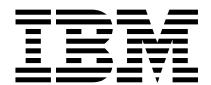


IBM RS/6000 7025 F50 Series



# User's Guide

## **Second Edition (February 1998)**

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## Communications Statements

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### **Federal Communications Commission (FCC) Statement**

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Neither the provider nor the manufacturer are responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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

---

### **International Electrotechnical Commission (IEC) Statement**

This product has been designed and built to comply with IEC Standard 950.

---

### **United Kingdom Telecommunications Safety Requirements**

This equipment is manufactured to the International Safety Standard EN60950 and as such is approved in the UK under the General Approval Number NS/G/1234/J/100003 for indirect connection to the public telecommunication network.

The network adapter interfaces housed within this equipment are approved separately, each one having its own independent approval number. These interface adapters, supplied by the manufacturer, do not use or contain excessive voltages. An excessive voltage is one which exceeds 70.7 V peak ac or 120 V dc. They interface with this equipment using Safe Extra Low Voltages only. In order to maintain the separate (independent) approval of the manufacturer's adapters, it is essential that

other optional cards, not supplied by the manufacturer, do not use main voltages or any other excessive voltages. Seek advice from a competent engineer before installing other adapters not supplied by the manufacturer.

---

### **European Union (EU) Statement**

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

Neither the provider nor the manufacturer can accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of option cards not supplied by the manufacturer.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to CISPR 22 / European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

---

### **Avis de conformité aux normes du ministère des Communications du Canada**

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

---

### **Canadian Department of Communications Compliance Statement**

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

---

### **VCCI Statement**

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

The following is a summary of the VCCI Japanese statement in the box above.

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

When used near a radio or TV receiver, it may become the cause of radio interference.

Read the instructions for correct handling.

---

### **Radio Protection for Germany**

Dieses Gerät ist berechtigt in Übereinstimmung mit dem deutschen EMVG vom 9.Nov.92 das EG-Konformitätszeichen zu führen.

Der Aussteller der Konformitätserklärung ist die IBM Germany.

Dieses Gerät erfüllt die Bedingungen der EN 55022 Klasse B.

**Note:** If any of the following Feature Codes are installed:  
3615, 4356, 4357, 4358, 4359, 6218, 8130, or 8134,  
or if a configuration using more than one SysKonnect FDDI adapter (Feature  
Codes 2741, 2742, or 2743) where any one of them is Feature Code 2743  
(SysKonnect SK-NET FDDI-UP SAS PCI), the following statement applies:

---

### **European Union (EU) Statement**

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. The manufacturer cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of option cards supplied by third parties. Consult with your dealer or sales representative for details on your specific hardware.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22 / European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

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

---

### **VCCI Statement**

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

The following is a summary of the VCCI Japanese statement in the box above.

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

---

## Safety Notices

A *danger* notice indicates the presence of a hazard that has the potential of causing death or serious personal injury.

A *caution* notice indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

---

### Electrical Safety

Observe the following safety instructions any time you are connecting or disconnecting devices attached to the workstation.

#### DANGER

An electrical outlet that is not correctly wired could place hazardous voltage on metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

Before installing or removing signal cables, ensure that the power cables for the system unit and all attached devices are unplugged.

When adding or removing any additional devices to or from the system, ensure that the power cables for those devices are unplugged before the signal cables are connected. If possible, disconnect all power cables from the existing system before you add a device.

Use one hand, when possible, to connect or disconnect signal cables to prevent a possible shock from touching two surfaces with different electrical potentials.

During an electrical storm, do not connect cables for display stations, printers, telephones, or station protectors for communication lines.

#### CAUTION:

This product is equipped with a three-wire power cable and plug for the user's safety. Use this power cable with a properly grounded electrical outlet to avoid electrical shock.

**DANGER**

**To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.**

---

## **Laser Safety Information**

The optical drive in this system unit is a laser product. The optical drive has a label that identifies its classification. The label, located on the drive, is shown below.

CLASS 1 LASER PRODUCT
LASER KLASSE 1
LUOKAN 1 LASERLAITE
APPAREIL À LASER DE CLASSE 1
IEC 825:1984 CENELEC EN 60 825:1991

The optical drive in this system unit is certified in the U.S. to conform to the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class 1 laser products. Elsewhere, the drive is certified to conform to the requirements of the International Electrotechnical Commission (IEC) 825 (1st edition 1984) and CENELEC EN 60 825:1991 for Class 1 laser products.



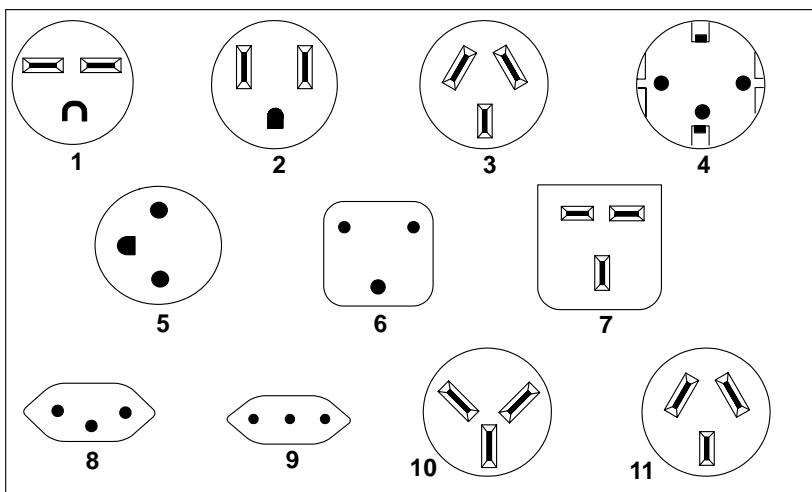
**CAUTION:**

**A class 3 laser is contained in the device. Do not attempt to operate the drive while it is disassembled. Do not attempt to open the covers of the drive as it is not serviceable and is to be replaced as a unit.**

Class 1 laser products are not considered to be hazardous. The optical drive contains internally a Class 3B gallium-arsenide laser that is nominally 30 milliwatts at 830 nanometers. The design incorporates a combination of enclosures, electronics, and redundant interlocks such that there is no exposure to laser radiation above a Class 1 level during normal operation, user maintenance, or servicing conditions.

---

## Power Cables



Index	Part Number	Country
1	1838574	Bahamas, Barbados, Bolivia, Brazil, Canada, Costa Rica, Dominican Republic, El Salvador, Ecuador, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Netherlands Antilles, Panama, Peru, Philippines, Taiwan, Thailand, Trinidad, Tobago, U.S.A. (except Chicago), Venezuela
2	6952300	Bahamas, Barbados, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Korea (South), Mexico, Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Puerto Rico, Saudi Arabia, Suriname, Trinidad, Taiwan, U.S.A. (except Chicago), Venezuela
2	62X1045	Chicago, U.S.A.
3	6952311	Argentina, Australia, New Zealand
4	13F9979	Abu Dhabi, Austria, Belgium, Bulgaria, Botswana, Egypt, Finland, France, Germany, Greece, Iceland, Indonesia, Korea (South), Lebanon, Luxembourg, Macau, Netherlands, Norway, Portugal, Saudi Arabia, Spain, Sudan, Sweden, Turkey, Yugoslavia
5	13F9997	Denmark
6	14F0015	Bangladesh, Burma, Pakistan, South Africa, Sri Lanka
7	14F0033	Bahrain, Bermuda, Brunei, Channel Islands, Cyprus, Ghana, Hong Kong, India, Iraq, Ireland, Jordan, Kenya, Kuwait, Malawi, Malaysia, Nigeria, Oman, People's Republic of China, Qatar, Sierra Leone, Singapore, Tanzania, Uganda, United Arab Emirates (Dubai), United Kingdom, Zambia

<b>Index</b>	<b>Part Number</b>	<b>Country</b>
8	14F0051	Liechtenstein, Switzerland
9	14F0069	Chile, Ethiopia, Italy
10	14F0087	Israel
11	6952291	Paraguay, Colombia, Uruguay



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## About This Book

This book provides information on how to install and remove options, use the system, use diagnostics, use service aids, and verify system operation. This book also provides information to help you solve some of the simpler problems that might occur.

---

### ISO 9000

ISO 9000 registered quality systems were used in the development and manufacturing of this product.

---

### Related Publications

The following publications are available:

- The *IBM RS/6000 7025 F50 Series Service Guide* contains reference information, maintenance analysis procedures (MAPs), error codes, removal and replacement procedures, and a parts catalog.
- The *IBM RS/6000 Diagnostic Information for Multiple Bus Systems* contains diagnostic information, service request numbers (SRNs), and failing function codes (FFCs).
- The *IBM RS/6000 Adapter, Device, and Cable Information for Multiple Bus Systems* contains information about adapters, devices, and cables for your system. This manual is intended to supplement the service information found in the *IBM RS/6000 Diagnostic Information for Multiple Bus Systems*.
- The *Site and Hardware Planning Information* contains information to help you plan your installation.

---

### Trademarks

- AIX is a registered trademark of the International Business Machines Corporation.
- PowerPC is a trademark of the International Business Machines Corporation.



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## Chapter 1. System Startup

### ***Thank you for selecting an IBM RS/6000 7025 F50 Series system!***

The IBM RS/6000 7025 F50 Series system combines PowerPC 604 microprocessor performance and system expandability, ensuring that your system adapts to handle ever-changing operating requirements. The system is specifically designed to support the demands of network environments.

The IBM RS/6000 7025 F50 Series system incorporates the new, advanced peripheral component interconnect (PCI) bus, which is faster than the industry standard architecture (ISA) bus. But the system also offers ISA as a additional bus architecture, to accommodate businesses that already have invested in ISA and ISA-based devices.

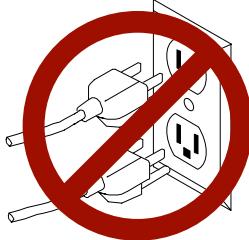
This book helps you set up and use the system, install and remove options, configure the system, and use the system programs that are provided. This book also provides information to help you solve some of the simpler problems that might occur, and how to obtain assistance and service. Appendix A, "System Records" on page A-1 provides a section for you to record all the important information about your system.

---

## Before You Begin

- Make sure you have an adequate number of properly grounded electrical outlets for your system, display, and any other options you intend to install.
- Place your system in a location that is dry. Rain or spilled liquids might damage your system.
- Always operate your system in the upright position and do not place any heavy objects on top of your system.
- Leave about 51 mm (2 in.) of space on all sides of the system to allow the system's cooling system to work properly.
- Collect the following tools, and keep them handy:
  - Small flat-blade screwdriver
  - Medium flat-blade screwdriver
  - Trays to hold screws
- Before continuing, refer to the *System Unit Safety Information* book for Danger and Caution notices. Do not plug any cables into system unit, adapters, or electrical outlets until you have reviewed this information.

**Make sure none of the power cords are connected before continuing.**



---

## Unpacking Your System

### CAUTION:

To avoid possible injury while moving or lifting the system, ask another person to help you.

### Moving the System

When the system is in the normal upright position, move it by lifting up on the handle on the front and moving it forward or backward as shown. (There is a roller built into the rear of the system's base.)



## Preinstallation Checklist

After you unpack your system, display or ASCII terminal, and optional devices, make sure you have the following items:

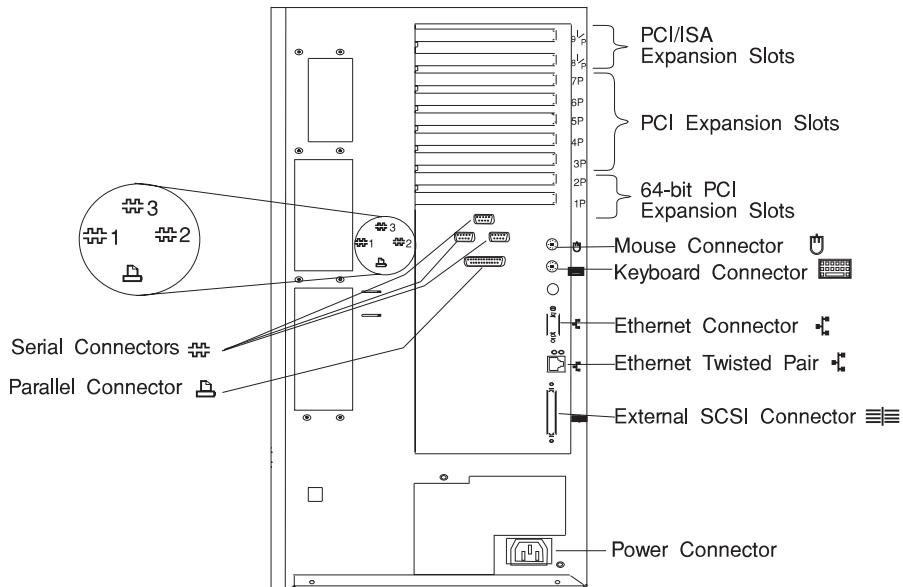
- System and power cord
- ASCII terminal (or keyboard, keyboard cable, display, display cable, and display power cord)
- Mouse (if using display and keyboard)
- Other publications and media (for example, CD-ROM) that came with the system
- Options you want to install

Contact your authorized reseller or marketing representative if any items are missing or damaged.

---

## Connecting the Cables

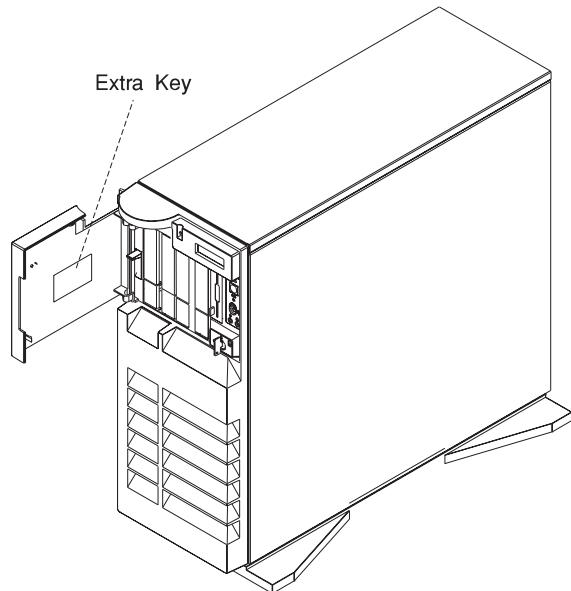
1. If you are using a keyboard, attach the keyboard cable to the keyboard connector (  ).
2. If you are installing a mouse or other pointing device, connect that cable to the mouse connector (  ).
3. If you are using a display, attach the display to the display connector on the back of the display adapter in one of the expansion slots. See the *About Your Machine* document for information on preinstalled adapters.
4. If you are using an ASCII terminal, connect the terminal to serial port 1 (  ).
5. Connect the display or ASCII terminal power cord to the display or ASCII terminal.
6. Attach adapter cables to any adapters installed in the expansion slots. See the *About Your Machine* document for information on preinstalled adapters. For more instructions on adapter cabling, see the documentation that came with your adapter, or to the *IBM RS/6000 Adapter, Device, and Cable Information for Multiple Bus Systems*.
7. Make sure the system's power is turned off.
8. Connect the system connector power cord to the power connector. *Secure all these connections*, then plug the display power cord and the system power cord into properly grounded electrical outlets.



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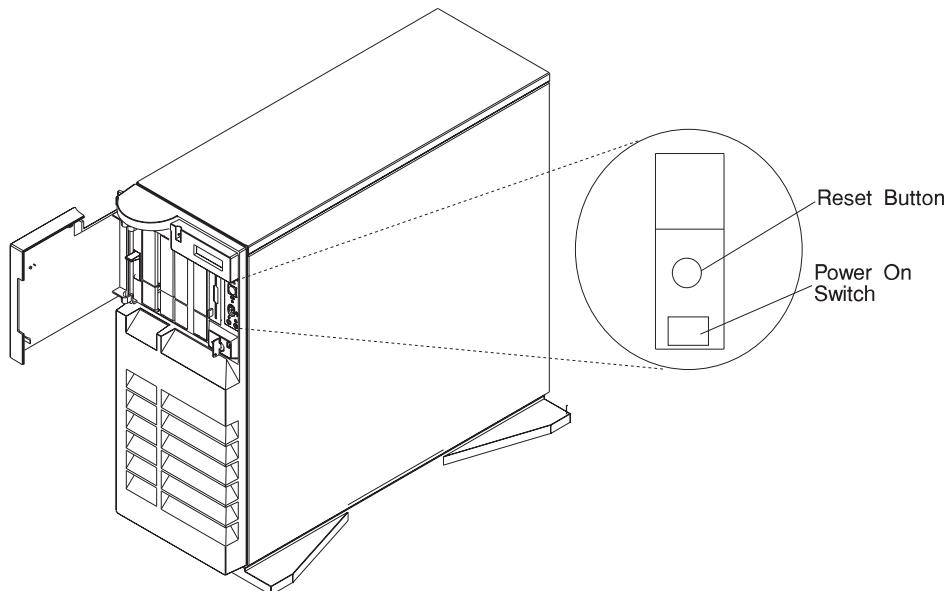
## Starting the System

1. Open the door. If the diskette drive contains packing material or a diskette, remove it from the drive.
2. Remove the extra key and ID tag that is taped inside the door and store them in a secure place.



3. Turn on all external devices, such as printers, plotters, or modems.

4. Press the Power On switch.



5. Check your display or ASCII terminal for configuration information displayed as the *power-on self-test (POST)* begins. The system beeps once to indicate it is working properly.

If no operating system is installed, you are prompted to select the operating system installation device.

---

## Finishing the Installation

### **Important**

- Be sure to maintain at least 51 mm (2 in.) of space on all sides of the system to allow the system's cooling system to work properly. Blocking the air vents can cause overheating, which might result in a malfunction or permanent damage.

Your system hardware is set up, and you are ready to learn about your system and make backup copies of important software. The order in which you do these tasks is up to you. Use the following checklist as a guide.

**Record your identification numbers**

Your system has important identification information that you might need if you have it serviced. Appendix A, "System Records" on page A-1 shows where to find these numbers, and provides space to record and retain this information.

**Install options**

If you decided earlier to delay installing your options, you might want to complete these installations now. See Chapter 5, "Installing Options" on page 5-1 for handling and installation instructions.

**Install the Operating System**

If AIX is preinstalled in your system unit, or if you plan to install AIX yourself, refer to the Quick Installation and Startup Guide for instructions.

Some options that you might install come with a diskette that contains device drivers, configuration files, or test programs. To install these files (after your operating system is installed), follow the instructions that come with the diskettes.

**Install application programs**

To install application programs, follow the instructions supplied with each application program.

---

## Chapter 2. Using the System Unit

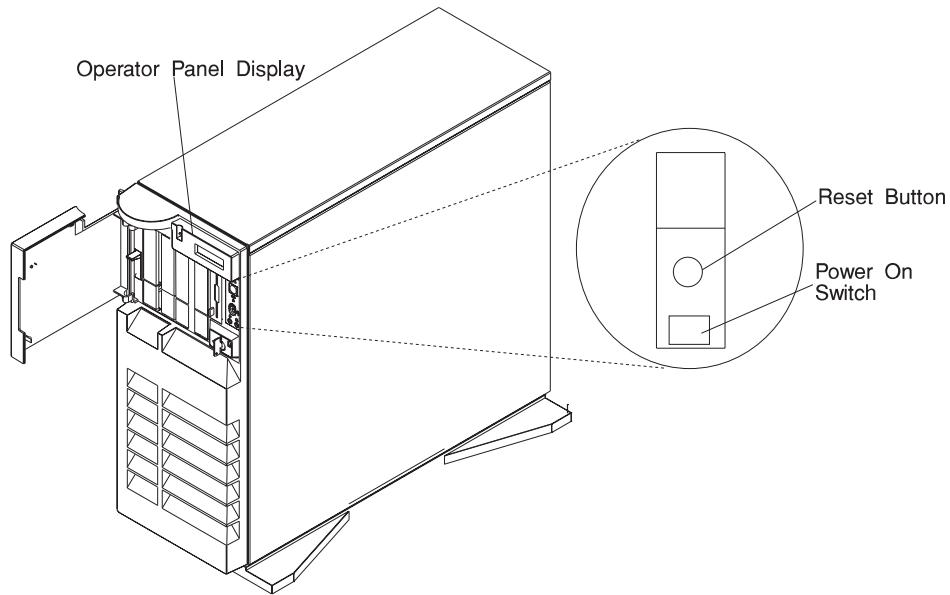
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### Starting the System Unit

1. Set the power switches of the attached devices to On.

**Note:** When the system is plugged in but not powered on, the Power On LED flashes slowly.

2. Press the Power On switch.



When you press the Power On switch, the Power On LED comes on and the system starts a POST (power-on self test).

During POST, progress codes display in the operator panel display.

3. If the Power On light does not come on and there is no indication of power when you press the Power On switch, ensure that the power cord, located at the back of the system unit, is plugged into a grounded electrical outlet. If this does not solve the problem, go to Chapter 9, "Hardware Problem Determination" on page 9-1. If the LED is not flashing and OK is not displayed in the display, go to the section on running the diagnostics.

---

### Stopping the System Unit

**Attention:** When using the shutdown procedure for your system, enter the correct command before you stop the system unit. Failure to do so may result in the loss of

data. If you need information on the shutdown procedure for your operating system, see your operating system documentation.

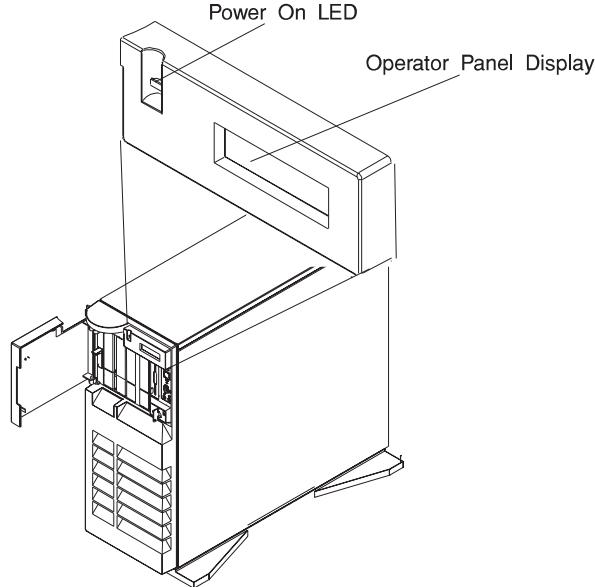
1. Before stopping the system unit, you must first perform a shutdown procedure of the operating system to prevent the loss of data.
2. After you shut down the operating system, set the power switches of the attached devices to Off.
3. The system unit is powered down by the shut down procedure.

---

## Reading the Operator Panel Display

The operator panel display is used to:

- Track the progress of the system unit self tests and configuration program.
- Display codes when the operating system comes to an abnormal end.
- Display system messages.

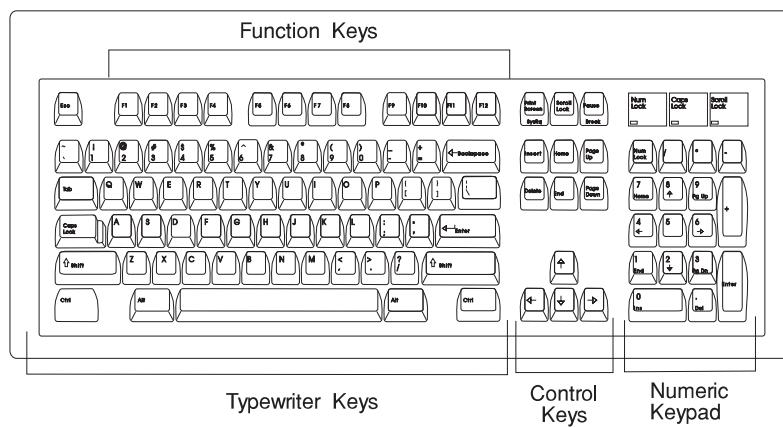


During power-on self-test (POST), 4 characters display indicating the progress of the testing. If an error is detected that requires attention, the system unit halts and an 8 digit number displays in the operator panel display to identify the error.

## Using the Keyboards

There are several keyboards available for the system unit. The keyboards have various keys that enter data and control the cursor location. The keyboards can be engraved for the languages of different countries.

The functions of each keyboard depend on the software used. The character sets for the keyboards are contained and explained in the information for your operating system.

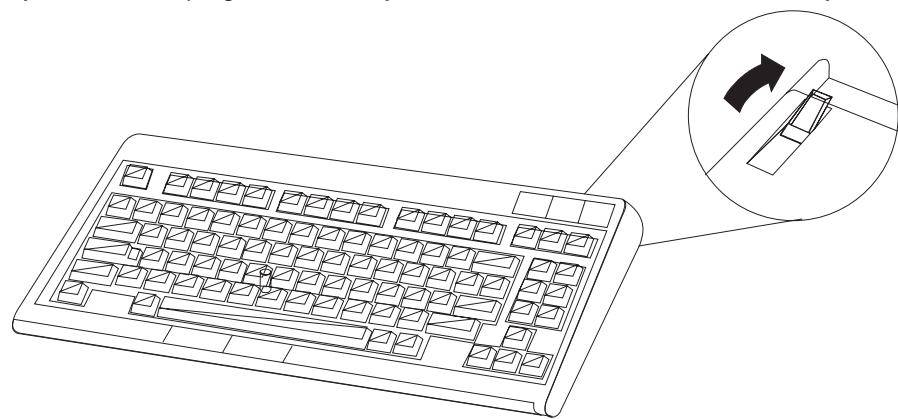


The keyboard is divided into four sections:

- Function keys are multipurpose keys and their function is controlled by the operating system.
- Typewriter keys are similar to a standard typewriter. Their function is controlled by the software.
- Control keys move the cursor on the screen and do programmed control functions. The movement and functions depend upon the application used.
- Numeric keypad is arranged like a calculator to help when typing numbers.

On all of the keyboards, you can adjust the tilt position for typing comfort. To tilt the keyboard, pull out on the keyboard legs. The legs snap into position. To decrease the tilt of the keyboard, rotate the keyboard legs until they snap into the bottom of the keyboard case.

The keyboard cable plugs into the keyboard connector at the rear of the system unit.



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## Using the Three-Button Mouse

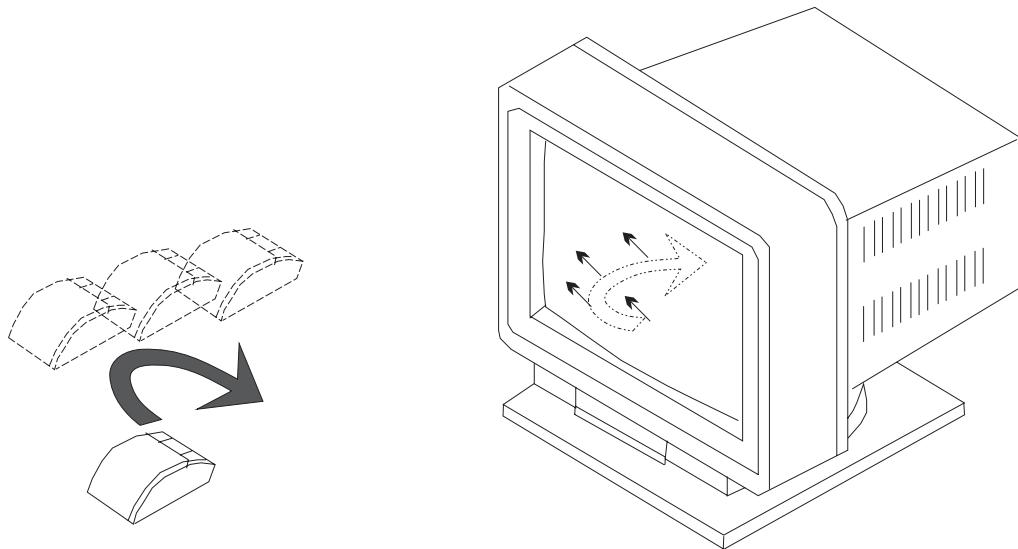
The mouse is a hand-operated locating device. A three-button mouse is available for use with the system unit.

Consult your application publication for the exact use of the three-button mouse.



You can use the mouse to perform such functions as positioning a cursor, selecting items from a menu, or moving around in your document much easier and faster than if you used only the keyboard. The cursor moves exactly as you move the mouse on a flat surface, such as a desktop.

When you move the mouse around on a flat surface as shown in this illustration, the cursor moves on the display screen; the movement changes the position of the cursor.



With the mouse buttons, you can perform functions such as selecting and deselecting options, extending your selection, or choosing a command. The precise function of your mouse depends on the software you are using.

The mouse has a cable that plugs into the mouse connector at the rear of the system unit.

### **Handling the Mouse Correctly**

For best operation, handle the mouse with care. Incorrect handling can damage the mouse.

Do not:

- Operate the mouse on cloth, unfinished wood, newspaper, or carpet.
- Drop or hit the mouse.
- Carry the mouse by holding onto the cable.
- Expose the mouse to extreme temperatures or direct sunlight.
- Place the mouse in liquid spills.

## **Care of the Mouse**

The operating surface for the mouse should be smooth, clean, and flat. For example, you can operate the mouse on the following surfaces:

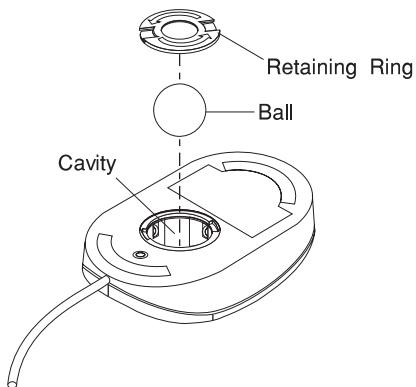
- Finished wood
- Glass
- Enamel
- Plastic
- Paper (except newspaper)
- Metal

Rough surfaces collect contaminants that can be transferred to the interior of the mouse by the ball. The surface you use should be free from spills, dirt, dust, lint, wax, eraser dust, and other foreign matter. Rough surfaces can also cause the pads located on the bottom of the mouse to prematurely wear. A deeply pitted surface could cause erratic operation of the mouse.

- Inspect the work surface for spills or other contaminants.
- Dust the work surface.
- If you are using a paper pad, inspect it for wear and replace it if necessary.

## Cleaning the Mouse

1. Remove the retaining ring by turning it counterclockwise, in the direction of the arrow as shown in the illustration.



2. Remove the ball.
3. Inspect the ball for contaminants. Wipe it clean with a dry, lint-free cloth.
4. If the ball is dirty, wash it in warm, soapy water. Rinse and wipe the ball with a lint-free cloth until dry.
5. Inspect the ball cavity in the mouse for foreign materials. If there are any foreign materials, remove them.
6. Replace the ball.
7. Replace the retaining ring on the mouse and align it with the open slots in the ball cavity.
8. Turn the retaining ring clockwise until the open slots are covered and you hear the ring snap into place.

---

## Using the 3.5-Inch Diskette Drive

### Diskette Compatibility

The system unit has a 1.44MB diskette drive installed vertically in the front.

The 1.44MB diskette drive can format, read, and write diskettes compatible with the following diskette drives:

- 1.0MB diskettes with 720KB formatted data capacity.
- 2.0MB diskettes with 1.44MB formatted data capacity (HD).

Format the diskette according to its specified capacity.

### Write-Protecting 3.5-Inch Diskettes

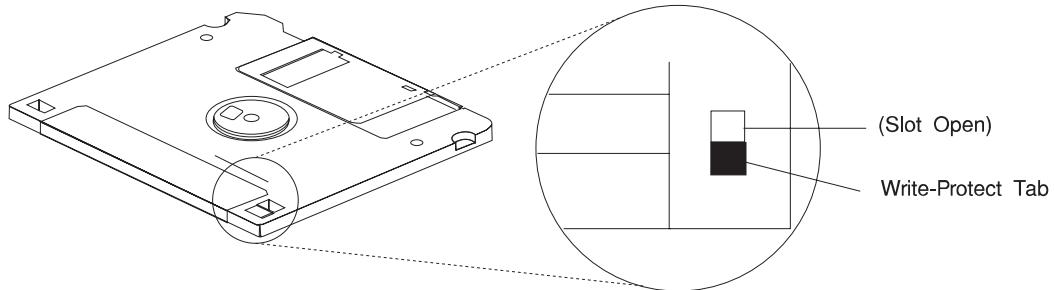
Write-protecting diskettes is necessary so that important information is not accidentally lost.

When diskettes are write-protected, you can read information from the diskettes, but you cannot write information on to them.

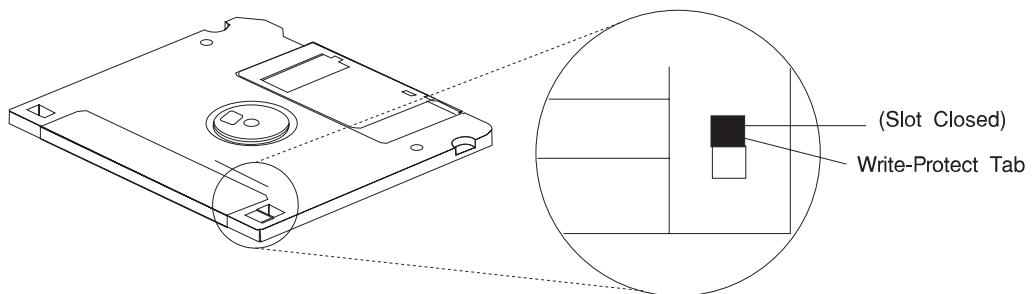
There is a write-protect tab on the 3.5-inch diskette.

To locate the write-protect tab, turn the diskette over with the label facing down.

- To prevent writing onto a diskette, slide the write-protect tab, to open the protect slot.



- To allow writing onto a diskette, slide the write-protect tab to cover the protect slot.



### **Loading and Unloading the 3.5-Inch Diskette**

To load a diskette into the drive, insert the diskette in the diskette drive with the labeled metal shutter first. Push the diskette into the drive until you hear a click. The click indicates that the diskette is securely in position in the drive.

To unload the diskette, push the diskette-unload button. The diskette unloads partially from the drive. Pull the diskette out.

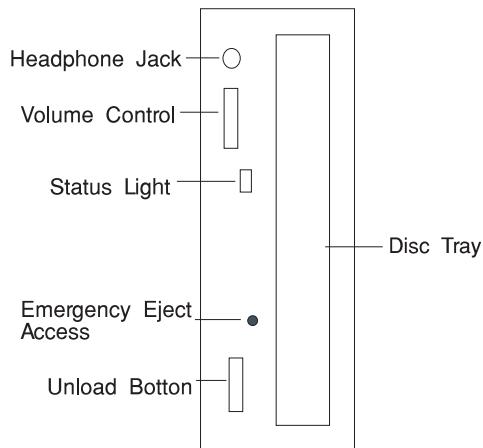
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## Using the CD-ROM Drive

### CAUTION:

**A Class 3 laser is contained in the device. Do not attempt to operate the device while it is disassembled. Do not attempt to open the covers of the device, as it is not serviceable and is to be replaced as a unit.**

The CD-ROM is located in bay A1 of the system unit, see page 2-15. Your CD-ROM drive looks like the one shown in the illustration, and the controls are located as indicated.

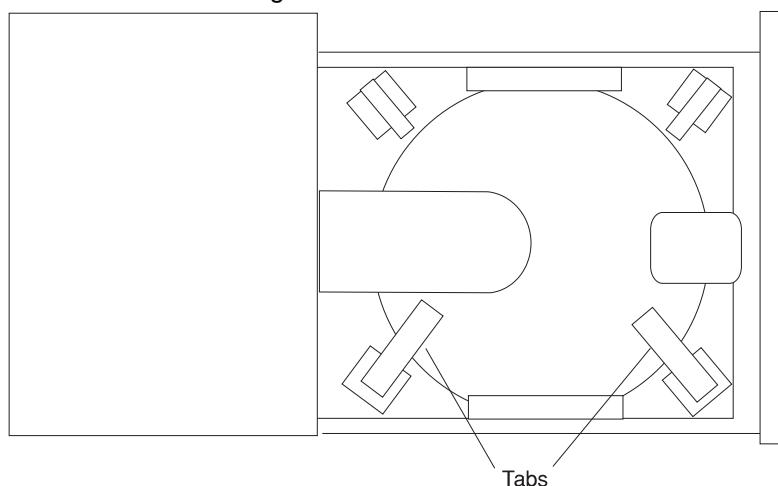


When the CD-ROM is set to On, the status light indicates one of several conditions. The following are status light states and the respective conditions of the CD-ROM drive:

- Off during standby with the tray loaded or unloaded.
- Blinks from insertion of the tray to completion of initialization.
- Blinks slowly when disc is dusty.
- Blinks fast when in the audio mode.
- Lights during data transfer operations.
- Lights steady when:
  - No disc is in the tray.
  - The disc is in the tray upside down.
  - Some condition exists that should be checked. If this occurs, contact your service representative.

## **Loading the CD-ROM Drive**

Press the unload button to open the tray. Place the disc, with the printed side away from the tray, into the tray. Slip out the bottom tabs to hold the disc in place. Push gently on the load/unload button. The drive automatically pulls the tray into the drive and prepares the disc for reading.



## **Unloading the CD-ROM Drive**

Push and hold the unload button until the drawer comes out and then remove the disc.

## **Cleaning the CD-ROM Drive**

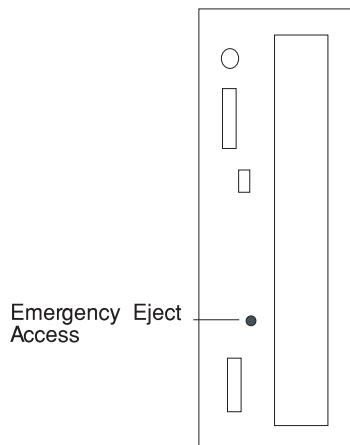
This CD-ROM drive has an internal head-cleaning mechanism, and therefore does not require an external cleaning device. The internal cleaning mechanism cleans the head every time the tray is operated.

Always handle discs carefully by the edges to avoid leaving fingerprints or scratching the disc. (This helps the disc to maintain good readability.) Discs can be wiped with a soft, lint-free cloth or lens tissue. Always wipe in a straight line from the inner hub to the outer rim.

## Emergency Eject

**Note:** Execute the following procedure only in an emergency (tray will not eject although pressing the unload button).

1. Insert a small diameter rod, such as a straightened paper clip, into the emergency eject hole. (Refer to the illustration below for the location of the emergency eject hole.)
2. Push the tool in until some resistance is felt.
3. Maintain a small amount of pressure on the rod while pulling on the tray with your finger nail.
4. Pull the tray open and remove the disc.



**Note:** Normally the tray makes a ratcheting sound when pulling it open using the above procedure.

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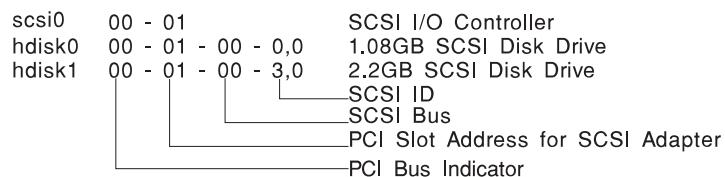
## Using the Hot Swap Disk Drives

For information on installing hot swap drives refer to “Installing a SCSI Disk Drive in Bank C, D, or E.” on page 5-51.

For information on removing hot swap drives refer to “Removing a SCSI Disk Drive from Bank C, D, or E” on page 5-83.

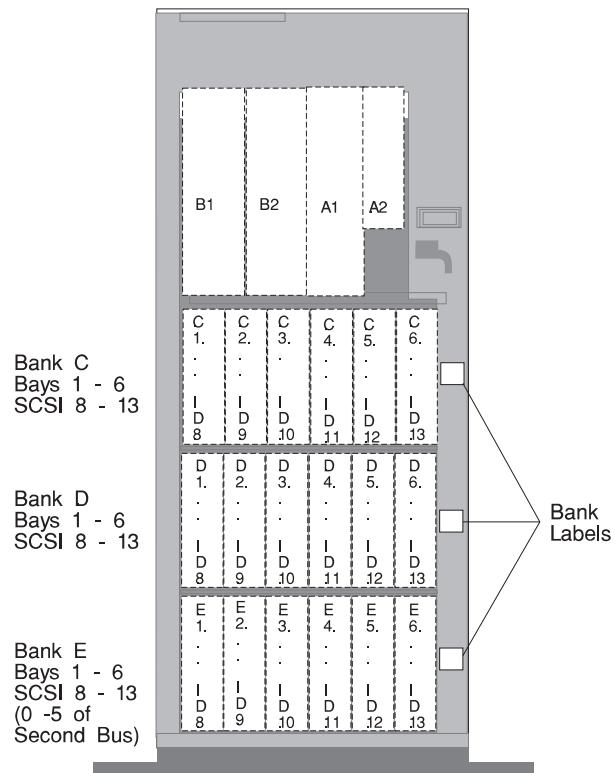
### Relationship of AIX Prompts and Physical Drive Location

A SCSI adapter and a SCSI drive address can be displayed on a user display. The AIX command **lscfg** list the attached devices on the system display. A SCSI adapter and drives might be listed as:



Labels on the right side of each bank, identify the PCI Bus indicator and PCI Slot address for the SCSI adapter attached to each bank.

Physical Slot of SCSI Adapter	Bank Label
9I/P	30 - 78
8I/P	30 - 70
7P	30 - 68
6P	30 - 60
5P	10 - 78
4P	10 - 70
3P	10 - 68
2P	20 - 60
1P	20 - 58
Second Integrated SCSI Controller	30 - 58
First Integrated SCSI Controller	10 - 60



## **Handling Guidelines**

The hot-swap disk drive is a sensitive device. Handle the hot-swap carrier and disk drive with care.

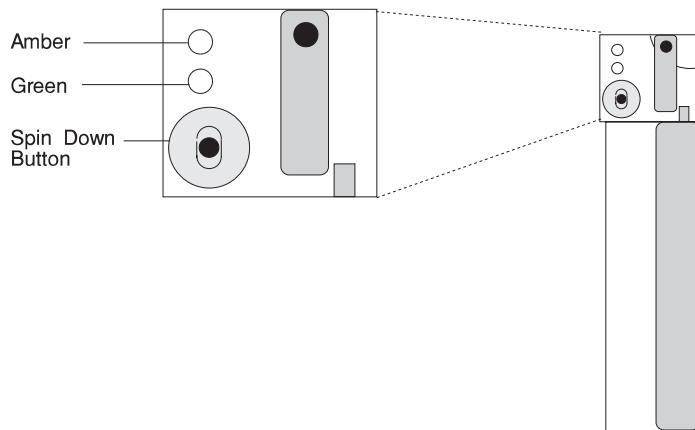
- Do not drop the disk drive or subject the drive to excessive shock.
- Do not expose the disk drive to temperatures lower than -40° F (-40° C) or higher than 158 ° F (70° C).
- If drive temperature changes, allow approximately one hour of temperature acclimatization for every 18° F (10° C) of temperature change.
- Never allow moisture to condense on the drive.
- Static electricity can damage your equipment. Take these precautions to avoid static electricity damage:
  - Always handle your disk drive carefully.
  - Handle the drive by the edges and never touch any exposed circuitry.
  - Prevent others from touching the drive.
- Store the hot-swap disk drive in a protective container such as an instrument case or in a protected area.
- Failure to observe these precautions may lead to product failure, damage, and invalidation of all warranties.
- Media can take as long as 30 seconds to spin down. Make sure that there is at least a 30 second delay before switching off the hot-swap drives for removal.

## **Labels**

Several labels are included in your system ship group which may be attached to the handle of the hot-swap drive. The labels may be marked in any way that the user can easily identify the drive for removal or installation.

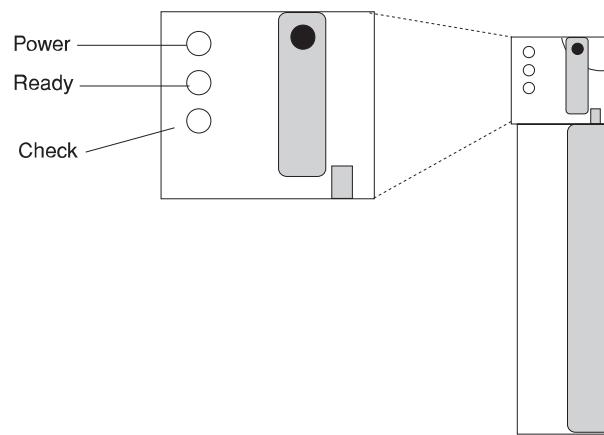
## Disk Drive Status LED States

**SCSI Disk Drives:** The following table explains the meaning of the green and amber status LEDs and spin down button.



Status LEDs		
LED or Button	Status	Definition
Amber	On	Drive spinning
	Off	Drive not spinning
Green	On	Power On
	Off	Power Off
	Blinking	Power Off/Drive identify
Spin down	Depressed	Spin down drive and remove power

**SSA Disk Drives:** The following table explains the meaning of the Power, Ready and Check status LEDs.



Status LEDs		
LED	Status	Definition
Power	On	Power On
	Off	Power Off
Ready	On	Both SSA connections good and drive is ready
	Blinking	Only one SSA connection good
	Flickering	Drive is executing a command
Check	On	Disk drive failure
		Self-test running
		Drive in service mode
	Blinking	Disk drive selected

---

## General Information for 8-mm Tape Drive

### Recommendations

- Use only Data Grade 8-mm tape cartridges. These cartridges are identified by either a Data, D, or D8 marking on the data cartridge. Use of video grade cartridges can damage the 8-mm tape drive and can void the warranty of your 8-mm tape drive, and data written on these tapes may be lost over a short period of time.
- Remove the tape cartridge from the tape drive when it is not in use, and store the cartridge in the cartridge case.
- Do not open the door on the data tape cartridge. This door covers and protects the magnetic tape material from dirt, dust, and damage.
- Avoid touching the tape since this can cause loss of data.
- Keep the tape drive door closed except when loading or unloading a tape cartridge.
- Back up and then discard any tape cartridge that repeatedly produces error messages. The error information is in the system error log.
- Clean the tape path regularly according to the cleaning procedure of the 8-mm tape drive. Use only recommended cleaning cartridges; other cleaning cartridges can permanently damage your 8-mm tape drive.

**Attention:** Do not use video grade cartridges in the 8-mm tape drive. Video grade tapes may be unreliable and may cause permanent damage to the 8-mm tape drive.

### Types of 8-mm Tape Cartridges

- Test Tape Cartridge: This is a specially labeled tape cartridge that is in the media kit with the 8-mm tape drive. Use this cartridge only when checking the operation of the drive or running diagnostics; do not use it to save programs or data.
- Data Tape Cartridge: This is a non-labeled blank tape cartridge that is in the media kit. Use this cartridge for saving your programs or data. The same data tape cartridge can be used in either a 2.3GB 8-mm tape drive or a 5.0GB 8-mm tape drive.
- Cleaning Tape Cartridge: Use this cartridge for cleaning the 8-mm tape path. For more information, see "Cleaning the Tape Path on the 5.0GB 8-mm Tape Drive" on page 2-29.

## Tape Cartridge Compatibility

The 8-mm tape drive is compatible with existing 8-mm tape subsystems that comply to the American National Standard (ANSI) X3B5/89-136, Helical-scan Digital Computer Tape Cartridge, 8-mm for Information Exchange. Data compression effectively increases the cartridge capacity and data transfer rate for the 5.0GB tape cartridges.

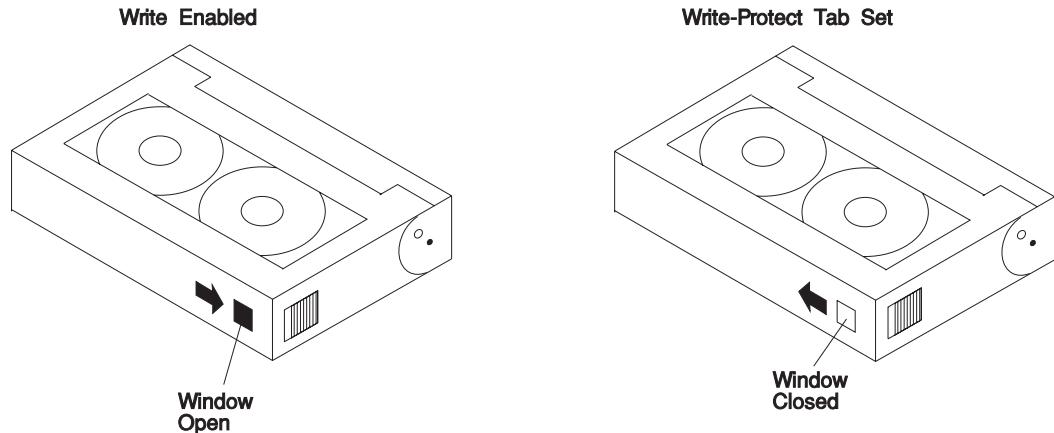
**Note:** 160 meter cartridges are not processed and are automatically ejected by the drive.

Format Modes (C=compression mode)				
8-mm Tape Drive	2.3GB	2.3GB (C)	5.0GB	5.0GB (C)
2.3GB	Read/Write			
5.0GB	Read/Write	Read only	Read/Write	Read/Write

## Setting the Write-Protect Tab on 8-mm Tape Cartridges

Setting the write-protect tab on a tape cartridge is necessary so that information is not accidentally lost. When the write-protect tab of a tape cartridge is set (window closed), information can be read from the tape, but cannot be written to it.

The window on the tape cartridge controls write-protection.



## Environment Considerations for 8-mm Data Cartridges

Information in this section describes operating and storage conditions including temperature, relative humidity, and maximum wet bulb data.

**Attention:** The manufacturer has specified a set of temperature and humidity ranges in which the 8-mm data cartridge can operate with ease. Only regular cleaning procedures are required when operating the cartridge within this range. The risk of possible data loss is increased if 8-mm tape cartridges are operated, stored, or shipped outside the temperature or humidity ranges shown in the following table.

Before using a cartridge, always let it adjust (acclimate) to the operating environment. Do this by placing the cartridge with its container in the operating environment for as long as it has been away from this environment or for 24 hours, whichever is less.

Acclimation is necessary for any data cartridge that has been exposed to a different humidity environment or a temperature change of 11°C or 20°F or more.

	<b>Operating Ranges</b>	<b>Storage</b>	<b>Shipping</b>
Temperature	16°C to 32°C (60°F to 90°F)	5°C to 32°C (40°F to 90°F)	-40°C to 52°C (-40°F to 125°F)
Relative Humidity (non-condensing)	20 to 80%	20 to 80%	5 to 80%
Maximum Wet Bulb	26°C (79°F)	26°C (79°F)	26°C (79°F)

## **Operating in Harsh Environments**

The 8-mm tape drive is ideally suited to streaming operations, as opposed to tape movement operations involving multiple stop/starts and random searches. When the tape is used for frequent stop and start operations, streaming movement is beneficial and should be used whenever possible. This can be accomplished by ensuring that any save or restore operation is the only active operation performed by a device connected to this SCSI I/O controller.

Any tape that has been used outside the ranges specified in the table on 2-22 for an extended period of time (50 passes in 40 hours of nonstop operation) should not be used as an archival tape. Exposure to the environment will deteriorate the magnetic and physical strength of the tape. Do not store important data on a tape that has been used outside the specified ranges; transfer the data to a new tape for reliable archiving.

## **8-mm Data Cartridge Erasure**

Most bulk eraser devices do not have the capability to erase 8-mm data cartridges. To properly erase an 8-mm data cartridge with a bulk eraser device, the erasure rating must be at least 1500 oersted.

The 2.3GB and the 5.0GB 8-mm tape drives erase residual data before writing new data on the data tape.

## **Tape Cartridge Data Efficiency**

The 8-mm tape cartridge efficiency is defined as the amount of data that can be stored on the cartridge. The following variables affect the amount of data that can be stored on a tape cartridge:

- Size of the data file
- Number of file marks per file
- File mark size used
- Compatibility mode (2.3GB or 5.0GB)
- Media rewrites.

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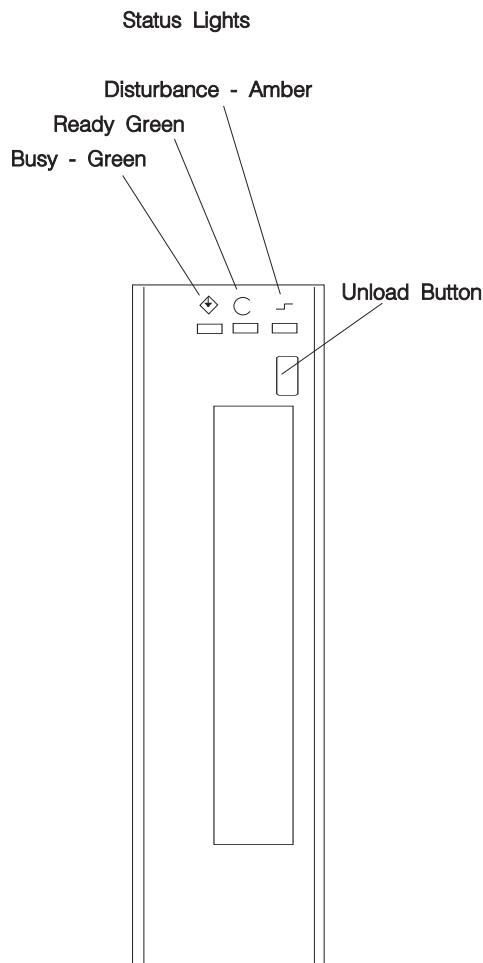
## Using the 5.0GB 8-mm Tape Drive

The optional 5.0GB 8-mm tape drive is a half-height device.

### Status Lights

The 5.0GB 8-mm tape drive has two green status lights and one amber status light. The on and off combinations of the status lights indicate the conditions of the 8-mm tape drive.

Each of the International Organization for Standards (ISO) symbols located next to a status light indicates a specific condition of the tape drive as follows:



## Status Light States

The following table explains the meaning of the green and amber status lights.

Status Lights on the 5.0GB 8-mm Tape Drive			
Status	Ready (green)	Busy (green)	Disturbance (amber)
The power-on self-test (POST) is running or the system has issued a Reset to the drive.	On	On	On
One of the following has occurred: <ul style="list-style-type: none"><li>• The power is off.</li><li>• The POST has completed successfully, but no tape cartridge has been inserted.</li></ul>	Off	Off	Off or On
A tape cartridge has been inserted and the 8-mm tape drive is ready to receive commands from the system.	On	Off	Off or On
A tape cartridge has been inserted and the 8-mm tape drive is performing a tape load or unload operation.	Off	Flashing	Off or On
The tape is in motion and the 8-mm tape drive is busy running a device operation.	On	Flashing	Off or On
The 8-mm tape drive has detected an internal fault that requires corrective action. If this occurs, see the following note.	Off	Off	Flashing
The tape path requires cleaning. Refer to "Cleaning the Tape Path on the 5.0GB 8-mm Tape Drive" on page 2-29.	Off or On	Off or Flashing	On

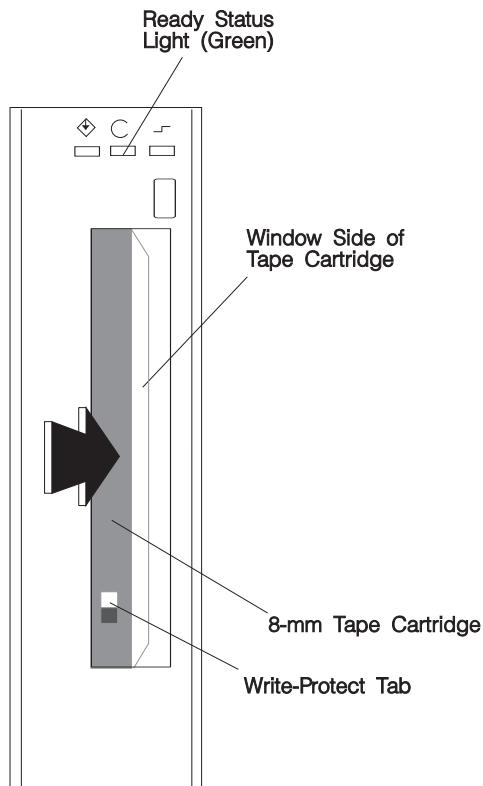
**Note:** If a fault or an error condition occurs, first try to recover by pressing the unload button. If this does not correct the fault, switch off the power to the 8-mm tape drive and then switch on the power to the drive. If the condition continues, call your service representative.

## Loading the 8-mm Tape Cartridge

Before loading the tape cartridge, make sure the power is on and the write-protect tab on the tape cartridge is properly set. Refer to "Setting the Write-Protect Tab on 8-mm Tape Cartridges" on page 2-21. The tape drive loads the tape from the cartridge and prepares it for reading and writing.

To load the 8-mm tape cartridge, do the following:

1. Grasp the edges of the 8-mm tape cartridge with the write-protect tab toward you and the window side of the cartridge facing to the right.
2. Slide the tape cartridge into the opening on the front of the 8-mm tape drive until the loading mechanism pulls the cartridge into the drive and the drive door closes. The ready status light (green) goes on if the load operation was successful.



The 8-mm tape drive is ready for data operations when the tape cartridge is inserted. After the cartridge is inserted into the tape drive, the tape takes about 25 seconds to load; this does not interfere with beginning the data operations.

Commands can be entered while the tape is loading. Any commands to the tape drive start running once the tape has finished loading. Commands not requiring the tape cartridge are run immediately.

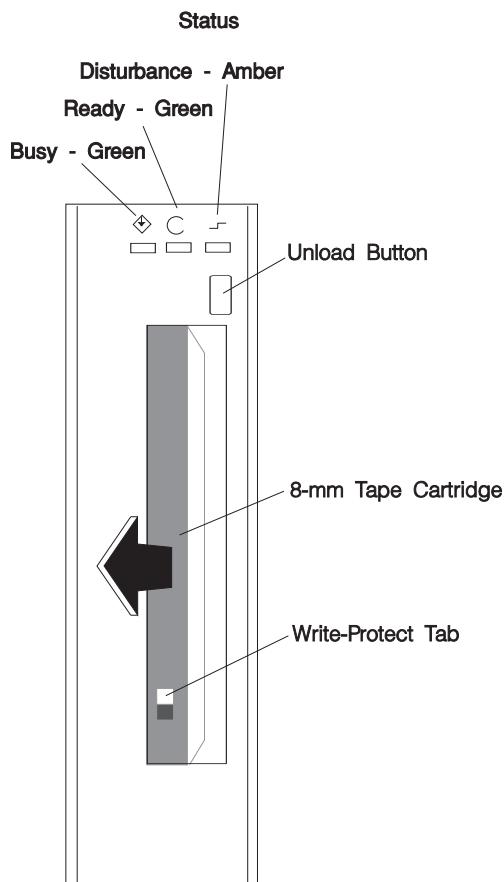
## Unloading the 8-mm Tape Cartridge

Before performing the unload operation, make sure the power to the 8-mm tape drive is on.

To unload and eject the tape cartridge, press the unload button. The 8-mm tape drive rewinds the tape and then ejects the tape cartridge from the tape drive.

After pressing the unload button, the following occurs:

1. The ready status light goes off.
2. The busy status light flashes during the unload operation.
3. The busy status light goes off when the cartridge is ejected from the tape drive.



The time required for a tape to rewind and unload is between 18 seconds and 3 minutes, depending on the position of the tape when the unload button is pushed.

If the tape cartridge cannot unload and has to be removed manually from the drive, contact your service representative.

### **Cleaning the Tape Path on the 5.0GB 8-mm Tape Drive**

**Attention:** Do not use video cleaning cartridges in the 8-mm tape drive. Video cleaning cartridges can damage the 8-mm tape drive.

The 8-mm tape path should be cleaned either approximately every 30 hours of tape motion or once a month, whichever occurs first. The 5.0GB 8-mm tape drive counts the number of hours of tape motion and indicates when the tape path requires cleaning when the lighted disturbance status light (amber) is on.

More frequent cleaning may be required if the drive is operated in a dusty environment or in humid conditions. If the dust is allowed to accumulate, the drive has to perform more reads and writes. This can cause data loss, and may be prevented by regularly scheduled cleaning of the drive.

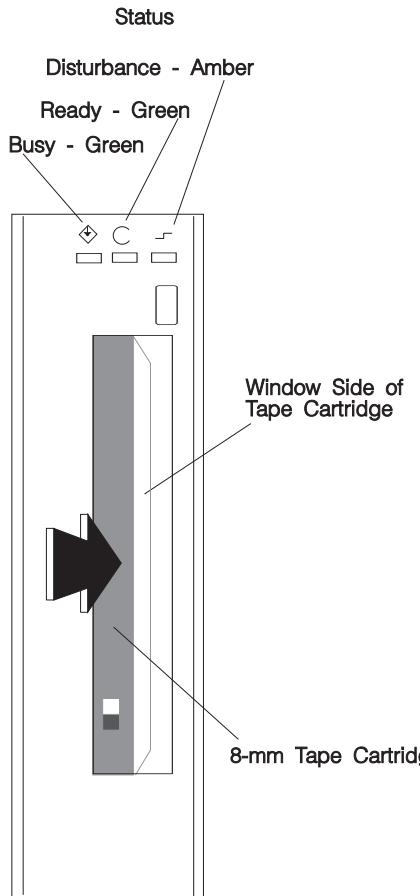
The cleaning cartridge cleans the 8-mm tape drive. If you attempt to use an 8-mm cleaning cartridge more times than allowed, the tape drive automatically detects the error and ejects the cleaning cartridge. The disturbance status light (amber) remains on if it was on prior to the cleaning operation being attempted.

Some video cleaning cartridges are extremely abrasive. An 8-mm tape drive may be permanently damaged after only a few cleaning operations using an abrasive-type cleaning cartridge.

Before loading the cleaning cartridge, make sure the power to the 8-mm tape drive is on.

To load the 8-mm cleaning cartridge, do the following:

1. Grasp the edges of the 8-mm cleaning cartridge with the window side of the cartridge facing to the right.
2. Slide the cleaning cartridge into the opening on the front of the 8-mm tape drive until the loading mechanism pulls the cartridge into the drive.



After the 8-mm cleaning cartridge has been fully inserted into the 8-mm tape drive, the following cleaning operations are performed automatically:

1. The cleaning tape is loaded into the tape path.
2. The drive is cleaned by moving the cleaning tape forward for approximately two minutes.
3. The tape is unloaded and the cleaning cartridge is ejected from the tape drive when the cleaning operation is complete.
4. A successful cleaning operation is indicated when the disturbance status light (amber) goes off.

---

## General Information for 4.0GB 4-mm Tape Drive

The 4.0GB 4-mm tape drive is a streaming tape drive that is used to:

- Save and restore system data files.
- Archive important records.
- Distribute operating system software upgrades.

The 4-mm tape drive can be attached to any system using a single-ended interface meeting the Small Computer System Interface II (SCSI-II) Standard ANSI X3.131-199X Rev. 10h.

The 4-mm tape drive has the following features:

- Capacity of 4.0 GB per cartridge. 8 GB is typical with data compression and with DDS2 data cartridges.  
The actual capacity per cartridge varies depending on the application and the type of data cartridge being used.
- Data transfer rate is 400 KBps. 800 KBps is typical with data compression.  
**Note:** Data compression activated is the default setting from the factory. Data compression is usually controlled by the application software.
- Read and write of DDS||| tape cartridges in 2.0 GB per cartridge format.
- A status light that indicates when it is time to clean the tape path.
- Internal diagnostics that are activated when the 4 mm Diagnostic Cartridge is inserted and loaded into the drive.
- Media recognition system: only data grade media can be written with this tape drive.

The 4-mm tape drive uses a 4-mm data cartridge for saving and restoring your system data. The 4-mm tape drive writes and reads only 4-mm Digital Data Storage (DDS||| or DDS2) cartridges.

## Recommendations

**Attention:** Tape cartridges that do not carry the proper DDS symbol cannot be written to and their use may cause the 4-mm tape drive to report an error.

- Use only 4-mm Digital Data Storage (DDS||| or DDS2) cartridges.

**Attention:** Use of other than recommended cleaning cartridges can damage your tape drive and will void the drive warranty.

- Clean the tape path by using the recommended cleaning cartridge. Follow the instructions on the cartridge.
- Back up and then discard any tape cartridge that repeatedly produces error messages. The error information is in the system error log.
- Do not open the door on the data cartridge that covers the tape. This door protects the magnetic tape material from dirt, dust, and damage.
- Do not operate in a dusty environment.
- Do not touch the tape material. Any substance transferred to the tape by touching it could cause loss of data.

## Types of 4-mm Tape Cartridges

The 4-mm tape drive is shipped with three 4-mm cartridges to help start your tape operations immediately.

**4-mm Data Cartridge:** Use this non-labeled cartridge for saving or restoring your programs or data. Additional data cartridges can be ordered.

**4-mm Diagnostic Cartridge:** Use this specially labeled cartridge to perform diagnostics on the drive. Do not use it to save or restore programs or data.

**Cleaning Cartridge:** Use this cartridge for cleaning the 4-mm tape path. For more information, see "Cleaning the Tape Path on the 4.0GB 4-mm Tape Drive" on page 2-41.

## **Tape Cartridge Compatibility**

The 4-mm Tape Drive is compatible with existing 4mm tape subsystems that are designed to operate with Digital Data Storage approved media, which meet the following standards:

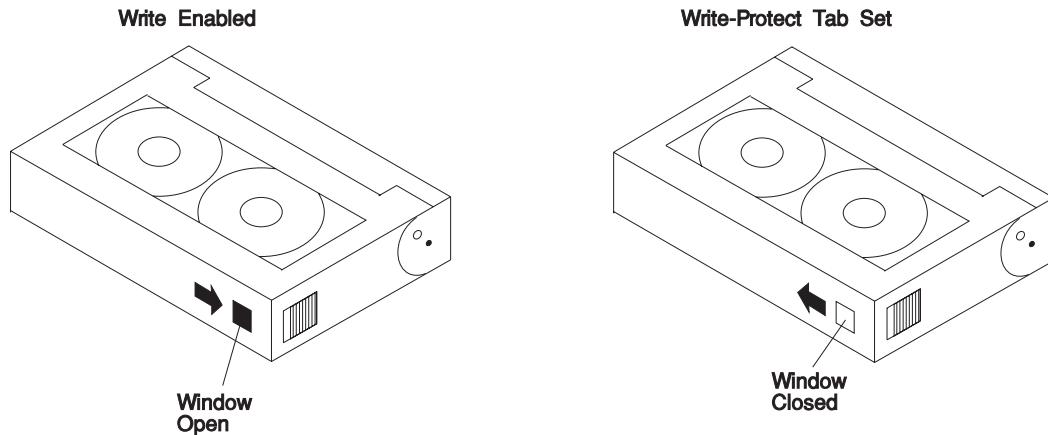
- For DDS||||
  - American National Standard (ANSI) standard, X3.203-191, Helical-scan Digital Computer Tape Cartridge, 3.81mm.
  - European Computer Manufacturers Association (EMCA) standard, EMCA-150 , 3.81mm Wide Magnetic Tape Cartridge and DDS|||| format.
- For DDS2
  - European Computer Manufacturers Association (EMCA) standard, EMCA/TC17/93/20, 3.81mm Wide Magnetic Tape Cartridge for Information Interchange Helical Scan Recording, DDS2 format.

You cannot change the density setting of the drive, because the device reconfigures itself automatically, depending on the media type installed, as follows:

<b>Media Type</b>	<b>Device Configuration</b>
<b>Non-DDS</b>	Read-only
<b>DDS    </b>	Read/write in 2.0GB mode only.
<b>DDS2</b>	Read in either density; write in 4.0GB mode only.

## Setting the Write-Protect Tab on 4-mm Tape Cartridges

The window on the tape cartridge controls write-protection. When the write-protect tab of a tape cartridge is set (window open), information can be read from the tape, but cannot be written to it. When the write-protect tab of a tape cartridge is not set (window closed), information can be both written to and read from the tape. Trying to write to a 4-mm data cartridge with the window open causes an error.



## Environmental Considerations for 4-mm Data Cartridges

Information in this section describes operating and storage conditions including temperature, relative humidity, and maximum wet bulb data.

**Attention:** The manufacturer has specified a set of temperature and humidity ranges in which the 4-mm data cartridge can operate with ease. Only regular cleaning procedures, as described in “Cleaning the Tape Path on the 4.0GB 4-mm Tape Drive” on page 2-41 are required when operating the cartridge within this range. The risk of possible data loss is increased if 4-mm tape cartridges are operated, stored, or shipped outside the temperature or humidity ranges shown in the following table.

Before using a cartridge, always let it adjust (acclimate) to the operating environment. Do this by placing the cartridge with its container in the operating environment for as long as it has been away from this environment or for 24 hours, whichever is less.

Acclimation is necessary for any data cartridge that has been exposed to a different humidity environment or a temperature change of 11°C or 20°F or more.

	<b>Operating Ranges</b>	<b>Storage</b>	<b>Shipping</b>
Temperature	16°C to 32°C (60°F to 90°F)	5°C to 32°C (40°F to 90°F)	-40°C to 52°C (-40°F to 125°F)
Relative Humidity (non-condensing)	20 to 80%	20 to 80%	5 to 80%
Maximum Wet Bulb	26°C (79°F)	26°C (79°F)	26°C (79°F)

## **Operating in Harsh Environments**

The 4-mm tape drive is ideally suited to streaming operations, as opposed to tape movement operations involving multiple stop/starts and random searches. When the tape is used for frequent stop and start operations, streaming movement is beneficial and should be used whenever possible. This can be accomplished by ensuring that any save or restore operation is the only active operation performed by a device connected to this SCSI I/O controller.

Any tape that has been used outside the ranges specified in the previous table for an extended period of time (50 passes in 40 hours of nonstop operation) should not be used as an archival tape. Exposure to the environment will deteriorate the magnetic and physical strength of the tape. Do not store important data on a tape that has been used outside the specified ranges; transfer the data to a new tape for reliable archiving.

## **4-mm Data Cartridge Erasure**

Most bulk eraser devices do not have the capability to erase 4-mm data cartridges. To properly erase an 4-mm data cartridge with a bulk eraser device, the erasure rating must be at least 2000 oersted.

The 4-mm tape drive erases residual data before writing new data on the data tape.

## **Tape Cartridge Data Capacity**

The 4-mm tape cartridge capacity is defined as the amount of data that can be stored on the cartridge. The following variables affect the amount of data that can be stored on a tape cartridge:

- Size of the data file
- Number of file marks per file
- Compatibility mode (2GB or 4GB)
- Media rewrites.

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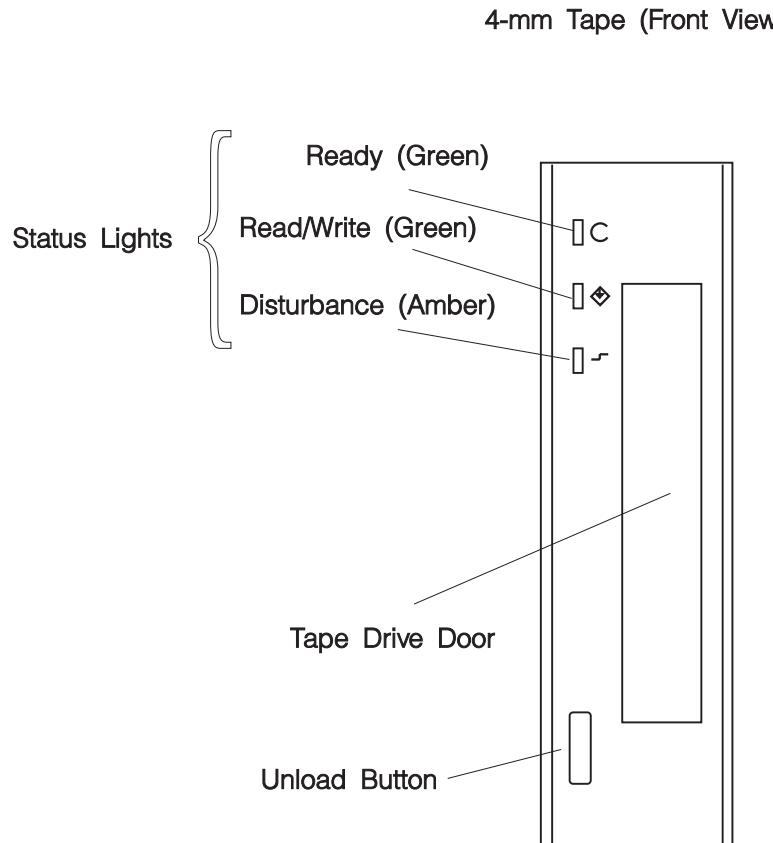
## Using the 4.0GB 4-mm Tape Drive

The optional 4.0GB 4-mm tape drive is a half-high device.

### Status Lights

The 4.0GB 4-mm tape drive has two green status lights and one amber status light. The on and off combinations of the status lights indicate the conditions of the 4-mm tape drive.

Each of the International Organization for Standards (ISO) symbols located over a status light indicates a specific condition of the tape drive as follows:



## Status Light States

The following tables explain the meaning of the green and amber status lights.

	<b>Ready (green)</b>	<b>Read-Write (green)</b>	<b>Disturbance (amber)</b>
Off	No cartridge installed or error condition	No cartridge or no activity	No error condition
Steady	Cartridge installed or loading/unloading		Cleaning required or worn media
Flashing	Power-on self-test in progress	Cartridge activity	Error condition

<b>Status Lights on the 4.0GB 4-mm Tape Drive</b>			
<b>Status</b>	<b>Ready (green)</b>	<b>Read-Write (green)</b>	<b>Disturbance (amber)</b>
LED test.	On 2 seconds at power on	On 2 seconds at power on	On 2 seconds at power on
The power-on self-test (POST) is running or the Diagnostic Cartridge is running.	Flashing	Off	Off
One of the following has occurred: <ul style="list-style-type: none"> <li>The power is off.</li> <li>The POST has completed successfully, but no tape cartridge has been loaded.</li> </ul>	Off	Off	Off or On
A tape cartridge has been inserted and the 4-mm Tape Drive is Ready to receive commands from the system.	On	Off	Off or ON
The tape is in motion and the 4-mm Tape Drive is running a device operation or cleaning.	On	Flashing	Off or On
The 4-mm Tape Drive has detected an internal error that requires corrective action such as tape cartridge failure, high humidity, or no SCSI terminator. Refer to the service guide or contact your service representative. (See note below)	Off	Off	Flashing
The tape path requires cleaning or a poor quality tape cartridge is being used. See "Cleaning the Tape Path on the 4.0GB 4-mm Tape Drive" on page 2-41.	Off or On	Off or Flashing	On

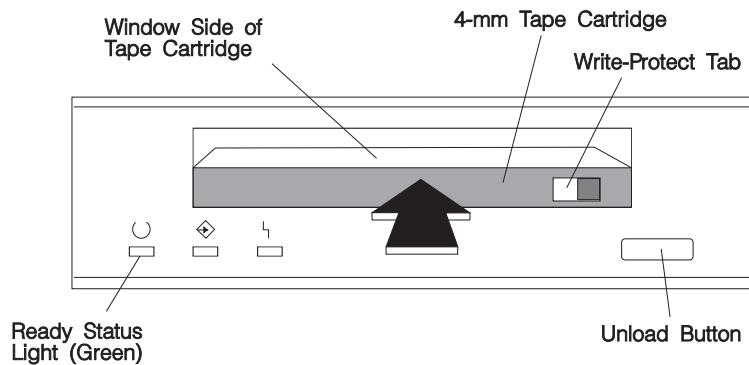
**Note:** If an error condition occurs, first try to recover by pressing the unload button. If this does not correct the error, switch off the power to the 4-mm tape drive and then switch on the power to the drive. If the condition continues, call your service representative.

## Loading the 4-mm Tape Cartridge

Before loading the tape cartridge, make sure the power is on and the write-protect switch on the tape cartridge is properly set. Refer to “Setting the Write-Protect Tab on 4-mm Tape Cartridges” on page 2-34. The tape drive loads the tape from the cartridge and prepares it for reading and writing.

To load the 4-mm tape cartridge, do the following:

1. Grasp the edges of the 4-mm tape cartridge with the write-protect tab towards you and the window side of the cartridge facing up.
2. Slide the tape cartridge into the opening on the front of the 4-mm tape drive until the loading mechanism pulls the cartridge into the drive and the drive door closes. The ready status light (green) goes on if the load operation was successful.



The 4-mm tape drive is ready for data operations when the tape cartridge is inserted. After the cartridge is inserted into the tape drive, the tape takes about 15 seconds to load.

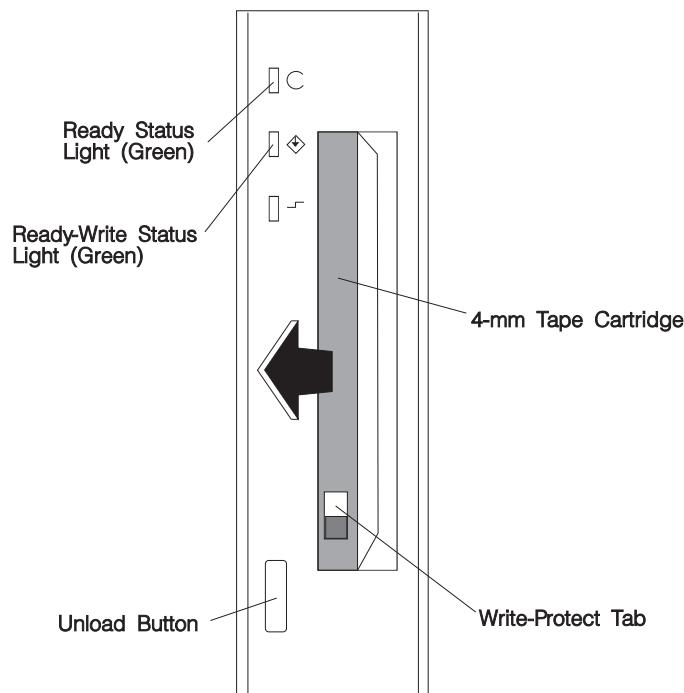
## Unloading the 4-mm Tape Cartridge

Before performing the unload operation, make sure the power to the 4-mm tape drive is on.

To unload and eject the tape cartridge, press the unload button. The 4-mm tape drive rewinds the tape and then ejects the tape cartridge from the tape drive.

After pressing the unload button, the following occurs:

1. The Read-Write status light flashes during the unload operation.
2. The Ready status light and the Read-Write status light turns off when the cartridge is ejected from the tape drive.



The time required for a tape to rewind and unload is between 10 seconds and 1.5 minutes, depending on the position of the tape when the unload button is pushed.

If the tape cartridge cannot unload and has to be removed manually from the drive, contact your service representative.

## Cleaning the Tape Path on the 4.0GB 4-mm Tape Drive

The 4-mm tape path should be cleaned either approximately every 30 hours of tape motion or once a month, whichever occurs first. The 4-mm tape drive monitors the recording quality of the tape cartridge and indicates that the tape path requires cleaning when the disturbance status light (amber) is on.

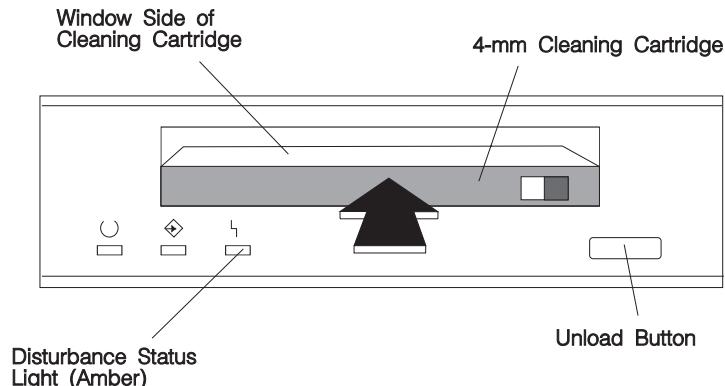
More frequent cleaning may be required if the drive is operated in a dusty environment or in humid conditions. If the dust is allowed to accumulate, the drive has to perform more reads and writes. This can cause data loss, and may be prevented by regularly scheduled cleaning of the drive.

The cleaning cartridge cleans the 4-mm tape drive 50 times before it needs to be discarded. If you attempt to use a 4-mm cleaning cartridge more than 50 times, the tape drive automatically detects the error and ejects the cleaning cartridge with the disturbance status light (amber) remaining on.

Before loading the cleaning cartridge, make sure the power to the 4-mm tape drive is on.

To load the 4-mm cleaning cartridge, do the following:

1. Grasp the edges of the 4-mm cleaning cartridge with the window side of the cartridge facing up.
2. Slide the cleaning cartridge into the opening on the front of the 4-mm tape drive until the loading mechanism pulls the cartridge into the drive.



After the 4-mm cleaning cartridge has been fully inserted into the 4-mm tape drive, the following cleaning operations are performed automatically:

1. The cleaning tape is loaded into the tape path.

2. The drive is cleaned by moving the cleaning tape forward for approximately 30 seconds.
3. The tape is unloaded and the cleaning cartridge is ejected from the tape drive when the cleaning operation is complete.
4. A successful cleaning operation is indicated when the disturbance status light (amber) goes off (if it was activated before the cleaning operation).

If the cleaning cartridge has been used more than 50 times the disturbance status light (Amber) will flash.

---

## Chapter 3. System Management Services

The System Management Services make it possible for you to view information about your computer and to perform such tasks as setting passwords and changing device configurations.

If you have chosen a graphical display as your system console, you can use the graphical System Management Services described below. If you are using an ASCII display as your system console, see "Text-Based System Management Services" on page 3-24.

---

### Graphical System Management Services

To start the Open Firmware command line or graphical System Management Services, turn on or restart the computer.

After the logo is displayed, initialization icons appear across the bottom of the screen.

To enter the Open Firmware command line, you must press the **F8** key *after the keyboard icon appears* during startup.

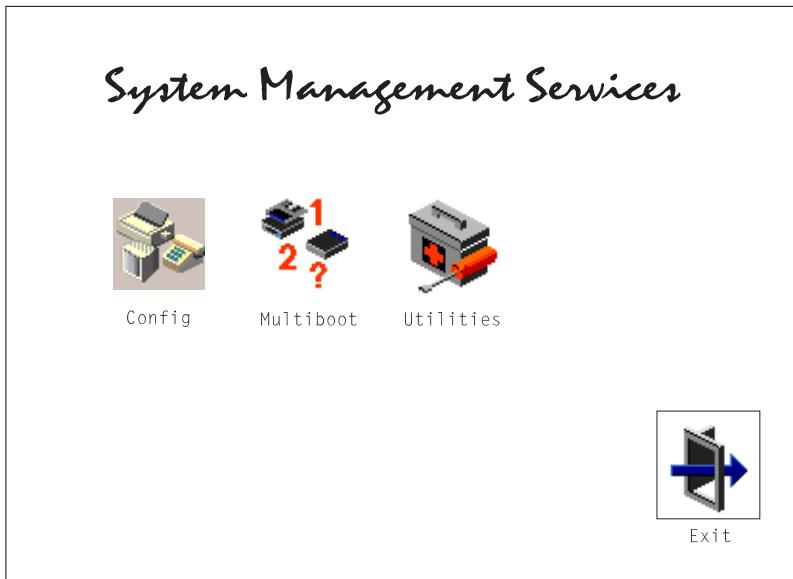
If you have pressed the **F8** key, the Open Firmware command line (an "OK" prompt) appears after the initialization and power-on self test (POST) are complete.

The Open Firmware command line is used to set up adapters that are not configurable with the System Management Services. Your adapter documentation directs you to use this option if it is needed.

To exit from the Open Firmware command enter `reset-all` or power the system down and reboot.

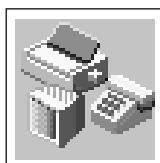
To enter the graphical System Management Services instead of the Open Firmware command line, you must press the **F1** key *after the keyboard icon appears* during startup.

After the System Management Services starts, the following screen appears.



You may also press F8 here to enter the 0K> prompt.

The System Management Services screen contains the following choices.

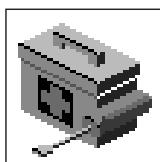


**Config:** Enables you to view your system configuration.

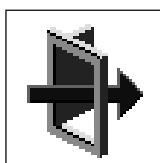


**MultiBoot:** Invokes the Multiboot menu which provides several functions:

- To Select a particular operating system to boot.  
In the case of AIX this is a supported option, if you receive a informational icon after making this selection this would mean that information in non-volatile storage could have been lost, as would happen if the battery had been removed. In order to recreate this value, issue the bootlist command under AIX with the appropriate parameters as to the location of the operating system in a particular hard disk. Please see the explanation of the bootlist command in your AIX documentation.
- To select a particular operating system as the default operating system
- To install from the list of possible devices
- To set the sequence in which devices are searched for operating system startup code
- To go to the Open Firmware command prompt
- To set the Multiboot menu so that it comes up immediately as the system powers up



**Utilities:** Enables you to set and remove passwords, enable the unattended start mode, set and view the addresses of your system's SCSI controllers, select the active console, view or clear the error log, and update your system firmware.

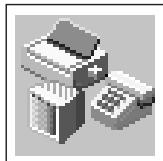


**Exit:** Returns you to the previous screen.

To select an icon, move the cursor with the arrow keys to choose which icon is highlighted, then press the **Enter** key. You can also select an icon by clicking on it with your left mouse button. To leave the current screen, either press the **Esc** key or select the **Exit** icon.

---

## Config



Selecting this icon makes it possible for you to view information about the setup of your system unit. A list similar to the following appears when you select the **Config** icon.

```
<Device Name>                                ↓
PowerPC, 604
L2-Cache, 0256K
Memory
    slot A=8 MB
    slot B=8 MB
LPT      addr=3BC
IDE      addr=1F0
COM      addr=3F8
COM      addr=2F8
Audio
Keyboard
Mouse
Diskette
    addr=3F0
Integrated Ethernet
    addr=9999FF111B
Video
    enhanced graphics
```

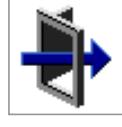


Exit

Selecting the down arrow key or Page Down key displays the next configuration screen, which lists your computer's firmware version, the date of its development, and the firmware part number.

The following screen is provided by the service processor.

```
SCSI cntlr id=7  
CD-ROM id=3  
1084 MB Harddisk id=6  
  
PCI Adapters  
SCSI cntlr id=7  
slot=1  
  
Security      OK  
<System Information>  
x.x          Firmware Version  
1/06/1997    Firmware Date  
40H5174      Firmware P/N  
xxxxxxxxx    Serial Number  
  
<IO Information>  
xxxxxxxxx    Serial Number  
xxxxxxxxx    Part Number  
xxxxxxxxx    EC Number  
xxxxxxxxx    FRU Number  
  
<Service Processor Information>  
xxxxxxxxx    Serial Number  
xxxxxxxxx    Part Number  
xxxxxxxxx    EC Number  
xxxxxxxxx    FRU Number
```



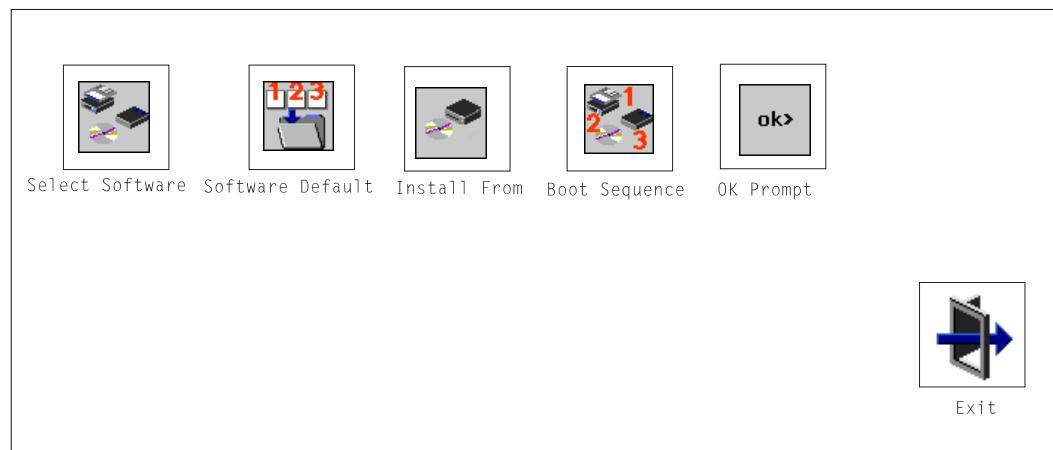
Exit

---

## **MultiBoot:**

This selection invokes the Multiboot menu which provides several functions:

- To Select a particular operating system to boot.  
In the case of AIX this is a supported option, if you receive a informational icon after making this selection this would mean that information in non-volatile storage could have been lost, as would happen if the battery had been removed. In order to recreate this value, issue the bootlist command under AIX with the appropriate parameters as to the location of the operating system in a particular hard disk. Please see the explanation of the bootlist command in your AIX documentation.
- To select a particular operating system as the default operating system
- To install from the list of possible devices
- To set the sequence in which devices are searched for operating system startup code
- To go to the Open Firmware command prompt
- To set the Multiboot menu so that it comes up immediately as the system powers up



The Select Software option, if supported by the operating system, shows the names of the operating system installed. This option may not be supported by all operating systems.

In the case of AIX this is a supported option, if you receive a message saying that:  
No Operating System Installed

this would mean that information in non-volatile storage could have been lost, as would happen if the battery had been removed. In order to recreate this value issue the bootlist command under AIX with the appropriate parameters as to the location of the operating system in a particular Hard disk. Please see the explanation of the bootlist command in your AIX documentation.

The Software Default option, if supported by the operating system, lets you select the default operating system to start the system. This option may not be supported by all operating systems.

The Install From option produces a list of devices, for example the CD-ROM, where the operating system is installed from. You select one of the devices and the system searches the device for an operating system to install and if supported by the operating system in that device, the name of the operating system displays.

The Select Boot Device option provides a list of devices that can be selected to be stored on the boot list. Up to 5 devices are supported.

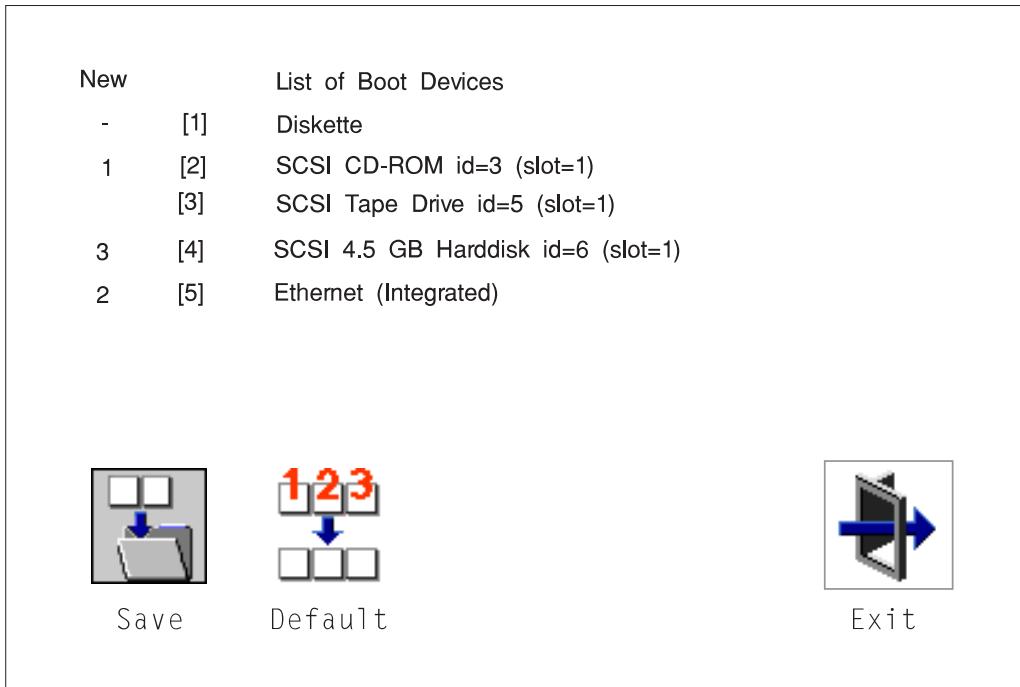
The OK Prompt provides access to the Open Firmware command prompt. The Open Firmware command prompt is used for debug purposes, and device driver development. Information about the commands that are available in the IEEE Standard 1275.

The Multiboot Start option toggles between OFF and ON and selects if the Multiboot menu invokes automatically on startup or not.

## Boot



This selection enables you to view and change the custom boot list (the sequence in which devices are searched for operating system startup code).



**Attention:** If you change your startup sequence, you must be extremely careful when performing *write* operations (for example, copying, saving, or formatting). You can accidentally overwrite data or programs if you select the wrong drive.

The default boot sequence is:

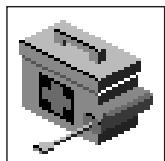
- The primary diskette drive
- CD-ROM drive
- Tape id=5 (slot=1)
- Hard disk drive id=6 (Slot=1)
- Network device.

To change the custom boot list, enter a new order in the **New** column, then select **Save**. The List of Boot Devices is updated to reflect the order you have chosen.

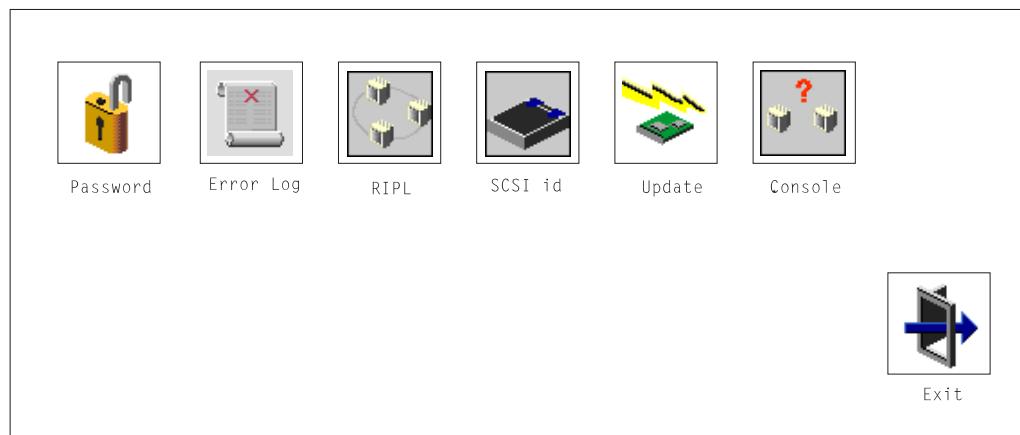
You can choose 1 to 5 devices for the custom boot list. To change the boot sequence back to the default values, select **Default**. (The default sequence is automatically saved.)

---

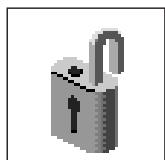
## Utilities



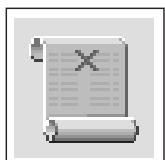
Selecting this icon enables you to perform various tasks and view additional information about your computer.



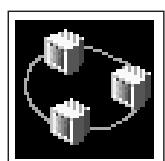
The following describes the choices available on this screen.



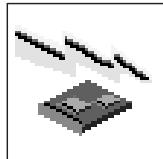
**Password:** Enables you to set password protection for turning on the computer and for using system administration tools.



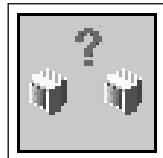
**Error Log:** Enables you to view and clear error log information for your computer.



**RIPL** (Remote Initial Program Load): Allows you to select a remote system from which to load programs via a network adapter when your system unit is first turned on. This option also allows you to configure network adapters which require setup.



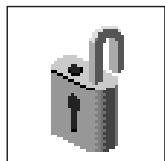
**Update:** Allows you to update the firmware programs on your computer.



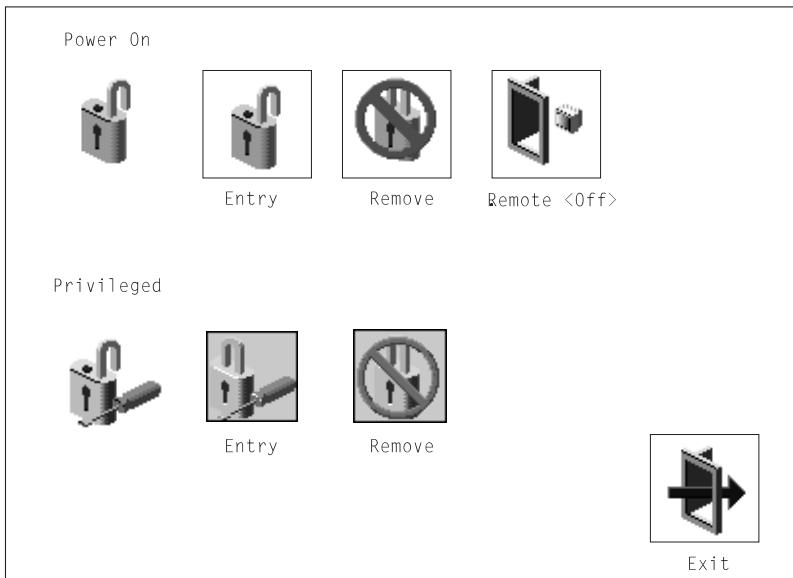
**Console:** If you have more than one display attached to your system unit, or if you have an ASCII terminal attached to your system unit in addition to a keyboard and display, this tool allows you to define which one is active.

---

## Password

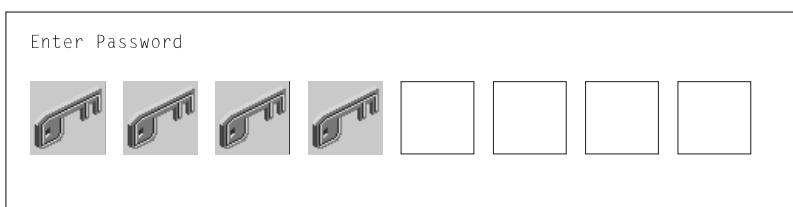


When you select this icon, the following screen is displayed.

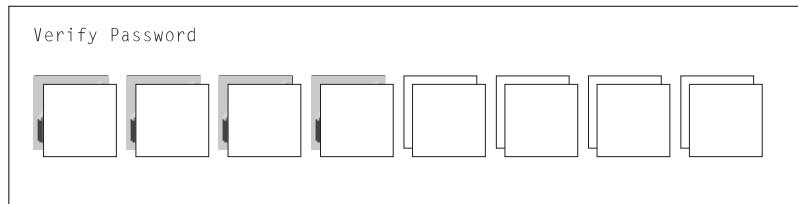


**Power-On Password:** Setting a power-on password helps protect information stored in your computer. If a power-on password is set for your computer, the Power On icon is shown in the locked position; if a power-on password is not set, then the Power On icon is shown in the unlocked position (as in the screen above).

When you select the Entry icon, a screen with 8 empty boxes appears. Type your password in these boxes. You can use any combination of up to eight characters (A-Z, a-z, and 0-9) for your password. As you type a character, a key appears in the box.



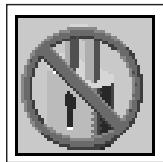
Press **Enter** when you are finished; you are required to type the password again for verification.



If you make a mistake, press the **Esc** key and start again.

After you have entered and verified the password, the power-on password icon flashes and changes to the locked position to indicate that the power-on password is set.

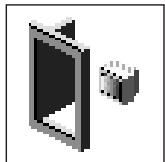
If you previously had set a power-on password and want to remove it, select the Remove icon.



**Note:** If you *forget* the power-on password, you have to remove the battery for at least 30 seconds to disable this password. See Appendix B, "Replacing the Battery" on page B-1 for details.

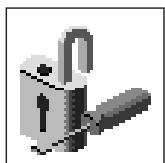
**Attention:** After you remove the battery, you must reconfigure your system (bootlist, IP parameters, console information, support processor, etc).

A password can be set only after the system is turned off and on again.



**Remote Mode:** The remote mode, when enabled, allows the system to start from the defined boot device. This mode is ideal for network servers and other computers that operate unattended. You *must* set a power-on password before you can enable the remote mode. When the remote mode is set, the icon changes to **Remote <On>**.

If you remove the power-on password, the remote mode is automatically reset, and the icon returns to **Remote <Off>**.



**Privileged-Access Password:** The privileged-access password protects against the unauthorized starting of the system programs.

When you select the Entry icon, a screen with 8 empty boxes appears. Type your password in these boxes. You can use any combination of up to eight characters (A–Z, a–z, and 0–9) for your password. As you type a character, a key appears in the box.

Enter Password							

Press **Enter** when you are finished; you are required to type the password again for verification.

Verify Password							

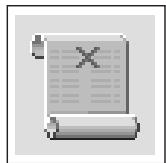
If you make a mistake, press the **Esc** key and start again.

After you have entered and verified the password, the privileged-access password icon flashes and changes to the locked position to indicate that your computer now requires the password you just entered before running system programs.

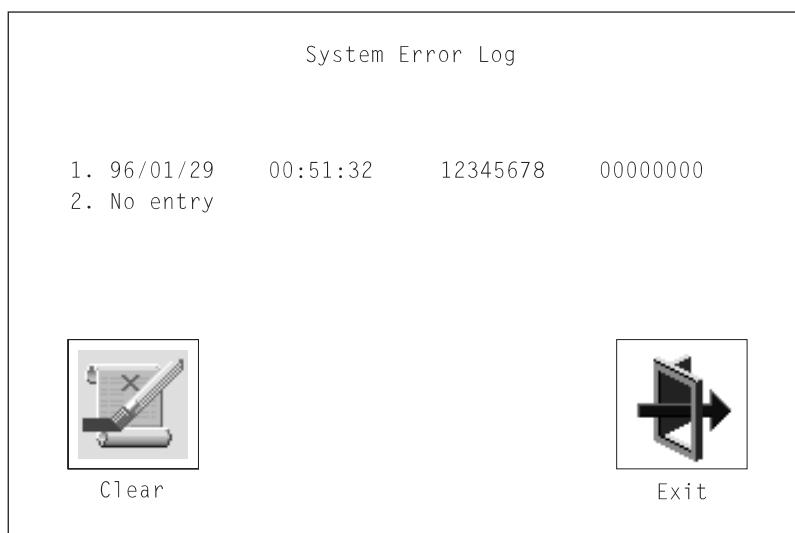
**Note:** If you *forget* the power-on password, you have to remove the battery for at least 30 seconds to disable this password. See Appendix B, “Replacing the Battery” on page B-1 for details.

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## Error Log

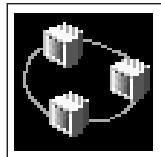


Selecting this icon displays the log of errors your computer has encountered during operations.

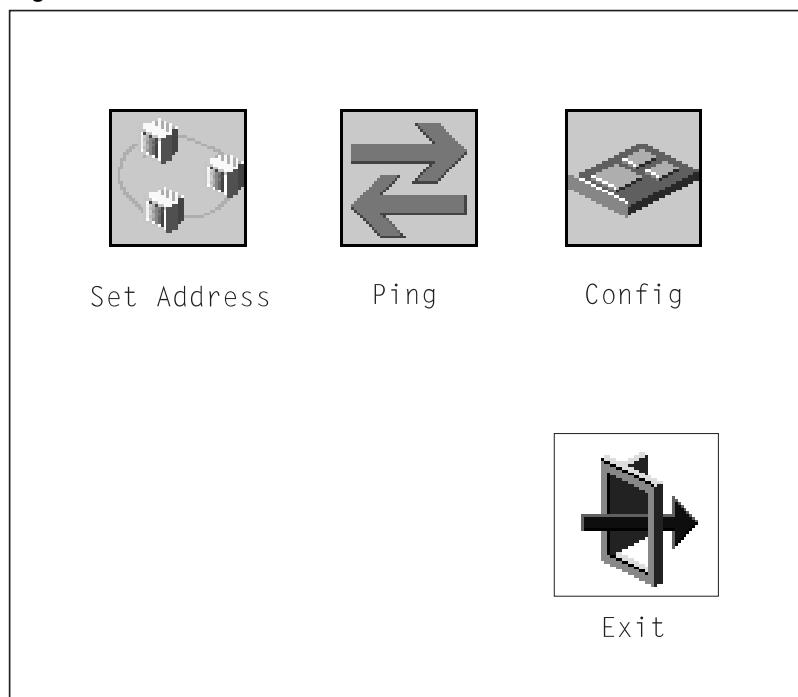


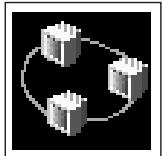
Selecting the Clear icon erases the entries in this log.

---

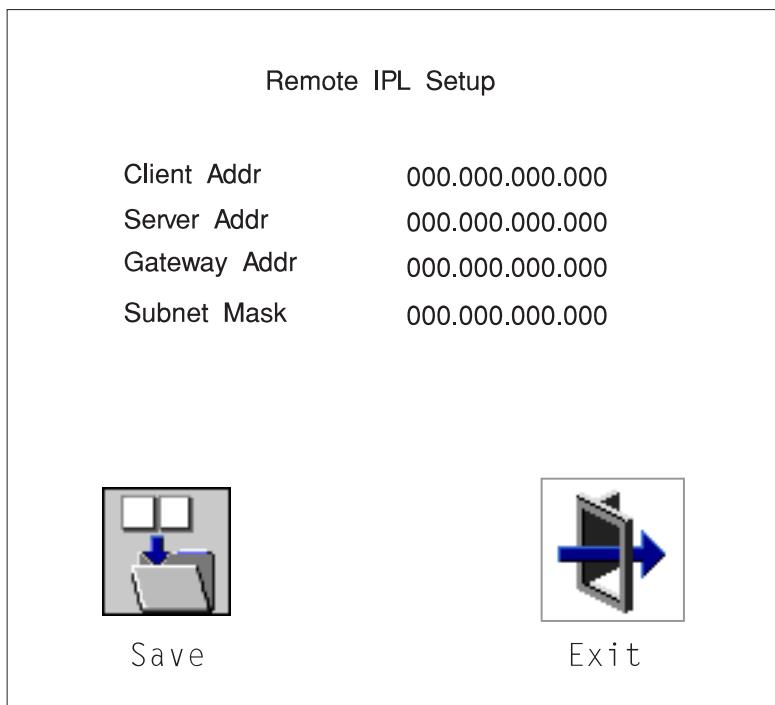
**RIPL**

Selecting the Remote Initial Program Load (RIPL) icon above gives you access to the following selections.





The Set Address icon allows you to define addresses from which your computer can receive RIPL code.

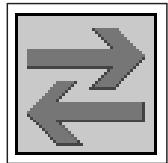


**Notes:**

1. Some applications may require that IP addresses contain leading zeroes for numbers less than 100. For example, 129.132.4.20 may need to be entered as 123.132.004.020.

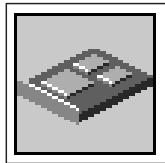
If any of the addresses is incomplete or contains a number other than 0 to 255, an error message is displayed when you select the Save icon. To clear this error, change the improper address and select Save again.

**Note:** You should save a copy of your changes in case you need to replace your battery.

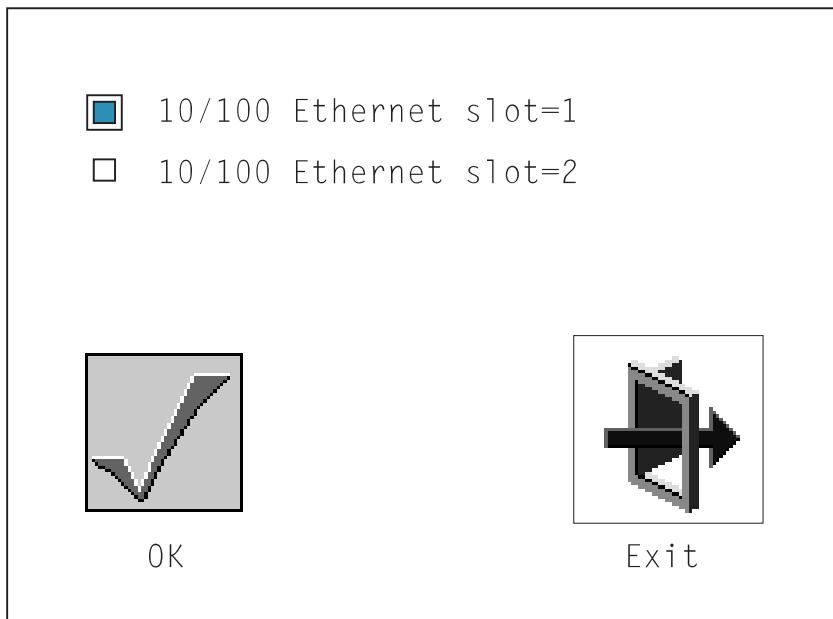


The Ping icon allows you to confirm that a specified address is valid by sending a test transmission to that address.

After choosing the Ping option, you may be asked to indicate which communications adapter (Token Ring or Ethernet) should be used to send the test transmission.



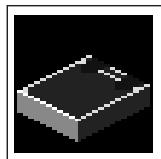
The Config icon allows you to configure network adapters which require setup. Selecting the Config icon presents a list of the adapters requiring configuration. Use the arrow keys to highlight an adapter, press the spacebar to select the adapter, then highlight the OK icon and press the Enter key.



The next screen allows you to select the configuration of the adapter you have just chosen (or allow the system to select the configuration automatically). As on the previous screen, use the arrow keys to highlight, press the space bar to select, then highlight the OK icon and press enter.

---

## SCSI ID



This selection allows you to view and change the addresses (IDs) of the SCSI controllers attached to your system unit. To change an ID, highlight the entry by moving the arrow keys, then use the space bar to scroll through the available ID's. After you have entered the new address, use the arrow keys to highlight the Save icon and press the Enter key.

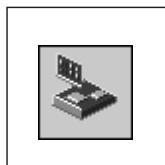
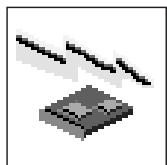
At any time in this process, you can select the Default icon to change the SCSI IDs to the default values.

Change SCSI ID			
Type	Slot	ID	Max ID
Fast	5	7	7
Fast/Wide	7	7	15

 Save     Default     Exit

---

## Update



This selection allows you to update the service processor and system firmware in your system unit from an image on a 3.5 inch diskette. After choosing to update the firmware and confirming this choice, you must insert the diskette containing the firmware image.

**ATTENTION:** While the new firmware image is being copied into your system unit, **you must not turn off the system unit.** Turning off the system unit during the update process may render your system unit inoperable.

After the flash update is complete, the system unit restarts.

If the flash update does not complete successfully or the system unit does not restart after the flash update, contact your authorized reseller or marketing representative.

## **Firmware Recovery**

If a troubleshooting procedure has indicated that the firmware information in your system unit has been corrupted, then you must perform a firmware recovery.

To perform a firmware recovery, do the following:

1. Locate your firmware update diskette.
2. Using another system unit, rename the **\*.img ,br** file on the firmware update diskette to **precover.img**
3. Make sure your system unit is turned off.
4. Insert the firmware recovery diskette into your system unit.
5. Turn on your system unit.
6. When the keyboard indicator appears, press the **1** key if the system console is an ASCII terminal, or the **F1** key if the system console is a directly-attached keyboard.
7. When the System Management Services appear, choose Utilities and perform a Firmware Update as described above.

---

## Text-Based System Management Services

The text-based Open Firmware command line and System Management Services are available if an ASCII terminal is attached to your system unit. The text-based Open Firmware command line allows you to configure some adapters, and the System Management Services makes it possible for you to view information about your system unit and to perform such tasks as setting passwords and changing device configurations.

To enter the Open Firmware command line, you must press the **8** key *after the keyboard text symbol appears* during startup.

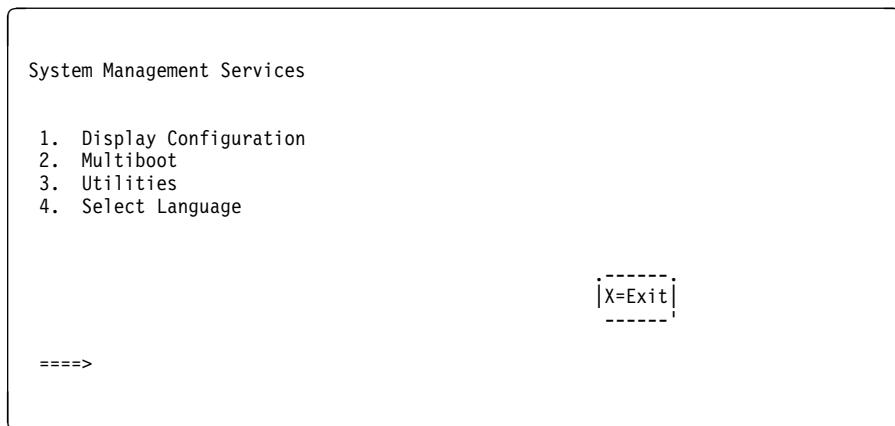
If you have pressed the **8** key, the Open Firmware command line (an "OK" prompt) appears after the initialization and power-on self tests (POST) are complete.

The Open Firmware command line can be used to set up adapters that are not configurable with the System Management Services. Your adapter documentation directs you to use this option if it is needed.

To exit from the Open Firmware command enter `reset-all` or power the system down and reboot.

To start the text-based System Management Services instead of the Open Firmware command line, **press 1** on the ASCII terminal keyboard when the keyboard text symbol appears during startup.

After the text-based System Management Services starts, the following screen appears.

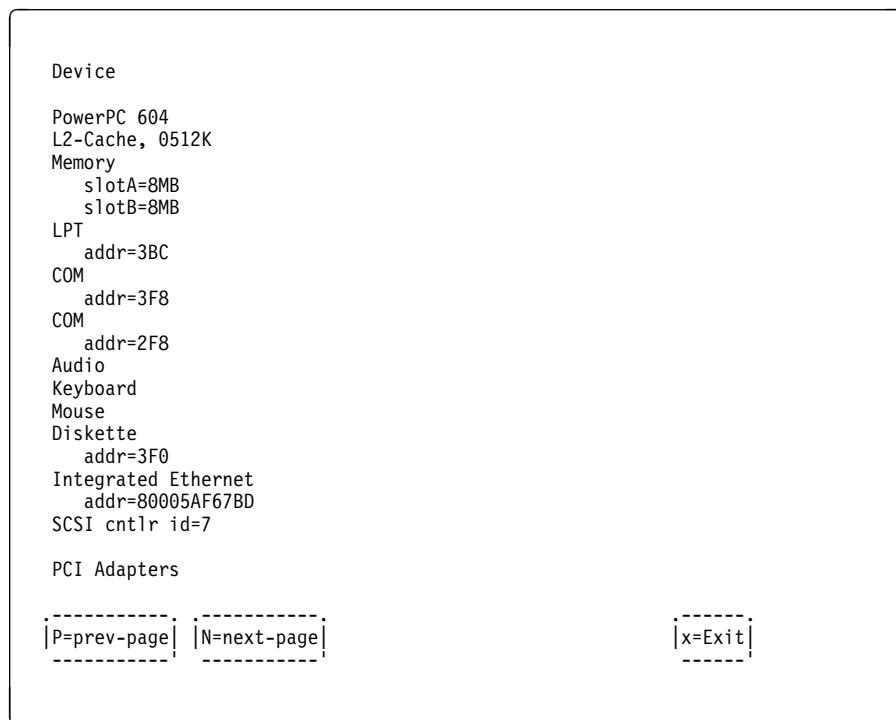


Selecting the numbered options provide capabilities described on the following pages.

After you have finished using the text-based System Management Services, entering **x** (for exit) boots your computer.

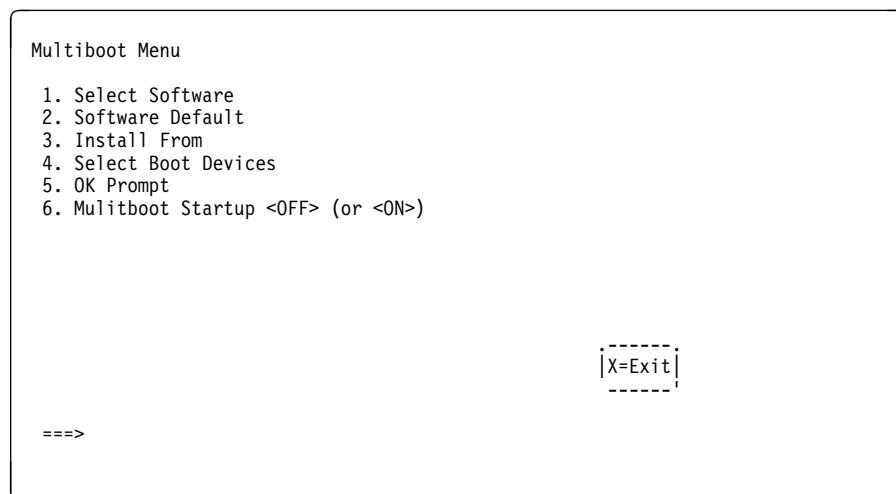
## Display Configuration

This option provides information about the setup of your computer. A screen similar to the following is displayed.



Note that this configuration information does not include ISA adapters installed in the system unit.

## **MultiBoot Menu**



The Select Software option, if supported by the operating system, shows the names of the operating system installed. This option may not be supported by all operating systems.

In the case of AIX this is a supported option, if you receive a message saying that:

No Operating System Installed

this would mean that information in non-volatile storage could have been lost, as would happen if the battery had been removed. In order to recreate this value issue the bootlist command under AIX with the appropriate parameters as to the location of the operating system in a particular Hard disk. Please see the explanation of the bootlist command in your AIX documentation.

The Software Default option, if supported by the operating system, lets you select the default operating system to start the system. This option may not be supported by all operating systems.

The Install From option produces a list of devices, for example the CD-ROM, where the operating system is installed from. You select one of the devices and the system searches the device for an operating system to install and if supported by the operating system in that device, the name of the operating system displays.

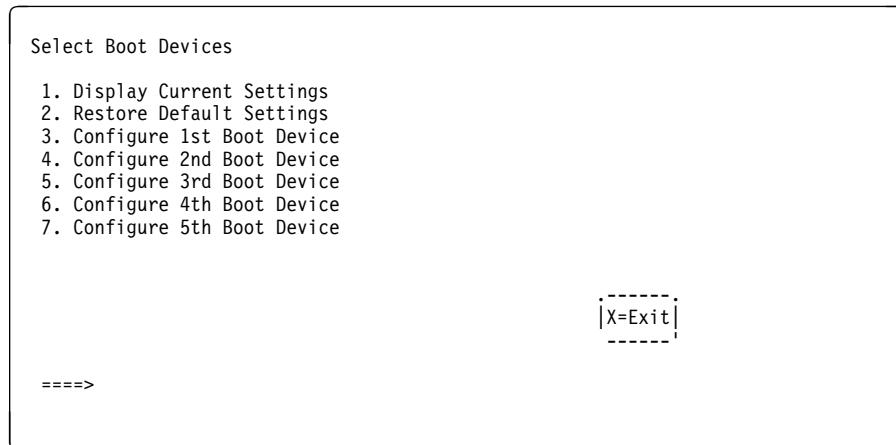
The Select Boot Device option provides a list of devices that can be selected to be stored on the boot list. Up to 5 devices are supported.

The OK Prompt provides access to the Open Firmware command prompt. The Open Firmware command prompt is used for debug purposes, and device driver development. Information about the commands that are available in the IEEE Standard 1275.

The Multiboot Start option toggles between OFF and ON and selects if the Multiboot menu invokes automatically on startup or not.

## Select Boot Devices

This selection enables you to view and change the custom boot list, which is the sequence of devices read at startup time.



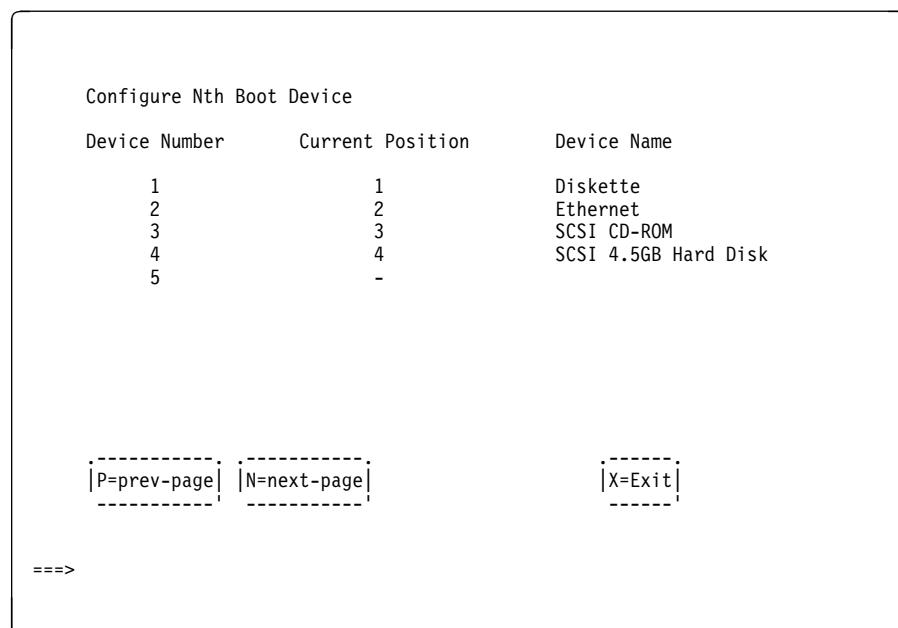
Selecting the Display Current Settings option lists the current order of devices in the boot list. The following screen shows an example of this display.

Current Boot Sequence

1. Diskette
2. Ethernet (Integrated)
3. SCSI CD-ROM      id=3    (slot=1)
4. SCSI 500MB Hard Disk    id=6    (slot=1)
5. SCSI 500MB Hard Disk    id=5    (slot=5)

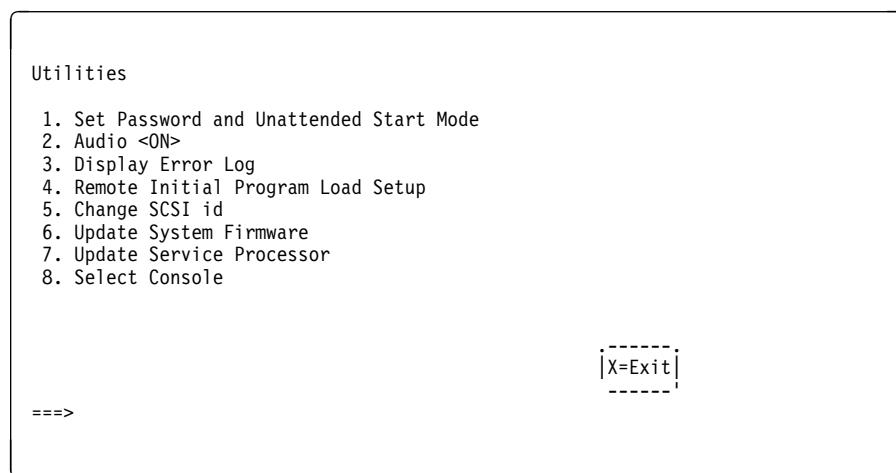
====> | X=Exit |

Selecting any of the Configure Boot Device options displays the following screen.

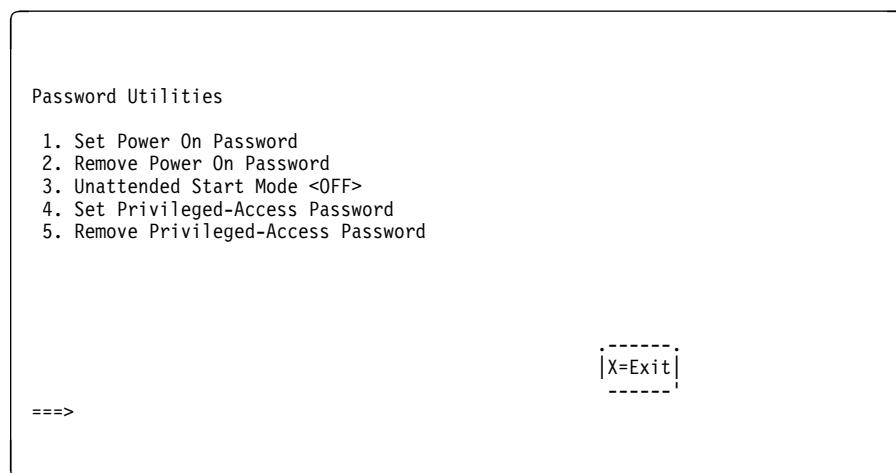


## Utilities

The Utilities screen enables you to select from the following system management tools.



**Set Password and Unattended Start Mode:** Entering this selection permits access to the following options.



**Set Power On Password:** Setting a power-on password helps protect information stored in your computer. You can use any combination of up to eight characters (A–Z, a–z, and 0–9) for your password. The password you type is not displayed on the screen. Press **Enter** when you are finished; you are required to type the password again for verification.

If you previously had set a power-on password and wanted to remove it, select **Remove Power-On Password**.

**Note:** If you *forget* your password, you have to shut down the computer and remove the battery for at least 30 seconds to disable the password. See Appendix B, “Replacing the Battery” on page B-1 for details.

A password can be set only after the system is turned off and on again.

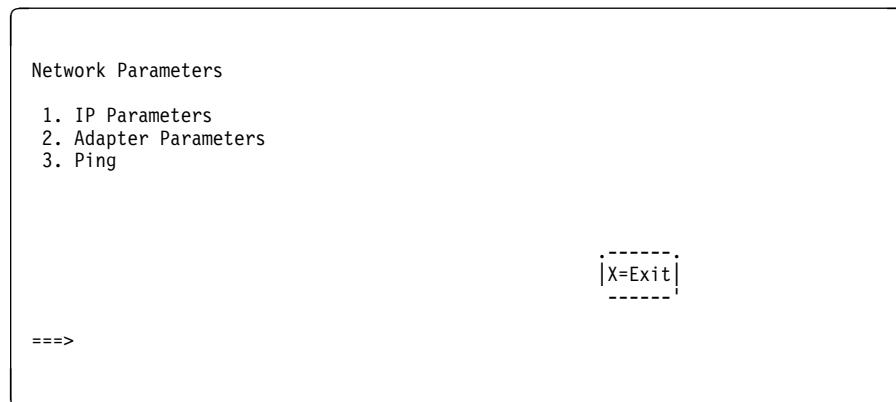
**Set Privileged-Access Password:** The privileged-access password protects against the unauthorized starting of the system programs.

If you previously had set a privileged-access password and want to remove it, select **Remove Privileged-Access Password**.

**Note:** If you *forget* your password, you have to shut down the computer and remove the battery for at least 30 seconds to disable the password. See Appendix B, “Replacing the Battery” on page B-1 for details.

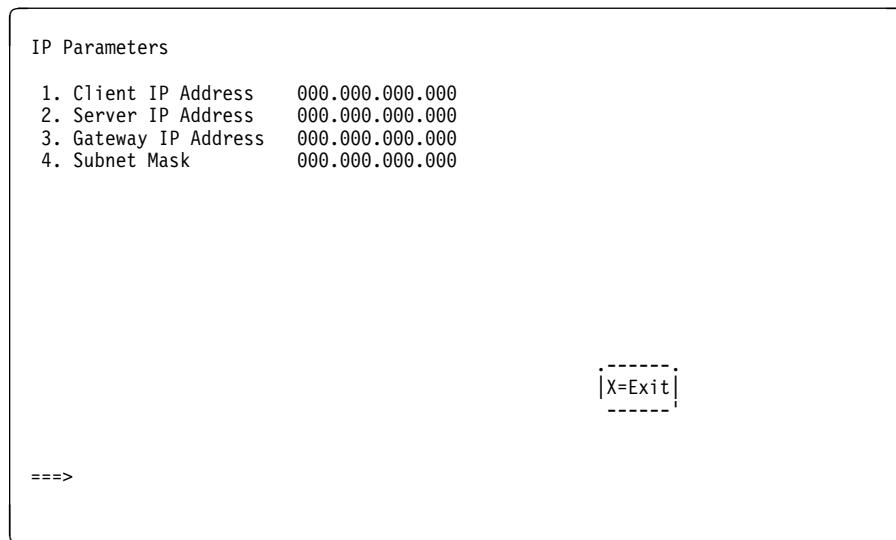
**Audio:** Selecting this utility turns on or off the system tones heard at power-on time.

**Remote Initial Program Load Setup:** This option allows you to enable and set up the remote startup capability of your computer. First, you are asked to specify the network parameters.

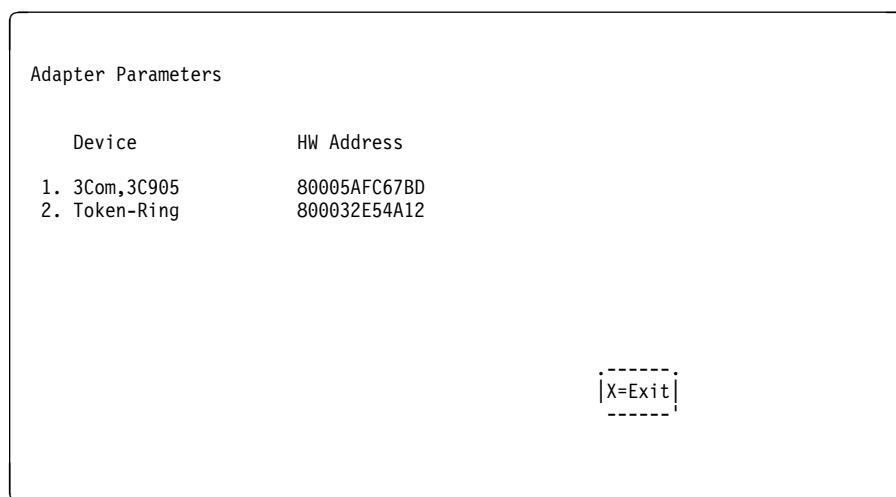


**Note:** Some applications may require that IP addresses contain leading zeroes for numbers less than 100. For example, 129.132.4.20 may need to be entered as 123.132.004.020.

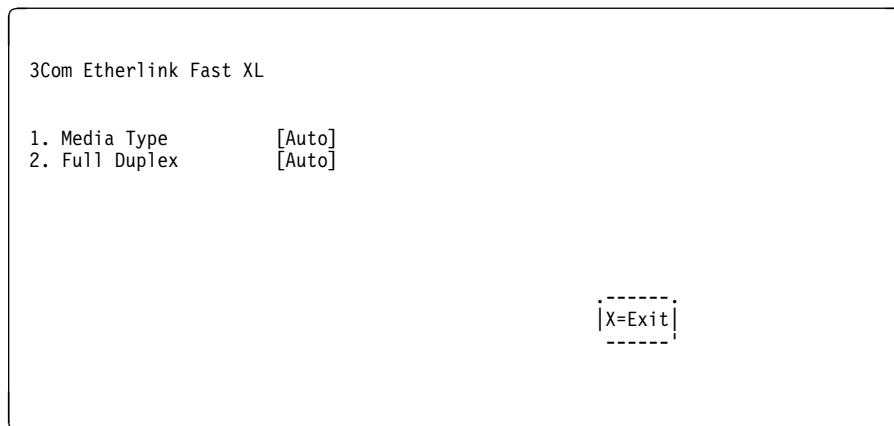
Selecting the IP Parameters option displays the following screen.



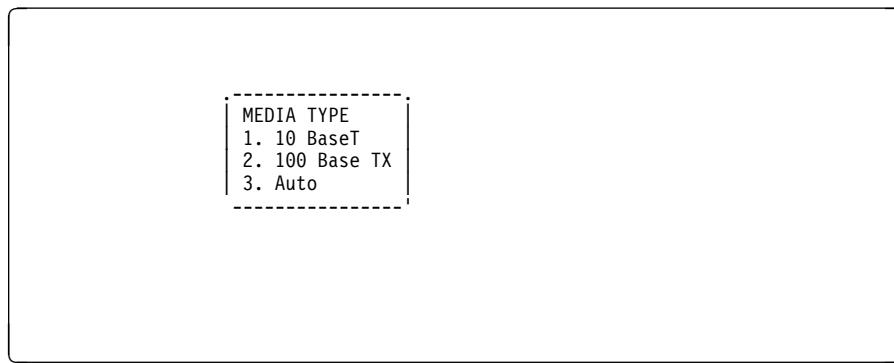
Selecting the Adapter Parameters option allows you to view an adapter's hardware address as well as configure network adapters that require setup.



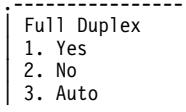
Selecting option 1 (3Com,3C905) displays the following 100Mb Ethernet configuration menus:



Selecting the Media Type option allows you to change the media employed by the Ethernet adapter:

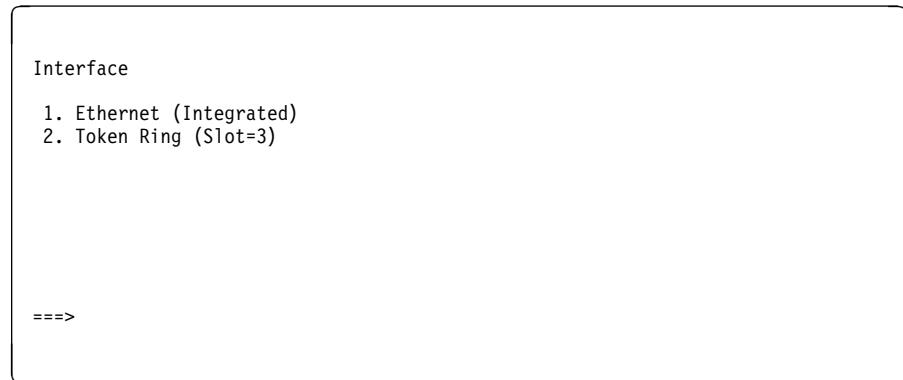


Selecting the Full Duplex option allows you to change how the Ethernet adapter communicates with the network:



Full Duplex  
1. Yes  
2. No  
3. Auto

Ping, the last option available from the Network Parameters menu, allows you to test a connection to a remote system unit. After selecting the Ping option, you must choose which adapter communicates with the remote system.

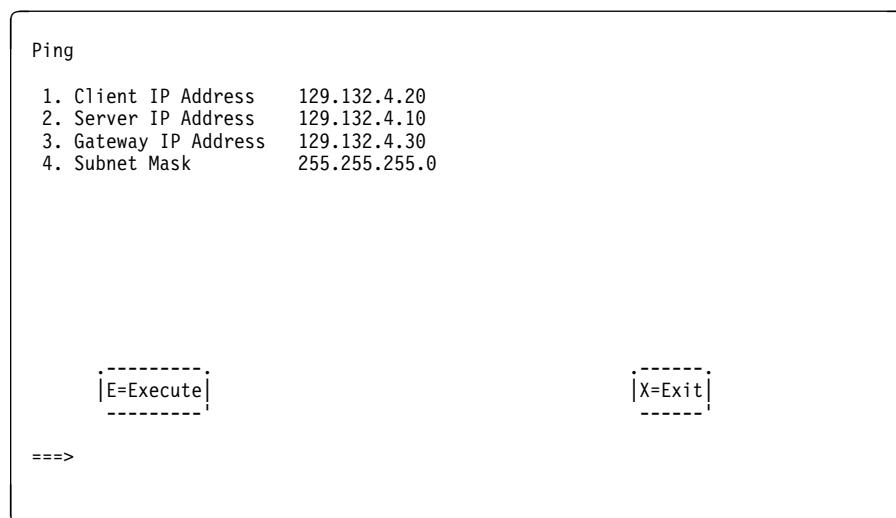


Interface

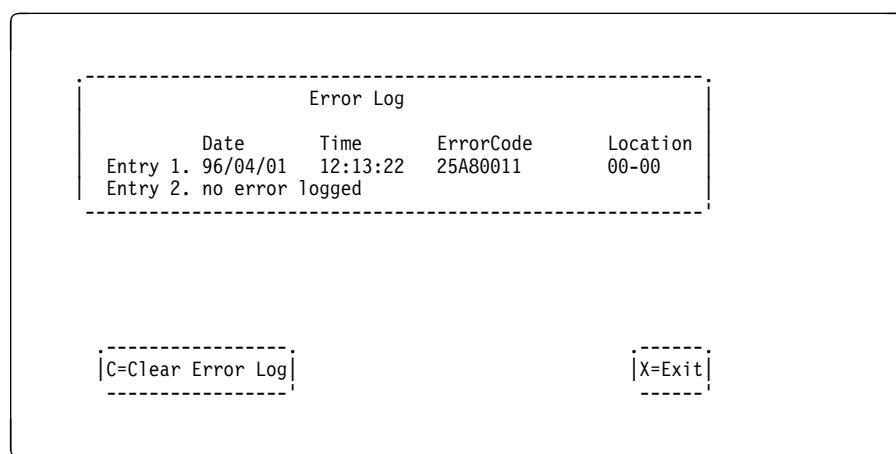
- 1. Ethernet (Integrated)
- 2. Token Ring (Slot=3)

====>

After choosing which adapter to use to ping the remote system, you must provide the addresses needed to communicate with the remote system.

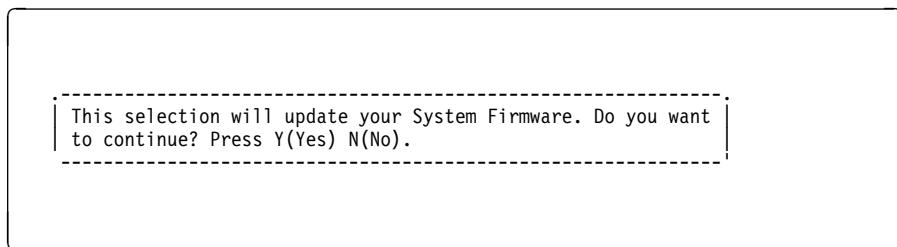


**Display Error Log:** A screen similar to the following is displayed when you select this option. Here, you can view or clear your computer's error log.



**Change SCSI ID:** This option allows you to view and change the addresses of the SCSI controllers attached to your computer.

**Update System Firmware:** This option allows you to update your system firmware. Note that you must insert a diskette containing the firmware update image after you see the following confirmation screen.



**Firmware Recovery:** If a troubleshooting procedure has indicated that the firmware information in your system unit has been corrupted, then you must perform a firmware recovery.

To perform a firmware recovery, do the following:

1. Locate your firmware update diskette.
2. Using another system unit, rename the **\*.img** file on the firmware update diskette to **precover.img**
3. Make sure your system unit is turned off.
4. Insert the firmware recovery diskette into your system unit.
5. Turn on your system unit.
6. When the keyboard indicator appears, press the **1** key on the system console ASCII terminal.
7. When the System Management Services appear, choose Utilities and perform a System Firmware Update as described above.

**Select Console:** Selecting this option allows you to define which display is used by the system for system management.

## Select Language

This option allows you to change the language used by the text-based System Management Services screens.

SELECT LANGUAGE
1. English
2. Francais
3. Deutsch
4. Italiano
5. Espanol
6. Svenska
=====
=====
x=Exit

**Note:** Your ASCII terminal must support the ISO-8859 character set in order to properly display languages other than English.



---

## **Chapter 4. Service Processor Menus**

The Service Processor menus enable you to configure Service Processor options and to enable and disable functions.

Service Processor menus are available using an ASCII terminal when the server is powered off and the Service Processor is operating with standby power. Service Processor menus are also available when server power is on and the Service Processor has detected a server problem (such as loss of surveillance).

During the first power up (i.e. power cord is plugged into the outlet), Service Processor menus are not available for 45 seconds while the Service Processor is running self-tests and initializing the server. If the server powers down, Service Processor menus become available after 15 seconds.

For a summary of the Service Processor functions and the methods for invoking them, see the table on page 4-2.

Service Processor Functions	Service Processor Menus (ASCII terminals)	Service Processor Service Aids (ASCII or graphics terminals)	SMS (ASCII or graphics terminals)
Read VPD	Y <sup>3</sup>		Y <sup>3</sup>
View System Environmental Conditions	Y <sup>3</sup>		
Read System POST Errors	Y <sup>3</sup>		
Read Service Processor Error Logs	Y <sup>3</sup>		
View Progress Indicators from last Boot	Y <sup>3</sup>		
Power-on System	Y <sup>3</sup>		
Power-off System	Y <sup>2</sup>		
Read NVRAM	Y <sup>2</sup>		
Reset Service Processor	Y <sup>2</sup>		
Setup Reboot/Restart Policy	Y <sup>2</sup>		
Start Talk Mode	Y <sup>2</sup>		
Enable/Disable Console Mirroring	Y <sup>2</sup>	Y <sup>1</sup>	
Select Modem Line Speed	Y <sup>2</sup>	Y <sup>1</sup>	
Enable/Disable Modem	Y <sup>2</sup>	Y <sup>1</sup>	
Setup Modem Configuration	Y <sup>2</sup>	Y <sup>1</sup>	
Setup Ring Indicate Power-On	Y <sup>2</sup>	Y <sup>1</sup>	
Setup Dial-out Phone Numbers	Y <sup>2</sup>	Y <sup>1</sup>	
Setup Surveillance	Y <sup>2</sup>	Y <sup>1</sup>	
Update Service Processor Flash EPROM	Y <sup>2</sup>	Y <sup>1</sup>	Y <sup>2</sup>
Change General Access Password	Y <sup>2</sup>		Y <sup>2</sup>
Change Privileged Access Password	Y <sup>2</sup>		Y <sup>2</sup>
Select Language	Y <sup>2</sup>		Y <sup>2</sup>
Enable/Disable Unattended Start Mode	Y <sup>2</sup>		Y <sup>2</sup>

<sup>1</sup> Operating system root password

<sup>2</sup> Privileged access password

<sup>3</sup> General access (power-on) password

---

## **Service Processor Menus**

The Service Processor menus are divided into two groups:

- General user menus - the user must know the general access password.
- Privileged user menus - the user must know the privileged access password.

The following section describes these two groups of menus, how to access them, and the functions associated with each option.

When the server is powered down, the Service Processor menus may be accessed locally or remotely.

### **Menu Inactivity**

To prevent loss of control in unstable power environments, the Service Processor leaves the menu mode after 5 minutes of inactivity. Menus may be resumed by pressing any key on the terminal, local or remote.

### **How to access Service Processor menus locally**

Service Processor menus may be accessed locally by connecting an ASCII terminal to either serial port. Because the presence of the ASCII terminal cannot be confirmed by the Service Processor, you must press a key on the ASCII terminal to confirm its presence. Next the Service Processor prompts you for a password (if set), and when verified, displays the Service Processor menus.

### **How to access Service Processor menus remotely**

Service Processor menus may be accessed remotely by connecting a modem to serial port 1 or serial port 2.

- Power off the server, unplug the power cord, and press the power button to drain capacitance while power is disconnected.
- Connect the modem to the appropriate serial port and turn the modem on.
- Plug in the server.

**Note:** If your modem has not been configured, go to "CALL-IN/CALL-OUT SETUP MENU" on page 4-16.

With a terminal or terminal emulator, call the server's modem. The Service Processor prompts you for a password (if set), and when verified, displays the Service Processor menus.

---

## General User Menus

The menu options presented to the General user are a subset of the options available to the Privileged user. The user must know the General Access Password in order to access these menus.

### GENERAL USER MENU

1. Power-On System
2. Read VPD
3. Read Progress Indicators from Last System Boot
4. Read Service Processor Error Logs
5. Read System POST Errors
6. View System Environmental Conditions
99. Exit from Menus

- **Power-On System**

Allows the user to power-on the system.

- **Read VPD**

Displays manufacturer vital product data, such as serial numbers, part numbers, etc.

- **Read Progress Indicators from Last System Boot**

Displays the boot progress indicators (check points), up to a maximum of 100, from the system boot prior to the one in progress now. This historical information may be useful to help diagnose system faults.

The progress indicators are displayed in two sections. Above the dashed line are the progress indicators from the boot that produced the current sessions. Below the dashed line are progress indicators from the boot preceding the one that produced the current sessions.

The progress indication codes are chronological from bottom to top. The dashed line merely represents the point where the latest boot started.

- **Read Service Processor Error Logs**

Displays the Service Processor error logs.

The time stamp in this error log is Coordinated Universal Time (CUT), a.k.a. Greenwich Mean Time (GMT). AIX error logs have more information available and are able to time stamp with local time. See 4-35 for an example of the error log.

- **Read System POST Errors**

Selecting this item lets you review the results of the POST (Power-On Self Test). Your server may be able to start in the presence of POST errors if there is sufficient working system resources. If POST errors occur during start-up, this error log when used with the diagnostics helps to isolate faults. See 4-36 for an example of the POST error screen.

- **View System Environmental Conditions**

On selection of this menu, the Service Processor reads all environmental sensors and reports the results to the user. This option maybe useful when surveillance fails, as it allows the user to determine the environmental conditions that may be related to the failure. See 4-14 for an example of the System Environmental Conditions screen.

---

## Privileged User Menus

The following menus are available to privileged users only. The user must know the Privileged Access Password in order to access these menus.

### MAIN MENU

At the top of the MAIN Menu is a listing containing:

- Your Service Processor's current firmware version
- The firmware copyright notice
- The System Name given to your server during setup

You need the firmware version for reference when you either update or repair the functions of your service processor.

The System Name, an optional field, is the name your server reports in problem messages. This name helps your support team, (for example, your system administrator, network administrator, or service representative) to more quickly identify the location, configuration, and history of your server. The System Name is set from the Main Menu using option 6.

**Note:** The information under the Service Processor Firmware heading in the Main Menu example that follows is example information only.

```
Service Processor Firmware
EPROM: 19970915
FLASH: 19970512
Copyright 1997, IBM Corporation
SYSTEM NAME
```

MAIN MENU

1. Service Processor Setup Menu
2. System Power Control Menu
3. System Information Menu
4. Language Selection Menu
5. Call-In/Call-Out Setup Menu
6. Set System Name
99. Exit from Menus

## Service Processor SETUP MENU

### Service Processor SETUP MENU

1. Change Privileged Access Password
2. Change General Access Password
3. Enable/Disable Console Mirroring:  
Currently Disabled
4. Start Talk Mode
5. OS Surveillance Setup Menu
6. Reset Service Processor
7. Reprogram Service Processor Flash EPROM
98. Return to Previous Menu
99. Exit from Menus

**Note**

Unless otherwise stated in menu responses settings become effective when a menu is exited using option 98 or 99.

## Passwords

Passwords can be any combination of up to 8 alphanumeric characters. You can enter longer passwords, but the entries are truncated to include only the first 8 characters. Passwords can be set from the Service Processor menu or from the SMS menus.

For security purposes, the Service Processor counts the number of attempts to enter correct passwords. The results of not recognizing a correct password within this error threshold are different, depending on whether the attempts are being made locally (at the server) or remotely (via a modem). The error threshold is 3.

If the error threshold is reached by someone entering passwords at the server, the Service Processor exits the menus. This action is taken based on the assumption that the server is in an adequately secure location with only authorized users having access. Such users must still successfully enter a login password to access AIX.

If the error threshold is reached by someone entering passwords remotely, the Service Processor disconnects the modem to prevent potential security attacks on the server by unauthorized remote users.

The following illustrates what you can access with the Privileged Access Password and the General Access Password.

Privileged Access Password	General Access Password	Resulting Menu
None	None	MAIN MENU displayed
None	Set	MAIN MENU displayed
Set	None	User's with password see the MAIN MENU Others users see the GENERAL USER MENU
Set	Set	Users see menus associated with the entered password

- **Change Privileged Access Password**

Set or change the Privileged Access Password. It provides the user with the capability to access all Service Processor functions. This password is usually used by the system administrator or **root** user.

- **Change General Access Password**

Set or change the General Access Password. It provides limited access to Service Processor menus, and is usually available to all users who are allowed to power-on the server.

- **Enable/Disable Console Mirroring**

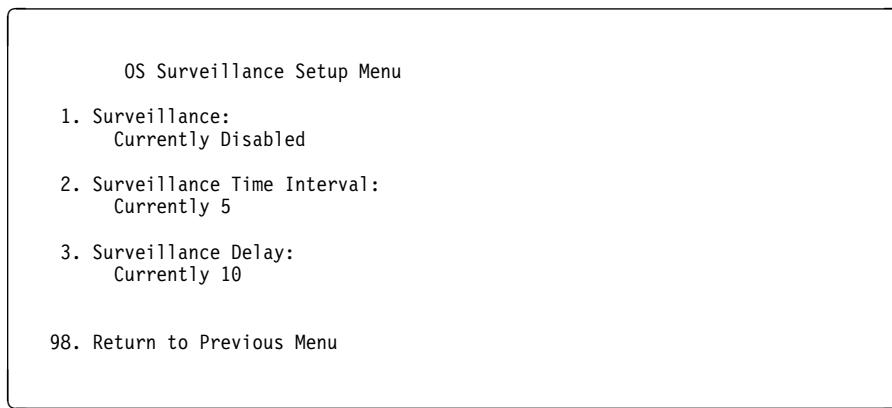
When Console Mirroring is enabled, the Service Processor sends information to both serial ports. This capability may be enabled by local or remote users. This provides local users the capability to monitor remote sessions. Console mirroring may be enabled for the current session only. For more information, see “Console Mirroring” on page 4-32.

- **Start Talk Mode**

In a console mirroring session, it is useful for those that are monitoring the session to be able to communicate with each other. Selecting this menu item activates the keyboards and displays for such communications while console mirroring is established. This is a full duplex link, so message interference is possible. Alternating messages between users works best.

- **Surveillance Setup Menu**

This option may be used to setup operating system surveillance.



- **Surveillance**

May be set to Enabled or Disabled.

- **Surveillance Time Interval:**

May be set to any number from 2 to 255 minutes.

- **Surveillance Delay:**

May be set to any number from 0 to 255 minutes.

Refer to "Service Processor System Monitoring - Surveillance" on page 4-29 for more information about surveillance.

- **Reset Service Processor** - Allows the user to reinitialize the Service Processor.

- **Reprogram Service Processor Flash EPROM** - This is an automatic process.

An update diskette can be acquired from the RS/6000 Support page on the Internet or from your service team. The Internet address is:

<http://www.rs6000.ibm.com/support/micro>

The update files must be downloaded to a DOS-formatted diskette. You should format the diskette just prior to receiving the download, to be sure it is clean.

Reformatting is worth the time and effort. When this process is selected, you are prompted to place the diskette into the drive and to indicate to the system that the diskette is available and the automatic process starts. If the system has other needs, you are prompted. See "Service Processor Firmware Updates" on page 4-33 for additional information and update methods.

## SYSTEM POWER CONTROL MENU

### SYSTEM POWER CONTROL MENU

1. Enable/Disable Unattended Start Mode:  
Currently Disabled
2. Ring Indicate Power-On Menu
3. Reboot/Restart Policy Setup Menu
4. Power-On System
5. Power-Off System
98. Return to Previous Menu
99. Exit from Menus

- **Enable/Disable Unattended Start Mode**

This option may be used to instruct Service Processor to immediately power-on the server after a power failure, bypassing power-on password verification.

Unattended Start Mode can also be set via SMS Menus. It is intended to be used on servers that require automatic power-on after a power failure.

- **Ring Indicator Power-On Menu**

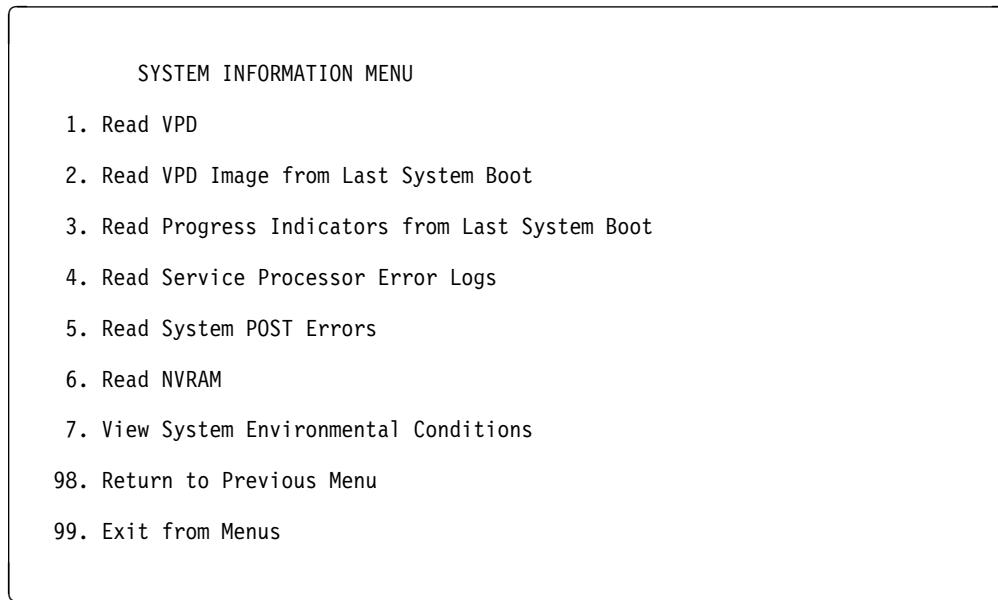
Ring Indicate Power-On is an alternate method of dialing in, without establishing a Service Processor session. If the system is powered off, Ring Indicate Power-On is enabled, the server is powered on at the predetermined number of rings. If the server is already on, no action is taken. In either case, the telephone call is not answered. The caller receives no feedback that the server powered-on. The **Ring Indicator Power-On Menu** and defaults are shown below:

### Ring Indicator Power-On Menu

1. Ring Indicate Power-On :  
Currently Disabled
2. Number of Rings :  
Currently 6
98. Return to Previous Menu

- Ring Indicate Power-On may be set to 'Enabled' or 'Disabled'.
- Number of Rings may be set to any number from 1 to 255.
- **Reboot/Restart Policy Setup Menu**, see “Reboot/Restart Policy Setup Menu” on page 4-23.
- **Power-on System**  
Lets you power-on the system immediately. For other power-on methods see “System Power-On Methods” on page 4-26.
- **Power-off System**  
Allows the user to power-off the server following a surveillance failure.

## SYSTEM INFORMATION MENU



- **Read VPD**  
Displays manufacturer's vital product data, such as serial numbers, part numbers, etc.
- **Read VPD Image from Last System Boot**  
Displays the VPD information that was in effect after the last system boot. This information will usually be identical with the results from the menu selection “Read VPD,” but in the case of configuration updates or certain faults, this

historical comparison can be useful to System Administrators and service personnel.

- **Read Progress Indicators from Last System Boot**

Displays the boot progress indicators (check points), up to a maximum of 100, from the system boot prior to the one in progress now. This historical information may be useful to help diagnose system faults.

The progress indicators are displayed in two sections. Above the dashed line are the progress indicators from the boot that produced the current sessions. Below the dashed line are progress indicators from the boot preceding the one that produced the current sessions.

The progress indication codes are chronological from bottom to top. The dashed line merely represents the point where the latest boot started.

- **Read Service Processor Error Logs**

Displays error conditions detected by the Service Processor.

The time stamp in this error log is Coordinated Universal Time (CUT), a.k.a. Greenwich Mean Time (GMT). AIX error logs have more information available and are able to time stamp with local time. See 4-35 for an example of the error log.

- **Read System POST Errors**

Selecting this item lets you review the results of the POST (Power-On Self Test). Your server may be able to start in the presence of POST errors if there is sufficient working system resources. If POST errors occur during start-up, this error log when used with the diagnostics helps to isolate faults. See 4-36 for an example of the POST error screen.

- **Read NVRAM**

Displays Non-Volatile Random Access Memory (NVRAM) content.

- **View System Environmental Conditions**

The Service Processor reads all environmental sensors and reports the results to the user. This option is most useful when surveillance fails, as it allows the user to determine the environmental conditions that may be related to the failure.

The following is an example of system environment conditions:

System Environmental Conditions  
(System Power is currently off.)

Fan 0: A stopped fan detected  
Fan 1: A stopped fan detected  
Fan 2: A stopped fan detected  
Fan 3: A stopped fan detected  
MEM Temperature is operating within normal tolerances  
I/O Temperature is operating within normal tolerances  
CPU Temperature is operating within normal tolerances  
5.0 Volts: A low 5.0 Voltage reading detected  
3.3 Volts: A low 3.3 Voltage reading detected  
5.0 Standby Volts: is operating within normal tolerance  
+12.0 Volts: A low +12.0 voltage reading detected  
-12.0 Volts: A high -12.0 voltage reading detected  
(Press Return to Continue)

## LANGUAGE SELECTION MENU

LANGUAGE SELECTION MENU

1. English
2. Francais
3. Deutsch
4. Italiano
5. Espanol
6. Svenska
98. Return to Previous Menu
99. Exit from Menus

**Note:** Your ASCII terminal must support the ISO-8859 character set in order to properly display languages other than English.

This menu allows selecting languages into which Service Processor and system firmware menus and messages are displayed.

## CALL-IN/CALL-OUT SETUP MENU

### CALL-IN/CALL-OUT SETUP MENU

1. Modem Configuration Menu
2. Serial Port Selection Menu
3. Serial Port Speed Setup Menu
4. Telephone Number Setup Menu
5. Call-Out Policy Setup Menu
6. Customer Account Setup Menu
7. Call-Out Test
8. Ring Indicate Power-On Menu
98. Return to Previous Menu
99. Exit from Menus

- **Modem Configuration Menu**, see “Modem Configuration Menu.”
- **Serial Port Selection Menu**, see “Serial Port Selection Menu” on page 4-17.
- **Telephone Number Setup Menu**, see “Telephone Number Setup Menu” on page 4-18.
- **Call-Out Policy Setup Menu**, see “Call-Out Policy Setup Menu” on page 4-20.
- **Customer Account Setup Menu**, see “Customer Account Setup Menu” on page 4-22.
- **Ring Indicate Power-On Menu**, see on page 4-12.

### Modem Configuration Menu

The first two lines of the Modem Configuration Menu are status lines showing the current selections. Selections are made in the two section labeled Modem Ports and Modem Configuration File Name. Select the serial port that you want to activate and then select the modem configuration file for the modem on the port. If you wish to set up both serial ports with modems, make your selections one port at a time.

For information on choosing a modem configuration file, see “Sample Modem Configuration Files” on page D-1 and “Seamless Transfer of a Modem Session” on page D-6.

```
Modem Configuration Menu

Port 1 Modem Configuration File Name:
Port 2 Modem Configuration File Name:

To make changes, First select the port and then the configuration file
name

Modem Ports:
1. Serial port 1
2. Serial port 2

Modem Configuration File Name:
3. modem_f_sp
4. modem_f0_sp
5. modem_f1_sp
6. modem_z_sp
7. modem_z0_sp
8. none

9. Save configuration to NVRAM and Configure modem
98. Return to Previous Menu
```

## Serial Port Selection Menu

```
Serial Port Selection Menu

1. Serial Port 1 Call-Out:
   Currently Disabled

2. Serial Port 2 Call-Out:
   Currently Disabled

3. Serial Port 1 Call-In:
   Currently Disabled

4. Serial Port 2 Call-In:
   Currently Disabled

98. Return to Previous Menu
```

You may enable and/or disable the call-in and call-out functions of each serial port in any combination.

### **Serial Port Speed Setup Menu**

#### Serial Port Speed Setup Menu

1. Serial Port 1 Speed:  
Currently 9600
2. Serial Port 2 Speed:  
Currently 9600

98. Return to Previous Menu

Serial port speed can be set for terminal performance or to accommodate modem capabilities. A speed of 9600 baud or higher is recommended. Valid serial port speeds are shown below:

50	600	4800
75	1200	7200
110	1800	9600
134	2000	19200
150	2400	38000
300	3600	57600
		115200

### **Telephone Number Setup Menu**

This menu may be used to set or change the telephone numbers for reporting a system failure. The Service Processor allows setting or changing telephone numbers for:

- Service Center Telephone Number: - The telephone number of the maintenance provider's computer.
- Customer Administration Center Telephone Number: - The telephone number of the local system support provider's computer.
- Digital Pager Telephone Number: The number for a pager carried by someone who will respond to problem calls from your server.
- Customer Voice Telephone Number: - The telephone number service personnel will use to reach the system user.
- Customer System Telephone Number: - The telephone number to which the server's modem is connected.

Telephone Number Setup Menu

1. Service Center Telephone Number:  
Currently Unassigned
2. Customer Administration Center Telephone Number:  
Currently Unassigned
3. Digital Pager Telephone Number:  
Currently Unassigned
4. Customer Voice Telephone Number:  
Currently Unassigned
5. Customer System Telephone Number:  
Currently Unassigned
98. Return to Previous Menu

- **Service Center Telephone Number** is the number of the service center computer. The service center usually includes a computer that takes calls from servers with call-out capability. This computer is referred to as "the catcher." The catcher expects messages in a specific format to which Service Processor conforms. For more information about the format and catcher computers, refer to the README file in the AIX /usr/samples/syscatch directory. Contact your service provider for the correct telephone number to enter here. Until you have that number, leave this field blank.
- **Customer Administration Center Telephone Number** is the number of the System Administration Center computer (catcher) that receives problem calls from servers. Contact your system administrator for the correct telephone number to enter here. Until you have that number, leave this field blank.
- **Digital Pager Telephone Number** is the number for a pager carried by someone who will respond to problem calls from your server. Contact your administration center representative for the correct telephone number to enter here. For test purposes, enter your telephone number here. You can change it later when testing is complete.

**Note:** Some modems, such as IBM 7857-017, are not designed for the paging function. Although they can be used for paging, they will return an error message when they do not get the expected response from another modem. Therefore, even though the paging was successful, the error message will cause the Service Processor to retry, continuing to place pager calls for the number of retries specified in the Call-Out policy Setup Menu. These retries result in redundant pages.

For digital pagers that require a personal Identification Number (PIN) for access, include the PIN in this field as in the following example:

1 800 123 4567 , , , 87654

where the commas create pauses<sup>1</sup> for the voice response system, and the 87654 represents the PIN.

- **Customer Voice Telephone Number** is the telephone number of a phone near the server or answered by someone responsible for the server. This is the telephone number left on the pager for callback. For test purposes, enter your telephone number here. You can change it after testing is completed.

**Customer System Telephone Number** is the telephone number to which your server's modem is connected. The service or administration center representatives need this number to make direct contact with your server for problem investigation. This is also referred to as the **call-in** phone number.

## Call-Out Policy Setup Menu

### CALL-OUT POLICY SETUP MENU

1. Call-Out policy (First/All):  
Currently First
2. Remote timeout, (in seconds):  
Currently 120
3. Remote latency, (in seconds):  
Currently 2
4. Number of retries:  
Currently 2
98. Return to Previous Menu

- **Call Out policy** may be set to 'first' or 'all'. If call out policy is set to 'first', the Service Processor will stop at the **first successful** call out to one of the following numbers in the order listed:
  1. Service Center
  2. Customer Admin Center
  3. Pager

<sup>1</sup> The length of these pauses is set in modem register S8. The default is usually 1 or 2 seconds each.

If call out policy is set to 'all', the Service Processor will attempt a call out to **all** the following numbers in the order listed:

1. Service Center
2. Customer Admin Center
3. Pager

**Remote timeout** and **Remote latency** are functions of your service provider's catcher computer. You should take the defaults or contact your service provider for recommended settings.

**Number of retries** is the number of times you want the server to retry calls that resulted in busy signals or other error messages.

## Customer Account Setup Menu

### Customer Account Setup Menu

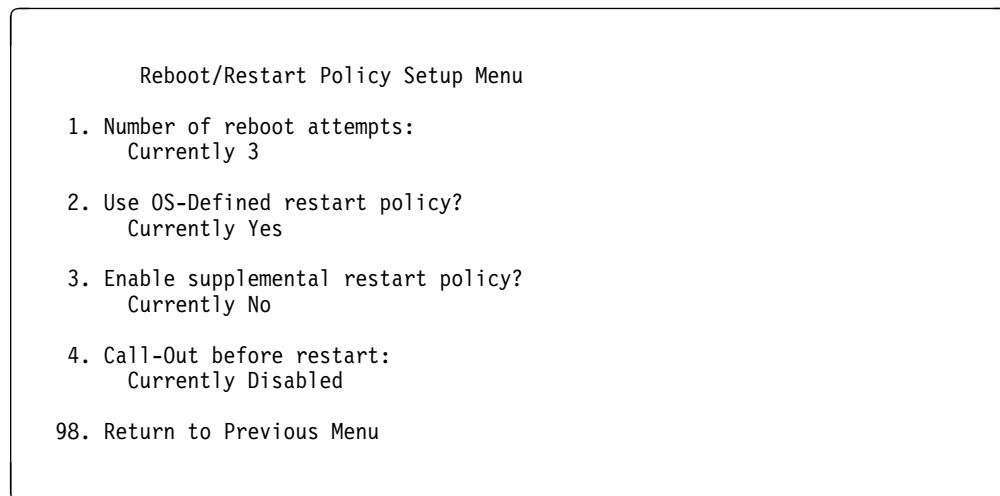
1. Customer Account Number:  
Currently Unassigned
2. Customer RETAIN Login UserID:  
Currently Unassigned
3. Customer RETAIN Login Password:  
Currently Unassigned
98. Return to Previous Menu

- **Customer Account Number** is assigned by your service provider for record keeping and billing. If you have an account number, enter it here. Otherwise, leave this field blank.
- **Customer RETAIN Login UserID** and **Customer RETAIN Login Password** apply to a service function to which your service provider may or may not have access. Leave these fields blank if your service provider does not use RETAIN.

## Reboot/Restart Policy Setup Menu

**Reboot** describes bringing the system hardware back up from scratch, for example, from a system reset or power on. The boot process ends when control passes to the operating system process.

**Restart** describes activating the operating system after the system hardware reinitialized. Restart must follow a successful reboot.



- **Number of reboot attempts** if the server fails to successfully complete the boot process, it attempts to reboot the number of times specified. Entry values equal to or greater than 0 are valid. Only successive failed reboots attempts count, not reboots that occur after a restart attempt. At restart, the counter is set to 0.
- **Use OS-Defined restart policy** lets the Service Processor react or not react the same as the operating system to major system faults, by reading the setting of the operating system parameter **Automatically Restart/Reboot After a System Crash**. This parameter may, or may not be defined depending on the operating system or its version/level. If the operating system automatic restart setting is defined, then it may be set to respond to a major fault by restarting or by not restarting. See your operating system documentation for details on setting up operating systems automatic restarts. The default value is YES.
- **Enable supplemental restart policy** - The default setting is NO. If set to YES, the Service Processor restarts the system when the system loses control as detected by the Service Processor surveillance, and either:
  1. The **Use OS-Defined restart policy** is set to NO

OR

2. The **Use OS-Defined restart policy** is set to YES and the operating system has NO automatic restart policy.

Refer to "Service Processor Reboot/Restart Recovery" on page 4-27.

- **Call-Out before restart (Enabled/Disabled)** If a restart is necessary due to a system fault, you can enable the Service Processor to call out and report the event. This item is valuable if the number of these events becomes excessive, signalling a bigger problem.

---

## Service Processor Functions and Features

The following section discusses some of the Service Processor functions and features more fully.

The IBM RS/6000 7025 F50 Series supports the following functions:

Built-in Functions	Initialization and Test	Service Processor Basic Instructions Test (BIST)
		JTAG System Chip Initialization
	Error Data Collection	BIST/POST errors and status
		Checkstop FIR data logout
		Machine check logout
	Configuration	CPU Complex validation
		VPD Collection
	System Management	Reset and Reboot on System Firmware fail
		Reboot on system failure

Local User Function	User Interface	Local async console
		Text based menus with NLS
		Operator Panel messages
	Power and Miscellaneous	Power On/Off
		Configurable Reboot Policy
	Status and Data Access	VPD
		Error data (Service Processor)
		Error data (system)
		Environmental data
	Service Processor Setup Utilities	Passwords
		Phone numbers
		Language (NLS) selection
		Call In/Call Out enable/disable
		Flash (Gold/Recovery block) Update
		Flash (Composite block) Update
		System Name
		Modem Configuration
Remote User Functions	Call Out (Call Home) Reporting	Boot failure
		OS Termination
		Surveillance failure
		Critical EPOW reporting
		Checkstop
		Machine check
	Identify system by name	Call In
		Power-on via ring-indicate
		Password/security check
		Console mirroring/Quick disconnect
Application Interface Functions	Monitor/Sense	Thermal/Voltage/fan speed
		SP Flash Update(Recovery and Composite)

## System Power-On Methods

- Power-on Switch - see "Starting the System Unit" on page 2-1.
- SP Menu power-on request

You can request a power-on via the Service Processor menus from either a local or remote terminal.

If a remote terminal is to be used, the modem must be connected to serial port 1, and the operating system set up to enable a TTY login session on that port.

Refer to "Seamless Transfer of a Modem Session" on page D-6 for information on transferring modem sessions from Service Processor to the operating system.

- Unattended start mode - refer to **Enable/Disable Unattended Start Mode** on page 4-12.

The Service Processor can be enabled to recover from the loss of AC power (see Enable/Disable Unattended Power-On Mode in the SYSTEM POWER CONTROL MENU). When AC power is restored, the system returns to the then current power state at the time AC loss occurred. For example, if the system was powered-on when AC loss occurred, it reboots/restarts when power is restored. If the system was powered-off when AC loss occurred, it remains off when power is restored.

- Timed power-on - refer to the `shutdown -t` command on servers using AIX.

Working in conjunction with AIX, the Service Processor in your server can operate a timer, much like the wake-up timer on your clock radio. You can set the timer so that your server powers on at a certain time after shutting down.

The timer is battery operated, so power interruptions occurring while the server is off do not affect its accuracy. Refer to the `shutdown -t` command of AIX for details on setting the timer.

Because of the potential for AC power loss, the Timed Power-On function of AIX can only be assured when Unattended Power-On Mode is enabled. If a Timed Power-On event occurs during an AC power loss, and if Unattended Power-On Mode is enabled, the system starts when AC power is restored.

If Unattended Start Mode is disabled (the default), the system power state remains off when AC power is restored, regardless of the power state of the system when AC loss occurred.

- Ring Indicate Power-On

Enabling ring indicate power-on disables remote call-in. If ring indicate power-on is enabled, the server will power on at a predetermined number of rings. If the server is already on, no action is taken. In either case, the telephone call is not answered. The caller receives no feedback that the server powered on.

- Follow-up to a Failed Boot Attempt

The Service Processor will initiate a power-on sequence upon detection of a failed boot attempt.

### **Service Processor Reboot/Restart Recovery**

**Reboot** describes bringing the system hardware back up from scratch, for example, from a system reset or power on. The boot process ends when control passes to the operating system process.

**Restart** describes activating the operating system after the system hardware reinitialized. Restart must follow a successful reboot.

**Failure During Boot Process:** During the boot process, either initially after system power-on or upon reboot after a system failure, the Service Processor (SP) monitors the boot progress (via surveillance). If progress stops, the Service Processor can reinitiate the boot process (reboot) if enabled to do so. The Service Processor can re-attempt this process according to an entry on the Reboot/Restart Policy Setup Menu.

**Failure During Normal System Operation:** When the boot process completes and control transfers to the operating system (OS), the Service Processor can monitor operating system activity (see the SERVICE PROCESSOR SETUP MENU item Set Surveillance Parameters). If OS activity stops, the Service Processor can initiate a reboot/restart process based on the settings in the Service Processor Reboot/Restart Policy Setup Menu and the OS automatic restart settings (see OS documentation).

If the operating system is AIX, the menu item under SMIT for setting the restart policy is Automatically Reboot After Crash (True/False), and the default is False. When the setting is True, and if the SP parameter, Use OS-Defined Restart Policy, is Yes (the default), the Service Processor takes over for AIX to reboot/restart after a Check Stop or Surveillance failure.

**Service Processor Reboot/Restart Policy Controls:** The operating system's automatic restart policy (see operating system documentation) indicates the OS response to a system crash. The SP can be instructed to refer to that policy, or not, by the Use OS-Defined Restart Policy menu item.

If the operating system has no automatic restart policy, or if it is disabled, then the Service Processor restart policy can be controlled from the Service Processor Menus by using the Enable Supplemental Restart Policy selection.

**Use OS-Defined restart policy?:** The **Use OS-Defined restart policy** default setting is YES. This causes the SP to refer to the OS Automatic Restart Policy setting and take action, the same action the OS would take if it could have responded to the problem causing the restart.

When this setting is NO, or if the OS did not set a policy, the Service Processor refers to Enable supplemental restart policy for its action.

**Enable Supplemental Restart Policy?:** The default setting is NO. If set to YES, the Service Processor restarts the system when the system loses control as detected by the Service Processor surveillance, and either:

1. The **Use OS-Defined restart policy** is set to NO  
OR
2. The **Use OS-Defined restart policy** is set to YES and the operating system has NO automatic restart policy.

Refer to “Service Processor Reboot/Restart Recovery” on page 4-27.

The following provides a more thorough understanding of the relations among the OS and Service Processor restart controls:

OS Automatic reboot/restart after crash setting	SP to use OS-Defined restart policy?	SP Enable supplemental restart policy?	System response
None	No	No <sup>1</sup>	
None	No	Yes	Restarts
None	Yes <sup>1</sup>	No <sup>1</sup>	
None	Yes <sup>1</sup>	Yes	Restarts
False <sup>2</sup>	No	No <sup>1</sup>	
False <sup>2</sup>	No	Yes	Restarts
False <sup>2</sup>	Yes <sup>1</sup>	No <sup>1</sup>	
False <sup>2</sup>	Yes <sup>1</sup>	Yes	
True	No	No <sup>1</sup>	
True	No	Yes	Restarts
True	Yes <sup>1</sup>	No <sup>1</sup>	Restarts
True	Yes <sup>1</sup>	Yes	Restarts

<sup>1</sup> Service Processor default

<sup>2</sup> AIX default

## **Service Processor System Monitoring - Surveillance**

Surveillance is a function in which the Service Processor monitors the system, and the system monitors the Service Processor. This monitoring is accomplished by periodic samplings called heartbeats.

Surveillance is available during two phases:

1. System firmware bringup (automatic) and
2. Operating system runtime (optional).

**System Firmware Surveillance:** Provides the Service Processor with a means to detect boot failures while the system firmware is running.

System firmware surveillance is automatically enabled during system power-on. It cannot be disabled via a user selectable option.

If the Service Processor detects no heartbeats during system IPL (for 7 minutes), it cycles the system power to attempt a reboot. The maximum number of retries is set from the Service Processor menus. If the fail condition repeats, the Service Processor leaves the machine powered on, logs an error and offers menus to the user. If Call-out is enabled, the Service Processor calls to report the failure and displays the operating system surveillance failure code on the operator panel.

**Operating System Surveillance:** Provides the Service Processor with a means to detect hang conditions, hardware or software failures while the operating system is running. It also provides the operating system with a means to detect the Service Processor failure by the lack of a return heartbeat.

Operating system surveillance is disabled by default. This is to allow the user to run operating systems that do not support this Service Processor option.

Operating system surveillance can be enabled and disabled via:

- service processor Menus
- service processor Service Aids

Three parameters must be set for operating system surveillance:

1. Surveillance enable/disable
2. Surveillance interval

This is the maximum time in minutes the Service Processor should wait for a heartbeat from the operating system before timeout.

### 3. Surveillance delay

This is the length of time in minutes for the Service Processor to wait from when the operating system is started to when the first heartbeat is expected.

Surveillance will take effect immediately after setting the parameters from the Service Processor menus.

If operating system surveillance is enabled (and system firmware has passed control to the operating system), and the Service Processor does not detect any heartbeats from the operating system, the Service Processor assumes the system is hung. The machine is left powered on and the Service Processor enters standby phase, displaying the operating system surveillance failure code on the operator panel. If Call-out is enabled, the Service Processor calls to report the failure.

## Call Out (Call-Home)

The Service Processor can call out (Call-Home) when it detects one of the following conditions:

- System firmware surveillance failure.
- Operating system surveillance failure (if supported by Operating System).
- Critical environmental failures.
- Restarts

To enable the call out feature, you need to do the following:

- Have a modem connected to serial port 1 or 2.
- Set up the following using the Service Processor Menus or Diagnostic Service Aids:
  - Enable call out for the serial port where the modem is connected.
  - Set up serial port line speed.
  - Enter the modem configuration filename.
  - Set up site specific parameters (i.e. phone numbers for call out, call out policy, etc).
- To call out before restart, set “Call-Out before restart” to ENABLED from the Reboot/Restart Policy Setup menu.

**Note:** Some modems, such as IBM 7857-017, are not designed for the paging function. Although they can be used for paging, they will return an error message when they do not get the expected response from another modem. Therefore, even though the paging was successful, the error message will cause the Service Processor to retry, continuing to place pager calls for the number of retries specified in the Call-Out policy Setup Menu. These retries result in redundant pages.

## Console Mirroring

Console mirroring allows a person on a local ASCII terminal to monitor the Service Processor activities of a remote user. Console mirroring ends when the Service Processor releases control of the serial ports to the system firmware.

### System Configuration:

- Service Processor
- Modem connected to one serial port and enabled for incoming calls
- Local ASCII terminal connected to the other serial port. This local terminal may be connected directly to your server or connected through another modem.

There are two scenarios in which console mirroring can be invoked:

1. Remote session first, then local session added
  - a. Remote session already in progress.
  - b. Remote user uses the Service Processor menus to enable console mirroring, allowing both consoles to be active.
2. Local session first, then remote session added
  - a. Local session is already in progress.
  - b. The Service Processor receives a call from the remote user.
  - c. The local user selects the option to enable console mirroring. The Service Processor immediately begins mirroring Service Processor menus.

**Note:** A quick disconnect is accomplished by hitting the key sequence Ctrl+D on either console. Both sessions will exit the Service Processor menus.

## **Service Processor Firmware Updates**

The Service Processor EPROM may need to be updated for two different reasons:

1. The UPDATE (composite) portion of the EPROM has become corrupted.
2. The Service Processor firmware upgrades, without any corruption present.

The use of a Flash EPROM allows updates to occur without physically replacing the memory.

The firmware in your server can be updated using one of four available initiation processes:

1. Service Processor initiation
2. SMS Utilities initiation
3. Service Aids initiation
4. AIX initiation.

Each initiation method is described below. In each case, the process prompts you for your authority and shows the contents of the update media. Verify the file with which to perform the update, and follow any other instructions that may appear.

After initiation, the processes are identical and automatic.

There are two areas in each firmware module that may need updating:

1. The gold code or base code or EPROM area
2. The custom or main program or FLASH area

Each update file contains matching gold and custom firmware, so it is not possible to update to a conflicting set.

Before the update process begins, the versions of each of the two areas of the target firmware module are compared to the versions on the update diskette. Only the area(s) that need updating are updated. In most cases, only the custom area is updated.

An update diskette can be acquired from the RS/6000 Support page on the Internet or from your service team. The Internet address is:

<http://www.rs6000.ibm.com/support/micro>

The update files must be downloaded to a DOS-formatted diskette. You should format the diskette just prior to receiving the download, to be sure it is clean. Reformatting is worth the time and effort.

Refer to the downloaded update instructions, or to the System Management Services “Config” on page 3-5 or “Display Configuration” on page 3-26 or Service Processor menus on page 4-7, to determine the level of the system unit or service processor flash.

***Updating Firmware from the Service Processor Menus:*** The Service Processor Menus are available while the server is powered off. From the Service Processor Main Menu, select Service Processor Setup to bring up a menu containing the item, Reprogram Service Processor Flash EPROM. Selecting that item starts the update process. The process requests the update diskette(s) as needed. After inserting the first diskette and informing the system, the process continues automatically. If the process requires user assistance, it is requested.

***Updating Firmware from the SMS Utilities:*** From a powered down or reset condition, bring up the SMS Utilities and select the menu item for updating firmware. The process requests the update diskette(s) as needed. After inserting the first diskette and informing the system, the process continues automatically. If the process requires user assistance, it is requested.

#### ***Updating Firmware from the Service Aids***

**Note:** This service aid is only supported for Online Diagnostics.: This service aid allows you to update the system or service processor flash.

Additional update and recovery instructions may be provided; also you need to know the fully qualified path and file name of the flash update image file. If the flash update image file is on a diskette, you need the AIX DOS utilities package to process the diskette. You can use the **dosdir** command to find out the name of the update image file. This service aid uses the **dosread** command to put the file into the **/var** file system.

Using this service aid to update the system or service processor flash will not save the current contents of the flash.

The flash image file will be copied in the **/var** file system. If there is not enough space in the **/var** file system for the flash update image file, an error is reported. If this occurs, exit the service aid, increase the size of the **/var** file system and retry the service aid. After the file is copied, a warning screen will ask for confirmation to continue the flash update. Continuing the flash update will eventually cause the system to reboot and return to the AIX login prompt. After the system unit reboots, the file **/var/update\_flash\_image** can be removed to conserve space in the **/var** file system.

### ***Updating Firmware from AIX***

You must delete the file **/var/update\_flash\_image** before proceeding.

The flash update image file must have already been placed in the **/var** file system. This could have been done with a file transfer from another server or with the **dosread** command of the AIX DOS Utilities, for example. With the flash update image in place, issuing the following AIX command

```
shutdown -u /var/*filename*.img
```

initiates the update process. Where \*filename\* is the name of the flash update image. During the process, the server powers down and reboots. You know the process is complete when the login prompt reappears.

### **Service Processor Logs**

**Service Processor Error Log:** The Service Processor error logs contain error conditions detected by the Service Processor.

#### Error Log

```
19970626223337 0. Loss of Redundant Fan #5
40210091
```

```
Press "C" to clear error log, any other key to continue. >
```

The time stamp in this error log is Coordinated Universal Time (CUT), a.k.a. Greenwich Mean Time (GMT). AIX error logs have more information available and are able to time stamp with local time.

**System POST Errors:** If POST (Power-On Self Test) errors occur during start-up, this error log help isolate faults when used with the diagnostics.

Read System POST Errors

```
Version : 0
Severity : 0
Disposition : 0
Initiator : 0
Event being reported : 0
Extended Error Log Data:
0xC2 0x00 0x84 0x09 0x00 0x00 0x00 0x00
0x20 0x00 0x00 0x00 0x00 0x00 0x72 0x74
0x63 0x00 0x00 0x00 0x00 0x00 0x00 0x00
0x00 0x00 0x28 0x03 0x00 0x05 0x00 0x01
0x00 0x00 0x00 0x00 0x00 0x00 0x00 0x00
0x49 0x42 0x4D 0x00 0x55 0x30 0x2E 0x31
0x2D 0x50 0x31 0x2D 0x58 0x31 0x00
```

(Press Return to Continue)

---

## Chapter 5. Installing Options

This chapter provides instructions to help you add options to your system. Some option-removal instructions are provided, in case you need to remove one option to install another. If you have several internal options to install, these instructions enable you to add them all at one time.

---

### Safety Considerations

Observe the following safety precautions any time you work with this system unit.

**DANGER**

**An electrical outlet that is not correctly wired could place hazardous voltage on metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.**

**Before installing or removing signal cables, ensure that the power cables for the system unit and all attached devices are unplugged.**

**When adding or removing any additional devices to or from the system, ensure that the power cables for those devices are unplugged before the signal cables are connected. If possible, disconnect all power cables from the existing system before you add a device.**

**Use one hand, when possible, to connect or disconnect signal cables to prevent a possible shock from touching two surfaces with different electrical potentials.**

**During an electrical storm, do not connect cables for display stations , printers, telephones, or station protectors for communication lines.**

**CAUTION:**

**This product is equipped with a three-wire power cable and plug for the user's safety. Use this power cable with a properly grounded electrical outlet to avoid electrical shock.**

**DANGER**

**To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.**

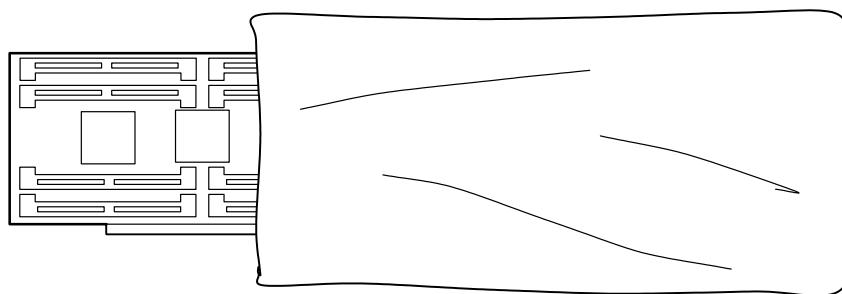
---

## Handling Static-Sensitive Devices

**Attention:** Adapters, planars, diskette drives, and disk drives are sensitive to static electricity discharge. These devices are wrapped in antistatic bags, as shown in this illustration, to prevent this damage.

Take the following precautions:

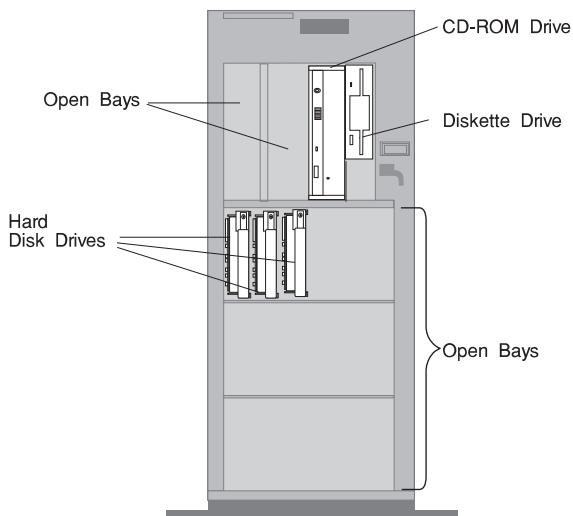
- If you have an antistatic wrist strap available, use it while handling the device.
- Do not remove the device from the antistatic bag until you are ready to install the device in the system unit.
- With the device still in its antistatic bag, touch it to a metal frame of the system.
- Grasp cards and boards by the edges. Hold drives by the frame. Avoid touching the solder joints or pins.
- If you need to lay the device down while it is out of the antistatic bag, lay it on the antistatic bag. Before picking it up again, touch the antistatic bag and the metal frame of the system unit at the same time.
- Handle the devices carefully in order to prevent permanent damage.



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## Expansion Bays

Your system comes with one 3.5-inch, 1.44MB diskette drive and a SCSI CD-ROM drive. The number of preinstalled disk drives in your system varies according to the model you ordered.



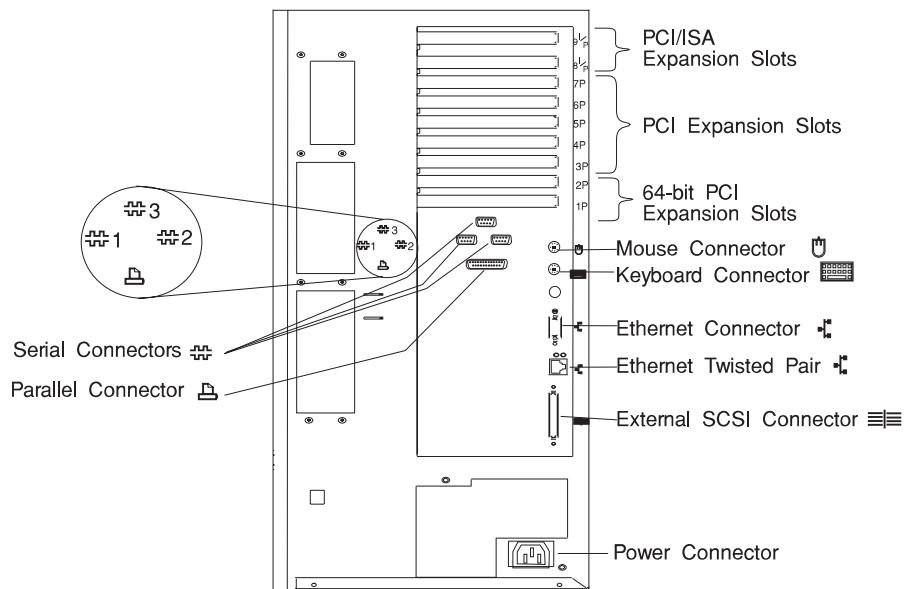
**Diskette Drive:** The 3.5-inch, 1.44MB diskette drive uses 1MB, and 2MB diskettes.

**Open Bays:** Your system's special design gives you the flexibility to use up to eighteen 3.5-inch disk drives. There are two additional open spaces in the top left bay for additional media devices. For installation instructions and information on the types of drives that you can install in each bay, see "Installing Internal Drives" on page 5-41.

**Disk Drive:** All models come with one or more integrated SCSI-2 disk drives. The capacity of the disk drives varies, depending on your configuration.

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## Input/Output Connectors



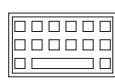
**Parallel Connector:** One 25-pin parallel port is provided.



**Serial Connectors:** Three 9-pin serial connectors (1, 2, and 3) are provided. If you are using a 25-pin signal cable, you need a 9-pin-to-25-pin adapter cable.



**Mouse Connector:** This is where the mouse cable connects to the system. This connector sometimes is called an auxiliary-device or pointing-device port.



**Keyboard Connector:** The cable from your keyboard connects here.



**Ethernet Connector:** The cable from your Ethernet LAN connects here.



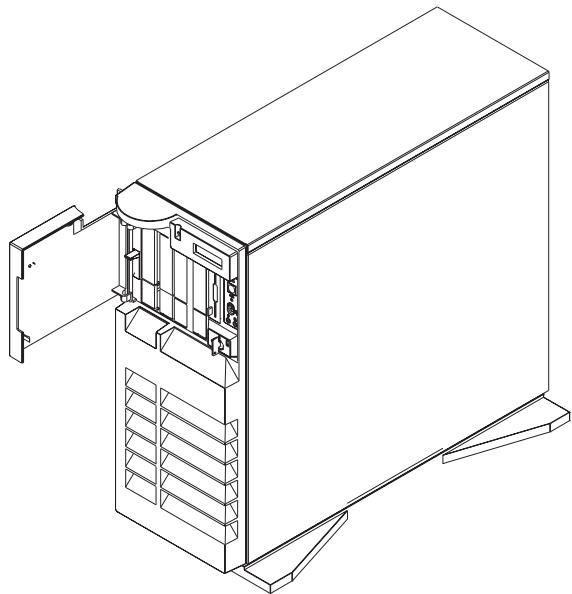
**External SCSI Connector:** The cable from your external SCSI bus connects here.

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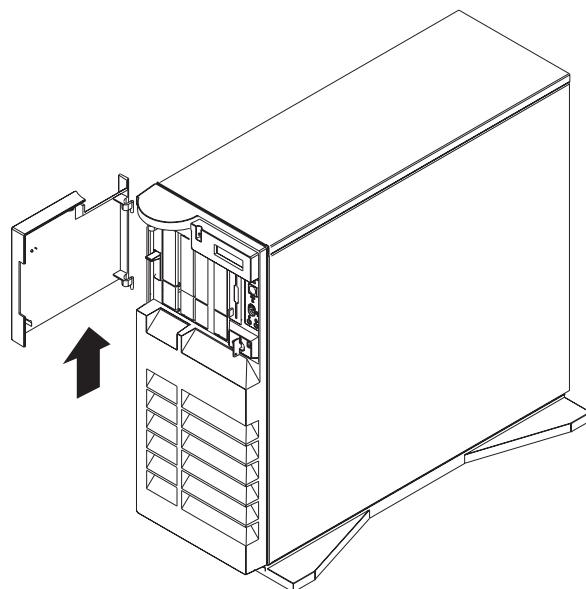
## Removing the Front Covers Only

**Note:** If you are removing or installing hot-swap drives, only the front covers need to be removed. Other options may require removal of both the front and side covers as described in "Removing Both the Front and Side Covers" on page 5-10.

1. Open the door.

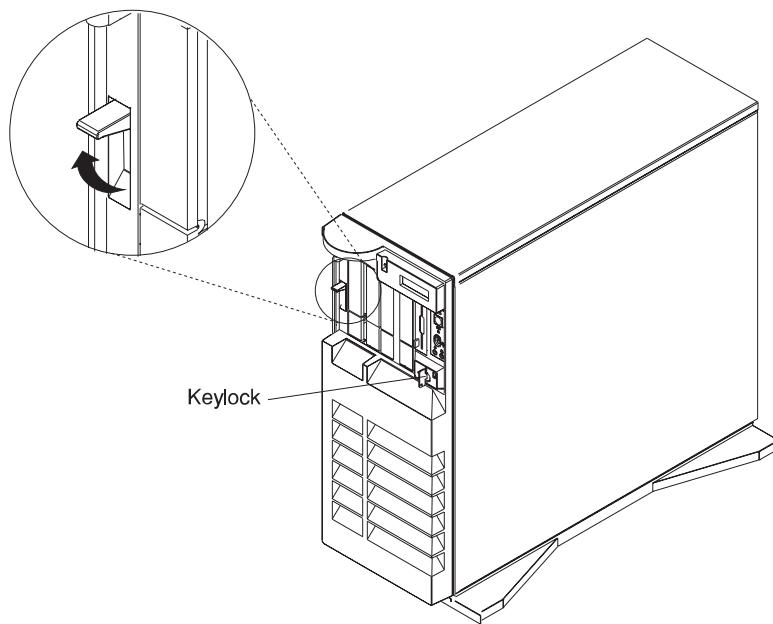


2. Remove the door by carefully lifting it up and off the hinges. Store it in a safe place.

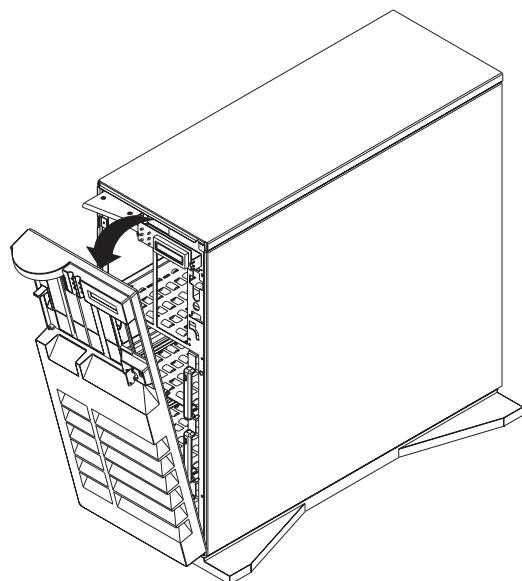


3. Remove the front cover:

- a. Unlock the keylock on the front cover.
- b. Lift up on the latch on the left side of the front cover.



- c. Grasp the sides of the front cover at the top of the system and pull it forward.  
(The front cover is held in place by two spring detented ball studs.)
- d. Detach the front cover's bottom hooks from the grooves located on the bottom of the system, and lift the front cover off the bottom of the system.

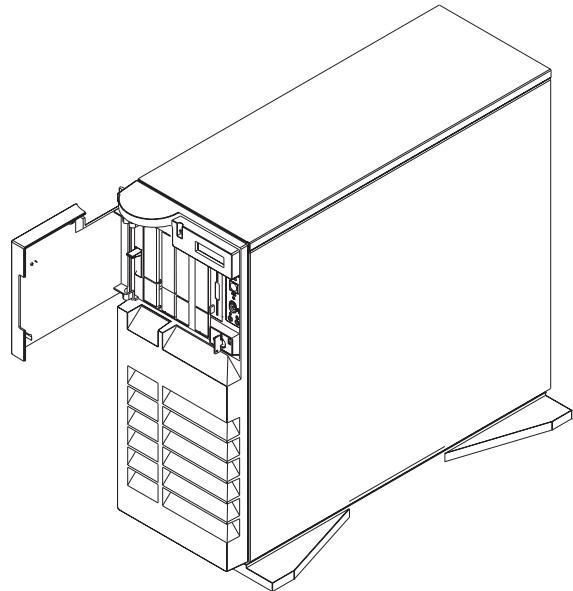


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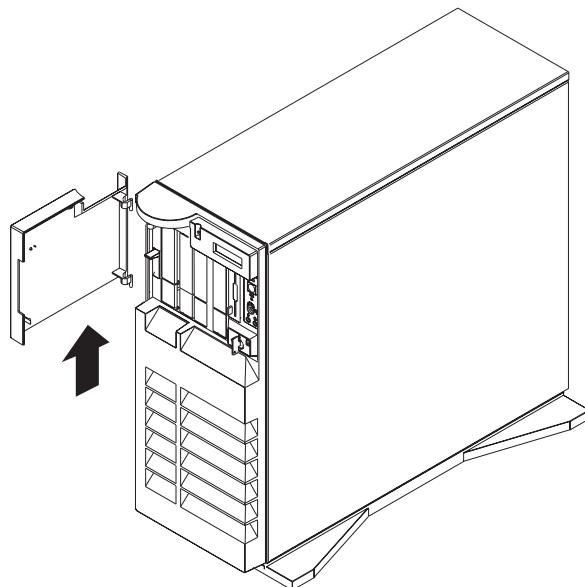
## Removing Both the Front and Side Covers

**Note:** If you previously removed the front covers, go to Step 3.

1. Open the door.

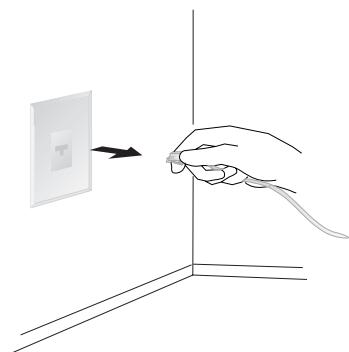


2. Remove the door by carefully lifting it up and off the hinges. Store it in a safe place.



3. Remove all media (diskettes, CDs, tapes) from the drives.
4. Shutdown the operating system.
5. Turn off power to the system and all attached options.

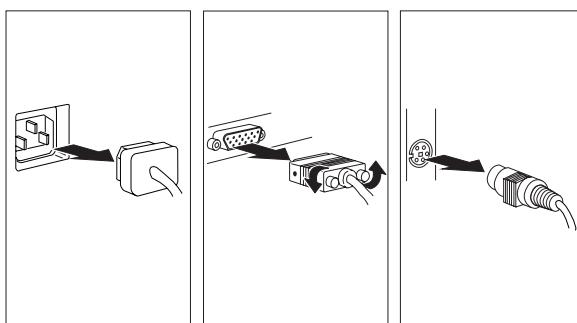
6. If you have a modem or fax machine attached to the system, disconnect the telephone line.



7. Unplug all power cords (cables) from electrical outlets.

Note the location of the following; then disconnect them from the back of the system:

- Power cord
- Display cable
- Keyboard cable
- Any other cables and cords

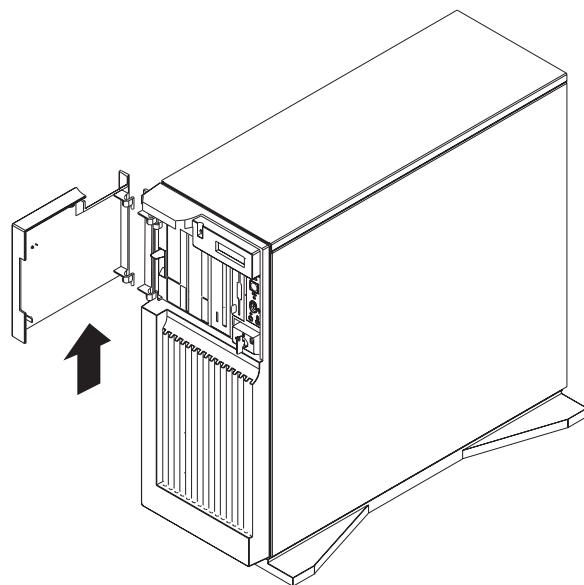


The back of your system looks similar to the following.

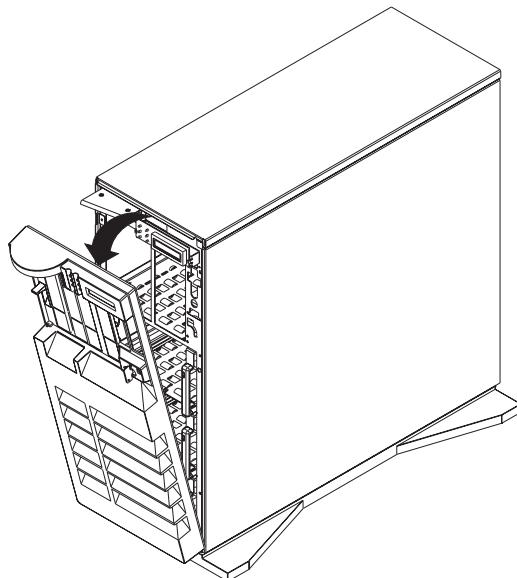


8. Remove the front cover:

- a. Unlock the keylock on the front cover.
- b. Lift up on the latch on the left side of the front cover.

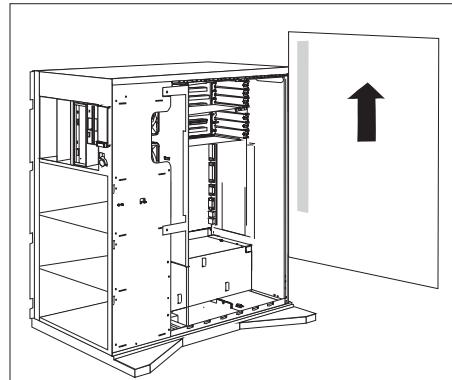
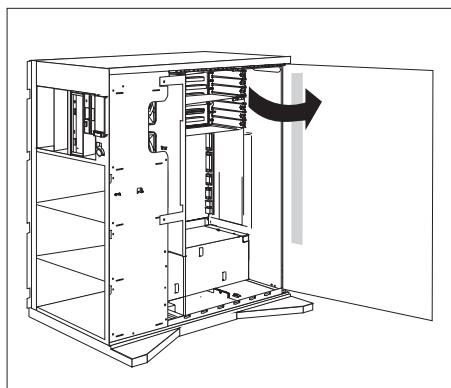


- c. Grasp the sides of the front cover near the top of the system and pull it forward. (The front cover is held in place by two spring detented ball studs.)
- d. Detach the front cover's bottom hooks from the grooves located on the bottom of the system, and lift the front cover off the bottom of the system.



9. Remove the side cover:

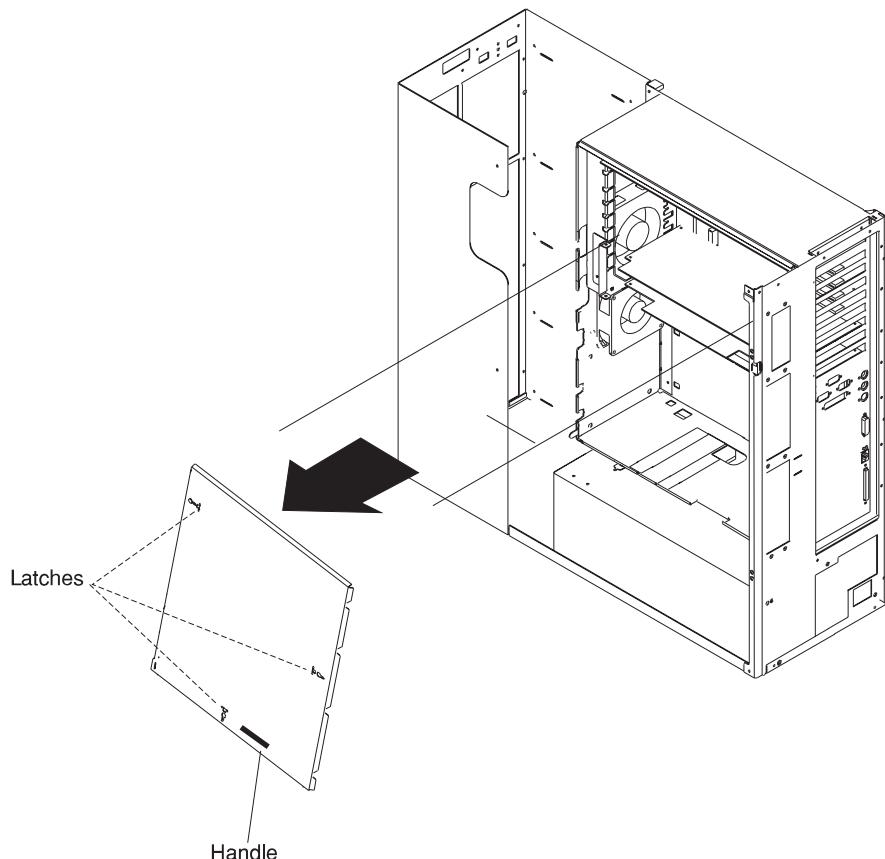
- a. Pivot the side cover 90° away from the front of the system.
- b. Remove the cover by carefully lifting it up and off the hinges. Store it in a safe place.



---

## Removing the I/O Planar Cover

1. If you have not already done so, remove the covers as described in “Removing Both the Front and Side Covers” on page 5-10.
2. Loosen the three screws (2 turns) on the I/O planar cover and unlatch the cover.



**Attention** If your system has the SSA bulkhead cable installed, make sure that you do not damage the cable as you remove the I/O planar cover.

3. Remove the I/O planar cover.

---

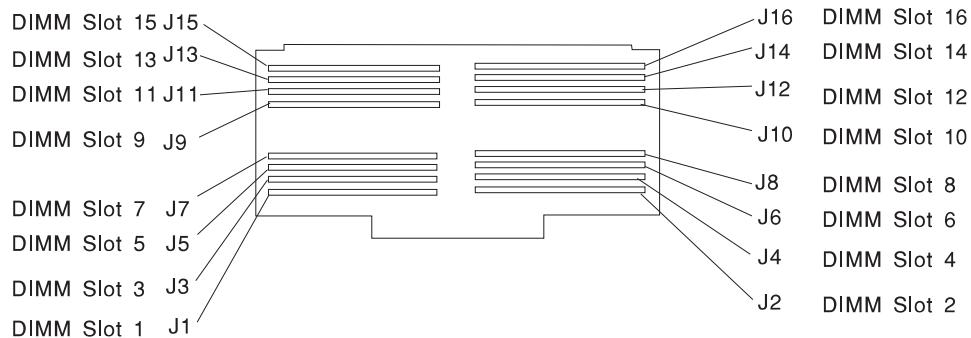
## Option List

- Installing Memory Adapter Card. Go to page “Installing Memory” on page 5-18.
- Installing Memory–Module Kits — Go to page 5-24.
- Removing Memory–Module Kits — Go to page 5-28.
- Installing Adapters — Go to page 5-30.
- Removing Adapters — Go to page 5-34.
- Upgrading the CPU card — Go to page 5-37.
- Installing Internal Drives — Go to page 5-41.
- Installing a Disk Drive, Tape Drive or CD-ROM in Bay A or Bay B — Go to page 5-44.
- Installing a SCSI Disk Drive in Bank C, D, or E — Go to page 5-51.
- Installing a SSA Disk Drive in Bank C, D, or E — Go to page 5-55.
- Installing a SCSI Backplane in Bank D or E — Go to page 5-59.
- Installing a SSA Backplane in Bank D or E — Go to page 5-66.
- Removing an Internal Drive — Go to page 5-81.
- Removing a Disk Drive, Tape Drive or CD-ROM from Bay A or Bay B — Go to page 5-82.
- Removing a SCSI Disk Drive from Bank C, D, or E — Go to page 5-83.
- Removing a SSA Disk Drive from Bank C, D, or E — Go to page 5-87.
- Installing a U-Bolt — Go to page 5-91.

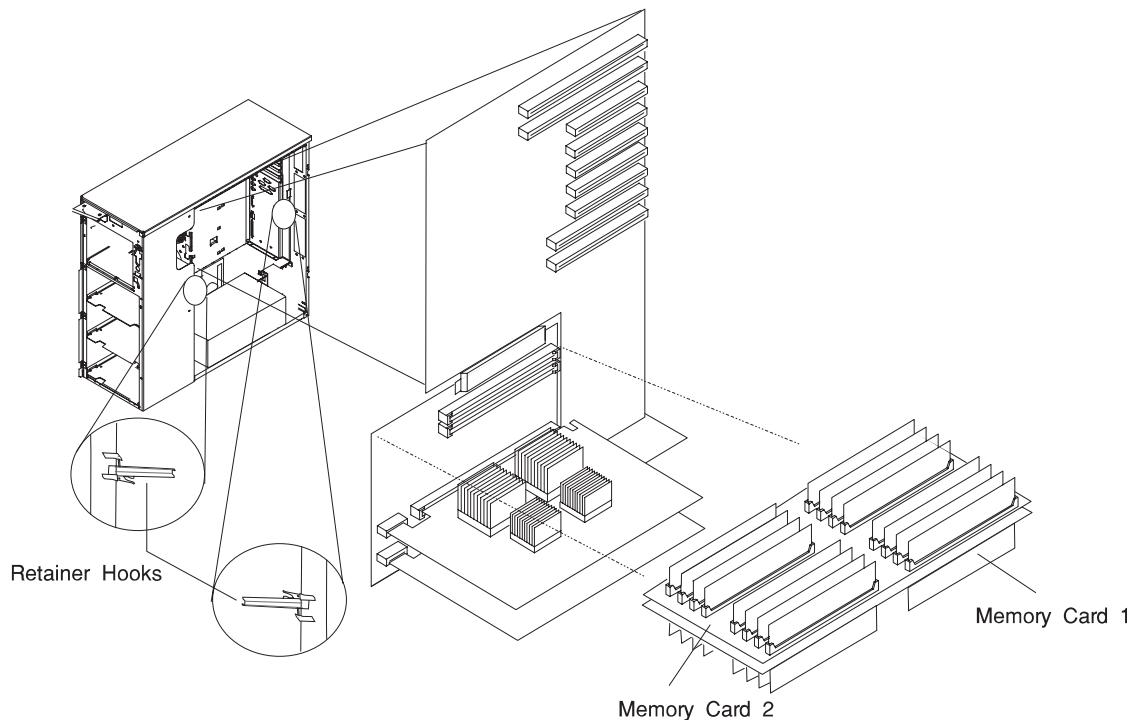
---

## Installing Memory

The memory in your system is installed on memory cards, you can have up to two memory cards installed. The memory DIMMs are installed in identical matched pairs, that is, they must be installed across from each other. For example, if you have a memory DIMM installed in J1 you must have an identical memory DIMM installed in J2. In order for you to add or remove memory to or from an existing memory card, you must remove the memory adapter card from the system.



**Note:** Memory card 1 is the bottom card if there are two cards installed. If you only have one memory card, it is memory card 1.



- For information on installing or adding memory adapter cards, see “Installing or Adding Memory Adapter Cards” on page 5-20.
- For information on removing memory adapter cards, see “Removing Memory Adapter Cards” on page 5-22.
- For information on installing memory modules, see “Memory-Modules” on page 5-24.

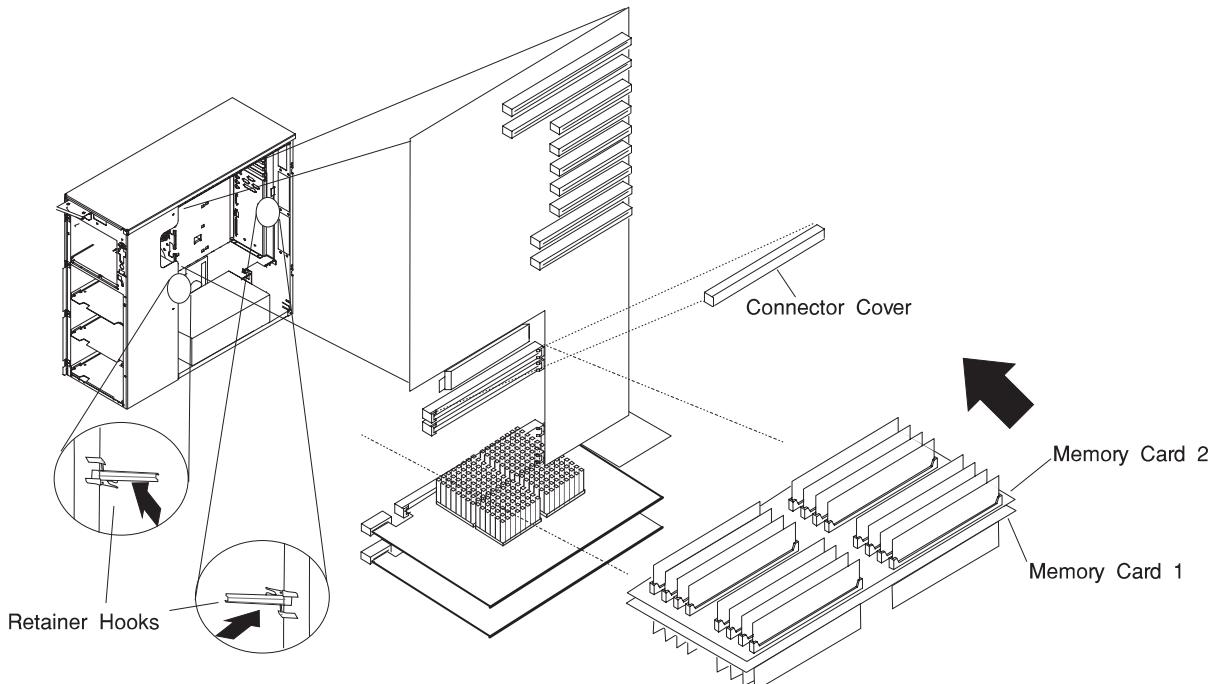
## Installing or Adding Memory Adapter Cards

1. If you have not already done so, remove the covers as described in "Removing Both the Front and Side Covers" on page 5-10.
2. Remove the I/O planar cover as described in "Removing the I/O Planar Cover" on page 5-16; then return here to determine your next step.
3. Remove the memory card shield positioned over the bottom memory card.
4. Open the retainer hooks.

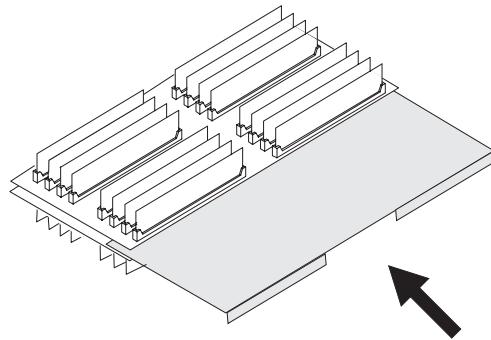
**Attention:** To prevent damage to the card and the card connectors, open and close the retainer hooks at the same time.

5. Remove the connector cover that is over the unused memory card slot.
6. Place the memory card in the card guide rails.
7. Make sure that the black tabs on the new card are captured by the retainer hooks.
8. Align the card with the connector.
9. Close the retainer hooks to set the card.

**Attention:** To prevent damage to the card and the card connectors, open and close the retainer hooks at the same time.



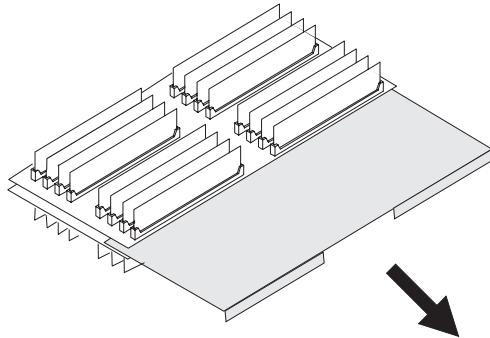
10. Reinstall the memory shield on the bottom memory card.



11. If you have other procedures to perform, refer to “Option List” on page 5-17.
12. If you do not have any other procedures to perform, replace the I/O planar cover as described in “Replacing the I/O Planar Cover” on page 5-101; then return here to determine your next step.
13. Replace the covers as described in “Replacing Both the Front and Side Covers” on page 5-96.

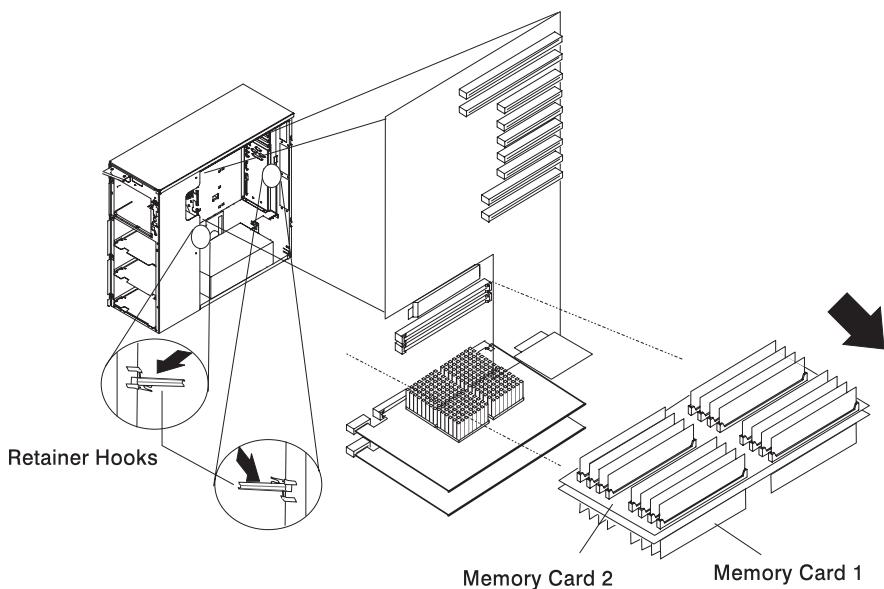
## Removing Memory Adapter Cards

1. If you have not already done so, remove the covers as described in "Removing Both the Front and Side Covers" on page 5-10.
2. Remove the I/O planar cover as described in "Removing the I/O Planar Cover" on page 5-16; then return here to determine your next step.
3. Remove the memory adapter card shield.



4. The card is secured in place with card retainer hooks, one on each end of the card. Open the card retainer hooks and remove the card.

**Attention:** To prevent damage to the card and the card connectors, open and close the retainer hooks at the same time.



5. If you are installing a memory adapter card, see “Installing or Adding Memory Adapter Cards” on page 5-20.
6. If you have other procedures to perform, refer to “Option List” on page 5-17.
7. If you do not have any other procedures to perform, replace the I/O planar cover as described in “Replacing the I/O Planar Cover” on page 5-101; then return here to determine your next step.
8. Replace the covers as described in “Replacing Both the Front and Side Covers” on page 5-96.

---

## Memory-Modules

You can increase the amount of memory in your system by installing *memory-modules* on to an existing memory adapter card or if your system has only one adapter card installed that is fully populated, you can add an additional memory adapter card. Your system uses 200-pin, dual inline Error Correcting Code (ECC) memory modules (DIMMs) to increase system memory.

You install memory-modules into connectors on the memory card located inside the system. The memory card holds up to 8 pairs of memory-modules and your system can have 2 memory cards installed. You can install up to 3GB of addressable ECC memory. The memory-modules sizes available for your system are 32MB, and 128MB.

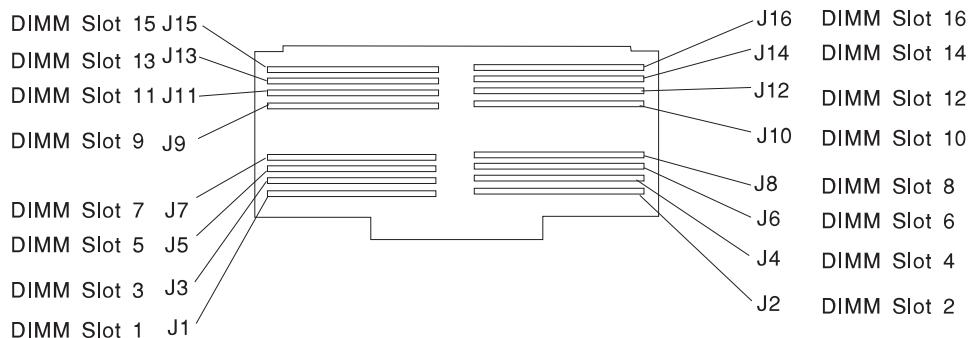
**Attention:** Memory modules must be installed in identical pairs.

**Attention:** Memory modules are sensitive to static electricity discharge. These devices are wrapped in antistatic bags, to prevent this damage. See page 5-3 for information on handling Static-Sensitive Devices.

- If you are adding additional memory or replacing memory to an existing memory adapter card, see "Adding or Replacing Memory to an Existing Card" on page 5-25.
- If you are adding memory to a new memory adapter card, see step 2 on page 5-25.

## Adding or Replacing Memory to an Existing Card

1. Remove the memory adapter card, see “Removing Memory Adapter Cards” on page 5-22
2. Locate the memory module connectors and determine which module you want to add or remove. If you are removing memory modules, see “Removing Memory” on page 5-28; then return here if you are replacing memory.

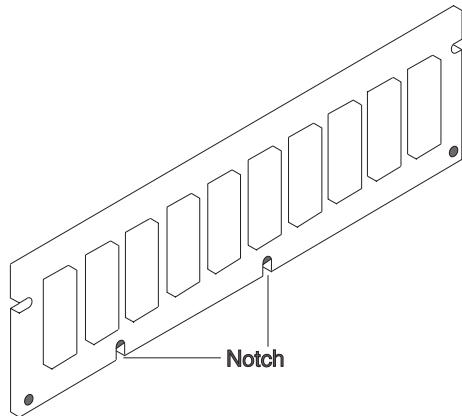


3. With one hand, touch any metal surface of the chassis to minimize static electrical charges, and then pick up a memory-module.

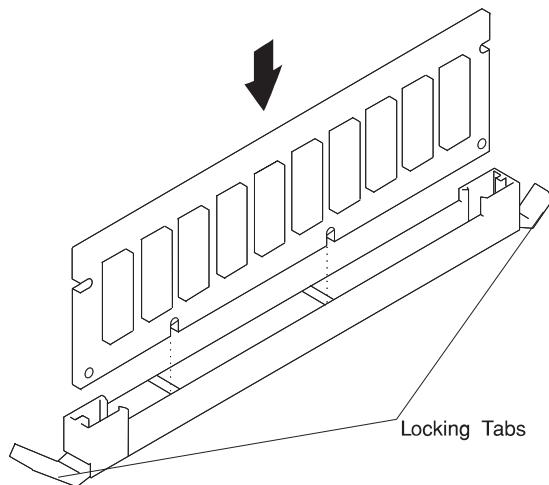
4. Install the memory module.

**Note:** Memory modules must be installed in identical pairs (size and speed). New memory modules must be installed in the first available pair of vacant connectors, starting at pair 1 (connectors J1 and J2) and progressing to pair 8 (connectors J15 and J16). Refer to the previous figure.

- a. The memory modules are keyed so that they can only be inserted one way. Align the memory module notches with the keys in the memory-modules connectors.



b. Insert the memory module into the next unused memory module connector. Ensure that the tabs are in the unlocked position, as shown, prior to memory module insertion. After insertion, the tabs should be in the locked position (up).



**Attention:** Inserting the memory-modules diagonally may damage the memory-modules.

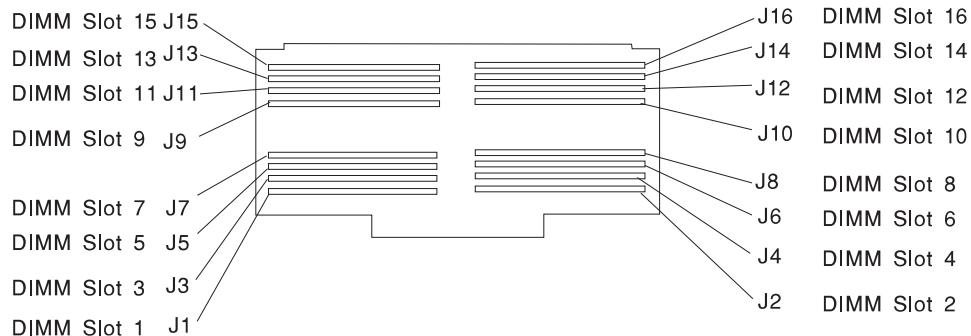
5. Go to "Device Records" on page A-2 to record the size of the memory-modules and the connector into which it is installed; then return here to determine your next step.
6. Replace the memory card, see "Installing or Adding Memory Adapter Cards" on page 5-20.
7. If you have other procedures to perform, refer to "Option List" on page 5-17.

8. If you do not have any other procedures to perform, replace the I/O planar cover as described in “Replacing the I/O Planar Cover” on page 5-101; then return here to determine your next step.
9. Replace the covers as described in “Replacing Both the Front and Side Covers” on page 5-96.

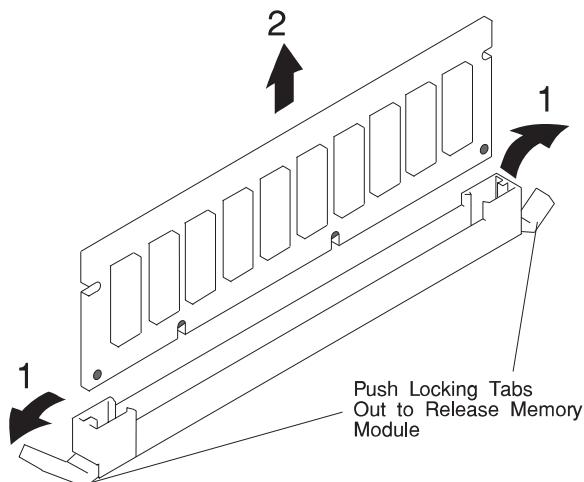
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## Removing Memory

1. Remove the memory adapter card, see "Removing Memory Adapter Cards" on page 5-22.
2. Locate the memory module connectors and determine which memory modules you want to remove.



3. Remove the memory modules by pushing the tabs out on the memory connectors as shown.



4. Store any memory modules you are no longer using in a static-protective package. Make a note of the kit size and speed for future reference.



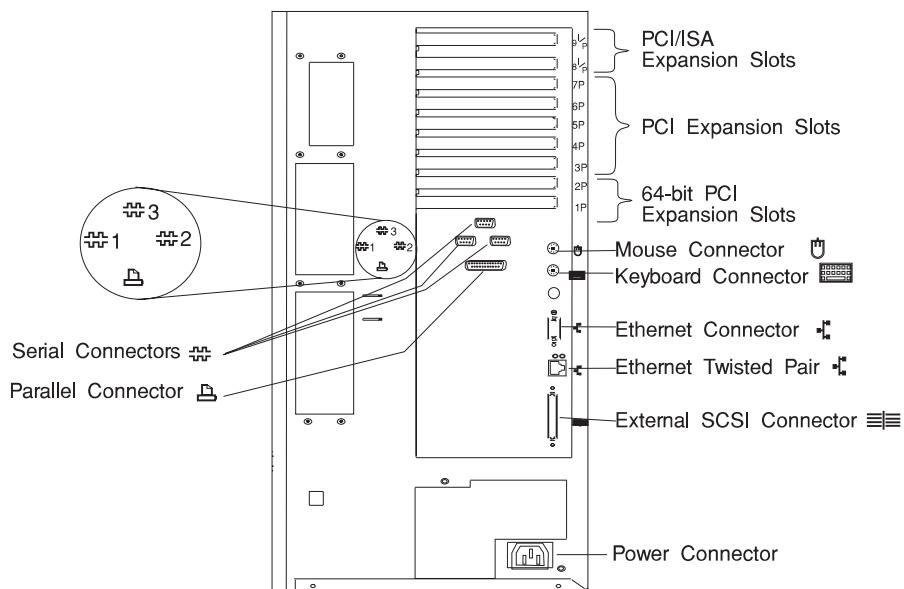
5. Replace the memory card, see "Installing or Adding Memory Adapter Cards" on page 5-20.
6. If you are not installing memory modules in the empty connectors, go to "Device Records" on page A-2 to update the memory information; then return here to determine your next step.
7. If you are installing memory modules in the empty connectors, go to "Adding or Replacing Memory to an Existing Card" on page 5-25.
8. If you do not have any other procedures to perform, replace the I/O planar cover as described in "Replacing the I/O Planar Cover" on page 5-101; then return here to determine your next step.
9. If you have other procedures to perform, refer to "Option List" on page 5-17.
10. Replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.

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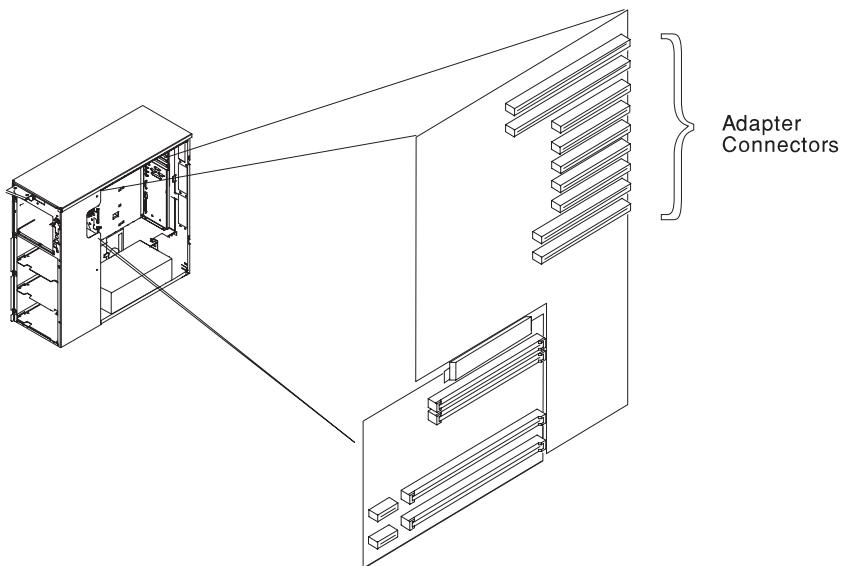
## Installing Adapters

Adding an adapter, such as audio, communication, or specialized graphics, extends the capabilities and power of your system. Your system has nine *expansion slots* for connecting adapters. The expansion slots are numbered on the back of the system as shown below. You can install ISA and PCI adapters.

Memory adapters cannot be installed in your system because it does not support channel memory.

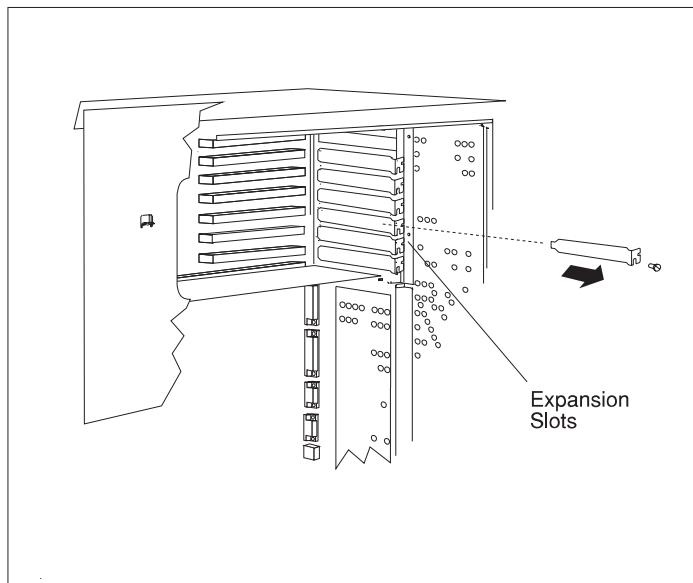


1. If you have not already done so, remove the covers as described in “Removing Both the Front and Side Covers” on page 5-10.
2. Remove the I/O planar cover as described in “Removing the I/O Planar Cover” on page 5-16; then return here to determine your next step.
3. Determine which expansion slot you will use for the adapter. Check the instructions that came with the adapter for any requirements or restrictions. If there are no restrictions, you can use any empty slot that matches your adapter type (PCI, or ISA).



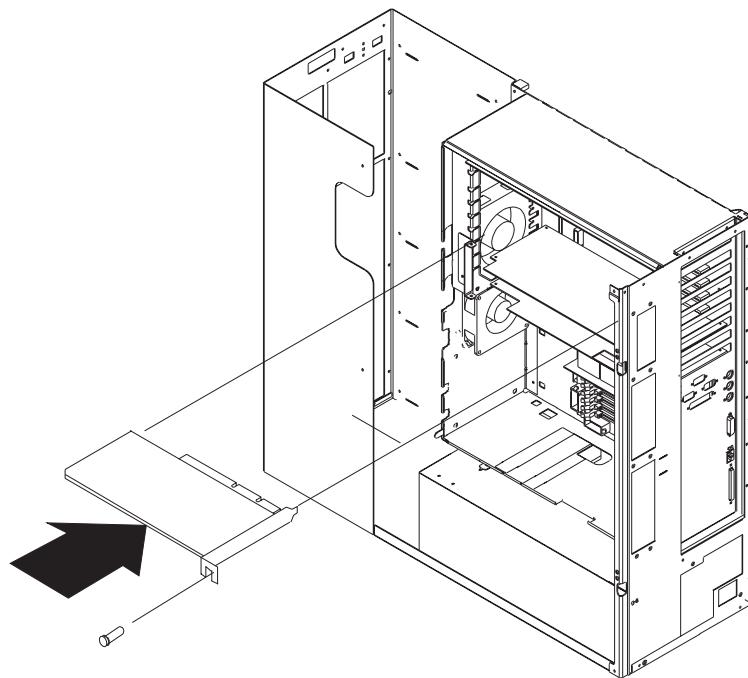
4. Remove the expansion-slot cover:

- a. Loosen and remove the screw with a screwdriver.
- b. Slide the expansion-slot cover out of the system.
- c. Store the expansion-slot cover in a safe place for future use.
- d. Save the screw for use in securing the adapter.



5. Install the adapter:

- a. Carefully grasp the adapter and align the adapter with the expansion slot connector.
- b. Press the adapter *firmly* into the expansion slot.



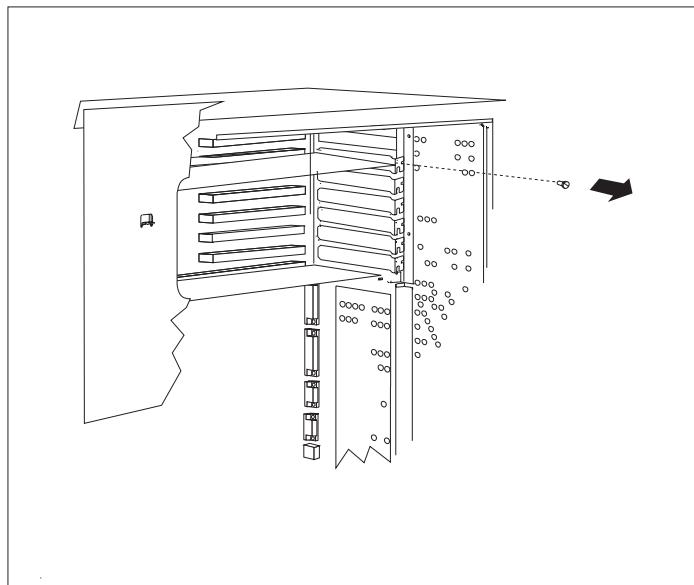
- c. Install and tighten the expansion-slot screw you removed earlier.

6. Install any cables that are required for the adapter.
7. Replace the I/O planar cover as described in "Replacing the I/O Planar Cover" on page 5-101; then return here to determine your next step.
8. Go to "Device Records" on page A-2 and write the adapter name next to the slot into which it is installed; then return here to determine your next step.
9. If you have other procedures to perform, refer to "Option List" on page 5-17.
10. If you do not have any other procedures to perform, replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.

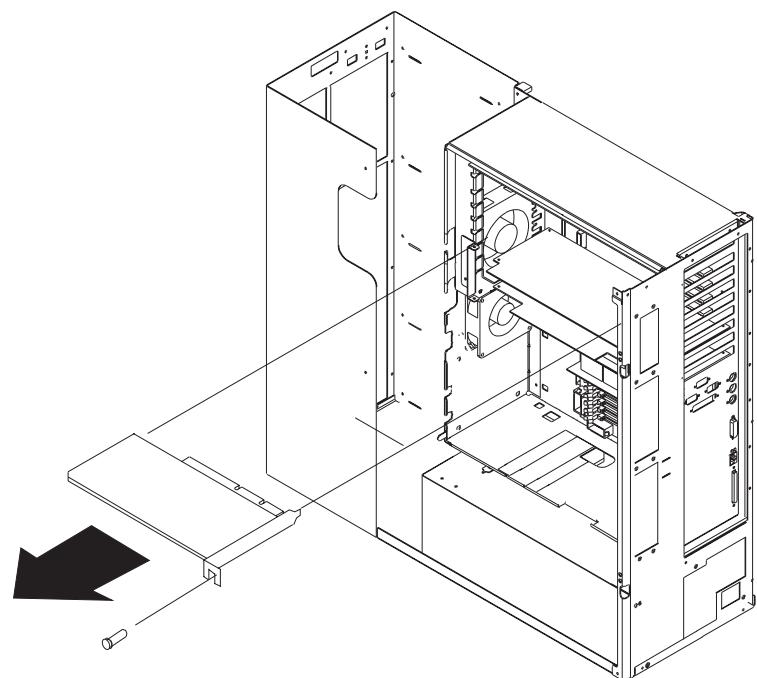
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## Removing Adapters

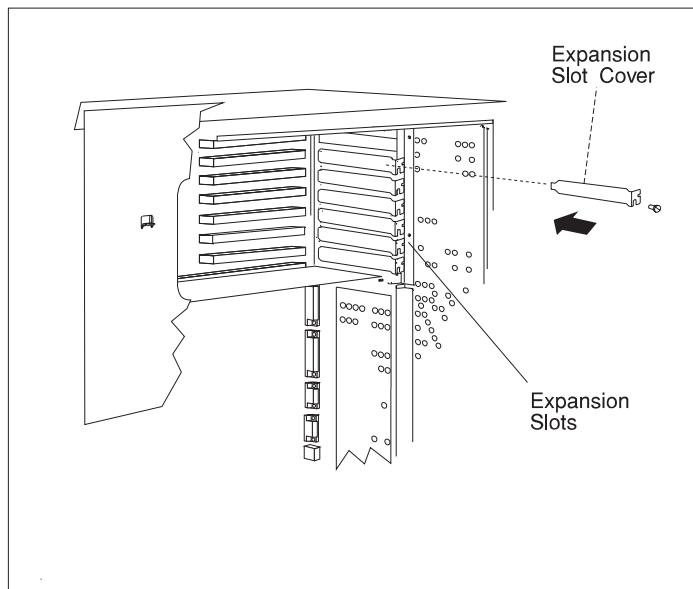
1. If you have not already done so, remove the covers as described in "Removing Both the Front and Side Covers" on page 5-10
2. Remove the I/O planar cover as described in "Removing the I/O Planar Cover" on page 5-16; then return here to determine your next step.
3. Remove any cables that are attached to the adapter.
4. Remove the adapter:
  - a. Note the slot number of the adapter you are removing.
  - b. If there are any cables attached to the adapter, disconnect them.
  - c. Remove the screw for the adapter.



d. Carefully pull the adapter out of the system.



5. If you are not installing another adapter in this expansion slot, reinstall the expansion-slot cover:
  - a. Slide the cover over the open expansion slot.
  - b. Install the screw and tighten with a screwdriver.
  - c. If the adapter removed had cables that are no longer required, you may want to remove them.



6. Replace the I/O planar cover as described in "Replacing the I/O Planar Cover" on page 5-101; then return here to determine your next step.
7. Go to "Device Records" on page A-2 and delete the name of the adapter you removed; then return here to determine your next step.
8. If you have other procedures to perform, refer to "Option List" on page 5-17.
9. If you do not have any other procedures to perform, replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.

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## Upgrading or Adding a CPU Card

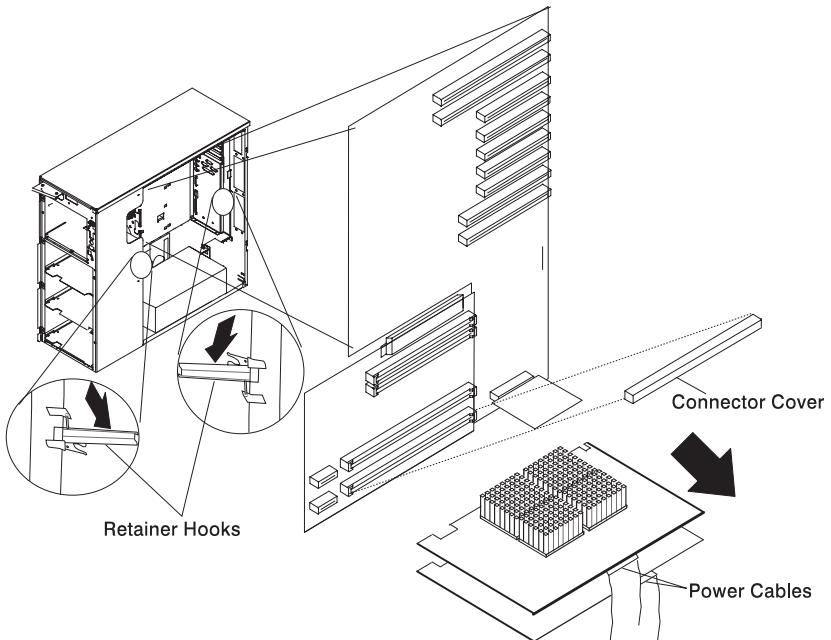
You may find media included with your new CPU card. Look at the label to determine the minimum level of firmware required for the new CPU card.

**Attention:** If your system has two CPU cards, do not mix different speed CPU cards in your system.

1. Check the Service Processor firmware level (see Chapter 4, “Service Processor Menus” on page 4-1).
2. Update the Service Processor firmware if necessary (see Chapter 4, “Service Processor Menus” on page 4-1).
3. When the system reboot is complete, shut the system down.
4. If you have not already done so, remove the covers as described in “Removing Both the Front and Side Covers” on page 5-10.
5. Remove the I/O planar cover as described in “Removing the I/O Planar Cover” on page 5-16; then return here to determine your next step.

6. If you are upgrading a CPU card, remove the installed CPU card:
  - a. Remove the power cable from the CPU card by squeezing the tabs.
  - b. The card is secured in place with card retainer hooks, one on each end of the card. Open the card retainer hooks and remove the card.

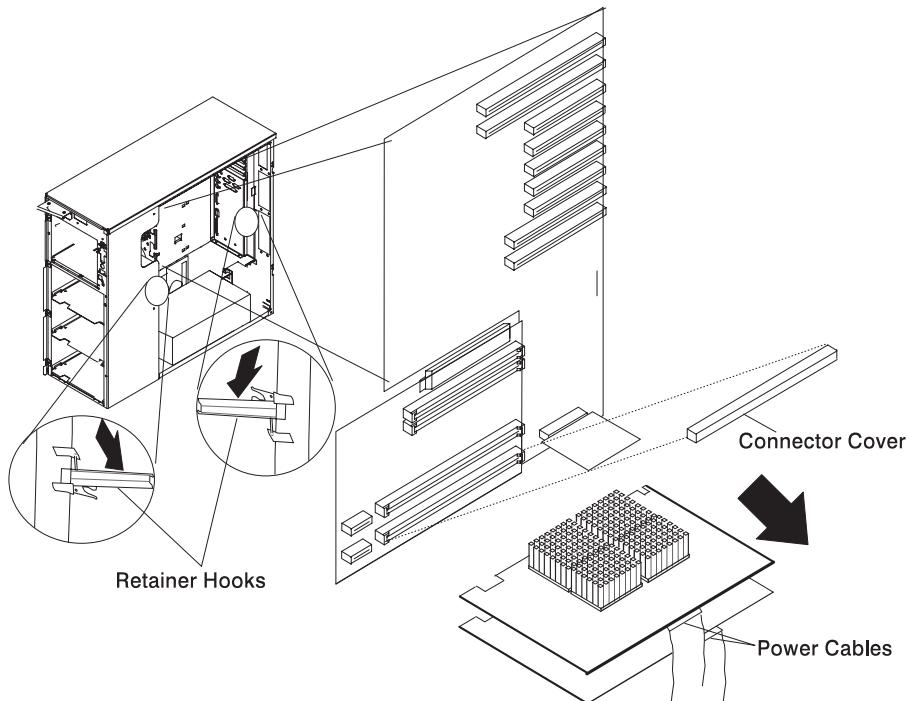
**Attention:** To prevent damage to the card and the card connectors, open and close the retainer hooks at the same time.



- c. Place the new CPU card in the card guide rails.
  - d. Make sure that the black tabs on the new card are captured by the retainer hooks.
  - e. Align the card with the connectors.
  - f. Close the retainer hooks to set the card.

**Attention:** To prevent damage to the card and the card connectors, open and close the retainer hooks at the same time.

7. If you are adding a CPU card:
  - a. Remove the power cable from the existing CPU card by squeezing the tabs.



- b. Open the retainer hooks on the unused CPU card slot.
- c. Remove the connector cover from the unused CPU card slot.
- d. Place the new CPU card in the card guide rails.
- e. Make sure that the black tabs on the new card are captured by the retainer hooks.
- f. Align the card with the connectors.
- g. Close the retainer hooks to set the card.

**Attention:** To prevent damage to the card and the card connectors, open and close the retainer hooks at the same time.

- h. Connect the power cable to each of the CPU cards.
- i. Ensure that the power cables come out vertically from the power supply and that they are pushed back and out of the way so that the I/O planar cover can be installed.

8. If you have other procedures to perform, refer to “Option List” on page 5-17.

9. If you do not have any other procedures to perform, replace the I/O planar cover as described in “Replacing the I/O Planar Cover” on page 5-101; then return here to determine your next step.

10. Replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.
11. Restart the system and go to the system management services to check the system firmware level.
  - If you have a graphical monitor, go to "Graphical System Management Services" on page 3-1.
  - If you have a tty monitor, go to "Text-Based System Management Services" on page 3-24.

The version level has the letters 'wil' and five numbers in it. The numbers represent the year and the day of the year the firmware was created (yyddd), where ddd is the julian day that the firmware was created.

12. If the firmware level already installed on your system is an earlier level than is indicated on the system firmware media included with your new CPU card, update the system firmware.
13. Restart the system.

---

## Installing Internal Drives

If you add different types of drives, your system can read multiple types of media and store more data. Several types of drives are available, such as:

- Diskette
- Disk drive
- CD-ROM
- Tape

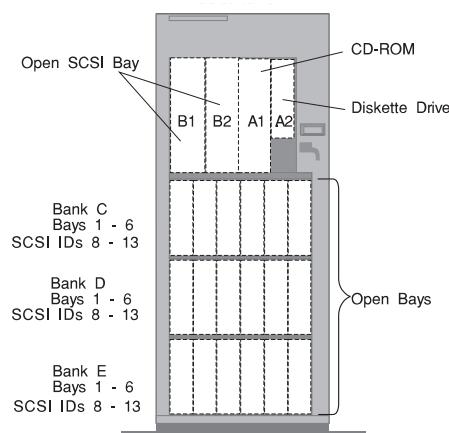
**Note:** If you are installing a CD-ROM drive, refer to xiii before installing the drive.

Internal drives are installed in *bays*. A diskette drive is preinstalled in bay A2 and a CD-ROM drive is preinstalled in bay A1 in all models. You can install a media drive in bay B1 or B2.

The base system has a hot-swap backplane installed in bank C. You can install six hot-swappable disk drives into the bays in bank C. You can order additional hot-swap backplanes for banks D and E. Banks C, D, and E each contain six bays. You can install up to six disk drives in bank C, bank D, or bank E.

You can order an optional feature that lets you install non hot-swappable disk drives into bays B1 and B2.

**Note:** The bank letter-designations are located on both vertical rails on the front of the system. The bay-slot numbers are located on the top of bank C and the bottom of bank E.



## Considerations

Bay A comes with one 3.5-inch, 1.44MB diskette drive in A2 and a CD-ROM in A1.

Bay B supports two 5.25-inch, or 3.5 inch half-high, removable-media devices.

Bay B also supports a disk drive in a special carrier when bays C, D, and E are configured with SSA disk drives or SCSI RAID disk drives.

You cannot install hot-swappable drives in bays A or B.

Banks C, D, and E can accommodate six slim-high drives or three half-high drives, or a combination of both drive sizes. If you use a combination, remember that one half-high drive uses the equivalent space of two slim-high drives.

Your system supports eighteen 3.5-inch, slim-high (1.0 inch), disk drives or nine 3.5-inch, half-high (1.6 inch) disk drives in the bottom three banks (C, D, and E) or a combination of slim and half-high drives.

Before installing disk drives in bank D and E, you must order disk drive backplanes for bank D and E. Depending on your configuration, you may need to order and install up to two additional SCSI-2 adapters. The internal Ultra SCSI option is supported in backplanes C, D, and E and requires one Ultra SCSI adapter per bank. The internal Serial Storage Architecture (SSA) option is supported in backplanes C, D, and E and requires one SSA adapter that supports all three banks. To order, contact your authorized reseller or marketing representative.)

## Hot Swap Drives

The hot-swap backplane contains logic that allows you to remove disk drives without turning off system power. The base system has a hot-swap backplane installed in bank C. You can install six hot-swappable disk drives into the bays in bank C. You can order additional hot-swap backplanes for banks D and E. Banks C, D, and E each contain six bays. You can install up to six disk drives in bank C, bank D, or bank E.

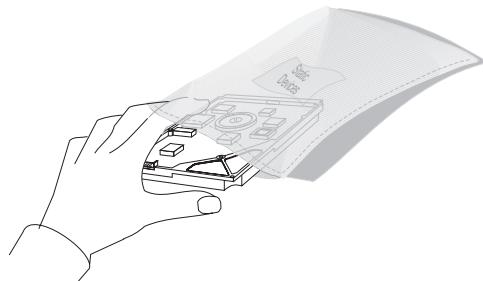
**Attention:** Proper procedures must be followed whenever you remove a disk drive. Hot swap capability is available only with hot swap backplanes, and hot swap carriers for the disk drive.

## Preinstallation Steps (All Bays)

**Note:** All internal drives in this system are mounted vertically.

**Attention:** Caution should be used when handling all hard drives. Drives are more likely to be damaged during installation and service. Bumping or handling drives roughly causes latent failures. Don't stack drives and always use appropriate ESD practices. A drop of as little as a 1/4 inch can cause latent failures. Media can take 30 seconds to spin down, so ensure at least a 30 second delay before switching off the hot-swappable drives for removal.

1. Touch the static-protective bag containing the drive to any unpainted metal surface on the system; then remove the drive from the bag.



2. Check the instructions that came with the drive to see if you need to set any switches or jumpers on the drive, or if you need to attach a tray to the drive.

### Notes:

- Automatic SCSI ID setting applies only to hot-swappable disk drives. Therefore, if you install a SCSI media drive (in bay B), you must set a SCSI ID for that drive. See Table A-2 on page A-4 in Appendix A for SCSI IDs.
- Remove the terminator from the media drive you plan to install in bay B. The cable that connects to bays A and B already has a terminator.

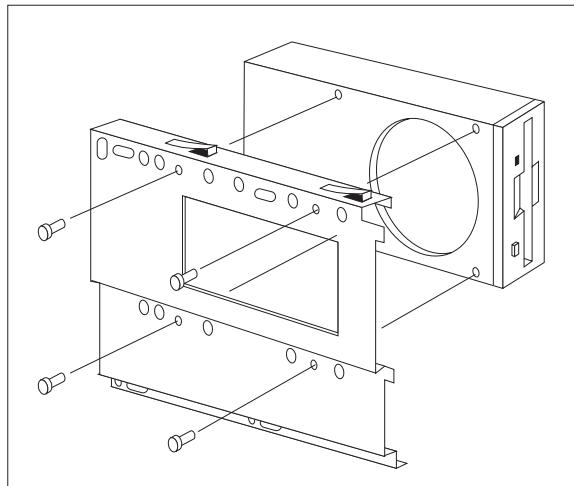
3. Choose the location in which you want to install the drive.

- To install a disk drive, tape drive, or CD-ROM in bay A or Bay B, go to page 5-44.
- To install a drive in bank C, D, or E, go to page 5-51.

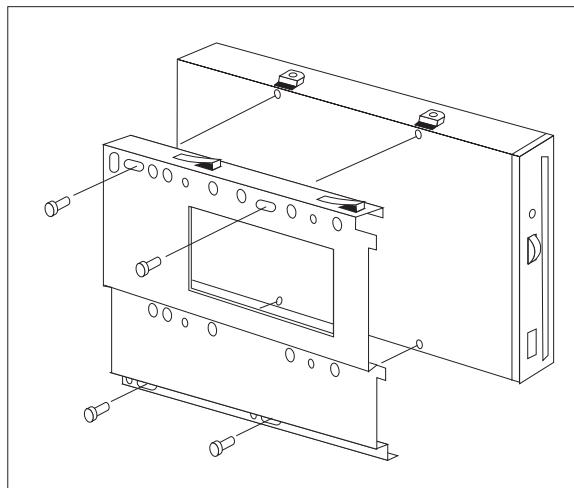
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## Installing a Disk Drive, Tape Drive, or CD-ROM in Bay A or Bay B

1. If you have not already done so, remove the covers as described in "Removing Both the Front and Side Covers" on page 5-10.
2. Each device you install in bay B must have a tray like that shown below. If your drive came with a different tray, remove it and install the correct tray. (Your system has extra tray's in the bay.)

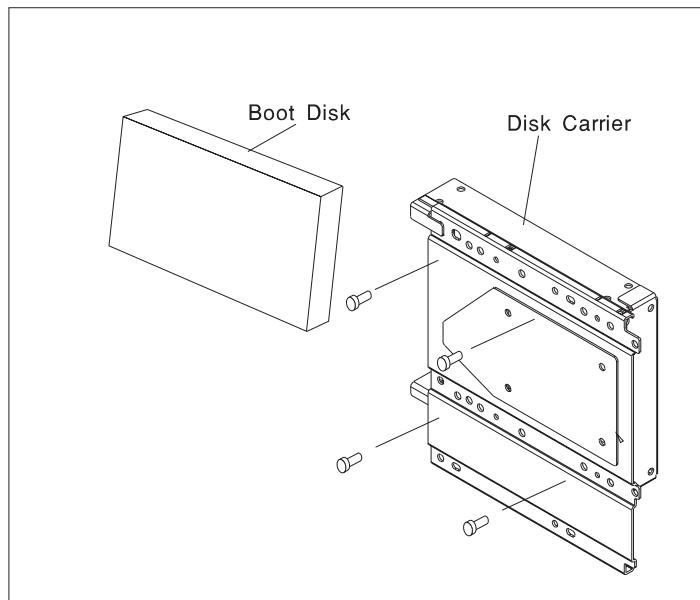


3.5-inch drive



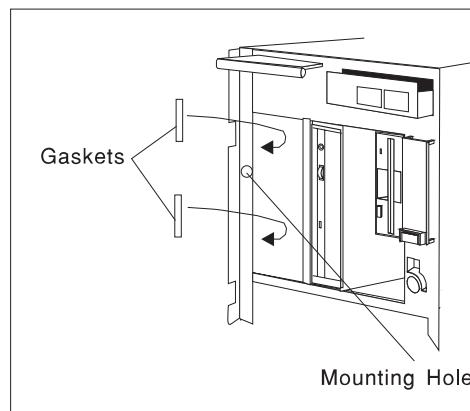
5.25-inch device

3. When installing a boot disk in Bay B1 or Bay B2 install the disk drive into the disk carrier.

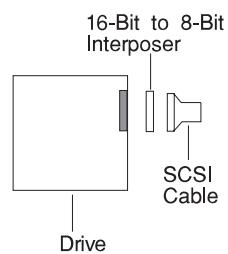


SCSI Ultra Boot Disk

4. You must also install the two gaskets that are shipped with the disk carrier if they were not previously installed. Make sure the gaskets are installed as shown behind the front lip. One gasket goes above the mounting hole and one gasket goes below the mounting hole.



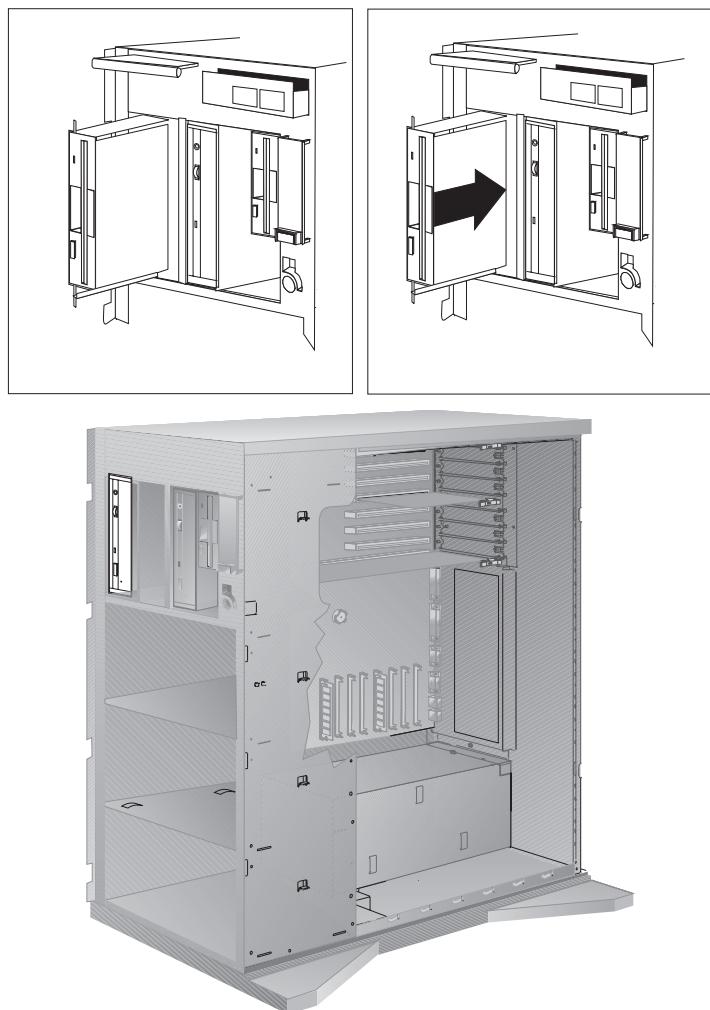
5. Connect the 16-bit to 8-bit interposer that came with your SCSI device to the drive.



6. Check and place SCSI ID jumpers in correct position on the drive for correct ID. See Table A-2 on page A-4 for SCSI ID addresses.

7. Install the device:

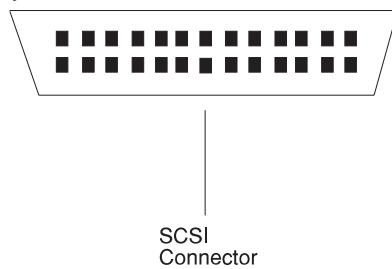
- a. Position the device vertically, with the connectors facing the rear of the system.
- b. Align the device with the guides on the bottom of the bay and slide it to the rear of the bay until it stops.



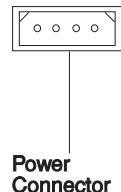
8. Slide the diskette drive and the CD-ROM drive forward in their guides to allow more room for connecting cables to the new drive.

a. Connect the cables:

- 1) If you are installing a SCSI drive, locate an unused SCSI drive connector at the back of the bay. Connect the SCSI drive connector to the drive.

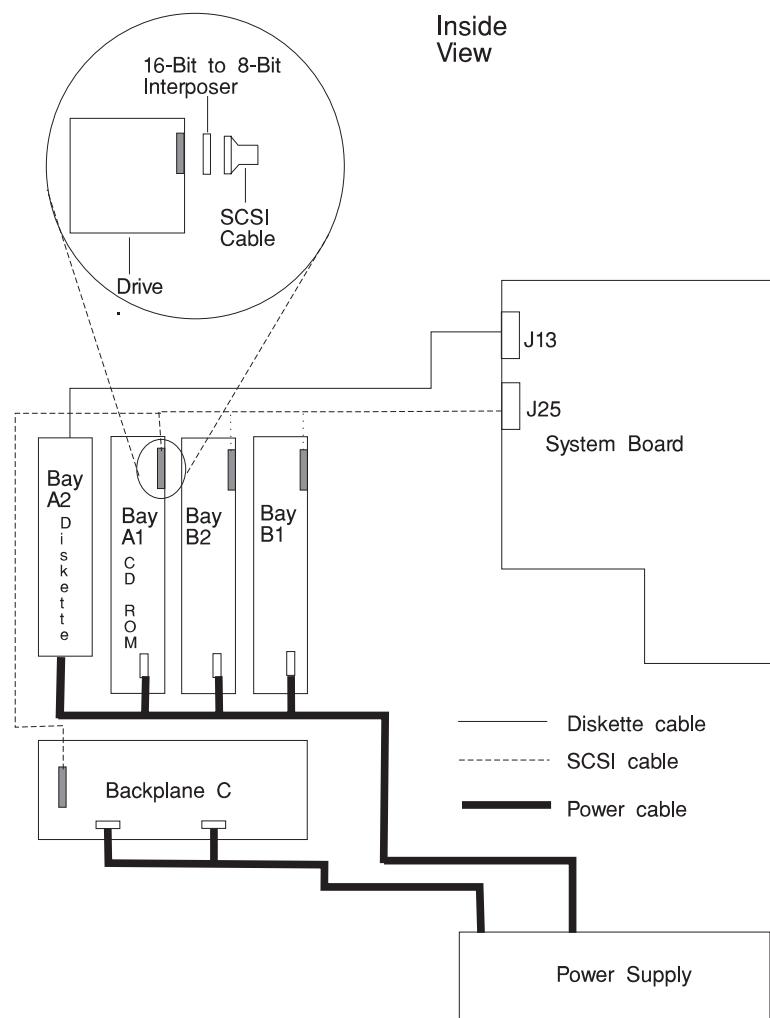


- 2) Connect the power cable connector to the 4-pin connector on the drive.



- 3) The following illustration shows the possible cable connectors and routing for backplane C and the media devices in bay A and bay B. The diskette, CD-ROM and backplane C are factory installed.

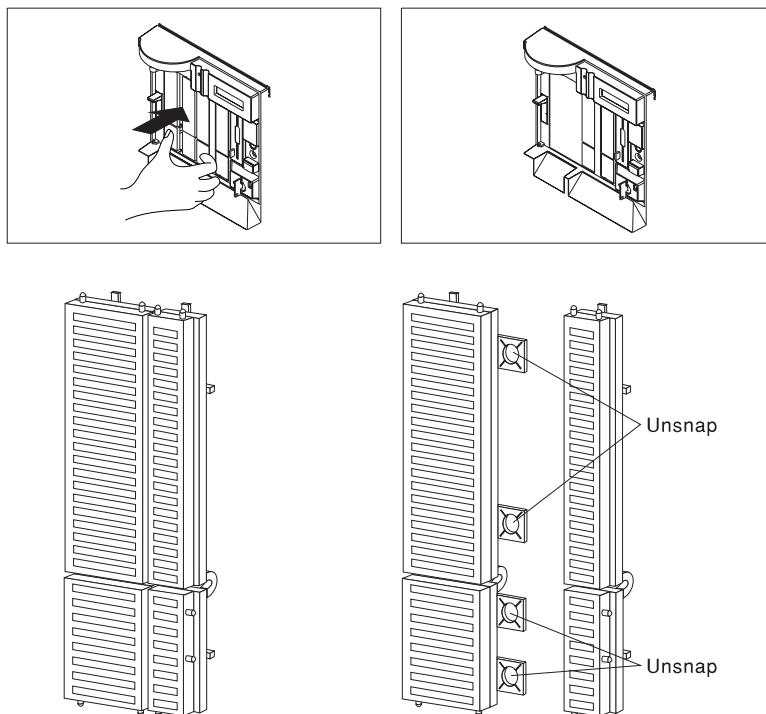
- Cable connections for connecting the integrated SCSI on the system board to backplane C.



**Attention** Route the cables (SCSI-2 and power) at the rear of the media drives so they do not block airflow or bind between the fans and media drives.

9. If you installed a removable-media drive in bay B1 or bay B2, remove the cover plate from the front cover. A cover plate (complete bezel) is in place in the system's front cover, which you removed earlier. Remove the cover plate by pushing it, gently, out of the front cover.

**Note:** If a disk drive is installed into Bay B1 or Bay B2 the removable bezel should not be removed.



10. Go to Table A-2 on page A-4 to record the drive location (diskette interface devices do not require a SCSI ID); then return here to determine your next step.
11. If you have other drives to install, go to page 5-43.
12. If you have other procedures to perform, refer to "Option List" on page 5-17.
13. If you do not have any other procedures to perform, replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.

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## Installing a SCSI Disk Drive in Bank C, D, or E.

### Notes:

- SCSI IDs are automatically assigned by the backplane for each bank. Therefore, no address jumpers are required on the drives.
- 1.6 inch half-high (9.1 GB) drives require two bays for each drive.
- SCSI disk drives and SSA disk drives are not interchangeable.
- Before installing disk drives in bank D, you must also order:
  - A disk drive backplane for bank D.
- Before installing disk drives in bank E, you must also order and install:
  - A disk drive backplane for bank E
  - A SCSI PCI adapter that drives Bank E.
  - A SCSI cable that connects the SCSI PCI adapter to Bank E.

To order, contact your authorized reseller or marketing representative.

- After the backplane is completely installed, you do not have to turn off the system to install additional hot-swappable disk drives. However, you must turn off the system when performing the steps that involve installing or removing backplanes, cables, adapters, memory, and CPU cards.

1. If you have not already done so, remove the front covers as described in "Removing the Front Covers Only" on page 5-6
2. Each drive you plan to install in bank C, D, or E must have the hot-swap SCSI disk drive carrier attached.

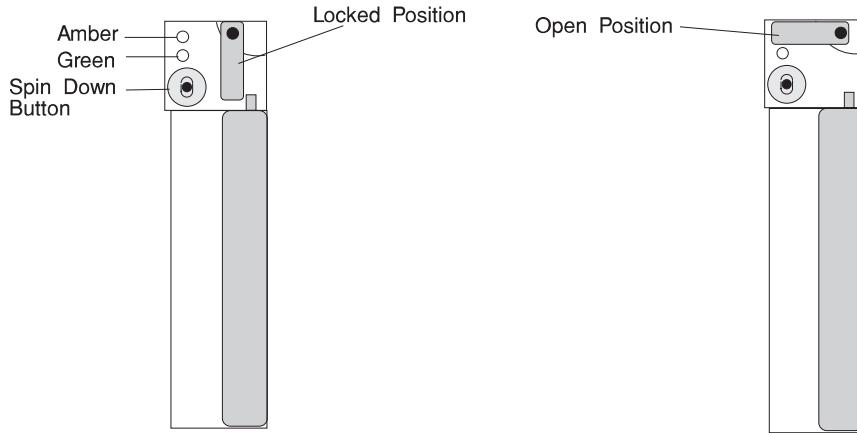
**Note:** SCSI disk drives carriers have a white plastic bezel around the status lights of the carrier. SSA disk carriers have a black bezel.

**Attention:** Handle the disk drive with care as it is very fragile and can be easily damaged if exposed to shock, electrostatic discharge, or rough handling.

3. It is recommended that you install the disk drive in the next unused position of bank C, D, or E.

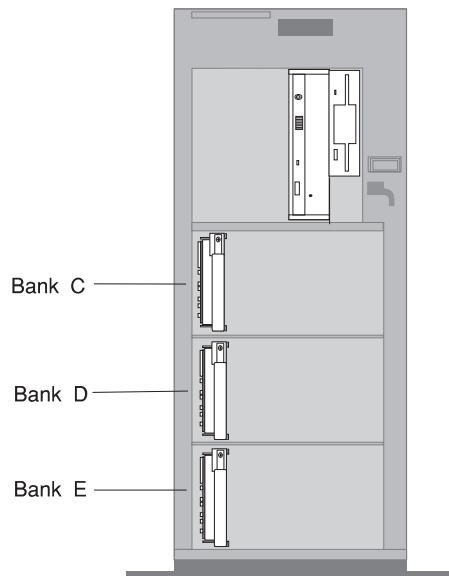
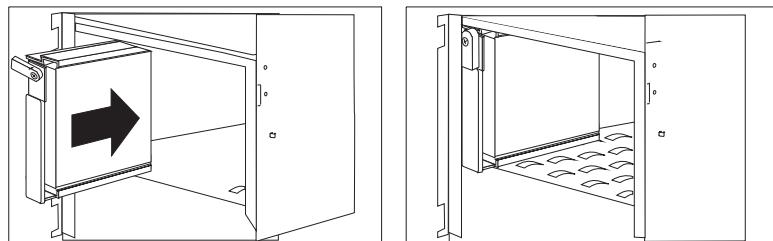
**Attention:** Attaching SCSI address jumpers on the drive rather than using the automatic ID furnished by the backplane is not advised. Attaching jumpers can cause service problems, multiple drives at the same address, or confusion locating the correct drive.

- a. Rotate the carrier latch to the open position.

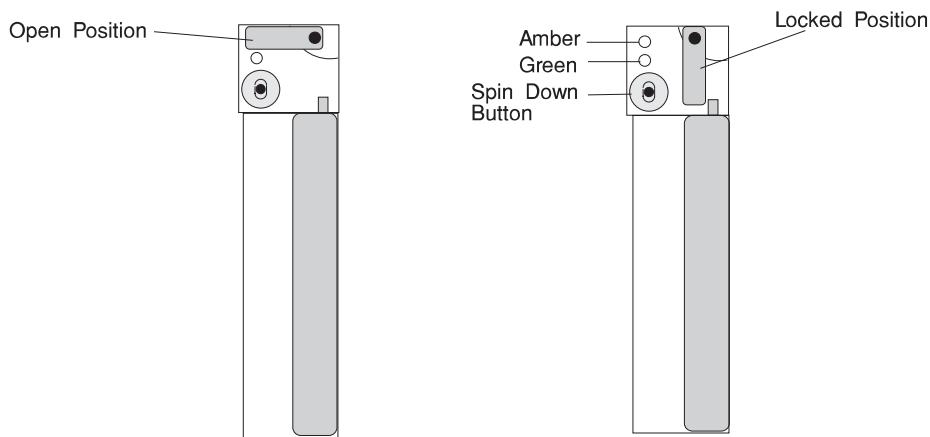


- b. Position the drive carrier assembly vertically, with the connector facing the rear of the system.

- c. Align the side of the carrier with the raised guides on the bottom of the bay.
- d. Slide the carrier into the bay gently to keep from damaging the disk drive. Slide the carrier to the rear of the bay until it stops.



e. Move the carrier latch to the locked position. If the carrier will not lock, check that the drive carrier is fully seated in the backplane. When the drive carrier is fully seated and power is turned on, the green LED on the drive carrier will illuminate.



4. See "Disk Drive Status LED States" on page 2-18 for information on disk drive lights.
5. Go to Table A-2 on page A-4 to record the drive location for the drive; then return here to determine your next step.
6. If you have other drives to install, go to page 5-43.
7. If you have other procedures to perform, refer to "Option List" on page 5-17.
8. If you do not have any other procedures to perform, replace the covers as described in "Replacing the Front Covers" on page 5-93.

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## **Installing a SSA Disk Drive in Bank C, D, or E.**

### **Notes:**

- Banks C, D, and E support hot-swappable disk drives only.
- SSA disk drive carriers and SCSI disk drive carriers are not interchangeable.
- 9.1 GB drives (1.6 inches high) require two bays for each drive.
- Before installing disk drives in bank D or E, you must also order and install a disk drive backplane at the rear of bank D or E. You must also order and install an SSA adapter and an SSA cable that connects the disk drive backplane to the SSA adapters. (To order, contact your authorized reseller or marketing representative.)
- After the backplane is completely installed, you do not have to turn off the server to install additional hot-swappable disk drives. However, you must turn off the system when performing the steps that involve installing or removing backplanes, cables, adapters, memory, and CPU cards

1. If you have not already done so, remove the front covers as described in "Removing the Front Covers Only" on page 5-6
2. If you are installing drives in bank D or E for the first time, you must install an additional backplane before you can install drives. See "Installing a SSA Backplane in Bank D, or E" on page 5-66 for information on how to install the backplane.
3. Each drive you plan to install in bank C, D, or E must have the hot-swap SSA disk drive carrier attached.

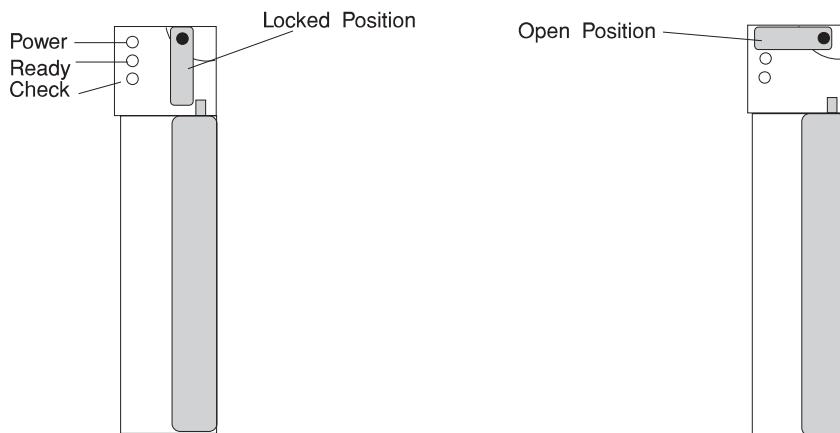
**Note:** SSA disk drives carriers have a black plastic bezel around the status lights of the carrier. SCSI disk carriers have a white bezel.

**Attention:** Handle the disk drive with care as it is very fragile and can be easily damaged if exposed to shock, electrostatic discharge, or rough handling.

4. A minimum of two SSA disk drives are required when populating individual banks C, D, or E. They must be located in bays 1 and 5 prior to installing additional disk drives in the next unused position of banks C, D, or E.

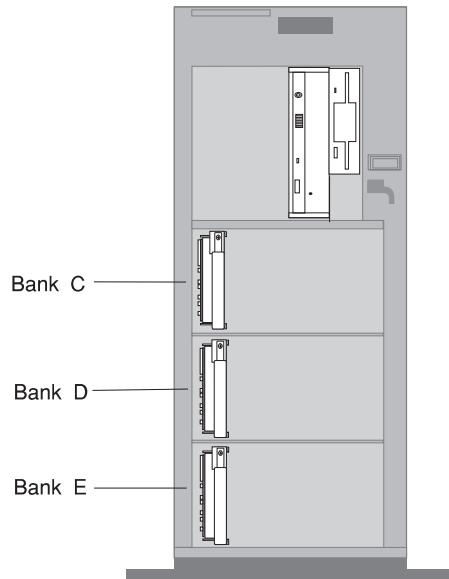
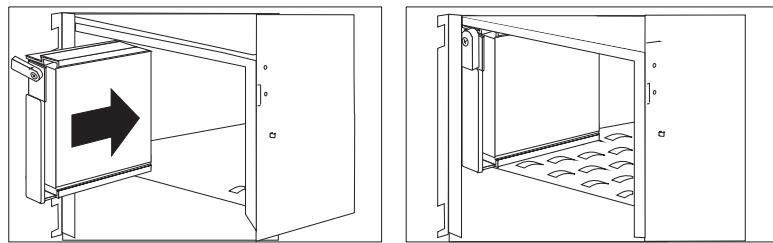
**Attention:** SSA backplanes must be fully populated. Each backplane connector must have a disk drive or a blank carrier installed at all times. If you are installing a disk drive in a bay that was not previously utilized, you must remove the blank carrier prior to installing the disk drive.

- a. Rotate the carrier latch to the open position.

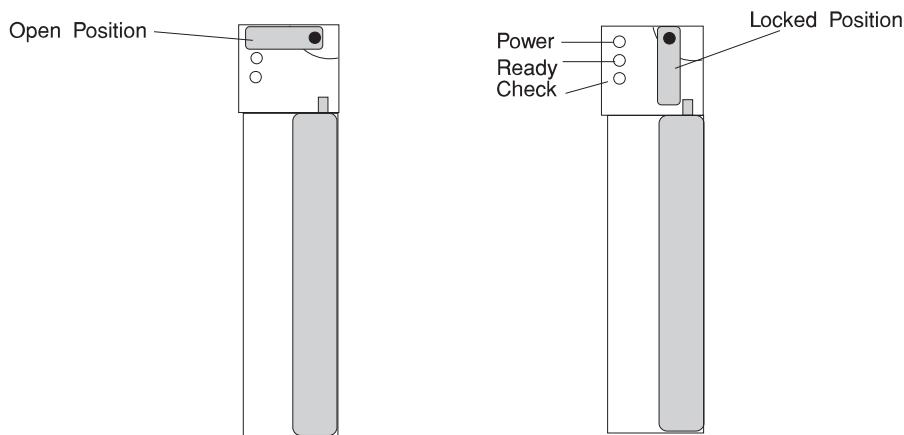


- b. Position the drive carrier assembly vertically, with the connector facing the rear of the server.

- c. Align the side of the carrier with the raised guides on the bottom of the bay.
- d. Slide the carrier into the bay gently to keep from damaging the disk drive. Slide the carrier to the rear of the bay until it stops.



e. Move the carrier latch to the locked position. If the carrier does not lock, check that the drive carrier is fully seated in the backplane. When the drive carrier is fully seated and power is turned on, the Ready LED on the drive carrier illuminates.



5. See "Disk Drive Status LED States" on page 2-18 for information on disk drive lights.
6. Go to Table A-2 on page A-4 to record the drive location for the drive; then return here to determine your next step.
7. If you have other drives to install, go to page 5-43.
8. If you have other procedures to perform, refer to "Option List" on page 5-17.
9. If you do not have any other procedures to perform, replace the covers as described in "Replacing the Front Covers" on page 5-93.

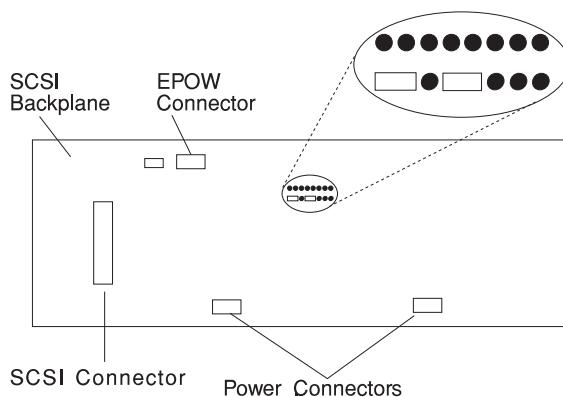
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## Installing a SCSI Backplane in Bank D or E

### Notes:

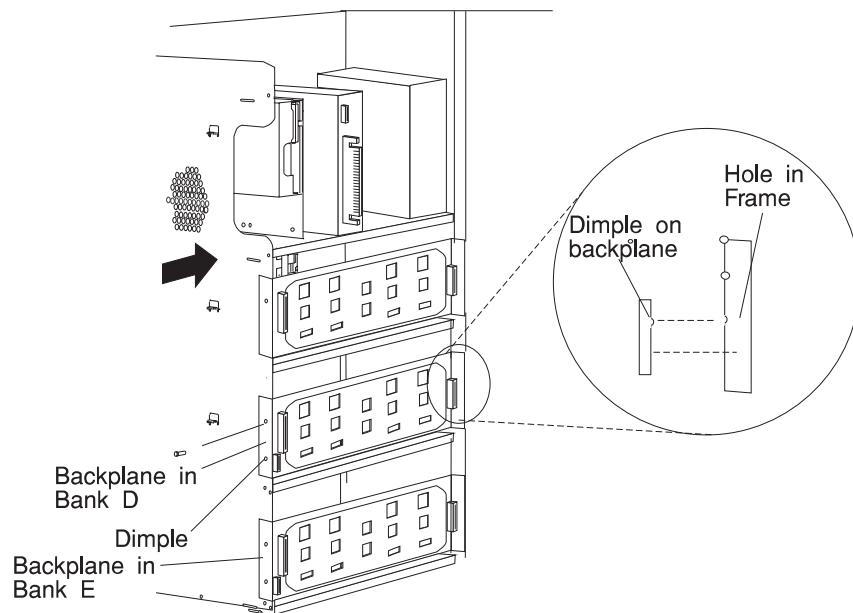
- Before installing SCSI disk drives in bank D or E, you must also order and install:
  - A SCSI disk drive backplane for bank D or ETo order, contact your authorized reseller or marketing representative.
- After the backplane is completely installed, you do not have to turn off the system to install additional hot-swappable disk drives. However, you must turn off the system when performing the steps that involve installing or removing backplanes, cables, adapters, memory, and CPU cards

1. Inventory your parts and tools.
  - a. backplane
  - b. power cable
  - c. one screw (with backplane)
  - d. SCSI-2 adapter
  - e. SCSI-2 cable
  - f. Long flat blade screwdriver
2. If you have not already done so, remove the covers as described in “Removing Both the Front and Side Covers” on page 5-10.
3. Locate the new backplane (D or E).
4. Check the jumpers on the new backplane for proper setting. The jumpers should be set as shown.



5. Install the backplane at the rear of bank D or E:

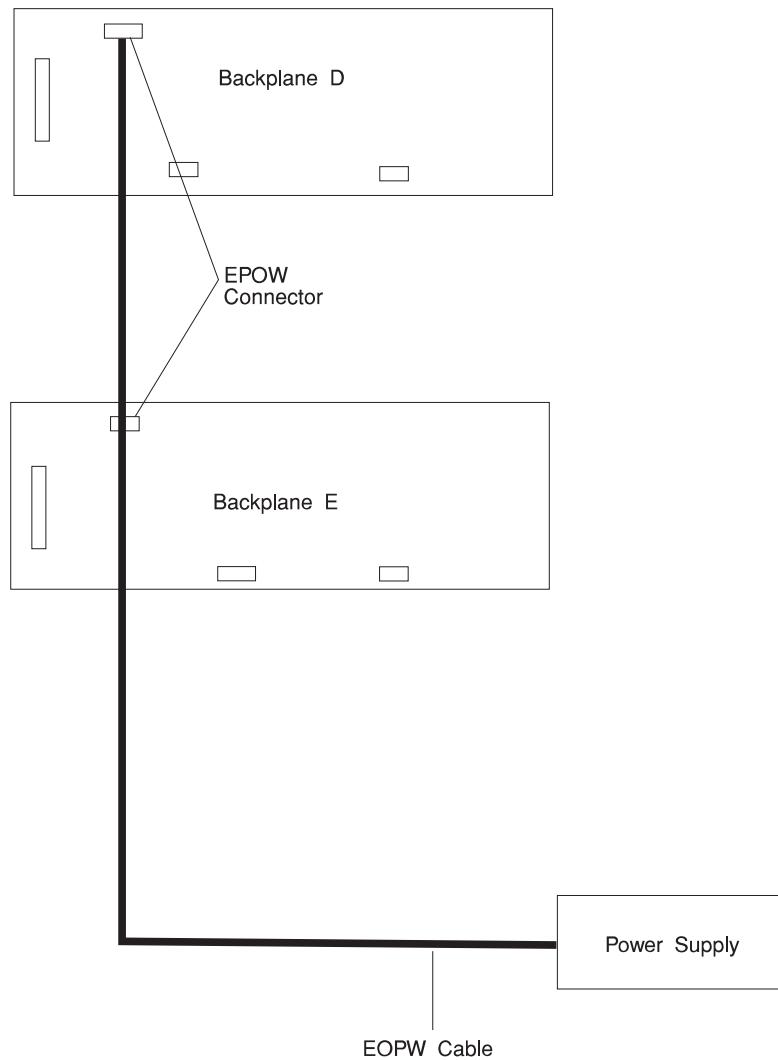
- a. Align the top screw hole on the left side of the backplane with the top screw hole on the left side of bank D, making sure the dimples on the backplane line up with the holes on the frame of the system.
- b. Secure the backplane with one screw.



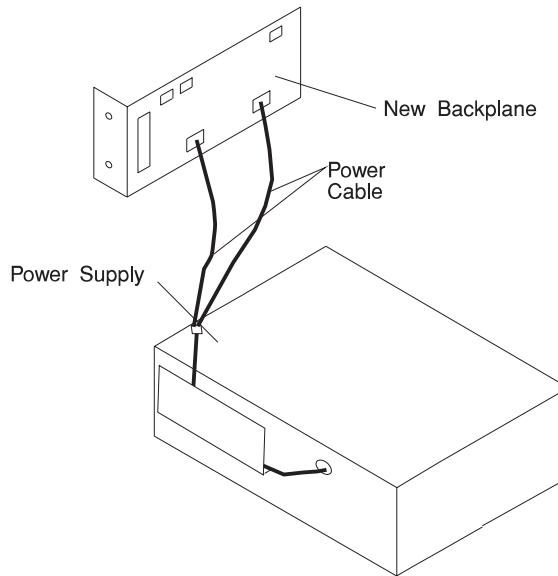
6. Install an additional SCSI-2 adapter or RAID adapter (if necessary) in one of the empty PCI expansion slots. Refer to “Installing Adapters” on page 5-30 for installation instructions; then continue to the next step.

7. Attach cables to backplane D or E.

a. When installing a hot swap backplane, connect the connector from the EPOW cable to backplane D or E as shown.



b. Attach the new power cable to backplane D or E.

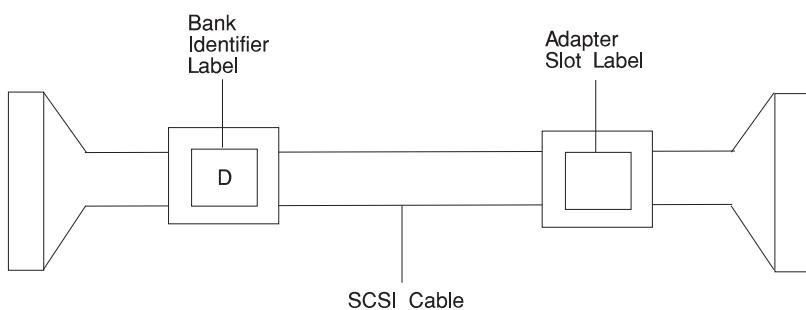


c. Connect the other end of the power cable to the power supply.

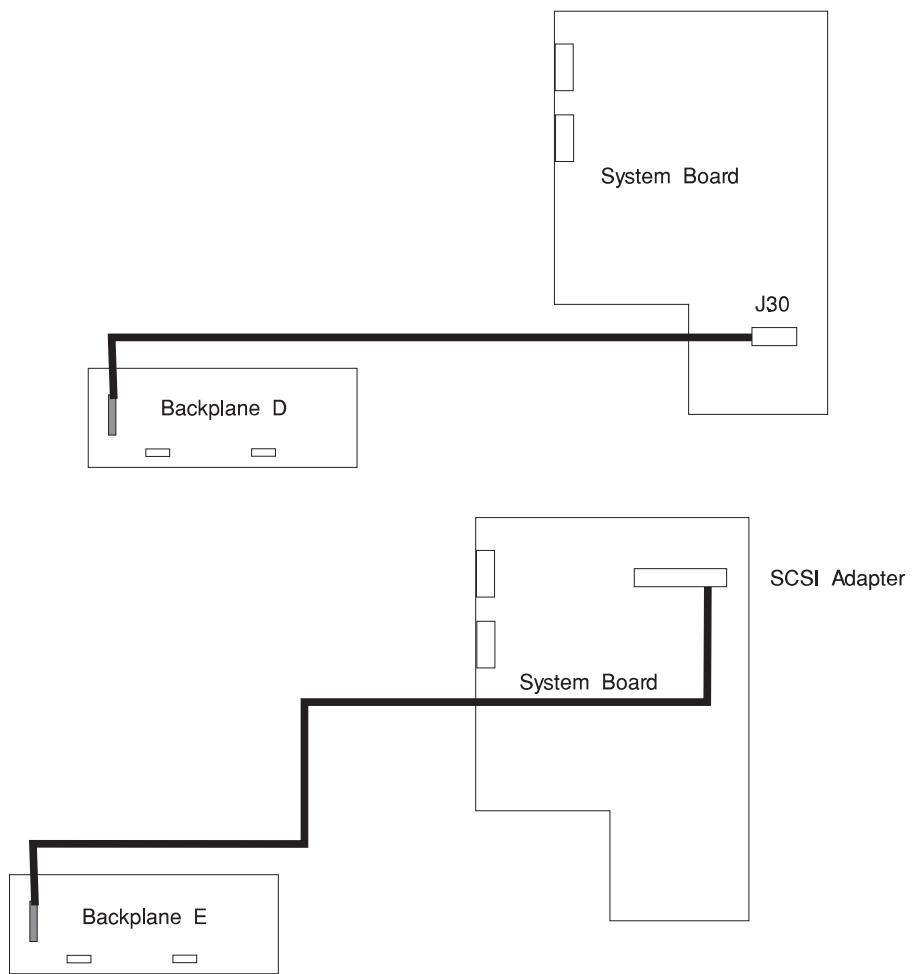
d. After the connection have been made, neatly place the cables into the power supply side tray.

e. Locate the SCSI cable.

f. Before connecting the SCSI cable, fill in your SCSI cable labels. Fill in the bank identifier (D or E) and the adapter slot (such as 1P, 2P, 3P). Refer to the following illustration to help you label your cable properly.

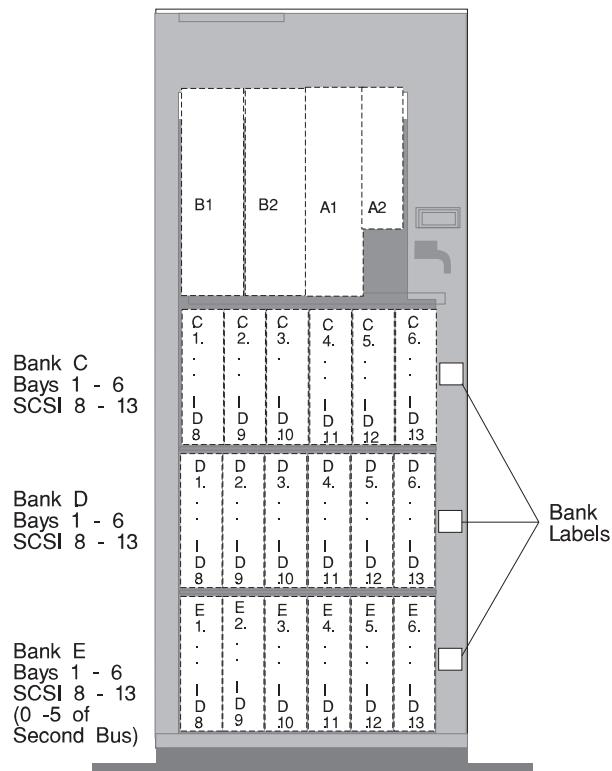


g. Connect the SCSI cable from the second SCSI internal connector to the new backplane (D or E). Refer to the following illustrations to help you connect the cables properly.



8. Fill in the bank label. The bank label is located in the front of the system at the right side of the machine. Use the following table to help you determine the proper numbers to enter on the label.

Physical Slot of SCSI Adapter	Bank Label
9I/P	30 - 78
8I/P	30 - 70
7P	30 - 68
6P	30 - 60
5P	10 - 78
4P	10 - 70
3P	10 - 68
2P	20 - 60
1P	20 - 58
Second Integrated SCSI Controller	30 - 58
First Integrated SCSI Controller	10 - 60



9. If you have other drives to install, go to page 5-43.
10. If you have other procedures to perform, refer to “Option List” on page 5-17.
11. If you do not have any other procedures to perform, replace the covers as described in “Replacing Both the Front and Side Covers” on page 5-96.

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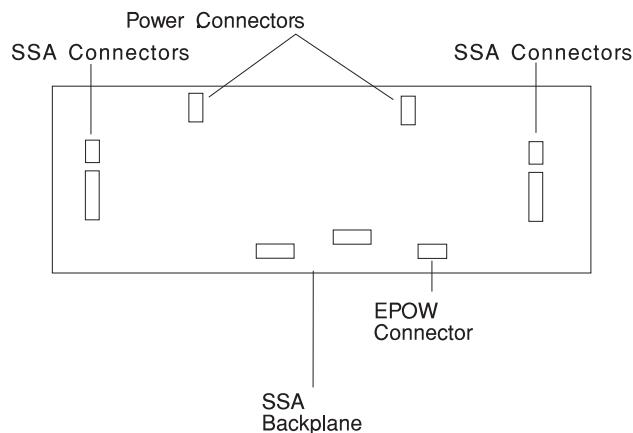
## Installing a SSA Backplane in Bank D, or E

### Notes:

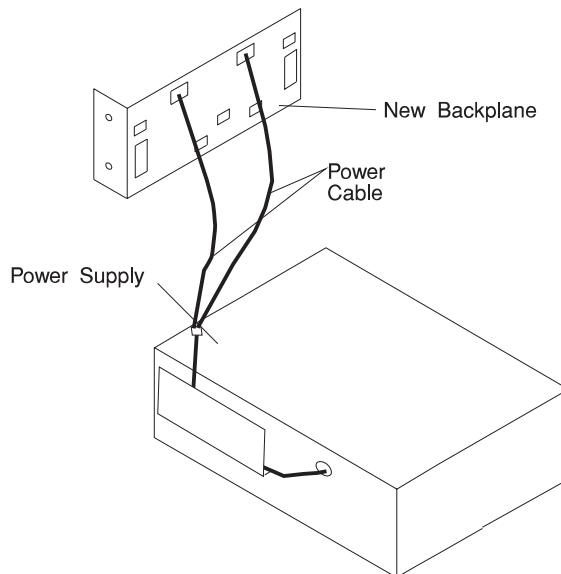
- Banks C, D, and E support hot-swappable drives only.
- Before installing SSA disk drives in bank C, you must use FC3006 to move the SCSI ultra boot disk drive to the media bay.
- Before installing SSA disk drives in bank C, D, or E, you must also order and install a SSA disk drive backplane at the rear of bank D or E. You must order and install a SSA adapter. To order, contact your authorized reseller or marketing representative.
- After the backplane is completely installed, you do not have to turn off the server to install additional hot-swappable drives. However, you must turn off the system when performing the steps that involve installing or removing backplanes, cables, adapters, memory, and CPU cards

1. Inventory your parts and tools.
  - a. SSA backplane
  - b. power cable
  - c. SSA daisy chain cable (only needed if more than one SSA backplane is installed)
  - d. one screw (with backplane)
  - e. SSA adapter
  - f. SSA cables
  - g. SSA bulkhead connectors with cables
  - h. SSA documentation
  - i. Long flat blade screwdriver
  - j. Three cable retainers.
2. If you have not already done so, remove the covers as described in “Removing Both the Front and Side Covers” on page 5-10.
3. Install the SSA adapter, see “Installing Adapters” on page 5-30.
4. Replace the I/O planar cover as described in “Replacing the I/O Planar Cover” on page 5-101; then return here to determine your next step.
5. If you are installing a backplane in bank D, go to step 6 on page 5-68. If you are installing a backplane in bank E, go to step 16 on page 5-75.

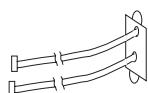
6. Locate the new backplane.



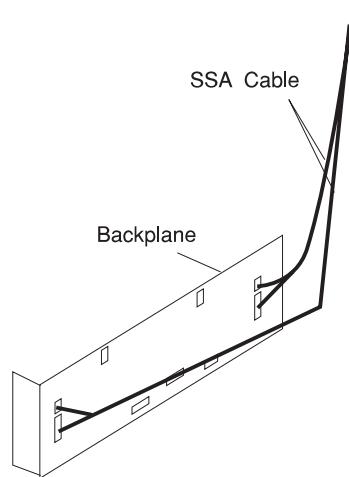
7. Attach the new power cable to backplane D.



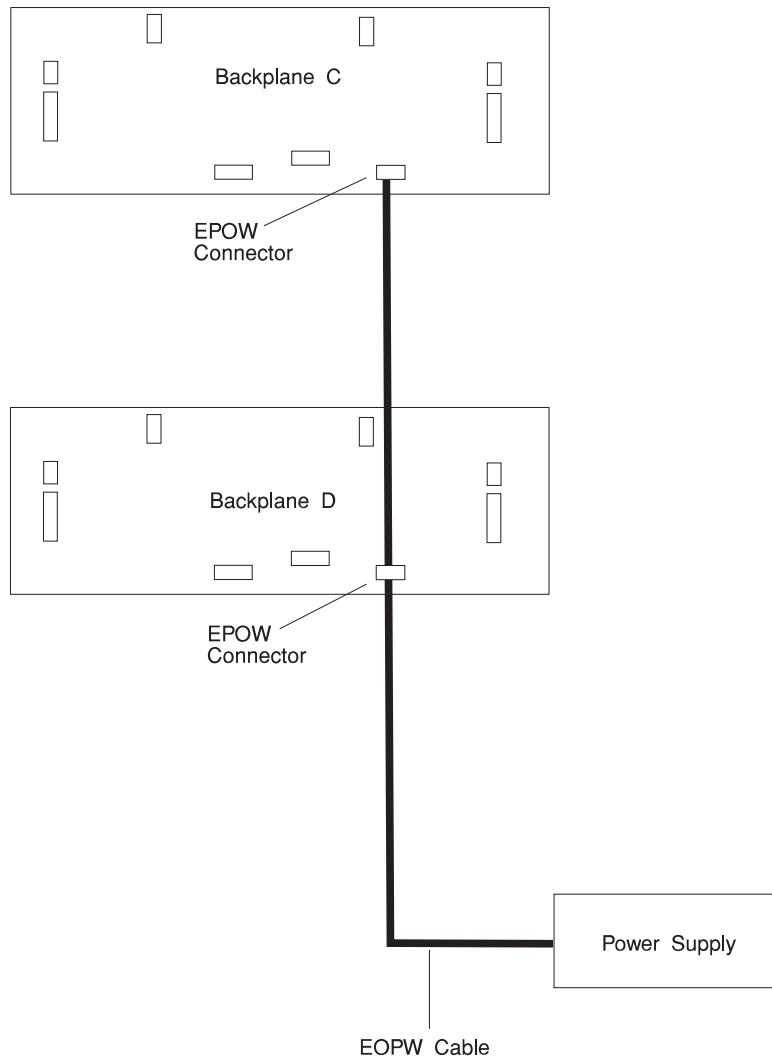
8. Locate the SSA bulkhead cable or internal SSA cable.



9. Connect the SSA cable to the new backplane. Refer to the following illustrations to help you connect the cables properly.

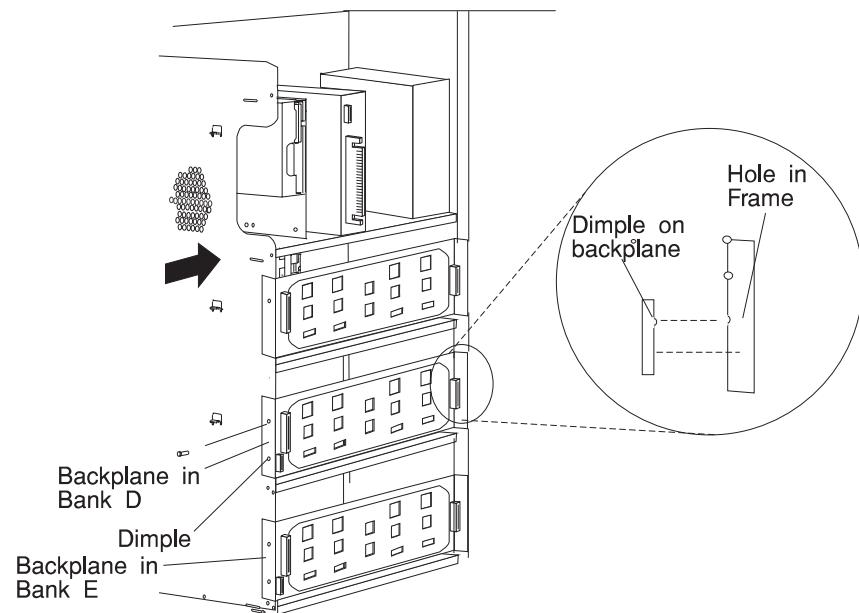


10. Connect the connector from the EPOW cable to backplane D as shown.

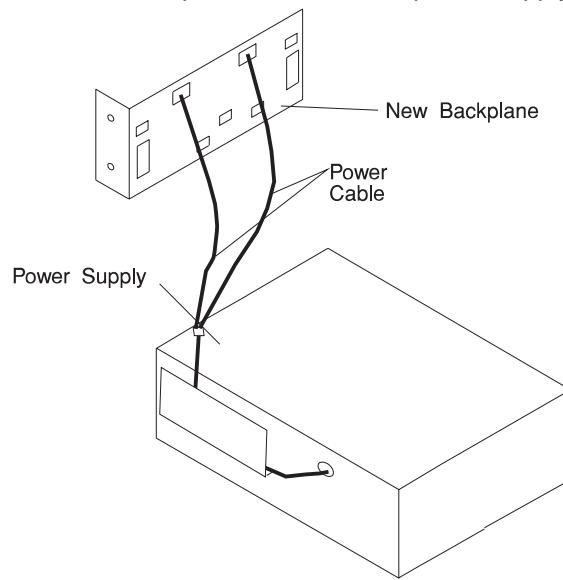


11. Install the backplane at the rear of bank D:

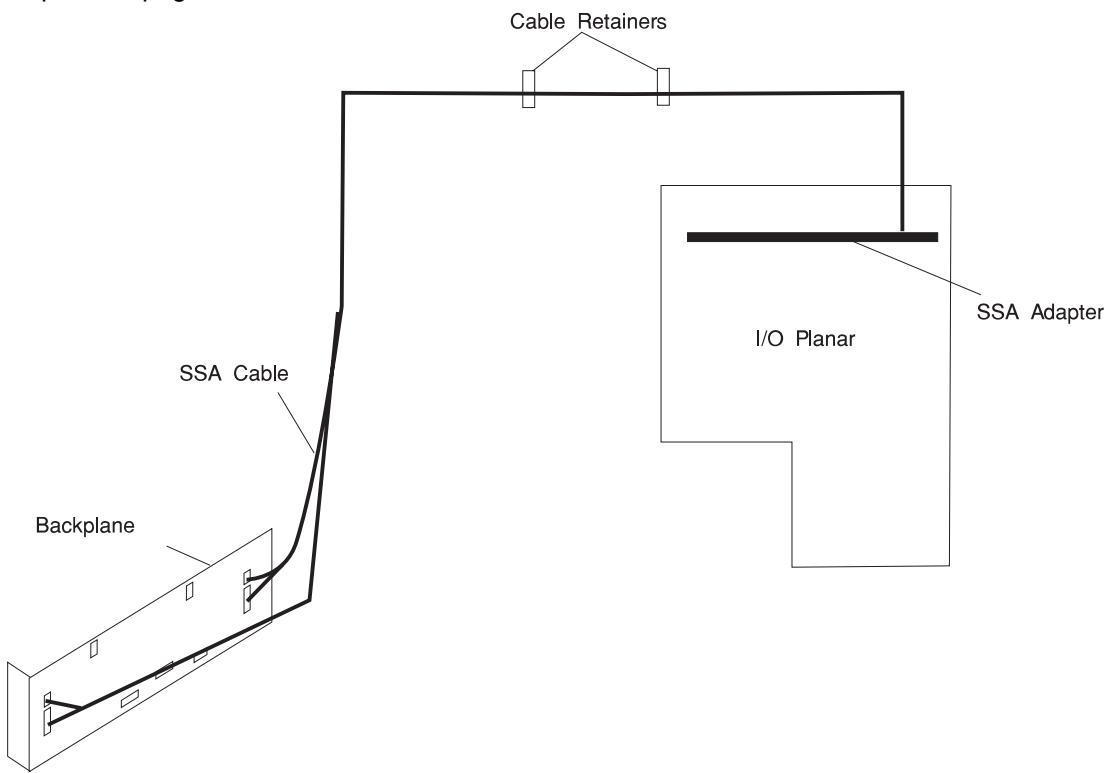
- a. Align the top screw hole on the left side of the backplane with the top screw hole on the left side of bank D, making sure the dimples on the backplane line up with the holes on the frame of the server.
- b. Secure the backplane with one screw.



c. Connect the other end of the power cable to the power supply.



12. If you are using an internal SSA cable, connect the SSA cable to the SSA adapter. Refer to the *PCI SSA 4-Port RAID Adapter Installation Guide* for information on connecting the SSA cable to the SSA adapter. The cable should be routed up and placed in the cable holders under the top of the system and routed through the top cable exit hole beside the fan assembly. Continue with step 14 on page 5-74.



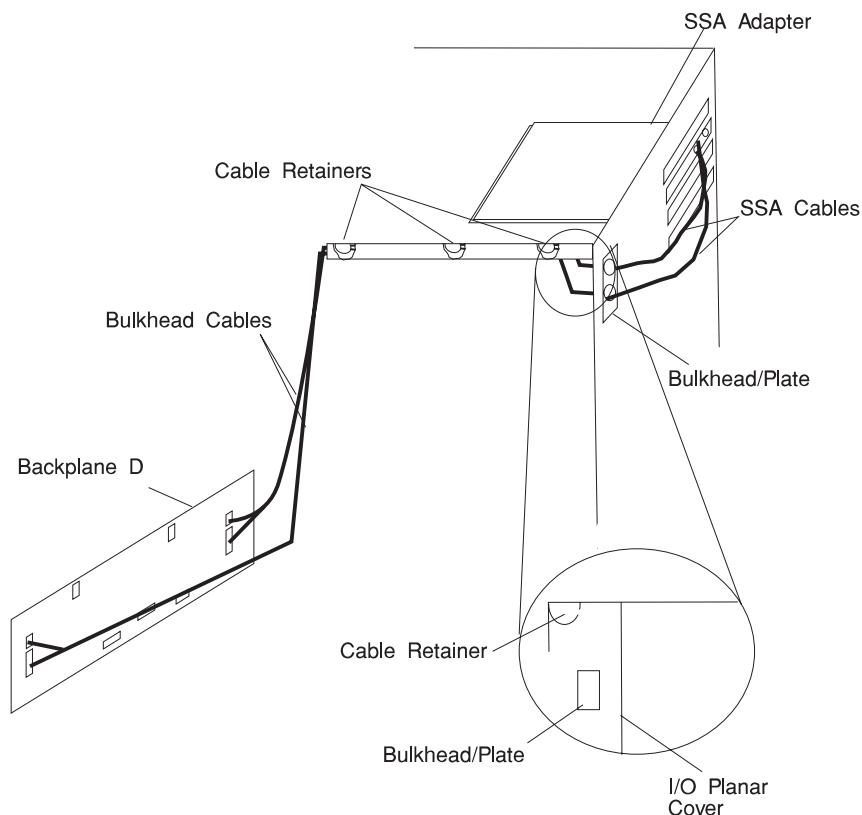
13. If you are using the external SSA bulkhead cable:

- Remove the bulkhead plate at the rear of the system.
- Attach the SSA bulkhead cable to the inside rear of the system using the two screws that you removed from the plate.
- Apply the three cable retainers as shown in the illustration.

**Attention:** The cable retainers must be applied with the clamp opening towards the I/O planar cover against the inside lip away from the I/O planar cover, as shown.

- Place the SSA bulkhead cables into the three retainers.

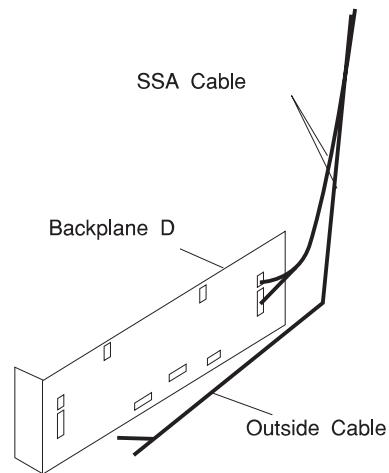
e. Attach the SSA cables from the SSA adapter to the SSA bulkhead connectors, as shown. Refer to the SSA documentation for information on connecting these cables.



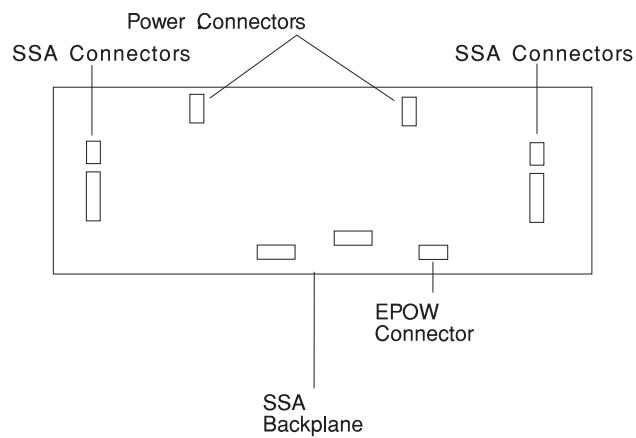
14. Backplane D installation is complete.

15. If you are installing a backplane E, continue with step 16 on page 5-75, otherwise continue with step 26 on page 5-80.

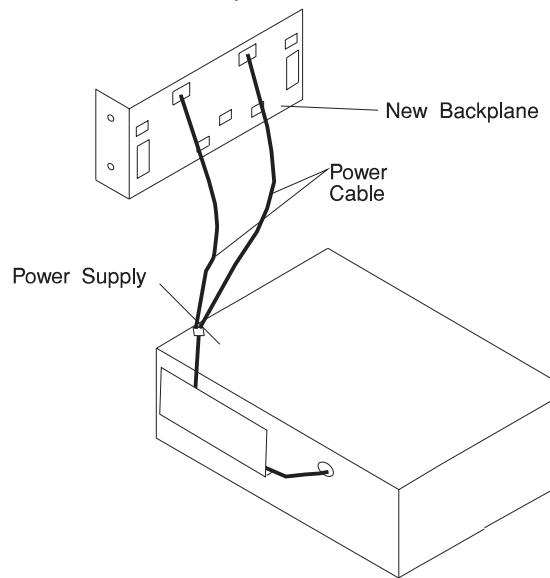
16. Remove the outside SSA cable from Backplane D, this cable is attached later in these procedures. One end of the SSA daisy chain cable connects here.



17. Locate the new backplane.



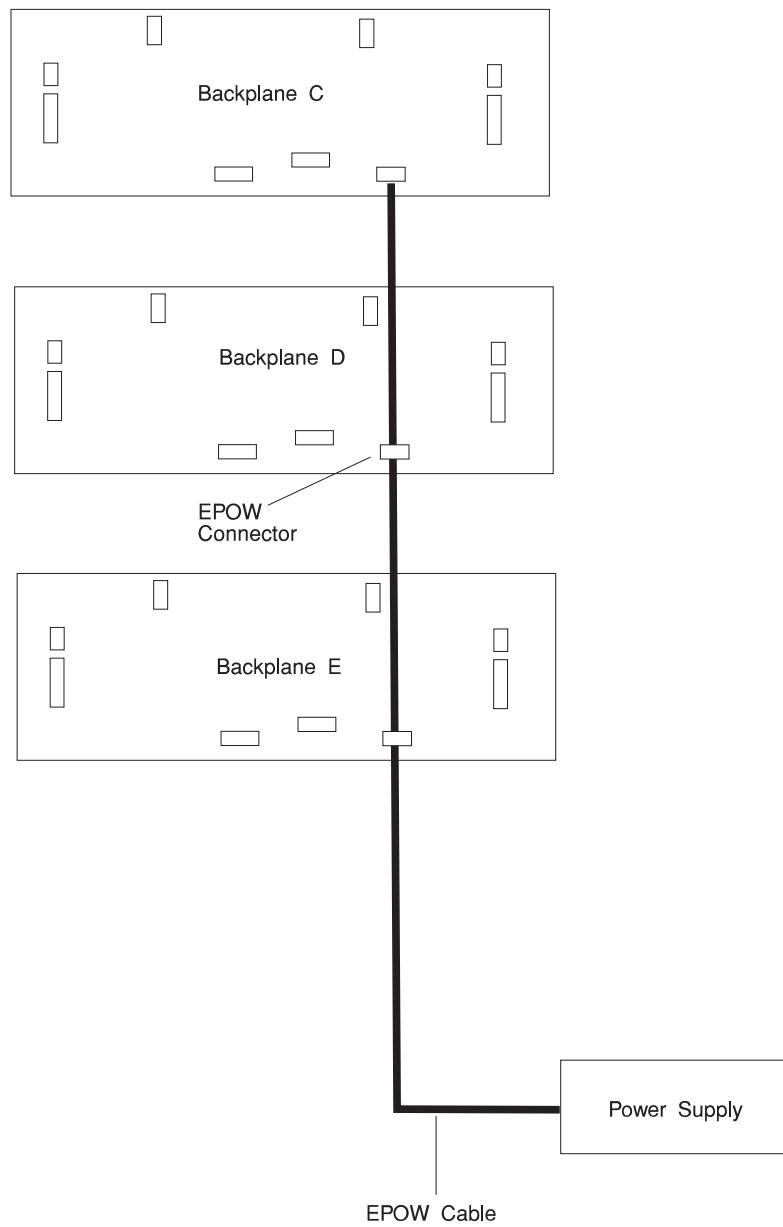
18. Attach the new power cable to backplane E.



19. Attach the SSA daisy chain cable to the connector on Backplane D.

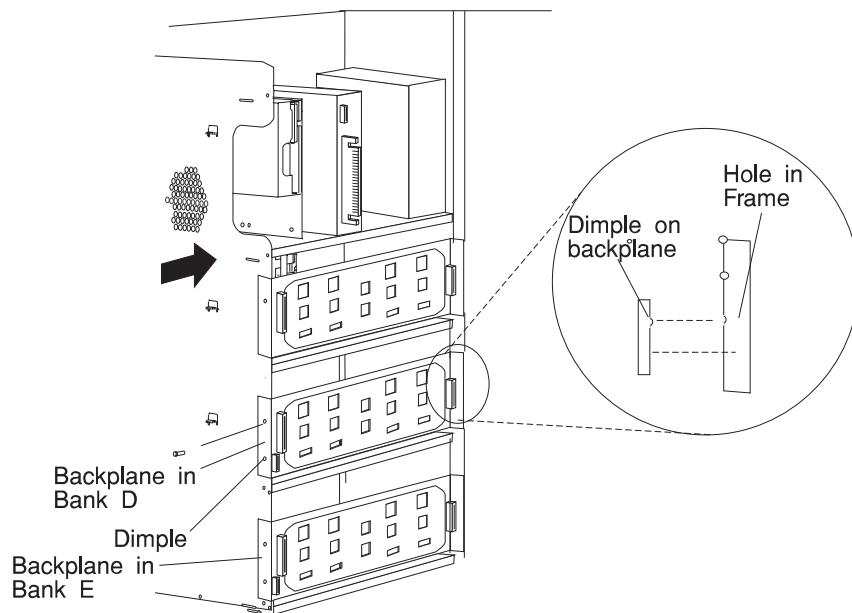
20. If the other end is not attached to the inside SSA connector on Backplane E.

21. Connect the connector from the EPOW cable to backplane E as shown.

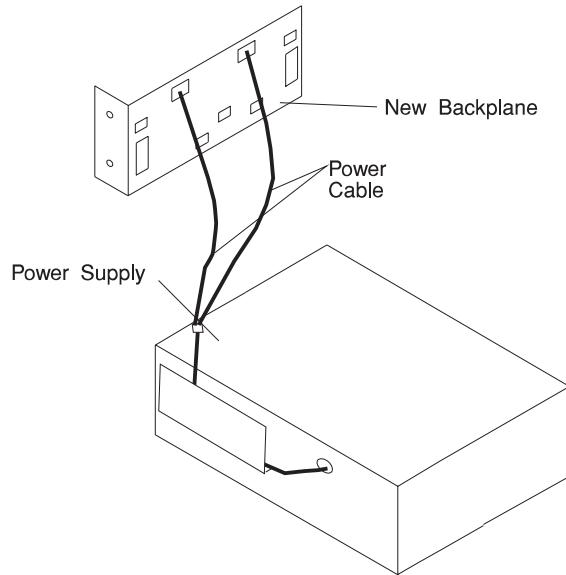


22. Install the backplane at the rear of bank E:

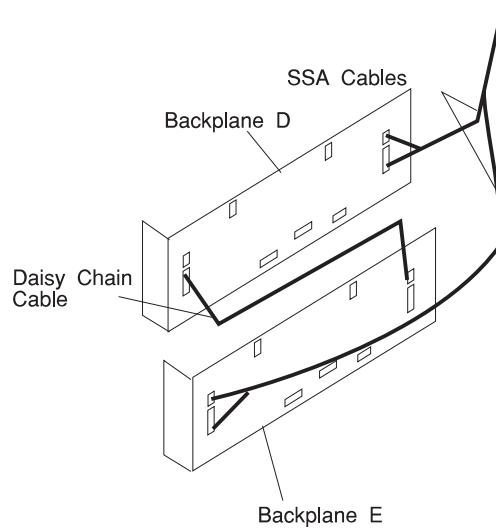
- a. Align the top screw hole on the left side of the backplane with the top screw hole on the left side of bank D, making sure the dimples on the backplane line up with the holes on the frame of the server.
- b. Secure the backplane with one screw.



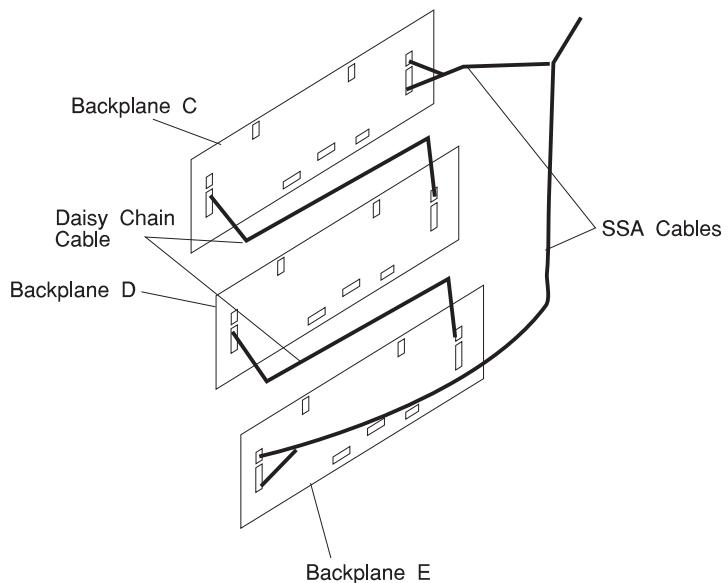
23. Connect the other end of the power cable to the power supply.



24. Connect the SSA cables that were removed from backplane D to the outside SSA connector on backplane E.



25. SSA cables connected to SSA backplanes C, D, and E is shown below.



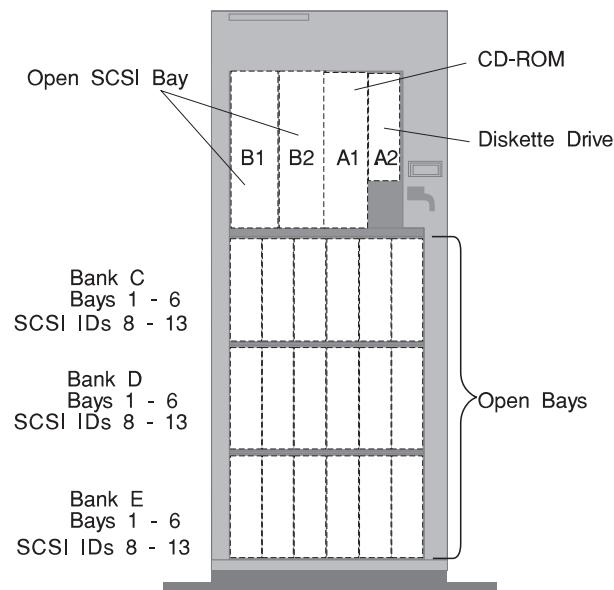
26. If you have other procedures to perform, refer to "Option List" on page 5-17.
27. If you do not have any other procedures to perform, replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.

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## Removing Internal Drives

Where are you removing the drive?

- To remove a disk drive, tape drive, or CD-ROM from bay A or bay B, go to page 5-82.
- To remove a drive from bank C, D, or E, go to page 5-83.



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## **Removing a Disk Drive, Tape Drive, or CD-ROM from Bay A or Bay B**

**Note:** To locate bay A or bay B, see the illustration given on page 5-81.

To remove a drive from bay A or bay B, do the following steps:

1. If you have not already done so, remove the covers as described in "Removing Both the Front and Side Covers" on page 5-10.
2. Locate the drive you want to remove.
3. Slide the drive halfway out of the front of the bay.
4. Disconnect the cables from the back of the drive.
5. Remove the drive from the bay. Store the drive in a safe place.
6. Go to Table A-2 on page A-4 and update the drive information; then return here to determine your next step.
7. If you are removing another internal drive from bay A or bay B, return to step 2.
8. If you are installing another internal drive in bay A or bay B, go to step "Installing a Disk Drive, Tape Drive, or CD-ROM in Bay A or Bay B" on page 5-44.
9. If you have other procedures to perform, refer to "Option List" on page 5-17.
10. If you do not have any other procedures to perform, replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.

---

## Removing a SCSI Disk Drive from Bank C, D, or E

### Notes:

- To locate banks C, D, and E, see the illustration given on page 5-81.
- You do not have to turn off the system to remove a hot-swappable drive from banks C, D, and E.

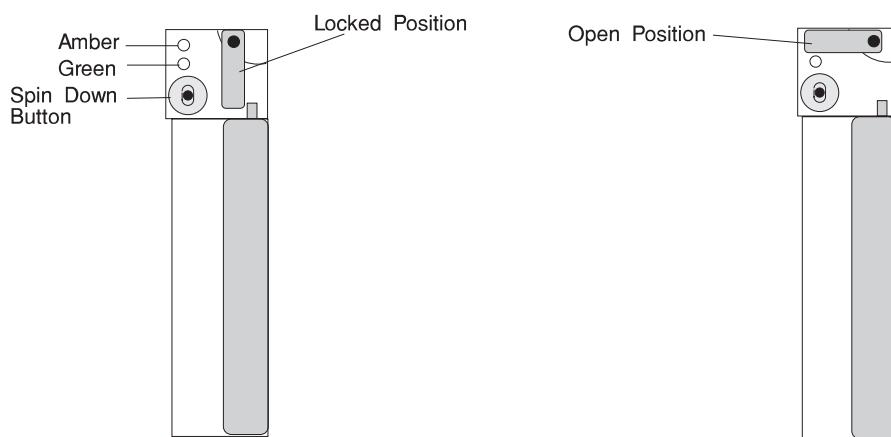
The lights on the disk drive provide status of the drives. See "Disk Drive Status LED States" on page 2-18 for a definition of the disk drive status.

— **Attention:** —

An application procedure unique to your operating system must be followed which logically removes the drive from the system and spins it down. If you remove a drive while it is in use, your system may lose valuable data.

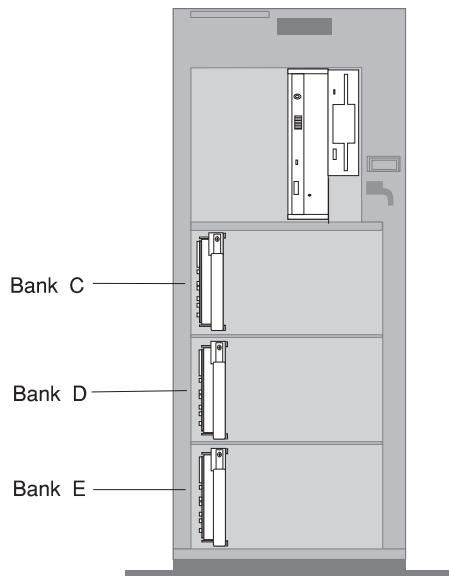
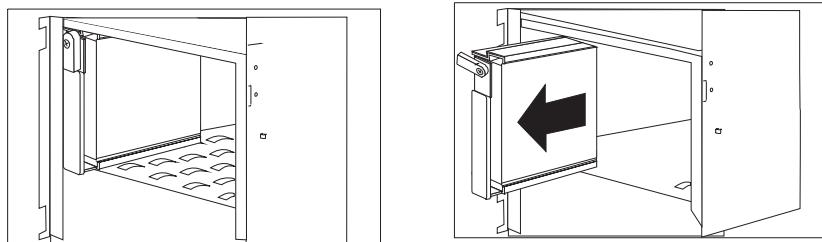
To remove a hot swap drive from bank C, D, or E, do the following steps:

1. If you have not already done so, remove the covers as described in “Removing the Front Covers Only” on page 5-6.
2. Locate the drive you want to remove.
3. Ensure that you have selected the correct drive.
4. Press the spin down button on the drive carrier to remove power from the drive. The green LED should flash.
5. Unlock the drive by turning the carrier latch 90 degrees clockwise to the open position.



6. Disconnect the drive from the connector on the backplane, by grasping the handle on the drive tray and carefully pulling the drive out of the system. Store the drive in a safe place.

**Attention:** Handle the disk drive with care as it is very fragile and can be easily damaged if exposed to shock, ESD, or rough handling.



7. If you are removing another internal drive, return to step 2 on page 5-84.
8. If you are installing another internal drive in bank C, D, or E, go to "Installing a SCSI Disk Drive in Bank C, D, or E." on page 5-51.
9. Go to Table A-2 on page A-4 and update the drive information; then return here to determine your next step.
10. If you have other procedures to perform, refer to "Option List" on page 5-17.
11. If you do not have any other procedures to perform, replace the covers as described in "Replacing the Front Covers" on page 5-93.

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## Removing a SSA Disk Drive from Bank C, D, or E

### Notes:

- To locate banks C, D, and E, see the illustration given on page 5-81.
- You do not have to turn off the server to remove a drive from banks C, D, and E.

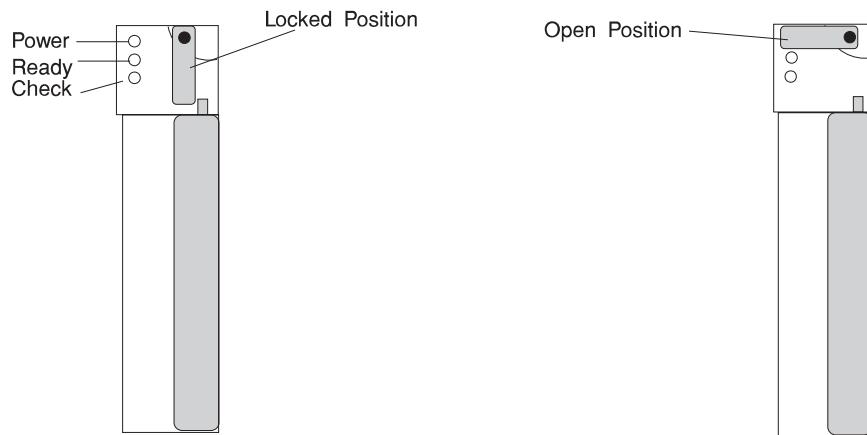
The lights on the disk drive provide status of the drives. See "Disk Drive Status LED States" on page 2-18 for a definition of the disk drive status.

— **Attention:** —

An application procedure unique to your operating system must be followed which logically removes the drive from the system and spins it down. If you remove a drive while it is in use, your system may lose valuable data.

To remove a drive from bank C, D, or E, do the following steps:

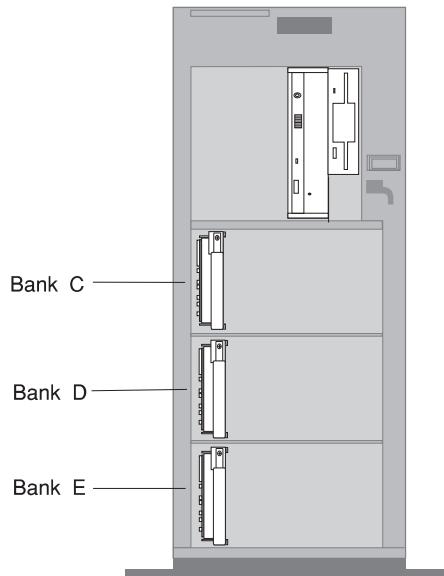
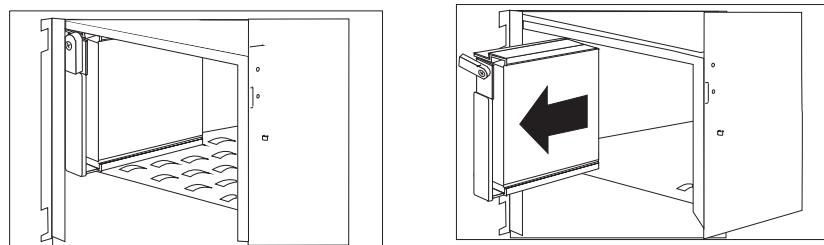
1. If you have not already done so, remove the covers as described in "Removing the Front Covers Only" on page 5-6.
2. Locate the drive you want to remove.
3. Ensure that you have selected the correct drive.
4. Press the spin down button on the drive carrier to remove power from the drive. The green LED should flash.
5. Unlock the drive by turning the carrier latch 90 degrees clockwise to the open position.



**Attention:** SSA backplanes must be fully populated. Each backplane connector must have a disk drive or a blank carrier installed at all times. If you remove a disk drive from a bay and do not replace it with another disk drive, you must install a blank carrier in that bay.

6. Disconnect the drive from the connector on the backplane, by grasping the handle on the drive tray and carefully pulling the drive out of the server. Store the drive in a safe place.

**Attention:** Handle the disk drive with care as it is very fragile and can be easily damaged if exposed to shock, ESD, or rough handling.



7. If you are removing another SSA disk drive, return to step 2 on page 5-88.
8. If you are installing another SSA disk drive in bank C, D, or E, go to "Installing a SSA Disk Drive in Bank C, D, or E." on page 5-55.
9. Go to Table A-2 on page A-4 and update the drive information; then return here to determine your next step.
10. If you have other procedures to perform, refer to "Option List" on page 5-17.
11. If you do not have any other procedures to perform, replace the covers as described in "Replacing the Front Covers" on page 5-93.

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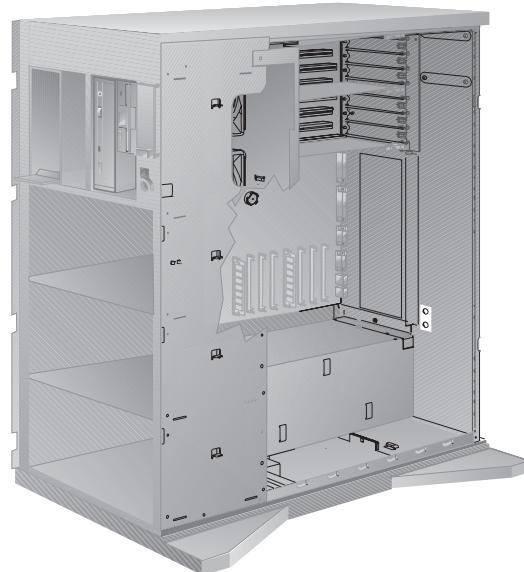
## Installing a U-Bolt

Before you begin, be sure you have:

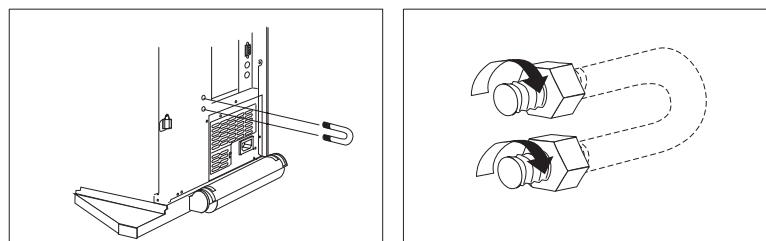
- A 19 mm (3/4 in.) U-bolt or wire rope (similar to National Manufacturing No. 3230, STK No. 176-735).
- A security cable.
- A lock, such as a combination lock or padlock.
- Remove the system covers as described in “Removing Both the Front and Side Covers” on page 5-10.

1. Install the U-bolt:

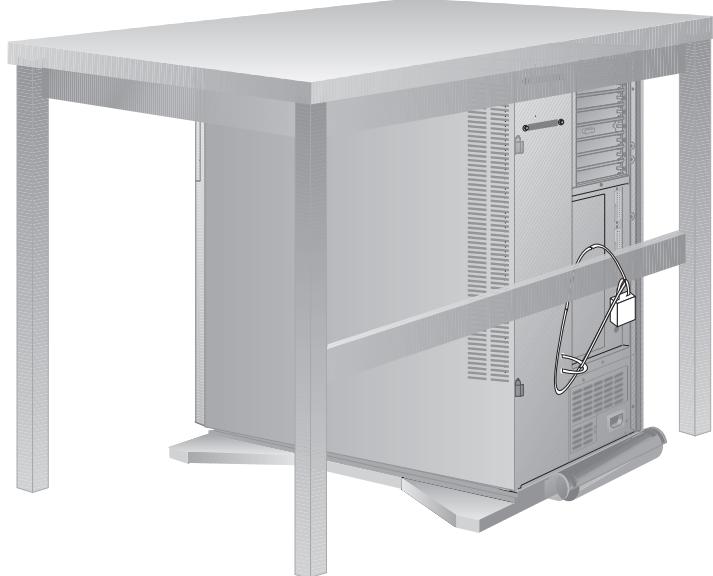
- a. Use a screwdriver to remove the two plastic inserts, if present, from the U-bolt opening in the rear panel.



- b. Insert the U-bolt through the holes and secure it in place with the nuts.



2. Reinstall the system's side and front covers, and attach the cables (see "Replacing Both the Front and Side Covers" on page 5-96).
3. Insert the security cable through the U-bolt. Loop the cable around (or through) an object from which it cannot be removed; then fasten the cable ends together with the lock.



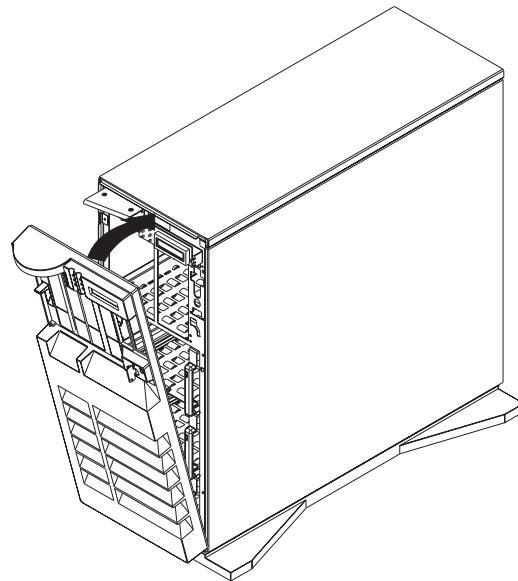
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## Replacing the Front Covers

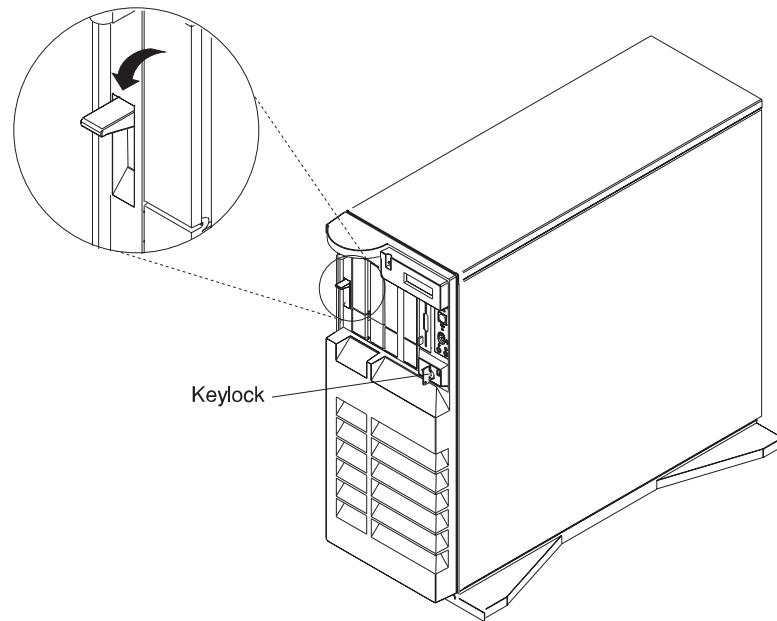
### 1. Reinstall the front cover:

**Note:** Before installing the front cover, verify that the side cover is installed correctly. If the side cover is not properly installed, the front cover will not align correctly when you attempt to install it.

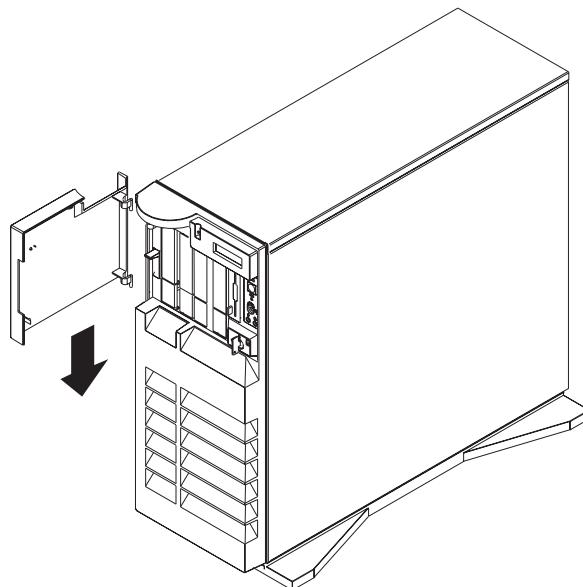
- a. Align the bottom of the front cover with the bottom of the system.
- b. Fit the front cover's bottom hooks into the grooves located on the bottom of the system.
- c. Make sure the keylock is in the unlocked position.
- d. Pivot the front cover upward and press the top of the cover into the top of the system until they snap together and the latch on the left side catches.



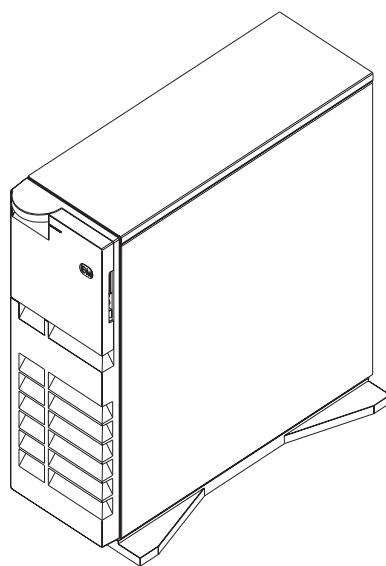
- e. Lock the keylock on the front cover.
- f. Close the latch located on the left side of the front cover.



2. Reinstall the door at the front of the system by aligning the pins with the hinges, and sliding the door down.



3. Close the door.



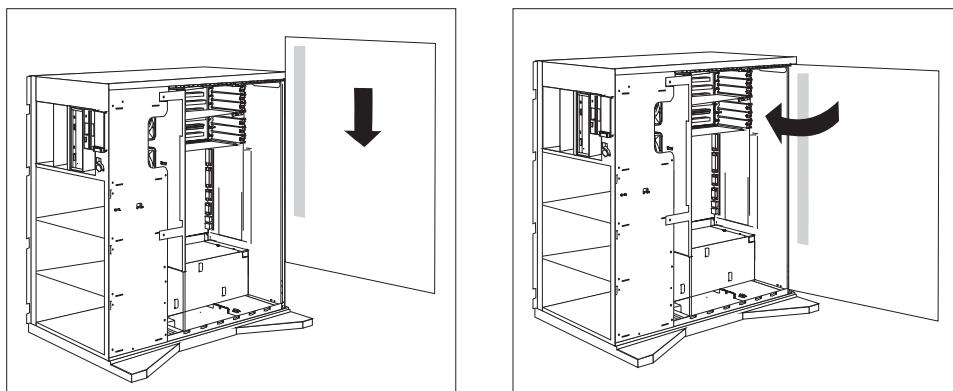
**Attention:** Be sure to maintain a clearance of at least 51 mm (2 inches) on all sides of the system to allow for air circulation.

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## Replacing Both the Front and Side Covers

### 1. Reinstall the side cover:

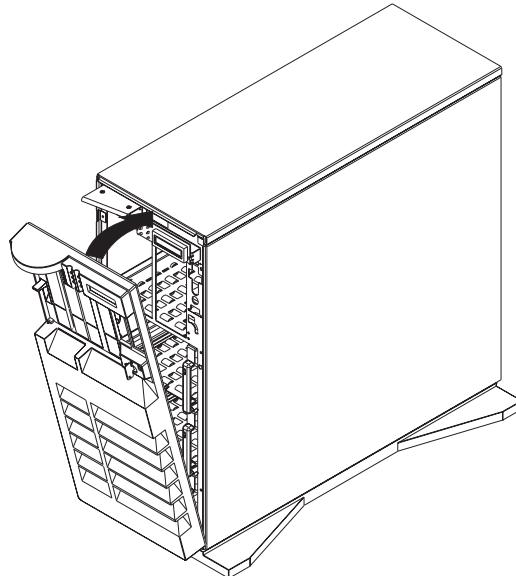
- a. Align the pins on the rear of the side cover with the two hinges on the rear of the system. Open the side cover to a 90 degree angle.
- b. Slide the side cover down.
- c. Push the side cover to close it.



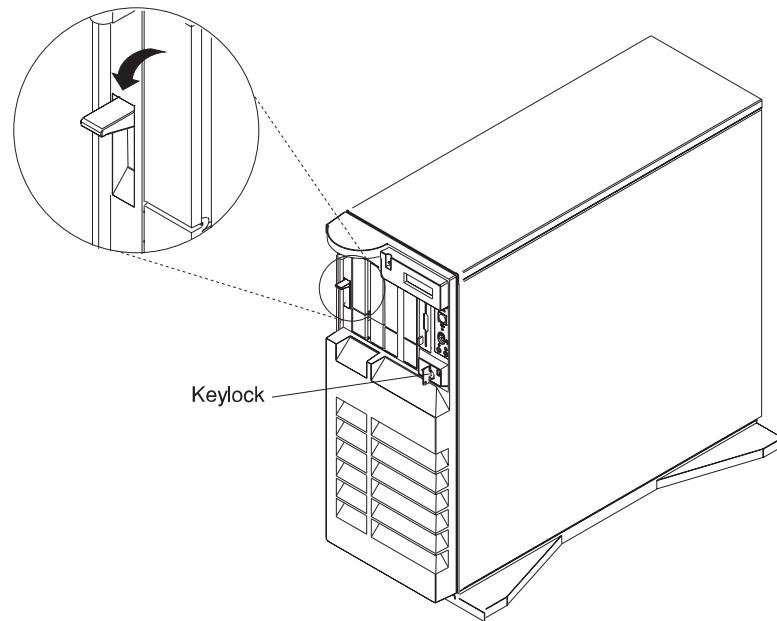
2. Reinstall the front cover:

**Note:** Before installing the front cover, verify that the side cover is installed correctly. If the side cover is not properly installed, the front cover will not align correctly when you attempt to install it.

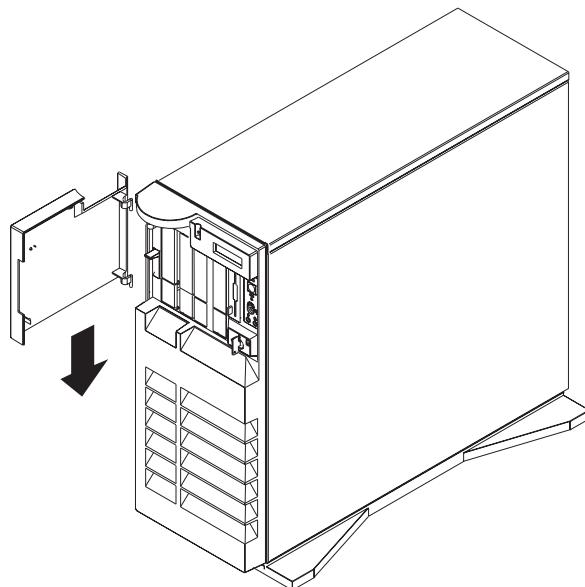
- a. Align the bottom of the front cover with the bottom of the system.
- b. Fit the front cover's bottom hooks into the grooves located on the bottom of the system.
- c. Make sure the keylock is in the unlocked position.
- d. Pivot the front cover upward and press the top of the cover into the top of the system until they snap together and the latch on the left side catches.



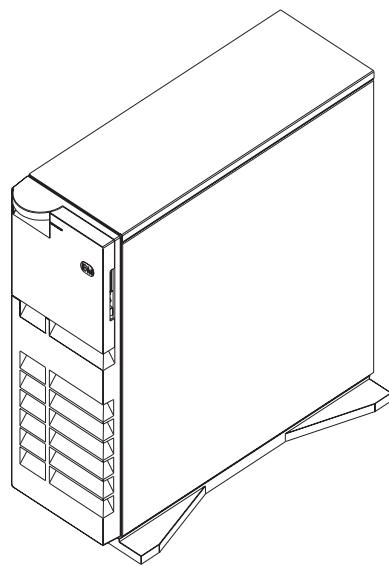
- e. Lock the keylock on the front cover.
- f. Close the latch located on the left side of the front cover.



3. Reinstall the door at the front of the system by aligning the pins with the hinges, and sliding the door down.



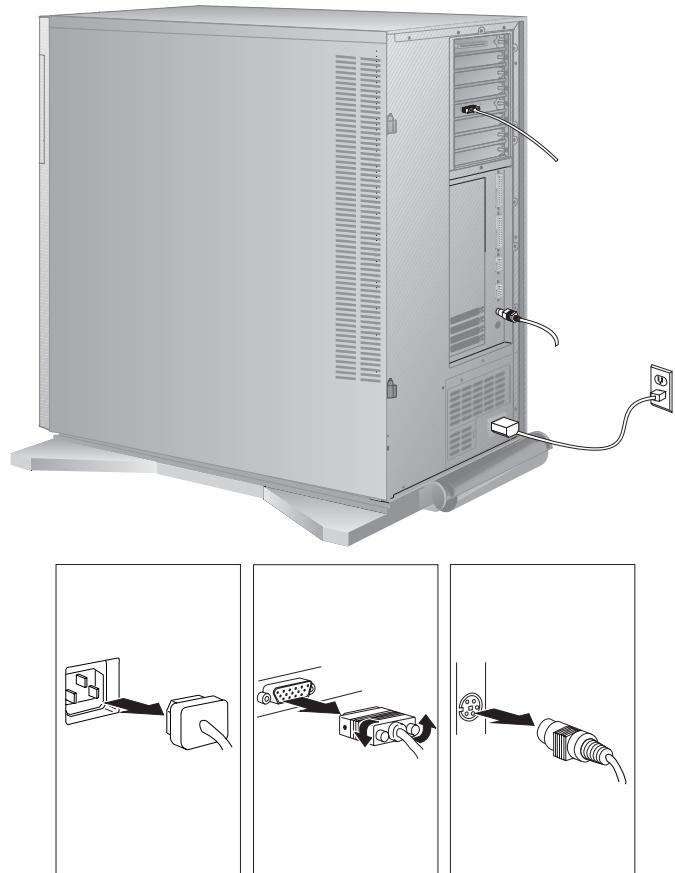
4. Close the door.



**Attention:** Be sure to maintain a clearance of at least 51 mm (2 inches) on all sides of the system to allow for air circulation.

5. Connect all cables to the back of the system, then plug all power cords into properly grounded electrical outlets.

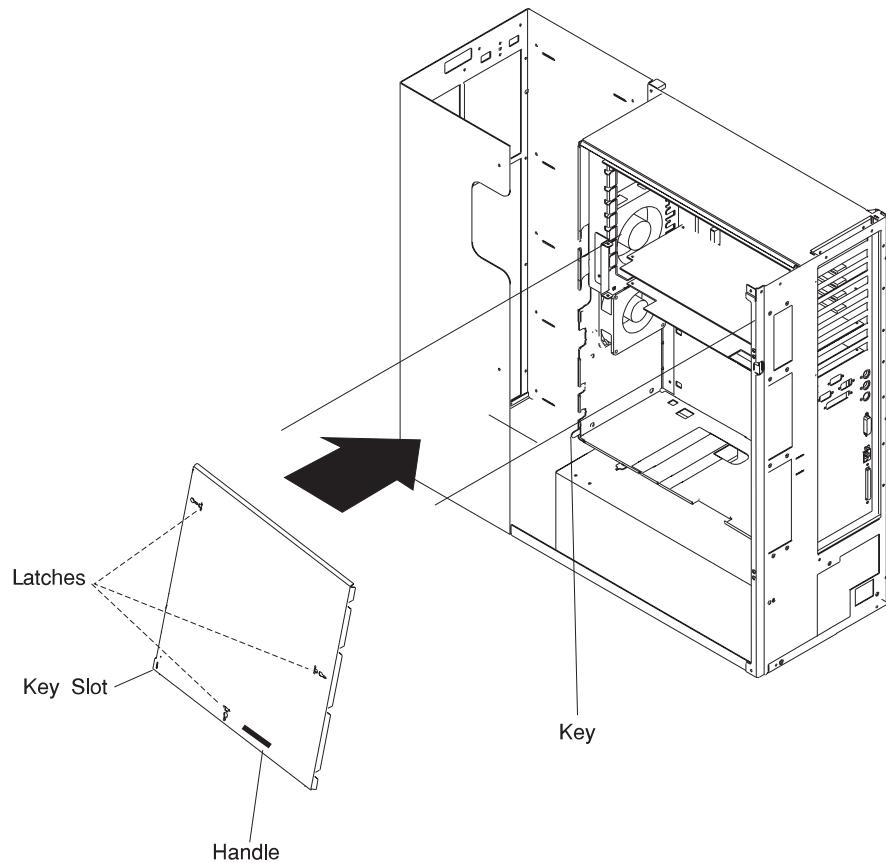
**Note:** If you are in the United Kingdom and have a modem or fax machine attached to your system, reconnect the telephone line *after* you plug in the power cords.



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### Replacing the I/O Planar Cover

1. Place the lip at the top of the I/O planar cover over the top of the system adapter housing. Push the bottom of the I/P planar cover in, aligning the key on the system with the key slot on the cover. Replace the I/O planar cover.
2. Latch the cover and tighten the three screws.





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## Chapter 6. Using the Online and Standalone Diagnostics

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### Sources for the Diagnostics

The diagnostics consist of Standalone Diagnostics and Online Diagnostics. Standalone Diagnostics are packaged on removable media. They must be booted or mounted before they can be run. If booted, they have no access to the AIX Error Log or the AIX Configuration Data. However, if mounted, they have access to the AIX Error Log and the AIX Configuration Data. Online Diagnostics, when installed, reside with AIX in the file system. They can be booted in single user mode (referred to as service mode), run in maintenance mode (referred to as maintenance mode), or run concurrently (referred to as concurrent mode) with other applications. They have access to the AIX Error Log and the AIX Configuration Data.

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### Standalone and Online Diagnostics Operating Considerations

**Note:** When possible, run Online Diagnostics in Service Mode. Online Diagnostics perform additional functions, compared to Standalone Diagnostics.

The following items identify some things to consider before using the diagnostics.

1. Online Diagnostic support is optionally installed with the AIX operating system and therefore may not be installed on some systems. When diagnostics are installed, the device support for some devices may not get installed. If this is the case, that device does not appear in the diagnostic test list when running disk based diagnostics.
2. Support for some TTY terminals is optionally installed. If you attach a TTY terminal to a system to run diagnostics be aware that it may not work properly since the AIX support for the terminal may not be installed.

### Selecting a Console Display

When you run Standalone Diagnostics and under some conditions Online Diagnostics, you need to select the console display. The diagnostics display instructions on any graphics display and the terminal attached to the Serial 1 port.

### Identifying the Terminal Type to Diagnostics

**Note:** This is not the same as selecting a console display.

When you run diagnostics, the diagnostics must know what type of terminal you are using. If the terminal type is not known when the FUNCTION SELECTION menu is displayed, the diagnostics do not allow you to continue until a terminal is selected from the DEFINE TERMINAL option menu. Select **Ift** for graphical displays.

## Undefined Terminal Types

If an undefined terminal type from the DEFINE TERMINAL option menu is entered, the menu prompts the user to enter a valid terminal type, and the menu is redisplayed until either a valid type is entered or the user exits the DEFINE TERMINAL option.

**Resetting the Terminal:** If the user enters a terminal type that is valid (according to the DEFINE TERMINAL option menu) but is not the correct type for the ASCII terminal being used, difficulty may be encountered in reading the screen, using the function keys or the Enter key. These difficulties can be bypassed by pressing Ctrl-C to reset the terminal. The screen display which results from this resetting action varies with the mode in which the system is being run:

- Online Normal or Maintenance Mode - The command prompt appears.
- Standalone Mode or Online Service Mode -The terminal type is reset to "dumb", the Diagnostic Operating Instruction panel is displayed, and the user is required to go through the DEFINE TERMINAL process again.

## Running Standalone Diagnostics

Consider the following when you run Standalone Diagnostics:

- The diagnostic disc must remain in the CD-ROM drive for the entire time that diagnostics are executing.
- The diagnostic CD-ROM cannot be ejected from the CD-ROM drive once the diagnostics have loaded. The disc can only be ejected after the system has been turned off and then turned on (standalone mode) or after the diagnostics program has terminated (Online concurrent mode).
- The CD-ROM drive from which diagnostics were loaded cannot be tested.
- The SCSI adapter (or circuitry) controlling the CD-ROM drive from which diagnostics were loaded cannot be tested.

## Running Online Diagnostics

Consider the following when you run the Online Diagnostics from a server or a disk:

- The diagnostics cannot be loaded and run from a disk until the AIX operating system has been installed and configured. After the AIX operating system has been installed, all three modes of operation are available.
- The diagnostics cannot be loaded on a system (client) from a server if that system is not set up to boot from a server over a network. When the system is

set up to boot from a server, the diagnostics are run in the same manner as they are from disk.

- If the diagnostics are loaded from disk or a server, you must shutdown the AIX operating system before turning the system unit off to prevent possible damage to disk data. This is done in one of two ways:
  - If the diagnostics were loaded in standalone mode, press the F3 key until **DIAGNOSTIC OPERATING INSTRUCTIONS** displays; then press the F3 key once again to shutdown the AIX operating system.
  - If the diagnostics were loaded in maintenance or concurrent mode, enter the shutdown -F command.
- Under some conditions the system may stop, with instructions displayed on attached displays and terminals. Follow the instructions to select a console display.

### **Running the Diagnostics from a TTY Terminal**

Consider the following when you run diagnostics using a TTY-type terminal as the console display:

- See the operator manual for your type of tty terminal to find the key sequences you need to respond to the diagnostics. For the 3151, refer to the 3151 ASCII Display Station Guide to Operations, form number GA18-2633. For the 3164, refer to the 3164 ASCII Color Display Station Description, form number GA18-2617.
- When the diagnostics present display information through the Serial 1 port, certain attributes are used. These attributes are set as if the diagnostics were using a 3161 display terminal. The following tables list attributes for the 3161 ASCII Display Terminal and for two other ASCII display terminals commonly used with the system.
- If you have a TTY terminal other than a 3151, 3161 or 3164 attached to the Serial 1 port, your terminal may have different names for the attributes. Use the attribute descriptions in the following tables to determine the settings for your terminal.

## General Attributes Always Required

The following general attributes are the default settings for the diagnostics. Be sure your terminal is set to these attributes.

**Note:** These attributes should be set before the diagnostics are loaded.

Refer to the following table.

General Setup Attributes	3151 /11/31/41 Settings	3151 /51/61 Settings	3161/3164 Settings	Description
Machine mode	3151	3151 PC	3161 or 3164	The diagnostics are set to emulate use of the 3161 ASCII Display Terminal. If your terminal can emulate a 5085, 3161 or 3164 terminal, use the following attribute settings. Otherwise, refer to your operator's manual, compare the following attribute descriptions with those of your terminal, and set your attributes accordingly.
Generated Code Set		ASCII		
Screen	Normal	Normal		Uses the EIA-232 interface protocol.
Row and filemn	24 x 80	24 x 80		Uses the EIA-232 interface protocol.
Scroll	Jump	Jump	Jump	When the last character on the bottom line is entered, the screen moves down one line.
Auto LF	Off	Off	Off	For the "On" setting, pressing the Return key moves the cursor to the first character position of the next line. For the "Off" setting, pressing the Return key moves the cursor to the first character position of the current line. The CR and LF characters are generated by the New line setting.

General Setup Attributes	3151 /11/31/41 Settings	3151 /51/61 Settings	3161/3164 Settings	Description
CRT saver	Off	Off	10	The "10" setting causes the display screen to go blank if there is no activity for 10 minutes. When the system unit sends data or a key is pressed, the display screen contents are displayed again.
Line wrap	On	On	On	The cursor moves to the first character position of the next line in the page after it reaches the last character position of the current line in the page.
Forcing insert	Off	Off		
Tab	Field	Field	Field	The column tab stops are ignored, and the tab operation depends on the field attribute character positions.
Trace			All	Both inbound data (data to the system unit) and outbound data (data from the system unit) to and from the main port can be transferred to the auxiliary port without disturbing communications with the system unit when the Trace key is pressed.

## Additional Communication Attributes

The following communication attributes are for the 3151, 3161, and 3164 terminals.

Communication Setup Attributes	3151 /11/31/41 Settings	3151 /51/61 Settings	3161/3164 Settings	Description
Operating mode	Echo	Echo	Echo	Data entered from the keyboard on the terminal is sent to the system unit for translation and then sent back to the display screen. Sometimes called conversational mode.
Line speed	9600 bps	9600 bps	9600 bps	Uses the 9600 bps (bits per second) line speed to communicate with the system unit.
Word length (bits)	8	8	8	Selects eight bits as a data word length (byte).
Parity	No	No	No	Does not add a parity bit, and is used together with the word length attribute to form the 8-bit data word (byte).
Stop bit	1	1	1	Places a bit after a data word (byte).
Turnaround character	CR	CR	CR	Selects the carriage return (CR) character as the line turnaround character.
Interface	EIA-232	EIA-232	EIA-232	Uses the EIA-232 interface protocol.
Line control	IPRTS	IPRTS	IPRTS	Uses the permanent request to send' (IPRTS) signal to communicate with system unit.
Break signal (ms)	500	500	500	The terminal sends a break signal' to the system unit within 500 ms after the Break key is pressed.
Send null suppress	On	On		Trailing null characters are not sent to the system unit.
Send null			On	Trailing null characters are sent to the system unit.
Response delay (ms)	100	100	100	The terminal waits for 100ms for the system unit to respond.

## Additional Keyboard Attributes

The following keyboard attributes are for the keyboard attached to the 3151, 3161, and 3164 terminals.

Keyboard Setup Attributes	3151/11/ 31/41 Settings	3151 /51/61 Settings	3161 /3164 Settings	Description
Enter	Return	Return	Return	The Enter key functions as the Return key.
Return	New line	New line	New line	The cursor moves to the next line when the Return key is pressed.
New line	CR	CR	CR	The Return key generates the carriage return (CR) and the line feed (LF) characters. The line turnaround occurs after the CR and LF characters are generated.
Send	Page	Page	Page	The contents of the current page are sent to the system unit when the Send key is pressed.
Insert character	Space	Space	Space	A blank character is inserted when the Insert key is pressed.

## Additional Printer Attributes

The following printer attributes are for a printer attached to the 3151, 3161, and 3164 terminals.

Printer Setup Attributes	3151/11/ 31/41 Settings	3151 /51/61 Settings	3161 /3164 Settings	Description
Line speed	9600	9600	9600	Uses 19200 or 9600 bps (bits per second) line speed to communicate with the system unit.
Word length (bits)	8	8	8	Selects eight bits as a data word length (byte).
Parity	Even	Even	No	
Stop bit	1	1	1	Places a bit after a data word (byte).
Characters	ALL	ALL		
Line end			CR-LF	
Print			Viewport	
Print EOL			Off	
Print null			Off	

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## Online Diagnostics Modes of Operation

The Online Diagnostics can be run in three modes:

- Service Mode
- Concurrent Mode
- Maintenance Mode

### Service Mode

Service mode provides the most complete checkout of the system resources. This mode also requires that no other programs be running on the system. All system resources except the SCSI adapter, and the disk drives used for paging can be tested. However, note that the memory and processor are only tested during POST.

Error log analysis is done in service mode when you select the Problem Determination option on the DIAGNOSTIC MODE SELECTION menu.

### Running the Online Diagnostics in Service Mode

To run Online Diagnostics in service mode, take the following steps:

1. Stop all programs including the AIX operating system (get help if needed).
2. Turn the power off.
3. Remove all tapes, diskettes, and CD-ROMs.
4. Turn the power on.
  - a. When or after the diskette indicator appears, press F6 on the directly-attached keyboard or 6 on the ASCII terminal keyboard to indicate that diagnostics are to be loaded.
  - b. Enter any requested passwords.
  - c. Follow any instructions to select a console.
5. After the diagnostic controller loads, DIAGNOSTIC OPERATING INSTRUCTIONS appear on the console display.
6. Follow the displayed instructions to checkout the desired resources.
7. When testing is complete; use the F3 key to return to the DIAGNOSTIC OPERATING INSTRUCTIONS.
8. Press the F3 key (from a defined terminal) or press 99 (for an undefined terminal) to shutdown the diagnostics before turning off the system unit.

**Note:** Pressing the F3 key (from a defined terminal) produces a "Confirm Exit" popup menu which offers two options: continuing with the shutdown by pressing F3; or returning to diagnostics by pressing Enter.

For undefined terminals, pressing 99 produces a full screen menu which offers two options: continuing with the shutdown by pressing 99 and then Enter; or returning to diagnostics by pressing Enter.

## Concurrent Mode

Concurrent mode provides a way to run Online Diagnostics on some of the system resources while the system is running normal system activity.

Because the system is running in normal operation, some of the resources cannot be tested in concurrent mode. The following resources cannot be tested in concurrent mode:

- SCSI adapters connected to paging devices
- The disk drive used for paging
- Some display adapters
- Memory
- Processor.

There are three levels of testing in concurrent mode:

- The **share-test level** tests a resource while the resource is being shared by programs running in the normal operation. This testing is mostly limited to normal commands that test for the presence of a device or adapter.
- The **sub-test level** tests a portion of a resource while the remaining part of the resource is being used in normal operation. For example, this test could test one port of a multiport device while the other ports are being used in normal operation.
- The **full-test level** requires the device not be assigned to or used by any other operation. This level of testing on a disk drive may require the use of the **varyoff** command. The diagnostics display menus to allow you to vary off the needed resource.

Error log analysis is done in concurrent mode when you select the Problem Determination option on the DIAGNOSTIC MODE SELECTION menu.

To run the Online Diagnostics in concurrent mode you must be logged onto the AIX operating system and have proper authority to issue the commands (if needed, get help).

The **diag** command loads the diagnostic controller and displays the Online Diagnostic menus.

### **Running the Online Diagnostics in Concurrent Mode**

To run Online Diagnostics in concurrent mode, take the following steps:

- Log on to the AIX operating system as root or superuser.
- Enter the **diag** command.
- When the DIAGNOSTIC OPERATING INSTRUCTIONS are displayed, follow the instructions to check out the desired resources.
- When testing is complete; use the F3 key to return to the DIAGNOSTIC OPERATING INSTRUCTIONS. Then press the F3 key again to return to the AIX operating system prompt. Be sure to vary on any resource you had varied to off.
- Press the Ctrl-D key sequence to log off from root or superuser.

### **Maintenance Mode**

Maintenance mode runs the Online Diagnostics using the customer's version of the AIX operating system. This mode requires that all activity on the AIX operating system be stopped so the Online Diagnostics have most of the resources available to check. All of the system resources except the SCSI adapters, memory, processor, and the disk drive used for paging can be checked.

Error log analysis is done in maintenance mode when you select the Problem Determination option on the DIAGNOSTIC MODE SELECTION menu.

The **shutdown -m** command is used to stop all activity on the AIX operating system and put the AIX operating system into maintenance mode. Then the **diag** command is used to invoke the diagnostic controller so you can run the diagnostics. After the diagnostic controller is loaded, follow the normal diagnostic instructions.

### **Running the Online Diagnostics in Maintenance Mode**

To run the Online Diagnostics in maintenance mode you must be logged on to the customer's version of the AIX operating system as *root* or *superuser* and use the **shutdown -m** and **diag** commands. Use the following steps to run the Online Diagnostics in maintenance mode:

1. Stop all programs except the AIX operating system (get help if needed).
2. Log onto the AIX operating system as *root* or *superuser*.
3. Enter the **shutdown -m** command.

4. When a message indicates the system is in maintenance mode, enter the **diag** command.  
**Note:** It may be necessary to set *TERM* type again.
5. When **DIAGNOSTIC OPERATING INSTRUCTIONS** is displayed, follow the displayed instructions to checkout the desired resources.
6. When testing is complete; use the F3 key to return to **DIAGNOSTIC OPERATING INSTRUCTIONS**. Then press the F3 key again to return to the AIX operating system prompt.
7. Press **Ctrl-D** to log off from *root* or *superuser*.

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## **Standalone Diagnostic Operation**

Standalone Diagnostics provide a method to test the system when the Online Diagnostics are not installed and a method of testing the disk drives that cannot be tested by the Online Diagnostics.

No Error Log Analysis is done by the Standalone Diagnostics.

The CD-ROM drive and the SCSI controller that controls it cannot be tested by the Standalone Diagnostics.

## **Running the Standalone Diagnostics**

To run Standalone Diagnostics in service mode, take the following steps:

1. Verify with the system administrator and system users that the system unit may be shut down, then stop all programs including the AIX operating system. (Refer to the AIX operating system documentation shutdown command information.)
2. Remove all tapes, diskettes, and CD-ROMs.
3. Insert the Diagnostic CD-ROM into the CD-ROM drive.
4. Turn off the system unit.
5. Turn the power on.
  - a. When or after the diskette indicator appears, press F5 on the direct attached keyboard or 5 on the tty keyboard to indicate that diagnostics are to be loaded.
  - b. Enter any requested passwords.
  - c. Follow any instructions to select a console.
6. After the diagnostic controller loads, **DIAGNOSTIC OPERATING INSTRUCTIONS** appear on the console display.

7. Follow the displayed instructions to checkout the desired resources.
8. When testing is complete; use the F3 key to return to the **DIAGNOSTIC OPERATING INSTRUCTIONS**.

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## Location Codes

This system unit uses Physical Location Codes in conjunction with AIX Location Codes to provide mapping of the failing field replaceable units. The location codes are produced by the system unit's firmware and AIX.

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### Physical Location Codes

Physical location codes provide a mapping of logical functions in a platform (or expansion sites for logical functions, such as connectors or ports) to their specific locations within the physical structure of the platform.

### Location Code Format

The format for the location code is an alphanumeric string of variable length, consisting of a series of location identifiers, separated by the standard dash (-) or slash (/) character. The series is hierarchical; that is, each location identifier in the string is a physical child of the one preceding it.

- The - (dash) separator character represents a normal structural relationship where the child is a separate physical package and it plugs into (or is connected to) the parent. For example, P1-C1 is a CPU card (C1) plugged into a planar (P1), or P1-M1 is a memory card (M1) plugged into a planar (P1).
- The / (slash) separator character separates the base location code of a function from any extended location information. A group of logical devices can have the same base location code because they are all on the same physical package, but may require extended location information to describe the connectors they support. For example, P2/S1 describes the location of the serial port 1 controller and its connector (S1), which is located on planar P2 (its base location code), but the / indicates that further devices can be connected to it at the external S1 serial connector. The keyboard controller and its connector likewise have location code P2/K1, which means they have the same base location code (P1) as serial port 1, but a different external connector. In contrast, the location code P2-K1 actually points to the device connected to connector K1; that is, the keyboard. The location code P2/Z1 indicates an integrated SCSI controller which drives connector Z1, while location codes of P2-Z1... point to the actual SCSI bus and devices.

Each location identifier consists of one alpha prefix character that identifies a location type, and a decimal integer number (typically one or two digits) that identifies a specific instance of this location type. Certain location types may also support secondary sub-locations, which are indicated by appending a period (".") character and a sub-location instance number.

Specifically, the format of a location code is defined as follows:

pn[.n][- or /]pn[.n][- or /]...

Where p is a defined alpha location type prefix, n is a location instance number, and [.n] is a sub-location instance number (where applicable). Sub-location notation is used only for location types which have clearly defined and limited expansion sites; for example, memory SIMMs slots on a memory card. Primarily, the [.n] sub-location notation is intended for use as an abbreviation of the location code in cases where:

1. Based on the device structure, the abbreviated sub-location code conveys the same information in a more concise form than an additional level of location identifier -- for example:
  - P1-M1.4 (pluggable DIMM 4 on Memory Card 1 on Planar 1), rather than P1-M1-M4
  - P1-C1.1 (pluggable CPU 1 on CPU Card 1 on Planar 1), rather than P1-C1-C1
  - P2-Z1-A3.1 (LUN 1 at SCSI ID 3 on integrated SCSI bus 1 from Planar 2), rather than P2-Z1-A3-A1
2. The sub-location is either a basic physical extension or sub-enclosure of the base location, but does not represent additional function or connectivity; for example, a drawer in a rack (U1.2) or a riser card on an I/O planar (P2.1).

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### AIX and Physical Location Code Reference Table

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
<b>Central Electronics Complex (CEC)</b>				
System Planar	00-00	P1		
Processor Card 1	00-00	P1-C1	Processor Connectors J8 and J5	CPU ID 0x00 and 0x01 (if 2-way card)
Processor Card 2	00-00	P1-C2	Processor Connector J9 and J6	CPU ID 0x04 and 0x05 (if 2-way card)
Memory Card 1	00-00	P1-M1	Processor Connector J12	
Memory Card 1 DIMMS 1 thru 16	00-00	P1-M1.1 through P1-M1.16	Memory Card Sockets J1,J2,J3,J4, J5,J6,J7,J8 J9,J10,J11,J12, J13,J14,J15,J16	Extents: 8L,8H,10L,10H, 12L,12H,14L,14H 9L,9H,11L,11H, 13L,13H,15L,15H

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
Memory Card 2	00-00	P1-M2	Processor Connector J13	
Memory Card 2 DIMMS 1 thru 16	00-00	P1-M2.1 through P1-M2.16	Memory Card Sockets J1,J2,J3,J4, J5,J6,J7,J8 J9,J10,J11,J12, J13,J14,J15,J16	Extents: 8L,8H,10L,10H, 12L,12H,14L,14H 9L,9H,11L,11H, 13L,13H,15L,15H
I/O Planar	00-00	P2		
<b>Integrated Devices</b>				
Diskette Drive	01-D1-00-00	P2-D1	I/O Planar Connector J13	Base Address 0x0310
Keyboard	01-K1-00-00	P2-K1	I/O Planar Connector J23	Base Address 0x0060
Mouse	01-K1-01-00	P2-O1	I/O Planar Connector J27	0x0060
Diskette Port	01-D1	P2/D1	I/O Planar Connector J13	0x03f0
Keyboard Port	01-K1-00	P2/K1	I/O Planar Connector J23	0x0060
Mouse Port	01-K1-01	P2/O1	I/O Planar Connector J27	0x0060
Serial Port 1	01-S1	P2/S1	I/O Planar Connector J41	0x0318
Serial Port 2	01-S2	P2/S2	I/O Planar Connector J41	0x0218
Serial Port 3	01-S3	P2/S3	I/O Planar Connector J50	0x0898
Parallel Port	01-R1	P2/R1	I/O Planar Connector J47	0x0378
Ethernet Port	10-80	P2/E1	I/O Planar Connector J18(TH) or J21(TP)	Host Bridge ID00, Device 06
SCSI Port 1	10-60	P2/Z1	I/O Planar Connector J25	Host Bridge ID00, Device 04
SCSI Port 2	30-58	P2/Z2	I/O Planar Connector J11 and J30	Host Bridge ID02, Device 06
<b>Pluggable Adapters</b>				

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
Card in PCI Slot 1P	20-58 to 20-5F	P2-I1	I/O Planar Connector J1	Host Bridge ID01, Device 01
Card in PCI Slot 2P	20-60 to 20-67	P2-I2	I/O Planar Connector J2	Host Bridge ID01, Device 02
Card in PCI Slot 3P	10-68 to 10-6F	P2-I3	I/O Planar Connector J3	Host Bridge ID00, Device 03
Card in PCI Slot 4P	10-70 to 10-77	P2-I4	I/O Planar Connector J4	Host Bridge ID00, Device 04
Card in PCI Slot 5P	10-78 to 10-7F	P2-I5	I/O Planar Connector J5	Host Bridge ID00, Device 05
Card in PCI Slot 6P	30-60 to 30-67	P2-I6	I/O Planar Connector J6	Host Bridge ID02, Device 02
Card in PCI Slot 7P	30-68 to 30-6F	P2-I7	I/O Planar Connector J7	Host Bridge ID02, Device 03
Card in PCI Slot 8P	30-70 to 30-77	P2-I8	I/O Planar Connector J8P	Host Bridge ID02, Device 04
Card in PCI Slot 9P	30-78 to 30-7F	P2-I9	I/O Planar Connector J9P	Host Bridge ID02, Device 05
Card in ISA Slot 8I	01-01 or 01-02	P2-I8	I/O Planar Connector J8I	
Card in ISA Slot 9I	01-01 or 01-02	P2-I9	I/O Planar Connector J9I	
<b>SCSI Devices</b>				
Base CD-ROM (Bay A1)	10-60-00-6, 0	P2-Z1-A6		Primary SCSI Bus ID 6 (refer to the note at the end of this table)
Media Device in Bay B1	10-60-00-4, 0	P2-Z1-A4		Primary SCSI Bus ID 4 (refer to the note at the end of this table)
Media Device in Bay B2	10-60-00-5, 0	P2-Z1-A5		Primary SCSI Bus ID 5 (refer to the note at the end of this table)

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
SCSI Backplane C When connected to SCSI Port 1 (P2/Z1)	10-60-00-15, 0	P2-Z1-B2		Primary SCSI Bus ID 15
SCSI Backplane C When connected to SCSI Port 2 (P2/Z2)	30-58-00-15, 0	P2-Z2-B2		Secondary SCSI Bus ID 15
DASD in Bays C1 through C6 When connected to SCSI Port 1 (P2/Z1)	10-60-00-G, 0 Where G identifies Primary SCSI Bus ID 8 through 13	P2-Z1-B2.1 through B2.6		Primary SCSI Bus ID 8 through 13
DASD in Bays C1 through C6 When connected to SCSI Port 2 (P2/Z2)	30-58-00-G, 0 Where G identifies Secondary SCSI Bus ID 8 through 13	P2-Z2-B2.1 through B2.6		Secondary SCSI Bus ID 8 through 13
SCSI Backplane D When connected to SCSI Port 2 (P2/Z2)	30-58-00-15, 0	P2-Z2-B2		Secondary SCSI Bus ID 15
SCSI Backplane D When connected to PCI adapter in slot P2-In	AB-CD-00-15, 0 Where AB-CD identifies the adapter's slot	P2-In-Z1-B2		Bus ID 15
DASD in Bays D1 through D6 When connected to SCSI Port 2 (P2/Z2)	30-58-00-G, 0 Where G identifies Secondary SCSI Bus ID 8 through 13	P2-Z2-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Secondary SCSI Bus ID 8 through 13

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
DASD in Bays D1 through D6 When connected to PCI adapter in slot P2-In	AB-CD-00-G, 0 Where AB-CD identifies the adapter's slot and G identifies the SCSI Bus ID 8 through 13	P2-In-Z1-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Bus ID 8 through 13
SCSI Backplane E When connected to PCI adapter in slot P2-In	AB-CD-00-15, 0 Where AB-CD identifies the adapter's slot	P2-In-Z1-B2		Bus ID 15
DASD in Bays E1 through E6 When connected to PCI adapter in slot P2-In	AB-CD-00-G, 0 Where AB-CD identifies the adapter's slot and G identifies the SCSI Bus ID 8 through 13	P2-In-Z1-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Bus ID 8 through 13
<b>Fans</b>				
Fan 1		F1	Fan connector J12 at I/O Planar	
Fan 2		F2	Fan connector J17 at I/O Planar	
Fan 3		F3	Fan connector J15 at I/O Planar	
Fan 4		F4	Fan connector J19 at I/O Planar	
Fan 1 Connector		P2/F1	Fan connector J12 at I/O Planar	
Fan 2 Connector		P2/F2	Fan connector J17 at I/O Planar	
Fan 3 Connector		P2/F3	Fan connector J15 at I/O Planar	
Fan 4 Connector		P2/F4	Fan connector J19 at I/O Planar	

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
<b>Service Processor</b>				
Service Processor		P2-X1	I/O Planar Connector J10	
<b>Operator Panel</b>				
Operator Panel		L1	I/O Planar Connector J22A	
Operator Panel Connector		P2/L1	I/O Planar Connector J22A	
<b>Power Supply</b>				
Power Supply		V1		I2C Ad 92, Ch2; RTAS=9002-0
<b>Note:</b> The SCSI bus ID's are the recommended values. Features installed at the manufacturing site will correspond to these IDs. Field installations may not comply with these recommendations.				

## AIX Location Codes

The basic formats of the AIX location codes are:

- For non-SCSI devices/drives

AB-CD-EF-GH

- For SCSI devices/drives

AB-CD-EF-G,H

For planars, cards, and non-SCSI devices the location code is defined as:

AB-CD-EF-GH  
 | | | |  
 | | | Device/FRU/Port ID  
 | | | Connector ID  
 | | devfunc Number, Adapter Number or Physical Location  
 | Bus Type or PCI Parent Bus

- The AB value identifies a bus type or PCI parent bus as assigned by the firmware.
- The CD value identifies adapter number, adapter's devfunc number, or physical location. The devfunc number is defined as the PCI device number times 8, plus the function number.

- The EF value identifies a connector.
- The GH value identifies a port, address, device, or FRU.

Adapters and cards are identified with just AB-CD.

The possible values for AB are:

00	Processor bus
01	ISA bus
02	EISA bus
03	MCA bus
04	PCI bus used in the case where the PCI bus cannot be identified
05	PCMCIA buses
xy	For PCI adapters where x is equal to or greater than 1. The x and y are characters in the range of 0-9, A-H, J-N, P-Z (O, I, and lower case are omitted) and are equal to the parent bus's ibm, aix-loc Open Firmware Property.

The possible values for CD depend on the adapter/card.

For pluggable PCI adapters/cards, CD is the device's devfunc number (PCI device number times 8, plus the function number). The C and D are characters in the range of 0-9, and A-F (hex numbers). This allows the location code to uniquely identify multiple adapters on individual PCI cards.

For pluggable ISA adapters, CD is equal to the order the ISA cards defined/configured either by SMIT or the ISA Adapter Configuration Service Aid.

For integrated ISA adapters, CD is equal to a unique code identifying the ISA adapter. In most cases this is equal to the adapter's physical location code. In cases where a physical location code is not available, CD will be FF.

EF is the connector ID. It is used to identify the adapter's connector that a resource is attached to.

GH is used to identify a port, device, or FRU. For example:

- For async devices GH defines the port on the fanout box. The values are 00 to 15.
- For a diskette drive H defines which diskette drive 1 or 2. G is always 0.
- For all other devices GH is equal to 00.

For integrated adapter, EF-GH is the same as the definition for a pluggable adapter. For example, the location code for a diskette drive is 01-D1-00-00. A second diskette drive is 01-D1-00-01.

For SCSI the location code is defined as:

AB-CD-EF-G,H  
 | | | |  
 | | | Logical Unit address of the SCSI Device  
 | | | Control Unit Address of the SCSI Device  
 | | | Connector ID  
 | | devfunc Number, Adapter Number or Physical Location  
 | Bus Type or PCI Parent Bus

Where AB-CD-EF are the same as non-SCSI devices.

G defines the control unit address of the device. Values of 0 to 15 are valid.

H defines the logical unit address of the device. Values of 0 to 255 are valid.

There is also a bus location code that is generated as '00-XXXXXXX' where XXXXXXXX is equivalent to the node's unit address.

Examples of physical location codes displayed by AIX are:

Processor Card in slot 1 of planar 1

P1-C1

Memory DIMM in system planar slot 2

P1-M2

Memory DIMM 12 in card in slot 2 of system planar

U1-P1-M2.12

Examples of AIX location codes displayed are:

Integrated PCI adapter

10-80	Ethernet
10-60	Integrated SCSI Port 1
30-58	Integrated SCSI Port 2

Pluggable PCI adapters

20-58 to 20-5F	Any PCI card in slot 1
20-60 to 20-67	Any PCI card in slot 2
10-68 to 10-6F	Any PCI card in slot 3
10-70 to 10-77	Any PCI card in slot 4
10-78 to 10-7F	Any PCI card in slot 5
30-60 to 30-67	Any PCI card in slot 6
30-68 to 30-6F	Any PCI card in slot 7
30-70 to 30-77	Any PCI card in slot 8
30-78 to 30-7F	Any PCI card in slot 9

#### Integrated ISA adapters

01-D1	Diskette adapter
01-R1	Parallel port adapter
01-S1	Serial port 1 adapter
01-S2	Serial port 2 adapter
01-S3	Serial port 3 adapter
01-K1	Keyboard adapter

#### Non-integrated ISA adapters

01-01	First ISA card defined/configured
01-02	Second ISA card defined/configured

#### Device attached to SCSI controller

10-60-00-4,0	Device attached to Integrated SCSI Port 1
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---

## **Introduction to Service Aids**

### **Service Aids**

The diagnostics contain programs called service aids. The service aids are used to display data and do additional testing.

Options for the service aids are available when the software package for that option is installed.

The service aids are selected via the Task Selection Menu.

Refer to the table on the previous pages for a listing of service aids which are provided.

The following are descriptions of the service aids:

---

### **AIX Shell Prompt Service Aid**

This service aid allows access to the AIX command line. In order to use this service aid the user must know the root password (when a root password has been established).

---

### **Backup/Restore Media Service Aid**

This service aid allows verification of backup media and devices. It presents a menu of tape and diskette devices available for testing and prompts for selection of the desired device. It then presents a menu of available backup formats and prompts for selection of the desired format. The supported formats are tar, backup, and cpio. After the device and format are selected, the service aid backups a known file to the selected device, restores that file to /tmp, and compares the original file to the restored file. The restored file is also left in /tmp to allow for visual comparison. All errors are reported.

---

### **Configure Remote Maintenance Policy Service Aid**

The Remote Maintenance Policy includes modem configurations and phone numbers to use for remote maintenance support.

Use this service aid to display and change the following settings for the Remote Maintenance Policy.

- Configuration File for Modem on S1  
Configuration File for Modem on S2

Enter the name of a modem configuration file to load on either serial port 1 (S1) or serial port 2 (S2). The modem configuration files are located in the directory /usr/share/modems. If a modem file is already loaded, it is indicated by 'Modem file currently loaded'.

- Modem file currently loaded on S1  
Modem file currently loaded on S2

This is the name of the file that is currently loaded on serial port 1 or serial port 2.

**Note:** These settings are only shown when a modem file is loaded for a serial port.

- Call In Authorized on S1 (on/off)  
Call In Authorized on S2 (on/off)

Call In allows the Service Processor to receive a call from a remote terminal.

- Call Out Authorized on S1 (on/off)  
Call Out Authorized on S2 (on/off)

Call Out allows the Service Processor to place calls for maintenance.

- S1 Line Speed  
S2 Line Speed

A list of line speeds is available by using 'List' on the screen.

- Service Center Phone Number

This is the number of the service center computer. The service center usually includes a computer that takes calls from systems with call-out capability. This computer is referred to as "the catcher". The catcher expects messages in a specific format to which the Service Processor conforms. For more information about the format and catcher computers, refer to the README file in the AIX /usr/samples/syscatch directory. Contact the service provider for the correct telephone number to enter here.

- Customer Administration Center Phone Number

This is the number of the System Administration Center computer (catcher) that receives problem calls from systems. Contact the system administrator for the correct telephone number to enter here.

- Digital Pager Phone Number In Event of Emergency

This is the number for a pager carried by someone who will respond to problem calls from your system.

- Customer Voice Phone Number

This is the number for a telephone near the system, or answered by someone responsible for the system. This is the telephone number left on the pager for callback.

- Customer System Phone Number

This is the number to which your system's modem is connected. The service or administration center representatives need this number to make direct contact with your system for problem investigation. This is also referred to as the Call In phone number.

- Customer Account Number

This number could be used by a service provider for record keeping and billing.

- Call Out Policy Numbers to call if failure

This is set to either 'first' or 'all'. If the call out policy is set to 'first', call out will stop at the first successful call to one of the following numbers in the order listed:

1. Service Center
2. Customer Admin Center
3. Pager

If Call Out Policy is set to 'all', call out will attempt to call all or the following numbers in the order listed:

1. Service Center
2. Customer Admin Center
3. Pager

- Customer RETAIN Login ID  
Customer RETAIN Login Password

These settings apply to the RETAIN service function.

- Remote Timeout, in seconds  
Remote Latency, in seconds

These settings are functions of the service provider's catcher computer.

- Number of Retries While Busy

This is the number of times the system should retry calls that resulted in busy signals.

- System Name (System Administrator Aid)

This is the name given to the system and is used when reporting problem messages.

**Note:** Knowing the system name aids the support team to quickly identify the location, configuration, history, etc. of your system.

This service aid may be accessed directly from the AIX command line, by entering:

`/usr/lpp/diagnostics/bin/uspchrp -m`

---

### Configure Ring Indicate Power On Policy Service Aid

This service aid allows the user to power on a system by telephone from a remote location. If the system is powered off, and Ring Indicate Power On is enabled, the system will power on at a predetermined number of rings. If the system is already on, no action is taken. In either case, the telephone call is not answered and the caller receives no feedback that the system has powered on.

Use this service aid to display and change the following settings for the Ring Indicate Power On Policy.

- Power On Via Ring Indicate (on/off)
- Number of Rings Before Power On

This service aid may be accessed directly from the AIX command line, by entering:  
`/usr/lpp/diagnostics/bin/uspchrp -r`

---

### **Configure Surveillance Policy Service Aid**

This service aid monitors the system for hang conditions, that is, hardware or software failures that cause operating system inactivity. When enabled, and surveillance detects operating system inactivity, a call is placed to report the failure.

Use this service aid to display and change the following settings for the Surveillance Policy.

- Surveillance (on/off)
- Surveillance Time Interval

This is the maximum time, in minutes, between heartbeats from the operating system.

- Surveillance Time Delay

This is the time to delay, in minutes between when the operating system is in control and when to begin operating system surveillance.

- Changes are to take affect immediately

Set this to Yes if the changes made to the settings in this menu are to take place immediately. Otherwise the changes will take place beginning with the next system boot.

This service aid may be accessed directly from the AIX command line, by entering:  
`/usr/lpp/diagnostics/bin/uspchrp -s`

---

### **Configure Reboot Policy Service Aid**

This service aid controls how the system will try to recover from a system crash.

Use this service aid to display and change the following settings for the Reboot Policy.

- Maximum Number of Reboot Attempts

Enter a number that is 0 or greater.

**Note:** A value of 0 indicates 'do not attempt to reboot' to a crashed system.

This number is the maximum number of consecutive attempts to reboot the system. The term "reboot", in the context of this service aid, is used to describe bringing system hardware back up from scratch, for example from a system reset or power on.

Once the Maximum Number of Reboot Attempts is exceeded, the system will call out if that function has been enabled.

When the reboot process completes successfully, the reboot attempts count is reset to 0, and a "restart" begins. The term "restart", in the context of this service aid, is used to describe the operating system activation process. Restart always follows a successful reboot.

When a restart fails, and a restart policy is enabled, the system will attempt to reboot for the maximum number of attempts.

- Use the O/S Defined Restart Policy (1=Yes, 0=No)

When 'Use the O/S Defined Restart Policy' is set to Yes, the system will attempt to reboot from a crash if the operating system has an enabled Defined Restart or Reboot Policy.

When 'Use the O/S Defined Restart Policy' is set to No, or the operating system restart policy is undefined, then the restart policy is determined by the 'Supplemental Restart Policy'.

- Enable Supplemental Restart Policy (1=Yes, 0=No)

The 'Supplemental Restart Policy', if enabled, is used when the O/S Defined Restart Policy is undefined, or is set to False.

When surveillance detects operating system inactivity during restart, an enabled 'Supplemental Restart Policy' causes a system reset and the reboot process begins.

- Call-Out Before Restart (on/off)

When enabled, Call-Out Before Restart will allow the system to call out (on a serial port that is enabled for call out) when an operating system restart is initiated. Such calls can be valuable if the number of these events becomes excessive, thus signalling bigger problems.

- Enable Unattended Start Mode (1=Yes, 0=No)

When enabled, 'Unattended Start Mode' will allow the system to recover from the loss of AC power.

If the system was powered-on when the AC loss occurred, the system will reboot when power is restored. If the system was powered-off when the AC loss occurred, the system will remain off when power is restored.

This service aid may be accessed directly from the AIX command line, by entering:  
`/usr/lpp/diagnostics/bin/uspchrp -b`

---

### **Save or Restore Hardware Management Policies Service Aid**

Ring Indicate Power On Policy, Surveillance Policy, Remote Maintenance Policy and Reboot Policy.

- Save Hardware Management Policies

This selection will write all of the settings for the hardware management policies to the file:

`/etc/lpp/diagnostics/data/hmpolicies`

- Restore Hardware Management Policies

This selection will restore all of the settings for the hardware management policies from the contents of the file:

`/etc/lpp/diagnostics/data/hmpolicies`

This service aid may be accessed directly from the AIX command line, by entering:  
`/usr/lpp/diagnostics/bin/uspchrp -a`

---

### **Diagnostic Package Utility Service Aid**

The Diagnostic Package Utility Service Aid allows the user to perform the following actions:

- Format a 1, 2, or 4MB diskette
- Create a Standalone Diagnostic Package Configuration Diskette

The Standalone Diagnostic Package Configuration Diskette allows the following to be changed from the console:

- Default refresh rate for a LFT

The refresh rate used by the standalone diagnostic package is 60Hz. If the display's refresh rate is 77Hz, then set the refresh rate to 77.

- Different async terminal console

A console configuration file that allows a terminal attached to any RS232 or RS422 adapter to be selected as a console device can be created using this service aid. The default device is a RS232 tty attached to the first standard serial port (S1).

---

## **Dials and LPFK Configuration Service Aid**

This service aid provides a tool for configuring and removing dials/LPFKs to the standard serial ports.

The Dials and LPFKs can be configured on any async port. A tty must be in the available state on the async port before the Dials and LPFKs can be configured on the port. The task allows an async adapter to be configured, then a tty port defined on the adapter, and then Dials and LPFKs can be defined on the port.

---

## **Disk Based Diagnostic Update Service Aid and Update Disk Based Diagnostic Task**

This service aid allows fixes (APARs) to be applied.

The task invokes the SMIT Update Software by Fix (APAR) task. The task allows the input device and APARs to be selected. Any APAR can be installed using this task.

---

## **Disk Media Service Aids**

This service aid consists of a Format, Certify, and Erase service aid for each type of hard disk supported, and Optical Disk service aid for supported optical disks.

- **Certify**

Certify reads all of the ID and data fields. It checks for bad data and counts all errors encountered. If more than 10 hard data errors or more than 1 hard equipment error is found, the user is prompted to replace the drive. One or less recovered data errors per megabyte is normal. More than one recoverable data error per megabyte indicates that the disk should be formatted and certified. Disk errors are not logged during certify.

- **Format**

Format writes all the disk. The pattern put on the disk is device dependent, i.e. some drives may put all 0s, while some may put hexadecimal number 5F. No bad block reassignment occurs

- **Format and Certify**

Format and Certify does the same as format does. After the Format is completed, Certify is run. This Certify will reassign all bad blocks encountered.

- **Erase Disk**

This option can be used to overwrite (remove) all data currently stored in user-accessible blocks of the disk. The Erase Disk option writes one or more

patterns to the disk. An additional option allows data in a selectable block to be read and displayed on the system console.

To use the Erase Disk option, specify the number (0-3) of patterns to be written. Select the patterns to be written; the patterns are written serially. That is, the first pattern is written to all blocks. Then the next pattern is written to all blocks, overlaying the previous pattern. A random pattern is written by selecting the "Write random pattern?" option.

The Erase Disk service aid has not been certified as meeting the Department of Defense or any other organizations security guidelines. The following steps should be followed if the data on the drive is to be overwritten:

1. Run the "Erase Disk" Service Aid to overwrite the data on the drive.
2. Do a format without certify.
3. Run a second pass of the erase service aid.

For a newly installed drive, you can insure that all blocks on the drive will be overwritten with your pattern if you use the following procedure:

1. Format the drive.
2. Check the defect map by running the Erase Disk Service Aid.

**Note:** If you use the "Format and Certify" option, there may be some blocks which get placed into the grown defect map.

3. If there are bad blocks in the defect map, record the information presented and ensure that this information is kept with the drive. This data is used later when the drive is to be overwritten.
4. Use the drive as you would normally.
5. When the drive is no longer needed and is to be erased, run the same version of the Erase Disk Service Aid which was used in step 2.

**Note:** Using the same version of the service aid is only critical if there were any bad blocks found in step 3.

6. Compare the bad blocks which were recorded with the drive in step 3 with those which now appear in the grown defect map.

**Note:** If there are differences between the saved data and the newly obtained data, then all of the sectors on this drive cannot be overwritten. The new bad blocks will not be overwritten.

7. If the bad block list is the same, continue running the service aid to overwrite the disk with the chosen pattern(s).

---

## Disk Maintenance Service Aid

- Disk to Disk Copy Service Aid
- Display/Alter Sector Service Aid

### Disk to Disk Copy Service Aid

The service aid allows you to recover data from an old drive when replacing it with a new drive. The service aid only supports copying from a drive to another drive of similar size. This service aid cannot be used to update to a different size drive. The **migratepv** command should be used when updating drives. The service aid recovers all LVM software reassigned blocks. To prevent corrupted data from being copied to the new drive, the service aid aborts if an unrecoverable read error is detected. To help prevent possible problems with the new drive, the service aid aborts if the number of bad blocks being reassigned reaches a threshold.

The procedure for using this service aid requires that both the old and new disks be installed in or attached to the system with unique SCSI addresses. This requires that the new disk drive SCSI address must be set to an address that is not currently in use and the drive be installed in an empty location. If there are no empty locations, then one of the other drives has to be removed. Once the copy is complete, only one drive may remain installed. Either remove the target drive to return to the original configuration, or perform the following procedure to complete the replacement of the old drive with the new drive.

1. Remove both drives.
2. Set the SCSI address of the new drive to the SCSI address of the old drive.
3. Install the new drive in the old drive's location.
4. Install any other drives that were removed into their original location.

To prevent problems that may occur when running this service aid from disk, it is suggested that this service aid be run from the diagnostics that are loaded from removable media when possible.

## **Display/Alter Sector Service Aid**

This service aid allows the user to display and alter information on a disk sector. Care must be used when using this service aid because inappropriate modification to some disk sectors may result in total loss of all data on the disk. Sectors are addressed by their decimal sector number. Data is displayed both in hex and in ASCII. To prevent corrupted data from being incorrectly corrected, the service aid will not display information that cannot be read correctly.

---

## **Diskette Media Service Aid**

This service aid provides a way to verify the data written on a diskette. When this service aid is selected, a menu asks you to select the type of diskette being verified. The program then reads all of the ID and data fields on the diskette one time and displays the total number of bad sectors found.

---

## **Display or Change Configuration or Vital Product Data (VPD) Service Aid**

This service aid allows the user to display, change configuration, data and vital product data (VPD).

The following are the task selections which appear on the Task Selection Menu:

- Display Configuration and Resource List
- Display Hardware Vital Product Data
- Change Hardware Vital Product Data
- Add or Delete Drawer configuration

## **Display Vital Product Data (VPD) Service Aid and Display Hardware Vital Product Data Task**

This service aid displays all installed resources along with any VPD for those resources. Use this service aid when you want to look at the VPD for a specific resource.

This service aid displays information about the installed software and provides the following functions:

- List Installed Software
- List Applied but Not Committed Software Updates
- Show Software Installation History

- Show Fix (APAR) Installation Status
- List Fileset Requisites
- List Fileset Dependents
- List Files Included in a Fileset
- List File Owner by Fileset

### **Display Configuration Service Aid and Display Configuration and Resource List Task**

This service aid will display the item header only for all installed resources. Use this service aid when there is no need of seeing the VPD. (No VPD will be displayed.)

### **Change Hardware Vital Product Data Task**

Use this service aid to display the Display/Alter VPD Selection Menu. The menu will list all resources installed on the system. When a resource is selected a menu is displayed that lists all the VPD for that resource.

**Note:** The user cannot alter the VPD for a specific resource unless it is not machine readable.

### **Add Resource to Resource List Task**

Use this task to add resources back to the resource list.

### **Delete Resource from Resource List Task**

Use this task to delete resources from the resource list.

### **Change Configuration Service Aid and Add or Delete Drawer Configuration Task**

Use this service aid to add or delete features to the system configuration.

**Note:** Drawers are the only features that can be added or deleted.

### **Add or Delete Drawer Configuration Task**

This task provides the following options:

- List all Drawers
- Add a Drawer
- Remove a Drawer

The supported drawer types are:

- Media SCSI Device Drawer
- DASD SCSI DASD Drawer

---

### **Display and Change Diagnostic Test List Service Aid**

This service aid provides a way to:

- Display the Diagnostic Test List

This selection lists all of the resources tested by the diagnostics.

- Add a resource to the Diagnostic Test List

This selection allows resources to be added back to the Diagnostic Test List. The Diagnostic Test List Menu lists all resources that can be added back to the Diagnostic Test List.

**Note:** Only resources that were previously detected by the diagnostics and deleted from the Diagnostic Test List is listed. If no resources are available to be added, then none are listed.

- Delete a resource from the Diagnostic Test List

This selection allows resources to be deleted from the Diagnostic Test List. The Diagnostic Test List Menu lists all resources that can be deleted from the Diagnostic Test List.

**Note:** Only resources that were previously detected by the diagnostics and have not been deleted from the Diagnostic Test List are listed. If no resources are available to be deleted, then none are listed.

---

## Display Previous Diagnostic Results Service Aid

**Note:** This service aid is not available when you load the diagnostics from a source other than a disk drive or from a network.

Each time the diagnostics produce a service request number (SRN) to report a problem, information about that problem is logged. The service representative can look at this log to see which SRNs are recorded. This log also records the results of diagnostic tests that are run in loop mode.

When this service aid is selected, information on the last problem logged is displayed. The Page Down and Page Up keys can be used to look at information about previous problems.

This information is *not* from the error log maintained by the AIX operating system. This information is stored in the **/etc/lpp/diagnostics/data/\*.dat** file.

---

## Display Test Patterns Service Aid

This service aid provides a means of making adjustments to system display units by providing displayable test patterns. Through a series of menus the user selects the display type and test pattern. After the selections are made the test pattern is displayed.

---

## Enhanced SCSI Display Configuration Service Aid

This service aid allows the user to choose a SCSI device or location from a menu and to identify a device.

The service aid also does the following:

- Generate a menu which displays all SCSI devices.
- Lists the device and all of its sibling devices.
- List all SCSI adapters and their ports.
- List all SCSI devices on a port.

---

### **Generic Microcode Download Service Aid**

This service aid provides a means of restoring a diskette (or other media) and executing a restored program. This program will do whatever is required to download the microcode onto the adapter or device.

This service aid is supported in both concurrent and standalone modes from disk, LAN, or loadable media.

When entered, this service aid displays information about what it does. It then asks for a microcode diskette to be inserted into the diskette drive. The diskette is in backup format. The service aid then restores the diskette to the **/tmp** directory and execute a program called **diagucode**. Once diagucode has completed, you are then returned to the service aid.

---

### **Hardware Error Report Service Aid and Display Hardware Error Log Task**

This service aid provides a tool for viewing the hardware error log. It uses the **errpt** command.

The Display Error Summary and Display Error Detail selection provide the same type of report as the **errpt** command. The Display Error Analysis Summary and Display Error Analysis Detail selection provide additional analysis.

---

### **ISA Adapter Configuration Service Aid**

The ISA Adapter Configuration Service Aid allows the identification and configuration of ISA adapters on systems that have an ISA bus and adapters.

This service aid also displays all ISA adapters supported by diagnostics. Diagnostic support for ISA adapters not shown in the list may be supported from a Supplemental Diskette. ISA adapter support can be added from a Supplemental Diskette with this service aid.

Whenever an ISA adapter is installed, this Service Aid must be run and the adapter configured before the adapter can be tested. This Service Aid must also be run (and the adapter removed) whenever an ISA adapter is physically removed from the system.

If diagnostics are run on an ISA adapter that has been removed from the system, the diagnostics fail.

This service aid is only supported by the Standalone Diagnostics. SMIT should be used to configure ISA adapters for AIX.

ISA adapters cannot be detected by the system.

**Note:** When using this service aid choose the option that places the adapter in the "Defined State". Do not select the option that places the device in the "Available State.

---

### **Machine Check Error Log Service Aid**

**Note:** The Machine Check Error Log Service Aid is available only on Standalone Diagnostics.

When a machine check occurs, information is collected and logged in a NVRAM error log before the system unit shuts down. This information is logged in the AIX error log and cleared from NVRAM when the system is rebooted from either hard disk or LAN. The information is not cleared when booting from Standalone Diagnostics. When booting from Standalone Diagnostics, this service aid can take the logged information and turn it into a readable format that can be used to isolate the problem. When booting from the hard disk or LAN, the information can be viewed from the AIX error log using the Hardware Error Report Service Aid. In either case the information is analyzed when running the sysplanar0 diagnostics in Problem Determination Mode.

---

### **Microcode Download Service Aid**

This service aid provides a way to copy device microcode to a device. It is used to update the microcode on a device. It presents a list of devices that use microcode. The device on which the microcode is to be installed is selected. The service aid instructs the user on its use.

## **Optical Disk Service Aids**

The Optical Disk Service Aids consist of Initialize, Format and Certify, and Spare Sector Availability service aids.

- Initialize

This service aid is used to format the optical disk without certifying it. This option does not reassign the defective sectors; however, it is a quick way of formatting after cleaning the disk.

- Format and Certify

This service aid is used to format the optical disk and certify it. The certification process is drive specific and performs the surface analysis of all user data and spare sectors. The defective sectors are reassigned.

- Spare Sector Availability

This service aid checks the number of spare sectors available on the optical disk. The spare sectors are used to reassign when defective sectors are encountered during normal usage or during a format and certify operation. Low availability of spare sectors indicates that the disk needs to be backed up and replaced. Formatting the disk will not improve the availability of spare sectors.

---

## **Periodic Diagnostics Service Aid**

This service aid provides a tool for configuring periodic diagnostics and automatic error log analysis. A hardware resource can be chosen to be tested once a day, at a user specified time. If the resource cannot be tested because it is busy, error log analysis is performed. Hardware errors logged against a resource can also be monitored by enabling Automatic Error Log Analysis. This allows error log analysis to be performed every time a hardware error is put into the error log. If a problem is detected, a message is posted to the system console and a mail message sent to the user(s) belonging to the system group with information about the failure such as Service Request Number.

The service aid provides the following functions:

- Add or delete a resource to the periodic test list
- Modify the time to test a resource
- Display the periodic test list
- Modify the error notification mailing list
- Disable Automatic Error Log Analysis

---

## **SCSI Bus Analyzer Task**

This service aid provides a means to diagnose a SCSI Bus problem in a free-lance mode.

To use this service aid, the user should have an understanding of how a SCSI Bus works. This service aid should be used when the diagnostics cannot communicate with anything on the SCSI Bus and cannot isolate the problem. Normally the procedure for finding a problem on the SCSI Bus with this service aid is to start with a single device attached, ensure that it is working, then start adding additional devices and cables to the bus ensuring that each one works. This service aid will work with any valid SCSI Bus configuration.

The SCSI Bus Service Aid transmits a SCSI Inquiry command to a selectable SCSI Address. The service aid then waits for a response. If no response is received within a defined amount of time, the service aid will display a timeout message. If an error occurs or a response is received, the service aid will then display one of the following messages:

- The service aid transmitted a SCSI Inquiry Command and received a valid response back without any errors being detected.
- The service aid transmitted a SCSI Inquiry Command and did not receive any response or error status back.
- The service aid transmitted a SCSI Inquiry Command and the adapter indicated a SCSI bus error.
- The service aid transmitted a SCSI Inquiry Command and an adapter error occurred.
- The service aid transmitted a SCSI Inquiry Command and a check condition occur.

When the SCSI Bus Service Aid is entered a description of the service aid is displayed.

Pressing the Enter key will display the Adapter Selection menu. This menu allows the user to enter which address to transmit the SCSI Inquiry Command.

When the adapter is selected the SCSI Bus Address Selection menu is displayed. This menu allows the user to enter which address to transmit the SCSI Inquiry Command.

Once the address is selected the SCSI Bus Test Run menu is displayed. This menu allows the user to transmit the SCSI Inquiry Command by pressing the Enter key. The Service Aid will then indicate the status of the transmission. When the transmission is completed, the results of the transmission is displayed.

**Notes:**

- A Check Condition can be returned when there is nothing wrong with the bus or device.
- AIX does not allow the command to be sent if the device is in use by another process.

---

## **SCSI Tape Utilities Service Aid**

This service aid provides a means to obtain the status or maintenance information from a SCSI tape drive. Only some models of SCSI tape drive are supported.

The service aid provides the following options:

- Display time since a tape drive was last cleaned.

The time since the drive was last cleaned is displayed onto the screen. In addition, a message whether the drive is recommended to be cleaned will also be displayed.

- Copy a tape drive's trace table.
- The trace table of the tape drive is written to diskettes.

The required diskettes must be formatted for DOS. Writing the trace table may require several diskettes. The actual number of required diskettes will be determined by the service aid based on the size of the trace table. The names of the data files is of the following format:

'TRACE<X>.DAT' where 'X' is the a sequential diskette number. The complete trace table consists of the sequential concatenation of all the diskette data files.

- Display or copy a tape drive's log sense information.

The service aid will provide options to display the log sense information to screen, to copy it to a DOS formatted diskette or to copy it to a file. The file name "LOGSENSE.DAT" is used when the log sense data is written on the diskette. The service aid prompts for a file name when the log sense data is chosen to be copied to a file.

---

### **Service Hints Service Aid**

This service aid reads and displays the information in the CEREADEME file from the diagnostics source (diskettes, disk, or CD-ROM). This file contains information that is not in the publications for this version of the diagnostics. It also contains information about using this particular version of diagnostics.

Use the Enter key to page forward through the information or the - (dash) and Enter keys to page backward through the file.

---

### **Update System or Service Processor Flash Service Aid**

**Note:** This service aid is only supported for Online Diagnostics

This service aid allows you to update the system or service processor flash.

Additional update and recovery instructions may be provided; also you need to know the fully qualified path and file name of the flash update image file. If the flash update image file is on a diskette, you need the AIX DOS utilities package to process the diskette. You can use the **dosdir** command to find out the name of the update image file. This service aid uses the **dosread** command to put the file into the **/var** file system.

Refer to the update instructions, or to the System Management Services "Config" on page 3-5 or "Display Configuration" on page 3-26 or Service Processor menus on page 4-7, to determine the level of the system unit or service processor flash. Using this service aid to update the system or service processor flash will not save the current contents of the flash.

The flash image file will be copied in the **/var** file system. If there is not enough space in the **/var** file system for the flash update image file, an error is reported. If this occurs, exit the service aid, increase the size of the **/var** file system and retry the service aid. After the file is copied, a warning screen will ask for confirmation to continue the flash update. Continuing the flash update will eventually cause the system to reboot and return to the AIX login prompt. After the system unit reboots,

the file **/var/update\_flash\_image** can be removed to conserve space in the **/var** file system.

---

### **Display Firmware Device Node**

**Note:** Runs on CHRP systems units only.

This task displays the firmware device node information that appears on CHRP platforms. The format of the output data will not necessarily be the same between different levels of AIX. It is intended to be used to gather more information about individual or particular devices on the system.

---

### **Display Resource Attributes**

This task will display the Customized Device Attributes associated with a selected resource. This task is similar to running the **Isattr -E -I resource** command.

---

## **7135 RAIDant Array Service Aid**

The 7135 RAIDant Array service aids contain the following functions:

- Certify LUN

This selection reads and checks each block of data in the LUN. If excessive errors are encountered the user will be notified.

- Certify Spare Physical Disk

This selection allows the user to certify (check the integrity of the data) on drives designated as spares.

- Format Physical Disk

This selection is used to format a selected disk drive.

- Array Controller Microcode Download

This selection allows the microcode on the 7135 controller to be updated when required.

- Physical Disk Microcode Download

This selection is used to update the microcode on any of the disk drives in the array.

- Update EEPROM

This selection is used to update the contents of the EEPROM on a selected controller.

- Replace Controller

Use this selection when it is necessary to replace a controller in the array.

---

## **PCI RAID Physical Disk Identify**

This selection will identify physical disks connected to a PCI SCSI-2 F/W RAID adapter.



---

## **Chapter 8. Using the System Verification Procedure**

The system verification procedure is used to check the system for correct operation.

When you are analyzing a hardware problem, you should use Chapter 9, "Hardware Problem Determination" on page 9-1.

---

### **Step 1. Considerations before Running This Procedure**

#### **Notes:**

1. If this system unit is directly attached to another system unit or attached to a network, be sure communications with the other system unit is stopped.
2. This procedure requires use of all of the system resources. No other activity can be running on the system while you are doing this procedure.
  - This procedure requires a display connected to the video port or an ASCII terminal attached to the S1 port.
  - Before starting this procedure, you should stop all programs and the operating system.
  - This procedure runs the Online Diagnostics in Service mode or Standalone Diagnostics. If the Online Diagnostics are installed, they should be run. See the operator manual for your type of ASCII terminal to find the key sequences you need in order to respond to the diagnostics.
  - If you need more information about diagnostics see Chapter 6, "Using the Online and Standalone Diagnostics" on page 6-1.
  - If a console display is not selected, the diagnostics stop. The instructions for selecting a console display are displayed on all of the graphic displays and any terminal attached to the S1 port. Follow the displayed instructions to select a console display.
  - ISA adapters cannot be detected by the system. The ISA adapter Configuration Service Aid allows the identification and configuration of ISA adapters when running standalone diagnostics.
  - Go to Step 2.

---

## **Step 2. Loading the Diagnostics**

1. Stop all application programs running on the operating system.
2. Stop the operating system.
3. Turn the power off.
4. If you are loading the Standalone Diagnostics and running them from an ASCII terminal:
  - The attributes for the terminal must be set to match the defaults of the diagnostics.
  - If you need to change any settings, record the normal settings, and be sure the terminal attributes are set to work with the diagnostics. If needed, see “Running the Diagnostics from a TTY Terminal” on page 6-3.
  - Return to substep 5 when you finish checking the attributes.
5. Turn the power on.
  - a. When the keyboard indicator appears, press F5 on the direct attached keyboard (5 on the ASCII keyboard) to load the Standalone Diagnostics or F6 on the directly-attached keyboard (6 on the ASCII terminal keyboard) to load the Online Diagnostics.
  - b. Enter any requested passwords.
  - c. Follow any instructions to select a console.
6. When the Diagnostic Operating Instructions display, go to Step 3. If you are unable to load the diagnostics, go to “Problem Determination When Unable to Load Diagnostics” on page 9-10.

---

### **Step 3. Running System Verification**

The Diagnostic Operating Instructions should be displayed.

1. Press the Enter key.
2. If the terminal type has not been defined, you must use the Initialize Terminal option on the Function Selection menu to initialize the operating system environment before you can continue with the diagnostics.
3. If you want to do a general checkout without much operator action, Select the Diagnostic Routines option on the Function Selection menu.  
If you want to do a more complete checkout including the use of wrap plugs, select the Advanced Diagnostics option on the Function Selection menu. The advanced diagnostics are primarily for the service representative; they may instruct you to install wrap plugs to better isolate a problem.
4. Select the System Verification option on the Diagnostic Mode Selection menu.
5. If you want to run a general checkout of all installed resources, Select the All Resource option on the Diagnostic Selection menu.  
If you want to check one particular resource, select that resource on the Diagnostic Selection menu.
6. Go to Step 4.

---

### **Step 4. Additional System Verification**

The checkout programs end with either the Testing Complete menu and a message stating No trouble was found or the A Problem Was Detected On (Time Stamp) menu with an SRN.

1. Press Enter to return to the Diagnostic Selection menu.
2. If you want to check other resources, select the resource. When you have checked all of the resources you need to check, go to Step 5.

---

## **Step 5. Stopping the Diagnostics**

1. If running Online diagnostics, the system first should be shut down using the following procedure:
  - a. Press F3 repeatedly until you get to the Diagnostic Operating Instructions, then follow the displayed instructions.
  - b. Press F3 once, and then follow the displayed instructions to shut down system.
2. If you changed any attributes on your ASCII terminal to run the diagnostics, change the settings back to normal.
3. This completes the system verification. Report the SRN to the service organization if you received one. To do a normal boot, turn off the system unit and wait 30 seconds, and then set the power switch of the system unit to On.

---

## Chapter 9. Hardware Problem Determination

---

### Problem Determination Using the Standalone or Online Diagnostics

Use this procedure to obtain a service request number (SRN) when you are able to load the Standalone or Online Diagnostics. If you are unable to load the Standalone or Online Diagnostics, go to "Problem Determination When Unable to Load Diagnostics" on page 9-10. The service organization uses the SRN to determine which field replaceable units (FRUs) are needed to restore the system to correct operation.

---

#### Step 1. Considerations before Running This Procedure

**Note:** See the operator manual for your ASCII terminal to find the key sequences you need to respond to the diagnostic programs.

- The diagnostics can use a display connected to the video port or a ASCII terminal attached to a serial port.
- This procedure asks you to select the type of diagnostics you want to run. If you need more information about the types, see "Standalone and Online Diagnostics Operating Considerations" on page 6-1.
- ISA adapters cannot be detected by the system. The ISA adapter Configuration Service Aid allows the identification and configuration of ISA adapters for Standalone Diagnostics. ISA adapters must be identified and configured before they can be tested.
- Go to "Step 2."

---

#### Step 2

**Are the Online Diagnostics installed on this system?**

**NO**      Go to "Step 15."  
**YES**     Go to "Step 3."

---

### **Step 3**

Determine if the operating system is accepting commands.

#### **Is the operating system accepting commands?**

**NO**      The system must be turned off in order to run diagnostics.

1. Verify with the system administration and users that the system may be turned off. If so, then turn off the system unit and go to "Step 6."

**YES**      Go to "Step 4."

---

### **Step 4**

Diagnostic tests can be run on many resources while the operating system is running. However, more extensive problem isolation is obtained by running Online Diagnostics in Service mode.

#### **Do you want to run the Online Diagnostics in Service mode?**

**NO**      Go to "Step 5."

**YES**      Do the following to shut down your system:

1. At the system prompt, stop the operating system using the proper command for your operating system.
2. After the operating system is stopped, power off the system unit.
3. Go to "Step 6."

---

## Step 5

This step invokes the Online Diagnostics in concurrent mode.

1. Log on as root or as superuser.
2. Enter the diag command.
3. Wait until the Diagnostic Operating Instructions are displayed, or wait for three minutes.

**Are the Diagnostic Operating Instructions displayed without any obvious console display problems?**

**NO** Do the following to shut down your system:

1. At the system prompt, stop the operating system using the proper command for your operating system.
2. After the operating system is stopped, power off the system unit.
3. Go to "Step 6."

**YES** Go to "Step 9."

---

## Step 6

This step loads Online Diagnostics in service mode. If you are unable to load the diagnostics, go to "Step 7."

1. Turn the power on.
2. When the keyboard indicator (icon or text) appears, press F6 on the directly-attached keyboard or 6 on the ASCII terminal keyboard to indicate that diagnostics are to be loaded.
3. Enter any requested passwords.
4. Follow any instructions to select a console.

**Did the Diagnostics Operating Instructions display without any obvious display problem?**

**NO** Go to "Step 7."

**YES** Go to "Step 9."

---

## Step 7

Starting at the top of the following table, find your symptom and follow the instructions given in the Action column.

Symptom	Action
Display problem.	Go to "Step 8."
All other symptoms.	Go to "Problem Determination When Unable to Load Diagnostics" on page 9-10

---

## Step 8

The following steps analyze a console display problem.

Find your type of console display in the following table, then follow the instructions given in the Action column.

Console Display	Action
Display Device	Go to the display documentation for problem determination.
ASCII terminal	Go to the documentation for problem determination for this type of terminal.

---

## Step 9

The diagnostics loaded correctly.

Press the Enter key.

**Is the Function Selection menu displayed?**

**NO**      Go to "Step 10."

**YES**      Go to "Step 11."

---

## Step 10

There is a problem with the keyboard.

Find the type of keyboard you are using in the following table, then follow the instructions given in the Action column.

Keyboard Type	Action
101-key keyboard. Identify by the type of Enter key used. The Enter key is within one horizontal row of keys.	Record error code M0KBD001 and report the problem to the service organization.
102-key keyboard. Identify by the type of Enter key used. The Enter key extends into two horizontal rows of keys.	Record error code M0KBD002 and report the problem to the service organization.
Kanji keyboard. Identify by the Japanese characters.	Record error code M0KBD003 and report the problem to the service organization.
ASCII-terminal keyboard. This applies to all attached terminals.	Go to the documentation for problem determination for this type terminal.

---

## Step 11

1. If the terminal type has not been defined, you must use the Initialize Terminal option on the Function Selection menu to initialize the operating system environment before you can continue with the diagnostics. This is a separate and different operation than selecting the console display.
2. Select Diagnostic Routines.
3. Press the Enter key.
4. In the following table, find the menu or system response you received when you selected Diagnostics. Follow the instructions given in the Action column.

System Response	Action
The Diagnostic Mode Selection menu is displayed.	Select Problem Determination and go to "Step 12."
The Missing Resource menu is displayed.	Follow the displayed instructions until either the Diagnostic Mode Selection menu or an SRN is displayed.  If the Diagnostic Mode Selection menu is displayed, select Problem Determination and go to "Step 12."  If you get an SRN, record it, and go to "Step 14."
The New Resource menu is displayed.	Follow the displayed instructions.  <b>Note:</b> Devices attached to serial ports S1 or S2 will not appear on the New Resource menu. Also, ISA adapters do not appear unless they have been identified and configured.  If the Diagnostic Mode Selection menu is displayed, select Problem Determination and go to "Step 12."  If you get an SRN, record it, and go to "Step 14."  If you do not get an SRN, go to "Step 17."
The system does not respond to selecting diagnostics	Go to "Step 10."

---

## Step 12

### Did the Diagnostic Selection Menu display?

**NO** If Problem Determination was selected from the Diagnostic Mode Selection menu, and if a recent error has been logged in the error log, the diagnostics automatically begin testing the resource.

Follow the displayed instructions.

If the No Trouble Found screen is displayed, press Enter.

If another resource is tested, repeat this step.

If the Diagnostic Selection menu is displayed, go to "Step 13."

If an SRN is displayed, record it, and go to "Step 14."

**YES** Go to "Step 13."

---

## Step 13

The All Resources option checks most of the configured adapters and devices.

#### Notes:

1. ISA adapters cannot be detected by the system. The ISA adapter Configuration Service Aid allows the identification and configuration of ISA adapters for Standalone Diagnostics. ISA adapters must be identified and configured before they can be tested.

Select and run the diagnostic tests on the resources you are having problems with or select the All Resources option check all of the configured resources. Find the response in the following table and take the Action for it.

Diagnostic Response	Action
An SRN is displayed.	Go to "Step 14."
The system hangs.	Report SRN 109-200.
The Testing Complete menu and the No trouble was found message is displayed, and you have not tested all of the resources.	Press Enter and continue with the testing.
The Testing Complete menu and the No trouble was found message displayed and you have tested all of the resources.	Go to "Step 17."

---

## **Step 14**

The diagnostics produced an SRN for this problem.

1. Record the SRN and other numbers read out.
2. Report the SRN to the service organization.
3. **STOP.** You have completed these procedures.

---

## **Step 15**

When you are loading the Standalone Diagnostics, the attributes for the terminal must be set to match the defaults of the diagnostic programs. The ASCII terminal must be attached to serial port 1 on the system unit.

### **Are you going to load Standalone Diagnostics and run them from a ASCII terminal?**

**NO**      Go to "Step 16."

**YES**      Go to "Running the Diagnostics from a TTY Terminal" on page 6-3 and be sure your terminal attributes are set to work with the diagnostic programs.

Return to "Step 16" when you finish checking the attributes. Record any settings that are changed.

---

## **Step 16**

This step loads the Standalone Diagnostics. If you are unable to load the diagnostics, go to “Step 7.”

1. Turn the power on.
2. Insert the diagnostic CD-ROM into the CD-ROM drive.
3. When the keyboard indicator appears, press F5 on the direct attached keyboard or 5 on the ASCII keyboard to indicate that diagnostics are to be loaded.
4. Enter any requested passwords.
5. Follow any instructions to select a console.

**Did the Diagnostics Operating Instructions display without any obvious display problem?**

**NO**      Go to “Step 7.”

**YES**      Go to “Step 9.”

---

## **Step 17**

The diagnostics did not find a hardware problem. If you still have a problem, contact your software support center.

---

## **Problem Determination When Unable to Load Diagnostics**

Use this procedure to obtain an error code. The service organization uses the error code to determine which field replaceable units (FRUs) are needed to restore the system to correct operation.

---

### **Step 1. Considerations before Running This Procedure**

- The diagnostics can use a display connected to the video port or a ASCII terminal attached to a serial port.
- Go to “Step 2.”

---

### **Step 2**

**Are the Online Diagnostics installed on this system?**

**NO**      Go to “Step 4.”

**YES**      Go to “Step 3.”

---

### **Step 3**

This step attempts to load Online Diagnostics in service mode.

1. Turn the power to off.
2. Turn the power on.
3. If the keyboard indicator appears, press F6 on the direct attached keyboard or 6 on the ASCII keyboard to indicate that diagnostics are to be loaded.
4. Enter any requested passwords.
5. Follow any instructions to select a console.
6. Wait until the diagnostics load or the system appears to stop.

#### **Did the diagnostics load?**

**NO**      Go to “Step 5.”

**YES**      Go to “Step 6.”

---

### **Step 4**

This step attempts to load the Standalone diagnostics.

1. Turn the power to off.
2. Turn the power to on.
3. Insert the diagnostic CD-ROM into the CD-ROM drive.
4. If the keyboard indicator appears, press F5 on the direct attached keyboard or 5 on the ASCII keyboard to indicate that diagnostics are to be loaded.
5. Enter any requested passwords.
6. Follow any instructions to select a console.
7. Wait until the diagnostics load or the system appears to stop.

#### **Did the diagnostics load?**

**NO**      Go to “Step 5.”

**YES**      Go to “Step 6.”

---

## Step 5

Starting at the top of the following table, find your symptom and follow the instructions given in the Action column.

Symptom	Action
The power LED does not come on, or comes on and does not stay on.	Check the power cable to the outlet. Check the circuit breakers and check for power at the outlet.  Assure the room temperature is within 60 - 90°F.  If you do not find a problem, record error code M0PS0000 and report the problem to the service organization.
The system appears to be stopped and NO beep was heard from the system unit.	Processor POST failure. Report error code M0CPU000.
The system appears to be stopped and NO beep was heard from the system unit. E122, E123, or E124 is displayed on the operator panel display.	No good memory could be found. Report error code M0MEM000.
The system appears to be stopped a beep WAS heard from the system unit.	No good memory could be found. Report error code M0MEM001.
The diagnostics are loaded and there was NO beep heard from the system unit during the IPL sequence.	Record error code M0SPK001.
The system stops with the Diagnostic Operating Instructions displayed.	Go to "Step 6."
The diskette LED is blinking rapidly, or E1EA or E1EB is displayed on the operator panel.	The flash EPROM data is corrupted. The recovery procedure for the flash EPROM should be executed.
The system stops with a prompt to enter a password.	Enter the password. You are not be allowed to continue until a correct password has been entered. When you have entered a valid password, wait for one of the other conditions to occur.
The system stops with an eight-digit error code(s) displayed on the console.	Record the error code(s) and report the problem to the service organization.
The system login prompt is displayed.	You may not have pressed the correct key or you may not have pressed the key soon enough when you were to indicate a Service Mode boot of diagnostic programs. If this was the case, start over at the beginning of this step.  If you are sure you pressed the correct key in a timely manner go to Step 7.

Symptom	Action
The system does not respond when the password is entered.	Go to Step 7.
The system stopped and an indicator is displayed on the system console and an eight-digit error code is not displayed.	<p>If the indicator (text or icon) represents:</p> <ul style="list-style-type: none"> <li>• a keyboard, record error code M0KBD000 and report the problem to the service organization.</li> <li>• memory, record error code M0MEM002 and report the problem to the service organization.</li> <li>• SCSI, record error code M0CON000 and report the problem to the service organization.</li> <li>• Network, record error code M0NET000 and report the problem to the service organization.</li> <li>• Speaker/Audio, record error code M0BT0000 and report the problem to the service organization.</li> </ul>
The System Management Services menu is displayed.	<p>The device or media you are attempting to boot from may be faulty.</p> <ol style="list-style-type: none"> <li>1. Check the SMS error log for any errors. To check the error log: <ul style="list-style-type: none"> <li>• Choose tools</li> <li>• Choose error log</li> <li>• If an error is logged, check the time stamp.</li> <li>• If the error was logged during the current boot attempt, record it and report it to your service person.</li> <li>• If no recent error is logged in the error log, continue to the next step below.</li> </ul> </li> <li>2. If you are attempting to load the Online Diagnostics, try loading the Standalone Diagnostics. Otherwise, record error code M0SCSI01 and report to the service organization.</li> </ol>
The system appears to be stopped, the disk activity light is on continuously, and a beep was heard from the system unit.	Record error code M0MEM001 and report the problem to the service organization.
The system stops and the message "STARTING SOFTWARE PLEASE WAIT ..." is displayed.	Report error code M0BT0000.
The message "The system will now continue the boot process" is displayed continuously on the system unit's console.	Report error code M0SCSI01.

---

## Step 6

The diagnostics loaded correctly.

Go to “Problem Determination Using the Standalone or Online Diagnostics” on page 9-1.

---

## Step 7

There is a problem with the keyboard.

Find the type of keyboard you are using in the following table, then follow the instructions given in the Action column.

Keyboard Type	Action
101-key keyboard. Identify by the type of Enter key used. The Enter key is within one horizontal row of keys.	Record error code M0KBD001 and report the problem to the service organization.
102-key keyboard. Identify by the type of Enter key used. The Enter key extends into two horizontal rows of keys.	Record error code M0KBD002 and report the problem to the service organization.
Kanji keyboard. Identify by the Japanese characters.	Record error code M0KBD003 and report the problem to the service organization.
ASCII-terminal keyboard. This applies to all attached terminals.	Go to the documentation for problem determination for this type terminal.

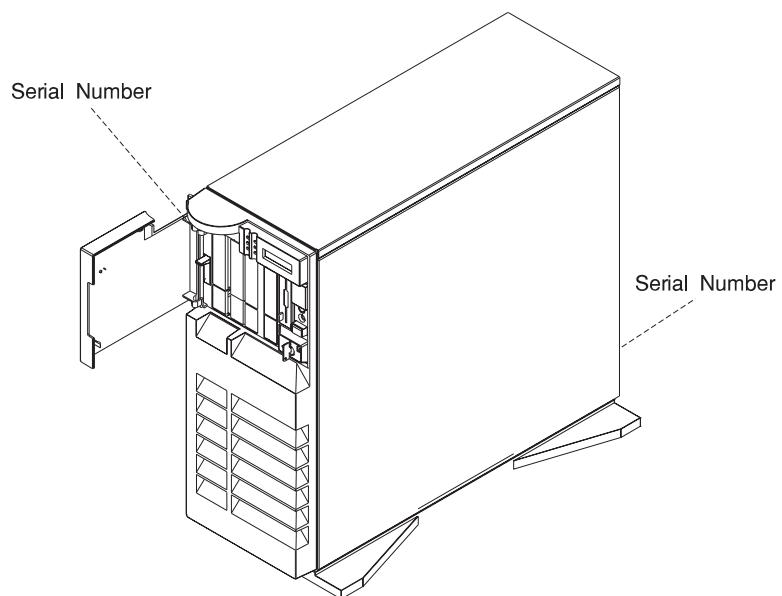
## Appendix A. System Records

### Record the Identification Numbers

Record and retain the following information.

Product Name	IBM RS/6000 7025 F50 Series
CPU Type/Speed	<hr/>
Serial Number	<hr/>
Key Serial Number	<hr/>

The server's identification numbers are located on the front cover and on the rear of the server.



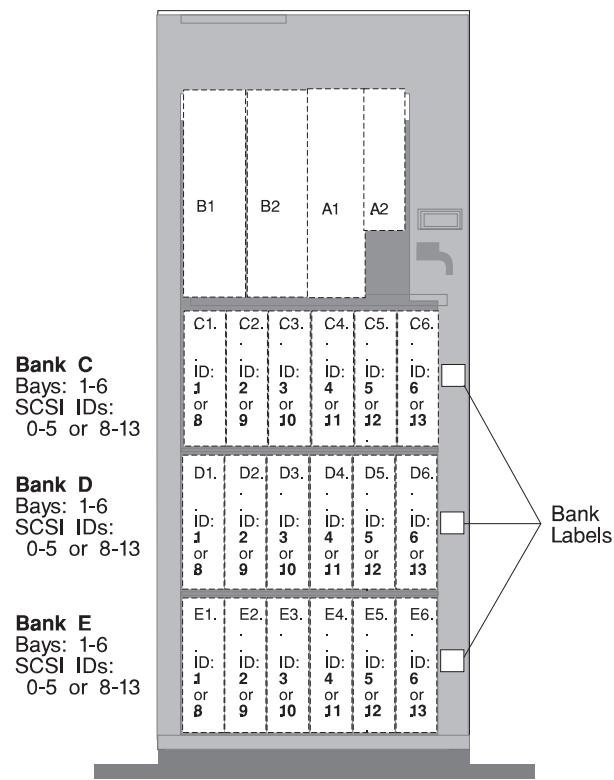
---

## Device Records

Use the following tables to keep a record of the options installed in or attached to your system. This information can be helpful when you install additional options in your server or if you ever need to have your server serviced.

<i>Table A-1. Internal and External Options</i>		
<b>Location</b>	<b>Option Description</b>	
Memory (J1/J2)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J3/J4)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J5/J6)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J7/J8)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J9/J10)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J11/J12)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J13/J14)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Memory (J15/J16)	<u>32MB</u>	<input type="checkbox"/> <u>128MB</u> <input type="checkbox"/>
Mouse Connector	<u>IBM Mouse</u> <input type="checkbox"/> Other: _____	
Keyboard Connector	<u>Space Saving</u> <input type="checkbox"/> <u>Enhanced</u> <input type="checkbox"/> Other: _____	
Expansion Slot 9	_____	
Expansion Slot 8	_____	
Expansion Slot 7	_____	
Expansion Slot 6	_____	
Expansion Slot 5	_____	
Expansion Slot 4	_____	
Expansion Slot 3	_____	
Expansion Slot 2	_____	
Expansion Slot 1	_____	
Parallel Port	_____	
Serial Port 1	_____	
Serial Port 2	_____	
Serial Port 3	_____	

Refer to the following diagram of your server's bays when completing Table A-2 on page A-4.



**Notes:**

- If you attach a drive or other device to an adapter, record the expansion-slot number for that adapter in the *adapter* field of table A-2.
- Your model might have more preinstalled drives than shown in this table.

Table A-2. Internal Files and Devices

Adapter	Location	SCSI ID	Drive Description
Integrated	Bay A1	4	<u>CD-ROM Drive</u>
Integrated	Bay A2	Non-SCSI	<u>3.5-Inch 1.44MB Diskette Drive</u>
Integrated	Bay B1	6	_____
Integrated	Bay B2	5	_____
_____	Bank C Bay 1	8	_____
	Bank C Bay 2	9	_____
	Bank C Bay 3	10	_____
	Bank C Bay 4	11	_____
	Bank C Bay 5	12	_____
	Bank C Bay 6	13	_____
_____	Bank D Bay 1	8	_____
	Bank D Bay 2	9	_____
	Bank D Bay 3	10	_____
	Bank D Bay 4	11	_____
	Bank D Bay 5	12	_____
	Bank D Bay 6	13	_____
_____	Bank E Bay 1	8	_____
	Bank E Bay 2	9	_____
	Bank E Bay 3	10	_____
	Bank E Bay 4	11	_____
	Bank E Bay 5	12	_____
	Bank E Bay 6	13	_____
_____	_____	_____	_____
_____	_____	_____	_____

---

## **Appendix B. Replacing the Battery**

The manufacturer has designed this product with your safety in mind. The lithium battery must be handled correctly to avoid possible danger. If you replace the battery, be sure to adhere to the following instructions.

**CAUTION:**

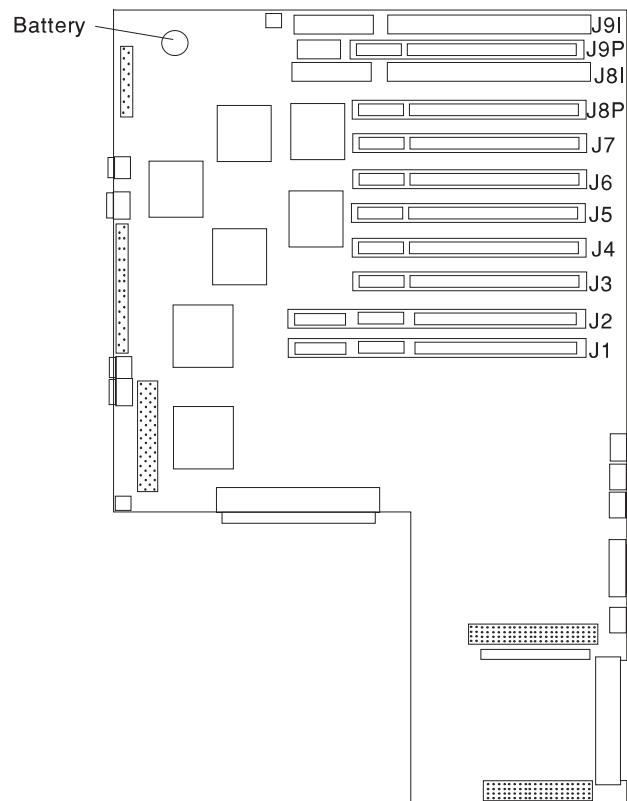
**A lithium battery can cause fire, explosion, or severe burn. Do not recharge, disassemble, heat above 100°C (212°F), solder directly to the cell, incinerate, or expose cell contents to water. Keep away from children. Replace only with the part number specified for your system. Use of another battery may present a risk of fire or explosion.**

**The battery connector is polarized; do not attempt to reverse polarity.**

**Dispose of the battery according to local regulations.**

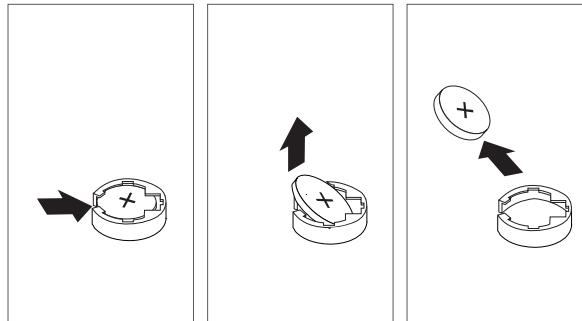
**Note:** After you replace the battery, you must reconfigure your system (custom boot list, IP parameters, etc.) and reset the system date and time.

1. If you have not already done so, remove the covers as described in "Removing Both the Front and Side Covers" on page 5-10.
2. Remove the system board cover as described in "Removing the I/O Planar Cover" on page 5-16.
3. Locate the battery on the system board.



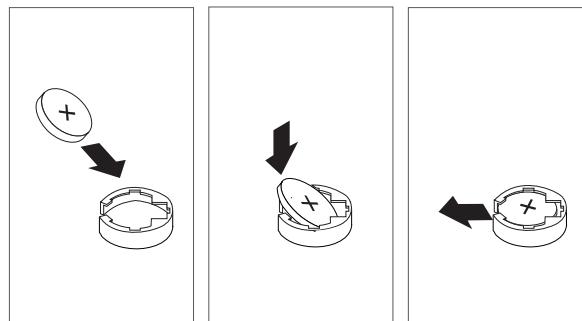
4. Remove the battery:

- a. Use one finger to slightly slide the battery toward the front of the server.  
(The spring mechanism behind the battery pushes it out toward you as you slide it forward.)
- b. Use your thumb and index finger to hold the battery as it pushes out of the socket.



5. Insert the new battery:

- a. Tilt the battery so that you can insert it into the front of the socket.
- b. As you slide it toward the front of the server, push it down into the socket.



6. Reconfigure your system and reset the system date and time. If you are running AIX the bootlist command may have to be run from AIX while logged in as root, this restores the custom boot list and allow the option of Select Software under multiboot to start the operating system. Other parameters that may have to be rebuilt are the IP parameters.

7. Replace the covers as described in "Replacing Both the Front and Side Covers" on page 5-96.



---

## Appendix C. Service Processor Setup and Test

For your convenience, here is an example Service Processor setup checklist. It is basic. Your setup may include more or less of the available features, so you may wish to adjust this checklist for your own application. This checklist will at least provide you with a starting place.

### Service Processor Setup Checklist

1. **Unplug** the power cord from the server.
2. Attach a local terminal for this setup procedure.
3. Plug in the server and power on the local terminal.  
**Attention:** Server power should remain off.
4. Bring up the Service Processor Menus, see Chapter 4, "Service Processor Menus" on page 4-1.
5. Set the System Name, "Privileged User Menus" on page 4-6.
6. Enable Surveillance, see 4-8, and "Service Processor Functions and Features" on page 4-24
7. Configure Call-In/Call-Out, see "CALL-IN/CALL-OUT SETUP MENU" on page 4-16 and "Modem Configuration Menu" on page 4-16.
8. Exit the Service Processor menus
9. **Unplug** the power cord from the server.
10. Attach modem(s) (if needed), page 4-3
11. Plug in the server  
**Attention:** Server power should remain off.
12. Test
  - Call-In, page C-2
  - Call-Out, page C-2
13. Backup the service processor settings, as described in "Save or Restore Hardware Management Policies Service Aid" on page 7-9.  
**Note:** This is strongly recommended to protect the usefulness of the service processor and the availability of the server.

Your Service Processor is ready to go to work.

---

## Testing the Setup

The following is a sample procedure to assure your setup is working.

These tests include communicating with the server operating system. Be sure the necessary serial port(s) is configured. If you need assistance, refer to "Serial Port Configuration" on page C-3.

The server should be powered off as a result of the "Service Processor Setup Checklist" on page C-1.

### Call-In:

1. Go to your remote terminal and call-in to your server. Your server should answer and offer you the Service Processor Main Menu after requesting your privileged access password.
2. Enter item 2, **System Power Control Menu**.
3. Enter item 4, **Power-On System**.  
Answer "y" when asked if you wish to continue powering on the system.
4. After the system firmware and operating system have initialized the server, the login prompt should appear at your remote terminal if you set up seamless modem transfer (refer to page D-6 for more information). This may take several minutes. When this occurs, you have successfully called into the Service Processor.
5. Type `logout` to disconnect from the operating system. The message "No Carrier" displays on your remote terminal.
6. Call your server again. The operating system should answer and offer you the login prompt.

If these tests are successful, call-in is working.

7. Login in and command your server to shutdown and power off. (The AIX command `shutdown -F` will do this.)
8. The message "No Carrier" displays on your remote terminal.

### Call-Out:

During the setup, you entered your phone number for the Pager (on page 4-19) and Customer Voice (on page 4-20) phone numbers. These numbers are used for this test.

1. Your remote terminal should be disconnected as a result of the Call-In test.

2. Call your server again.
3. At the **Service Processor Main Menu**, select Call-In/Call-Out Setup menu, then select Call-Out test. This causes a simulated error condition for the purposes of this test.
4. After a few moments, a message appears regarding an illegal entry. Press Enter to clear the message and return to the main menu.
5. When your telephone rings, answer the call. You should hear the sound of a telephone being dialed. This is your computer trying to page you.

If this test is successful, call-out is working.

You now need to go back through the “Telephone Number Setup Menu” on page 4-18 to enter the actual telephone numbers your server will use for reporting problems.

### **Serial Port Configuration**

To configure the serial port on an AIX system, enter the following commands from an AIX console:

1. Log in as root.
2. To find if you have any serial ports already configured, enter:

```
lsdev -Cc tty
```

If no serial ports are configured, none are listed. If you wish to configure serial ports that are not listed, continue with the remaining steps.

3. Identify the serial port(s) with the modem(s).
4. Enter  

```
smit tty
```
5. Select add tty
6. Select RS232
7. Select Baud rate 9600 or higher.
8. Select login enable and set the flow control to RTS.
9. Commit the selections and set up any other needed serial ports.
10. Exit SMIT.



---

## Appendix D. Modem Configurations

---

### Sample Modem Configuration Files

With nearly 1000 modems to choose from, and various programming standards, configuring a modem for use with the Service Processor can be challenging. The Service Processor is designed to place little demand on an attached modem, thereby increasing the setup and connection success rates. Several sample modem configurations files are supplied that will either work directly with your modem, or provide a good starting point for a custom setup, if required. These files are included on the Sample Modem Configuration Files diskette and in your Service Processor firmware with the following names:

Diskette File Name	Service Processor Firmware File Name
modem_z.cfg	modem_z.sp
modem_z0.cfg	modem_z0.sp
modem_f.cfg	modem_f.sp
modem_f0.cfg	modem_f0.sp
modem_f1.cfg	modem_f1.sp

The sample modem configuration files can be found in the /usr/share/modems subdirectory, if your server is using AIX. A listing of each file is included at the end of this appendix.

With the following selection procedures and your modem manual, one of these configuration files should be suitable for your use.

---

## Configuration File Selection

1. Does your modem respond to the extended command set (prefixed with &)?

If yes, go to 3

If not, continue with 2 below.

2. Does your modem respond to:

a. ATZ reset command, or

b. ATZn reset commands, where n can be 0, 1, etc.?

If ATZ, configuration file modem\_z.cfg is recommended.

If ATZn, configuration file modem\_z0.cfg is recommended.

If yes, go to 5 on page D-3

If not, continue with 3 below.

3. Does your modem command set include a test for v.42 error correction at the remote modem (often called "Auto-Reliable Mode")?

If yes, and enabled is the default, this test must be disabled. See "Customizing the Modem Configuration Files" on page D-3 for more information.

If not, continue with 4 on page D-3.

4. Does your modem respond to:

- a. AT&F reset command, or
- b. AT&Fn reset commands, where n can be 0, 1, etc.?

If AT&F, configuration file modem\_f.cfg is recommended.

If AT&Fn, configuration file modem\_f0.cfg or modem\_f1.cfg is recommended, depending on which provides the hardware flow control profile.

5. Selection is complete. If you find it necessary to adjust any of these configuration files, do so with reference to the manual that came with your modem.<sup>1</sup> Choose settings that enable hardware flow control and respond to DTR.

## Examples

Modem	Setup Z	Setup Z0 (Rare)	Setup F	Setup F0	Setup F1
AT&T DataPort 2001 *				X	
Bocamodem 1440E			X		
Hayes Smart Modem 300	X				
IBM 5841	X				
IBM 5843	X				
IBM 7851				X	
IBM 7852-010				X	
IBM 7855					X
USRobotics 33.6K Sportster					X
Zoom V.32			X		

\*Ring interrupt only on first ring.

## Customizing the Modem Configuration Files

You can create your own modem configuration file(s) or modify the samples provided. After you customize your modem configuration files, you MUST access them via the Configure Remote Maintenance Policy Service Aid rather than from the Service Processor menus.

---

<sup>1</sup> Some older modems do not respond to the commands X0 or &R1. You should edit out these commands from the modem configuration file if yours is such a modem. See your modem manual for more information.

**Note:** If you have already set up your serial ports, line speeds, authorizations and telephone numbers from the Service Processor menus, specify your customized modem configuration files from the service aid.

If you have not already set up your serial ports, line speeds, authorizations and telephone numbers from the Service Processor menus, you may set them up with the service aids while you specify your customized modem configuration files.

To disable Auto-Reliable Mode testing of the remote modem, use the sample modem configuration file /usr/share/modems/modem\_f.cfg as a model to modify.

1. Find the necessary command in your modem manual.
2. Copy /usr/share/modems/modem\_f.cfg to make a new file with the name (for example) **modem\_fx.cfg**.
3. In **modem\_fx.cfg**, change the line Send "ATE0T\r" to Send "ATcccE0T\r" where ccc is the added command found in your modem manual.

Make this change to the third line of each of the following stanzas:

- condout
- condin
- ripo

4. Save the changes.

Use this new modem configuration file as described at the top of this section.

## Xon/Xoff Modems

Some modems of the mid-80's vintage assume software flow control (Xon/Xoff) between the computer and the modem. Modems with this design send extra characters during and after the transmitted data. The Service Processor cannot tolerate these extra characters. If your configuration includes such a modem, your functional results may be unpredictable.

The sample modem configuration files included in this package do not support these modems, so custom configuration files would be necessary. Anchor Automation 2400E is an example of such a modem.

Most newer modems do not use this design. It is recommended you use modems of newer vintage if you experience unexplainable performance problems that may be due to Xon/Xoff characters.

## **Ring Detection**

Most modems produce an interrupt request each time they detect a ring signal. Some modems generate an interrupt only on the first ring signal they receive. AT&T DataPort 2001 is an example of such a modem.

The Service Processor uses the ring interrupt request to count the number of rings when Ring Indicate Power-On (RIP0) is enabled. If your modem produces an interrupt on only the first ring, set Ring Indicate Power-On to start on the first ring. Otherwise, you may choose to start Ring Indicate Power-On on any ring count that makes your operation convenient.

## **Terminal Emulators**

The Service Processor is compatible with simple ASCII terminals, and therefore compatible with most emulators. It is for the cases when a remote session is handed off from the Service Processor to the operating system that agreeing terminal emulators becomes important.

The server's operating system will have some built-in terminal emulators. You may also have a commercially available terminal emulation. It is important that the local and host computers select the same or compatible terminal emulators so the key assignments and responses will match. This will assure successful communications and control.

For best formatting, choose line wrap in your terminal emulator setup.

## **Recovery Procedures**

Line noises, power surges, etc., can sometimes cause your modem to enter an undefined state. When it is being used for dial in, dial out or Ring Indicate Power-On, your modem is initialized each time one of these actions is expected. If one of these environmental conditions occur after your modem has been initialized, it may be necessary to recover your modem to a known state.

If your modem communicates properly with remote users, it is probably in control. It may be wise to occasionally change some of the functional settings and then change them back, just for the sense of security that the modem is communicating, and to assure it has been initialized recently.

Another strategy, particularly if your system is difficult to access physically, is to protect it with an Uninterruptable Power Source (UPS) and a phone-line surge protector.

In case recovery becomes necessary, your system should be shut down as gracefully as possible. Disconnect the power cable and press the power button to drain capacitance while power is disconnected. Disconnect and reconnect modem power, then reconnect system power to allow complete reinitialization of your system.

---

### **Seamless Transfer of a Modem Session**

There are about as many modem command variations as there are modems. The sample modem configuration files have been written to capture the largest number of workable modem settings.

The modem command &Dn (where 'n' is a number) generally sets the modem response to the Data Terminal Ready (DTR) signal from the server's serial port. The desired response is that the modem will hold a connection while DTR is enabled, and drop the connection when DTR is released. This is the mechanism by which the server "hangs up" on a connection under normal conditions.

Usually the command &D2 will work, but not always. The sample modem configuration files<sup>2</sup> take this high percentage position. You should consult your modem's manual for its specific response scheme for the &Dn command.

There are two methods for dealing with the modem's response to DTR:

1. Recovery
2. Prevention

Before proceeding with one of these strategies, you need to determine if your server's modem is set up properly to respond to DTR.

With the remote terminal connected to serial port 1 and defined as the **primary** console device, there are two tests you can perform:

1. Will the modem **drop** the connection after the "System initialization complete" message appears at the remote terminal?

If yes, this is the correct response. The modem is set up correctly.

If no, try another &Dn setting for your server's modem. See your modem manual for this information. The &Dn command appears in three places each in three of the sample modem configuration files<sup>2</sup>.

2. Will the server's modem **disconnect** when the power drops? You can make this observation at the remote terminal by commanding your server to shutdown and power off. (The AIX command shutdown -F will do this.) Watch for the message NO CARRIER on your remote terminal.

If yes, this is the correct response. The modem is set up correctly.

If no, try another &Dn setting for your server's modem. See your model manual for this information. The &Dn command appears in three places each in three of the sample modem configuration files<sup>2</sup>.

## Recovery Strategy

The recovery strategy consists of making **two** calls to establish a remote session. This is the easiest solution to implement, and allows more freedom for configuring your server's serial ports.

To set up a remote terminal session, dial into the Service Processor and start the system. After the operating system is loaded and initialized, the connection will be dropped. At this point, you call the server back and the operating system will answer and offer you the login prompt.

---

<sup>2</sup> Only the following sample modem configuration files contain the &Dn command (in three places each):

- modem\_f.cfg
- modem\_f0.cfg
- modem\_f1.cfg

If you are using modem\_z.cfg or modem\_z0.cfg, you cannot control DTR response. If your remote terminal does not disconnect after logging off, you must command the remote terminal emulator to hang up. This then breaks the connection.

## Prevention Strategy

The disconnect is caused by the operating system when it initializes the **primary** console. The tests listed above are conducted with the remote terminal selected as the primary console to manifest the modem's response to DTR transitions.

If a local ASCII terminal or a graphics console is to be a permanent part of your server, then make one of them the primary console. Your remote terminal will no longer experience the connection loss.

If a local console is not a permanent part of your server, you can still assign either the unused graphics console or the unused serial port as the primary console. This gives you the desired seamless connection at your remote terminal.

If you choose to use the unused serial port as the primary console, some initialization traffic will be sent to any serial device attached to that port. As a result, that serial device's connection and function could be affected. These impacts may make that port unattractive for devices other than a temporary local ASCII terminal.

---

## Modem Configuration Samples

### Sample File `modem_z.cfg`

```
#  
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP Z  
#  
# FUNCTIONS: Modem configuration file for many early Hayes* compatible modems.  
# This example uses the ATZ reset command to choose the factory defaults.  
# This setup will work for many modems, but it is required for early vintage  
# modems which respond to neither the ATZ0 reset command nor the extended (&)  
# commands. Refer to your modem manual.  
#  
# * Trademark of Hayes Microcomputer Products, Inc.  
#  
# (C) COPYRIGHT International Business Machines Corp. 1996  
# All Rights Reserved  
# Licensed Materials - Property of IBM  
#  
# US Government Users Restricted Rights - Use, duplication or  
# disclosure restricted by GSA ADP Schedule Contract with IBM Corp.  
#  
#  
# If the modem has configuration switches, they should be set to the  
# factory default settings.  
  
ICDelay 1  
DefaultT0 10  
CallDelay 120  
# AT Attention Code , Inserts delay in dialing commands  
# Z Reset to factory defaults Q0 Turn on responses  
# E0 Turn echo off Q1 Turn off responses  
# V0 Use numeric responses S0=0 Automatic answer inhibit  
# +++ Escape to command mode S0=2 Answer on second ring  
# H0 Hang-up T = Tone mode. When used as T\r, it is a  
# no op to maintain program synchronization  
# when modem may/will echo the commands.  
#  
# %N Call-Out phone number %P Paging phone number  
# %S Modem speed (available to users)  
#  
# Following are common responses from a wide range of modems:  
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.  
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK  
#  
# PROGRAMMING NOTE: No blanks between double quote marks (").  
  
condout: send "ATZQ0T\r" # Reset to factory defaults.  
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.  
send "ATEOT\r" # Initialize modem: Echo OFF,  
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),  
send "ATQ0V0T\r" # Limit response codes.  
expect "0\r" timeout 2 # Confirm commands successful.  
send "ATS0=0\r" # Set AutoAnswer OFF  
expect "0\r" timeout 2 # Confirm command successful.  
done  
  
connect: send "ATDT%N\r" # Tone dialing command.  
# %N from Call Home setup.  
# Expect a connection response.  
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"  
timeout 60  
done
```

```

retry:    send "A/"                      # Repeat the previous command.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
delay 2                                # Separate from previous data.
send "+++"                                # Assure command mode.
delay 2                                # Allow mode switching delay.
send "ATH0T\r"                            # Set modem switch-hook down
# (i.e., hang up).
ignore "0\r" or "OK\r" timeout 2          # Ignore modem response.
send "ATE0Q1\r"                            # Initialize modem: Echo OFF,
# Disable responses.
ignore "0\r" timeout 1
done

condin:   send "ATZQ0T\r"                  # Reset to factory defaults.
ignore "0\r" or "OK\r\n" timeout 2          # Ignore modem response.
send "ATE0T\r"                            # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2          # Enable responses (Numeric),
send "ATQ0V0T\r"                            # Limit response codes.
expect "0\r" timeout 2
send "ATS0=2\r"                            # Confirm commands successful.
expect "0\r" timeout 2
done

waitcall: ignore "2\r" timeout 1           # Ignore first ring.
expect "2\r" timeout 10
# Pick up second ring
# or timeout.
# Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:    send "ATDT%N,,,,%R;\r"           # %N = pager call center number
# Add enough commas to wait for
# time to enter paging number.
# %R = paging number
# Confirm successful command.

expect "0\r" timeout 60
delay 2                                # Wait before hanging up.
send "ATH0T\r"                            # Hang up.
expect "0\r" timeout 2
done

ribo:    send "ATZQ0T\r"                  # Reset to factory defaults.
ignore "0\r" or "OK\r\n" timeout 2          # Ignore modem response.
send "ATE0T\r"                            # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2          # Enable responses (Numeric),
send "ATQ0V0T\r"                            # Limit response codes.
expect "0\r" timeout 2
send "ATS0=0\r"                            # Confirm commands successful.
expect "0\r" timeout 2
done
# Set AutoAnswer OFF
# Confirm command successful.
# RI Power On enabled.

error:   # Handle unexpected modem
# responses.
expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done

```

## Sample File modem\_z0.cfg

```
#  
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP Z0  
#  
# FUNCTIONS: Modem configuration file for some early Hayes* compatible modems.  
# This example uses the ATZ0 reset command to choose the factory defaults.  
# This setup is recommended for modems that will respond to the ATZ0 command  
# and which do not respond to the extended (&) commands. Refer to your modem  
# manual.  
#  
# * Trademark of Hayes Microcomputer Products, Inc.  
#  
# (C) COPYRIGHT International Business Machines Corp. 1996  
# All Rights Reserved  
# Licensed Materials - Property of IBM  
#  
# US Government Users Restricted Rights - Use, duplication or  
# disclosure restricted by GSA ADP Schedule Contract with IBM Corp.  
#  
#  
# If the modem has configuration switches, they should be set to the  
# factory default settings.  
  
ICDelay 1  
DefaultT0 10  
CallDelay 120  
# AT Attention Code , Inserts delay in dialing commands  
# Z0 Reset. Restore Profile 0 Q0 Turn on responses  
# E0 Turn echo off Q1 Turn off responses  
# V0 Use numeric responses S0=0 Automatic answer inhibit  
# +++ Escape to command mode S0=2 Answer on second ring  
# H0 Hang-up X0=0 Limit modem response codes  
# T = Tone mode. When used as T\r, it is a  
# no op to maintain program synchronization  
# when modem may/will echo the commands.  
#  
# %N Call-Out phone number %P Paging phone number  
# %S Modem speed (available to users)  
#  
# Following are common responses from a wide range of modems:  
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.  
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK  
#  
# PROGRAMMING NOTE: No blanks between double quote marks (").  
  
condout: send "ATZ0Q0T\r" # Reset modem. Select profile 0  
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.  
send "ATE0T\r" # Initialize modem: Echo OFF,  
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),  
send "ATQ0V0X0T\r" # Limit response codes.  
expect "0\r" timeout 2 # Confirm commands successful.  
send "ATS0=0\r" # Set AutoAnswer OFF  
expect "0\r" timeout 2 # Confirm command successful.  
done  
  
connect: send "ATDT%N\r" # Tone dialing command.  
# %N from Call Home setup.  
# Expect a connection response.  
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"  
timeout 60  
done  
  
retry: send "A/" # Repeat the previous command.  
# Expect a connection response.
```

```

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
    delay 2                      # Separate from previous data.
    send "+++"                   # Assure command mode.
    delay 2                      # Allow mode switching delay.
    send "ATH0T\r"                # Set modem switch-hook down
                                  # (i.e., hang up).
    ignore "0\r" or "OK\r" timeout 2
    send "ATE0Q1\r"                # Ignore modem response.
                                  # Initialize modem: Echo OFF,
                                  # Disable responses.
    ignore "0\r" timeout 1
done

condin:  send "ATZ0Q0T\r"          # Reset modem. Select profile 0
    ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
    send "ATE0T\r"                  # Initialize modem: Echo OFF,
    expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
    send "ATQ0V0X0T\r"                # Limit response codes.
    expect "0\r" timeout 2           # Confirm commands successful.
    send "ATS0=2\r"                  # Set AutoAnswer ON
    expect "0\r" timeout 2           # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1
    expect "2\r" timeout 10
                                  # Ignore first ring.
                                  # Pick up second ring
                                  # or timeout.
                                  # Expect a connection response.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:    send "ATDT%N,,,%R;\r"      # %N = pager call center number
                                  # Add enough commas to wait for
                                  # time to enter paging number.
                                  # %R = paging number
                                  # Confirm successful command.

    expect "0\r" timeout 60
    delay 2                      # Wait before hanging up.
    send "ATH0T\r"                # Hang up.
    expect "0\r" timeout 2           # Confirm successful command.
done

ripo:    send "ATZ0Q0T\r"          # Reset modem. Select profile 0
    ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
    send "ATE0T\r"                  # Initialize modem: Echo OFF,
    expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
    send "ATQ0V0X0T\r"                # Limit response codes.
    expect "0\r" timeout 2           # Confirm commands successful.
    send "ATS0=0\r"                  # Set AutoAnswer OFF
    expect "0\r" timeout 2           # Confirm command successful.
done

error:   # Handle unexpected modem
        # responses.

    expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
    delay 2
done

```

## Sample File modem\_f.cfg

```
#  
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP F  
#  
# FUNCTIONS: Modem configuration file for many recent Hayes* compatible modems.  
# This example uses the AT&F reset command to choose the factory defaults.  
# This set up is preferred for modems with extended (&) commands. For early  
# vintage modems, setup Z or Z0 is recommended. If your modem responds to  
# the extended (&) commands and to factory default choices (&Fn), setup file  
# F0 or F1 is recommended.  
#  
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#  
#  
# If the modem has configuration switches, they should be set to the  
# factory default settings.  
  
ICDelay 1  
DefaultT0 10  
CallDelay 120  
# AT Attention Code , Inserts delay in dialing commands  
# &F Reset to default profile Q0 Turn on responses  
# E0 Turn echo off Q1 Turn off responses  
# V0 Use numeric responses S0=0 Automatic answer inhibit  
# +++ Escape to command mode S0=2 Answer on second ring  
# H0 Hang-up X0=0 Limit modem response codes  
# T = Tone mode. When used as T\r, it is a  
# no op to maintain program synchronization  
# when modem may/will echo the commands.  
#  
# &C1 Detect CD &D2 Respond to DTR (often the default)  
#  
# %N Call-Out phone number %P Paging phone number  
# %S Modem speed (available to users)  
#  
# Following are common responses from a wide range of modems:  
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.  
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK  
#  
# PROGRAMMING NOTE: No blanks between double quote marks (").  
  
conduit: send "AT&FQ0T\r" # Reset to factory defaults.  
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.  
send "ATE0T\r" # Initialize modem: Echo OFF,  
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),  
send "ATQ0V0X0T\r" # Limit response codes.  
expect "0\r" timeout 2 # Confirm commands successful.  
send "AT&S0=0\r" # Set AutoAnswer OFF  
expect "0\r" timeout 2 # Confirm command successful.  
send "AT&C1&D2\r" # Detect carrier and DTR.  
expect "0\r" timeout 2 # Confirm command successful.  
done  
  
connect: send "ATDT%N\r" # Tone dialing command.  
# %N from Call Home setup.  
# Expect a connection response.  
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"  
timeout 60
```

```

done

retry:    send "A/"                      # Repeat the previous command.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
    delay 2                         # Separate from previous data.
    send "+++"                      # Assure command mode.
    delay 2                         # Allow mode switching delay.
    send "ATH0T\r"                   # Set modem switch-hook down
                                    # (i.e., hang up).
    ignore "0\r" or "OK\r" timeout 2 # Ignore modem response.
    send "ATE0Q1\r"                  # Initialize modem: Echo OFF,
                                    # Disable responses.
    ignore "0\r" timeout 1
done

condin:   send "AT&FQ0T\r"                # Reset to factory defaults.
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r"                  # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0X0T\r"                # Limit response codes.
expect "0\r" timeout 2           # Confirm commands successful.
send "ATS0=2\r"                  # Set AutoAnswer ON
expect "0\r" timeout 2           # Confirm command successful.
send "AT&C1&D2\r"                # Detect carrier and DTR.
expect "0\r" timeout 2           # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1          # Ignore first ring.
expect "2\r" timeout 10                # Pick up second ring
                                    # or timeout.
                                    # Expect a connection response.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:     send "ATDT%N,,,%R;\r"          # %N = pager call center number
                                    # Add enough commas to wait for
                                    # time to enter paging number.
                                    # %R = paging number
                                    # Confirm successful command.

expect "0\r" timeout 60
delay 2                         # Wait before hanging up.
send "ATH0T\r"                   # Hang up.
expect "0\r" timeout 2           # Confirm successful command.
done

ripo:     send "AT&FQ0T\r"                # Reset to factory defaults.
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r"                  # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0X0T\r"                # Limit response codes.
expect "0\r" timeout 2           # Confirm commands successful.
send "ATS0=0\r"                  # Set AutoAnswer OFF
expect "0\r" timeout 2           # Confirm command successful.
send "AT&C1&D2\r"                # Detect carrier and DTR.
expect "0\r" timeout 2           # Confirm command successful.
done
                                    # RI Power On enabled.

error:    # Handle unexpected modem
                                    # responses.

```

```
expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done
```

## Sample File modem\_f0.cfg

```
#  
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP F0  
#  
# FUNCTIONS: Modem configuration file for many recent Hayes* compatible modems.  
# This example uses the AT&F0 reset command to choose the factory defaults.  
# This set up is preferred for modems with extended (&) commands. For early  
# vintage modems, setup Z or Z0 is recommended. If your modem responds to  
# the extended (&) commands and to factory default choices (&Fn), but doesn't  
# work properly with this setup file, setup F1 is recommended.  
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#  
#  
# If the modem has configuration switches, they should be set to the  
# factory default settings.  
  
ICDelay 1  
DefaultT0 10  
CallDelay 120  
# AT Attention Code , Inserts delay in dialing commands  
# &F0 Reset. Restore profile 0 Q0 Turn on responses  
# E0 Turn echo off Q1 Turn off responses  
# V0 Use numeric responses S0=0 Automatic answer inhibit  
# +++ Escape to command mode S0=2 Answer on second ring  
# H0 Hang-up X0=0 Limit modem response codes  
# T = Tone mode. When used as T\r, it is a  
# no op to maintain program synchronization  
# when modem may/will echo the commands.  
#  
# &C1 Detect CD &D2 Respond to DTR (often the default)  
# &R1 Ignore RTS (CTS)  
#  
# %N Call-Out phone number %P Paging phone number  
# %S Modem speed (available to users)  
#  
# Following are common responses from a wide range of modems:  
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.  
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK  
#  
# PROGRAMMING NOTE: No blanks between double quote marks (").  
  
condout: send "AT&F0Q0T\r" # Reset modem. Select profile 0  
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.  
send "ATE0T\r" # Initialize modem: Echo OFF,  
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),  
send "ATQ0V0X0T\r" # Limit response codes.  
expect "0\r" timeout 2 # Confirm commands successful.  
send "ATS0=0\r" # Set AutoAnswer OFF  
expect "0\r" timeout 2 # Confirm command successful.  
send "AT&C1&D2&R1\r" # Detect carrier and DTR,  
# Ignore RTS.  
expect "0\r" timeout 2 # Confirm command successful.  
done  
  
connect: send "ATDT%N\r" # Tone dialing command.  
# %N from Call Home setup.  
# Expect a connection response.
```

```

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

retry:    send "A/"                      # Repeat the previous command.

                                # Expect a connection response.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
delay 2                      # Separate from previous data.
send "+++"                   # Assure command mode.
delay 2                      # Allow mode switching delay.
send "ATH0T\r"                # Set modem switch-hook down
                                # (i.e., hang up).
ignore "0\r" or "OK\r" timeout 2 # Ignore modem response.
send "ATE0Q1\r"                # Initialize modem: Echo OFF,
                                # Disable responses.

ignore "0\r" timeout 1
done

condin:   send "AT&F0Q0T\r"            # Reset modem. Select profile 0
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r"                # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0X0T\r"              # Limit response codes.
expect "0\r" timeout 2          # Confirm commands successful.
send "ATS0=2\r"                # Set AutoAnswer ON
expect "0\r" timeout 2          # Confirm command successful.
send "AT&C1&D2&R1\r"            # Detect carrier and DTR,
                                # Ignore RTS.
expect "0\r" timeout 2          # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1      # Ignore first ring.
expect "2\r" timeout 10            # Pick up second ring
                                # or timeout.
                                # Expect a connection response.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:     send "ATDT%,,,%R;\r"          # %N = pager call center number
                                # Add enough commas to wait for
                                # time to enter paging number.
                                # %R = paging number

                                # Confirm successful command.

expect "0\r" timeout 60
delay 2                      # Wait before hanging up.
send "ATH0T\r"                # Hang up.
expect "0\r" timeout 2          # Confirm successful command.
done

ribo:     send "AT&F0Q0T\r"            # Reset modem. Select profile 0
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r"                # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0X0T\r"              # Limit response codes.
expect "0\r" timeout 2          # Confirm commands successful.
send "ATS0=0\r"                # Set AutoAnswer OFF
expect "0\r" timeout 2          # Confirm command successful.
send "AT&C1&D2&R1\r"            # Detect carrier and DTR,
                                # Ignore RTS.
expect "0\r" timeout 2          # Confirm command successful.
done

```

```
done          # RI Power On enabled.

error:          # Handle unexpected modem
                # responses.

expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done
```

## Sample File modem\_f1.cfg

```
#  
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP F1  
#  
# FUNCTIONS: Modem configuration file for many recent Hayes* compatible modems.  
# This example uses the AT&F1 reset command to choose the factory defaults.  
# This set up is for modems with extended (&) commands and which do not work  
# properly with setup F0. For early vintage modems, setup Z or Z0 is  
# recommended.  
#  
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#  
#  
# If the modem has configuration switches, they should be set to the  
# factory default settings.  
  
ICDelay 1  
DefaultT0 10  
CallDelay 120  
# AT Attention Code , Inserts delay in dialing commands  
# &F1 Reset. Restore profile 1 Q0 Turn on responses  
# E0 Turn echo off Q1 Turn off responses  
# V0 Use numeric responses S0=0 Automatic answer inhibit  
# +++ Escape to command mode S0=2 Answer on second ring  
# H0 Hang-up X0=0 Limit modem response codes  
# T = Tone mode. When used as T\r, it is a  
# no op to maintain program synchronization  
# when modem may/will echo the commands.  
#  
# &C1 Detect CD &D2 Respond to DTR (often the default)  
# &R1 Ignore RTS (CTS)  
#  
# %N Call-Out phone number %P Paging phone number  
# %S Modem speed (available to users)  
#  
# Following are common responses from a wide range of modems:  
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.  
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK  
#  
# PROGRAMMING NOTE: No blanks between double quote marks (").  
  
condout: send "AT&F1Q0T\r" # Reset modem. Select profile 1  
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.  
send "ATE0T\r" # Initialize modem: Echo OFF,  
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),  
send "ATQ0V0X0T\r" # Limit response codes.  
expect "0\r" timeout 2 # Confirm commands successful.  
send "ATS0=0\r" # Set AutoAnswer OFF  
expect "0\r" timeout 2 # Confirm command successful.  
send "AT&C1&D2&R1\r"  
expect "0\r" timeout 2 # Detect carrier and DTR.  
done  
# Ignore RTS.  
# Confirm command successful.  
  
connect: send "ATDT%N\r" # Tone dialing command.  
# %N from Call Home setup.  
# Expect a connection response.  
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"  
#
```

```

timeout 60
done

retry:    send "A/"                      # Repeat the previous command.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
delay 2                                # Separate from previous data.
send "+++"                                # Assure command mode.
delay 2                                # Allow mode switching delay.
send "ATH0T\r"                            # Set modem switch-hook down
                                         # (i.e., hang up).
ignore "0\r" or "OK\r" timeout 2          # Ignore modem response.
send "ATE0Q1\r"                            # Initialize modem: Echo OFF,
                                         # Disable responses.

ignore "0\r" timeout 1
done

condin:    send "AT&F1Q0T\r"                # Reset modem. Select profile 1
ignore "0\r" or "OK\r\n" timeout 2          # Ignore modem response.
send "ATE0T\r"                            # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2          # Enable responses (Numeric),
send "ATQ0V0X0T\r"                          # Limit response codes.
expect "0\r" timeout 2                      # Confirm commands successful.
send "ATS0=2\r"                            # Set AutoAnswer ON
expect "0\r" timeout 2                      # Confirm command successful.
send "AT&C1&D2&R1\r"                      # Detect carrier and DTR,
                                         # Ignore RTS.
expect "0\r" timeout 2                      # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1           # Ignore first ring.
expect "2\r" timeout 10                   # Pick up second ring
                                         # or timeout.
                                         # Expect a connection response.

expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:     send "ATDT%N,,,,%R;\r"           # %N = pager call center number
                                         # Add enough commas to wait for
                                         # time to enter paging number.
                                         # %R = paging number

                                         # Confirm successful command.

expect "0\r" timeout 60
delay 2                                # Wait before hanging up.
send "ATH0T\r"                            # Hang up.
expect "0\r" timeout 2                      # Confirm successful command.
done

ripo:     send "AT&F1Q0T\r"                # Reset modem. Select profile 1
ignore "0\r" or "OK\r\n" timeout 2          # Ignore modem response.
send "ATE0T\r"                            # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2          # Enable responses (Numeric),
send "ATQ0V0X0T\r"                          # Limit response codes.
expect "0\r" timeout 2                      # Confirm commands successful.
send "ATS0=0\r"                            # Set AutoAnswer OFF
expect "0\r" timeout 2                      # Confirm command successful.
send "AT&C1&D2&R1\r"                      # Detect carrier and DTR,
                                         # Ignore RTS.
expect "0\r" timeout 2                      # Confirm command successful.
done
                                         # RI Power On enabled.

```

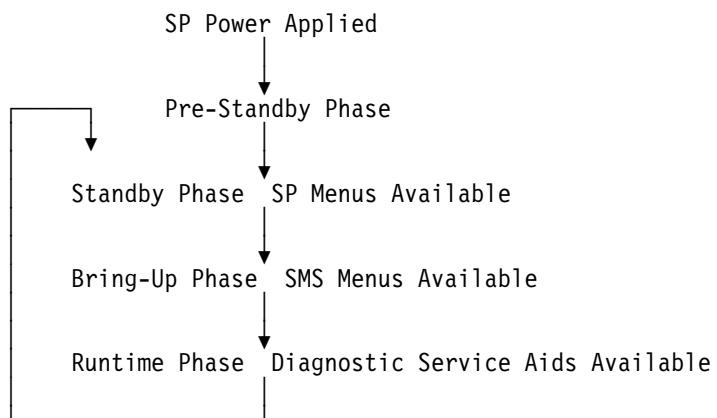
```
error:                                # Handle unexpected modem
                                         # responses.
expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done
```



---

## Appendix E. Service Processor Operational Phases

This section provides a high-level flow of the phases of the Service Processor (SP).



### Pre-Standby Phase

This phase is entered when the server is connected to a power source. The server may or may not be fully powered on. This phase is exited when the Power-On Self Tests (POSTS) and configurations tasks are completed.

The Pre-Standby phase components are:

- SP Initialization
  - SP performs any necessary hardware and software initializations.
- SP POST
  - SP conducts Power-On Self Tests on its various work and code areas.
- SP Unattended Start Mode Checks
  - To assist fault recovery. If unattended start mode is set, the SP automatically reboots the server. SP will not wait for a user-input or power-on command, but will move straight through the phase and into the Bringup Phase. The unattended start mode can be reset by accessing SMS menus, or SP menus.

## Standby Phase

The standby phase can be reached in two ways:

1. With the server OFF and power connected (the normal path), recognized by OK in the LCD display.
2. With the server ON after an operating system fault, recognized by STBY or an 8-digit code in the LCD display.

In the Standby phase, the SP takes care of some automatic duties and is available for menus operation. The SP remains in the standby phase until a power-on request is detected.

The Standby phase components are:

- Modem Configuration

SP will configure the modem (if installed) so that incoming calls may be received, or outgoing calls may be placed.

- Dial In

Monitor incoming phone line to answer calls, prompt for a password, verify the password and remotely display the standby menu. The remote session can be mirrored on the local ASCII console if the server is so equipped and the user enables this function.

- Menus

The SP menus are password protected. Before you can access them you need to know either General User (Power-On Password or POP) or Privileged User (Privileged Access Password or PAP).

## Bring-Up Phase

This phase is entered upon power-on, and exited upon loading of the operating system.

The Bring-up phase components are:

- Retry Request Check

The SP will check to see if the previous IPL attempt failed. If two consecutive fails are detected, the SP displays an error code and places an outgoing call to notify an external party if the user has enabled this option.

- Dial Out

The SP can dial a pre-programmed telephone number in the event of an IPL failure. The SP issues an error report with the last reported IPL status indicated and any other available error information.

- **Update Operator Panel**

The SP displays Operator Panel data on the ASCII terminal if a remote connection is active.

- **Environmental Monitoring**

Environmental Monitoring is now controlled by the SP instead of the base system, with expanded error recording and reporting.

- **System Firmware Surveillance (Heartbeat Monitoring)**

The SP will monitor and time the interval between system firmware heartbeats.

- **Responding to System Processor Commands**

The SP will respond to any command issued by the system processor.

## **Runtime Phase**

This phase includes the tasks that the SP performs during steady-state execution of the operating system.

- **Environmental Monitoring**

The SP monitors voltages, temperatures and fan speeds (on some servers).

- **Responding to System Processor Commands**

The SP will respond to any command issued by the system processor.

- **Run-Time Surveillance (Heartbeat Monitoring)**

If the device driver is installed and surveillance enabled, the SP will monitor the system heartbeat. If the heartbeat times out, the SP places an outgoing call.

This is different from the Bringup Phase scenario where two reboot attempts are made before placing an outgoing call.



---

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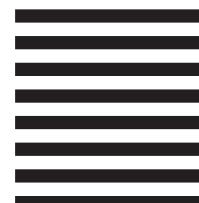
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