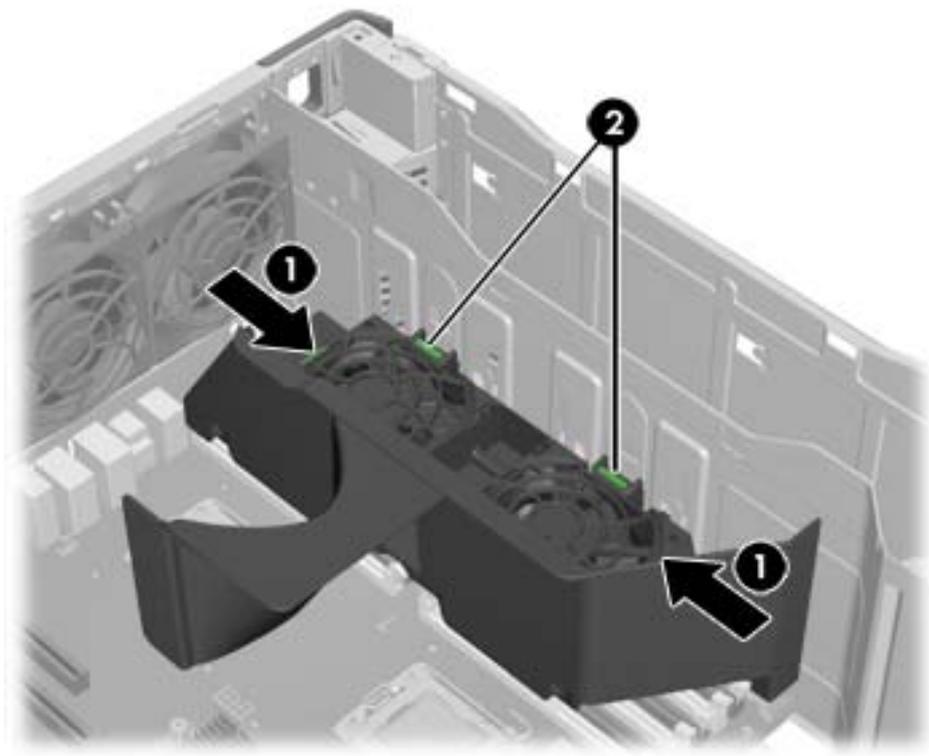
Memory fans

This section describes how to remove and install the memory fans.

Removing the memory fans

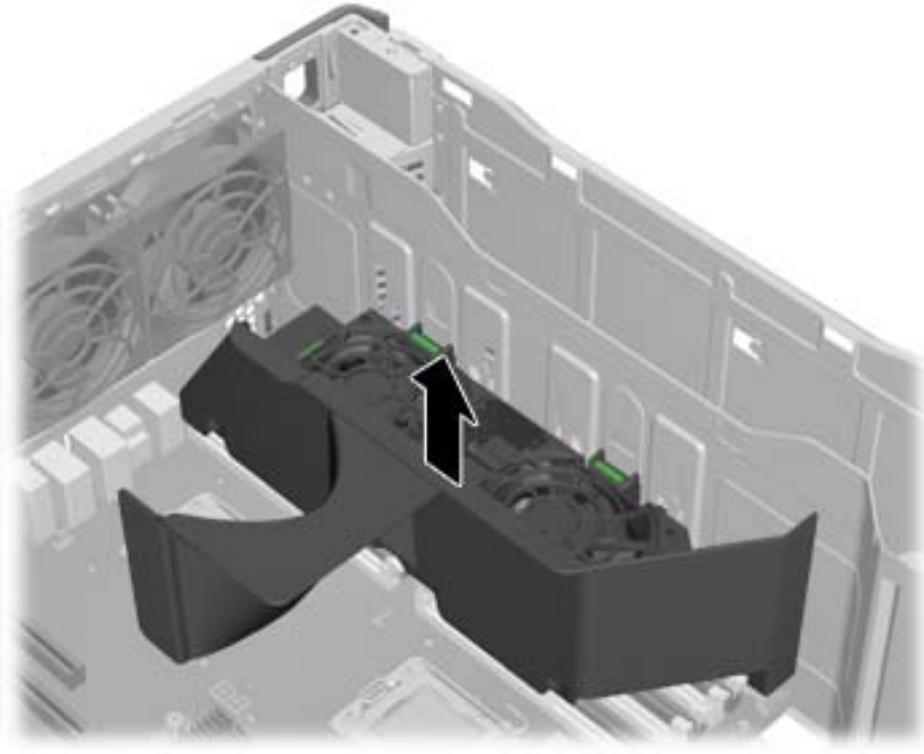
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Grasp the sides of the memory fan assembly (1), and then use your index fingers to press the memory fan assembly release tabs (2), as shown in the following figure.

Figure 5-85 Releasing the memory fan assembly



5. Lift the memory fan assembly upward, out of the chassis as shown in the following figure.

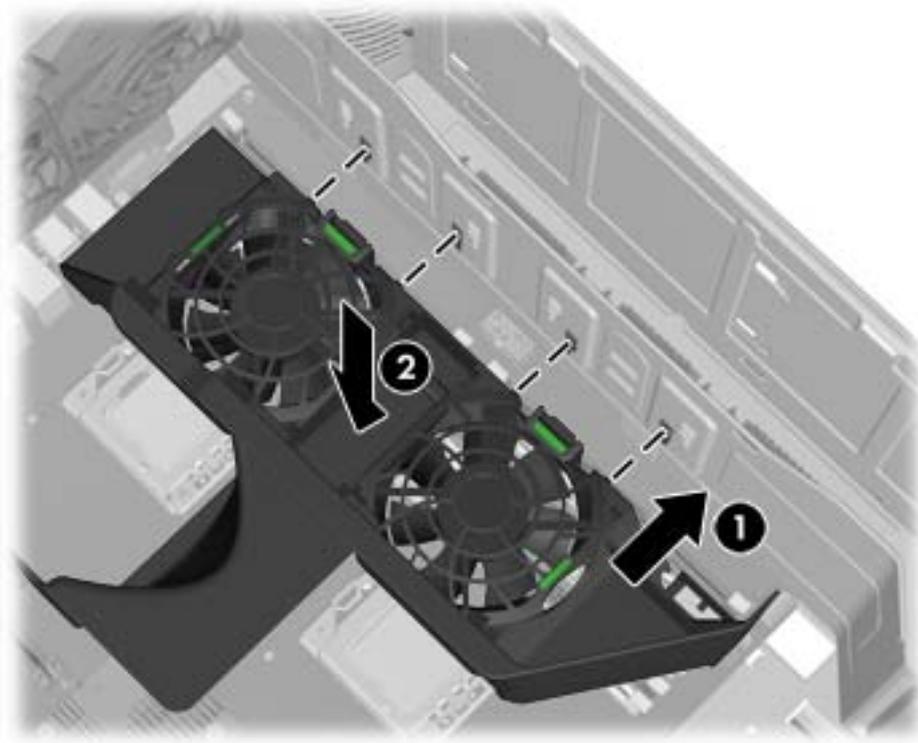
Figure 5-86 Removing the memory fan assembly



Installing the memory fans

1. With workstation power off and the chassis open, place the memory fan assembly tabs in the chassis slots (1), as shown in the following figure.

Figure 5-87 Installing the memory fan assembly



2. Press the release tabs at the green touch points with the index fingers, while grasping the side of the fan assembly with the remaining fingers. Carefully lower the fan assembly into the chassis until it clicks into place (2).

Memory

This section presents dual inline memory module (DIMM) configuration information and removal/installation procedures.

DIMM installation guidelines

Install only HP-approved ECC unbuffered DDR3 DIMMs. See <http://www.hp.com/go/quickspecs> to find which DIMMs are compatible with the workstation.

- △ **CAUTION:** HP only ships DIMMs that are electrically and thermally compatible with this workstation. Because third-party DIMMs might not be electrically or thermally compatible, they are not supported by HP.

Supported DIMM configurations

This workstation supports these DIMM configurations:

- Twelve DIMM slots
- Both Unbuffered ECC and Registered DIMMs
- Memory configuration from 1 GB to 192GB*
- Total DIMM count:

Independent channels per processor	Single processor	Dual processor
Single	Two	Four
Dual	Four	Eight
Three	Six	Twelve

- In dual processor configurations, the workstation can be configured for NUMA** or non-NUMA modes
- No support for mirroring
- No support for DIMM sparing

📝 **NOTE:** Do not intermix unbuffered ECC with registered DIMMs.

For maximum performance, install the same number of DIMMs per CPU. Install them in pairs of the same size if your workstation has two CPUs.

* The 1110W power supply is required for a 96 GB or greater configuration.

** NUMA mode provides contiguous address space for each CPU such that a CPU can access its own local memory faster than it can access memory local to another processor, or to memory shared between processors.

BIOS errors and warnings

The BIOS generates warnings/errors on invalid memory configurations:

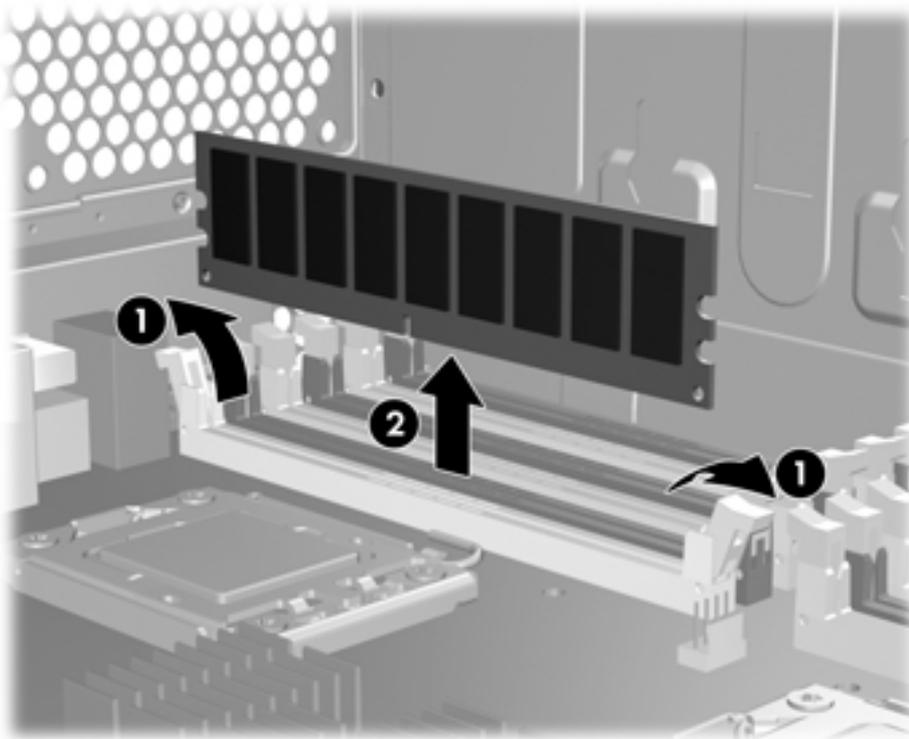
- If the BIOS can find a valid memory configuration by disabling plugged-in memory, it does so and reports a warning during POST. the workstation can still be started. The warning will indicate the location of the failed DIMM on the system board or memory riser.
- If there is no way for the BIOS to obtain a valid memory configuration by disabling plugged-in memory, the BIOS halts with a diagnostics code for memory error (five beeps and blinks).

Removing a DIMM

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
△ **CAUTION:** To ensure that DIMMs are not damaged during removal or installation, power off the workstation and unplug the power cord from the AC power outlet. If you do not unplug the power cord before installing memory, the modules might be damaged and the workstation will not recognize the memory changes.
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide ([Removing the airflow guide on page 80](#)).
4. Remove the memory fans (see [Removing the memory fans on page 155](#)).
5. Carefully push outward on the memory slot socket levers (1). Lift the DIMM straight up and out of its socket (2), as shown in the following figure.

Store the DIMM in an anti-static bag.

Figure 5-88 Removing a DIMM



Installing a DIMM

This section describes how to install a DIMM in the workstation.

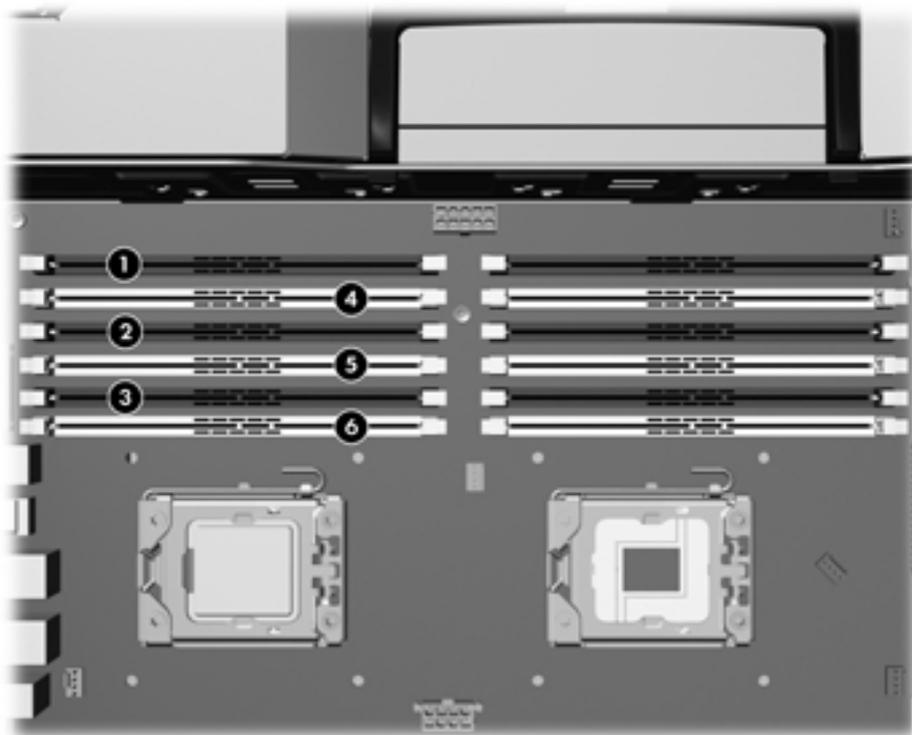
Required DIMM installation order

DIMMs must be installed in a specified order, depending on the workstation processor configuration.

Single processor configuration

The illustration below shows the DIMM installation order for a single processor workstation.

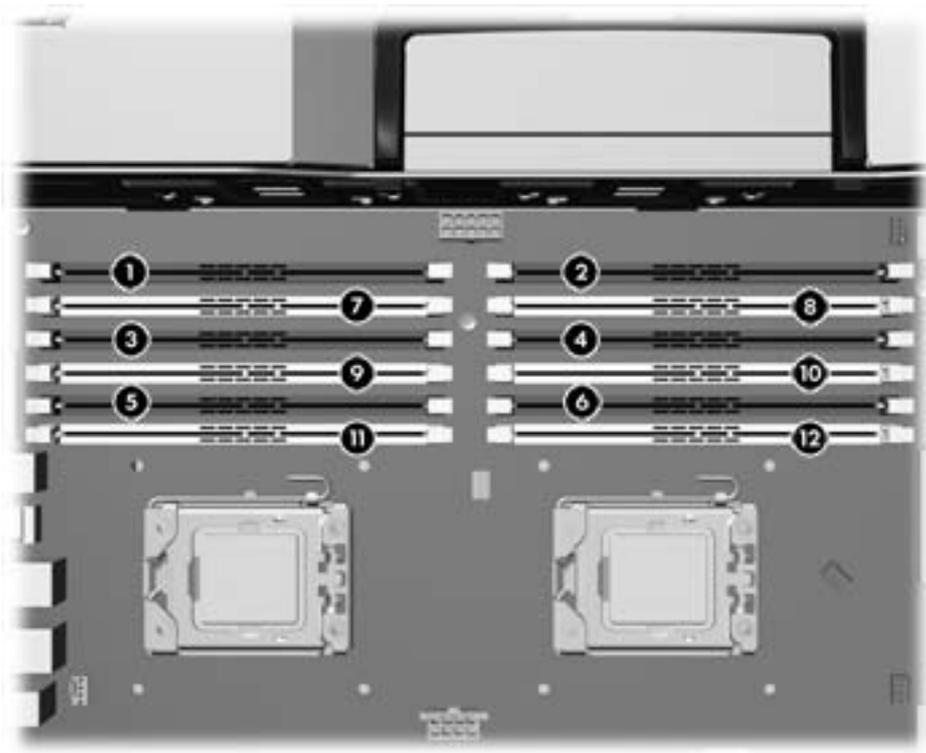
Figure 5-89 Single-processor DIMM installation order



Dual processor configuration

The illustration below shows the DIMM installation order for a dual processor workstation.

Figure 5-90 Dual-processor DIMM installation order



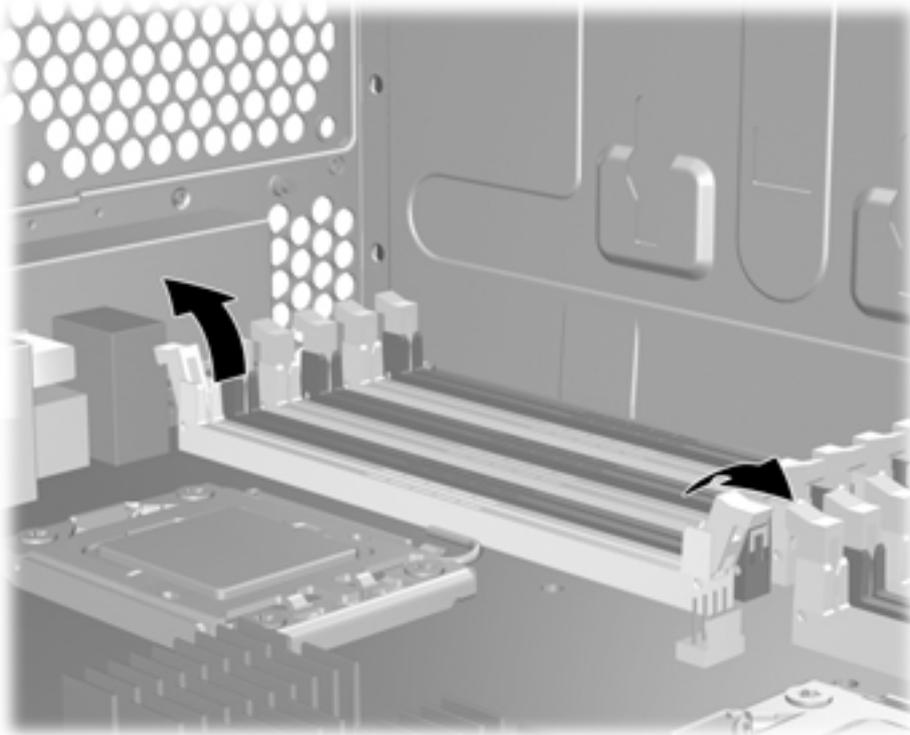
Installing the DIMM

NOTE: For best performance add DIMMs of the same size in pairs across CPUs.

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the memory fans (see [Removing the memory fans on page 155](#)).

5. Push outward on the DIMM socket levers as shown in the following figure.

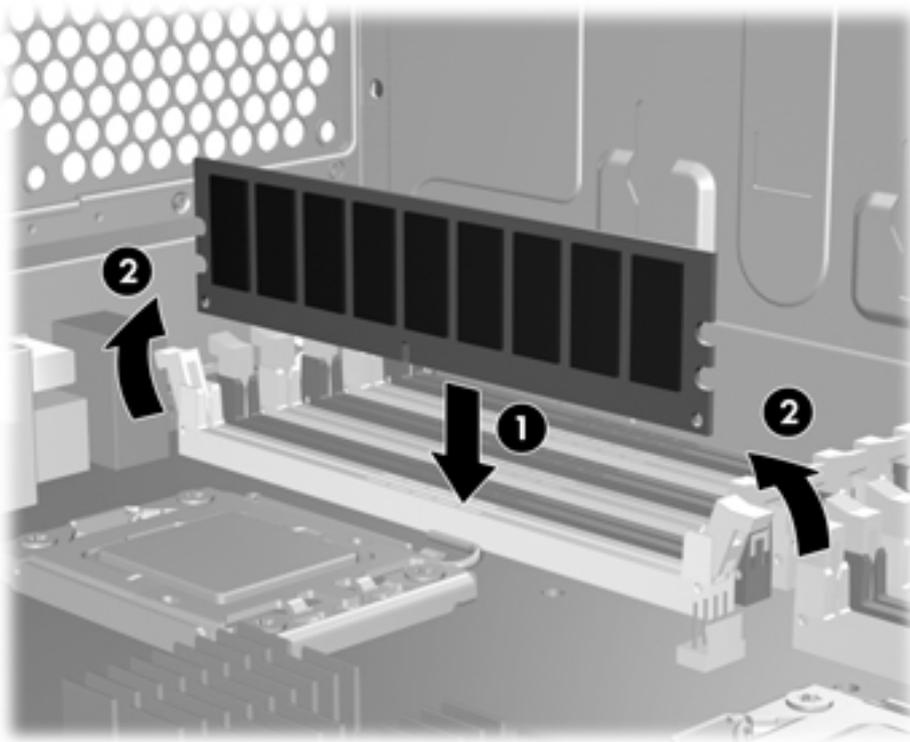
Figure 5-91 Opening DIMM socket levers



6. Align the DIMM connector key with the DIMM socket key, and then seat the DIMM firmly in the socket (1), as shown in the following figure.

△ **CAUTION:** DIMMs and their sockets are keyed for proper installation. To prevent socket or DIMM damage, align these guides properly when installing DIMMs.

Figure 5-92 Seating the DIMM



7. Secure the socket levers (1), as shown in the above figure..
8. Reinstall all removed components and reconnect any cables that have been disconnected.

📄 **NOTE:** If you receive a DIMM-related error message after you re-start the workstation, refer to [BIOS errors and warnings on page 159](#) for error message information.

Expansion card slot identification

This section identifies and describes workstation expansion card slots and presents card configuration information.

Expansion card slot description

The following figure identifies workstation expansion card slots.

Figure 5-93 Identifying expansion card slots



The following table describes the workstation expansion card slots.

Table 5-6 Expansion card slot description and compatibility

Slot	Type	Mechanical compatibility	Electrical compatibility	Slot power (Maximum)
1 ¹	PCIe2 x8(4) open-ended	x1, x4, x8, x16	x1, x4	25W
2 ¹	PCIe2 x16 ³	x1, x4, x8, x16	x1, x4, x8, x16	75W
3	PCIe x8(4) open-ended	x1, x4, x8, x16	x1, x4	25W
4 ¹	PCIe2 x16(8)	x1, x4, x8, x16	x1, x4, x8	25W
5 ¹	PCIe2 -x16 ⁴	x1, x4, x8, x16	x1, x4, x8, x16	75W
6 ¹	PCI 32/33			25W

Table 5-6 Expansion card slot description and compatibility (continued)

Slot	Type	Mechanical compatibility	Electrical compatibility	Slot power (Maximum)
7	PCIe2 x16(8)	x1, x4, x8, x16	x1, x4, x8	25W

¹ PCIe GEN2 slot.

³ Primary graphics slot

⁴ Secondary graphics slot

NOTE: The x1, x4, x8, and x16 designators describe the number of electrical PCIe lanes routed to an expansion slot. For example, x16(8) means that the expansion slot is mechanically a x16 length connector, with eight PCIe lanes connected.

Slots one and three use open-ended PCIe connectors, so a PCIe x16 card can inserted. This allows the workstation to support more PCIe x16 expansion cards. A x16 card typically trains and runs at the maximum lane width available by the expansion slot. The card runs at the reduced lane width, with a corresponding performance decrease.

A x16 graphics card runs at the bandwidth of the slot it is plugged into. The slot bandwidth can be x1, x4, x8, or x16. A PCIe card can be plugged into a slot with a lesser speed. It runs at that speed with a commensurate performance decrease. (Older graphics cards may not comply with this.)

NOTE: A eighth slot opening in the chassis has no corresponding expansion connector on the System board. This slot opening is provided for devices that require no system board card plug in capability.

This slot can be used for cable or connector output. The cables plug into the system board.

Expansion card configuration restrictions for power supplies

CAUTION: To prevent damage, the overall power consumption of the workstation (including I/O cards, CPU, and memory) must not exceed the maximum rating of the workstation power supply. For power supply information, see [Power supply specifications on page 12](#).

The maximum graphics card configuration is:

Power supply	Graphics card maximum			
850W	75W	150W¹	175W	
	One in slot #2	One in slot #2	One in slot #2	
	AND	AND	OR	
	One in slot #5	One in slot #5	One in slot #5	
1110W	75W	150W¹	175W	225W¹
	One in slot #2	One in slot #2	One in slot #2	One in slot #2
	AND	AND	AND	AND
	One in slot #5	One in slot #5	One in slot #5	One in slot #5

* Requires memory and CPU configuration restrictions.

¹ Applies if other configuration constraints allow. Workstation memory < 24GB is a common denominator. (See the *Site preparation guide* for the HP Z800 Workstation at http://hp.com/support/workstation_manuals for further power consumption information.)

Graphics cards greater than 75 watts require the use of an auxiliary power cable adapter.

If a graphics card greater than 75 watts is used, HP recommends that you leave the adjacent slot empty, and follow any additional workstation configuration restrictions. You can also use a lower power or lower profile card between slots for optimum cooling.

The maximum graphics configuration with a 1110W power supply can include up to two 225-watt cards in slots two and five, depending on system configuration.

Choosing an expansion card slot

Whenever possible, use the following tips to help you select the proper slot for an expansion card:

- Insert the primary graphics card in a PCIe x16 slot intended for graphics.
- Insert a second graphics card in a second PCIe x16 slot intended for a secondary graphics card.
- Install full-length cards in slots that support full-length cards.
- For optimal cooling and acoustics, do not insert a card next to a graphics card to avoid blocking the graphics card heatsink and fan. This is especially important for a card that requires an auxiliary power cable. For best results, choose a lower profile card to place next to the graphics heatsink and fan.
- Install a card in a slot that most closely matches its interface technology:
 - Install a PCIe Gen2 x8 card in a PCIe Gen2 x8 slot.
 - Install a PCIe Gen1 x8 card in a PCIe Gen1 x8 slot.
 - Install a PCIe Gen1 x4 card in a PCIe Gen1 x4 slot.
 - Install a PCIe Gen1 x1 card in a PCIe Gen1 x1 slot.
 - Install a PCI card in a PCI slot.
- Leave as much space as possible between cards.
- For best operational efficiency, select a slot that:
 - Has more lanes electrically.
 - Has fewer lanes, but is closer to your needs. For example, place an x16 card in an x8 slot, and an x8 card in a an x4 slot.
- An x1 connector supports an x1 card only. Although, an x1 card can be inserted into any slot, this may waste the potential for future card placement.
- Install cards that require internal cable connections so that the cables are organized and have the least amount of strain on them. Some cables may be routed under, rather than over the other expansion cards.
- To prevent electromagnetic interference, avoid installing a card with external cable connections next to a graphics card.

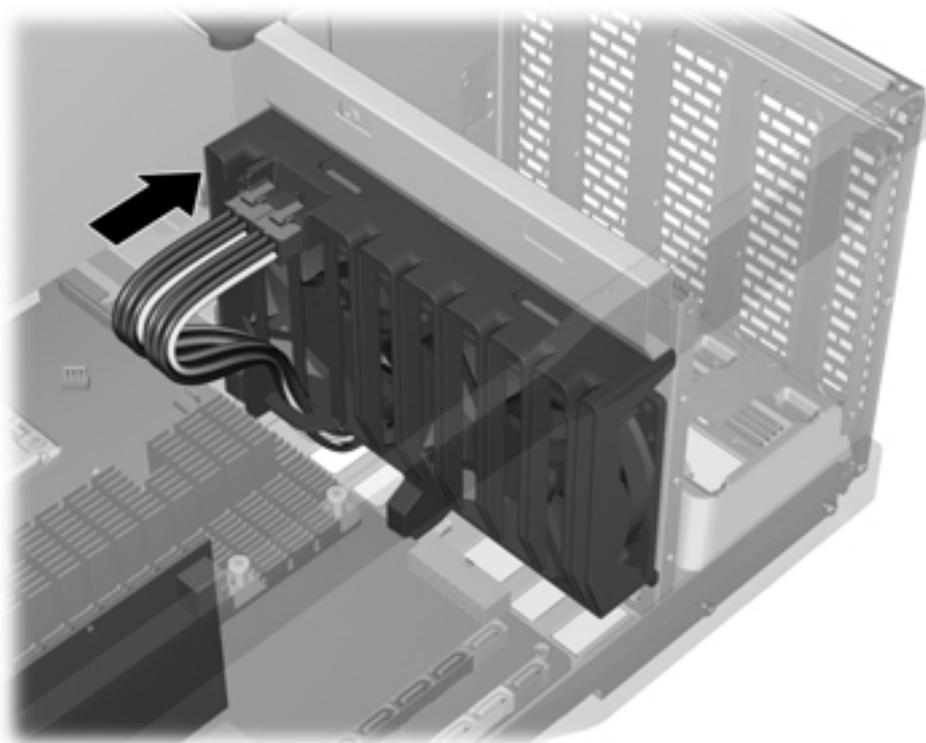
PCIe card

This section describes how to remove and install a PCIe card.

Removing a PCIe card

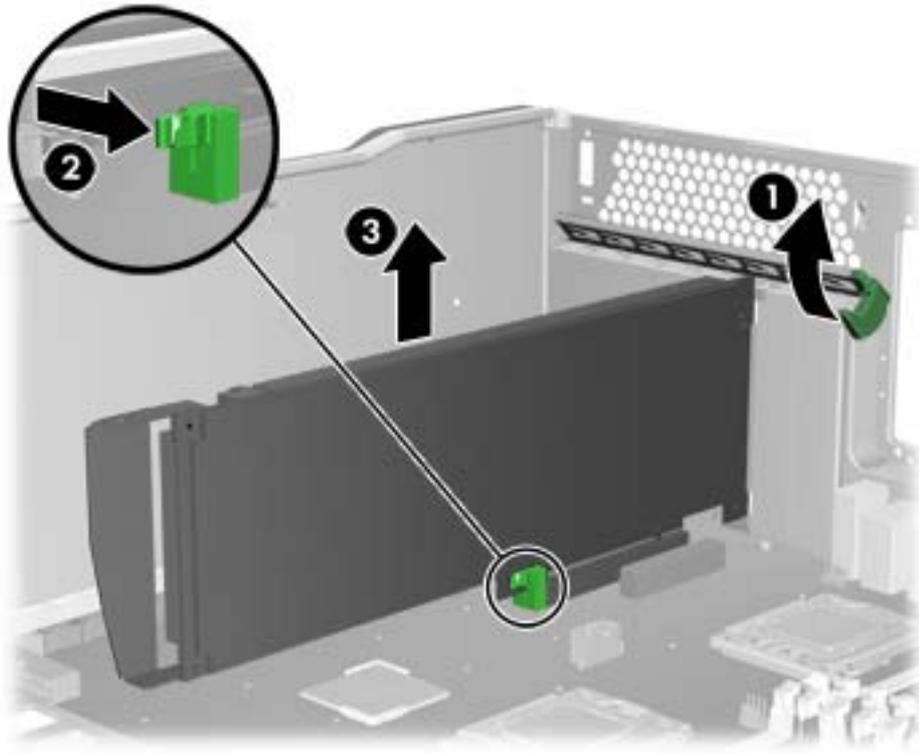
1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Remove all cables connected to the PCIe card.
5. Clip the graphics auxiliary power connectors into the expansion card guide storage receptacles as shown in the following figure.

Figure 5-94 Replacing the graphics auxiliary power cables in the storage pocket



6. Raise the rear retention clamp by lifting the metal bar or the green lever (1), as shown in the following figure. If necessary, disconnect the auxiliary power cable (not illustrated).

Figure 5-95 Removing a PCIe card



7. Release the PCIe card latch (2), and then carefully lift the card from the chassis (3).

 **TIP:** Store the card in an antistatic bag.

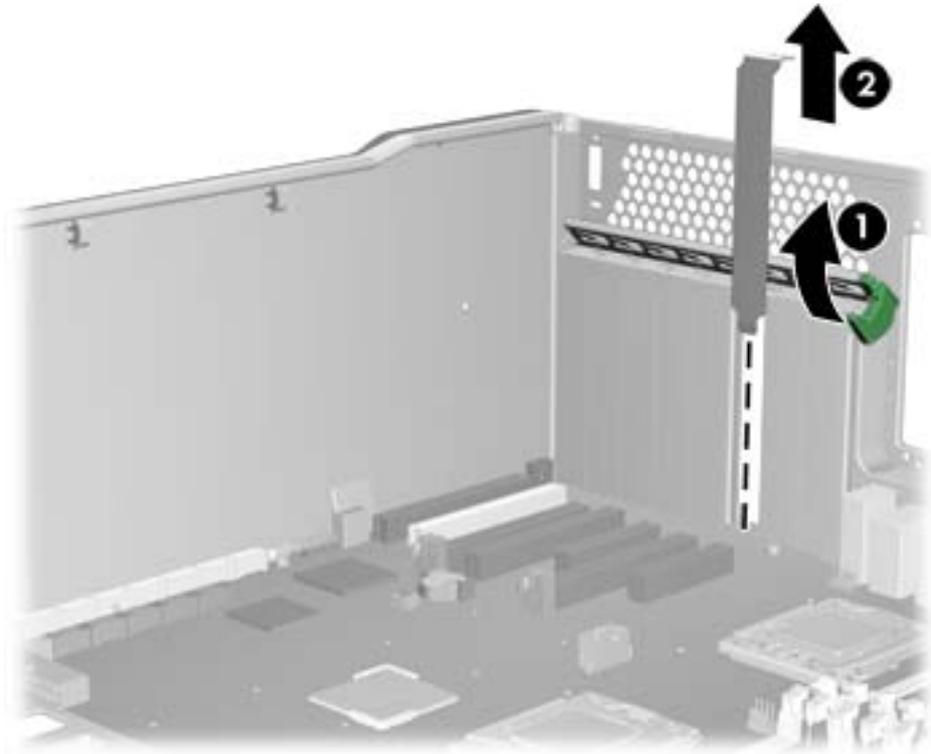
8. If you are removing a PCIe card without a release lever, lift the card out of the slot.
9. If you are not installing a PCIe card, install a PCI slot cover and close the expansion card retention clamp. The retention clamp is secured by the expansion card support.

 **NOTE:** It is normal for the expansion card retention clamp to have a slight (5-10 degree) angle when closed. If the angle is greater than this, open the clamp and ensure that all cards are properly seated and all the brackets are mated to the chassis, then re-close the clamp.

Installing a PCIe card

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Select the desired expansion card slot for the PCIe card. See [Choosing an expansion card slot on page 168](#) for help in selecting a slot.
5. Raise the rear retention clamp by lifting the metal bar or the green lever (1), as shown in the following figure.

Figure 5-96 Removing the slot cover



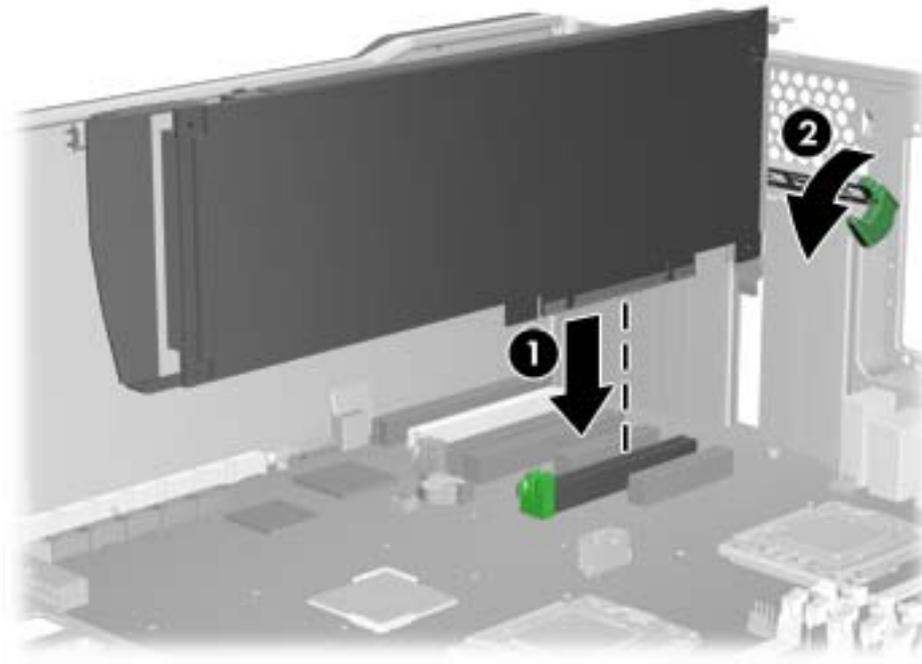
TIP: Grasp the slot cover between two fingers—one from the inside of the chassis, and one from the outside.

6. Remove the PCI slot cover by pulling it up, out of the chassis (2).

7. Angle the card into the PCI card guide. Align the PCIe card keyway with the slot key, and then firmly seat the card in the slot (1), as shown in the following figure.

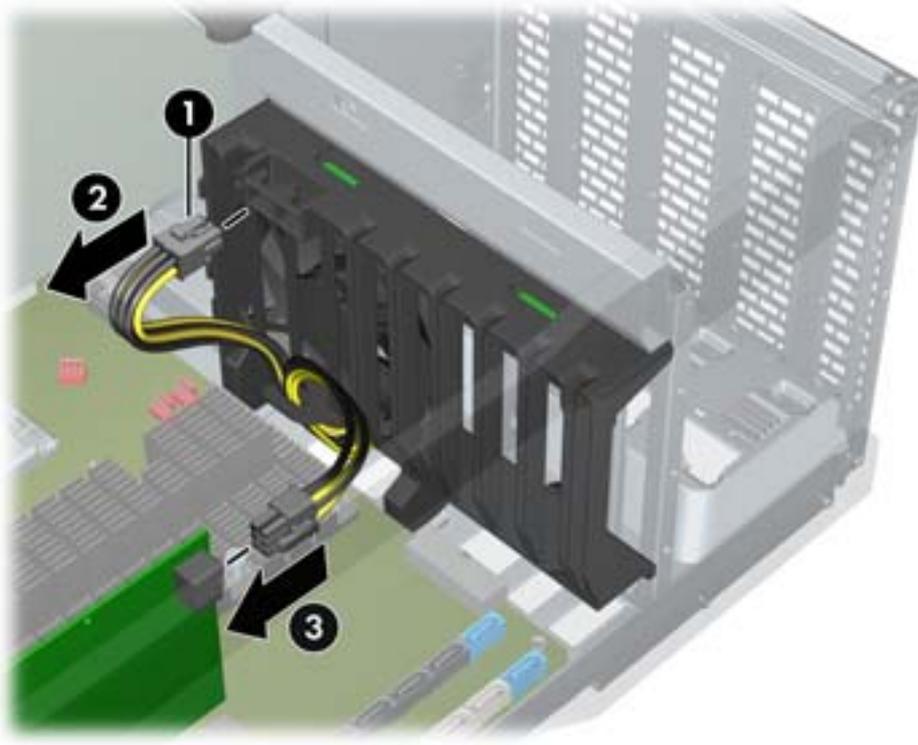
If required by the card, connect the auxiliary power cable to the card, or other cables or accessories described in the card instructions. (See [Removing the expansion card guide/front fan holder on page 141](#) to find the storage location of the auxiliary power cables.)

Figure 5-97 Installing a PCIe card



8. If required by the card, connect the auxiliary power cable to the card, as shown in the following figure:
 - a. While pressing on the connector cable release (1), pull the connector away from the receptacle on the expansion card guide/front fan holder (2).
 - b. Connect the cable to the card (3).

Figure 5-98 Connecting the auxiliary power cable



9. If required by the card, connect other cables or accessories described in the card instructions.
10. Close the expansion card retention clamp by rotating it downward. The retention clamp is secured by the expansion card support.

 **NOTE:** It is normal for the expansion card retention clamp to have a slight (5-10 degree) angle when closed. If the angle is greater than this, open the clamp and ensure that all cards are properly seated and all the brackets are mated to the chassis, then re-close the clamp.

11. Install the expansion card support (see [Installing the expansion card support on page 85](#)).
12. Reinstall all removed components and reconnect any cables that have been disconnected.

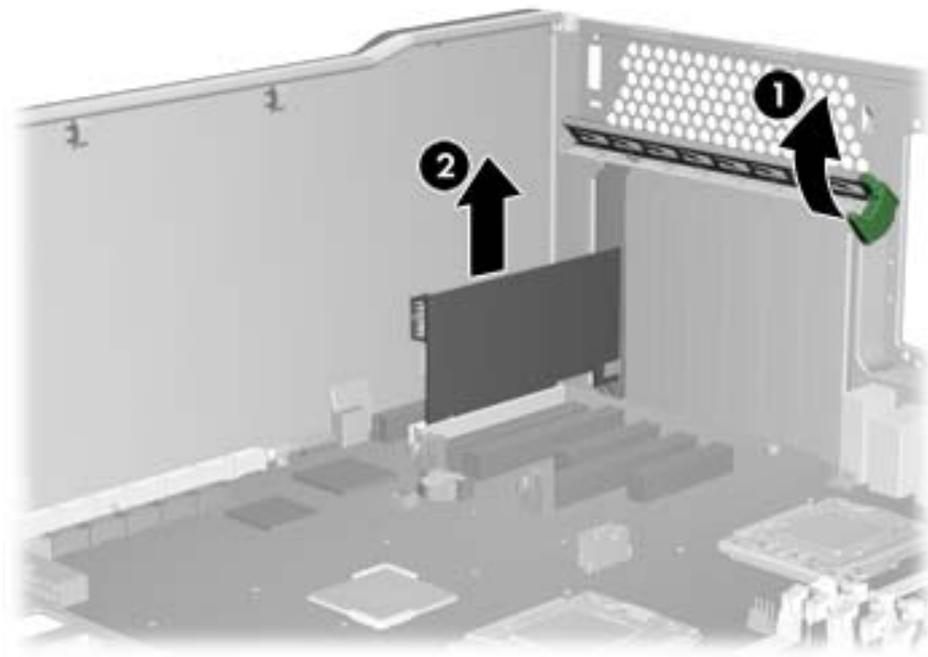
PCI card

This section describes replacing a PCI card.

Removing a PCI card

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Remove all cables connected to the PCI card.
5. Raise the rear retention clamp by lifting the metal bar or the green lever as shown in the following figure (1).

Figure 5-99 Removing a PCI card



6. Lift the PCI card out of the chassis (2).

 **TIP:** Store the card in an antistatic bag.

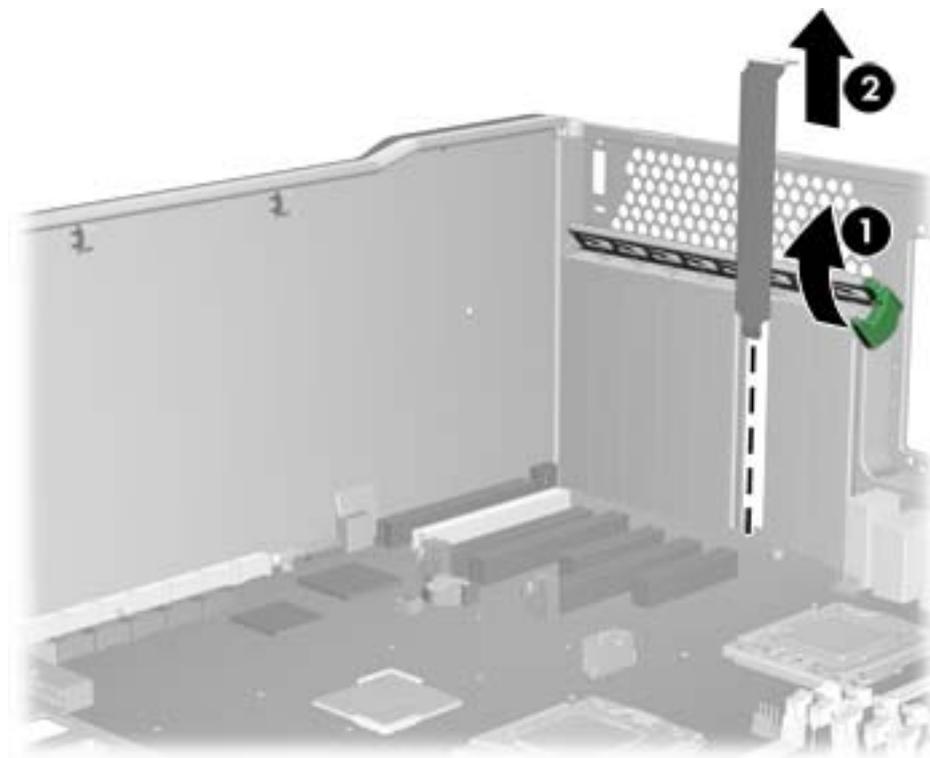
7. Install a PCI slot cover and close the expansion card retention clamp. The retention clamp is secured by the expansion card support.

 **NOTE:** It is normal for the expansion card retention clamp to have a slight (5-10 degree) angle when closed. If the angle is greater than this, open the clamp and ensure that all cards are properly seated and all the brackets are mated to the chassis, then re-close the clamp.

Installing a PCI card

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Raise the rear retention clamp by lifting the metal bar or the green lever as shown in the following figure (1).

Figure 5-100 Removing the slot cover

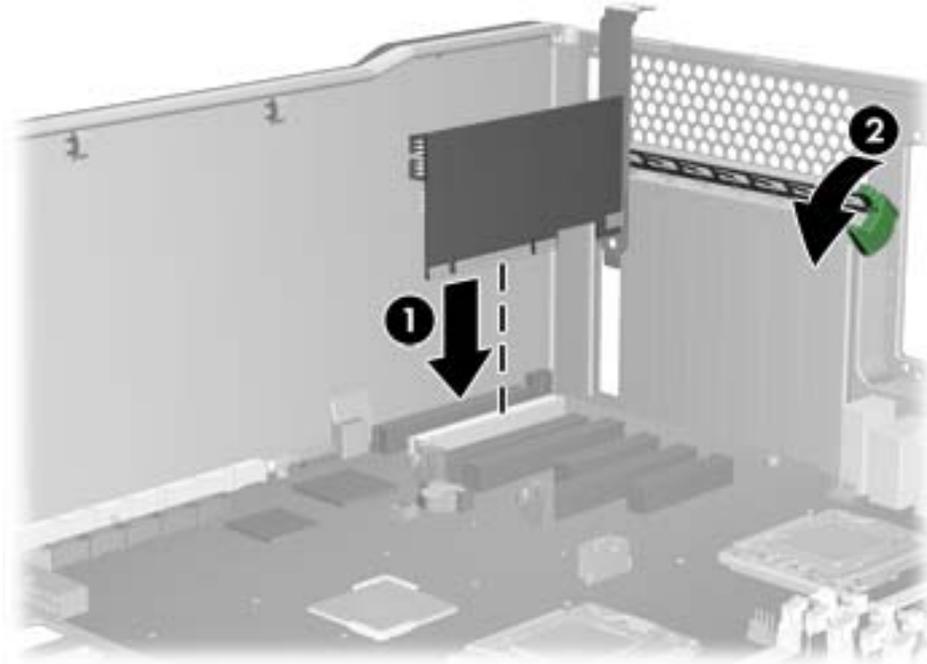


5. Lift the slot cover straight up to remove it from the chassis (2).

TIP: Grasp the slot cover between two fingers—one from the inside of the chassis, and one from the outside.

6. Align the PCI card keyway with the slot key, and then firmly seat the card in the slot as shown in the following figure (1).

Figure 5-101 Installing a PCI card



7. Close the expansion card retention clamp by rotating it downward (2). The retention clamp is secured by the expansion card support.

 **NOTE:** It is normal for the expansion card retention clamp to have a slight (5-10 degree) angle when closed. If the angle is greater than this, open the clamp and ensure that all cards are properly seated and all the brackets are mated to the chassis, then re-close the clamp.

8. Install the expansion card support (see [Installing the expansion card support on page 85](#)).
9. Reinstall all removed components and reconnect any cables that have been disconnected.

Liquid cooling solution

The following section describes how to remove and install a processor liquid cooling solution (LCS).

 **NOTE:** The LCS is not eligible for Customer Self-Repair. Call HP Support for further instructions before attempting to remove or repair this system.

Removing the liquid cooling solution

1. Disconnect power from the system ([Predisassembly procedures on page 77](#)) and remove the side access panel ([Removing the side access panel on page 79](#)).
2. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
3. Remove the airflow guide with the attached liquid cooling air duct (see [Removing the airflow guide on page 80](#)) as shown in the following figure.

Figure 5-102 Removing the airflow guide



4. Remove the LCS air duct from the airflow guide.
 - a. Press and hold the LCS air duct tab shown in the following figure (1).

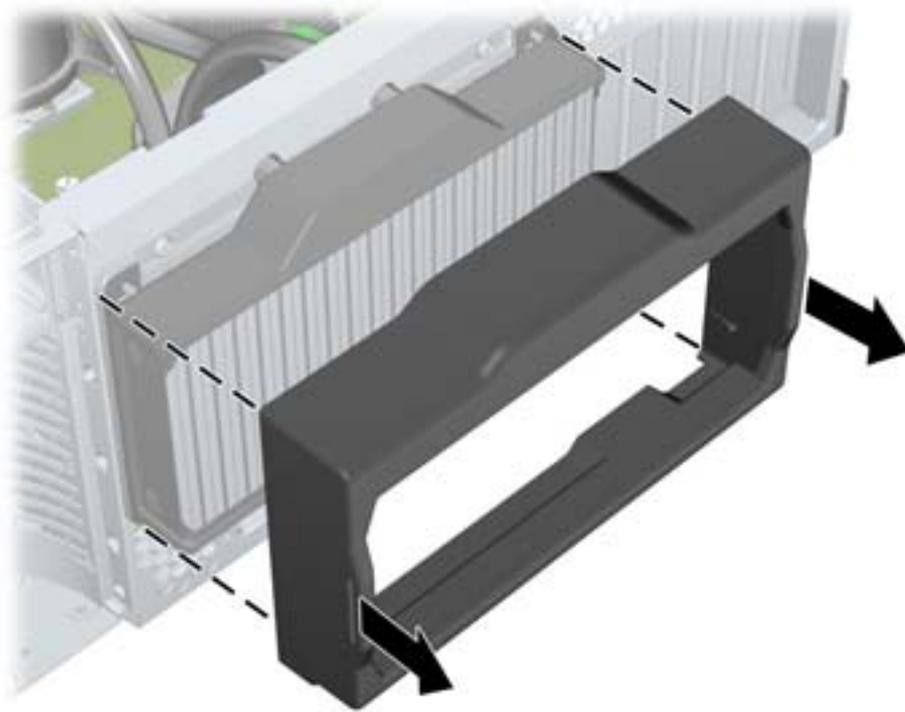
Figure 5-103 Removing the LCS air duct



- b. Slide the LCS air duct forward, and lower it from the workstation airflow guide (2), as shown in the previous figure.
5. Remove the memory fan assembly (see [Removing the memory fans on page 155](#)).

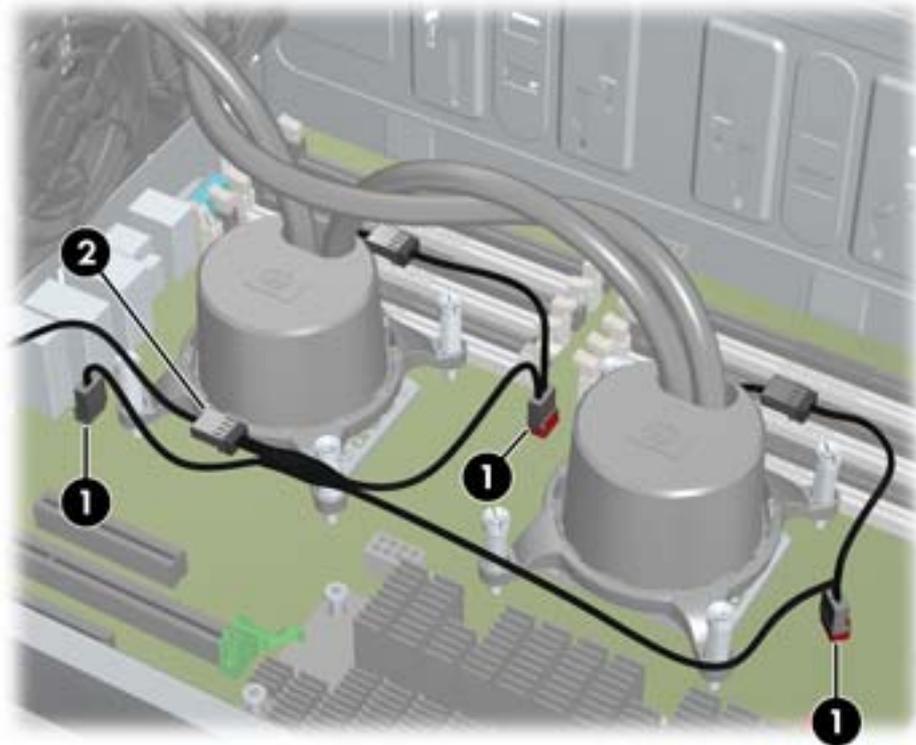
6. Grasp the sides of the LCS radiator cover and remove it from the radiator as shown in the following figure.

Figure 5-104 Removing the radiator cover



7. Disconnect the LCS cable harness connections from the system board.
 - a. Disconnect the two cable connectors from the system board (1), as shown in the following figure.

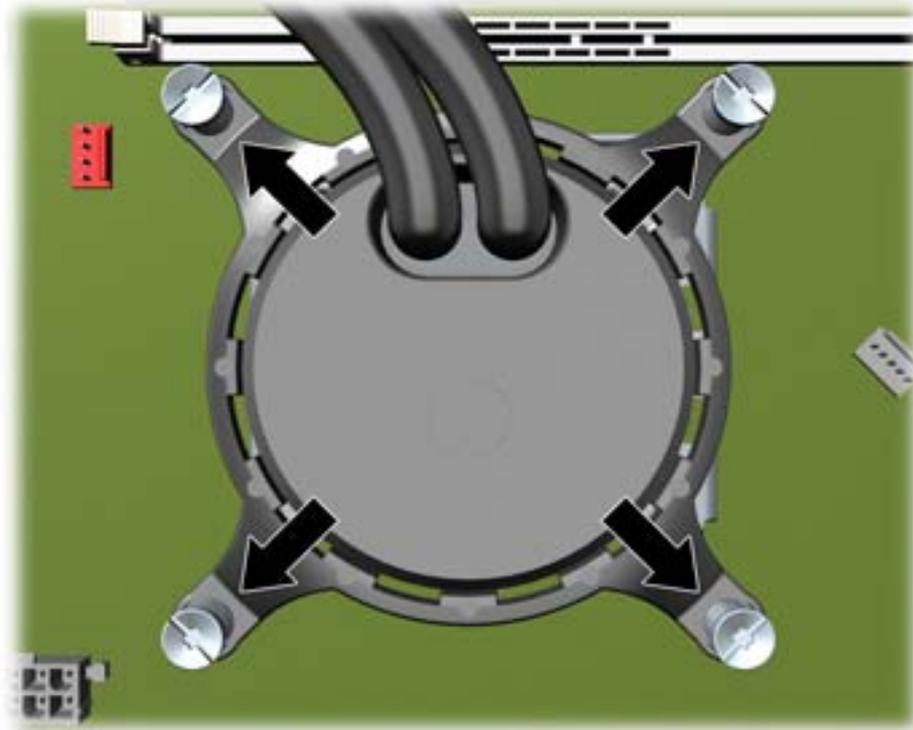
Figure 5-105 Disconnecting the LCS cable harness



- b. Disconnect the LCS cable harness inline connector (2), as shown in the previous figure.

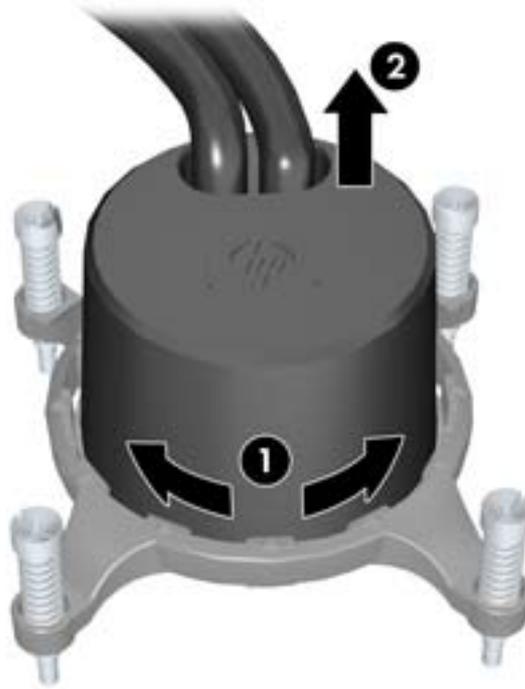
8. Remove the cold plate assemblies.
 - a. Loosen the four LCS mounting screws (shown in the following figure) until the screws completely disengage from the system board backplate, and then lift each assembly from its CPU.

Figure 5-106 Loosening the LCS cold plate



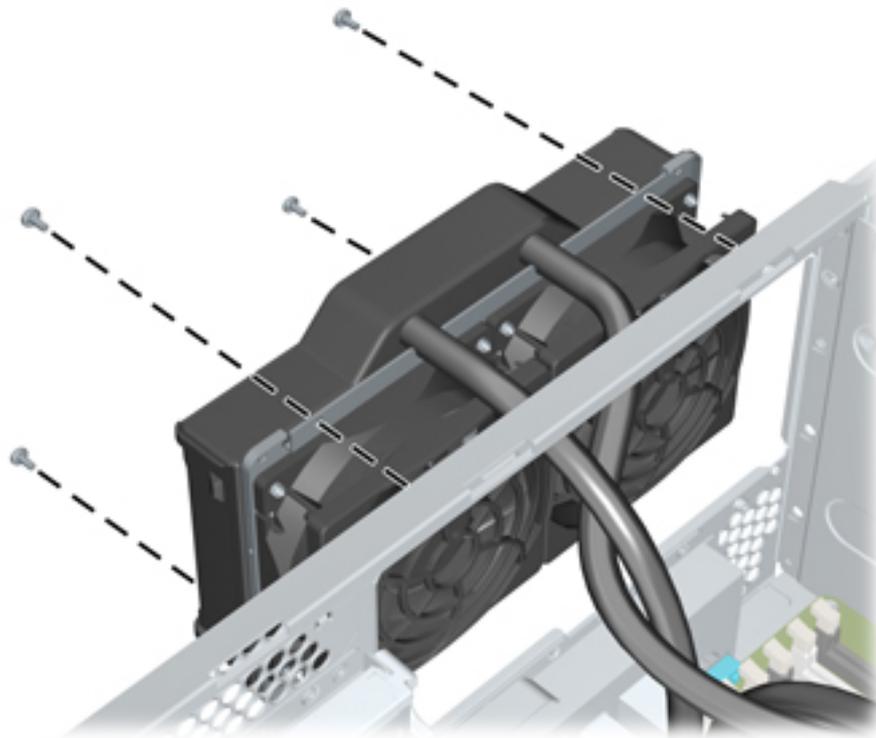
- b. Gently twist the cold plate (1), and remove it from the retention ring (2), as shown in the following figure.

Figure 5-107 Removing the cold plate



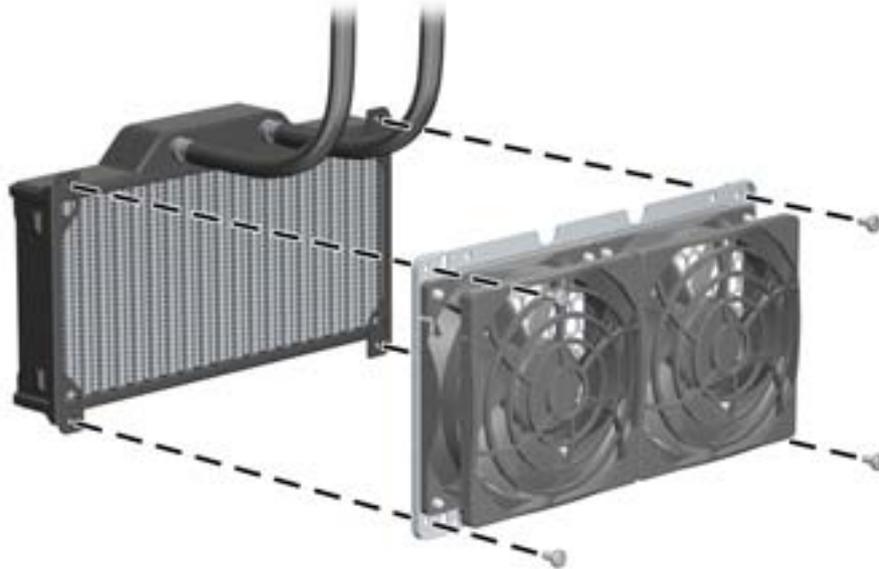
9. Remove the rear system fan assembly, with attached LCS radiator, from the chassis (see [Removing the rear system fan assembly on page 146](#)) as shown in the following figure.

Figure 5-108 Removing the rear system fan assembly with LCS radiator



- 10.** Remove the LCS radiator from the rear system fan assembly.
 - a.** Remove the screws that fasten the radiator to the rear system fan mounting plate as shown in the following figure.

Figure 5-109 Removing the LCS radiator

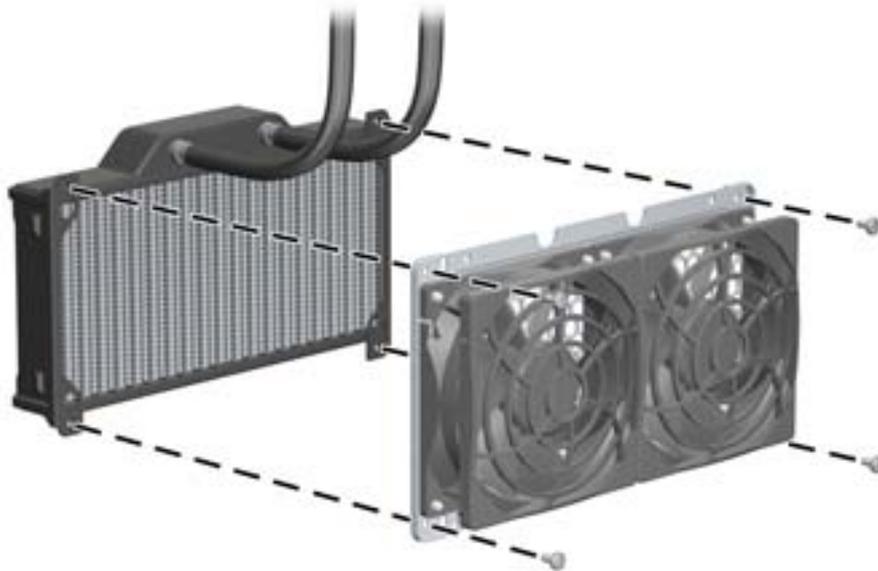


- b.** Separate the radiator from the rear system fan assembly as shown in the previous figure.
- 11.** Reinstall the CPU heatsinks (see [Installing the CPU heatsink on page 201](#)).
- 12.** Reinstall the rear system fan assembly (see [Installing the rear system fan assembly on page 148](#)).
- 13.** Reinstall all removed components and reconnect any cables that have been disconnected.

Installing a liquid cooling solution

1. Disconnect power from the system ([Predisassembly procedures on page 77](#)) and remove the side access panel ([Removing the side access panel on page 79](#)).
2. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the rear system fan assembly from the chassis (see [Removing the rear system fan assembly on page 146](#)). Set aside the mounting screws for later reuse.
5. Remove the CPU heatsinks (see [Removing the CPU heatsink on page 199](#)).
6. Attach the LCS radiator to the rear system fan assembly.
 - a. Align the radiator with the holes in the rear system fan mounting plate.
 - b. Fasten the radiator to the rear system fan mounting plate with four screws as shown in the following figure.

Figure 5-110 Attaching the LCS radiator

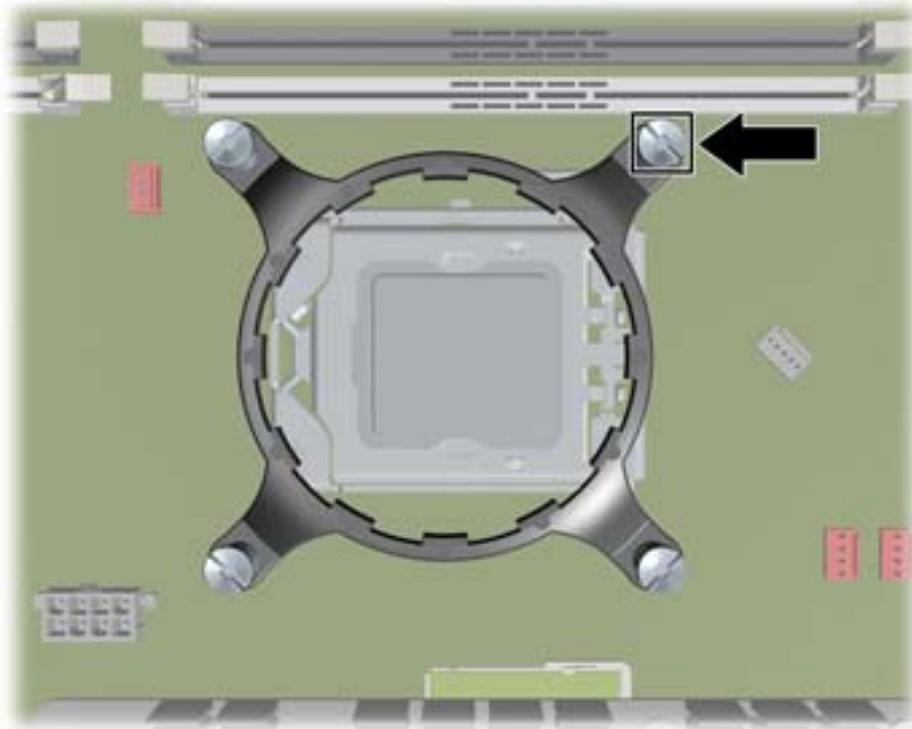


7. Set the cold plate retention ring on the CPU heatsink mounting base, and then slightly tighten a single retention screw (see [Installing the CPU heatsink on page 201](#)).

 **TIP:** For convenience, start with the rear CPU.

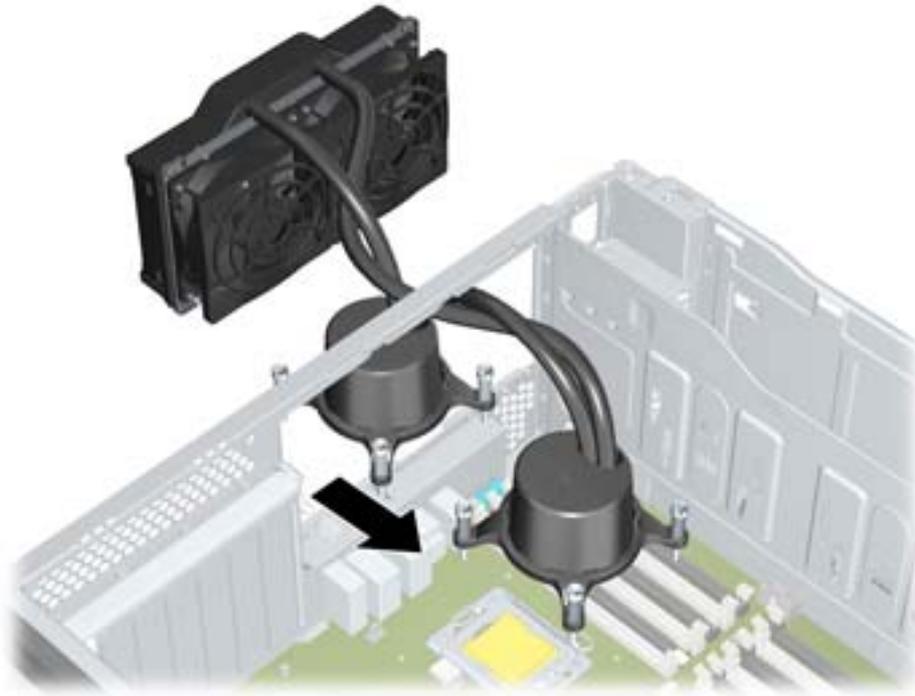
Tighten the retention ring screw only one or two turns to keep its corner in place while allowing the rest of the ring to move.

Figure 5-111 The retention ring screws



8. Insert the LCS assembly into the chassis through the rear system fan opening, from the rear of the chassis as shown in the following figure.

Figure 5-112 Inserting the LCS assembly



9. Install each LCS cold plates.
 - a. If installing a new cold plate, remove the plastic cover from the bottom of each cold plate as shown in the following figure.

Figure 5-113 Removing the protective cap

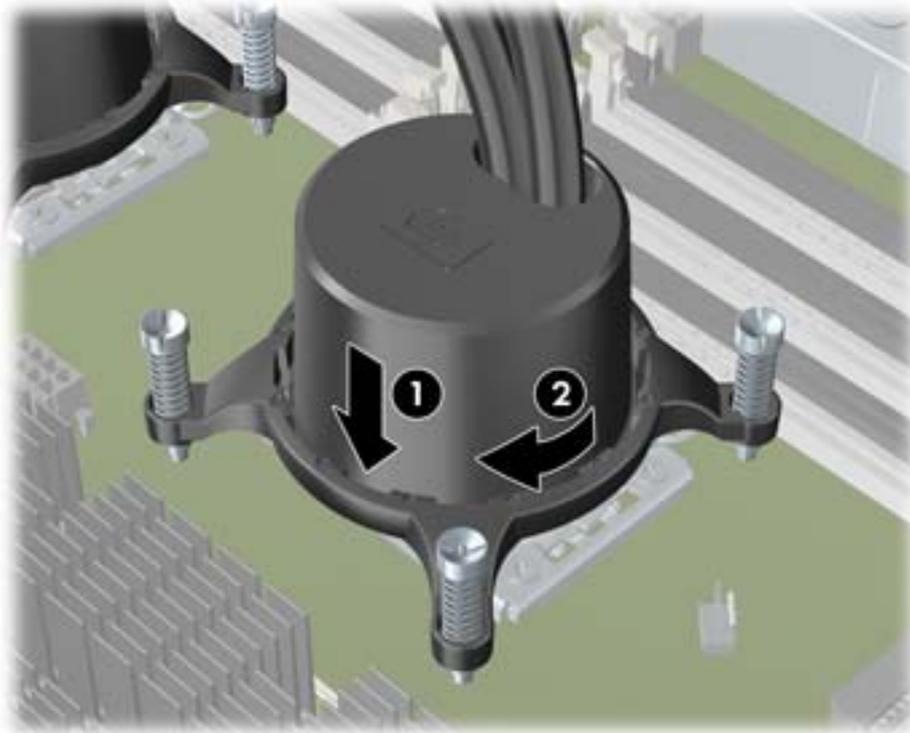


- b. If reinstalling a cold plate that you removed, apply thermal compound to the top CPU surface (see [Installing the CPU heatsink on page 201](#)).
 - c. Slightly lift the LCS cold plate retention ring, align the cold plate tabs with the slots in the retention ring, and slip the cold plate through (1), as shown in the following figure.

- d. Rotate the cold plate slightly to position the cold plate tabs under the retention ring tabs (2), as shown in the following figure.

💡 **TIP:** Ensure that the HP logo is positioned horizontally as shown in the figure.

Figure 5-114 Aligning the LCS cold plate

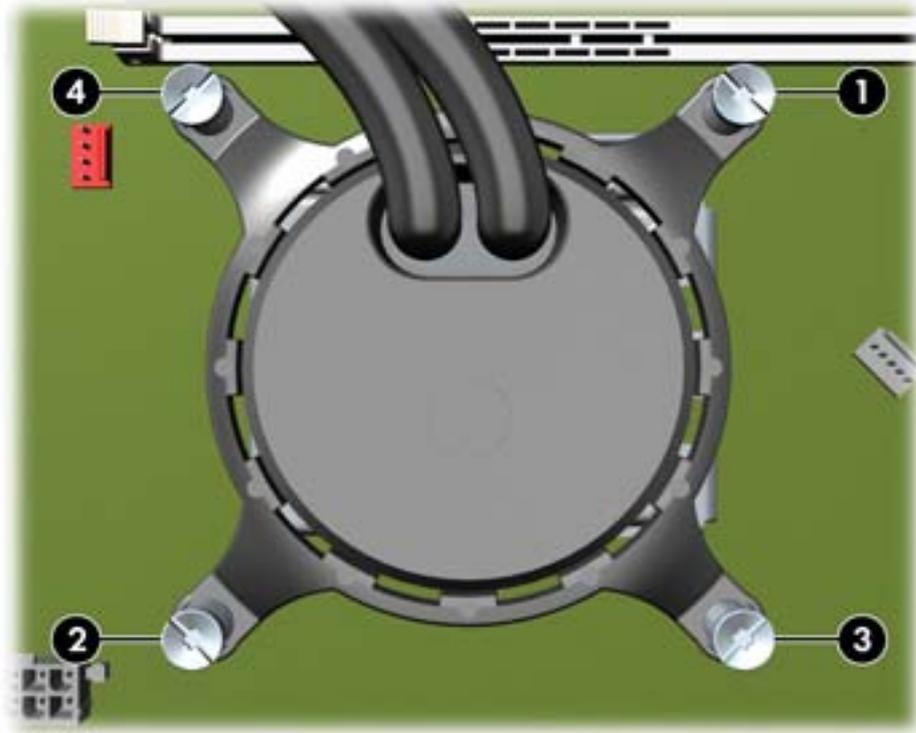


- e. Press down on the retention ring while twisting the cold plate slightly to make sure it is locked into the retention ring.

⚠ **CAUTION:** Do not scratch the system board while maneuvering the cold plate assembly or you might damage components.

- f. Tighten the four cold plate retention screws (see [Installing the CPU heatsink on page 201](#)).

Figure 5-115 Tightening the cold plate screws



10. Position the LCS radiator assembly in the chassis.
 - a. Guide the top of the assembly under the chassis lip as shown in the following figure.

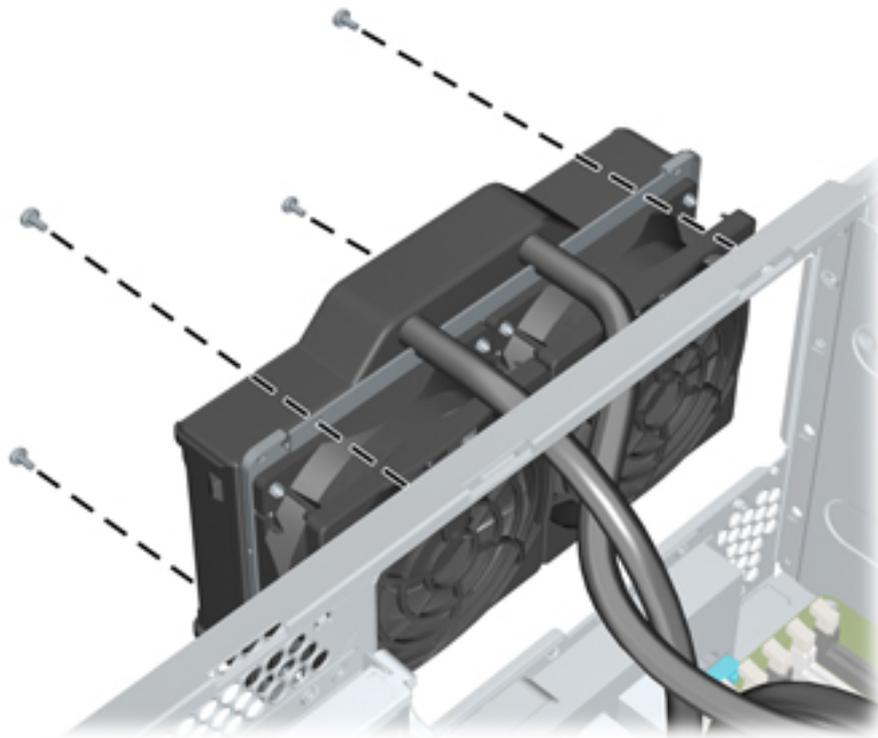
Figure 5-116 Installing the rear system fan assembly



- b. Rotate the bottom of the LCS assembly into the chassis opening as shown in the previous figure.
-
- △ **CAUTION:** Do not snag the rear system fan cable when installing the LCS assembly or you might damage the cable.
-

- c. Fasten the rear system fan assembly, with attached liquid cooling radiator, to the chassis as shown in the following figure (see [Installing the rear system fan assembly on page 148](#)) .

Figure 5-117 Installing the LCS radiator/rear system fan assembly

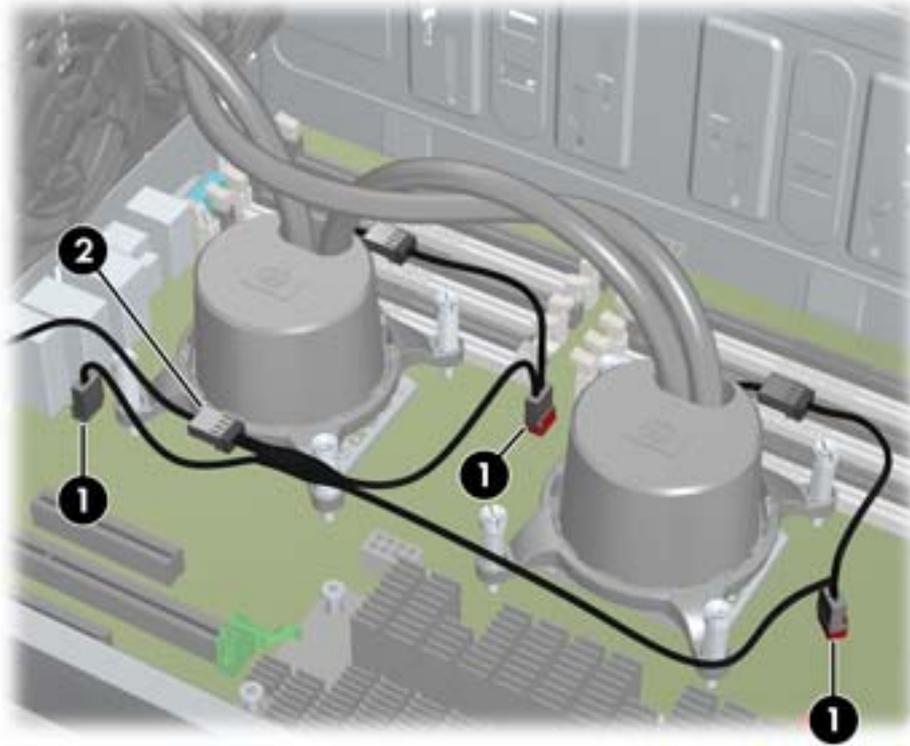


11. Connect the LCS cable harness connectors.

 **TIP:** Position the cable harness so that it does not interfere with the memory fan assembly.

- a. Connect the rear, and then front LCS cable harness connectors to the system board (1), as shown in the following figure.

Figure 5-118 Connecting the LCS cable harness

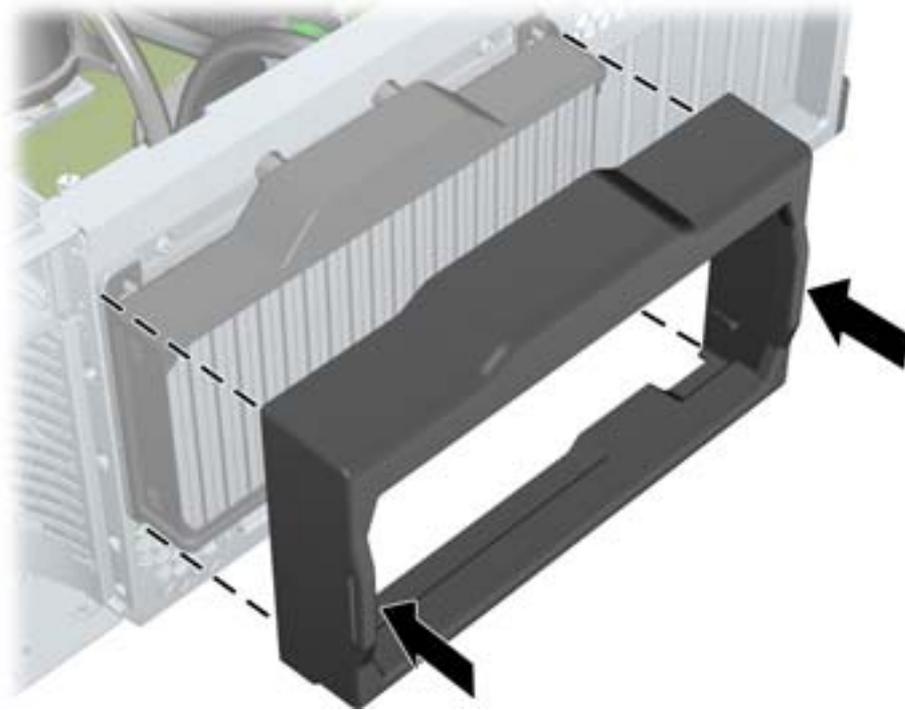


- b. Connect the LCS cable harness inline connector to the rear system fan connector (2), as shown in the previous figure.

12. Install the LCS radiator cover.

- a.** Align the LCS radiator cover with the radiator as shown in the following figure.

Figure 5-119 Installing the radiator cover

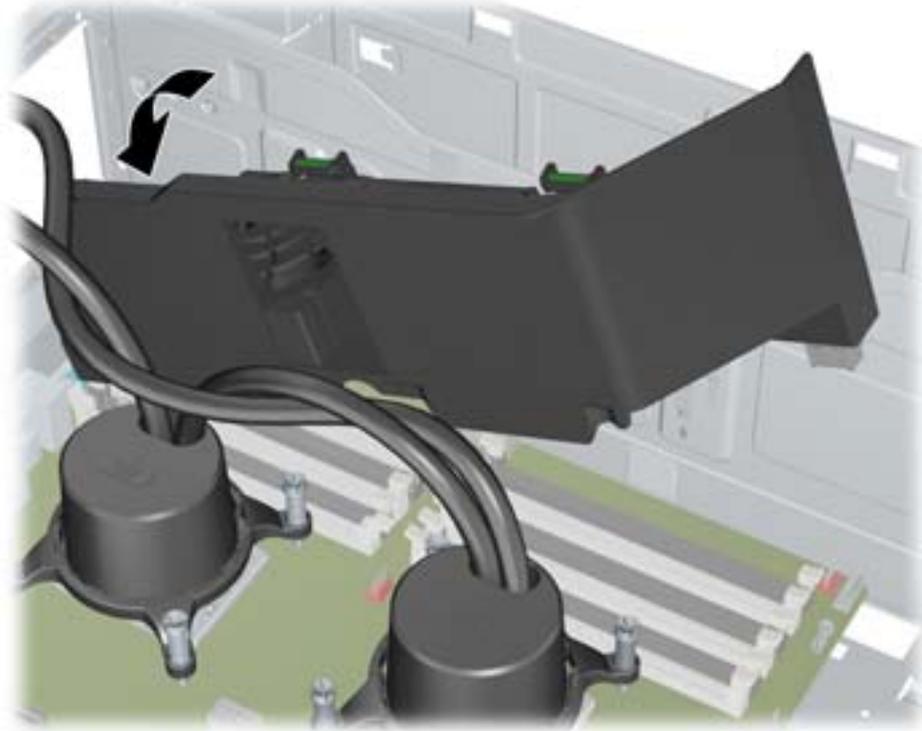


- b.** Press the cover onto the radiator until it snaps into place as shown in the previous figure.

13. Install the memory fan assembly.

- a.** Guide the edge of the memory fan assembly under the LCS cooling hoses as shown in the following figure.

Figure 5-120 Installing the memory fan assembly



- b.** Install the memory fan assembly in the chassis (see [Installing the memory fans on page 157](#)).

14. Install the LCS air duct.

- a.** Raise the LCS air duct into the workstation airflow guide as shown in the following figure.

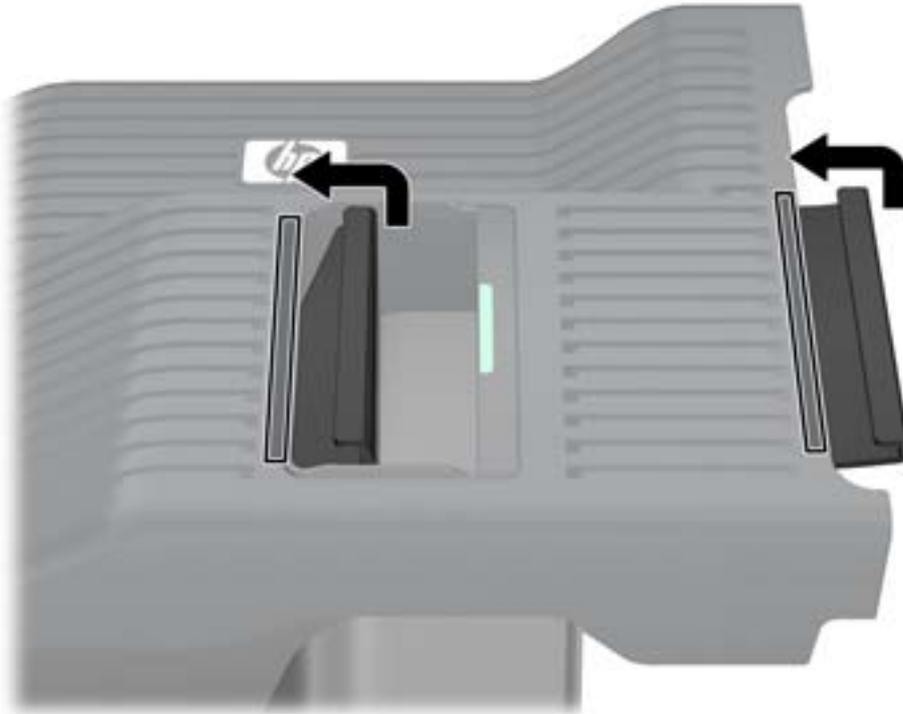
Figure 5-121 Installing the LCS air duct



- b.** Slide the LCS air duct back into the airflow guide until it snaps into place as shown in the previous figure.

- c. Ensure that the front and rear mounting tabs are fully seated as shown in the figure below.

Figure 5-122 Positioning the LCS air duct



For proper installation, the LCS duct tabs sit above the surface of the main airflow guide as shown in the following figure.



15. Install the airflow guide (see [Installing the airflow guide on page 82](#)).
 16. Install the expansion card support (see [Installing the expansion card support on page 85](#)).
-
-  **NOTE:** Before you install the expansion card support, when the LCS air duct is installed in the airflow guide, you must install the air flow guide.
-
17. Reinstall all removed components and reconnect any disconnected cables.

CPU heatsink

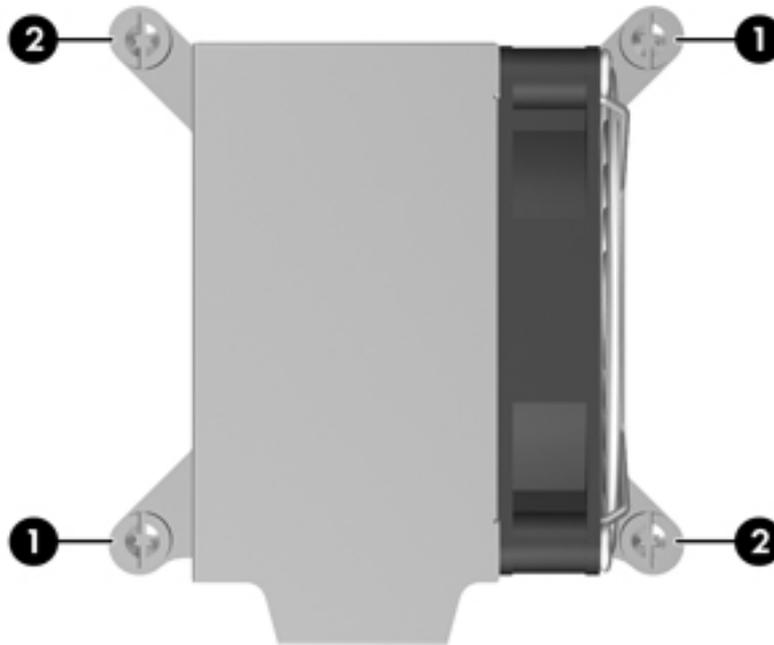
This section describes how to remove and install a CPU heatsink.

Removing the CPU heatsink

1. Power down the workstation (see [Predisassembly procedures on page 77](#)).
2. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
3. Remove the side access panel (see [Removing the side access panel on page 79](#)).
4. Remove the memory fans (see [Removing the memory fans on page 155](#)).
5. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
6. Slowly and evenly loosen one pair of diagonally opposite screws (1) from the CPU until the screw shanks disengage from the system board, and then loosen the remaining pair (2), as shown in the following figure.

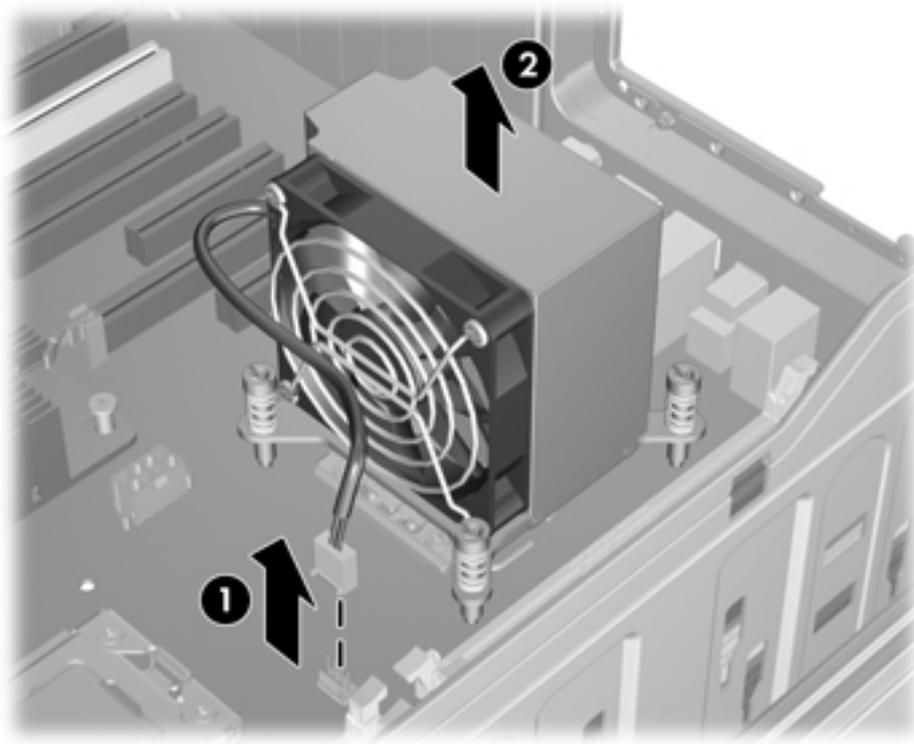
△ **CAUTION:** Do *not* fully loosen one screw, and then move on to the next. Instead, loosen all screws a little at a time, ensuring that the CPU remains level.

Figure 5-123 Loosening heatsink screws in sequence



7. Disconnect the CPU heatsink fan cable from the system board (1), as shown in the following figure.

Figure 5-124 Disconnecting the heatsink fan cable



8. Lift the CPU heatsink out of the chassis (2).
9. Use alcohol and a soft cloth to clean the thermal interface residue from the CPU and the heatsink, allowing the alcohol on the CPU and CPU heatsink to dry completely.

Installing the CPU heatsink

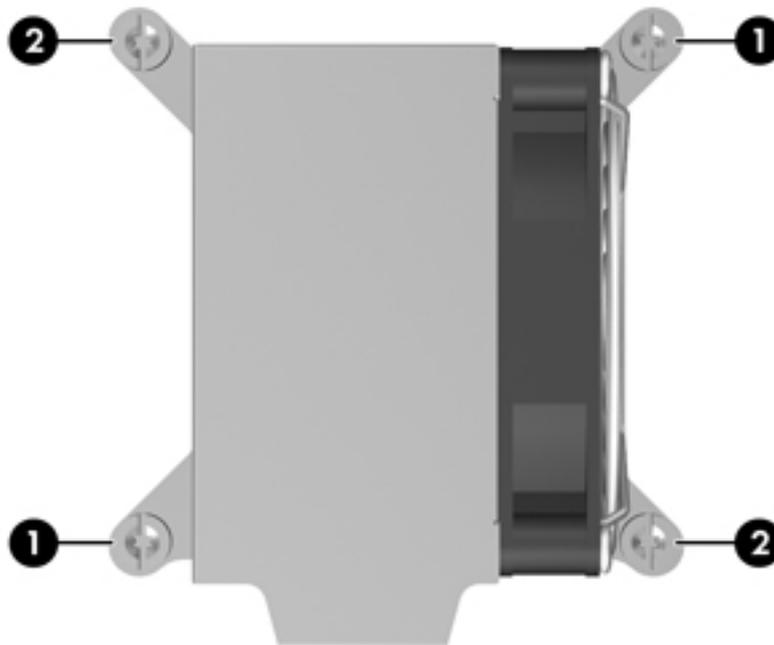
1. Perform one of the following tasks:
 - If you are reusing the original heatsink, apply thermal compound to the center of the CPU top surface.
 - If you are using a new CPU heatsink, do not apply thermal compound to the CPU because the new heatsink already has thermal compound applied to the heatsink surface. Instead, remove the thermal compound protective liner from the bottom of the new heatsink.
2. Align the four mounting screws with the mounting holes in the system board and carefully place the heatsink on the CPU.

Ensure that the heatsink is placed properly with the fans positioned toward the front of the workstation.

△ **CAUTION:** Do not overtighten the heatsink screws. If you overtighten them, you might strip the threads in the system board tray.

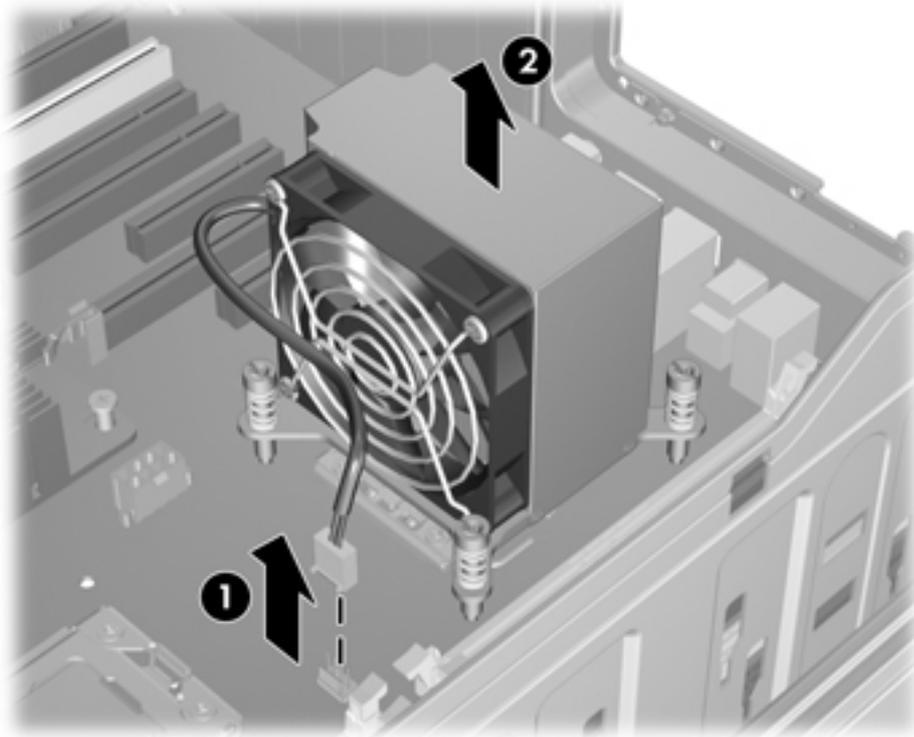
Do *not* fully tighten one screw and then move on to the next. Instead, tighten all screws a little at a time, ensuring that the CPU remains level.

3. Tighten all screws partially so the CPU heatsink remains level.
4. Tighten each set of diagonally opposed screws a little at a time to 6 inch-lbs. of torque as shown in the following illustration.



5. Connect the CPU heatsink fan connector to the system board.

Figure 5-125 Connecting the heatsink fan cable



6. Reinstall all removed components and reconnect any cables that have been disconnected.

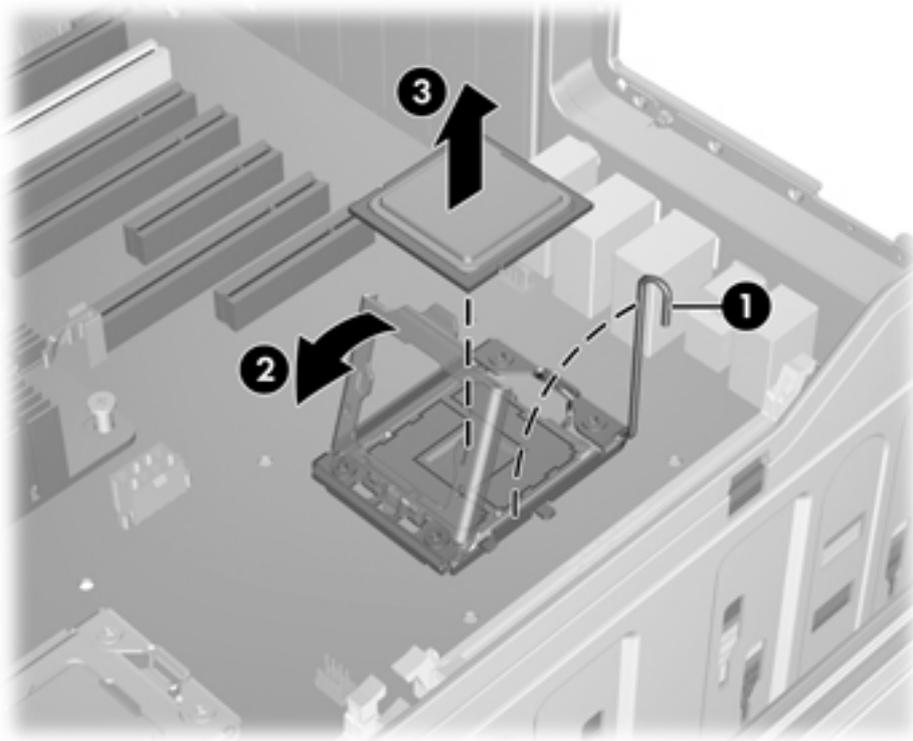
CPU

This section describes how to remove and install a CPU.

Removing a CPU

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
5. Remove the memory fan assembly (see [Removing the memory fans on page 155](#)).
6. Remove the CPU heatsink (see [Removing the CPU heatsink on page 199](#)).
7. Raise the CPU socket lever (1), and then open the cover (2), as shown in the following figure.

Figure 5-126 Removing a CPU



△ **CAUTION:** The CPU socket contacts and pads are extremely fragile. Do not touch the CPU socket contacts or the gold pads underneath the CPU. Use extreme care and handle the CPU only by the edges.

8. Pull the CPU straight out of the socket (3), and store the CPU in a static free container in a safe place where it cannot be damaged

Installing a CPU

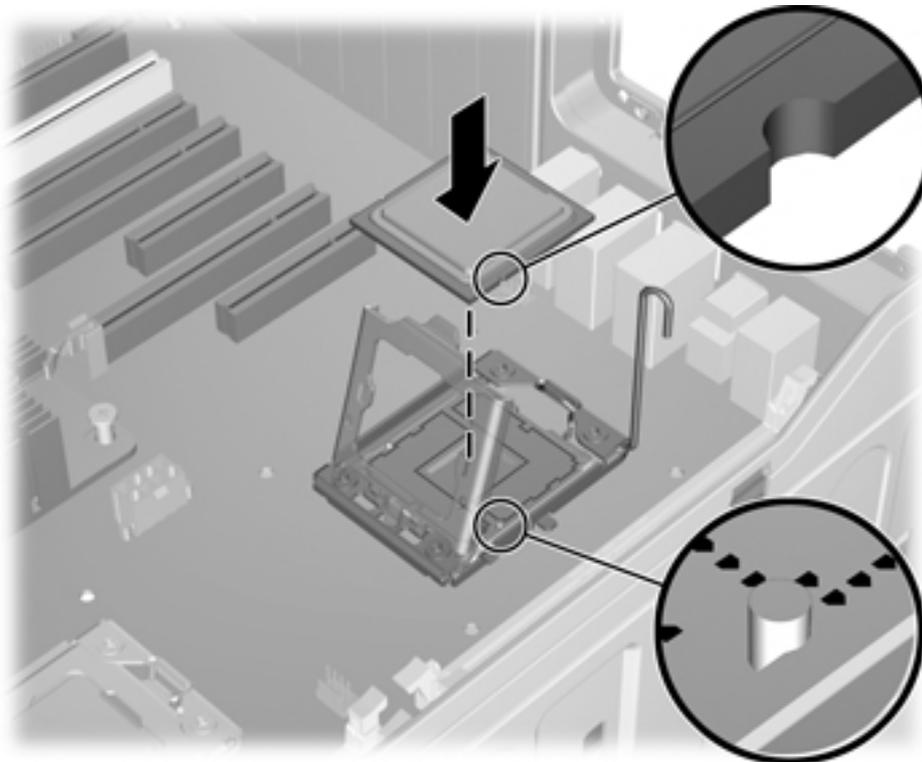
 **NOTE:** HP recommends that you do not swap processors (CPUs) from one system board to another.

If installing a second CPU, it *must* be of the same type as the first CPU.

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
4. Remove the memory fan assembly (see [Removing the memory fans on page 155](#)).
5. Remove the CPU heatsink (see [Removing the CPU heatsink on page 199](#)).
6. Remove the CPU (see [Removing a CPU on page 203](#)).
7. Using extreme care, fully raise the CPU socket lever and cover.

 **CAUTION:** The CPU socket contacts are delicate. To avoid bending the contacts, use extreme care when installing the CPU in the socket.

8. If you are adding a second CPU to a single-processor system, remove the plastic cover from the second CPU socket.
9. Align the notches in the CPU base with the tabs on the socket as shown in the following figure.
Seat the CPU into the socket. Ensure that the underside of the CPU is level with the top of the CPU socket.



10. Close the CPU cover plate by lightly pressing down on the CPU cover plate while closing the socket lever.

- 11.** Replace the CPU heatsink (see [Installing the CPU heatsink on page 201](#) for installation details.)
- 12.** Reinstall all removed components and reconnect any cables that have been disconnected.

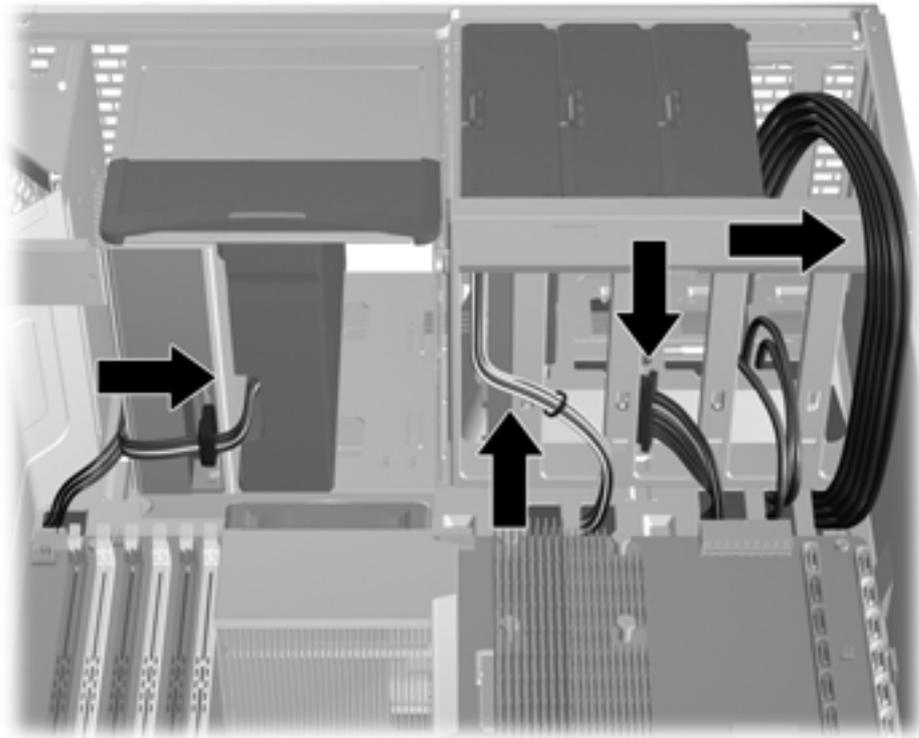
System board

This section describes replacing the system board.

Removing the system board

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
 2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
 3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
 4. Remove the airflow guide (see [Removing the airflow guide on page 80](#)).
 5. Remove the memory fan assembly (see [Removing the memory fans on page 155](#)).
 6. Remove the front system fan assembly (see [Removing the expansion card guide/front fan holder on page 141](#)).
 7. Remove expansion boards and graphics cards (see [Removing a PCIe card on page 169](#), [Removing a PCI card on page 174](#)).
-
-  **TIP:** Make a note of the cable connections before disconnecting them from the system board. For more information, refer to [Power connections on page 90](#).
-
8. Disconnect all cabling from the system board.

9. Prepare the chassis for system board removal.
 - a. Move the optical drives out of the chassis far enough to clear the system board (see [Removing an optical disk drive from the optical drive bay on page 100](#)).
Place the optical drive cables in the bottom optical drive bay.
The following figure presents an example of these steps.

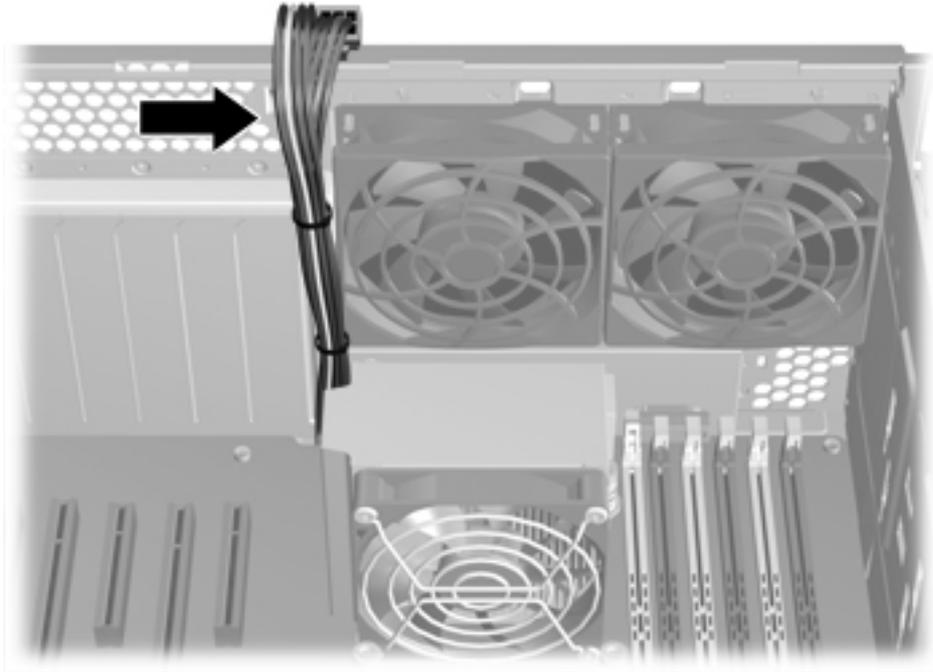


- b.** Place the graphics cables in the hard drive bays.

Place the CPU, memory power, and rear system fan cables over the chassis edge.

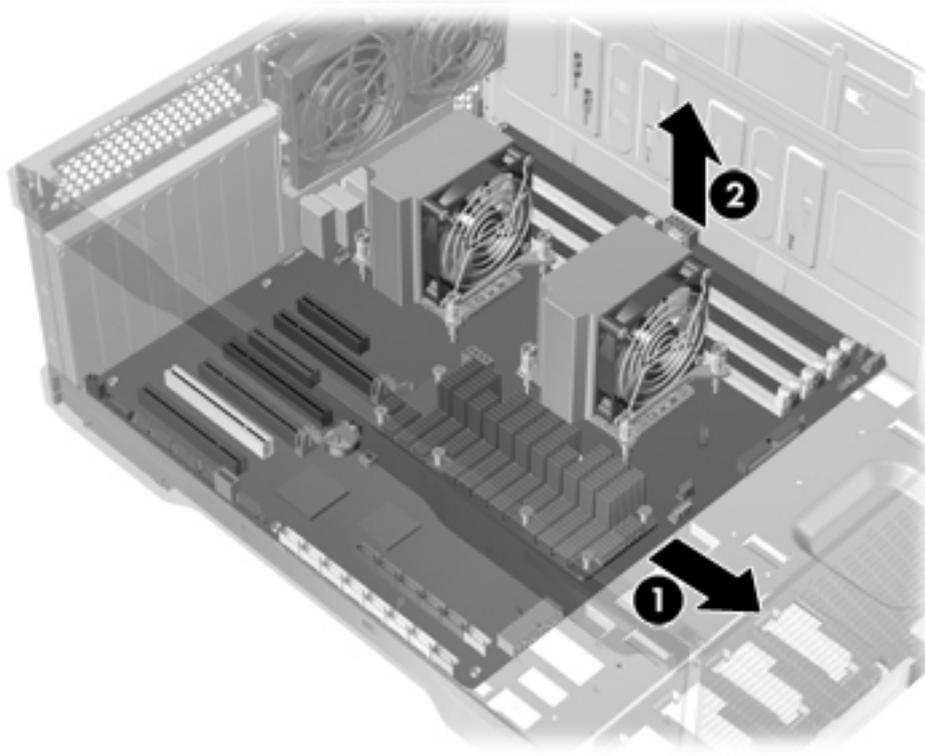
 **TIP:** Use the CPU and memory power cables to hold up the shorter rear system fan cable.

The following figure presents an example of these steps.



10. Slide the system board forward as shown in the following figure (1).

Figure 5-127 Removing the system board



11. Using the CPU heatsinks as handles, lift the system board straight up and then tilt the board to remove it from the chassis (2). Do not damage the cables and rear panel connectors.

 **NOTE:** If desired, remove system board components such as the CPU heatsinks and the CPUs.

Installing the system board

 **TIP:** For convenience, you may install the CPUs and the CPU heatsinks before installing the system board in the chassis.

1. Ensure that all cables are clear of the bottom of the chassis (see [Removing the system board on page 206](#)).
2. Tilt the system board and lower it into the chassis, ensuring that all standoffs engage the chassis keyholes.
Ensure that the system board connectors engage correctly with the rear I/O panel.
3. Push back on the board while maintaining downward pressure on the board so all standoffs remain engaged.

 **CAUTION:** Do not pinch any power or data cables.

4. Lift the system board corners to make sure the board is engaged properly.
5. Reinstall all removed components (in the reverse order of the section above) and reconnect any cables that have been disconnected.

To identify power cables, see [Power connections on page 90](#).

See the removing and installing sections of this chapter for details on reinstalling component cables.

Battery

This section describes how to remove and install the battery.

The battery that comes with the workstation provides power to the real-time clock and has a minimum lifetime of about three years.

⚠ **WARNING!** This workstation includes a lithium battery. There is a risk of fire and chemical burn if the battery is handled improperly. Do not disassemble, crush, puncture, short external contacts, dispose in water or fire, or expose it to temperatures higher than 60°C (140°F).

⚠ **CAUTION:** Before removing the battery, back up the CMOS settings in case they are lost when the battery is removed. To back up the CMOS settings, select the **Save to Diskette** option in the Computer Setup (F10) Utility.

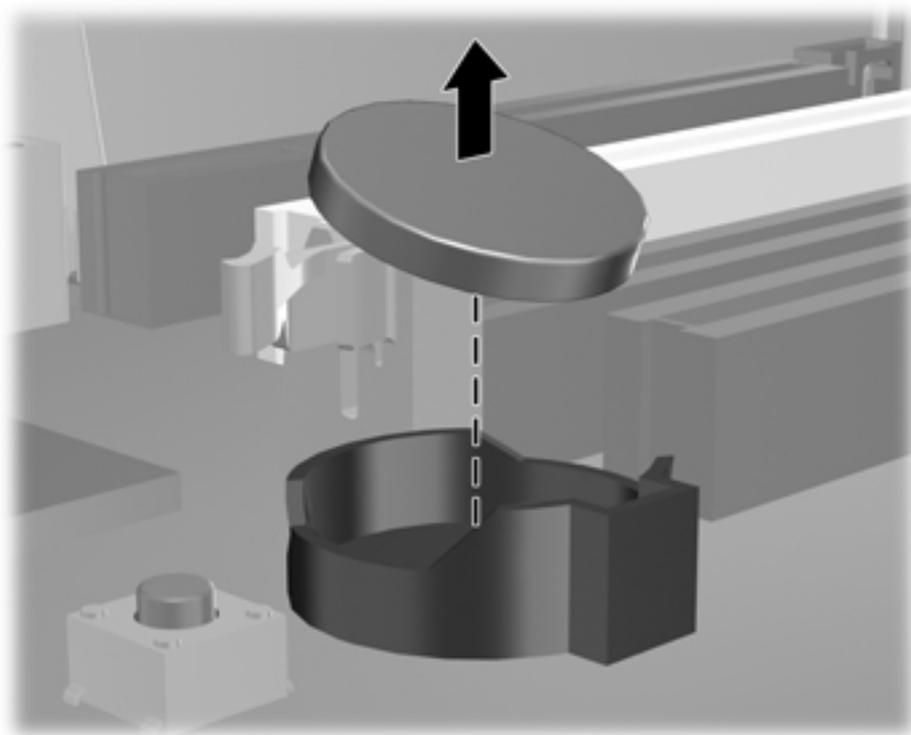
📝 **NOTE:** Do not dispose of batteries, battery packs, and accumulators with general household waste.

Removing the battery

1. Disconnect power from the workstation (see [Predisassembly procedures on page 77](#)).
2. Remove the side access panel (see [Removing the side access panel on page 79](#)).
3. Remove the expansion card support (see [Removing the expansion card support on page 82](#)).
4. On the system board, press the release tab of the battery holder. (See [Component locations on page 74](#) or the Side access panel service label to locate the battery.)

5. Rotate the battery enough to get beyond the latch, and then lift it straight up as shown in the following figure.

Figure 5-128 Removing the battery



Installing the battery

1. Confirm the polarity (positive or negative) of the battery to position it correctly in the battery holder.
2. Place the battery edge under the plastic housing tab and press gently until it snaps into place.
3. Reinstall all removed components and reconnect any cables that have been disconnected.

Product recycling

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries.

For information about recycling HP components or products, see <http://www.hp.com/go/recycle>.

6 Diagnostics and troubleshooting

This chapter describes the tools available for diagnosing and troubleshooting system issues, and includes these topics:

Topics

[Calling technical support on page 214](#)

[Locating ID labels on page 214](#)

[Locating warranty information on page 215](#)

[Diagnosis guidelines on page 216](#)

[Troubleshooting checklist on page 217](#)

[HP troubleshooting resources and tools on page 219](#)

[Troubleshooting scenarios and solutions on page 223](#)

[Self-troubleshooting with HP Vision Field Diagnostics on page 234](#)

[Diagnostic codes and errors on page 244](#)

Calling technical support

At times you might encounter an issue that requires technical support. When you call technical support:

- Have the workstation readily accessible.
- Write down the workstation serial numbers, product numbers, model names, and model numbers and have them in front of you.
- Note any applicable error messages.
- Note any add-on options.
- Note the operating system.
- Note any third-party hardware or software.
- Note the details of any blinking LEDs on the front of the workstation.
- Note the applications you were using when you encountered the problem.
- Note the power supply BIST status, if applicable.

 **NOTE:** When calling in for service or support, you might be asked for the Product Number (example: PS988AV) of the workstation. If the workstation has a Product Number, it is generally located next to the 10- or 12-digit Serial Number of the workstation.

NOTE: On most models, the serial number and product number labels can be found on the top panel or side of the workstation and at the rear of the workstation.

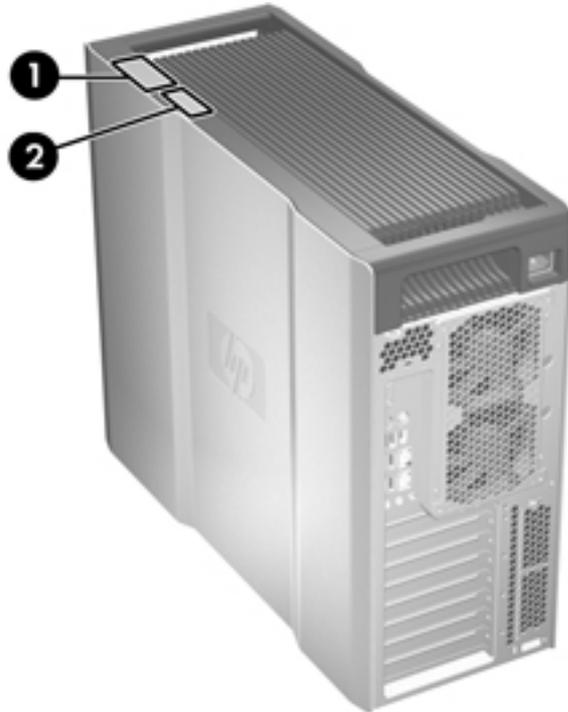
For a listing of all worldwide technical support phone numbers, visit <http://www.hp.com/support>, select your region, and click **Contact HP** in the upper-left corner.

Locating ID labels

To assist in troubleshooting, product, serial, and authentication numbers are available on each workstation.

Each HP Workstation has two unique serial number labels ❶ and a Certificate of Authentication (COA) label ❷ as shown in the figure below.

Figure 6-1 Workstation label locations



In general, the serial number labels can be found on the top panel or on the side of the workstation and at the rear of the workstation (your workstation may look different). Keep this number available when contacting customer service for assistance.

A product number is generally located next to the serial number.

The COA is used for Windows-preinstalled systems only and is generally located on the top panel or side of the workstation near the serial number label. On some workstations, it is located on the bottom of the workstation.

Locating warranty information

To locate base warranty information, see <http://www.hp.com/support/warranty-lookuptool>.

To locate an existing Care Pack, see <http://www.hp.com/go/lookuptool>.

To extend a standard product warranty, visit <http://www.hp.com/hps/carepack>. HP Care Pack Services offer upgraded service levels to extend and expand a standard product warranty.

Diagnosis guidelines

If you encounter a problem with the workstation, monitor, or software, the following sections provide a list of general suggestions that help you isolate and focus on the problem before taking further action.

Diagnosis at startup

- Verify that the workstation and monitor are plugged into a working electrical outlet.
- Remove all diskettes, CDs, or USB drive keys from your system before turning it on.
- Verify that the workstation is turned on and the green power light is on.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on your system by visiting <http://www.hp.com/go/quickspecs>.
- Verify that the monitor is turned on and the green monitor light is on. Note that not all monitors are equipped with LED lights to indicate their functionality.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- If the workstation has multiple video sources and only a single monitor, the monitor must be connected to the primary display adapter. During startup, the other monitor connectors are disabled; if the monitor is connected to one of these ports, it will not function after Power-on Self Test (POST). You can select the default VGA source in Computer Setup (F10).

Diagnosis during operation

- Look for blinking LEDs on the front of the workstation. The blinking lights are error codes that will help you diagnose the problem. Refer to the [Diagnostic LED and audible \(beep\) codes on page 244](#) section of this document for information on interpreting diagnostic lights and audible codes.
- Press and hold any key. If the system beeps, then your keyboard is operating correctly.
- Check all cables for loose or incorrect connections.
- Wake the workstation by pressing any key on the keyboard or the power button. If the system remains in suspend mode, shut down the system by pressing and holding the power button for at least four seconds, then press the power button again to restart the system. If the system does not shut down, unplug the power cord, wait a few seconds, then plug it in again. If it does not restart, press the power button to start the workstation.
- Reconfigure the workstation after installing a non-plug and play expansion board or other option.
- Be sure that all required device drivers have been installed. For example, if you have connected a printer, you must install a printer driver.
- If you are working on a network, plug another workstation with a different cable into the network connection. There might be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and verify if the workstation functions properly.
- If you recently installed new software, uninstall the software and verify if the workstation functions properly.
- If the screen is blank, plug the monitor into a different video port on the workstation if one is available. Alternatively, replace the monitor with a monitor that you know is working properly.
- Upgrade the BIOS. A new release of the BIOS might have been released that supports new features or fixes your problem.
- For more detailed information, see the troubleshooting chapter in the *Maintenance and Service Guide* at http://www.hp.com/support/workstation_manuals.

Troubleshooting checklist

Before running diagnostic utilities, use the following checklist to find possible solutions for workstation or software problems.

- Is the workstation and monitor connected to a working electrical outlet?
- Is the workstation powered on?
- Is the green power light illuminated?
- Is the monitor on?
- Is the green monitor light illuminated?
- If the monitor is dim, adjust the monitor brightness and contrast controls.
- Press and hold any key. If the system beeps, the keyboard is operating correctly.

- Check cables for loose or improper connections.
- After installing a non-plug and play (PnP) expansion board or other option (such as a diskette drive), reconfigure the workstation.
- Are all necessary device drivers installed?
- Have all printer drivers been installed for each application?
- Have you removed diskettes, optical disks, and USB drive keys from the drives before powering on the workstation?
- Are you running the latest version of BIOS, drivers, and software?

HP troubleshooting resources and tools

This section provides information on the HP Help and Support Center, E-support, and Helpful Hints for troubleshooting.

HP Support Assistant

The HP Support Assistant is a customized HP user interface that enhances the Windows Vista and Win 7 Help and Support Center functions. This customized utility allows you to access specific information about an HP Workstation such as configuration information by clicking **Start > Help and Support**. The interface also provides customized help and support links to the HP Web site related to the HP Workstation.

 **NOTE:** The customized HP Support Assistant is not available on Windows XP Professional x32 or x64 Editions, or on Linux.

HP Help and Support Center

The HP Help and Support Center is a customized HP user interface that enhances the Windows XP Help and Support Center Help feature. This customized utility allows you to access specific information about your HP Workstation such as configuration information by clicking **Start > Help and Support**. The interface also provides customized help and support links to the HP Web site related to your HP Workstation.

 **NOTE:** The customized HP Help and Support Center is not available on Windows XP Professional x64 Edition or on Linux.

 **NOTE:** Currently, HP Help and Support Center does not work on Windows Vista.

E-support

Online access and support resources include Web-based troubleshooting tools, technical knowledge databases, driver and patch downloads, online communities, and product change notification services.

The following Web sites are also available to you:

- <http://www.hp.com>—Provides useful product information.
- http://www.hp.com/support/workstation_manuals—Provides the latest online documentation.
- <http://www.hp.com/go/workstationsupport>—Provides technical support information for workstations.
- <http://www.hp.com/support>—Provides a listing of the worldwide technical support phone numbers. Access the telephone numbers by visiting the Web site, then select your region, and click **Contact HP** in the upper-left corner.
- http://www.hp.com/support/workstation_swdrivers—Provides access to software and drivers for workstations.

Troubleshooting a problem

To help you troubleshoot problems with your system, HP provides the Business Support Center (BSC). The BSC is a portal to an extensive selection of online tools. To access BSC and troubleshoot a problem with the workstation, complete the following:

1. Visit <http://www.hp.com/go/workstationsupport>.
2. Under the **Business Support Center** menu on the left, select **Troubleshoot a problem**.
3. Under **Select your product** (center window), select **Workstations** (under **personal computing**).
4. Under **Select your product**, continue with selections as appropriate to the workstation series and model, and to the problem you are troubleshooting.

Instant Support and Active Chat

HP Instant Support is a set of Web-based support tools that automate and speed up the resolution of desktop computing, tape storage, and printing problems.

Active Chat enables you to electronically submit a support ticket to HP over the Web. When you submit a support ticket, Active Chat collects information about the computer and pass it to an online support specialist. The collection of information might take up to 30 seconds depending on the computer configuration. When you submit a support ticket, you receive a confirmation message containing your case ID, the support hours for your location, and the estimated time of response.

For more information about HP Instant Support and Active Chat and how to use them, visit http://www.hp.com/hps/hardware/hw_professional.html.

 **NOTE:** This feature is not available on Windows XP Professional x64 Edition or on Linux.

Customer Advisories, Customer and Security Bulletins, and Customer Notices

To find advisories, bulletins, and notices:

1. Visit <http://www.hp.com/go/workstationsupport>.
2. Select the desired product.
3. Under **Resources for <your selected product>**, select **See more...**
4. Under **Self-Help resources:** in the center of the window, choose the desired action and appropriate information in the scroll list to view the index.

Product Change Notifications

Product Change Notifications (PCNs) are proactive notifications for product changes occurring within a 30-60 day window of the effective date of the change in the manufacturing process. PCNs give customers advanced notice of changes to their product, such as an updated BIOS version that they may need to qualify prior to the change taking place. The latest PCNs are located at: <http://www.hp.com/go/workstationsupport>.

Helpful hints

If you encounter a problem with the workstation, monitor, or software, the following provides a list of general suggestions that help you isolate and focus on the problem before taking further action.

At startup

- Verify that the workstation and monitor are plugged into a working electrical outlet.
- Remove all diskettes, optical disks, and USB drive keys from the drives before powering on the workstation.
- Verify that the workstation is turned on and the green power light is on.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on your system by visiting <http://www.hp.com/go/quickspecs>.
- Verify that the monitor is turned on and the green monitor light is on.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- If the workstation has multiple video sources and only a single monitor, the monitor must be connected to the source selected as the primary VGA adapter. During startup, the other monitor connectors are disabled; if the monitor is connected to one of these ports, it will not function after Power-on Self Test (POST). You can select the default VGA source in Computer Setup (F10).

During operation

- Look for blinking LEDs on the front of the workstation. The blinking lights are error codes that will help you diagnose the problem. Refer to the *Diagnostic lights and audible (beep) codes* section of this document for information on interpreting diagnostic lights and audible codes.
- Press and hold any key. If the system beeps, then your keyboard is operating correctly.
- Check all cables for loose or incorrect connections.
- Wake the workstation by pressing any key on the keyboard or the power button. If the system remains in suspend mode, shut down the system by pressing and holding the power button for at least four seconds, then press the power button again to restart the system. If the system does not shut down, unplug the power cord, wait a few seconds, then plug it in again. If it does not restart, press the power button to start the workstation.
- Reconfigure the workstation after installing a non–plug and play expansion board or other option. Refer to the *Hardware installation problems* section of this document for instructions.
- Be sure that all required device drivers have been installed. For example, if you have connected a printer, you must install a printer driver.
- If you are working on a network, plug another workstation with a different cable into the network connection. There might be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and verify if the workstation functions properly.
- If you recently installed new software, uninstall the software and verify if the workstation functions properly.
- If the screen is blank, plug the monitor into a different video port on the workstation if one is available. Alternatively, replace the monitor with a monitor that you know is working properly.

- Upgrade the BIOS. A new release of the BIOS might have been released that supports new features or fixes your problem.
- For more detailed information, see the troubleshooting chapter in the *Maintenance and Troubleshooting Guide* at http://www.hp.com/support/workstation_manuals.

Customizing the monitor display

You can manually select or change the monitor model, refresh rates, screen resolution, color settings, font sizes, and power management settings. To do so, right-click the desktop, then click **Properties** to change display settings. For more information, see the online documentation provided with the graphics controller utility or the documentation that came with your monitor.

Troubleshooting scenarios and solutions

This section presents an extensive overview of various troubleshooting scenarios and possible solutions for a Windows-based workstation.

 **NOTE:** For Linux troubleshooting information, refer to the *HP Workstations for Linux User Manual* at http://www.hp.com/support/linux_user_manual.

Solving minor problems

Table 6-1 Minor problems

Problem	Cause	Possible Solution
Workstation appears frozen and does not shut down when the power button is pressed.	Software control of the power switch is not functional.	<ol style="list-style-type: none">1. Press and hold the power button for at least four seconds until the workstation shuts down.2. Disconnect the electrical plug from the outlet.3. Restart the workstation.
Workstation seems to be frozen.	Program in use has stopped responding to commands.	<ol style="list-style-type: none">1. If possible, use the Windows Task Manager to isolate and terminate the offending process.2. Attempt the normal Windows shutdown procedure.3. Restart the workstation using the power button.
Workstation date and time display is incorrect.	Real-time clock (RTC) battery might need replacement.	<ol style="list-style-type: none">1. Reset the date and time in the Control Panel.2. Replace the RTC battery.
Workstation appears to pause periodically.	Network driver is loaded and no network connection is established.	Establish a network connection, or use the Computer Setup (F10) Utility or the Microsoft Windows Device Manager to disable the network controller.
Cursor does not move using the arrow keys on the keypad.	The Num Lock key might be on.	Press Num Lock. The Num Lock key can be disabled or enabled in the Computer Setup (F10) Utility.
Poor performance is experienced.	Processor is hot.	<ol style="list-style-type: none">1. Verify that airflow to the workstation is not blocked.2. Verify that chassis fans are connected and working properly. Some fans operate only when needed.3. Verify that the processor heatsink is installed properly.
	Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.

Table 6-1 Minor problems (continued)

Problem	Cause	Possible Solution
Workstation powered off automatically and the Power LED flashes red 2 times (once every second), followed by a 2-second pause, and then two simultaneous beeps sounded.	<p>Processor thermal protection is activated.</p> <p>A fan might be blocked or not turning.</p> <p>OR</p> <p>The processor heatsink is not properly attached to the processor.</p>	<ol style="list-style-type: none"> 1. Verify that the workstation air vents are not blocked. 2. Open the access panel and press the workstation power button. 3. Verify that the system fan is running. 4. Verify that the processor heatsink fan spins. If the fan is not spinning, verify that the heatsink fan cable is plugged into the system board connector and that the heatsink is properly seated. 5. Replace the processor heatsink.
System does not power on, and the LEDs on the front of the workstation are not flashing.	System cannot power on.	<p>Press and hold the power button for less than four seconds. If the hard drive LED turns green, then perform the following procedures:</p> <p>OR</p> <ol style="list-style-type: none"> 1. To find a faulty device, remove all devices one at a time: <ol style="list-style-type: none"> a. Disconnect AC power to the workstation. b. Remove a device. c. Reconnect AC power and power on the workstation. 2. Repeat this process until the faulty device is identified. Remove the graphics card last. Replace the faulty device. 3. If no faulty device is found, replace the system board. 1. Press and hold the power button for <i>less than</i> four seconds. If the hard drive LED does not illuminate, then perform the following tasks: <ol style="list-style-type: none"> a. Verify that the workstation is plugged into a working AC outlet. b. Verify that the power button harness is connected to the inline front panel I/O device assembly connector. 2. Verify that the power supply cables are connected to the system board. 3. Verify power supply functionality: <ol style="list-style-type: none"> a. Disconnect the AC power. b. Remove the power supply. c. Reconnect the AC power. <ul style="list-style-type: none"> • If the power supply fan spins and the BIST LED illuminates (see Testing power supply on page 225), the power supply is good. Replace the system board. • If the power supply fan does not spin or the

Table 6-1 Minor problems (continued)

Problem	Cause	Possible Solution
		LED does not illuminate (see Testing power supply on page 225), replace the power supply.

Solving power supply problems

This section presents power supply troubleshooting scenarios.

Testing power supply

Before replacing the power supply, use the Built-In Self-Test (BIST) feature to learn if the power supply still works.

To test the power supply:

1. Disconnect the AC power.
2. Remove the power supply.
3. If necessary, disconnect the PCIe power cable from the graphics card.
4. Plug in AC power and verify the following:
 - If the green BIST LED on the rear of the workstation is illuminated *and* the fan is spinning, the power supply is functional.
 - If the green BIST LED is not illuminated *or* the fan is not spinning, replace the power supply.

See the *Rear panel components* section of this service guide to locate the BIST LED on this workstation.

Table 6-2 Power supply problems

Problem	Cause	Solution
Power supply shuts down intermittently.	Power supply fault.	Replace the power supply.

Table 6-2 Power supply problems (continued)

Problem	Cause	Solution
Workstation powers off and the Power LED flashes red 2 times (once every second), followed by a 2-second pause.	Processor thermal protection is activated. A fan might be blocked or not turning. OR The processor heatsink fan assembly is not properly attached to the processor.	<ol style="list-style-type: none"> 1. Ensure that the workstation air vents are not blocked. 2. Open the access panel and press the workstation power button. 3. Verify that the system fan is running. 4. Verify that the processor heatsink fan spins. If the heatsink fan is not spinning, verify that the fan cable is plugged into the system board connector. Verify that the fan is properly seated. 5. Replace the processor heatsink.
Power LED flashes red (once every 2 seconds).	Power failure (power supply is overloaded).	<ol style="list-style-type: none"> 1. Determine whether a device is causing the problem by performing the following: <ol style="list-style-type: none"> a. Disconnect AC power. b. Remove all attached devices. c. If necessary, disconnect the PCIe power cable from the graphics card. d. Power on the workstation. If the system enters the POST, perform the following: <ol style="list-style-type: none"> a. Power off the workstation. b. Replace one device at a time and repeat this procedure until a failure occurs. c. Replace the device causing the failure d. Continue adding devices one at a time to verify that all devices are functioning. 2. Verify power supply functionality. <ol style="list-style-type: none"> a. Disconnect AC power. b. Remove the power supply. c. If necessary, disconnect the PCIe power cable from the graphics card. d. Plug in AC power. <ul style="list-style-type: none"> • If the power supply fan spins and the LED illuminates (see Testing power supply on page 225), the power supply is good. Replace the system board. • If the power supply fan does not spin or the LED does not illuminate (see Testing power supply on page 225), replace the power supply.

Solving diskette problems

Table 6-3 Diskette problems

Problem	Cause	Solution
Diskette drive light stays on.	Diskette is damaged.	<ol style="list-style-type: none"> 1. Right-click Start, select Explore, and then select a drive. 2. Select File>Properties>Tools. 3. Under Error-checking, select Check Now.
	Diskette is incorrectly inserted.	Remove and reinsert diskette.
	Files on the diskette are damaged.	Verify the program diskettes.
	Drive cable is not properly connected.	Reconnect the power cable and verify that all four pins are connected.
Drive not found.	Cable is loose.	Reseat the diskette drive data and power cables.
	Removable drive is not seated properly.	Reseat the drive.
Diskette drive cannot write to a diskette.	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Use another diskette or remove the write protection.
	Writing to the wrong drive.	Verify the drive letter in the path statement.
	There is not enough space on the diskette.	Use another diskette.
	Diskette write-control is enabled.	Use the Computer Setup (F10) Utility to verify the storage security feature disabled settings.
	Diskette is damaged.	Replace the damaged disk.
Cannot format diskette.	Invalid media reported.	<p>When formatting a disk in MS-DOS, you might need to specify diskette capacity.</p> <p>For example, to format a 1.44-MB diskette, enter the following command at the MS-DOS prompt: FORMAT A: /F:1440</p>
A problem has occurred with a disk transaction.	The directory structure is bad, or there is a problem with a file.	<ol style="list-style-type: none"> 1. Right-click Start, select Explore, and then select a drive. 2. Select File>Properties>Tools. 3. Under Error-checking, select Check Now.
Diskette drive cannot read a diskette.	Diskette is not formatted.	Format the diskette.
	You are using the wrong diskette type for the drive type.	Verify the type of drive that you are using and use the correct diskette type.
	You are reading the wrong drive.	Verify the drive letter in the path statement.
	Diskette is damaged.	Replace the diskette with a new one.

Table 6-3 Diskette problems (continued)

Problem	Cause	Solution
Invalid system disk is displayed.	A diskette that does not contain the system files needed to start the workstation has been inserted into the drive.	When drive activity stops, remove the diskette and press the Spacebar. The workstation attempts to boot from the next device in the boot order.
	Diskette error has occurred.	Restart the workstation by pressing the power button.
Cannot boot to diskette	Diskette is not bootable.	Replace with a bootable diskette.
	Diskette boot has been disabled in Computer Setup.	Run the Computer Setup (F10) Utility and enable diskette boot in Storage>Boot Order .
	Removable media boot has been disabled in Computer Setup.	Run the Computer Setup (F10) Utility and enable Removable Media Boot in Storage>Storage Options .
	Diskette MBR validation is enabled.	Run the Computer Setup (F10) Utility and disable Diskette MBR Validation in Storage>Storage Options .

Solving hard drive problems

Table 6-4 Hard drive problems

Problem	Cause	Solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Locate and block the usage of bad sectors. If necessary, reformat the hard disk.
		If the drive is detected by the BIOS, run DPS Self-test.
Disk transaction problem.	The directory structure is bad, or there is a problem with a file.	<ol style="list-style-type: none"> 1. Right-click Start, select Explore, and select a drive. 2. Select File>Properties>Tools. 3. Under Error-checking, select Check Now.

Table 6-4 Hard drive problems (continued)

Problem	Cause	Solution
Drive not found (identified).	Improper cable connection	On workstations with discreet data and power cables, ensure that the data and power cables are securely connected to the hard drive. (See the <i>Hard drive</i> section of this guide for connection details.)
	Improperly seated hard drive	On systems with blind-mate drive connections, check for connector damage on the drive and in the chassis. Reseat the hard drive and its carrier in the chassis to ensure a proper connection. (See the <i>Hard drive</i> section of this guide for connection details.)
	The system might not have automatically recognized a newly installed device.	<ol style="list-style-type: none"> 1. Run the Computer Setup (F10) Utility. 2. If the system does not recognize the new device, verify that the device is listed in the Computer Setup (F10) Utility. If it is listed, the probable cause is a driver problem. If it is not listed, the probable cause is a hardware problem. 3. If this drive is newly installed, enter Setup and try adding a POST delay under Advanced>Power-On.
	Drive responds slowly immediately after power-up.	Run the Computer Setup (F10) utility, and increase the POST Delay in Advanced>Power-On Options.
Nonsystem disk or NTLDR missing message.	System is trying to start from a nonbootable diskette.	Remove the diskette from the drive.
	System is trying to start from a damaged hard drive.	<ol style="list-style-type: none"> 1. Insert a bootable diskette into the drive and restart the workstation. 2. If the hard drive is still inaccessible and MBR Security is enabled, try restoring the previously saved MBR image by entering Setup and selecting Security>Restore Master Boot Record.
	System files missing or not properly installed.	<ol style="list-style-type: none"> 1. Insert a bootable system diskette and restart. 2. Verify that the hard drive is partitioned and formatted. 3. Install the system files for the appropriate operating system, if necessary.
	Hard drive boot disabled in Computer Setup.	Run the Computer Setup (F10) Utility and enable the hard drive entry in the Storage>Boot Order list.
Workstation will not start.	Hard drive is damaged.	Replace the hard drive.

Solving display problems

Table 6-5 Display problems

Problem	Cause	Solution
Blank screen (no video).	The cable connections are not correct.	Verify the cable connections from the monitor to the workstation and to a working electrical outlet.
	The monitor is off.	Turn the monitor on (LED is on). You might need to refer to the monitor manual for an explanation of LED signals.
	Screen blanking utility installed or energy saver features enabled.	Press a key or the mouse button and, if set, enter your password.
	System ROM is bad; system is running in FailSafe Boot Block mode (indicated by 8 beeps).	Reflash the ROM using a SoftPaq.
	Fixed-sync monitor does not sync at the resolution specified.	Verify that the monitor can accept the same horizontal scan rate as the resolution specified.
	Computer is in Hibernate mode.	Press the power button to resume from Hibernate mode.
	Workstation monitor settings are not compatible with the monitor.	<ol style="list-style-type: none"> 1. When you see Press F8 in the bottom-right corner of the screen, restart the workstation and press F8 during startup. 2. Using the keyboard arrow keys, select Enable VGA Mode and then press Enter. 3. For Windows, double-click the Display icon in the Control Panel and then select the Settings tab. 4. Use the sliding control to reset the resolution.
The display works properly during the POST but goes blank when the operating system starts.	The display settings in the operating system are incompatible with your graphics card and monitor.	<ol style="list-style-type: none"> 1. For Windows, restart your workstation in VGA mode. 2. After the operating system starts, change the display settings to match those supported by your graphics card and monitor. 3. Refer to your operating system and graphics card documentation for information about changing display settings.
Power LED flashes red 6 times (once every second), followed by a 2-second pause, and then the workstation beeps 6 times.	Prevideo graphics error.	<p>For systems with a graphics card:</p> <ol style="list-style-type: none"> 1. Reseat the graphics card. 2. Replace the graphics card. 3. Replace the system board.
Monitor does not function when used with Energy Saver features.	Monitor without Energy Saver capabilities is being used with Energy Saver features enabled.	Disable the monitor Energy Saver feature.

Table 6-5 Display problems (continued)

Problem	Cause	Solution
Dim characters	The brightness and contrast controls are not set properly.	Adjust the monitor brightness and contrast controls.
	Cables are not properly connected.	Verify that the graphics cable is connected to the graphics card and the monitor.
Blurry video or requested resolution cannot be set.	If the graphics controller was upgraded, the correct video drivers might not be loaded.	Install the video drivers included in the upgrade kit, or download and install the latest drivers for your graphics card from http://welcome.hp.com/country/us/en/support.html .
	Monitor cannot display requested resolution.	Change the requested resolution.
The picture is broken up, rolls, jitters, or flashes.	The monitor connections might be faulty, or the monitor might be incorrectly adjusted.	<ol style="list-style-type: none"> 1. Be sure the monitor cable is securely connected to the workstation. 2. In a multiple CRT monitor system, ensure that the monitors' electromagnetic fields are not interfering with each other. Move them apart if necessary. 3. Move fluorescent lights or fans that are too close to the CRT monitor.
	Monitor must be degaussed.	Degauss the monitor.
Vibrating or rattling noise coming from inside a CRT monitor when powered on.	Monitor degaussing coil has been activated.	None. It is normal for the degaussing coil to be activated when the monitor is powered on.
Clicking noise coming from inside a CRT monitor.	Electronic relays have been activated inside the monitor.	None. It is normal for some monitors to make a clicking noise when turned on and off, when going in and out of Standby mode, and when changing resolutions.
High pitched noise coming from inside a flat-panel monitor.	Brightness and contrast settings are too high.	Lower brightness and contrast settings.
Fuzzy focus; streaking, ghosting, or shadowing effects; horizontal scrolling lines; faint vertical bars; or unable to center the picture on the screen (flat-panel monitors using an analog VGA input connection only.)	Flat-panel monitor's internal digital conversion circuits might be unable to correctly interpret the output synchronization of the graphics card.	<ol style="list-style-type: none"> 1. Select the monitor's Auto-Adjustment option in the monitor's onscreen display menu. 2. Manually synchronize the Clock and Clock Phase onscreen display functions. 3. Download SoftPaq SP22333 to assist with the synchronization).
Some typed symbols do not appear correctly.	The font you are using does not support that symbol.	<p>Use the Character Map to locate and select the appropriate symbol.</p> <p>Select Start>All Programs> Accessories>System Tools>Character Map. You can copy the symbol from the Character Map into a document.</p>

Solving audio problems

Table 6-6 Audio problems

Problem	Cause	Solution
Sound does not come out of the speaker or headphones.	Software volume control is turned down.	Double-click the Speaker icon on the taskbar and use the volume slider to adjust the volume.
	The external speakers are not turned on.	Turn on the external speakers.
	External speakers plugged into the wrong audio jack.	See your sound card documentation for proper speaker connection.
	Digital CD audio is not enabled.	Enable digital CD audio: <ol style="list-style-type: none"> 1. From the Control Panel, select System. 2. On the Hardware tab, select the Device Manager button. 3. Right-click the CD/DVD device and select Properties. 4. On the Properties tab, select Enable digital CD audio for this CD-ROM device.
Headphones or devices connected to the line-out connector have muted the internal speaker.		Turn on and use headphones or external speakers, if connected, or disconnect headphones or external speakers.
	Volume is muted.	<ol style="list-style-type: none"> 1. From the Control Panel, select Sound, Speech and Audio Devices, and then select Sounds and Audio Devices. 2. Deselect the Mute checkbox.
Noise or no sound comes out of the speakers or headphones.	Computer is in Standby mode.	Press the power button to resume from Standby mode.
		<ol style="list-style-type: none"> 1. If you are using digital speakers that have a stereo jack and you want the system to autoswitch to digital, use a stereo-to-mono adapter to engage the auto sense feature, or use multimedia device properties to switch the audio signal from analog to digital. 2. If the headphones have a mono jack, use the multimedia device properties to switch the system to analog out. <p>NOTE: If you set digital as the Output Mode, the internal speaker and external analog speakers no longer output audio until you switch back to an auto sense or analog mode.</p> <p>If you set analog as the Output Mode, external digital speakers do not function until you change the output mode back to an auto-sense or digital mode.</p>

Table 6-6 Audio problems (continued)

Problem	Cause	Solution
Sound occurs intermittently.	Processor resources are being used by other open applications.	Shut down all open processor-intensive applications.
Workstation appears to be locked up while recording audio.	The hard disk might be full.	<ol style="list-style-type: none"> 1. Before recording, be sure there is enough free space on the hard disk. 2. Try recording the audio file in a compressed format.

Solving printer problems

Table 6-7 Printer problems

Problem	Cause	Solution
Printer does not print.	Printer is not turned on and online.	Turn the printer on and be sure it is online.
	The correct printer driver for the application is not installed.	<ol style="list-style-type: none"> 1. Install the correct printer driver for the application. 2. Try printing using the MS-DOS command: DIR C:\> [printer port] Replace <i>printer port</i> with the address of the printer used. If the printer works, reload the printer driver.
	If you are on a network, you might not have made a connection to the printer.	Make the proper network connection to the printer.
	Printer might have failed.	Run printer self-test.
Printer does not turn on.	The cables might not be connected properly.	

Self-troubleshooting with HP Vision Field Diagnostics

Hewlett-Packard Vision Field Diagnostics is a diagnostic tool that can be used by the end user or technical support personnel to view information about the hardware configuration of the computer and perform hardware troubleshooting on HP Desktop and Workstation systems. This diagnostic tool should be used to help determine hardware failures. Accessible by either CD or USB key, these diagnostics run outside the operating system and so make it easy to isolate potential issues that may be operating system related versus hardware.

HP Vision Field Diagnostics benefits are:

- Capture complete system configuration information that can be shared as an HTML file, including:
 - System serial number
 - System product number
 - System BIOS revision
 - Memory size and configuration
 - Processor information
 - Storage device information and configuration
 - Graphics / audio / communications information and configuration
 - And more...
- Comprehensive list of diagnostic test available with new added features:
 - Highly configurable testing options: quick / complete / custom / interactive / non-interactive
 - Specific failing memory DIMM identification
 - Tests video card memory
 - Launches DST Smart tests for both SATA and SAS drives
 - Many other tests and diagnostics
- Diagnostic Failure Code Output – A unique warranty code is generated for each failure which can be used to validate diagnostic use for a specific system
- Easy to use - uses similar user interface as previous field diagnostics, HP Insight Diagnostics
- True End2End diagnostics – same diagnostics modules used in factory
- Easy to obtain
 - Download from Web
 - USB key bootable or CD bootable
 - Included with restore media

It is expected that these Vision diagnostics will be run on supported products when attempting to troubleshoot system issues.

Overview

The HP Vision Field Diagnostics utility allows you to view information about the hardware configuration of the workstation and perform hardware diagnostic tests on the subsystems of the workstation. The utility simplifies the process of effectively identifying, diagnosing, and isolating hardware issues.

The Survey tab is displayed when you invoke HP Vision Field Diagnostics. This tab shows the current configuration of the workstation. From the Survey tab, there is access to several categories of information about the workstation. Other tabs provide additional information, including diagnostic test options and test results. The information in each screen of the utility can be saved as an html file and stored on a diskette or USB flash drive.

Use HP Vision Field Diagnostics to determine if all the devices installed on the workstation are recognized by the system and functioning properly. Running tests is optional but recommended after installing or connecting a new device.

You should run tests, save the test results, and print them so that you have printed reports available before placing a call to the Customer Support Center.

 **NOTE:** Third-party devices may not be detected by HP Vision Field Diagnostics.

Downloading and accessing HP Vision Field Diagnostics

Follow these steps to download the HP Vision Field Diagnostics utility from the HP Web site to a DVD or USB, and then use it to perform diagnostics on the workstation:

1. Go to <http://www.hp.com>.
2. Select the **Support & Drivers** link.
3. Select the **Download driver and software** radio button.
4. Enter your product number in the text box, and then press **Enter**.
5. Select your operating system.
6. Select the **Diagnostic** link.
7. Locate **HP Vision Field Diagnostics** and select **Download**.
8. After the .iso file is downloaded, use CD-ROM burning software to copy the .iso file to an optical medium or USB flash drive.
9. When the CD or USB flash drive has the utility installed, insert the CD or USB flash drive into the workstation (while it is on).
10. Shut down the operating system and turn off the workstation.
11. Turn on the workstation. The system will boot into HP Vision Field Diagnostics.

 **NOTE:** If the system does not boot to the CD in the optical drive or to the USB flash drive, you may need to change the boot order. You may use the Computer Setup (F10) utility to change the boot order, or you may press F9 to select the appropriate boot device.

12. At the boot menu, select either the **HP Vision Field Diagnostics** utility to test the various hardware components in the computer or the **HP Memory Test** utility to test memory only.

 **NOTE:** The HP Memory Test is a comprehensive memory diagnostic utility that is run as a stand-alone application, outside of HP Vision Field Diagnostics.

If the workstation is booted from a CD, a separate boot CD will be required to use the memory diagnostic. Hence, HP recommends that a USB key be used to boot the diagnostic utilities. It is faster than using a CD, and it accommodates both Memory and Vision diagnostics.

13. If running HP Vision Field Diagnostics, select the appropriate language and click **Continue**.
14. In the End User License Agreement page, select **Agree** if you agree with the terms. The HP Vision Field Diagnostics utility launches with the Survey tab displayed

Accessing HP Vision Field Diagnostics on the workstation

The following procedures describe how to access the HP Vision Field Diagnostics utilities that are included in the workstation software.

Creating and using a bootable USB key

This section describes how to use a USB key to access the HP Vision Field Diagnostics.

 **NOTE:** Using a USB key is the most convenient method to access the HP Vision Field Diagnostics.

1. In the C:\VisionDiagnostics\ directory, double-click on VisionDiagUSB.exe. A setup menu appears.
2. Follow the setup prompts to create a bootable ISO image of the diagnostic utilities on a USB key.
3. Turn off the workstation and restart it with the USB key installed. The workstation will boot to the USB key and initiate the HP Vision Field Diagnostics utility.
4. Follow the HP Vision Field Diagnostic prompts to troubleshoot the workstation.

Creating and using a bootable DVD

This section describes how to use a DVD to access the HP Vision Field Diagnostics.

1. In the C:\VisionDiagnostics\ directory, double-click on the VisionDiagISO.exe file. A setup menu appears.
2. Follow the setup prompts to create a bootable ISO image of the diagnostic utilities on a DVD.
3. Enable the workstation to boot from DVD.
4. Turn off the workstation and restart it with the DVD installed in the optical drive. The workstation will boot to the DVD and initiate the HP Vision Field Diagnostics utility.
5. Follow the HP Vision Field Diagnostic prompts to troubleshoot the workstation.

Using the HP Memory Test utility

This section describes how to access the HP Memory Test utility.

 **NOTE:** The HP Memory Test is a comprehensive memory diagnostic utility that is run as a stand-alone application, outside of HP Vision Field Diagnostics.

If the workstation is booted from a CD, a separate boot CD will be required to use the memory diagnostic. Hence, HP recommends that a USB key be used to boot the diagnostic utilities. It is faster than using a CD, and it accommodates both Memory and Vision diagnostics.

1. In the C:\VisionDiagnostics\ directory, double-click on the MemoryDiagISO.exe file. A setup menu appears.
2. Follow the setup prompts to create a bootable ISO image of the memory diagnostic utility on a DVD.
3. Turn off the workstation and restart it with the DVD installed in the optical drive. The workstation will boot to the DVD and initiate the memory diagnostic utility.
4. Follow the diagnostic prompts to troubleshoot workstation memory.

User interface

The HP Vision Field Diagnostics application provides six major functions, accessible through Tabs. These functions are:

- **Survey** — Your current system hardware information.
- **Test** — List all diagnostics available for your system. Tests are started there.
- **Status** — This screen shows progress and status of currently running diagnostics.
- **History** — All past diagnostics runs and status are listed there.
- **Errors** — All past diagnostics failures are listed there.
- **Help** — User help about HP Vision Diagnostics.

There are also some common operations that are part of the utility. They include:

- **Exit Diagnostics** button — This button will close HP Vision Diagnostic application and reboot your system. Any running test will be aborted.
- **Reload** button — If available, this button will rescan your system hardware and reload the diagnostics without the need to restart your entire system.
- **Save** button — If available, save your system survey, test history or error data as an HTML file to a floppy disk or a USB key drive.

Survey tab

The Survey tab shows your system hardware information, organized into eleven Categories (for example "Processors") and device instances (for example "Processor 1").

The amount of information displayed can be controlled by selecting a combination of View Level and Category.

The **View Levels** include:

- **Overview** — shows high level summary of the system hardware. This is the default view level.
- **Summary** — gives limited configuration data for each specific Category.
- **Advanced** — offers more technical and low-level data for the computer-savvy user.

The **Categories Levels** include:

- **All** — Shows all Categories.
- **Architecture** — Shows system architecture information such as high level PCI devices, low level SMBIOS, CMOS and PCI configuration space data.
- **Audio** — Shows all embedded and add-on audio devices.
- **Asset Control** — Shows asset control related information such as product name, serial number, asset tag, and universal unique ID information.
- **Communication** — Shows communication devices such as serial, parallel, USB, network, Firewire, modem, and Bluetooth ports and devices.
- **Graphics** — Shows all embedded and add-on video cards.

- **Input Devices** — Shows user input devices such as all connected mice and keyboards.
- **Memory** — Shows system memory information.
- **Miscellaneous** — List any devices or data that doesn't belong to any other Category.
- **Processors** - Shows system processors.
- **Storage** — Shows mass storage devices such as floppy drives, optical drives, SATA, SAS hard disk drives and controllers, as well as any RAID arrays.
- **System** — Shows information about motherboard devices such as fans and cables.

Test tab

The Test tab lists all available diagnostics. The lists have been tailored according to your system configuration. Individual test may be selected or unselected. The following Test Modes exist:

- **Quick** — This test selection was picked to perform quickly while covering your entire hardware. Test parameters cannot be modified.
- **Complete** — This test selection offers all available tests and may take a long time to complete. Test parameters cannot be modified.
- **Custom** — Like Complete this test selection offers all available tests. The test parameters may be modified to fit specific needs. For advanced users only!

By default, the three test modes do not display prompts and require no interaction. If errors are found, they are displayed when testing is complete.

However, for each test type, you may also optionally add interactive tests by clicking the **Include interactive tests** box under Test mode. Selecting interactive tests provides the maximum control over the testing process. The diagnostic software will prompt you for input during tests.

 **NOTE:** Memory can not be tested from within the HP Vision Field Diagnostics application. To test the memory in your workstation, exit HP Vision Field Diagnostic, boot to either the CD or USB flash drive and select **HP Memory Test** from the boot menu.

The **Duration of Test** options control the duration of the test sequence. The following options are available:

- **Number of loops** — A test selection will run once by default. Enter a positive number to make a test selection run many times.
- **Total test time (hours:minutes)** — Alternatively, the test selection can be set to run for a specified amount of time. This does not guarantee that all tests will run if the entered time is less than the necessary time to run all the tests
- **Stop at first error**— Check this option to stop test execution as soon as one error is encountered.

The following **Test Controls** exist:

- **Select All, Unselect All** button — This button toggles to select or unselect all the tests from the test selection tree.
- **Expand, Collapse** button — This button toggles to expand or collapse the test selection tree.
- **Start Test** button — Click this button to start executing all selected tests. HP Vision Field Diagnostics will automatically switch to the Status tab in order to keep track of the test execution and status.

 **WARNING!** Once started, do not reboot or power off your computer until all the tests have been completed.

To begin testing:

1. Select the Test tab.
2. Select the type of tests you want to run: **Quick**, **Complete**, or **Custom**.
3. Include optional interactive tests by selecting **Include interactive tests**.

4. Choose how you want the test to be executed, either **Number of Loops** or **Total Test Time**. When choosing to run the test over a specified number of loops, enter the number of loops to perform. If you want the diagnostic test for a specified time period, enter the amount of time in minutes.
5. Click the **Start Test** button to start the testing. The Status tab, which allows you to monitor the progress of the tests, is automatically displayed during the testing process. When the tests are complete, the Status tab shows whether the devices passed or failed.
6. If errors are found, go to the Errors tab to display detailed information and recommended actions.

Status tab

The Status tab shows the overall progress and status of the test scenario as well as the progress and status of each test. The color coded status are black, blue, green, red, and orange.

The Status tab colors are:

- **Waiting** (black) — when no test is running
- **Running** (blue) — when at least one test is currently running
- **Passed** (green) — when all tests have run successfully, meaning that no hardware error or defect have been detected
- **Failed** (red) — when three tests have detected at least one error with your system
- **Canceled** (orange) — when the test scenario has been explicitly canceled, in which case no pass or fail conclusion can be drawn

The available data is:

- **Current Loop** — Shows the current execution loop out of total number of loops specified in the Test panel.
- **Test Time** — Shows the total time elapsed since the beginning of the test execution.
- **Test Complete** — Shows the number of tests successfully completed out of the total number of test to execute.
- **Cancel** button — Push the Cancel button to immediately terminate all currently running tests.

History tab

The History tab shows the history of the past test executions.

The History Log displays all tests that have been executed, the number of times of execution, the number of times failed, the date each test was executed, and the time it took to complete each test. The **Clear History** button will clear the contents of the History Log.

The contents of the History Log may be saved as a HTML file to either floppy or USB flash drive by clicking the **Save** button.

Errors tab

The Errors tab displays detailed information about any errors found, as well as any recommended actions.

The Error Log displays the tests for devices that have failed during the diagnostic testing and includes the following columns of information.

- The Device section displays the device tested.
- The Test section displays the type of test run.
- The Times Failed is the number of times the device has failed a test.
- The Defect Code provides a numerical code for the failure. The error codes are defined in the Help tab.
- The Description section describes the error that the diagnostic test found.

- The Reason section describes the likely cause of the error.
- The Recommended Repair will give a recommended action that should be performed to resolve the failed hardware.
- The Warranty ID is a unique error code associated with the specific error on your computer. When contacting the HP Support Center for assistance with a hardware failure, please be prepared to provide the Warranty ID.
- The Clear Errors button will clear the contents of the Error Log.

The contents of the Error Log may be saved as a HTML file to either floppy or USB flash drive by clicking the **Save** button.

Help tab

The Help tab contains a Vision Help section, and a Test Components section. This tab includes search and index features. You may also review the HP End User License Agreement (EULA), as well as the HP Vision Field Diagnostic application version information on this tab.

The various sections located here are:

- The Vision Help section contains information on the major functions of HP Vision Field Diagnostics.
- The Test components section provides a description of each test, as well as the parameters that may be adjusted when running in Custom test mode.
- The Defect codes section contains information on the numerical error code that may appear in the Errors tab.
- The Memory test tab section provides information on the HP Memory Test application that may be launched from the boot menu.
- The HP Support section provides information on obtaining technical support from HP.

Saving and printing information in HP Vision Field Diagnostics

You can save the information displayed in the HP Vision Field Diagnostics Survey, History and Errors tabs to a diskette or a USB flash drive. You can not save to the hard drive. The system will automatically create an html file that has the same appearance as the information displayed on the screen.

1. Insert a diskette or USB flash drive if running HP Vision Field Diagnostics from CD.
2. Click **Save** in the bottom on any of the Survey, History or Errors tabs. All three log files will be saved regardless of from which tab the Save button was clicked.
3. Select the drive onto which you will save the log files and click the **Save** button. Three html files will be saved to the inserted diskette or USB flash drive.

 **NOTE:** Do not remove the diskette or USB key until you see a message indicating that the html files have been written to the media.

4. Print the desired information from the storage device used to save it.

 **NOTE:** To exit HP Vision Field Diagnostics, click the **Exit Diagnostics** button at the bottom of the screen. Be sure to remove the USB flash drive or CD from the optical drive.

Diagnostic codes and errors

This section presents diagnostic LED codes, LED color definitions, and POST error messages to help you troubleshoot problems. It includes these topics:

Topics

[Diagnostic LED and audible \(beep\) codes on page 244](#)

[LED color definitions on page 248](#)

[POST error messages on page 250](#)

Diagnostic LED and audible (beep) codes

This section describes the front panel LED error and operation codes as well as the audible codes that might occur before or during the POST.

Table 6-8 Diagnostic lights and audible codes

Activity	Possible cause	Recommended action
Blue Power LED* on. No beeps.	Workstation on.	
Blue Power LED* blinks every two seconds.* No beeps.	Workstation in Sleep mode (S3-Suspend to RAM). Select models only.	
Blue Power LED* is off.* No beeps.	Workstation in Hibernate mode (S4-Suspend to disk).	
Blue Power LED* blinks three times*, once per second.* No beeps.	Workstation in Sleep mode (S3-Suspend to RAM). Select models only.	N/A
Blue Power LED* blinks four times*, once per second.* No beeps.	Workstation in Hibernate mode (S4-Suspend to disk).	
*User-selectable. See The Computer Setup (F10) Utility menu on page 35 for details.		
For the following LED activity and beeps, the beeps are heard through the chassis speaker. Blinks and beeps repeat for 5 cycles, after which, only the blinks continue to repeat.		
Red Power LED blinks two times, once every second, followed by a two-second pause. Two beeps.	<p>CPU thermal protection activated by either of the following methods:</p> <ul style="list-style-type: none"> A fan might be blocked or not turning. The heatsink and fan assembly is not properly attached to the CPU. 	<p>CAUTION: Internal components might be powered even when the workstation is off. To prevent damage, disconnect the workstation power cord before you remove a component.</p> <ol style="list-style-type: none"> Ensure that the workstation air vents are not blocked and the cooling fan is running. Open the access panel, press power button, and verify that the CPU fan is spinning. If the CPU fan is not spinning, make sure the fan cable is plugged into the system board header. Ensure the fan is fully and properly seated or installed. If fan is plugged in and seated properly, but is not spinning, the problem might be in the CPU fan. Contact HP for assistance. Verify that the fan assembly is properly attached. If problems persist, there might be a problem with the CPU heatsink. Contact HP for assistance.
Red Power LED blinks three times, once every second, followed by a two-second pause. Three beeps.	CPU not installed (not an indicator of bad CPU).	<ol style="list-style-type: none"> Verify that the CPU is present. Reseat the CPU.

Table 6-8 Diagnostic lights and audible codes (continued)

Activity	Possible cause	Recommended action
Red Power LED blinks four times, once every second, followed by a two-second pause. Four beeps.	Power failure (power supply is overloaded)	<p>CAUTION: Internal components might be powered even when the workstation is off. To prevent damage, disconnect the workstation power cord before you remove a component.</p> <ol style="list-style-type: none"> 1. Open the access panel and ensure that all power connections (18-pin Main, 10-pin Memory, 8-pin CPU, 6-pin Aux. graphics, 4-pin HDD bay) are secure on the system board: 2. Check if a device is causing the problem by removing all attached devices (such as hard, diskette, or optical disk drives, and expansion cards.) Power on the workstation. If the workstation enters the POST, power off and replace one device at a time; repeat this procedure until failure occurs. Replace the device that is causing the failure. Continue adding devices one at a time to ensure all devices are functioning properly. 3. Check the power supply functionality. <ol style="list-style-type: none"> a. Disconnect the AC power. b. Remove power supply from system chassis. (See Removing the power supply on page 86 for details.) c. Plug in the AC power. <p>If the power supply fan spins and the BIST** LED lights, the power supply is functional. The problem might be on the system board. Contact HP for assistance.</p> <p>If the power supply fan does not spin or the BIST** LED does not light, the problem might be in the power supply. Contact HP for assistance.</p>
Red Power LED blinks five times, once every second, followed by a two-second pause. Five beeps.	Pre-video memory error	<p>CAUTION: Internal components might be powered even when the workstation is off. To prevent damage, disconnect the workstation power cord before you remove a component.</p> <ol style="list-style-type: none"> 1. Reseat DIMMs. 2. Replace DIMMs one at a time to isolate faulty module. 3. Replace third-party memory with HP memory. 4. The problem might be on the system board. Contact HP for assistance.
Red Power LED blinks six times, once every second, followed by a two-second pause. Six beeps.	Pre-video graphics error.	<p>CAUTION: Internal components might be powered even when the workstation is off. To prevent damage, disconnect the workstation power cord before you remove a component.</p> <ol style="list-style-type: none"> 1. Reseat the graphics card. 2. The problem might be on the graphics card. Contact HP for assistance.
Red Power LED blinks seven times, once every second, followed by a two-second pause. Seven beeps.	System board failure (ROM detected failure prior to video).	<ol style="list-style-type: none"> 1. Clear CMOS. <p>NOTE: Refer to the <i>Maintenance and Service Guide</i> for the workstation model for detailed information on clearing CMOS.</p> 2. The problem might be on the system board. Contact HP for assistance.

Table 6-8 Diagnostic lights and audible codes (continued)

Activity	Possible cause	Recommended action
Red Power LED blinks eight times, once every second, followed by a two-second pause. Eight beeps.	Invalid ROM based on bad checksum.	<p>CAUTION: Internal components might be powered even when the workstation is off. To prevent damage, disconnect the workstation power cord before you remove a component.</p> <ol style="list-style-type: none"><li data-bbox="857 375 1034 399">1. Clear CMOS. <p>NOTE: Refer to the <i>Maintenance and Service Guide</i> for the workstation model for detailed information on clearing CMOS.</p> <ol style="list-style-type: none"><li data-bbox="857 501 1533 699">2. Upgrade the ROM using SoftPaq, either from the hard drive, CD, diskette, or USB removable device (for example., HP Drive Key). See the ROM Flash section of the <i>Maintenance and Service Guide</i> at http://www.hp.com/support/workstation_manuals. SoftPaq is a self-extracting executable, which contains instructions for its use, that enables you to upgrade the ROM. To download the Softpaq executable, visit http://www.hp.com/go/workstationsupport.<li data-bbox="857 722 1453 772">3. The problem might be on the system board. Contact HP for assistance.
Red Power LED blinks nine times, once every second, followed by a two-second pause. Nine beeps.	System powers on but does not start.	<ul style="list-style-type: none"><li data-bbox="857 806 1453 856">• The problem might be on the system board. Contact HP for assistance.<li data-bbox="857 882 1469 905">• The problem might be in the CPU. Contact HP for assistance.

Table 6-8 Diagnostic lights and audible codes (continued)

Activity	Possible cause	Recommended action
System does not power-on and LEDs are not blinking. No beeps.	System unable to power on.	<p>CAUTION: Internal components might be powered even when the workstation is off. To prevent damage, disconnect the workstation power cord before you remove a component.</p> <p>To resolve the problem, choose one of the following options:</p> <p>Press and hold the power button for less than 4 seconds. If the hard drive LED turns green, then:</p> <ol style="list-style-type: none">1. Remove the expansion cards one at a time and try holding the power button again for less than 4 seconds.2. The problem might be on the system board. Contact HP for assistance. <p>Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on green then:</p> <ol style="list-style-type: none">1. Check that unit is plugged into a working AC outlet.2. Open the access panel and check that the power button harness is properly connected to the system board.3. Check that all power supply cables are properly connected to the system board.4. Check the power supply functionality<ol style="list-style-type: none">a. Disconnect the AC power.b. Remove power supply from system chassis. (See Removing the power supply on page 86 for details.)c. Plug in the AC power. <p>If the power supply fan spins and the BIST** LED lights, the power supply is functional. The problem might be on the system board. Contact HP for assistance.</p> <p>If the power supply fan does not spin or the BIST** LED does not light, the problem might be in the power supply. Contact HP for assistance.</p>

* The BIOS option you select controls the blue LED function during these suspend modes.
* Some workstation models do not have BIST LED functionality. For BIST information, see the *Maintenance and Service Guide* of the workstation.

LED color definitions

The following table describes what each LED light on the workstation front panel signifies.

Table 6-9 LED color definitions

LED state	LED color	System status
Solid	Blue	System is on.
Flashing	Blue	System is in Standby.

Table 6-9 LED color definitions (continued)

LED state	LED color	System status
Solid or flashing	Red	System has experienced an error. (See POST error messages on page 250.)
None	No light	System is in Hibernate, or is off.

POST error messages

The Power-On Self Text (POST) is a series of diagnostic tests that runs automatically when the workstation is powered on.

Audible and visual messages occur before the operating system starts if the POST encounters a problem. POST checks the following items to ensure that the workstation system is functioning properly:

- Keyboard
- DIMMs
- Diskette drives
- All mass storage devices
- CPUs
- Controllers
- Fans
- Temperature sensors
- Cables (front/rear panels, audio, and USB ports)

The table shown next describes the POST error messages.

Table 6-10 POST error messages

Screen message	Probable cause	Recommended action
101—Option ROM Checksum Error	System ROM checksum.	Verify the correct ROM: <ol style="list-style-type: none">1. Flash the ROM, if needed.2. If an expansion card was recently added, remove it to find out if the problem remains.3. Clear CMOS. If the message disappears, there might be a problem with the expansion card4. Replace the system board.
102—System Board Failure	DMA, timers, and so forth, might be set improperly or might be defective.	<ol style="list-style-type: none">1. Clear the CMOS.2. Remove the expansion boards.3. Replace the system board.
110—Out of memory space for option ROMs	Option ROM for a device could not run because of memory constraints.	Run the Computer Setup (F10) Utility to disable unneeded option ROMs, and to enable ACPI/USB Buffers at Top of Memory.
162—Systems Options Error		
163—Time and Date Not Set	<ul style="list-style-type: none">• Invalid time or date in configuration memory.• RTC battery might need replacement.• CMOS jumper might not be properly installed.	<ol style="list-style-type: none">1. Set the date and time from the Control Panel or in the Computer Setup (F10) Utility (depending on the operating system).2. If the problem persists, replace the RTC battery.

Table 6-10 POST error messages (continued)

Screen message	Probable cause	Recommended action
164—Memory Size Error	Memory configuration is incorrect.	<ol style="list-style-type: none"> 1. Run the Computer Setup (F10) Utility or Windows operating system utilities. 2. Verify that the memory modules are installed properly. 3. If third-party memory has been added, test the memory configuration using HP memory. 4. Verify the memory module type.
201—Memory Error	RAM failure.	<ol style="list-style-type: none"> 1. Run the Computer Setup (F10) utility or the Windows operating system utilities. 2. Be sure that memory and continuity modules are installed correctly. 3. Verify the memory module type. 4. Remove and replace memory modules one at a time to isolate faulty modules. 5. Replace faulty memory modules. 6. If the error persists after replacing memory modules, replace the system board.
202—Memory Type Mismatch	Memory modules do not match.	Replace the memory modules with matched sets.
203—Memory module failed self-test and failing rank was disabled	Defective memory module.	Replace the memory module.
204—Memory module failed and user rank was disabled	Improper module load.	Reseat the memory module correctly.
205—Memory high temperature detected	Insufficient memory module cooling.	Verify that a memory module cooling fan is installed and operating.
206—Memory setup invalid	Memory configured incorrectly.	Reconfigure the memory modules in the proper slots.
207—Incompatible DIMMs detected	DIMMs are installed that do not fulfill system requirements.	<ol style="list-style-type: none"> 1. Verify that the memory module type matches workstation requirements. 2. Insert the DIMM in the proper memory socket. 3. Replace the DIMM if the problem persists.
208—Mismatched DIMMs detected	Installed DIMMs are improperly matched.	Verify that matching DIMMs are installed.
209—Memory warning condition detected	Incorrect memory module type in use.	Verify that the memory modules are compatible with workstation requirements.
212—Failed Processor 0	Processor has failed to initialize.	<ol style="list-style-type: none"> 1. Reseat the processor in its socket. 2. If the processor does not respond, replace it.

Table 6-10 POST error messages (continued)

Screen message	Probable cause	Recommended action
213—Incompatible Memory Modules	A memory module in the memory socket identified in the error message is missing critical SPD information, or is incompatible with the chipset.	<ol style="list-style-type: none"> 1. Verify the memory module type. 2. Insert the DIMM in another memory socket. 3. Replace the module with a DIM conforming to the SPD standard.
214—DIMM Configuration Warning	DIMMs are not installed correctly (not paired correctly).	See the service label on the workstation access panel for the correct memory configurations, and reseat the DIMMs accordingly.
215—DIMM Configuration Error		
216—Memory Size Exceeds Maximum Supported	The amount of memory installed exceeds that supported by the hardware.	<ol style="list-style-type: none"> 1. Verify how much memory the workstation supports. 2. Remove the excess memory.
301—Keyboard Error	Keyboard failure.	<ol style="list-style-type: none"> 1. Reconnect the keyboard with the workstation powered off. 2. Check the connector for bent or missing pins. 3. Be sure that none of the keys are pressed. 4. Replace the keyboard.
303—Keyboard Controller Error	I/O board keyboard controller is defective or is not set properly.	<ol style="list-style-type: none"> 1. Reconnect the keyboard with the workstation powered off. 2. Replace the system board.
304—Keyboard or System Unit Error	Keyboard failure.	<ol style="list-style-type: none"> 1. Reconnect the keyboard with the workstation powered off. 2. Be sure that none of the keys are pressed. 3. Replace keyboard. 4. Replace system board.
510—Splash Screen image corrupted	Splash Screen image has errors.	Update system BIOS.
511—CPU, CPU A, or CPU B Fan not detected	Fan is not connected or is defective.	<ol style="list-style-type: none"> 1. Reseat the fan cable. 2. Reseat the fan. 3. Replace the fan.
512—Rear Chassis fan not detected	Rear fan missing, disconnected, or defective.	<ol style="list-style-type: none"> 1. Reseat the fan cable. 2. Reseat the fan. 3. Replace the fan.
513—Front Chassis fan not detected	Front fan missing, disconnected, or defective.	<ol style="list-style-type: none"> 1. Reseat the fan cable. 2. Reseat the fan. 3. Replace the fan.

Table 6-10 POST error messages (continued)

Screen message	Probable cause	Recommended action
514—Memory fan not detected	Memory fan missing, disconnected, or defective.	<ol style="list-style-type: none"> 1. Verify that the memory fan is installed and connected properly. 2. Replace the fan.
515—CPU Overtemp occurred	Insufficient processor cooling or processor defect.	<ol style="list-style-type: none"> 1. If necessary, add a heatsink to the processor and ensure proper operation. 2. Replace the processor.
516—Chipset fan not detected	Chipset fan missing, disconnected, or defective.	<ol style="list-style-type: none"> 1. Ensure that the fan is installed and connected properly. 2. Replace the fan.
517—Low power CPU heatsink(s) detected for high power CPUs	Inadequate heatsink is installed.	Replace the low power heatsink with a high power heatsink.
518—Power supply wattage insufficient for hardware configuration	Workstation configuration requires more power than the power supply can provide.	<ul style="list-style-type: none"> • Reduce the workstation power consumption. • Replace the power supply with a high output power supply.
601—Diskette Controller Error	Diskette controller circuitry or diskette drive circuitry incorrect.	<ol style="list-style-type: none"> 1. Run the Computer Setup (F10) utility. 2. Verify cabling and replace defective cables if necessary. 3. Clear CMOS. 4. Replace the diskette drive. 5. Replace the system board.
605—Diskette Drive Type Error	Mismatch in drive type.	<ol style="list-style-type: none"> 1. Run the Computer Setup (F10) Utility. 2. Disconnect any other diskette controller devices (tape drives). 3. Clear the CMOS.
610—External Storage Device Failure	External storage device is not detected, is improperly connected, or is defective.	<ol style="list-style-type: none"> 1. Verify that the external device is present and connected properly. 2. Replace the external device.
611—Primary Floppy Port Address Assignment Conflict	The flexible disk drive is configured at a previously assigned address.	Select a new address for the flexible disk drive.
912—Computer Cover Has Been Removed Since Last System Start Up	N/A	No action required.
913—Front 1394 Not Connected	Front 1394 device cable is disconnected from the system board.	Reconnect the 1394 cable and restart.
916—Power Button Not Connected	Power button cable is disconnected from the system board.	Reconnect the cable and restart.
917—Front Audio Not Connected	Front audio mechanism is missing or is not connected.	<ol style="list-style-type: none"> 1. Reconnect or replace the front audio cable. 2. Reconnect or replace the front audio mechanism.

Table 6-10 POST error messages (continued)

Screen message	Probable cause	Recommended action
918—Front USB Not Connected	Front USB is missing or is not connected.	<ol style="list-style-type: none"> 1. Reconnect the Front USB connector to the system board. 2. Reconnect or replace the front USB mechanism.
920—Fatal error on QPI link X	Fatal error detected on QPI link x, where x is 0 or 1. This type of error is identified on the line following.	Potential system board problem; contact HP Support.
921—Fatal error on QPI Protocol link X	Fatal error detected in QPI link x protocol, where x is 0 or 1. This type of error is identified on the line following.	Potential system board problem; contact HP Support.
922—Fatal error on PCIe slot X	Fatal error occurred in the designated slot.	Move the card to a different slot. If the problem persists, replace the card.
923—Fatal error on ESI port 0	A fatal error occurred on ESI port 0. slot.	Verify that the ESI port device is connected and working properly.
924—Fatal error on IOH core X	Fatal error detected on IOH core x, where x is 0 or 1. This type of error is identified on the line following.	Potential system board problem; contact HP Support.
925—Fatal error on IOH miscellaneous	Fatal miscellaneous error detected on IOH core x, where x is 0 or 1.	Potential system board problem; contact HP Support.
926—Fatal error on IOH Vtd	Fatal error detected in the Intel Virtualization Technology.	Potential system board problem; contact HP Support.
927—Fatal error on DIMM in slot CPU X DIMM Y	Fatal multibit ECC error detected on the DIMM in the slot labeled CPU x DIMM y (where x is 0 or 1 and y is 1 - 6), as labeled on the system board.	Replace the DIMM in the identified slot.
928—Fatal machine check detected on CPU X		Contact HP support.
1720—SMART Hard Drive Detect Imminent Failure	Hard drive is about to fail. (Some hard drives have a firmware patch that fixes erroneous error messages.)	<ol style="list-style-type: none"> 1. Determine if the hard drive is giving a correct error message. 2. Run the Drive Protection System test (if applicable). 3. Apply firmware patch (if applicable). See http://www.hp.com/support. 4. Back up contents and replace the hard drive.
1783—Fixed Disk 0/1 locked	Hard disk drive failure.	Diagnose the hard drive, and replace it if necessary.
1796—SATA Cabling Error	Missing or improperly attached cable.	Verify that a cable is attached. Reattach the cable.
1797—SATA Drivelock is not supported in RAID mode	STAT Drivelock is not supported in RAID mode.	Disable RAID mode, or disable SATA drivelock.
1801—Microcode Update Error	Unsupported processor (CO Stepping or greater only).	The microcode update failed. Check the processor stepping to ensure it is a supported stepping. If it is contact, HP Support.

Table 6-10 POST error messages (continued)

Screen message	Probable cause	Recommended action
1802—Processor Not Supported	The system board does not support the processor.	Replace the processor with a compatible one.
1803—Processor feature set is insufficient for current system settings	Processor feature set is insufficient for current system settings. The BIOS settings do not match the support provided by the processor	Change the BIOS settings or upgrade the processors.
1804—A processor feature and the memory configuration are incompatible	A processor feature is incompatible with the memory configuration.	Restore the previous memory configuration.
ERROR: invalid 1394 GUID	BIOS installed incorrect UUID for the IEEE-1394 interface.	Replace the system board.
ERROR: Invalid electronic serial number	No electronic serial number is stored with the system	To assign a serial number , select Security >System IDs in the Computer Setup (F10) Utility.
ERROR: An unsupported processor is installed. System halted	Unsupported processor detected.	Replace the processor.
ERROR: A processor requiring too much power is installed. System halted	Unsupported processor detected.	Replace the processor.
ERROR: Mixing processors with different power requirements. This is not supported. System halted.	Mixed type processors detected.	Replace the processors with matched processors.
Invalid electronic serial number	Incorrect serial number registered in the system.	Use the Computer Setup (F10) Utility to reset the serial number.
Mixing processors with different power requirements. This is not supported. System halted.	Mixed type processors detected.	Replace the processors with matched processors.
Mixing Two Different Processor Types MP and DP!!!	Mixed type processors detected.	Replace the processors with matched processors.
Network Server Mode Active and No Keyboard Attached	Keyboard not detected.	Verify that a functioning keyboard is attached to the workstation.
Processor initialization fails!!!	Processor defective.	Replace the processor.
The installed CPUs have different voltage requirements. This is not supported. System halted.	Mixed type processors detected.	Replace processors with matched processors.
Two processors do not have the same frequency operating ranges!!!	Mixed type processors detected.	Replace processors with matched processors.

7 Configuring RAID devices

This chapter describes how to configure SAS and SATA RAID devices, and includes these topics:

Topics

[Maximum hard drive configurations on page 256](#)

[Configuring SATA RAID devices on page 257](#)

[Configuring SAS RAID devices on page 260](#)

For additional information about configuring RAIDs, see http://www.hp.com/support/RAID_FAQs. For information about preparing the workstation for RAID configuration, see http://www.hp.com/support/workstation_manuals.

Maximum hard drive configurations

This section lists the maximum number of hard drives supported on HP workstations for RAID configurations.

 **NOTE:** This section applies to internal workstation configurations that do not use add-in cards and JBODs.

 **TIP:** Use the table values to determine workstation-specific maximum number of hard drives as discussed the sections below.

Table 7-1 Maximum hard drives

Workstation	SATA hard drive	SATA SFF* hard drive	SAS hard drive
Z800	5	6	5
Z600	3	4	3
Z400	4	4	4

* Small form factor hard drive

Configuring SATA RAID devices

This section describes how to use the Intel Matrix Storage Manager option ROM Configuration utility to set up and manage SATA RAID volumes.

The following SATA RAID configurations are supported on this workstation:

- Up to the workstation-specific maximum number of internal SATA hard disk drives and eSATA drives (if you use an optional eSATA bulkhead cable)
- Intel Matrix Storage Manager (IMSM) for Windows

If only a single HDD is attached, the Intel Matrix Storage Manager option ROM does not execute. Associated messages are not displayed.

The Intel SATA AHCI BIOS executes when you select **RAID+AHCI** for the SATA emulation mode. This BIOS is only used to support serial-attached optical drives.

This section does not apply to configuring SATA RAID in the Linux environment. For Linux SATA RAID, refer to the Software RAID in Linux Workstations section in the *HP Workstations for Linux User Guide* at http://www.hp.com/support/linux_user_manual.

Attaching SATA HDDs

Attach the required minimum number of SATA hard drives for the desired RAID level:

- RAID 0: two or more hard drives
- RAID 1: only two hard drives
- RAID 5: three or more hard drives
- RAID 10: only four hard drives

Configuring system BIOS

Configure the system BIOS to enable embedded SATA RAID functionality.

1. To enter the system BIOS setup, press **F10**.
2. Use the arrow keys to highlight the desired language, and then press **Enter**.
3. Use the arrows to highlight **Storage>Storage Options**, and then press **Enter**.
4. Use the up or down arrow key to highlight **SATA Emulation**.
5. Use the left or right arrow key to select **RAID+AHCI**.
6. To accept the new setting, press **F10**.
7. Use the arrows to highlight **Advanced>Power-On Options**, and then press **Enter**.
8. Use the up or down arrow key to highlight **POST Messages**.
9. Use the left or right arrow key to select **Enable**.
10. To accept the new setting, press **F10**.
11. Use the arrow keys to highlight **Advanced>Device Options**, and then press **Enter**.
12. Use the up or down arrow key to highlight **SATA RAID Option ROM Download**, and then press **Enter**.
13. Use the left or right arrow key to select **Enable**.
14. To accept the new setting, press **F10**.
15. Use the arrows to highlight **File>Save Changes and Exit**, and then press **Enter**.
16. Press **F10** when prompted.

Creating RAID volumes

To create RAID volumes, use the Intel Matrix Storage Manager option ROM Configuration utility.

1. To enter the Intel Matrix Storage Manager option ROM Configuration utility, press **Ctrl+I** when prompted
2. If required, refer the workstation *Maintenance and Service Guide* to make available enough physical drives to create the RAID volume.
3. Use the up or down arrow key to highlight **1. Create RAID Volume**, and then press **Enter**.
4. Type the desired RAID volume name in the Name: field, and then press **Tab**.
5. Use the up or down arrow key to select the RAID level in the RAID Level: field, and then press **Tab**.
6. To display the Select dialog, press **Enter**.
7. Use the up and down arrow keys and Space to mark individual physical as members of the volume.
8. To exit the Select dialog and return to the Create Volume Menu dialog, press **Enter**.
9. If appropriate, use the up or down arrow key to select the Strip Size in the Strip Size: field, and then press **Tab**.
10. Enter the desired volume size in the Capacity: field, and then press **Tab**.
11. Press **Enter** to initiate volume creation.
12. When prompted, press **Y** to acknowledge the warning message and create the volume.
13. Return to step 3 to create additional RAID volumes, or use the up or down arrow key to highlight **4. Exit**, and then press **Enter**.
14. Press **Y** when prompted to confirm the exit.

Configuring SAS RAID devices

Supported configurations

The following RAID configurations are supported on this workstation:

 **NOTE:** This section does not apply to configuring SAS RAID in the Linux environment. For Linux SAS RAID information, including supported configurations, refer to *Installing and Configuring SAS Hardware RAID on HP Linux Workstations* at http://www.hp.com/support/xw8600_manuals.

- Up to the workstation-specific maximum number of internal SAS hard disk drives
- LSI MegaRAID Storage Manager (MSM) for Windows

The following RAID configurations are supported on this workstation:

- RAID 0 – Striped disk array (IS)
 - Two drive minimum
 - Improved I/O performance
 - No fault tolerance
- RAID 1 — Mirrored disk array (IM)
 - Two drives
 - 100% redundancy
 - Can recover from single drive failure
 - Improved read performance
- RAID 1E (IME)
 - Three drives minimum
 - Can be an odd number of drives
 - Can always recover from a single drive failure and, in some cases, can recover from two drive failures

SAS RAID 0 configuration

Use the following procedure to configure an Integrated Striped (IS) volume with the BIOS-based configuration utility. The procedure assumes that the system has the required disk and disk controllers.

1. Start the LSI Corporation Configuration Utility. During BIOS start up, you are prompted to **Press Ctrl-C to start LSI Corp. Configuration Utility**.
2. On the Main menu of the BIOS-based configuration utility, use the arrow keys to select an adapter.
3. Press **Enter** to go to the Adapter Properties screen.
4. On the Adapter Properties screen, use the arrow keys to select **RAID Properties**, and press **Enter** to go to the New Array Type screen.
5. In the Select New Array Type screen, use the arrow keys to select **Create IS Volume**. Press **Enter** to go to the Create New Array screen.
6. In the Create New Array screen, use the arrow keys to select the first disk for the IS volume. Then use the arrow keys to move to the RAID Disk column for this disk, and press Space and **+** or **-** to select **Yes** as the value for this column.

If partitions are defined on the selected disk, a message appears warning you that data on the disk will be lost when the striped volume is created.

7. Press **M** to migrate, or **D** to delete the data on the drive.
8. To select additional drives for the striped volume, up to the workstation-specific maximum number, repeat the previous steps.
9. When all drives are selected, press **C** to create the array once. Use the arrow keys to move to **Save changes then exit this menu** and press **Enter**.
10. When the new array is created, the Adapter Properties screen appears. Press **Esc** twice and select **Exit**.

SAS RAID 1 configuration

Use the following procedure to configure an Integrated Mirroring (IM) volume with the BIOS-based configuration utility. The procedure assumes that the system has the required drives and drive controllers.

1. Start the LSI Corporation Configuration Utility. During BIOS start up, you are prompted to **Press Ctrl-C to start LSI Corp. Configuration Utility**.
2. On the Main menu of the BIOS-based configuration utility, use the arrow keys to select an adapter.
3. Press **Enter** to go to the Adapter Properties screen.
4. On the Adapter Properties screen, use the arrow keys to select **RAID Properties**, and press **Enter** to go to the New Array Type screen.
5. In the Select New Array Type screen, use the arrow keys to select **Create IM Volume**. Press **Enter**.
6. To configure a two-disk mirrored volume with an optional hot spare disk:
 - a. In the Create New Array screen, use the arrow keys to select the primary disk for the IM volume (the disk with the data you want to mirror.)
 - b. Use the arrow keys to move to the RAID Disk column for this disk and press Space to select **Yes** as the value.

If partitions are defined on the selected disk, a message appears warning you that data on the disk will be lost when the mirrored volume is created.
 - c. Press **M** to migrate or **D** to delete the data on the drive.
 - d. The value in the Array Disk column changes to Primary.

Use the arrow keys to select the secondary (mirrored) disk for the IM volume, and then select **Yes** as the value for the Array Disk column.

If partitions are defined on this disk, a message warns that data on the disk will be lost when the mirrored volume is created.
 - e. Press **Delete** to confirm erasing data from the disk, or press any other key to deselect the disk.
7. When all drives are selected, press **C** to create the array once. Use the arrow keys to move to **Save changes then exit this menu** and press **Enter**.
8. When the new array is created, the Adapter Properties screen appears. Press **Esc** twice and select **Exit**.

SAS RAID 1E configuration

Use the following procedure to configure an Integrated Mirroring Extended (IME) volume with the BIOS-based configuration utility. The procedure assumes that the system has the required disk and disk controllers.

1. Start the LSI Corporation Configuration Utility. During BIOS start up, you are prompted to **Press Ctrl-C to start LSI Corp. Configuration Utility**.
2. On the Main menu of the BIOS-based configuration utility, use the arrow keys to select an adapter.
3. Press **Enter** to go to the Adapter Properties screen.
4. On the Adapter Properties screen, use the arrow keys to select **RAID Properties**, and press **Enter** to go to the New Array Type screen.
5. In the Select New Array Type screen, use the arrow keys to select **Create IME Volume**. Press **Enter**.
6. To configure a mirrored volume or an optional hot spare drive with up to the workstation-specific maximum number of drives:
 - a. In the Create New Array screen, use the arrow keys to select the first disk for the IME volume.
 - b. Use the arrow keys to move to the RAID Disk column for this disk, and then use the **+** or **-** keys to select **Yes** as the value.

If partitions are defined on the selected disk, a message appears warning that the data on the disk will be lost when the mirrored volume is created.
 - c. Press **M** to migrate, or **D** to delete the data on the drive.
 - d. Use the arrow keys to select the next disk for the IME volume, and then select **Yes** as the value for the Array Disk column.

If partitions are defined on this disk, a message warns you that data on the disk will be lost when the mirrored volume is created.
 - e. Press **Delete** to confirm erasing data from the disk, or press any other key to deselect the disk.
 - f. Repeat the previous steps to select up to the workstation-specific maximum number of drives for the IME volume, including configuration of a hot spare.
7. When all drives are selected, press **C** to create the array once. Use the arrow keys to move to **Save changes then exit this menu** and press **Enter**.
8. When the new array is created, the Adapter Properties screen appears. Press **Esc** twice and select **Exit**.

Deleting RAID volumes

Use the LSI Logic Corporation Configuration Utility to delete SAS RAID volumes.

1. Start the LSI Corporation Configuration Utility. During BIOS start up, you are prompted to **Press Ctrl-C to start LSI Corp. Configuration Utility**.
2. On the Main menu of the BIOS-based configuration utility, use the arrow keys to select an adapter.
3. Press **Enter** to go to the Adapter Properties screen.
4. In the Select New Array Type screen, use the arrow keys to select **New Existing Array**.
5. In the View Array screen, use the arrow keys to select **Manage Array**. Press **Enter**.
6. In the Manage Array screen, use the arrow keys to select **Delete Array**. Press **Enter**. Press **Y** to delete the array and exit to the adapter properties screen.

8 Configuring password security and resetting CMOS

This chapter describes how to configure password security and to reset CMOS, and includes these topics:

Topics

[Preparing to configure passwords on page 265](#)

[Resetting the password jumper on page 267](#)

[Clearing and Resetting the CMOS on page 267](#)

Preparing to configure passwords

The Computer Setup (F10) Utility enables you to create setup and power-on passwords.

There are three possibilities for setting passwords:

- Define a setup password only
- Define a power-on password only
- Define both

When defining a setup password only, you cannot enter the setup utility without the password.

No password is needed to start from power-on.

When defining a power-on password only, the power-on password is needed to enter F10 Setup or to start from power-on.

When defining both, the setup password is needed to enter F10 setup and can be used to start from power-on.

The power-on password cannot be used to enter the F10 Setup Utility, but it can be used to start from power-on.

One of the passwords will be required to start from power on.

After you create both passwords, you can use the setup password in place of the power-on password as an override to log into the workstation (a useful feature for a network administrator).

 **NOTE:** You can only clear the passwords with the password jumper. Clearing CMOS does not clear the passwords.

△ **CAUTION:** Before pressing the Clear CMOS button, back up the workstation CMOS settings.

Pressing the Clear CMOS button resets CMOS values to factory defaults and erases customized information, asset numbers, and special settings.

To back up the CMOS settings, run the Computer Setup (F10) Utility and select **Save to Diskette** from the File menu.

Resetting the password jumper

Use the following procedure to disable the power-on or setup password features and clear the power-on and setup passwords.

- △ **WARNING!** To reduce the risk of personal injury from electrical shock and hot surfaces, disconnect the power cord from the wall outlet and let the internal system components to cool before touching.
 - △ **CAUTION:** When the workstation is plugged in, the power supply has voltage applied to the , even when the workstation is turned off. Failure to disconnect the power cord can result in damage to the workstation.
 - △ **CAUTION:** Static electricity can damage the electronic components of the workstation or optional equipment. Before beginning these procedures, be sure that you are discharged of static electricity by briefly touching a grounded metal object.
1. Shut down the operating system, power off the workstation and external devices, and disconnect the workstation power cord and external devices from power outlets.
 2. Disconnect the keyboard, monitor, and other external devices that are connected to the workstation.
 3. Remove the access panel.
 4. Locate the password header and jumper.
The password header is E49.
 5. Verify that the AC power cord is disconnected from the power outlet.
The password jumper is green so it can be easily identified.
 6. Remove the jumper from pins 1 and 2.
 7. Restart the workstation to the point where you get video.
 8. Shut down the workstation, and then replace the jumper to clear the passwords.
 9. Replace the access panel.
 10. Reconnect the external equipment.
 11. Connect AC power to the workstation, power on the workstation, and then boot to the F10 (Setup) Utility.
 12. To create new passwords, repeat steps 1 through 8, and then create the new passwords using the F10 (Setup) Utility.

Clearing and Resetting the CMOS

This section describes the steps necessary to successfully clear and reset the CMOS. The CMOS of the workstation stores password information and information about the workstation configuration.

Using the CMOS Button

To clear CMOS using the Clear CMOS button, use the following procedure:

⚠ **WARNING!** To reduce the risk of personal injury from electrical shock and hot surfaces, disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

⚠ **CAUTION:** When the workstation is plugged in, the power supply has voltage applied to the , even when the workstation is powered off. Failure to disconnect the power cord can result in damage to the workstation.

Static electricity can damage the electronic components of the workstation or optional equipment. Before beginning these procedures, be sure that you are discharged of static electricity by briefly touching a grounded metal object.

1. Shut down the operating system, power off the workstation and any external devices, and then disconnect the workstation power cord and external devices from power outlets.
2. Disconnect the keyboard, monitor, and other external devices that are connected to the workstation.
3. Remove the access panel.

⚠ **CAUTION:** Before pressing the Clear CMOS button, back up the workstation CMOS settings.

Pressing the Clear CMOS button resets CMOS values to factory defaults and erases customized information, including passwords, asset numbers, and special settings.

To back up the CMOS settings, run the Computer Setup (F10) Utility and select **Save to Diskette** from the File menu.

4. Locate, press, and hold the CMOS button for five seconds.

📝 **NOTE:** Verify that the AC power cord is disconnected from the power outlet.

The CMOS button does not clear CMOS if the power cord is connected.

For assistance locating the CMOS button and other components, see [Clearing and Resetting the CMOS on page 267](#).

5. Replace the access panel.
6. Reconnect external devices.
7. Plug in and power on the workstation.
8. Reset the workstation passwords and configuration information, such as the system date and time.

The workstation powers up for three to five seconds, then powers down.

Using the Computer Setup (F10) Utility to Reset CMOS

To reset CMOS using the Computer Setup (F10) Utility:

1. Access the Computer Setup (F10) Utility menu.
2. When the Computer Setup message appears in the lower-right corner of the screen, press **F10**, and then press **Enter** to bypass the title screen, if necessary.

If you do not press **F10** while the message is displayed, the workstation must be restarted to access this utility.

3. From the Computer Setup (F10) Utility menu, select **File>Default Setup**.

This restores the settings that include boot sequence order and other factory settings. However, it does not force hardware rediscovery.

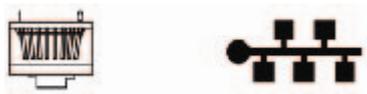
4. Choose **Restore Factory Settings as Default**, and then press **F10** to accept.
5. Select **File->Apply Defaults and Exit**, and then press **F10** to accept.
6. Reset the workstation passwords and configuration information, such as the system date and time.

 **NOTE:** This step does not clear the passwords.

A Connector pins

Workstation PS/2 keyboard	Pin	Signal
	1	Data
	2	Unused
	3	Ground
	4	+5 VDC
	5	Clock
	6	Unused

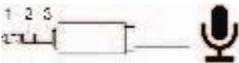
Workstation PS/2 mouse	Pin	Signal
	1	Data
	2	Unused
	3	Ground
	4	+5 VDC
	5	Clock
	6	Unused

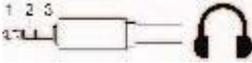
Workstation Ethernet	Pin	10/100-MbSignal	1000-Mb signal
	1	(+) Transmit Data	TX/RX 0 +
	2	(-) Transmit Data	TX/RX 0 -
	3	(+) Receive Data	TX/RX 1 +
	4	Unused	TX/RX 2 +
	5	Unused	RX/RX 2 -
	6	(-) Receive Data	TX/RX 1 -
	7	Unused	TX/RX 3 +
	8	Unused	TX/RX 3 -

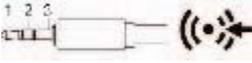
Workstation serial	Pin	Signal
	1	Carrier Detect
	2	Receive Data
	3	Transmit Data
	4	Data Terminal Ready
	5	Signal Ground
	6	Data Set Ready
	7	Request to Send
	8	Clear to Send
	9	Ring Indicator

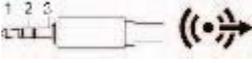
Workstation USB	Pin	Signal
	1	+5 VDC
	2	- Data
	3	+ Data
	4	Ground

Workstation IEEE-1394a	Pin	Signal
	1	Power
	2	GND
	3	TPB-
	4	TPB+
	5	TPA-
	6	TPA+

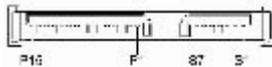
Microphone cable (1/8 inch)	Pin	Signal
	1 (Tip)	Audio
	2 (Ring)	Power
	3 (Shield)	Ground

Headphone cable (1/8 inch)	Pin	Signal
	1 (Tip)	Audio_Left
	2 (Ring)	Audio_Right
	3 (Shield)	Ground

Audio line-in cable (1/8 inch)	Pin	Signal
	1 (Tip)	Audio_In_Left
	2 (Ring)	Audio_In_Right
	3 (Shield)	Ground

Line-out audio cable (1/8 inch)	Pin	Signal
	1 (Tip)	Audio_Out_Left
	2 (Ring)	Audio_Out_Right
	3 (Shield)	Ground

SATA drive

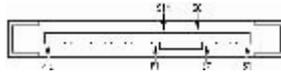


Pin	Signal	Pin	Signal	Pin	Signal
Data Cable		Power Cable		Power Cable	
S1	Ground	P1	3.3V power	P8	5V power
S2*	A+	P2	3.3V power	P9	5V power
S3*	A-	P3	3.3V power	P10	Ground
S4	Ground	P4	Ground	P11	Reserved
S5**	B-	P5	Ground	P12	Ground
S6**	B+	P6	Ground	P13	12V power
S7	Ground	P7	5V power	P14	12V power
				P15	12V power

* S2 and S3 differential signal pair

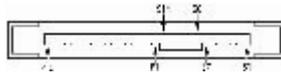
** S5 and S6 differential signal pair

SAS drive



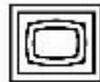
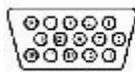
Segment	Pin	Backplane receptacle	Plug and cable receptacles
Primary signal segment	S1	SIGNAL GROUND	
	S2	TP+	RP+
	S3	TP-	RP-
	S4	SIGNAL GROUND	
	S5	RP-	TP-
	S6	RP+	TP+
	S7	SIGNAL GROUND	
Secondary signal segment	S8	SIGNAL GROUND	
	S9	TS+	RS+
	S10	TS-	RS-
	S11	SIGNAL GROUND	
	S12	RS-	TS-
	S13	RS+	TS+
	S14	SIGNAL GROUND	

SAS drive



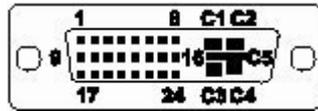
Segment	Pin	Backplane receptacle	Plug and cable receptacles
Power segment	P1	V ₃₃ ^c	
	P2	V ₃₃ ^c	
	P3	V ₃₃ ^c precharge ^c	
	P4	GROUND	
	P5	GROUND	
	P6	GROUND	
	P7	V ₅ ^c precharge ^c	
	P8	V ₅ ^c	
	P9	V ₅ ^c	
	P10	GROUND	
	P11	READY LED ^d	
	P12	GROUND	
	P13	V ₁₂ precharge ^c	
	P14	V ₁₂ ^c	
	P15	V ₁₂ ^c	

Workstation VGA



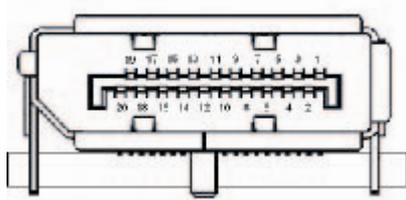
Pin	Signal	Pin	Signal	Pin	Signal
1	Red Analog	6	GND	11	Monitor ID
2	Green Analog	7	GND	12	DDC Serial Data
3	Blue Analog	8	GND	13	Horizontal Sync
4	Monitor ID	9	+5 VDC	14	Vertical Sync
5	GND	10	GND	15	DDC Serial Clock

DVI-I cable



Pin	Signal	Pin	Signal
1	T.M.D.S DATA 2-	16	HOT PLUG DETECT
2	T.M.D.S DATA 2+	17	T.M.D.S DATA 0-
3	T.M.D.S DATA 2/4 SHIELD	18	T.M.D.S DATA 0+
4	T.M.D.S DATA 4-	19	T.M.D.S DATA 0/5 SHIELD
5	T.M.D.S DATA 4+ 2	0	T.M.D.S DATA 5-
6	DDC CLOCK	21	T.M.D.S DATA 5+
7	DDC DATA	22	T.M.D.S CLOCK SHIELD
8	ANALOG VERT. SYNC	23	T.M.D.S CLOCK+ memory
9	T.M.D.S DATA 1-	24	T.M.D.S CLOCK-
10	T.M.D.S DATA 1+		
11	T.M.D.S DATA 1/3 SHIELD	C1	ANALOG RED
12	T.M.D.S DATA 3-	C2	ANALOG GREEN
13	T.M.D.S DATA 3+	C3	ANALOG BLUE
14	+5V POWER	C4	ANALOG HORZ SYNC
15	GND	C5	ANALOG GROUND

Display port

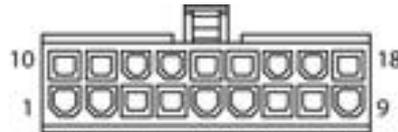


Pin	Signal	Pin	Signal
1	ML_Lane 0(p)	11	GND
2	GND	12	ML_Lane 3(n)
3	ML_Lane 0(n)	13	GND
4	ML_Lane 1(p)	14	GND
5	GND	15	AUX CH(p)

Display port

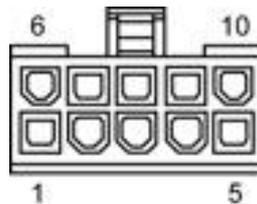
6	ML_Lane 1(n)	16	GND
7	ML_Lane 2(p)	17	AUX CH(n)
8	GND	18	Hot Plug Detect
9	ML_Lane 2(n)	19	DP_PWR Return
10	ML_Lane 3(p)	20	DP_PWR

Main power cable, P1

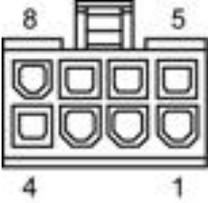


Pin	Signal	Pin	Signal	Pin	Signal
1	+5V	7	+12 V_D	13	V12_B
2	GND	8	PS_ON_L	14	V12_S
3	GND	9	PSU_ID	15	V12_S
4	GND	10	+5V	16	PWROK
5	GND	11	GND	17	+5V Standby
6	GND	12	V12_B	18	-12V

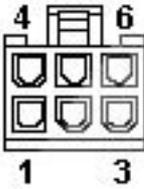
Memory power cable, P2

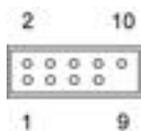


Pin	Color	Signal	Pin	Color	Signal
1	BLK	GND	6	BLK/YEL	V12-M0
2	BLK	GND	7	BLK/YEL	V12-M0
3	BLU/PUR	+5V Standby mem.	8	BLK/PUR	+5V Standby mem.
4	BLK	GND	9	BLK/YEL	V12-M1
5	BLK	GND	10	BLK/YEL	V12-M1

CPU power cable, P3		Pin	Signal	Color
	1	GND	BLK	
	2	GND	BLK	
	3	GND	BLK	
	4	GND	BLK	
	5	+12V CPU1	BLK/WHT	
	6	+12V CPU1	BLK/WHT	
	7	+12V/ CPU0	BLK/WHT	
	8	+12V/ CPU0	BLK/WHT	

HDD bay power cable		Pin	Color	Signal
	1	BLK	GND	
	2	BLK	GND	
	3	BLK/RED	+5V	
	4	BLK/YEL	V12-D	

Graphics aux. power cables, P10, P11		Pin	Signal P10 850W	Signal P11 850W	Signal P10 1110W	Signal P11 1110W	Color
	1	V12-G	V12-G	V12-G1	V12-G2	BLK/YEL	
	2	V12-G	V12-G	V12-G1	V12-G2	BLK/YEL	
	3	V12-G	V12-G	V12-G1	V12-G2	BLK/YEL	
	4	GND	GND	GND	GND	BLK	
	5	GND	GND	GND	GND	BLK	
	6	GND	GND	GND	GND	BLK	

DASH/I-USB2, P26**Pin Signal**

1	+5V
2	+5V
3	USB8 -
4	USB7 -
5	USB8 +
6	USB7 +
7	GND
8	GND
9	(not keyed)
10	Cable detect

CAUTION: Possible equipment damage.

The 2x5 connector can be mated to either a wide 2x5 option cable connector or a narrow 1x5 option cable connector.

To prevent damage to the connectors, always connect a narrow 1x5 option cable connector to pins 1,3,5, and 7 only of the 2x5 connector (pin 9 is not keyed on the connector).

Workstation internal I-USB1, P27**Pin Signal**

1	+5V
2	USB6 -
3	USB6 +
4	GND
5	Key (no pin)

Workstation CPU fans, P70, P71**Pin Signal**

1	GND
2	+12V
3	Tach1
4	PWM
5	Tach2

Workstation front system fan 1, P93**Pin Signal**

1	Ground
2	+12V
3	Tach
4	CMD

Workstation front system fan 2, P94	Pin	Signal
	1	GND
	2	+12V
	3	TACH1
	4	PWM1
	5	TACH2
	6	PWM2

Workstation rear system fans, P8	Pin	Signal
	1	GND
	2	+12V
	3	Tach1
	4	PWM1
	5	Tach2
	6	PWM2

Workstation FDD		Pin	Signal	Pin	Signal
	1	1	Ground	18	FLP_DIR#
	2	2	FLP_LOWDEN#	19	Ground
	3	3	Key (no pin)	20	FLP_STEP#
	4	4	FLP_WDO	21	Ground
	5	5	Key (no pin)	22	FLP_STEP#
	6	6	Unused	23	Ground
	7	7	Ground	24	FLP_WRTEN#
	8	8	FLP_INDEX#	25	Ground
	9	9	Ground	26	FLP_TRACK#
	10	10	FLP_MOTOR#	27	Ground
	11	11	Ground	28	FLP_WP#
	12	12	Unused	29	Ground
	13	13	Ground	30	FLP_RD_D#
	14	14	FLP_SEL_A#	31	Ground
	15	15	Ground	32	FLP_HD_SEL#
	16	16	Unused	33	Ground
	17	17	Ground	34	FLP_DSKCHG#

B System board designators

This appendix describes the system board designators for this workstation.

Designator	Silk screen	Component
MH1-MH7	N/A	Mounting holes
E15	E15	Crisis recovery header/jumper
E49	E49	Clear password header/jumper
J9	J9 RJ45/USB	Rear stacked RJ-45/dual USB
J11	J11 RJ45/USB	Rear stacked RJ-45/dual USB
J12	J12 1394/USB	Single rear 1394a/dual USB
J13	J13 1394	Front 1394a header
J20	J20 SLOT6-PCI32	PCI - 32/33 MHz slot
J29	J29	Slot2 PCIe x16 retention clip
J30	J30	Slot5 PCIe x16 retention clip
J31	J31 SLOT1-PCIe2 x8(4)	PCIe2 x8(4) slot
J32	J32 SLOT3 -PCIe x8(4)	PCIe x8(4) slot
J33	J33 SLOT4-PCIe2 x16(8)	PCIe2 x16(8) slot
J34	J34 SLOT7-PCIe2 x16(8)	PCIe2 x16(8) slot
J41	J41 SLOT2-PCIe2 x16 75W	PCIe2 x16 75W (from system board) slot
J42	J42 SLOT5-PCIe2 x16 75W	PCIe2 x16 75W (from system board) slot
J68	J68	Stacked keyboard/mouse connector
J83	J83 AUD	Triple stacked audio jacks
SW50	SW50 CMOS	Clear CMOS switch/push button
P1	P1 PWR MAIN	Power supply connector (18-pin)
P2	P2 PWR MEM	Memory power connector (10-pin)
P3	P3 PWRCPU	CPU power connector (8-pin)
P5	P5 PB/LED	Power button/HDD LED/Power LED switch/ Side access panel switch/Temperature header
P8	P8 REAR FANS	Rear fans header
P10	P10 FDD	Flexible disk drive
P24	P24 FRNT USB	Front panel USB header

Designator	Silk screen	Component
P26	P26 IUSB2	Internal dual USB header
P27	P27 IUSB1	Internal single USB header
P28	FRNT AUD	Front panel audio header
P29	P29 HDD LED	Hard drive LED connector
P53	P53	Serial port connector
P60-P63	P60-P63 SATA0-SATA3	SATA Connectors
P66-P67	P66-P67 SATA4-SATA5	SATA Connectors
P70	P70 CPU0 FAN	Primary CPU fan header
P71	P71 CPU1 FAN	Secondary CPU fan header
P80-P87	P80-P87 SAS0-SAS7	SAS/SATA connectors
P91	P91 MEM FANS	Memory fans connector
P93	P93 FRNT FAN1	Front fan header
P94	P94 FRNT FAN2	Front fan header
XBT	XBT BAT	Battery holder
XMM1 -XMM12	CPU0 - DIMM1 to CPU0 - DIMM6 CPU1 - DIMM1 to CPU1 - DIMM6	Memory slots
XU1	XU1 CPU0	Primary CPU socket
XU2	XU2 CPU1	Secondary CPU socket

C Routine Care

General cleaning safety precautions

- Never use solvents or flammable solutions to clean the workstation.
- Never immerse any component in water or cleaning solutions; apply any liquids to a clean cloth and then use the cloth on the component.
- Always unplug the workstation before cleaning the keyboard, mouse, or air vents.
- Always disconnect the keyboard before cleaning it.
- Wear safety glasses equipped with side shields when cleaning the keyboard.

Cleaning the workstation case

- Follow the safety precautions presented ([Service considerations on page 68](#)) before cleaning the workstation.
- To remove light stains or dirt, use plain water with a clean, lint-free cloth or swab.
- For stronger stains, use a mild dish washing liquid diluted with water. Rinse well by wiping it with a cloth or swab dampened with clear water.
- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is required because the alcohol evaporates quickly and does not leave a residue.
- After cleaning, always wipe the workstation with a clean, lint-free cloth.
- Occasionally, clean the air vents on the workstation. Lint and other foreign matter can block the vents and limit the airflow.

Cleaning the keyboard

△ **CAUTION:** Use safety glasses equipped with side shields before attempting to clean debris from under the keys.

- Follow the safety precautions presented ([Service considerations on page 68](#)) before cleaning the workstation.
- Visible debris underneath or between the keys can be removed by vacuuming or shaking.
- Canned, pressurized air can be used to clean debris from under the keys. Use caution because too much air pressure can dislodge lubricants applied under the wide keys.
- If you remove a key, use a specially designed key remover to prevent damage to the keys. This tool is available from many electronic supply outlets.

△ **CAUTION:** Never remove a wide key (like the space bar key) from the keyboard. If these keys are improperly removed or installed, the keyboard might not function properly.

- Clean under a key with a swab moistened with isopropyl alcohol and squeezed out. Be careful not to wipe away lubricants necessary for proper key functions. Allow the parts to air dry before reassembly.
- Use tweezers to remove any fibers or dirt in confined areas.

Cleaning the monitor

- Follow the safety precautions presented ([Service considerations on page 68](#)) before cleaning the workstation.
- To clean the monitor, wipe the monitor screen with a towelette designed for cleaning monitors or a clean cloth moistened with water.

△ **CAUTION:** Do not use sprays or aerosols directly on the screen—the liquid might seep into the housing and damage a component.

Never use solvents or flammable liquids on the monitor because display or housing damage may result.

Cleaning the mouse

1. Follow the safety precautions presented ([Service considerations on page 68](#)) before cleaning the workstation.
2. Remove the mouse ball from the housing by removing the retaining plate.
3. Clean the mouse ball.
4. Pull out any debris from the ball socket, and wipe the ball with a clean, dry cloth.
5. Reassemble the mouse.

D Locating HP resources

This section provides information on the following HP resources for your workstation:

Topics

[Product information on page 286](#)

- HP Cool Tools
 - Regulatory information
 - Accessories
 - System board
 - Serial number and Certificate of Authenticity labels
 - Linux
-

[Product support on page 287](#)

- Additional information
 - Technical support
 - Business Support Center
 - IT Resource Center
 - HP Service Center
 - HP Business and IT Services
 - Warranty information
-

[Product documentation on page 288](#)

- User and third-party documentation, and white papers
 - Product notifications
 - QuickSpecs
 - Customer Advisories, Security Bulletins, Notices
-

[Product diagnostics on page 289](#)

- Diagnostics tools
 - Audible beeps and LED code definitions
 - Web-based support tools
-

[Product updates on page 290](#)

- Software, BIOS, and driver updates
 - Operating system reinstallation
 - Operating system
-

Product information

Table D-1 Product information

Topic	Location
HP Cool Tools	<p>Most HP Microsoft Windows workstations are preloaded with additional software that is not automatically installed during first boot. Additionally, a number of valuable tools on your workstation are preinstalled that may enhance system performance. To access or learn more about these applications, choose one of the following options:</p> <ul style="list-style-type: none">• Click the HP Cool Tools icon on the desktop, or• Open the HP Cool Tools folder by selecting Start > All Programs > HP Cool Tools. <p>To learn more about these applications, click HP Cool Tools—Learn More.</p> <p>To install or launch the applications, click the appropriate application icon.</p>
Regulatory information	<p>Refer to the <i>Safety & Regulatory Information</i> guide for product Class information. You can also refer to the label on the workstation chassis.</p>
Accessories	<p>For complete and current information on supported accessories and components, see http://www.hp.com/go/workstations.</p>
System board	<p>A diagram of the system board is located on the inside of the side access panel. Also, additional information is located in the <i>Maintenance and Service Guide</i> on the Web at http://www.hp.com/support/workstation_manuals/.</p>
Serial number and Certificate of Authenticity (COA) labels (if applicable)	<p>Serial number labels are on the top panel, or on the side of the unit at the rear, depending on the workstation model. The COA label is generally located on the top or side panel near the serial number label. Some workstations have this label on the bottom of the unit.</p>
Linux	<p>For information on running Linux on HP workstations, see http://www.hp.com/linux/.</p>

Product support

Table D-2 Product support

Topic	Location
Additional information	<p>For online access to technical support information and tools, see http://www.hp.com/go/workstationsupport.</p> <p>Support resources include Web-based troubleshooting tools, technical knowledge databases, driver and patch downloads, online communities, and proactive notification services.</p> <p>The following communication and diagnostic tools are also available:</p> <ul style="list-style-type: none">• Instant Chat• Instant Support• Diagnose Problem <p>Refer to the workstation <i>Maintenance and Service Guide</i> for more information on how to receive support.</p>
Technical support	<p>Before you call technical support, refer to the workstation <i>Maintenance and Service Guide</i> for a listing of information you need to have available before you call.</p> <p>For a listing of all worldwide technical support phone numbers, see http://www.hp.com/support/, select your region, and click Contact HP in the upper-left corner.</p>
Business Support Center (BSC)	<p>For software/driver downloads, warranty information, single-topic documents, user manuals, or service manuals, see http://www.hp.com/go/bizsupport.</p>
IT Resource Center (ITRC)	<p>See http://www.itrc.hp.com/ for a searchable knowledge base for IT professionals.</p>
HP Business and IT Services.	<p>For business and IT information, see http://www.hp.com/hps/.</p>
HP Hardware Support Services	<p>For hardware service information, see http://www.hp.com/hps/hardware/.</p>
Warranty information	<p>To locate base warranty information, see http://www.hp.com/support/warranty-lookuptool.</p> <p>To locate an existing Care Pack, see http://www.hp.com/go/lookuptool.</p> <p>To extend a standard product warranty, see http://www.hp.com/hps/carepack. HP Care Pack Services offer upgraded service levels to extend and expand a standard product warranty.</p>

Product documentation

Table D-3 Product documentation

Topic	Location
HP user documentation, white papers, and third-party documentation	For the latest online documentation, see http://www.hp.com/support/workstation_manuals . These include this User Guide and the <i>Maintenance and Service Guide</i> .
Product notifications	Subscriber's Choice is an HP program that allows you to sign up to receive driver and software alerts, proactive change notifications (PCNs), the HP newsletter, customer advisories, and more. Sign up at http://www.hp.com/go/subscriberschoice/ . Customer advisories and product change notifications are also available on http://www.hp.com/go/bizsupport/ .
Workstation QuickSpecs	The Product Bulletin contains QuickSpecs for HP Workstations. QuickSpecs provide an overall specification review of your product. It includes information about its features including the operating system, power supply, memory, CPU, and many other components of the system. To access the QuickSpecs, see http://www.hp.com/go/productbulletin/ .
Customer Advisories, Security Bulletins, and Notices	To find advisories, bulletins, and notices: <ol style="list-style-type: none">1. see http://www.hp.com/go/workstationsupport.2. Select the desired product.3. From the Resources section, select See more...4. Use the scroll bar to select Customer Advisories, Customer Bulletins, or Customer Notices.

Product diagnostics

Table D-4 Product diagnostics

Topic	Location
Diagnostics tools	The HP Vision Field Diagnostics utility can be downloaded from the HP Web site. To use this utility, refer to the appropriate section of the workstation <i>Maintenance and Service Guide</i> .
Audible beep and LED code definitions	Refer to the appropriate section of the workstation <i>Maintenance and Service Guide</i> for detailed information about beep and Light Emitting Diode (LED) codes applicable to the workstation.

Product updates

Table D-5 Product updates

Topic	Location
Software, BIOS, and driver updates	See http://www.hp.com/go/workstationsupport to verify that you have the latest drivers for the workstation. To locate the current workstation BIOS on your Microsoft Windows workstation, select Start>Help and Support>Pick a Task>Use Tools to view...>Tools>My Computer Information>View general system information...
Operating system	For information on operating systems supported on HP workstations, see http://www.hp.com/go/wsos .

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