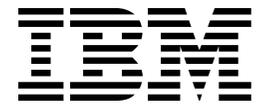
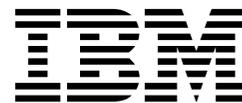


IBM® Netfinity® 3500 M20



Installation Guide

IBM[®] Netfinity[®] 3500 M20



Installation Guide

NOTE

Before using this information and the product it supports, be sure to read the general information in “Appendix A. Product warranties and notices,” on page 29.

First Edition (April 2000)

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Safety

Before installing this product, read the Safety Information book.

مج، يجب قراءة دات السلامة

Antes de instalar este produto, leia o Manual de Informações sobre Segurança.

安装本产品前请先阅读《安全信息》手册。

Prije instalacije ovog proizvoda pročitajte priručnik sa sigurnosnim uputama.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs hæftet med sikkerhedsforskrifter, før du installerer dette produkt.

Lue Safety Information -kirjanen, ennen kuin asennat tämän tuotteen.

Avant de procéder à l'installation de ce produit, lisez le manuel Safety Information.

Vor Beginn der Installation die Broschüre mit Sicherheitshinweisen lesen.

Πριν εγκαταστήσετε αυτό το προϊόν, διαβάστε το εγχειρίδιο Safety Information.

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

Przed zainstalowaniem tego produktu należy przeczytać broszurę Informacje Dotyczące Bezpieczeństwa.

Prima di installare questo prodotto, leggere l'opuscolo contenente le informazioni sulla sicurezza.

本製品を導入する前に、安全情報資料を御読みください。

이 제품을 설치하기 전에, 안전 정보 책자를 읽어보십시오.

Пред да го инсталирате овој производ прочитајте ја книгата со безбедносни информации.

Lees voordat u dit product installeert eerst het boekje met veiligheidsvoorschriften.

Les heftet om sikkerhetsinformasjon (Safety Information) før du installerer dette produktet.

Prije instalacije ovog proizvoda pročitajte priručnik sa sigurnosnim uputama.

Antes de instalar este produto, leia o folheto Informações sobre Segurança.

Перед установкой продукта прочтите брошюру по технике безопасности (Safety Information).

Pred inštaláciou tohto produktu si pre ítajte Informa nú brožúrku o bezpe nosti.

Preden namestite ta izdelek, preberite knjižico Varnostne informacije.

Antes de instalar este producto, lea la Información de Seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

在安裝本產品之前，也請先閱讀「安全性資訊」小冊子。

Installálás el tt olvassa el a Biztonsági el írások kézikönyvét !

Statement 1



Danger

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- Connect all power cords to a properly wired and grounded electrical outlet.
- Connect to properly wired outlets any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

To connect:

1. Turn everything OFF.
2. First, attach all cables to devices.
3. Attach signal cables to connectors.
4. Attach power cords to outlet.
5. Turn device ON.

To disconnect:

1. Turn everything OFF.
2. First, remove power cords from outlet.
3. Remove signal cables from connectors.
4. Remove all cables from devices.

Statement 2

CAUTION:



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

Do not:

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

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

Statement 3



CAUTION:

When laser products (such as CD-ROMs, DVD drives, fiber optic devices, or transmitters) are installed, note the following:

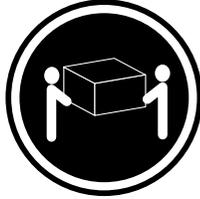
- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



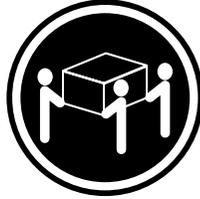
Danger

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following. Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

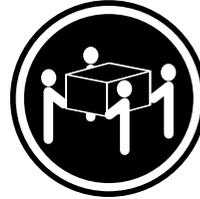
Statement 4



≥18 kg (37 lbs)



≥32 kg (70.5 lbs)



≥55 kg (121.2 lbs)

CAUTION:
Use safe practices when lifting.

Statement 5



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



Chapter 1. Introduction

Thank you for purchasing an IBM® Netfinity® 3500 M20 server. This *Installation Guide* provides the information that is needed to:

- Set up and cable your server
- Start and configure your server
- Install your network operating system (NOS)

Packaged with the *Installation Guide* are software CDs that help you to configure hardware, install device drivers, and install the network operating system.

Also included is an *IBM Netfinity Documentation CD*, which provides detailed information about your server.

Your server comes with a three-year limited warranty and IBM Server Start Up Support. If you have access to the World Wide Web, you can obtain up-to-date information about your Netfinity 3500 M20 model and other IBM server products at the following World Wide Web address:

<http://www.ibm.com/pc/us/netfinity/>

Record your product information in this table.	
Product name	_____
Machine type	_____
Model number	_____
Serial number	_____
Key serial number	_____
Key manufacturer	_____
Key phone number	_____

The server serial number is located on labels on the rear of the server and on the front of the server below the bezel.

Note: Your server keys cannot be duplicated by locksmiths. If you lose them, order replacement keys from the key manufacturer. The key serial number and phone number of the manufacturer are on a tag attached to the keys.

Features and specifications

The following table provides a summary of the features and specifications for your Netfinity 3500 M20 server.

<p>Microprocessor:</p> <ul style="list-style-type: none"> Intel® Pentium® III microprocessor with MMX™ technology and SIMD extensions 256 KB Level-2 cache (min.) Supports up to two microprocessors <p>Memory:</p> <ul style="list-style-type: none"> Standard: 128 MB Maximum: 2 GB Type: 133 MHz, ECC, SDRAM, Registered DIMMs Slots: 4 dual inline <p>Drives standard:</p> <ul style="list-style-type: none"> Diskette: 1.44 MB CD-ROM: 40X IDE <p>Expansion bays:</p> <ul style="list-style-type: none"> Two 5.25-in. bays (1 CD ROM drive installed) Two 3.5-in. bays (1 diskette drive installed) Three 3.5-in. slim high bays available <p>PCI expansion slots:</p> <ul style="list-style-type: none"> Three 33 MHz/64-bit Two 33 MHz/32-bit <p>Power supply:</p> <p>One 330 watt (115-230 Vac)</p>	<p>Video:</p> <ul style="list-style-type: none"> S3 video controller (integrated on system board) Compatible with SVGA and VGA 8 MB SDRAM video memory <p>Size</p> <ul style="list-style-type: none"> Height: 492 mm (19.4 in.) Depth: 460 mm (18.1 in.) Width: 200 mm (7.9 in.) Weight: approximately 20.9 Kg (46 lb.) when fully configured or 16.8 Kg (37 lb.) minimum. <p>Integrated functions:</p> <ul style="list-style-type: none"> Ultra 160 SCSI controller One 10BASE-T/100BASE-TX Intel Ethernet controller Two serial ports One parallel port Two Universal Serial Bus (USB) ports Keyboard port Mouse port IDE controller port Video port <p>Acoustical noise emissions:</p> <ul style="list-style-type: none"> Sound power, idling: 5.9 bel maximum Sound power, operating: 6.1 bel maximum 	<p>Environment:</p> <ul style="list-style-type: none"> Air temperature: <ul style="list-style-type: none"> Server on: 10° to 35° C (50.0° to 95.0° F). Altitude: 0 to 914 m (2998.7 ft.) Server on: 10° to 32° C (50.0° to 89.6° F). Altitude: 914 m (2998.7 ft.) to 2133 m (6998.0 ft.) Server off: 10° to 43° C (50.0° to 109.4° F). Maximum altitude: 2133 m (6998.0 ft.) Humidity: <ul style="list-style-type: none"> Server on: 8% to 80% Server off: 8% to 80% <p>Heat output:</p> <p>Approximate heat output in British Thermal Units (BTU) per hour</p> <ul style="list-style-type: none"> Minimum configuration: 341 BTU (100 watts) Maximum configuration: 1604 BTU (470 watts) <p>Electrical input:</p> <ul style="list-style-type: none"> Sine-wave input (50-60 Hz) required Input voltage low range: <ul style="list-style-type: none"> Minimum: 100 V ac Maximum: 127 V ac Input voltage high range: <ul style="list-style-type: none"> Minimum: 200 V ac Maximum: 240 V ac Input kilovolt-amperes (kVA) approximately: <ul style="list-style-type: none"> Minimum: 0.08 kVA Maximum: 0.52 kVA
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Table 1. Features and Specifications

Notices used in this book

This information product contains notices that relate to a specific topic. The Caution and Danger notices also appear in the multilingual safety booklet that came with your Netfinity product. Each notice is numbered for easy reference to the corresponding notices in the safety booklet.

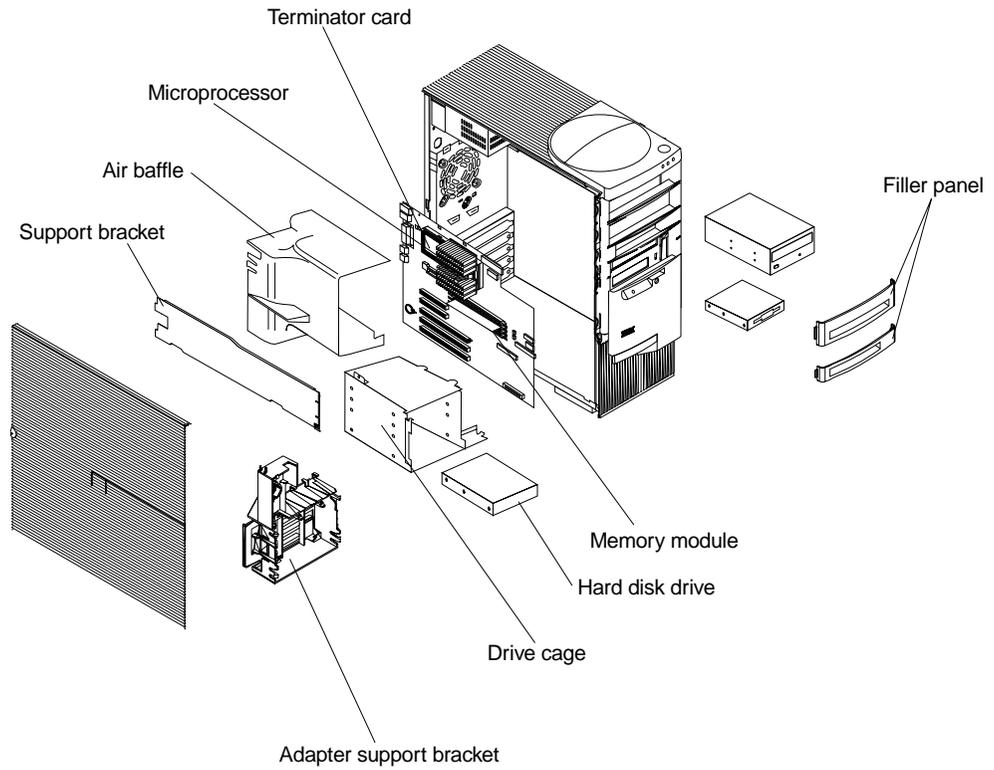
The notice definitions are as follows:

- **Notes:** These notices provide important tips, guidance, or advice.
- **Attention:** These notices indicate possible damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.
- **Caution:** These notices indicate situations that can be potentially hazardous to you. A caution notice is placed just before descriptions of potentially hazardous procedure steps or situations.
- **Danger:** These notices indicate situations that can be potentially lethal or extremely hazardous to you. A danger notice is placed just before descriptions of potentially lethal or extremely hazardous procedure steps or situations.

Major components of the Netfinity 3500 M20 server

The following illustration shows the locations of major components in your server.

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

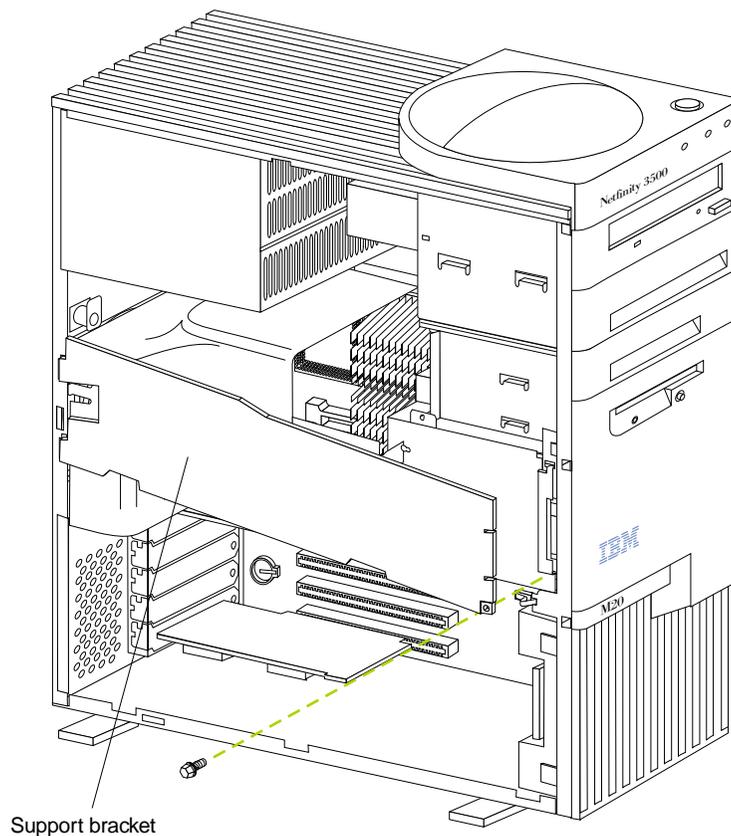


Chapter 2. Installing Options

This chapter provides the basic information needed to install hardware options in your server. This section is for all users, but is written with the experienced user in mind. If you need more detailed installation information, refer to the *User's Reference* on the *IBM Netfinity Documentation CD*.

Removing the support bracket

When working with some options such as hard disk drives, microprocessors, and memory modules you must first remove the support bracket to access the location for the option.



To remove the support bracket:

1. Remove the screw from the bottom front corner.
2. Pull the front corner of the bracket away from the server, then lift the bracket out of the server.
3. Store the screw and bracket in a safe place.

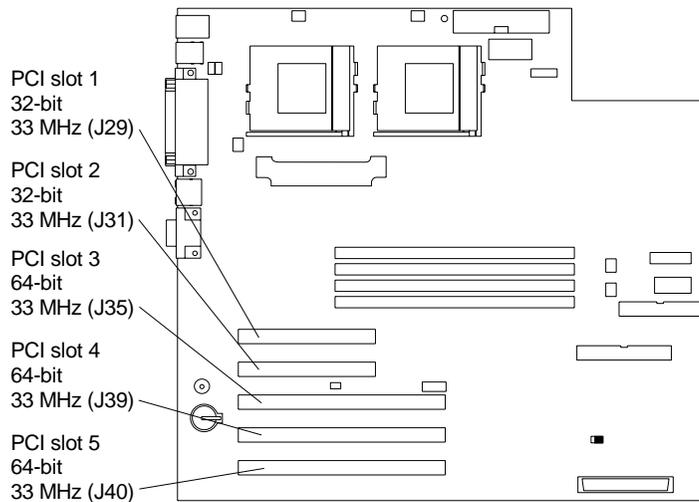
Working with adapters

You can install up to five peripheral component interconnect (PCI) adapters in the PCI slots on the system board.

Your server comes with an integrated video controller, which is a component on the system board. When you install a video adapter, the server BIOS automatically disables the integrated video controller.

The following illustration shows the location of the 33 MHz PCI expansion slots on the system board.

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



Adapter considerations

Before you install adapters, review the following:

- Locate the documentation that comes with the adapter and follow those instructions in addition to the instructions given in this chapter. If you need to change the switch or jumper settings on your adapter, follow the instructions that come with the adapter.
- You can install full-length adapters in all expansion slots.
- You can install a 32-bit adapter in any of the PCI slots, but you might want to install it in a 32-bit slot and use the 64-bit slots for 64-bit adapters.
- Your server supports 5.0V and universal PCI adapters; it does not support 3.3V adapters.
- Your server uses a rotational interrupt technique to configure PCI adapters. Because of this technique, you can install a variety of PCI adapters that currently do not support sharing of PCI interrupts.

- PCI slots 1 and 2 are on PCI bus A and PCI slots 3, 4, and 5 are on PCI bus B.

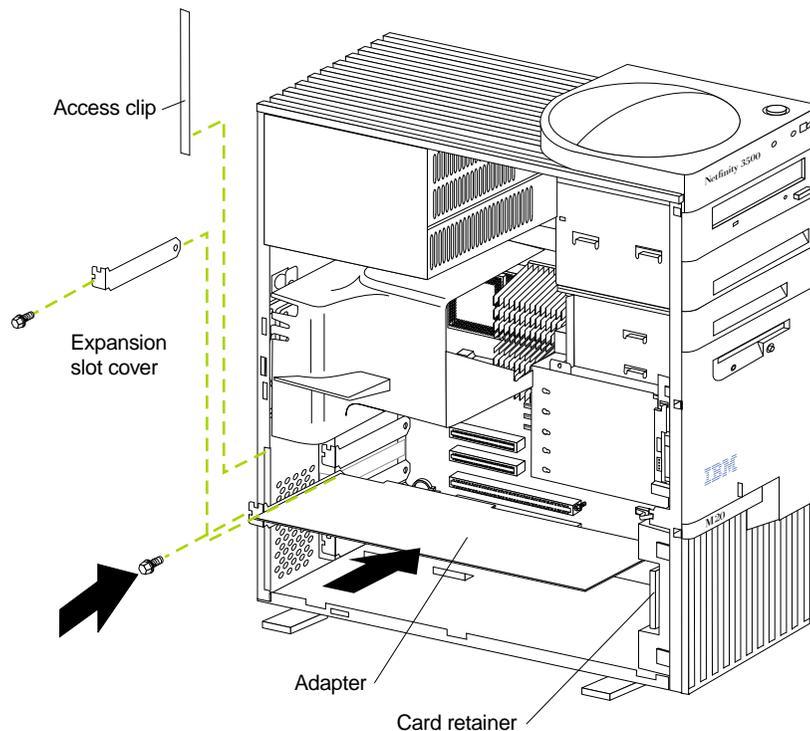
Note: PCI bus A is often referred to as bus 0; PCI bus B is often referred to as bus 1.

The system scans PCI slots 1 through 5 to assign system resources; then, if you have not changed the boot precedence from the default, the system starts (boots) the PCI devices in the following order: PCI slots 1 and 2, system board SCSI devices, and then PCI slots 3 through 5.

Note: To change the boot precedence for PCI devices, start the Configuration/Setup Utility program, and select Start Options from the main menu. Refer to the *User's Reference* on the *IBM Netfinity Documentation* CD for details on using the Configuration/Setup Utility program.

Installing an adapter

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



To install an adapter:

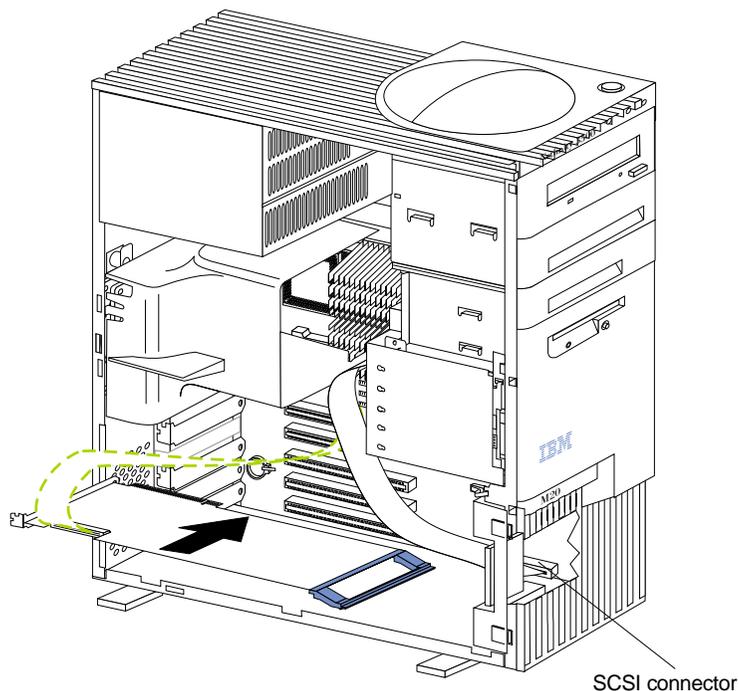
Attention: When you handle Electrostatic Discharge-Sensitive devices (ESD), take precautions to avoid damage from static electricity. For details on handling these devices, refer to the following Web site and use a search term of ESD:
<http://www.ibm.com/>

1. Follow the safety precautions listed in "Safety" on page v.
2. Turn off the server and peripheral devices and disconnect all external cables and power cords.
3. Remove the cover.
4. Remove the access clip by sliding it upward and then to the right.

5. Remove the expansion-slot cover.
6. Refer to the documentation that comes with your adapter for any cabling instructions.
7. Set any jumpers or switches as described by the adapter manufacturer.
8. Install the adapter:
 - a. If necessary, push the card retainer toward the front of the server until it latches into a position where you can insert the adapter into the guides.
 - b. Press the adapter *firmly* into the expansion slot.
Attention: Incomplete insertion might cause damage to the system board or the adapter.
 - c. Release the retainer by pushing inward on the latch, if you moved it.
 - d. Install the screw that secures the adapter in the expansion slot.
 - e. Reinstall the access clip.
9. Connect any needed cables to the adapter.

Attention: Route cables so that they do not block the flow of air from the fans.

The following illustration shows the rerouting of the SCSI cable if you install a ServeRAID adapter and intend to use it with the internal hard disk drives (remove the cable from the SCSI connector (J41) on the system board and attach it to the connector on the RAID adapter).



10. Replace the cover.
11. Reconnect the external cables and power cords; then, turn on the server.

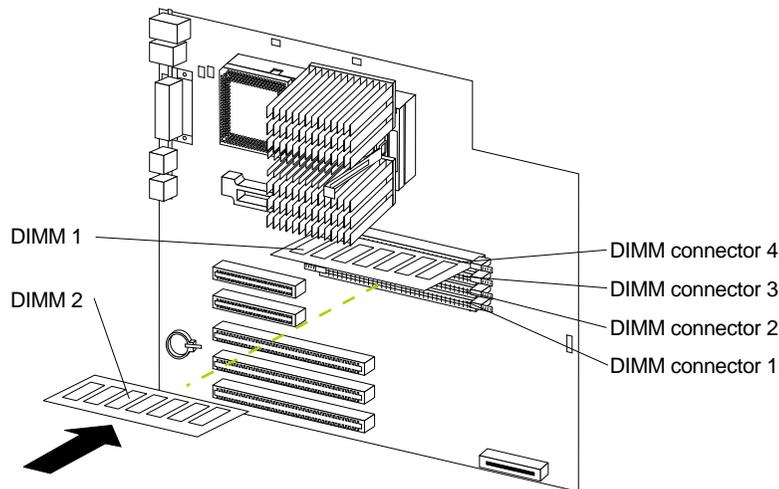
Installing memory modules

Your server comes with a dual inline memory module (DIMM) installed on the system board in DIMM connector 4.

Notes:

1. Install additional DIMMs in the following order: DIMM connector 3, then 2, then 1. (See the following illustration for memory connector locations.)
2. Your Netfinity 3500 M20 server supports 128MB, 256MB, and 512MB DIMMs. Any of these DIMMs can be installed in any of the DIMM connectors. Your server supports a maximum of 2 GB of system memory. See the ServerProven list at <http://www.ibm.com/pc/compat> for a list of memory modules for use with your server.
3. Installing or removing DIMMs changes the configuration information in the server. Therefore, after installing or removing a DIMM, you must save the new configuration information by using the Configuration/Setup Utility program. When you restart the server, the system displays a message that indicates that the memory configuration has changed. Start the Configuration/Setup Utility program and select **Save Settings**. Refer to the *User's Reference* on the *IBM Netfinity Documentation CD* for more information.

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



To install memory:

Attention: When you handle Electrostatic Discharge-Sensitive devices (ESD), take precautions to avoid damage from static electricity. For details on handling these devices, refer to the following Web site and use a search term of ESD:
<http://www.ibm.com/>

1. Review the safety precautions listed in "Safety" on page v.
2. Turn off the server and remove the power cords.
3. Remove the cover.
4. Remove the support bracket.
5. Select the connector in which to install the DIMM.

6. Install the DIMM in the connector.

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

- a. Turn the DIMM so that the pins align correctly with the connector.
- b. Insert the DIMM into the connector by pressing on one edge of the DIMM and then on the other edge of the DIMM. Be sure to press straight into the connector.
- c. Be sure that the retaining clips snap into the closed positions. If a gap exists between the DIMM and the retaining clips, open the retaining clips and remove the DIMM; then, reinsert the DIMM.

7. Replace the support bracket.

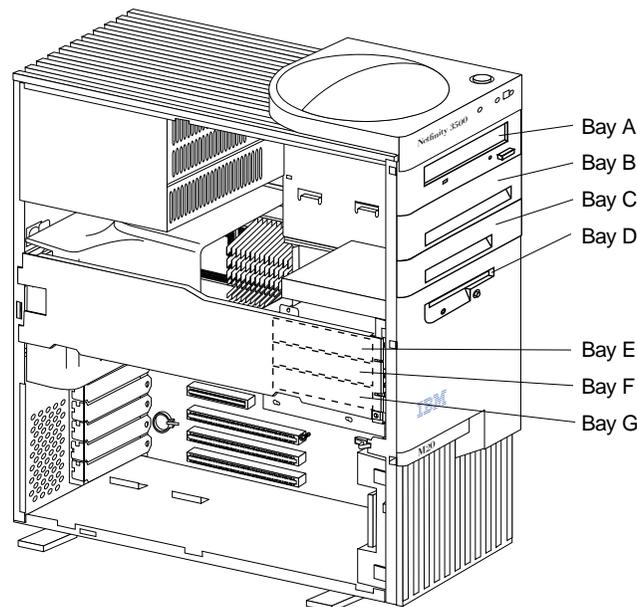
8. Replace the cover.

9. Reconnect the power cords and turn on the server.

Installing an internal drive

To remove or install a drive, you must turn off the server first. Diskette drives, tape drives, and CD-ROM drives are removable-media drives. You can install removable-media drives in bays A, B, C, and D. You can install hard disk drives in bays B, C, E, F, and G.

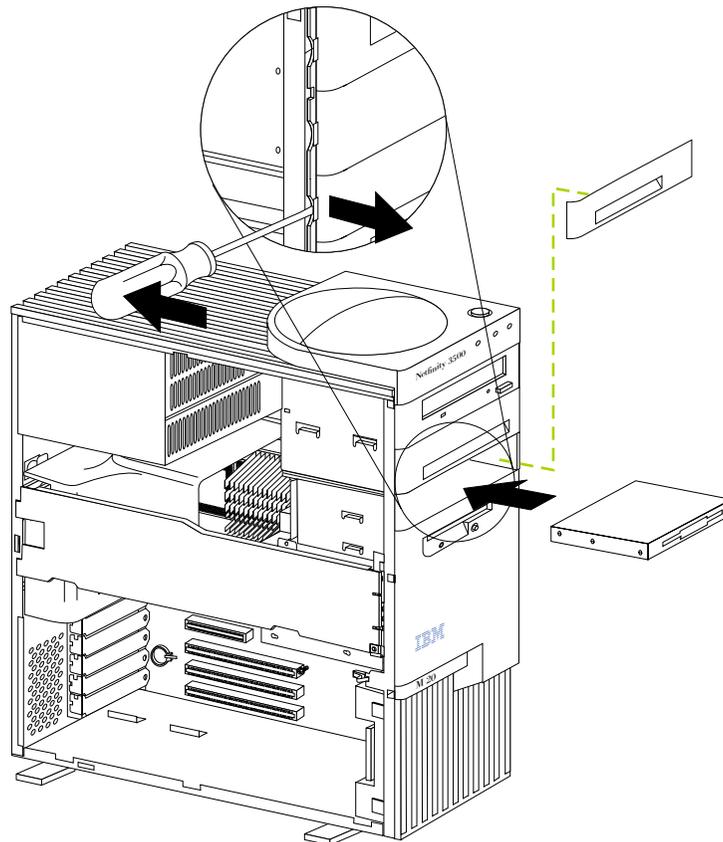
- Your server comes with a 3.5-inch, 1.44 MB diskette drive in bay D, an IDE CD-ROM drive in bay A, and a hard disk drive installed in bay G.
- Bay B is for a 5.25-inch half-high removable-media drive, such as a tape backup drive, or for a 3.5-inch SCSI slim (1-inch) high hard disk drive using a 3.5-inch conversion kit for a 5.25-inch bay.
- Bay C is for a 3.5-inch slim-high removable-media drive or SCSI hard disk drive.



Installing a drive in bay A, B, C, or D

Notes:

1. The server's electromagnetic interference (EMI) integrity and cooling are both protected by having bays A through D covered or occupied. When you install a drive, save the filler panel from the bay, in case you later remove the drive and do not replace it with another.
2. Refer to the *User's Reference* on the *IBM Netfinity Documentation CD* for detailed instructions on installing these drives.
3. The illustrations in this document might differ slightly from your hardware.



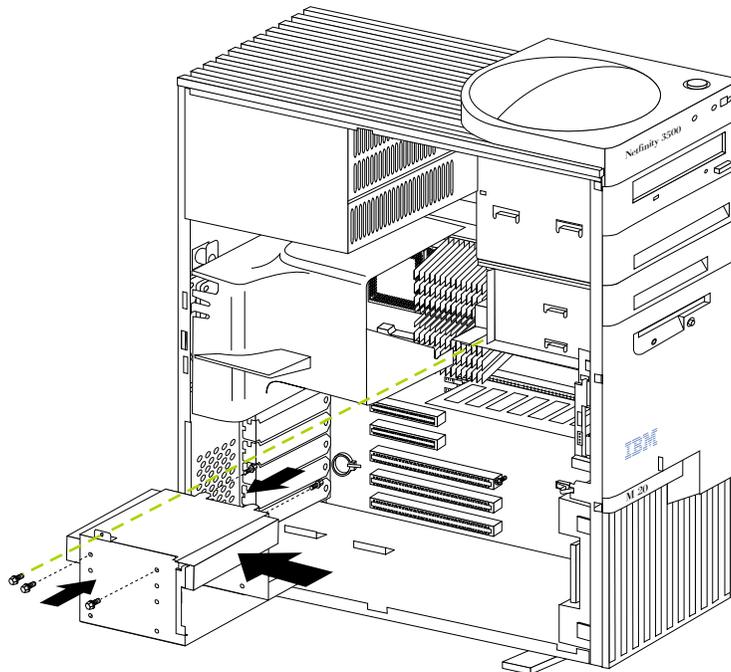
To install a drive in a removable-media bay:

Attention: When you handle Electrostatic Discharge-Sensitive devices (ESD), take precautions to avoid damage from static electricity. For details on handling these devices, refer to the following Web site and use a search term of ESD:
<http://www.ibm.com/>

1. Turn off the server and peripheral devices.
2. Remove the side cover.
3. Choose the bay (A through D) in which you want to install the drive.
4. Remove the bay filler panel.
5. Remove the EMC shield from the bay.
6. Set any switches or jumpers on the drive.
7. Install the drive in the bay.

8. If the drive is an IDE device:
 - Make sure the drive is not a hard disk drive.
 - Plug a connector on the IDE cable into the back of the drive.
 - Make sure the other end of the IDE cable is plugged into the IDE connector (J30) on the system board.
 - Go to step 10.
9. If the drive is a SCSI device:
 - a. Obtain a 16-bit SCSI cable to connect the device to the connector on the system board or on an optional SCSI adapter. A suitable cable usually comes with your SCSI device.
 - b. Connect one of the connectors on the SCSI cable to the back of the drive.
 - c. Connect the other end of the SCSI cable to the SCSI connector on the system boardc (J41), or to the SCSI connector on an optional SCSI adapter, as appropriate.
 - d. If the SCSI drive is a hard disk drive, reinsert the EMC shield on the bay and reinsert the bay filler panel.
10. Connect a power cable to the rear of the drive.
11. Replace the server cover.
12. Turn on the peripherals and the server.

Installing a hard disk drive in bay E, F, or G



To install a hard disk drive in bays E, F, or G:

1. Turn off the server and peripheral devices and then remove the cover.
2. Remove the support bracket.
3. Remove the drive cage.

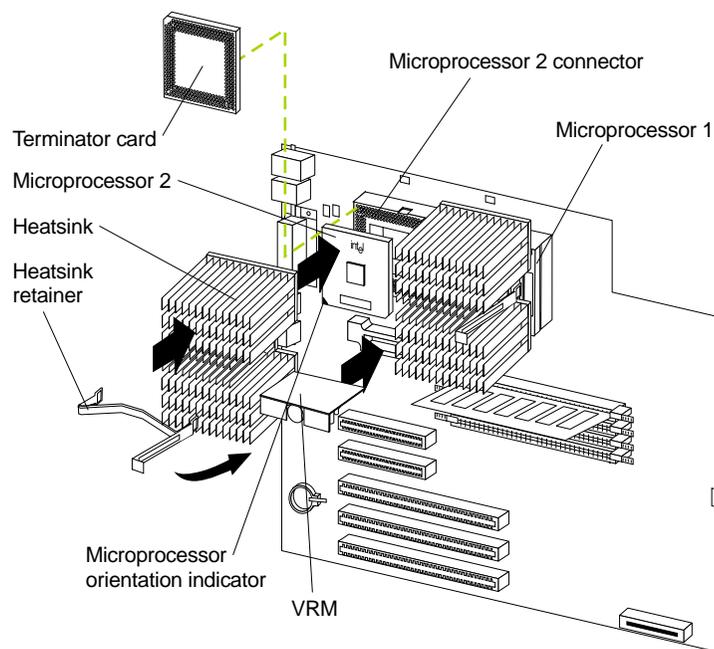
- a. Remove the screw from the top rear corner of the drive cage.
- b. Disconnect the cables from the rear of the drive that is preinstalled in the cage.
- c. Carefully pull the drive cage out of the server.
4. Slide each drive into the drive cage and secure it with the four screws provided in the package with the drive.
5. Reinstall the cage in the server and secure it with the screw you removed previously.
6. Connect the SCSI and power cables to the rear of the drives.
7. Replace the support bracket.
8. Reconnect the external cables and power cords; then, turn on the server.

Installing a microprocessor

Your server comes with one microprocessor installed in the microprocessor connector that is closest to the front of the server. This is the startup (boot) microprocessor. If you install a microprocessor in the connector closer to the rear of the server, that one becomes the startup processor and the microprocessor installed in the connector closer to the front of the server becomes the application processor.

Attention: To avoid damage and ensure proper server operation when you install a new or an additional microprocessor, use microprocessors that have the same cache size and type, and the same clock speed. Microprocessor internal clock frequencies and external clock frequencies must be identical. See the ServerProven list at <http://www.ibm.com/pc/netfinity> for a list of microprocessors for use with your server.

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



To install an additional microprocessor:

Attention: When you handle Electrostatic Discharge-Sensitive devices (ESD), take precautions to avoid damage from static electricity. For details on handling these

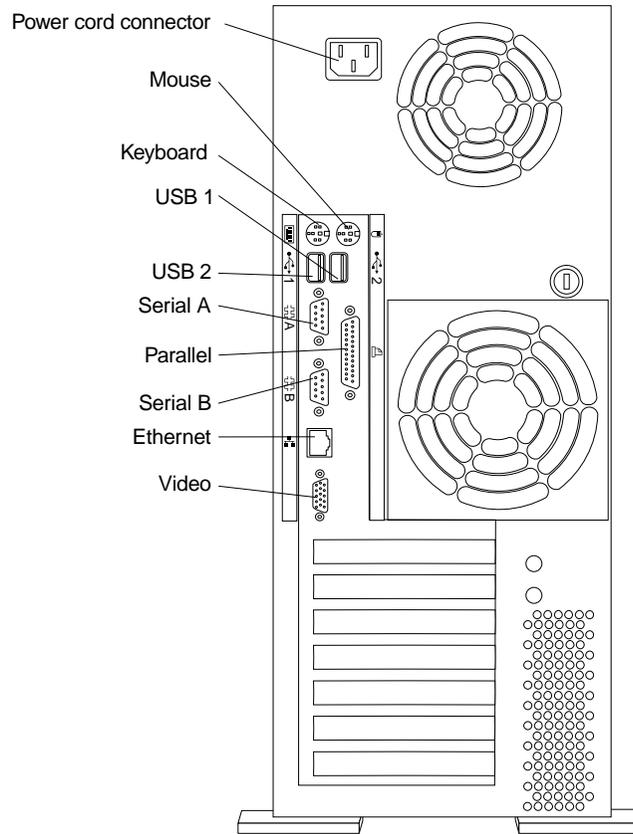
devices, refer to the following Web site and use a search term of ESD:
<http://www.ibm.com/>

1. Review the safety precautions listed in “Safety” on page v.
2. Turn off the server and peripheral devices and disconnect all external cables and power cords; then remove the cover.
3. Remove the support bracket.
4. Remove the air baffle.
5. Lift up the release lever and remove the terminator card from the microprocessor connector.
6. Orient the microprocessor so that, as viewed in the above illustration, the small triangle is in the lower left corner and the logo is at the top.
7. Center the microprocessor over the microprocessor connector and carefully press the microprocessor into the connector.
Attention: Do not use excessive force, as this can bend the pins.
8. Push the release latch down to lock the microprocessor into place.
9. Install the heat sink on the microprocessor:
 - a. Peel the plastic protective strip off the bottom of the heat sink. Make sure the square of thermal material is still on the bottom of the heat sink.
 - b. Align and place the heat sink on top of the microprocessor.
 - c. Align and place the clip over the heat sink, then snap it into place.
10. Install the voltage regulator module (VRM) that is included in the microprocessor kit.
Attention: Use of other VRMs might cause your server to overheat.
11. Replace the air baffle.
12. Replace the support bracket.
13. Replace the cover.
14. Reconnect the external cables and power cords; then, turn on the server.

Input/output connectors

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

The following illustration shows the input/output connectors (ports) and the expansion slots on the rear of the server.

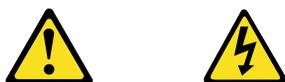


Chapter 3. Starting the server

After you plug the power cord of your server into the power supply and an electrical outlet, the server can start in several ways:

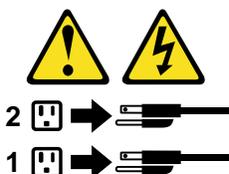
- You can press the Power control button on the front of the server to start the server.
- If the server is turned on and a power failure occurs, the server will start automatically when power is restored.

Statement 5



CAUTION:

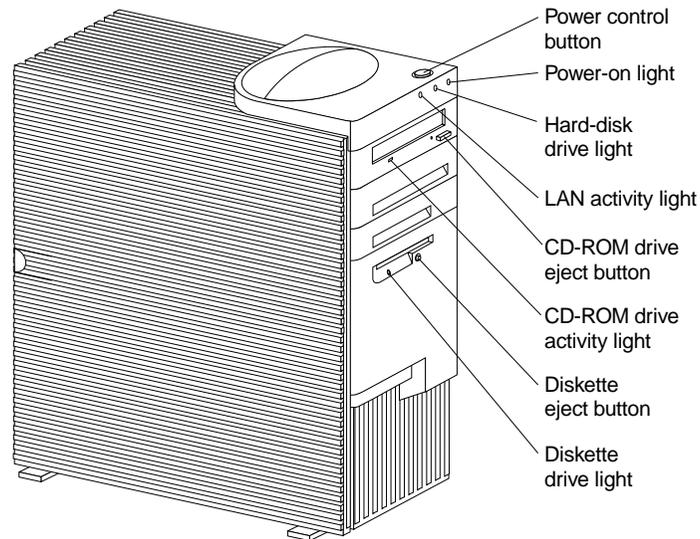
The power control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power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



You can turn off the server as follows:

- You can press the Power control button on the front of the server. This starts an orderly shutdown of the operating system, if this feature is supported by your operating system, and places the server in standby mode.
Note: After turning off the server, wait at least 5 seconds before you press the Power control button to power the server on again.
- You can press and hold the Power control button for more than 4 seconds to cause an immediate shutdown of the server and place the server in standby mode. You can use this feature if the operating system ceases to function.
- You can disconnect the server power cords from the electrical outlets to shut off all power to the server.
Note: Wait about 15 seconds after disconnecting the power cords for your system to stop running. Watch for the Power-on light on the operator information panel to stop blinking.

Server controls and indicators



Power control button: Press this button to manually turn the server on or off.

Power-on light: This status indicator lights when you turn on your server.

Hard disk drive light: When this light is on, it indicates that the hard disk drive is in use.

CD-ROM drive eject button: Push this button to release a CD from the drive.

CD-ROM drive activity light: When this light is on, it indicates that the CD-ROM drive is in use.

LAN activity light: When this light blinks, it indicates that the integrated Ethernet controller in your server is transmitting to or receiving from another computer.

Diskette eject button: Push this button to release a diskette from the drive.

Diskette-drive light: When this light is on, it indicates that the diskette drive is in use.

Chapter 4. Configuring your server

The ServerGuide CDs provide software setup tools and installation tools that are specifically designed for your IBM Netfinity server. Use these CDs during the initial installation of your server to configure basic hardware features and to simplify your network operating system installation. (See “Using the ServerGuide CDs” for more information.) The ServerGuide CDs also contain a collection of application programs, which you can install after your server is up and running.

In addition to the ServerGuide CDs, you can use the following configuration programs to customize your server hardware:

- **Configuration/Setup Utility**

The Configuration/Setup Utility program is part of the *basic input/output system (BIOS)* code that comes with your server. You can use this program to configure serial and parallel port assignments, change interrupt request (IRQ) settings, change the drive startup sequence, set the date and time, and set passwords.

- **SCSISelect Utility**

With the built-in SCSISelect Utility program, you can configure the devices that are attached to the integrated SCSI controller. Use this program to change default values, resolve configuration conflicts, and perform a low-level format on a SCSI hard disk drive.

- **ServeRAID programs**

If you have a ServeRAID adapter installed in your server, you must use the ServeRAID configuration program to define and configure your disk-array subsystem before you install your operating system.

Attention: Refer to the *User's Reference* on the *IBM Netfinity Documentation* CD for detailed instructions for using the configuration programs and ServerGuide CDs.

Using the ServerGuide CDs

The ServerGuide CDs provide state-of-the-art programs to detect the server model and hardware options that are installed, configure Netfinity server hardware, provide device drivers, and install your network operating system (NOS).

Note: If the ServerGuide CD does not start, see “ServerGuide startup problems” on page 28.

1. Insert the *Netfinity Setup and Installation* CD, and restart the server.
2. Follow the instructions on the screens to:
 - a. Select your language.
 - b. Select your keyboard layout and country.
 - c. View the Overview to learn about ServerGuide features.
 - d. View the README file to review installation tips about your NOS and adapter.
 - e. Start the setup and hardware configuration programs.
 - f. Start the NOS installation. You will need your copy of the NOS CD.

Note: For information on the supported NOS versions, refer to the *Netfinity Setup and Installation* CD label.

After installing the NOS

Be sure to take advantage of the following additional software that is included with the ServerGuide package:

- *Operating System Updates* CDs — include selected NOS updates that are provided by NOS software developers.
- *Netfinity Applications* CDs — include powerful applications that are ready to install; their use requires no software keys.

Note: See the CD labels for a current list of updates and applications or start the *Netfinity Applications* and view the online overview.

Netfinity systems management solutions

Your server comes with the following Netfinity systems management software products: *IBM Netfinity Manager*[™] program and *Client Services for Netfinity Manager version 5.2*.

Some versions of the ServerGuide package contain the IBM Netfinity Manager software. For information about how to install applications that are included in the ServerGuide package, see the ServerGuide information.

IBM Netfinity Manager is a comprehensive set of hardware management utilities. These utilities enable you to manage industry-standard, Intel-processor-based, server, desktop, workstation, and notebook systems over network operating systems from Microsoft, SCO, Novell, and IBM. These utilities support multiple protocols, including TCP/IP, IPX, NetBIOS, SNA, SLIP, and HTTP. This robust set of systems management software tools delivers comprehensive local and remote system control over the entire life cycle of the system.

Chapter 5. Solving problems

This section provides basic troubleshooting information to help you resolve some common problems that might occur while setting up your server.

If you cannot locate and correct the problem using the information in this section, refer to the "Solving problems" section in the *User's Reference* on the *IBM Netfinity Documentation* CD and the "Support for Netfinity Servers" flowchart in the front of this booklet for additional information.

Diagnostic tools overview

The following tools are available to help you identify and resolve hardware-related problems:

- **Beep codes and error messages**

The power-on self-test (POST) generates beep codes to indicate successful test completion or the detection of a problem.

- One beep indicates successful completion of POST.
- More than one beep indicates that POST detected a problem. Error messages also appear during startup if POST detects a hardware-configuration problem.

See "POST beep code descriptions" and "POST error messages" on page 22 for more information.

- **Troubleshooting chart**

This chart lists problem symptoms, along with suggested steps to correct the problems. See the "Troubleshooting chart" on page 25 for more information.

- **Error log**

The POST Error Log contains the three most recent error codes and messages that the system generated during POST.

To view the contents of the error log, start the Configuration/Setup Utility program; then, select **Error Log** from the main menu.

- **Diagnostic programs and error messages**

The server diagnostic programs are stored in upgradable read-only memory (ROM) on the system board. These programs are the primary method of testing the major components of your server.

Note: Refer to the "Solving Problems" section in the *User's Reference* on the *IBM Netfinity Documentation* CD for more detailed information about the diagnostic programs.

POST beep code descriptions

POST emits one beep to signal successful completion. If POST detects a problem during startup, other beep codes might occur. You can use the following beep code descriptions to help identify and resolve problems that are detected during startup.

Note: Refer to the "Solving Problems" section in the *User's Reference* on the *IBM Netfinity Documentation* CD for more detailed information about the POST beep codes.

Solving problems

Beep code	Descriptions of the POST beep codes
No beep	Call for service.
Continuous	If no video appears, the startup microprocessor failed. Verify that the startup microprocessor is installed correctly. If it is, replace the startup microprocessor. If the problem persists, call for service.
One short	POST completed successfully. One beep also occurs after POST if you enter an incorrect password.
Two short	Follow the instructions that appear on the screen.
Repeating short	The system board might contain a failing component. <ol style="list-style-type: none">1. Verify that the keyboard and pointing devices are connected properly.2. Ensure that nothing is resting on the keyboard.3. Disconnect the pointing device; then, restart the server. If the problem goes away, replace the pointing device. If the problem remains, call for service.
One long and one short	If the video controller on the system board is being used, call for service. If you installed an optional video adapter, replace the failing adapter.
One long and two short	A video I/O adapter ROM is not readable, or the video subsystem is defective. If you installed an optional video adapter, replace the failing adapter. If the problem remains, call for service.
One long and three short	The system-board video subsystem has not detected a monitor connection to the server. Ensure that the monitor is connected to the server. If the problem persists, replace the monitor.
Two long and two short	POST does not support the optional video adapter. Replace the optional video adapter with one that is supported by the server or use the integrated video controller.
All other beep codes	<ol style="list-style-type: none">1. Verify that the system memory modules are installed correctly.2. Turn off the server; then, restart the server. If the problem remains, call for service.

Table 2. POST beep code descriptions

POST error messages

The following table provides an abbreviated list of the error messages that might appear during POST.

Note: Refer to the "Solving Problems" section in the *User's Reference* on the *IBM Netfinity Documentation* CD for more detailed information about POST error messages.

POST message	Failing device or problem found	Suggested action
129	L1 cache of a microprocessor	Check the installation of your microprocessors.
162	Change in device configuration	Verify that your optional devices are turned on and installed correctly.
163	Time of day has not been set	Set the correct date and time.
164	Change in memory configuration	Verify that your memory is installed properly; then, restart the server and run the Configuration/Setup Utility program.
201	Change in memory configuration	Verify that your memory is fully seated and installed properly.
229	L2 cache of a microprocessor	Check the installation of your microprocessors.
289	Failing DIMM was disabled	Verify that your memory is correct for your server and that it is installed properly.
301 303	Keyboard and keyboard controller	Ensure that the keyboard cable is connected and nothing is resting on the keyboard keys.
962	Parallel port configuration error	Start the Configuration/Setup program and verify that the parallel-port setting is correct.
11xx	Serial port error	Verify that the serial cable is connected correctly.
1162	Serial port configuration conflict	Start the Configuration/Setup program and ensure that the IRQ and I/O port assignments needed by the serial port are available.
1800	PCI adapter hardware interrupt	Start the Configuration/Setup program and verify that the interrupt resource settings are correct.
2400 2462	Video controller and memory	Verify that the monitor is connected correctly.
00019xxx	Processor <i>x</i> is not functioning or failed the built-in test	Verify that processor <i>x</i> is installed correctly. If the problem remains, replace processor <i>x</i> .
00180xxx	A PCI adapter requested a resource that is not available	Start the Configuration/Setup program and ensure that the resources needed by the PCI adapter are available.
012980xx 012981xx	Data for processor <i>x</i>	Download and install the latest system BIOS level.
01298200	Microprocessor speed mismatch	Install microprocessors with identical speeds.
I9990305	POST could not find an operating system.	Install your operating system.

Table 3. Abbreviated list of POST error messages

ServerGuide startup problems

Look for the symptom in the left column of the chart. Probable solutions to the problem are in the right column.

Solving problems

Setup	Suggested action
<i>Netfinity Setup and Installation CD</i> won't start.	<ul style="list-style-type: none"> • Be sure the system is a supported Netfinity server with a startable (bootable) CD-ROM drive. • If the startup (boot) sequence settings have been altered, be sure the CD-ROM is first in the boot sequence. • If more than one CD-ROM drive is installed, be sure that only one drive is set as the primary drive. Start the CD from the primary drive.
ServeRAID program cannot view all installed drives - or - cannot install NOS.	<ul style="list-style-type: none"> • Be sure there are no duplicate SCSI IDs or IRQ assignments. • Be sure that the hard disk drive is connected properly.
The <i>Operating System Installation</i> program continuously loops.	Free up more space on the hard disk drive.
ServerGuide won't start your NOS CD.	Be sure the NOS CD you have is supported by ServerGuide. See the <i>Netfinity Setup and Installation CD</i> label for a list of NOS versions supported.
Can't install NOS - option is grayed out.	Either there is no logical drive defined (ServeRAID systems) or the ServerGuide system partition is not present. Run the setup and configuration program.

TechConnect CD	Suggested action
Can't start TechConnect CD.	Be sure you're starting the CD on a system with Microsoft Windows installed.
Can't view publications from TechConnect CD, or text is unreadable.	Be sure you have the Adobe reader installed (available from the TechConnect CD).

Diskette Factory CD	Suggested action
Get "time out" or "Unknown host" errors	Be sure you have access to the Internet through FTP directly.

Troubleshooting chart

Notes:

1. See the "Solving Problems" section in the *User's Reference* on the *IBM Netfinity Documentation CD* for more detailed troubleshooting charts.
2. If you cannot find the problem in the troubleshooting charts, run the diagnostic programs. If you have run the diagnostic test programs, or if running the tests does not reveal the problem, call for service.

Monitor	Suggested action
Testing	<p>Some IBM monitors have their own self-tests. If you suspect a problem with your monitor, refer to the information that comes with the monitor for adjusting and testing instructions.</p> <p>If you still cannot find the problem, call for service.</p>
The screen is blank.	<p>Verify that:</p> <ol style="list-style-type: none"> 1. The server power cord is plugged into the server and a working electrical outlet. 2. The monitor cables are connected properly. 3. The monitor is turned on and the Brightness and Contrast controls are adjusted correctly. <p>If the items above are correct and the screen remains blank, call for service.</p>
Only the cursor appears.	Call for service.
The monitor works when you turn on the server, but goes blank when you start some application programs.	<p>Verify that:</p> <ol style="list-style-type: none"> 1. The primary monitor cable is connected to the video port. 2. You installed the necessary device drivers for the applications. <p>If the items above are correct and the screen remains blank, call for service.</p>
Wavy, unreadable, rolling, distorted screen, or screen jitter.	<p>If the monitor self-tests show the monitor is OK, consider the location of the monitor. Magnetic fields around other devices (such as transformers, appliances, fluorescent lights, and other monitors) can cause screen jitter or wavy, unreadable, rolling, or distorted screen images. If this happens, turn off the monitor. (Moving a color monitor while it is turned on might cause screen discoloration.) Then move the device and the monitor at least 305 mm (12 in.) apart. Turn on the monitor.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. To prevent diskette drive read/write errors, be sure the distance between monitors and diskette drives is at least 76 mm (3 in.). 2. Non-IBM monitor cables might cause unpredictable problems. 3. An enhanced monitor cable with additional shielding is available for the 9521 and 9527 monitors. For information about the enhanced monitor cable, see your IBM reseller or IBM marketing representative. <p>If the problem remains, call for service.</p>

Solving problems

Wrong characters appear on the screen.	<p>If the wrong language is displayed, update the BIOS with the correct language.</p> <p>If the problem remains, call for service.</p>
Power problems	Suggested action
The server does not power on.	<p>Verify that:</p> <ol style="list-style-type: none"> 1. The power cables are properly connected to the server. 2. The electrical outlet functions properly. 3. The type of memory that is installed is correct. 4. If you just installed an option, remove it, and restart the server. If the server now powers on, you might have installed more options than the power supply supports. 5. The LEDs on the power supply are on. <p>If the problem remains, call for service.</p>
Microprocessor problems	Suggested action
The server emits a continuous tone during POST.	<p>The startup (boot) microprocessor is not working properly.</p> <p>Verify that the startup microprocessor is seated properly. If it is, replace the startup microprocessor.</p> <p>If the problem remains, call for service.</p>
Memory problems	Suggested action
The amount of memory displayed is less than the amount of memory installed.	<p>Verify that:</p> <ol style="list-style-type: none"> 1. The memory modules are seated properly. 2. You have installed the correct type of memory. 3. If you changed the memory, you updated the memory configuration with the Configuration/Setup Utility program. 4. All banks of memory on the DIMMs are enabled. The server might have automatically disabled a DIMM bank when it detected a problem or a DIMM bank could have been manually disabled. <p>If the above items are correct, run the memory diagnostic program. The system might have detected a bad memory module and automatically reallocated memory to enable you to continue to operate. If the memory tests fail, call for service or replace the failing DIMM.</p>

Option problems	Suggested action
An IBM option that was just installed does not work.	<p>Verify that:</p> <ol style="list-style-type: none"> 1. The option is designed for the server. Refer to the "Support for Netfinity Servers" flowchart for information about obtaining ServerProven™ compatibility information from the World Wide Web. 2. You followed the installation instructions that came with the option. 3. The option is installed correctly. 4. You have not loosened any other installed options or cables. 5. You updated the configuration information in the Configuration/Setup Utility program. Whenever memory or an option is changed, you must update the configuration. <p>If the problem remains, call for service.</p>
Expansion enclosure problems	Suggested action
The SCSI expansion enclosure used to work, but does not work now.	<p>Verify that:</p> <ol style="list-style-type: none"> 1. The cables for all external SCSI options are connected correctly. 2. The last option in each SCSI chain, or the end of the SCSI cable, is terminated correctly. 3. Any external SCSI option is turned on. You must turn on an external SCSI option before turning on the server. <p>For more information, see your SCSI and expansion enclosure documentation.</p>

Solving problems

Appendix A. Product warranties and notices

This chapter contains warranty and emission notices. It also contains trademarks and general-information notices.

Warranty Statements

The warranty statements consist of two parts: Part 1 and Part 2. Part 1 varies by country. Part 2 is the same for all countries. Be sure to read both the Part 1 that applies to your country and Part 2.

- **United States, Puerto Rico, and Canada (Z125-4753-05 11/97)**
(Part 1 - General Terms)
- **Worldwide except Canada, Puerto Rico, Turkey, and United States (Z125-5697-01 11/97)**
("Part 1 - General Terms," on page 32)
- **Worldwide Country-Unique Terms**
("Part 2 - Worldwide Country-Unique Terms" on page 34)

IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Part 1 - General Terms)

This Statement of Limited Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. ***The terms of Part 2 may replace or modify those of Part 1.*** The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

Machine - Netfinity 3500 M20

Warranty Period* - Three Years

*Contact your place of purchase for warranty service information. Some IBM Machines are eligible for On-site warranty service depending on the country where service is performed.

The IBM Warranty for Machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

Extent of Warranty

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items Not Covered by Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless specified otherwise, IBM provides non-IBM machines **WITHOUT WARRANTIES OF ANY KIND.**

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with "how-to" questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

Warranty Service

To obtain warranty service for the Machine, contact your reseller or IBM. In the United States, call IBM at 1-800-772-2227. In Canada, call IBM at 1-800-565-3344. You may be required to present proof of purchase.

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or

upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
 - b. secure all programs, data, and funds contained in a Machine,
 - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations, and
 - d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Production Status

Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IBM Statement of Warranty Worldwide except Canada, Puerto Rico, Turkey, United States (Part 1 – General Terms)

This Statement of Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. **The terms of Part 2 may replace or modify those of Part 1.** The warranties provided by IBM in this Statement of Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

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During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

Extent of Warranty

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CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

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Warranty Service

To obtain warranty service for the Machine, contact your reseller or IBM. You may be required to present proof of purchase.

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
 - b. secure all programs, data, and funds contained in a Machine,
 - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations, and
 - d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Production Status

Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Part 2 - Worldwide Country-Unique Terms

ASIA PACIFIC

AUSTRALIA: The IBM Warranty for Machines: The following paragraph is added to this Section:

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other legislation and are only limited to the extent permitted by the applicable legislation.

Extent of Warranty: The following replaces the first and second sentences of this Section:

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, operation in other than the Specified Operating Environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible.

Limitation of Liability: The following is added to this Section:

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

PEOPLE'S REPUBLIC OF CHINA: Governing Law: The following is added to this Statement:

The laws of the State of New York govern this Statement.

INDIA: Limitation of Liability: The following replaces items 1 and 2 of this Section:

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence;
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Warranty, IBM's liability will be limited to the charge paid by you for the individual Machine that is the subject of the claim.

NEW ZEALAND: The IBM Warranty for Machines: The following paragraph is added to this Section:

The warranties specified in this Section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of Liability: The following is added to this Section:

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

EUROPE, MIDDLE EAST, AFRICA (EMEA)

The following terms apply to all EMEA countries.

The terms of this Statement of Warranty apply to Machines purchased from an IBM reseller. If you purchased this Machine from IBM, the terms and conditions of the applicable IBM agreement prevail over this warranty statement.

Warranty Service

If you purchased an IBM Machine in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland or United Kingdom, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchased an IBM Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kirghizia, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

The applicable laws, Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided. However,

the laws of Austria govern this Statement if the warranty service is provided in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Federal Republic of Yugoslavia, Georgia, Hungary, Kazakhstan, Kirghizia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, and Ukraine.

The following terms apply to the country specified:

EGYPT: Limitation of Liability: The following replaces item 2 in this Section:
2. as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

FRANCE: Limitation of Liability: The following replaces the second sentence of the first paragraph of this Section:

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

GERMANY: The IBM Warranty for Machines: The following replaces the first sentence of the first paragraph of this Section:

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this Section:

The minimum warranty period for Machines is six months.

In case IBM or your reseller are unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

Extent of Warranty: The second paragraph does not apply.

Warranty Service: The following is added to this Section:

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Production Status: The following paragraph replaces this Section:

Each Machine is newly manufactured. It may incorporate in addition to new parts, re-used parts as well.

Limitation of Liability: The following is added to this Section:

The limitations and exclusions specified in the Statement of Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

In item 2, replace "U.S. \$100,000" with "1.000.000 DEM."

The following sentence is added to the end of the first paragraph of item 2:

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

IRELAND: Extent of Warranty: The following is added to this Section:

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of Liability: The following replaces items one and two of the first paragraph of this Section:

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence; and 2. the amount of any other actual direct damages, up to the

greater of Irish Pounds 75,000 or 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

Applicability of suppliers and resellers (unchanged).

The following paragraph is added at the end of this Section:

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

ITALY: Limitation of Liability: The following replaces the second sentence in the first paragraph:

In each such instance unless otherwise provided by mandatory law, IBM is liable for no more than: (item 1 unchanged) 2) as to any other actual damage arising in all situations involving non-performance by IBM pursuant to, or in any way related to the subject matter of this Statement of Warranty, IBM's liability, will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

The following replaces the second paragraph of this Section:

Unless otherwise provided by mandatory law, IBM and your reseller are not liable for any of the following: (items 1 and 2 unchanged) 3) indirect damages, even if IBM or your reseller is informed of their possibility.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND:

Limitation of Liability: The following is added to this Section:

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

TURKIYE: Production Status: The following replaces this Section:

IBM fulfills customer orders for IBM Machines as newly manufactured in accordance with IBM's production standards.

UNITED KINGDOM: Limitation of Liability: The following replaces items 1 and 2 of the first paragraph of this Section:

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence; 2. the amount of any other actual direct damages or loss, up to the greater of Pounds Sterling 150,000 or 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

The following item is added to this paragraph:

3. breach of IBM's obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

Applicability of suppliers and resellers (unchanged).

The following is added to the end of this Section:

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default will be limited to damages.

NORTH AMERICA

CANADA: Warranty Service: The following is added to this section:

To obtain warranty service from IBM, call **1-800-565-3344**.

UNITED STATES OF AMERICA: Warranty Service: The following is added to this section:

To obtain warranty service from IBM, call **1-800-772-2227**.

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When referring to hard disk drive capacity, MB stands for 1 000 000 bytes and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

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

Electronic emission notices

Federal Communications Commission (FCC) Statement

Federal Communications Commission (FCC) Class A Statement

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

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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

Industry Canada Class A emission compliance statement

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

Avis de conformité à la réglementation d'Industrie Canada

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

Australia and New Zealand Class A statement

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

United Kingdom telecommunications safety requirement

Notice to Customers

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

European Union EMC Directive conformance 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. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-IBM option cards.

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.

Taiwan electrical emission statement

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

Japanese Voluntary Control Council for Interference (VCCI) statement

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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。

Power cords

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

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

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

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

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

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

IBM power cord part number	Used in these countries and regions
13F9940	Argentina, Australia, China (PRC), New Zealand, Papua New Guinea, Paraguay, Uruguay, Western Samoa
13F9979	Afghanistan, Algeria, Andorra, Angola, Austria, Belgium, Benin, Bulgaria, Burkina Faso, Burundi, Cameroon, Central African Rep., Chad, Czech Republic, Egypt, Finland, France, French Guiana, Germany, Greece, Guinea, Hungary, Iceland, Indonesia, Iran, Ivory Coast, Jordan, Lebanon, Luxembourg, Macau, Malagasy, Mali, Martinique, Mauritania, Mauritius, Monaco, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Romania, Senegal, Slovakia, Spain, Sudan, Sweden, Syria, Togo, Tunisia, Turkey, former USSR, Vietnam, former Yugoslavia, Zaire, Zimbabwe
13F9997	Denmark
14F0015	Bangladesh, Burma, Pakistan, South Africa, Sri Lanka
14F0033	Antigua, Bahrain, Brunei, Channel Islands, Cyprus, Dubai, Fiji, Ghana, Hong Kong, India, Iraq, Ireland, Kenya, Kuwait, Malawi, Malaysia, Malta, Nepal, Nigeria, Polynesia, Qatar, Sierra Leone, Singapore, Tanzania, Uganda, United Kingdom, Yemen, Zambia
14F0051	Liechtenstein, Switzerland
14F0069	Chile, Ethiopia, Italy, Libya, Somalia
14F0087	Israel
1838574	Thailand
62X1045	Bahamas, Barbados, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Korea (South), Liberia, Mexico, Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Suriname, Taiwan, Trinidad (West Indies), United States of America, Venezuela

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