



**@server**

**BladeCenter HS20**

Type 8843

## Installation and User's Guide

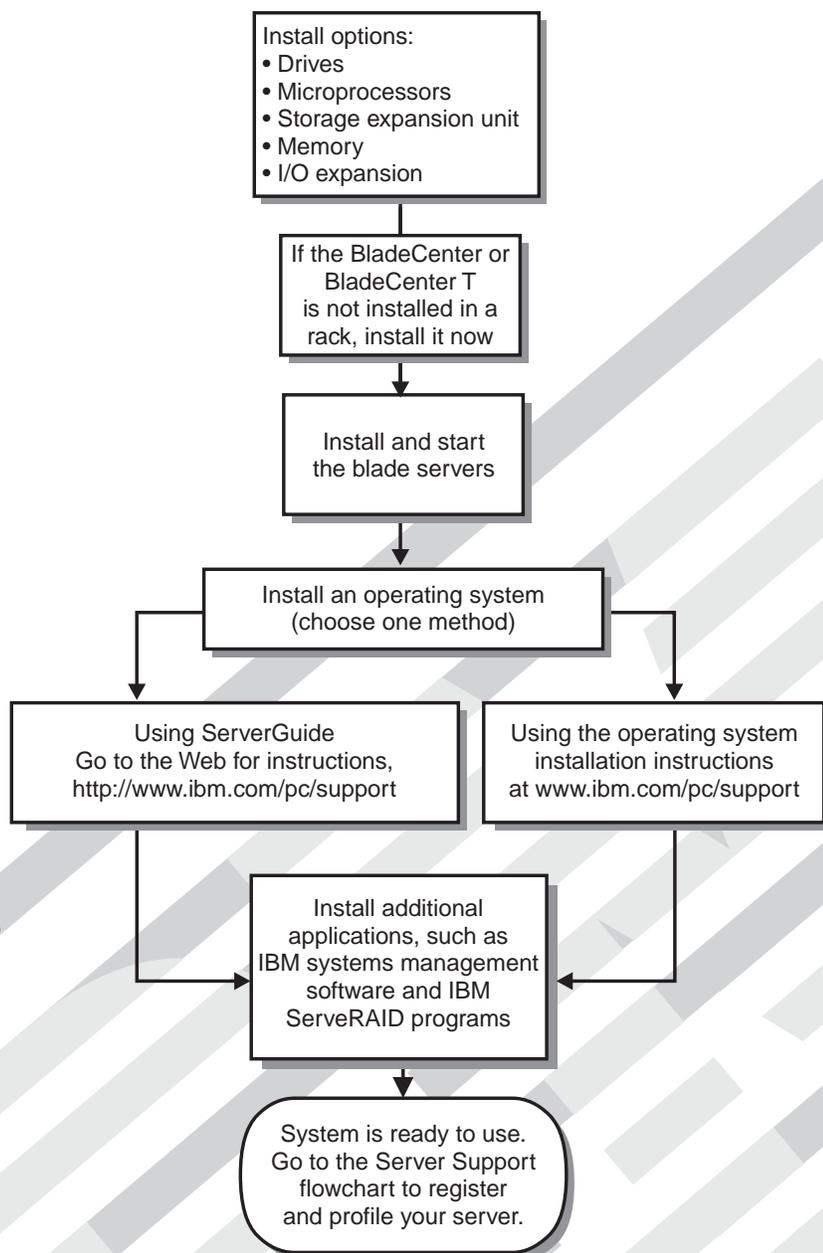
### Welcome...

Thank you for buying an IBM server. Your server is based on Enterprise X-Architecture, and it features superior performance, availability, and scalability.

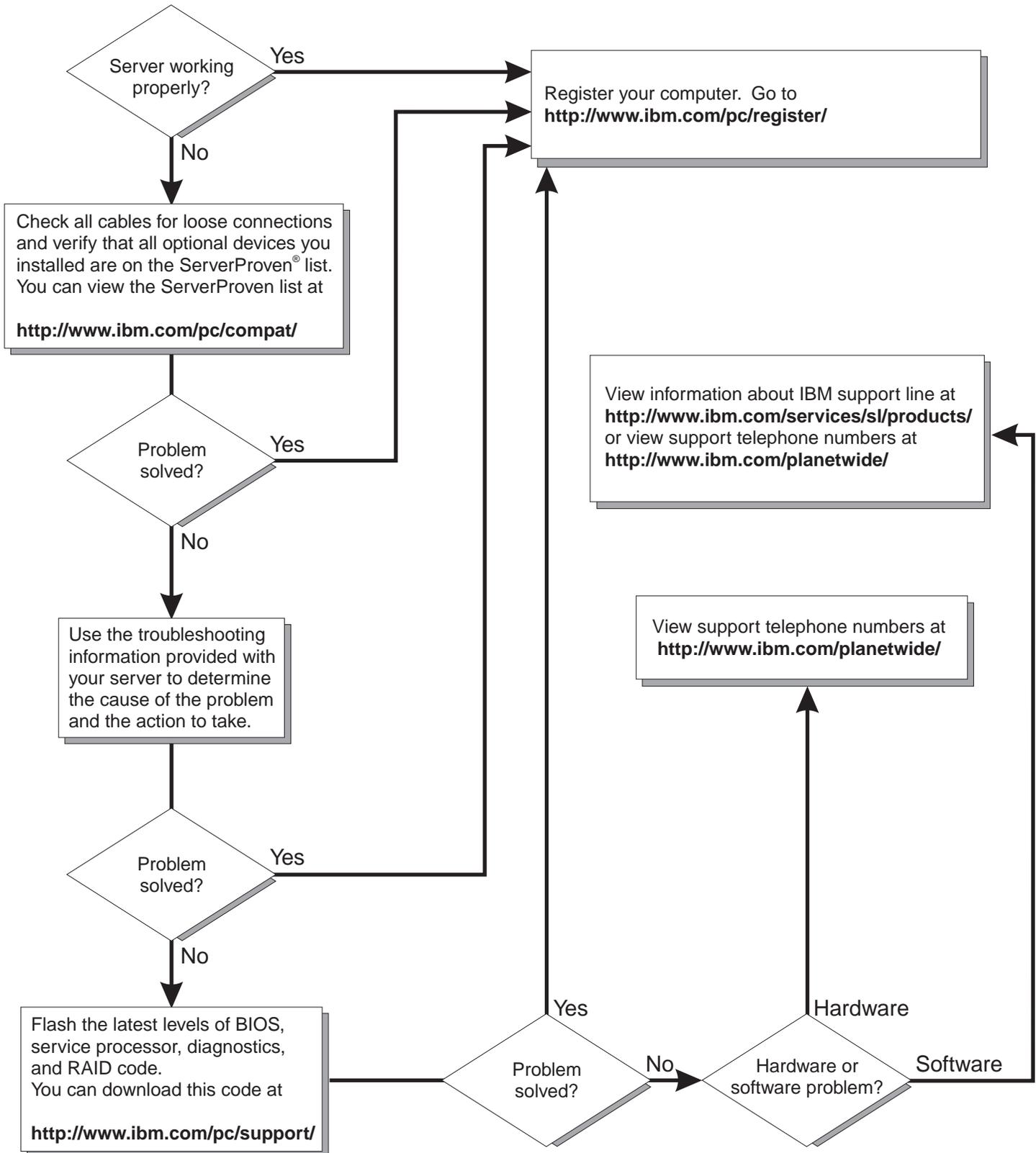
This server *Installation and User's Guide* contains information for setting up, configuring, and using your server.

For detailed information about your server, view the publications on the Documentation CD.

You can also find the most current information about your server on the IBM Web site at: <http://www.ibm.com/pc/support>



# Server Support



@server BladeCenter HS20 Type 8843



# Installation and User's Guide

**Note:** Before using this information and the product it supports, read the general information in Appendix B, "IBM Statement of Limited Warranty Z125-4753-08 04/2004," on page 67 and Appendix C, "Notices," on page 85.

**First Edition (October 2004)**

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# Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

Antes de instalar este produto, leia as Informações de Segurança.

在安裝本產品之前，請仔細閱讀 **Safety Information**  
(安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

Ennen kuin asennat tämän tuotteen, lue turvaohjeet kohdasta Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφάλειας  
(safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się  
z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Antes de instalar este produto, leia as Informações sobre Segurança.

Перед установкой продукта прочтите инструкции по  
технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Antes de instalar este producto, lea la información de seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

**Important:**

All caution and danger statements in this documentation begin with a number. This number is used to cross reference an English caution or danger statement with translated versions of the caution or danger statement in the *IBM Safety Information* book.

For example, if a caution statement begins with a number 1, translations for that caution statement appear in the *IBM Safety Information* book under statement 1.

Be sure to read all caution and danger statements in this documentation before performing the instructions. Read any additional safety information that comes with the server or optional device before you install the device.

**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.

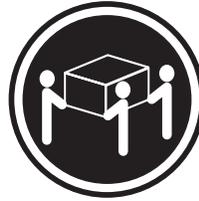
Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

Class 1 Laser Product  
Laser Klasse 1  
Laser Klass 1  
Luokan 1 Laserlaite  
Appareil À Laser de Classe 1

**Statement 4:**



≥ 18 kg (39.7 lb)



≥ 32 kg (70.5 lb)



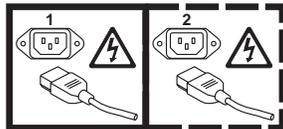
≥ 55 kg (121.2 lb)

**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.



**Statement 8:**



**CAUTION:**

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

**Statement 13:**



**DANGER**

Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed branch circuit protection requirements. Refer to the information that is provided with your device for electrical specifications.

**Statement 21:**



**CAUTION:**

Hazardous energy is present when the blade is connected to the power source. Always replace the blade cover before installing the blade.

---

## Chapter 1. Introduction

The IBM® @server® BladeCenter™ HS20 Type 8843 blade server is based on the IBM Enterprise X-Architecture™ technologies<sup>1</sup>.

These high-performance blade servers are ideally suited for networking environments that require superior microprocessor performance, efficient memory management, flexibility, and reliable data storage.

**Note:** Unless otherwise stated, references to the BladeCenter unit also apply to the BladeCenter T unit.

The BladeCenter HS20 blade server can be installed in an IBM @server BladeCenter Type 8677 unit or IBM @server BladeCenter T Type 8720 or 8730 unit.

This *Installation and User's Guide* provides information about:

- Setting up the blade server
- Starting and configuring the blade server
- Installing hardware options
- Installing the operating system
- Performing basic troubleshooting of the blade server

Packaged with the *Installation and User's Guide* are software CDs that help you to configure hardware, install device drivers, and install the operating system. To download the latest device drivers, go to the IBM Support Web site at <http://www.ibm.com/pc/support/>.

The blade server comes with a limited warranty. For information about your warranty, see Appendix B, "IBM Statement of Limited Warranty Z125-4753-08 04/2004," on page 67. You can obtain up-to-date information about the BladeCenter HS20 Type 8843 model at <http://www.ibm.com/eserver/xseries/>. For more information about locating online documentation, see "Related documentation" on page 4.

You can register the blade server at <http://www.ibm.com/pc/register/>.

Record information about the blade server in the following table. You will need these numbers when you register the blade server with IBM.

---

1. Enterprise X-Architecture technology takes full advantage of existing IBM technologies to build powerful, scalable, and reliable Intel processor-based servers. For more information about IBM Enterprise X-Architecture, go to <http://www.ibm.com/pc/us/eserver/xseries/xarchitecture/enterprise/index.html>.

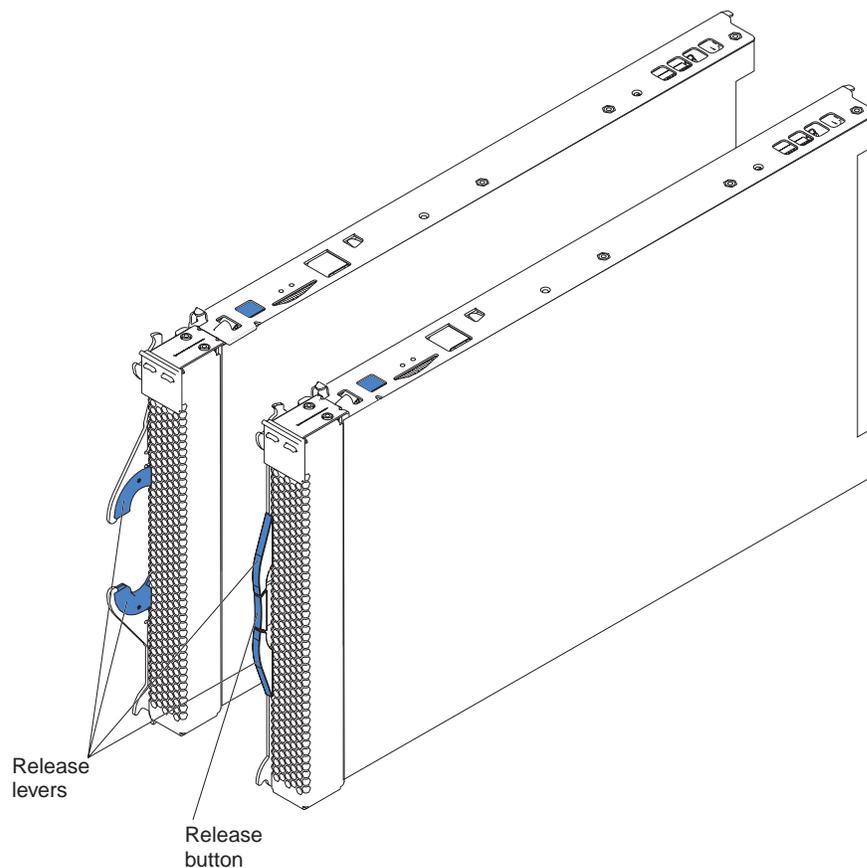
<b>Product name</b>	BladeCenter HS20
<b>Machine type</b>	8843
<b>Model number</b>	_____
<b>Serial number</b>	_____

**Note:** The model number and serial number are on the ID label that is behind the control panel door on the front of the blade server, and on a label on the side of the blade server that is visible when the blade server is not in the BladeCenter unit.

The BladeCenter HS20 blade server has one of the bezels shown in the following illustration.

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

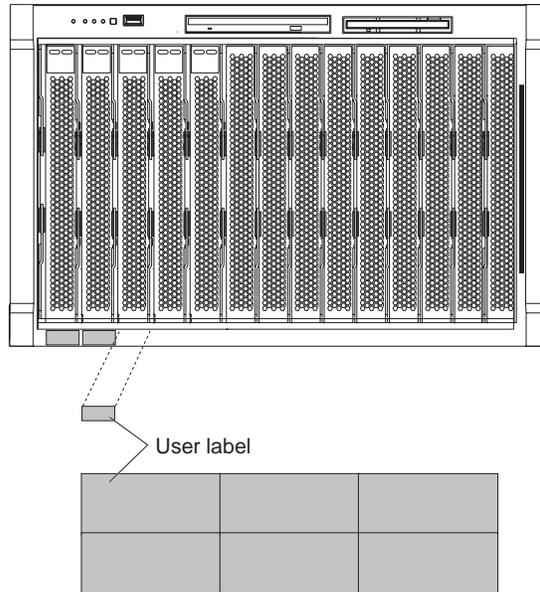
Figure 1. Blade server bezels



A set of user labels comes with the BladeCenter HS20 blade server. When you install the blade server in the BladeCenter unit, write identifying information on a label and place the label on the BladeCenter unit bezel.

Figure 2 shows the placement of the label, just below the blade server, on the BladeCenter unit.

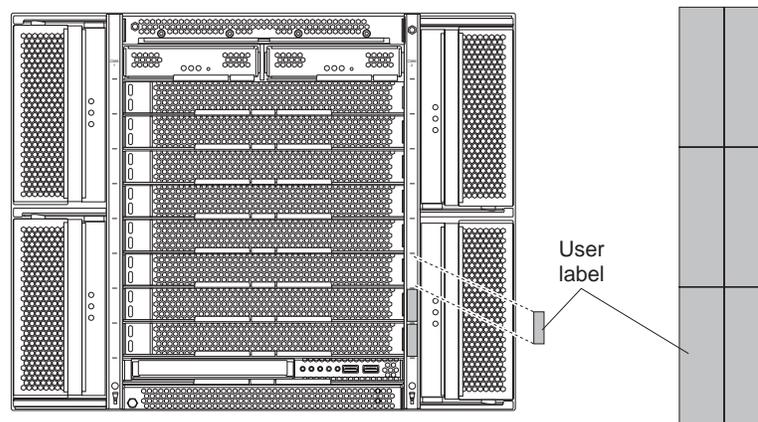
*Figure 2. Label placement on the BladeCenter unit*



**Important:** Do not place the label on the blade server itself or in any way block the ventilation holes on the blade server.

Figure 3 shows the placement of the label, just to the side of the blade server, on the BladeCenter T unit.

*Figure 3. Label placement on the BladeCenter T unit*



---

## Related documentation

In addition to this *Installation and User's Guide*, the following documentation is provided in Portable Document Format (PDF) on the IBM Documentation CD that comes with the blade server.

- *Safety Information*

This document contains translated caution and danger statements. Each caution and danger statement that appears in the documentation has a number that you can use to locate the corresponding statement in your language in the *Safety Information* document.

- *BladeCenter HS20 Type 8843 Hardware Maintenance Manual and Troubleshooting Guide*

This document contains information to help you solve BladeCenter HS20 problems yourself, and it contains information for service technicians.

The blade server might have features that are not described in the documentation that you received with the blade server. The documentation might be updated occasionally to include information about those features, or technical updates might be available to provide additional information that is not included in the server documentation. These updates are available from the IBM Web site. Complete the following steps to check for updated documentation and technical updates:

1. Go to <http://www.ibm.com/pc/support/>.
2. In the **Learn** section, click **Online publications**.
3. On the "Online publications" page, in the **Brand** field, select **Servers**.
4. In the **Family** field, select **BladeCenter HS20**.
5. Click **Continue**.

---

## The IBM Documentation CD

The IBM Documentation CD contains documentation for your server in Portable Document Format (PDF) and includes the IBM Documentation Browser to help you find information quickly.

## Hardware and software requirements

The IBM Documentation CD requires the following minimum hardware and software:

- Microsoft® Windows® NT 4.0 (with Service Pack 3 or later), or Windows 2000, or Red Hat Linux
- 100 MHz microprocessor
- 32 MB of RAM
- Adobe Acrobat Reader 3.0 (or later) or xpdf, which comes with Linux operating systems. Acrobat Reader software is included on the CD, and you can install it when you run the Documentation Browser.

## Using the Documentation Browser

Use one of the following procedures to start the Documentation Browser:

- If Autostart is enabled, insert the CD into the CD-ROM drive. The Documentation Browser starts automatically.
- If Autostart is disabled or is not enabled for all users, use one of the following procedures:

- If you are using a Windows operating system, insert the CD into the CD-ROM drive and click **Start --> Run**. In the **Open** field, type  
`e:\win32.bat`

where *e* is the drive letter of the CD-ROM drive, and click **OK**.

- If you are using Red Hat Linux, insert the CD into the CD-ROM drive; then, run the following command from the `/mnt/cdrom` directory:  
`sh runlinux.sh`

Select your server from the **Product** menu. The **Available Topics** list displays all the documents for your server. Some documents might be in folders. A plus sign (+) indicates each folder or document that has additional documents under it. Click the plus sign to display the additional documents.

When you select a document, a description of the document appears under **Topic Description**. To select more than one document, press and hold the Ctrl key while you select the documents. Click **View Book** to view the selected document or documents in Acrobat Reader or xpdf. If you selected more than one document, all the selected documents are opened in Acrobat Reader or xpdf.

To search all the documents, type a word or word string in the **Search** field and click **Search**. The documents in which the word or word string appears are listed in order of the most occurrences. Click a document to view it, and press Ctrl+F to use the Acrobat search function or Alt+F to use the xpdf search function within the document.

Click **Help** for detailed information about using the Documentation Browser.

---

## Notices and statements used in this document

The caution and danger statements that appear in this document are also in the multilingual *Safety Information* document, which is on the IBM Documentation CD. Each statement is numbered for reference to the corresponding statement in the *Safety Information* document.

The following notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **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 statements indicate situations that can be potentially hazardous to you. A caution statement is placed just before the description of a potentially hazardous procedure step or situation.
- **Danger:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A danger statement is placed just before the description of a potentially lethal or extremely hazardous procedure step or situation.

---

## Features and specifications

This section provides a summary of the features and specifications of the blade server. Use the Configuration/Setup Utility program to determine the specific microprocessor that is in the blade server.

### Reliability, availability, and serviceability features

Three of the most important features in server design are reliability, availability, and serviceability (RAS). These RAS features help to ensure the integrity of the data that is stored in the blade server, the availability of the blade server when you need it, and the ease with which you can diagnose and correct problems.

The blade server has the following RAS features:

- Advanced Configuration and Power Interface (ACPI)
- Automatic error retry or recovery
- Automatic server restart
- Built-in monitoring for temperature, voltage, hard disk drives, and flash drives
- Chipkill™ memory for DIMMs with a capacity of 512 MB or greater
- Customer-upgradeable basic input/output system (BIOS) code
- Customer support center 24 hours per day, 7 days a week<sup>2</sup>
- Diagnostic support of Ethernet controllers
- Error codes and messages
- ECC protection on the L2 cache
- ECC memory
- Failover Ethernet support
- Hot-swap drives on optional small computer system interface (SCSI) storage expansion unit
- Light path diagnostics feature
- Power-on self-test (POST)
- Predictive Failure Analysis® (PFA) alerts
- Processor serial number access
- Service processor that communicates with the management module to enable remote blade server management
- SDRAM with serial presence detect (SPD) and vital product data (VPD)
- System error logging
- VPD (includes information stored in nonvolatile memory for easier remote viewing)
- Wake on LAN® capability

### IBM BladeCenter HS20 Type 8843 features

The design of the blade server takes advantage of advancements in memory management and data storage. The blade server uses the following features and technologies:

- **Disk drive support**

The blade server supports up to two 2.5 inch SCSI disk drives. For the BladeCenter T unit, the SCSI controller is able to interface to the solid-state flash hard disk drives.

- **IBM Director**

IBM Director is a workgroup-hardware-management tool that you can use to centrally manage servers. For more information, see to the IBM Director documentation on the *IBM Director CD*.

---

2. Service availability will vary by country. Response time will vary depending on the number and nature of incoming calls.

- **IBM Enterprise X-Architecture**

IBM Enterprise X-Architecture technology leverages proven innovative IBM technologies to build powerful, scalable, reliable Intel-processor-based servers. Enterprise X-Architecture technology includes features such as light path diagnostics, Predictive Failure Analysis (PFA), and Advanced System Management.

- **IBM *ServerGuide*™ Setup and Installation CD**

The *ServerGuide Setup and Installation* CD that comes with the blade server provides programs to help you set up the blade server and install a 32-bit Windows operating system. The *ServerGuide* program detects installed hardware options and provides the correct configuration programs and device drivers. For more information about the *ServerGuide Setup and Installation* CD, see “Using the *ServerGuide Setup and Installation* CD” on page 43.

- **Impressive performance using the latest microprocessor technology**

The blade server supports up to two Intel™ Xeon microprocessors. The blade server comes with at least one microprocessor installed; you can install an additional microprocessor to further enhance performance and symmetric multiprocessing (SMP) capability.

- **Integrated network support**

The blade server comes with two integrated dual Gigabit Ethernet controllers. Each Ethernet controller has an interface for connecting to 10/100/1000-Mbps networks through an Ethernet-compatible switch module on the BladeCenter unit. The blade server automatically selects between 10BASE-T and 100/1000BASE-TX environments. Each controller provides full-duplex (FDX) capability, which enables simultaneous transmission and reception of data on the Ethernet local area network (LAN). The controllers support Wake on LAN technology.

- **I/O expansion**

The blade server comes with two connectors on the system board for an optional expansion card, such as the Fibre Channel expansion card, for adding more network communication capabilities to the blade server.

- **Large system memory**

The memory bus in the blade server supports up to 8 GB of system memory. The memory controller provides support for up to four industry-standard 1.8 V, 240-pin, double-data-rate (DDR2-400), PC3200, registered synchronous dynamic random-access memory (SDRAM) with error correcting code (ECC) DIMMs. For the most current list of supported DIMMs, see the ServerProven® list at <http://www.ibm.com/pc/us/compat/>.

- **Light path diagnostics**

The light path diagnostics feature provides light-emitting diodes (LEDs) to assist in isolating problems with the blade server. An LED on the blade server control panel is lit if an unusual condition or a problem occurs. If this happens, you can look at the LEDs on the system board to locate the source of the problem.

- **PCI Express**

PCI Express is a fully serial interface that can be used for universal connectivity for use as a chip-to-chip interconnect, I/O interconnect for adapters, and an I/O attachment point to Gigabit-networking devices. PCI Express bridges a PCI Express bus to a PCIX bus and converts the transactions on the PCI bus to transactions on the PCIX bus. Using the expansion card connector you can add additional LAN interfaces. The expansion card connector supports PCI-X 133 and bridges PCI Express into PCI-X 133.

- **Power throttling**

Each blade server is powered by two BladeCenter redundant 2000 W power-supply modules. By enforcing a power policy known as power domain oversubscription, the BladeCenter unit can share the power load between two power modules to ensure efficient power for each device in the BladeCenter unit. This policy is enforced when the initial power is applied to the BladeCenter unit or when a blade server is inserted into the BladeCenter unit.

The possible settings for this policy are:

- Redundant without performance impact
- Redundant with performance impact
- Non-redundant

You can configure and monitor the power environment by using the management module. For more information about configuring and using power throttling, see the management-module documentation or <http://www.ibm.com/pc/support/>.

## BladeCenter HS20 specifications for non-NEBS/ETSI environments

The following table provides a summary of the features and specifications of the BladeCenter HS20 Type 8843 blade server operating in a non-NEBS/ETSI environment.

**Note:** Power, cooling, removable-media drives, external ports, and advanced system management are provided by the IBM @server BladeCenter Type 8677 unit or BladeCenter T Types 8720 or 8730 unit.

<p><b>Microprocessor:</b></p> <p>Supports up to two microprocessors</p> <ul style="list-style-type: none"> <li>• Intel Xeon dual 800 MHz processor; 2.8 GHz or faster</li> <li>• Intel chipset</li> </ul> <p><b>Memory:</b></p> <ul style="list-style-type: none"> <li>• Dual channel 400 MHz (DDR2) with 4 dual inline memory module (DIMM) slots (8 GB maximum)</li> <li>• Type: 2-way interleaved, DDR2, PC3200, ECC SDRAM registered x4 (Chipkill) DIMMs only</li> <li>• Supports 256 MB, 512 MB, 1 GB, and 2 GB (4 DIMM slots)</li> </ul> <p><b>Service processor:</b> Renesas 2166 supports:</p> <ul style="list-style-type: none"> <li>• RS-485 interface</li> <li>• Automatic server restart (ASR)</li> <li>• Serial over LAN (SOL)</li> <li>• Intelligent Platform Management Interface (IPMI)</li> </ul> <p><b>Drives:</b> Support for two internal small-form-factor SCSI drives</p>	<p><b>Size:</b></p> <ul style="list-style-type: none"> <li>• Height: 24.5 cm (9.7 inches)</li> <li>• Depth: 44.6 cm (17.6 inches)</li> <li>• Width: 2.9 cm (1.14 inches)</li> <li>• Maximum weight: 5.4 kg (12 lb)</li> </ul> <p><b>Integrated functions:</b></p> <ul style="list-style-type: none"> <li>• Dual Gigabit Ethernet controllers</li> <li>• Expansion card interface</li> <li>• BMC with IPMI firmware</li> <li>• ATI 7000M video controller</li> <li>• LSI 1020 SCSI controller</li> <li>• Light path diagnostics</li> <li>• Local service processor</li> <li>• RS-485 interface for communication with the management module</li> <li>• 4 USB buses for communication with keyboard, mouse, diskette drive, and CD-ROM drive</li> </ul> <p><b>Predictive Failure Analysis (PFA) alerts:</b></p> <ul style="list-style-type: none"> <li>• Microprocessor</li> <li>• Memory</li> </ul>	<p><b>Electrical Input:</b> 12 V dc</p> <p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Air temperature: <ul style="list-style-type: none"> <li>– Blade server on: 10° to 35° C (50° to 95° F). Altitude: 0 to 914 m (2998.69 ft)</li> <li>– Blade server on: 10° to 32° C (50° to 95° F). Altitude: 914 m to 2134 m (2998.69 ft to 7000 ft)</li> <li>– Blade server off: -40° to 60° C (-40° to 140° F)</li> </ul> </li> <li>• Humidity: <ul style="list-style-type: none"> <li>– Blade server on: 8% to 80%</li> <li>– Blade server off: 5% to 80%</li> </ul> </li> </ul>
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**Note:** The operating system in the blade server must provide USB support for the blade server to recognize and use the keyboard, mouse, CD-ROM drive, and diskette drive. The BladeCenter unit uses USB for internal communications with these devices.

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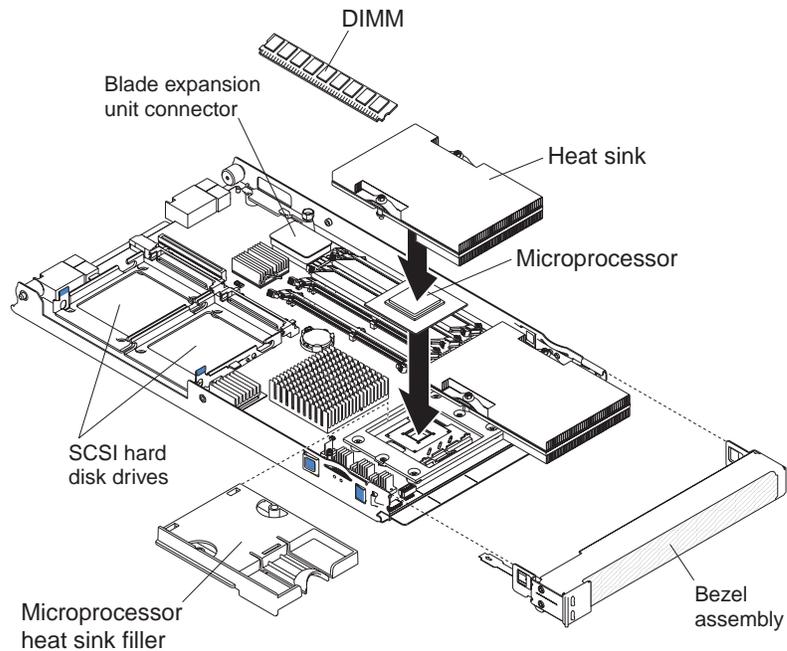
## Major components of the blade server

You must remove the blade server from the BladeCenter unit and remove the cover to see the components.

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

Figure 4 shows the major components of the BladeCenter HS20 Type 8843 blade server.

*Figure 4. Blade server major components*





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## Chapter 2. Power, controls, jumpers, switches, and indicators

This chapter describes the power features, how to turn on and turn off the blade server, what the controls and indicators mean, and where the system board jumpers and switches are located and how to use them.

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### Turning on the blade server

After you connect the blade server to power through the BladeCenter unit, the blade server can start in any of the following ways.

**Note:** Unless otherwise stated, references to the BladeCenter unit also apply to the BladeCenter T unit.

- You can press the power-control button on the front of the blade server (behind the control panel door, see “Understanding the control panel and LEDs” on page 12) to start the blade server.

**Notes:**

1. Wait until the power-on LED on the blade server flashes slowly before pressing the blade server power-control button. During this time, the service processor in the management module is initializing; therefore, the power-control button on the blade server does not respond.
  2. While the blade server is powering-up, the power-on LED on the front of the server is lit. See “Understanding the control panel and LEDs” on page 12 for the power-on LED states.
- If a power failure occurs, the BladeCenter unit and then the blade server can start automatically when power is restored (if the blade server is configured through the management module to do so).
  - You can turn on the blade server remotely by means of the service processor in the management module.
  - If the operating system supports the Wake on LAN feature and the blade server power-on LED is flashing slowly, the Wake on LAN feature can turn on the blade server, if the Wake on LAN feature has not been disabled through the management-module Web interface.

---

### Turning off the blade server

When you turn off the blade server, it is still connected to power through the BladeCenter unit. The blade server can respond to requests from the service processor, such as a remote request to turn on the blade server. To remove all power from the blade server, you must remove it from the BladeCenter unit.

Shut down the operating system before you turn off the blade server. See the operating-system documentation for information about shutting down the operating system.

The blade server can be turned off in any of the following ways:

- You can press the power-control button on the blade server (behind the control panel door, see “Understanding the control panel and LEDs” on page 12). This starts an orderly shutdown of the operating system, if this feature is supported by the operating system.

**Note:** After turning off the blade server, wait at least 5 seconds before you press the power-control button to turn on the blade server again.

- If the operating system stops functioning, you can press and hold the power-control button for more than 4 seconds to turn off the blade server.
- The management module can turn off the blade server.

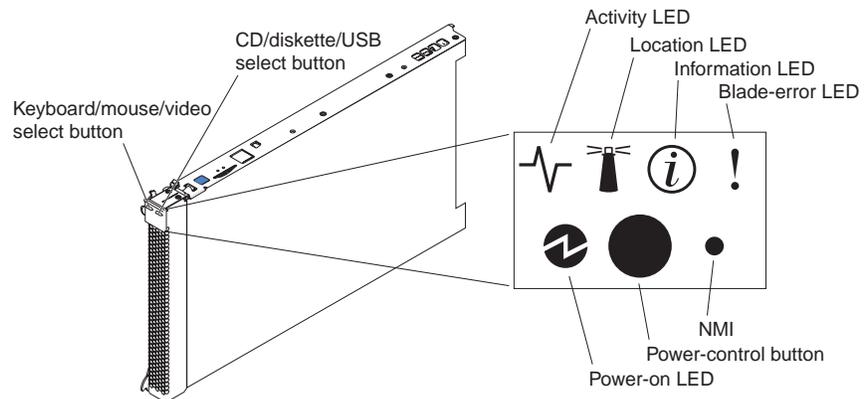
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## Understanding the control panel and LEDs

This section describes the controls and LEDs on the BladeCenter HS20 blade server.

### Notes:

1. The illustrations in this document might differ slightly from your hardware.
2. The control panel door is shown in the closed (normal) position in the following illustration. To access the power-control button, you must open the control panel door.



**Keyboard/mouse/video (KVM) select button:** Press this button to associate the keyboard port, mouse port, and video port with the blade server. The LED on this button flashes while the request is being processed then is lit when the ownership of the keyboard, mouse, and video has been transferred to the blade server. It can take approximately 20 seconds to switch the keyboard, video, and mouse control to the blade server.

Although the keyboard that is attached to the BladeCenter unit is a PS/2<sup>®</sup>-style keyboard, communication with it is through the USB. The operating system in the blade server must provide USB support for the blade server to recognize and use the keyboard and mouse. The BladeCenter unit uses USB for internal communication with these devices. When you are not running an operating system that has USB device drivers, such as in the following situations, the keyboard responds very slowly:

- Running the blade server integrated diagnostics
- Running a BIOS update diskette on a blade server
- Updating the diagnostics on a blade server
- Running the Broadcom firmware CD for a blade server

If there is no response when you press the keyboard/mouse/video select button, you can use the management-module Web interface to determine whether local control has been disabled on the blade server.

You can also press keyboard keys in the following sequence to switch keyboard/mouse/video control between blade servers:

NumLock NumLock *blade\_server\_number* Enter

Where *blade\_server\_number* is the two-digit number for the blade bay in which the blade server is installed.

If you install Microsoft Windows 2000 on the blade server while it is not the current owner of the keyboard, video, and mouse, a delay of up to 1 minute occurs the first time you switch the keyboard, video, and mouse to the blade server. During this one-time-only delay, the blade server device manager enumerates the keyboard, video, and mouse and loads the device drivers. All subsequent switching takes place in the normal keyboard-video-mouse switching time frame (up to 20 seconds).

**CD/diskette/USB select button:** Press this button to associate the CD-ROM drive, diskette drive, and USB port with the blade server. The LED on the button flashes while the request is being processed then is lit when the ownership of the CD-ROM drive, diskette drive, and USB port has been transferred to the blade server. It can take approximately 20 seconds for the operating system in the blade server to recognize the CD-ROM drive, diskette drive, and USB port.

The operating system in the blade server must provide USB support for the blade server to recognize and use the CD-ROM drive, diskette drive, and USB port. The BladeCenter unit uses USB for internal communication with these devices. If there is no response when you press the CD/diskette/USB select button, you can use the management-module Web interface to determine whether local control has been disabled on the blade server.

**Activity LED:** When this green LED is lit, it indicates that there is hard disk drive, flash drive, or network activity.

**Location LED:** When this blue LED is lit, it has been turned on remotely by the system administrator to aid in visually locating the blade server. The location LED on the BladeCenter unit will be lit also. The location LED can be turned off through the management-module Web interface or through IBM Director Console.

**Information LED:** When this amber LED is lit, it indicates that information about a system error for the blade server has been placed in the system error log. The information LED can be turned off through the management-module Web interface or through IBM Director Console.

**Blade-error LED:** When this amber LED is lit, it indicates that a system error has occurred in the blade server. The blade-error LED will turn off only after the error is corrected.

**Power-on LED:** This green LED indicates the power status of the blade server in the following manner:

- Flashing rapidly: The service processor on the blade server is handshaking with the management module.
- Flashing slowly: The blade server has power but is not turned on.
- Lit continuously: The blade server has power and is turned on.

**Power-control button:** This button is behind the control panel door. Press this button to turn on or turn off the blade server.

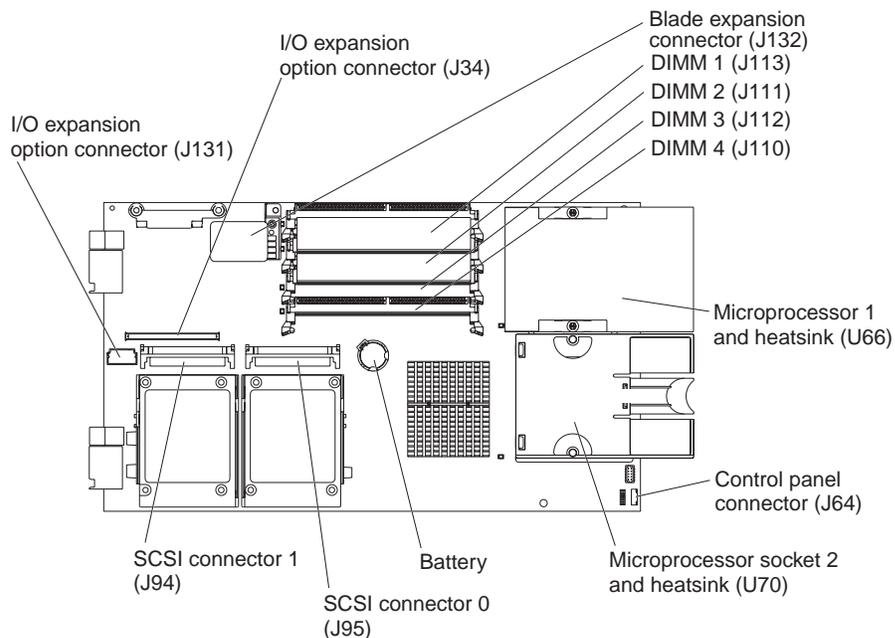
**Note:** The power-control button has effect only if local power control is enabled for the blade server. Local power control is enabled and disabled through the management-module Web interface.

**Non-maskable interrupt (NMI) button:** Press this button to start diagnostic and debugging tests. Use the tip of a paper clip or other pointed object to press the button.

---

## System board illustration

The following illustration shows the system-board components, including connectors for user-installable options, for the blade server.



## Using system board switches

This section describes the system board switches on the blade server.

**Note:** The illustrations in this document might differ slightly from your hardware. See “Using light path diagnostics to troubleshoot the system board” on page 16 for the locations of the light path diagnostics LEDs on the system board for the blade server. See Table 1 and Table 2 on page 16, and Table 7 on page 63 for more information about the light path diagnostics LED locations, settings, and error solutions. Refer to these illustrations and tables when solving problems with the blade server.

Power is available to relight the light path diagnostics LEDs for a small period of time after the blade server is removed from the BladeCenter unit. During that period of time, you can relight the light path diagnostics LEDs for a maximum of 25 seconds (or less, depending on the number of LEDs that are lit and the length of time the blade server is removed from the BladeCenter unit) by pressing the light path diagnostics button. The light path diagnostics power present LED (CR111) is lit when the light path diagnostics button is pressed if power is available to relight the

blade-error LEDs. If the light path diagnostics power present LED is not lit when the light path diagnostics button is pressed, no power is available to light the blade-error LEDs, and they will be unable to provide any diagnostic information.

## Using switch block 2 (SW2)

You have to remove the blade server from the BladeCenter unit, open the cover, and press the light path diagnostics button to light any error LEDs that were turned on during processing. The following illustration and Table 1 show the location of and the settings for SW2.

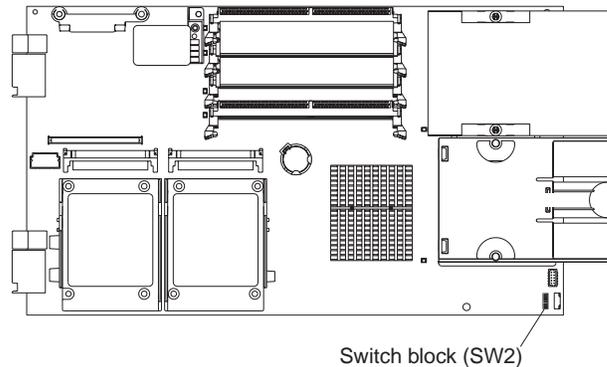


Table 1. Switch block 2 (SW2) and settings

Switch number	Description
SW2	<p>Switch block: 8 switches</p> <ul style="list-style-type: none"> <li>• 1 - BIOS backup page jumper. <ul style="list-style-type: none"> <li>– Open: the BIOS starts from the Primary BIOS page.</li> <li>– Closed: the BIOS starts from the backup BIOS page.</li> </ul> </li> <li>• 2 - Wake On LAN bypass <ul style="list-style-type: none"> <li>– Open: Enabled</li> <li>– Closed: Disabled (default)</li> </ul> </li> <li>• 3 - Reserved</li> <li>• 4 - Reserved</li> <li>• 5 - Reserved</li> <li>• 6 - Clear CMOS <ul style="list-style-type: none"> <li>– Open: Disabled</li> <li>– Closed: Enabled</li> </ul> </li> <li>• 7 - Reserved</li> <li>• 8 - Bypass power-on password <ul style="list-style-type: none"> <li>– Open: Disabled (default)</li> <li>– Closed: Enabled</li> </ul> </li> </ul>

## Using light path diagnostics to troubleshoot the system board

After the blade server is removed from the chassis, you can press light path diagnostics (SW4) to troubleshoot system board component problems. See Figure 5 and Figure 6, and Table 2 and Table 3 on page 17 for more information about locating light path diagnostics LEDs and what to do if there is an error LED lit.

Figure 5. SW4 and light path diagnostic LEDs

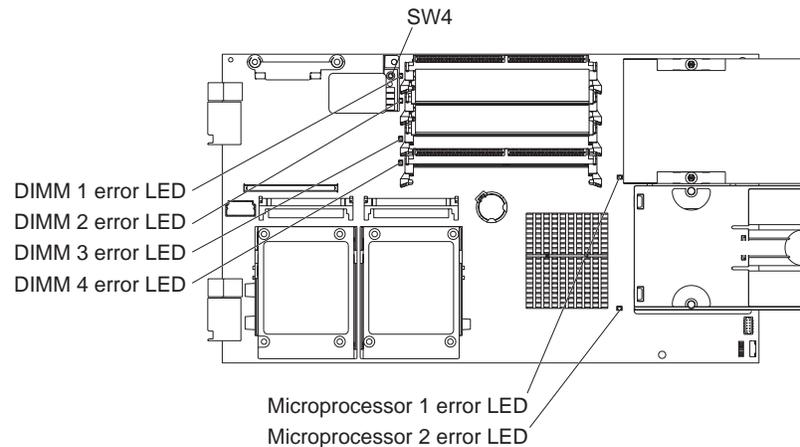


Table 2. Light Path Diagnostics (SW4) LED locations

LED name and location	Description
DIMM 1 (CR6), DIMM 2 (CR5), DIMM 3 (CR4), DIMM 4 (CR201) error	There is a problem with the corresponding DIMM.
BMC fault (CR11)	There is a problem with the corresponding BMC.
Microprocessor 1 error (CR12) and Microprocessor 2 error (CR13)	There is a problem with the corresponding microprocessor.
System board fault (CR30)	There is a problem with the corresponding system board.
Light path diagnostics LED (CR111)	Lights to show the circuit is active and functioning.

Figure 6. System board light path diagnostics



Table 3. Light path diagnostics LED errors

LED error	Action
NMI	Check error log for additional information. Reboot the blade server. If the error still exists, replace the system board.
MIS	Check microprocessors to make sure that they are the same speed.
SBRD	Reboot the blade server. If the error still exists, replace the system board.
TEMP	Check the BladeCenter blowers and air inlets. Check the room temperature.
Light path diagnostics LED	Check the light path diagnostic LEDs for any errors.
Light path diagnostics button (SW4)	Press SW4 to find faults on the system board. If the microprocessor or memory LED is lit, reseal the component. If the LED remains lit, replace the defective component.

See “Diagnosing problems using light path diagnostics” on page 61 for information on what action to take if there is a component error.



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## Chapter 3. Installing options

This chapter provides instructions for installing hardware options in the blade server. Some option-removal instructions are provided in case you need to remove one option to install another.

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### Installation guidelines

Before you begin installing options in the blade server, read the following information:

- Read the safety information beginning on page vii and the guidelines in “Handling static-sensitive devices.” This information will help you work safely with the blade server and options.
- Back up all important data before you make changes to disk drives.
- Before you remove a hot-swap blade server from the BladeCenter unit, you must shut down the operating system and turn off the blade server. You do not have to shut down the BladeCenter unit itself.
- Blue on a component indicates touch points, where you can grip the component to remove it from or install it in the blade server, or open or close a latch.
- Orange on a component or an orange label on or near a component indicates that the component can be hot-swapped, which means that if the blade server and operating system support hot-swap capability, you can remove or install the component while the server is running. (Orange can also indicate touch points on hot-swap components.) See the instructions for removing or installing a specific hot-swap component for any additional procedures that you might have to perform before you remove or install the component.
- For a list of supported options for the blade server, go to <http://www.ibm.com/pc/us/compat/>.

### System reliability guidelines

To help ensure proper cooling and system reliability, make sure that microprocessor socket 2 always contains either a microprocessor heat sink filler or a microprocessor and heat sink.

**Note:** If the blade server has only one microprocessor, it must be in the CPU 1 socket.

### Handling static-sensitive devices

**Attention:** Static electricity can damage the blade server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

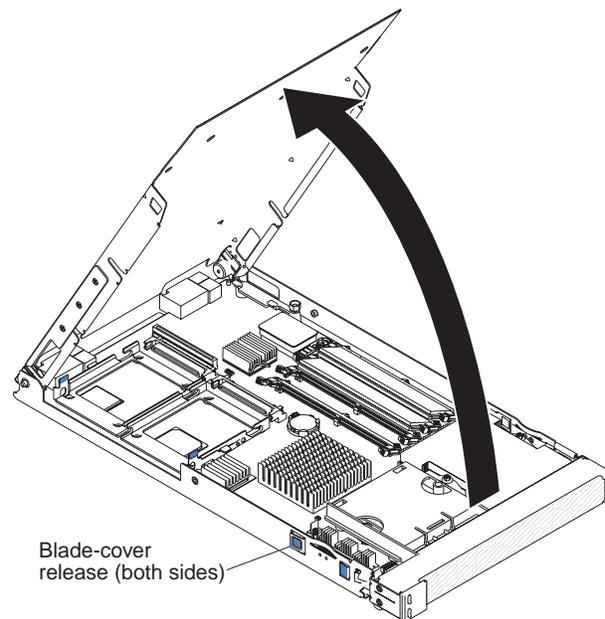
- When working on the BladeCenter T unit, use an electrostatic discharge (ESD) wrist strap, especially when you will be handling modules, options, and blade servers. To work properly, the wrist strap must have a good contact at both ends (touching your skin at one end and firmly connected to the ESD connector on the front or back of the BladeCenter T unit).
- Limit your movement. Movement can cause static electricity to build up around you.

- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed printed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an *unpainted* metal part of the BladeCenter unit or any *unpainted* metal surface on any other grounded rack component in the rack you are installing the device in for at least 2 seconds. This drains static electricity from the package and from your body.
- Remove the device from its package and install it directly into the blade server without setting it down. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the blade server cover or on a metal surface.
- Take additional care when handling devices during cold weather. Heating reduces indoor humidity and increases static electricity.

---

## Opening the blade server cover

The following illustration shows how to open the cover on the blade server.



Complete the following steps to open the blade server cover:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Carefully lay the blade server down on a flat, non-conductive surface, with the cover side up.
3. Press the blade-cover release on each side of the blade server and lift the cover open, as shown in the illustration.
4. Lay the cover flat, or lift it from the blade server and store for future use.

**Statement 21:**



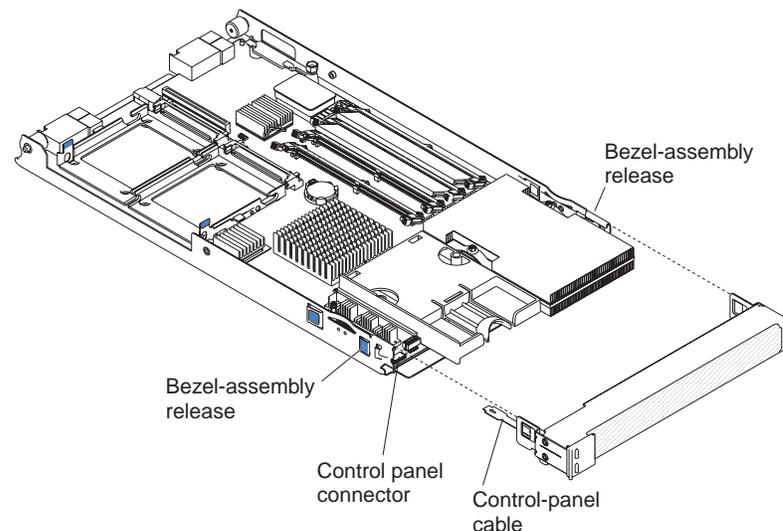
**CAUTION:**

**Hazardous energy is present when the blade server is connected to the power source. Always replace the blade cover before installing the blade server.**

---

## Removing the blade server bezel assembly

To install certain options, you must first remove the blade server bezel assembly. The following illustration shows how to remove the bezel assembly.



Complete the following steps to remove the blade server bezel assembly:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Open the blade server cover (see “Opening the blade server cover” on page 20 for instructions).
3. Press the bezel-assembly release and pull the bezel assembly away from the blade server approximately 1.2 cm (0.5 inch).
4. Disconnect the control-panel cable from the control-panel connector.
5. Pull the bezel assembly away from the blade server.
6. Store the bezel assembly in a safe place.

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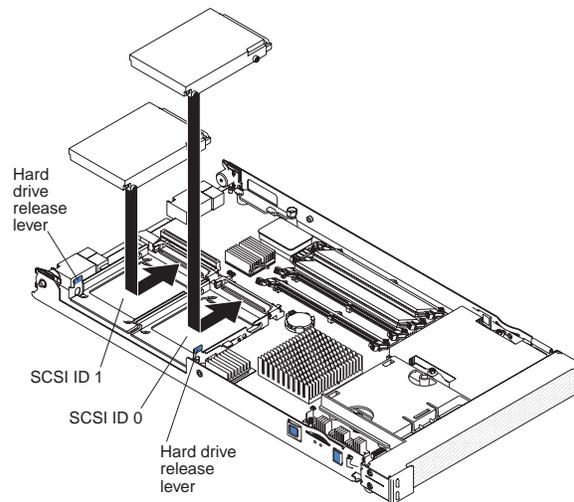
## Installing a SCSI hard disk drive

The blade server has two connectors on the system board for installing optional Ultra320 SCSI hard disk drives.

Each Ultra320 SCSI connector is on the same bus. Depending on the blade server model, at least one SCSI hard disk drive might already be installed. If the blade server is equipped with one SCSI hard disk drive, you can install an additional SCSI hard disk drive. These two SCSI hard disk drives can be used to implement and manage a redundant array of independent disks (RAID) level-1. See “Configuring a SCSI RAID array” on page 48 for information about SCSI RAID configuration.

**Attention:** To maintain proper system cooling, do not operate the system unit without a blade server, expansion unit, or filler blade installed in each blade bay in a BladeCenter unit or in a BladeCenter T unit.

The following illustration shows how to install a SCSI hard disk drive.



**Note:** Do not install a SCSI hard disk drive in SCSI connector 1 (SCSI ID 1) if you intend to also install an optional standard expansion card. The standard expansion card occupies the same area as the second drive.

To install a SCSI hard disk drive, complete the following steps:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for instructions).
3. Carefully lay the blade server on a flat, non-conductive surface.
4. Open the blade server cover (see “Opening the blade server cover” on page 20 for instructions).
5. Locate SCSI connector 0 (J95).

**Attention:** Do not press on the top of the drive. Pressing the top could damage the drive.

6. Put the drive into the tray and push it, from the rear edge of the drive, into the connector until the drive moves past the lever at the back of the tray.

7. If you have other options to install or remove, do so now; otherwise, go to “Completing the installation” on page 33.

---

## Removing a SCSI hard disk drive

To remove the SCSI hard disk drive, complete the following steps:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for instructions).
3. Carefully lay the blade server on a flat, non-conductive surface.
4. Open the blade server cover (see “Opening the blade server cover” on page 20 for instructions).
5. Locate SCSI connector 1 and slowly pull the blue lever at the back of the hard disk drive tray to disengage the drive from its tray.
6. From the rear edge of the drive, slide the drive out of the SCSI connector.

**Attention:** To maintain proper system cooling, do not operate the system unit without a blade server, expansion unit, or filler blade installed in each blade bay for more than 1 minute in a BladeCenter unit or 20 minutes in a BladeCenter T unit.

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## Installing memory modules

The following notes describe the types of dual inline memory modules (DIMMs) that the blade server supports and other information that you must consider when installing DIMMs:

- The system board contains four DIMM connectors and supports two-way memory interleaving.
- The DIMM options that are available for the blade server are 256 MB, 512 MB, 1 GB, and 2 GB. The blade server supports a minimum of 256 MB and a maximum of 8 GB of system memory.
- The blade server comes with two DIMMs, in the DIMM 1 (J113) and DIMM 2 (J111) memory connectors.

When you install additional DIMMs, be sure to install them as a pair, in DIMM connectors 3 (J112) and 4 (J110).

Install the DIMMs in the following order:

<b>Pair</b>	<b>DIMM connectors</b>
First	1 (J113) and 2 (J111)
Second	3 (J112) and 4 (J110)

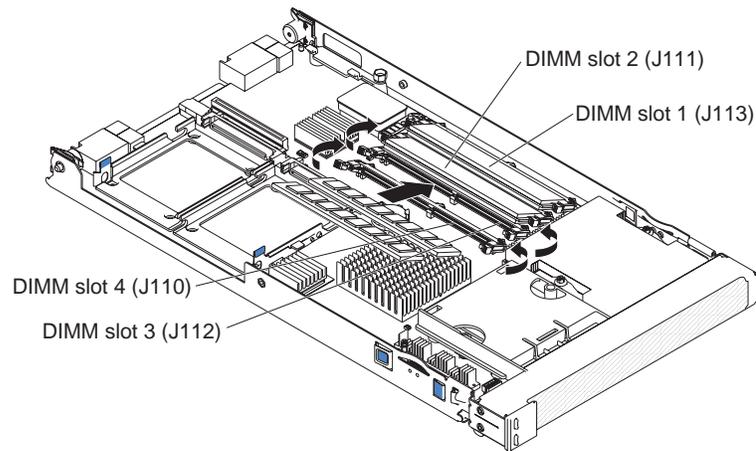
- When you install memory, you must install a pair of matched DIMMs.
- Both DIMMs in a pair must be the same size, speed, type, and technology. You can mix compatible DIMMs from different manufacturers.
- The second pair does not have to be DIMMs of the same size, speed, type, and technology as the first pair.

- Install only 1.8 V, 240-pin, DDR2, PC3200, registered SDRAM with ECC DIMMs. These DIMMs must be compatible with the latest PC3200 SDRAM Registered DIMM specification, which is available from <http://www.jedec.org/>. For a current list of supported DIMMs for the blade server, see the ServerProven list at <http://www.ibm.com/pc/us/compat/>.
- Installing or removing DIMMs changes the configuration information for the blade server. Therefore, after installing or removing a DIMM, you must change and save the new configuration information by using the Configuration/Setup Utility program. When you restart the blade server, it displays a message indicating that the memory configuration has changed. Start the Configuration/Setup Utility program and select **Save Settings**. See “Configuration/Setup Utility menu choices” on page 40 for more information.

Before you begin, read the documentation that comes with the DIMMs.

Complete the following steps to install a DIMM:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for instructions).
3. Carefully lay the blade server on a flat, non-conductive surface.
4. Open the blade server cover (see “Opening the blade server cover” on page 20 for instructions).



5. Locate the DIMM connectors on the system board (see the above illustration). Determine the connectors into which you will install the DIMMs.
6. Touch the static-protective package that contains the DIMM option to any *unpainted* metal surface on the BladeCenter unit or any *unpainted* metal surface on any other grounded rack component in the rack you are installing the DIMM option in for at least 2 seconds. Then, remove the DIMM from the package.
7. To install the DIMMs, repeat the following steps for each DIMM that you install:
  - a. Turn the DIMM so that the DIMM keys align correctly with the connector on the system board.
 

**Attention:** To avoid breaking the retaining clips or damaging the DIMM connectors, handle the clips gently.
  - b. Insert the DIMM by pressing the DIMM along the guides into the connector. Make sure that the retaining clips snap into the closed positions.

**Important:** If there is a gap between the DIMM and the retaining clips, the DIMM has not been correctly installed. In this case, open the retaining clips and remove the DIMM; then, reinsert the DIMM.

8. If you have other options to install or remove, do so now; otherwise, go to “Completing the installation” on page 33.

---

## Installing an additional microprocessor

The blade server comes with one or two microprocessors installed on the system board. The blade server supports two microprocessors. With two microprocessors, the blade server can operate as a symmetric multiprocessing (SMP) server. With SMP, certain operating systems and application programs can distribute the processing load between the microprocessors. If the blade server comes with one microprocessor, you can install a second microprocessor.

### Notes:

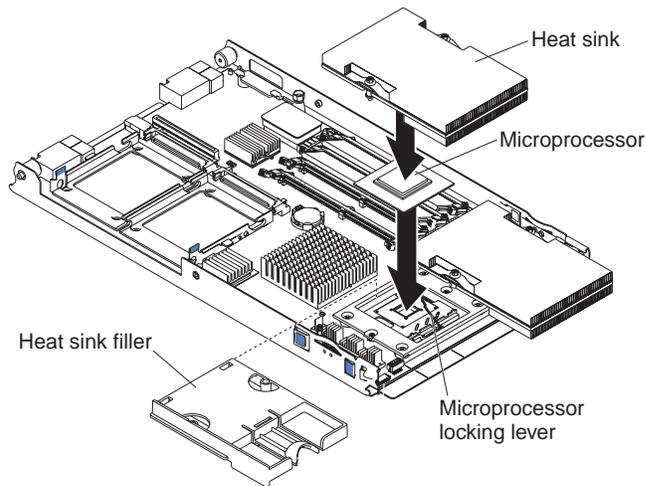
1. You can not remove the single microprocessor and replace it with a different type of microprocessor of greater or lesser speed.
2. If you install a second microprocessor, you must install the same microprocessor type and speed as the first microprocessor.

To use SMP, obtain an SMP-capable operating system. For a list of supported operating systems and other options, go to <http://www.ibm.com/pc/us/compat/>.

The following notes describe the type of microprocessor that the server supports and other information that you must consider when installing a microprocessor. To ensure proper blade server operation when you install a second microprocessor, observe the following precautions:

- Always install microprocessors that have the same cache size and type, the same clock speed, and identical internal and external clock frequencies (including system bus speed).
- Make sure that the microprocessor with the lowest feature set is the startup (bootstrap) microprocessor, which is installed in the microprocessor 1 socket (U66).
- For a list of microprocessors that the blade server supports, go to the ServerProven list at <http://www.ibm.com/pc/us/compat/>.
- Thoroughly review the documentation that comes with the microprocessor, so that you can determine whether you have to update the blade server BIOS code. To download the most current level of BIOS code, go to <http://www.ibm.com/pc/support/>.
- The microprocessors terminate themselves; therefore, no terminator card is required if microprocessor socket 2 is empty. However, for proper airflow, this socket must contain a microprocessor heat-sink filler, sometimes called a microprocessor baffle.
- The microprocessor speeds are automatically set for this server; therefore, you do not have to set any microprocessor frequency-selection jumpers or switches.

The following illustration shows how to install the second microprocessor on the system board for the blade server.

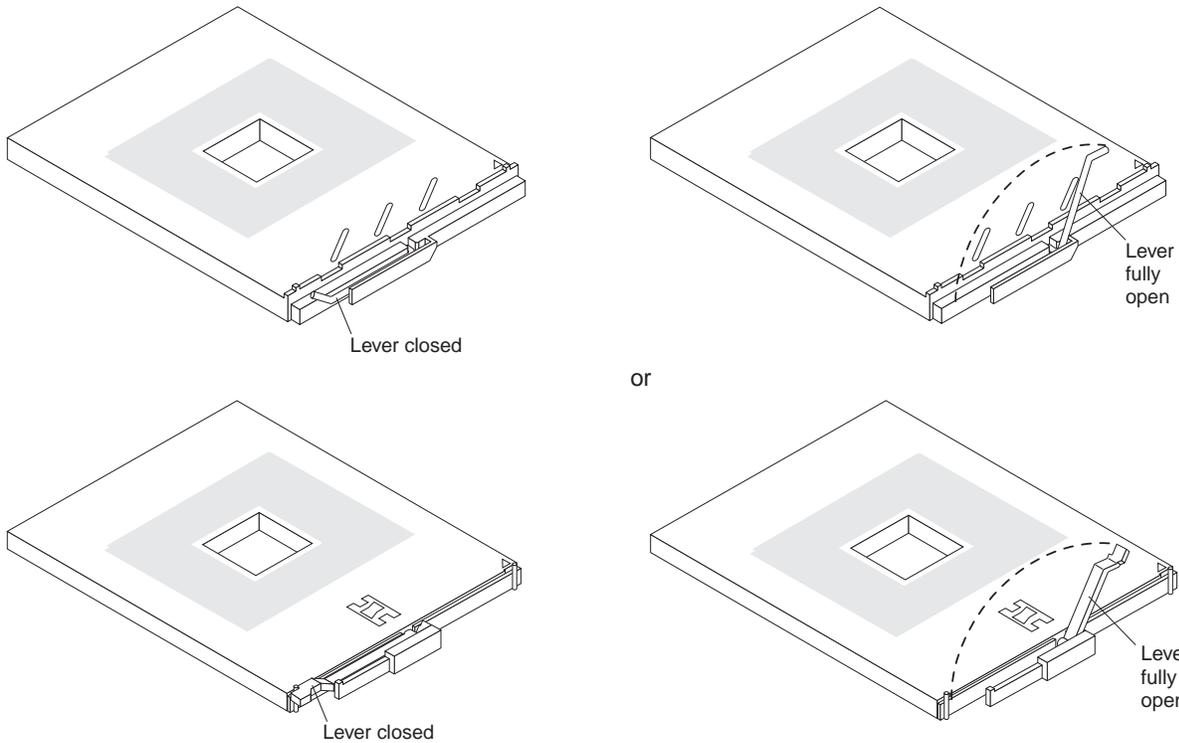


Complete the following steps to install an additional microprocessor:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for instructions).
3. Carefully lay the blade server on a flat, static-protective surface.
4. Open the blade server cover (see “Opening the blade server cover” on page 20 for instructions).
5. Remove the bezel assembly (see “Removing the blade server bezel assembly” on page 21 for instructions).
6. Locate the microprocessor socket on the system board.
7. Remove the heat-sink filler.
8. Install the microprocessor:
  - a. Remove the protective cover, tape, or label from the surface of the microprocessor socket, if one is present.
  - b. Touch the static-protective package that contains the new microprocessor to any *unpainted* metal surface on the blade server or any *unpainted* metal surface on any other grounded rack component in the rack you are installing the microprocessor in for at least 2 seconds; then, remove the microprocessor from the package.

**Attention:** Do not use any tools or sharp objects to lift the locking lever on the microprocessor socket. Doing so might result in permanent damage to the system board.
  - c. Rotate the locking lever on the microprocessor socket from its closed and locked position until it stops or clicks in the fully open position (approximately a 135° angle), as shown.

**Attention:** You must make sure that the locking lever on the microprocessor socket is in the fully open position before you insert the microprocessor in the socket. Failure to do so might result in permanent damage to the microprocessor, microprocessor socket, or a system board.



- d. Center the microprocessor over the microprocessor socket. Align the triangle on the corner of the microprocessor with the triangle on the corner of the socket and carefully press the microprocessor into the socket.

**Attention:**

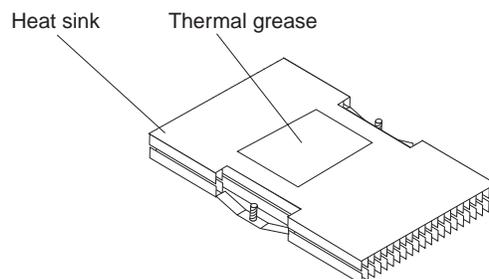
- Do not use excessive force when pressing the microprocessor into the socket.
- Make sure that the microprocessor is oriented and aligned correctly in the socket before you try to close the lever.

- e. Carefully close the lever to secure the microprocessor in the socket.

9. Install a heat sink on the microprocessor.

**Attention:**

- Do not set down the heat sink after you remove the plastic cover.
- Do not touch the thermal grease on the bottom of the heat sink. Touching the thermal grease will contaminate it. If the thermal grease on the microprocessor or heat sink becomes contaminated, contact your service technician.



- a. Remove the plastic protective cover from the bottom of the heat sink.
- b. Align and place the heat sink on top of the microprocessor in the retention bracket, grease side down. Press firmly on the heat sink.

- c. Using a screwdriver, secure the heat sink to the retention bracket on the system board using the two captive mounting screws. Press firmly on the screws and tighten them, alternating between them. Do not overtighten the screws. If you are using a torque wrench, tighten the screws to 8.5 to 13 Newton-meters (Nm) (6.3 to 9.6 foot-pounds).
10. If you have other options to install or remove, do so now; otherwise, go to “Completing the installation” on page 33.

---

## Installing an I/O expansion card

You can add I/O expansion cards to the blade server to give the blade server additional connections for communicating on a network.

When you add an expansion card, you must make sure that the I/O modules in I/O module bays 3 and 4 on the BladeCenter unit both support the expansion card network-interface type. For example, if you add an Ethernet expansion card to the blade server, the modules in I/O module bays 3 and 4 on the BladeCenter unit must both be compatible with the expansion card. All other expansion cards that are installed on other blade servers in the BladeCenter unit must also be compatible with these I/O modules. In this example, you could then install two Ethernet switch modules, two pass-thru modules, or one Ethernet switch module and one pass-thru module. Because pass-thru modules are compatible with a variety of I/O expansion cards, installing two pass-thru modules would enable the use of several different types of compatible I/O expansion cards within the same unit.

The blade server supports three types of I/O expansion cards:

- Gigabit Ethernet expansion card
- Fibre Channel expansion card
- Myrinet expansion card

The Gigabit Ethernet and Fibre Channel expansion cards are available as small-form-factor card and standard-form-factor cards. The Myrinet expansion card is available as a standard-form-factor card.

You cannot install both sizes of I/O expansion cards in a blade server. You can install a small-form-factor expansion card in addition to two SCSI hard disk drives. You cannot install a standard-form-factor expansion card into a blade server with two SCSI hard disk drives.

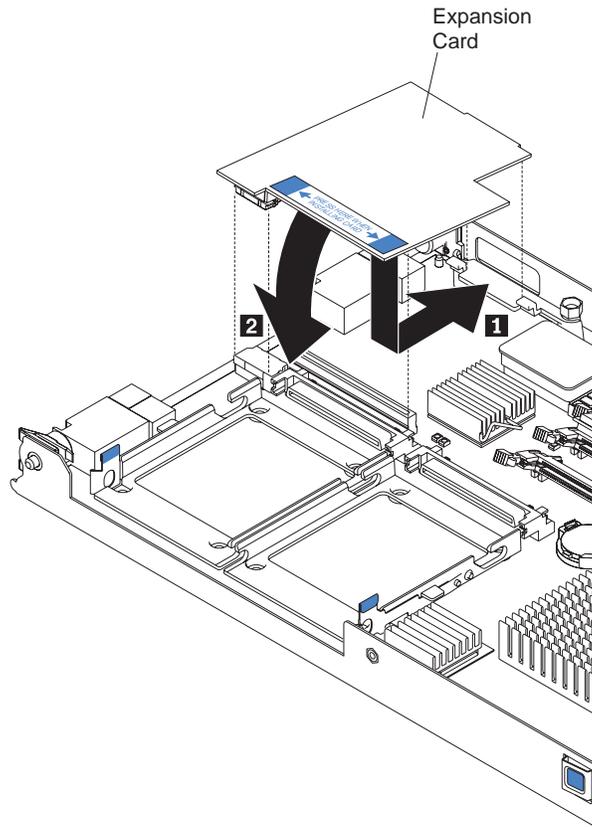
The following sections describe how to install an I/O expansion card in the blade server.

## Installing a small-form-factor expansion card

Install a small-form-factor expansion card near SCSI connector 2. Complete the following steps to install a small-form-factor expansion card:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for information).
3. Carefully lay the blade server on a flat, non-conductive surface.
4. Open the cover (see “Opening the blade server cover” on page 20 for instructions).

5. Install the small-form-factor expansion card. The following illustration shows how to install the expansion card.



- a. Orient the expansion card (see **1** in the illustration).
- b. Slide the notch in the narrow end of the card into the raised hook on the tray; then, gently pivot the card into the expansion card connectors (see **2**, in the illustration).

For device-driver and configuration information to complete the installation of the expansion card, see the documentation that comes with the expansion card.

6. If you have other options to install or remove, do so now; otherwise, go to “Completing the installation” on page 33.

## Installing a standard-form-factor expansion card

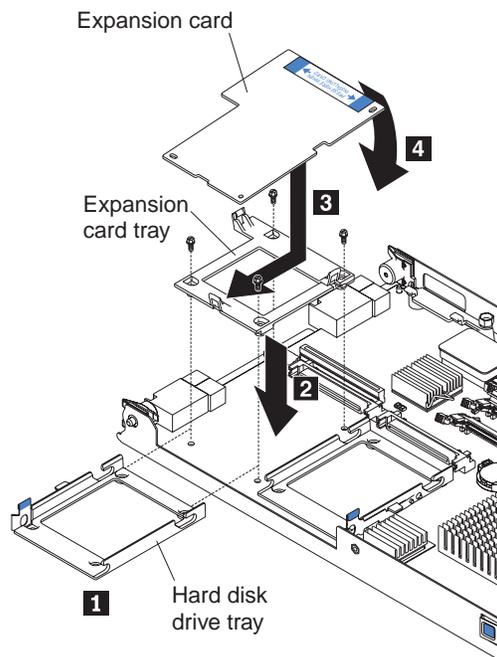
If a SCSI drive is connected to SCSI connector 0 (J94), you must remove it before you can install a standard-form-factor expansion card. You cannot have both a drive that is connected to SCSI connector 0 and a standard-form-factor expansion card installed in the blade server. See “Removing a SCSI hard disk drive” on page 23. Backup any information on the drive that you want to keep.

If the drive that is connected to SCSI connector 0 contains any information that you want to keep, back it up to another storage device.

If the SCSI hard disk drive that is installed in SCSI connector 0 is part of a RAID array, delete the SCSI RAID array before removing the drive. When you delete the RAID array, the array configuration information is removed; no data is deleted.

Complete the following steps to install a standard-form-factor expansion card:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for information).
3. Carefully lay the blade server on a flat, non-conductive surface.
4. Open the cover (see “Opening the blade server cover” on page 20 for instructions).
5. If a drive is connected to SCSI connector 1, remove the drive and tray (see “Removing a SCSI hard disk drive” on page 23 for instructions), and save the screws that secure the tray to the system board. Store in a safe place.
6. Install the expansion card. The following illustration shows how to install the expansion card.



- a. Install the expansion card tray (see **2**, in the illustration). Secure the tray to the system board with the screws from the option kit or from the removed drive tray.
- b. Orient the expansion card and slide the notch in the narrow end of the card into the raised hook on the tray (see **3**, in the illustration); then, gently pivot the wide end of the card into the expansion card connectors (see **4**, in the illustration).

**Note:** For device driver and configuration information to complete the installation of the expansion card, see the documentation that comes with the expansion card.

7. If you have other options to install or remove, do so now; otherwise, go to “Completing the installation” on page 33.

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## Installing an optional expansion unit

For complete information about installing, removing, and operating expansion units, see the IBM documentation that comes with the expansion units.

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## Replacing the battery

IBM 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, you must adhere to the following instructions.

**Note:** In the U. S., call 1-800-IBM-4333 for information about battery disposal.

If you replace the original lithium battery with a heavy-metal battery or a battery with heavy-metal components, be aware of the following environmental consideration. Batteries and accumulators that contain heavy metals must not be disposed of with normal domestic waste. They will be taken back free of charge by the manufacturer, distributor, or representative, to be recycled or disposed of in a proper manner.

To order replacement batteries, call 1-800-426-7378 within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the U.S. and Canada, call your IBM reseller or IBM marketing representative.

**Note:** After you replace the battery, you must reconfigure your blade server and reset the system date and time.

### 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:*

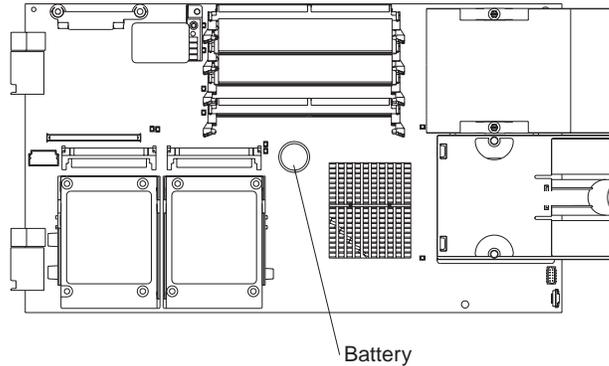
- **Throw or immerse into water**
- **Heat to more than 100°C (212°F)**
- **Repair or disassemble**

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

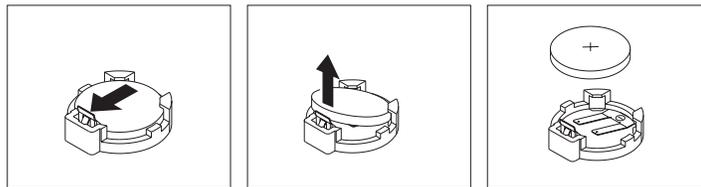
Complete the following steps to replace the battery:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Follow any special handling and installation instructions that come with the battery.
3. Turn off the blade server and remove it from the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34 for instructions).

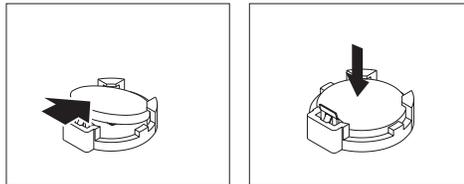
4. Open the blade server cover (see “Opening the blade server cover” on page 20 for instructions).
5. Locate the battery on the system board.



6. To remove the battery, use your finger to press down on one side of the battery; then, slide the battery out from its socket. The spring mechanism will push the battery out toward you as you slide it from the socket.



7. Insert the new battery:
  - a. Tilt the battery so that you can insert it into the socket.
  - b. As you slide the battery into place, press the battery down into the socket.



8. Close the blade server cover (see “Closing the blade server cover” on page 33).

**Statement 21:**



**CAUTION:**

**Hazardous energy is present when the blade server is connected to the power source. Always replace the blade cover before installing the blade server.**

9. Reinsert the blade server into the bay in the BladeCenter unit.
10. Turn on the blade server.
11. Start the blade server Configuration/Setup Utility program and set configuration parameters as needed (see “Using the Configuration/Setup Utility program” on page 39 for information).

---

## Completing the installation

To complete the installation, complete the following tasks. Instructions for each task are in the following sections.

1. Reinstall the blade server bezel assembly, if you removed it (see “Installing the blade server bezel assembly” for information on installing or removing the bezel assembly).
2. Close the blade server cover, unless you installed an optional expansion unit (see “Closing the blade server cover”).

### Statement 21:



### CAUTION:

**Hazardous energy is present when the blade server is connected to the power source. Always replace the blade cover before installing the blade server.**

3. Reinstall the blade server into the BladeCenter unit (see “Installing the blade server in a BladeCenter unit” on page 34).
4. Turn on the blade server (see “Turning on the blade server” on page 11).
5. For certain options, run the blade server Configuration/Setup Utility program (see “Updating the blade server configuration” on page 36).

**Note:** If you have just connected the power cords of the BladeCenter unit to electrical outlets, you must wait until the power-on LED on the blade server flashes slowly before pressing the power-control button.

## Installing the blade server bezel assembly

“Removing the blade server bezel assembly” on page 21 shows installing or removing the bezel assembly.

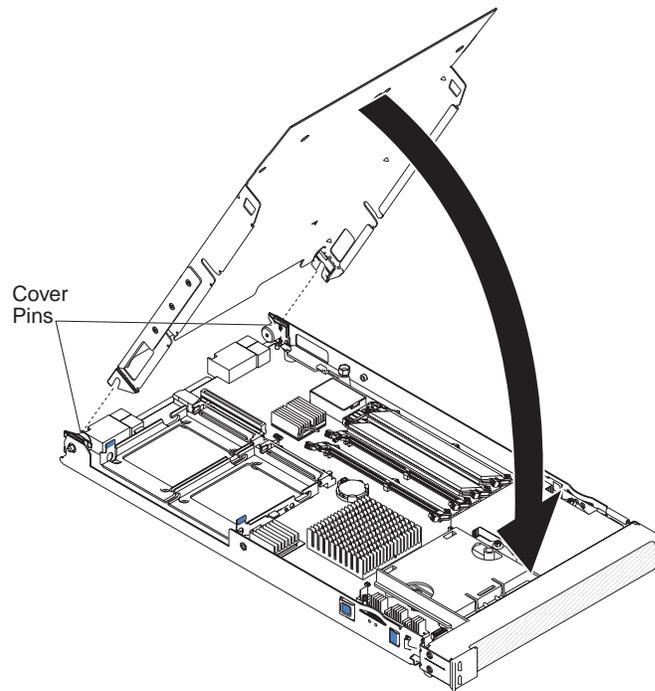
Complete the following steps to install the blade server bezel assembly:

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. Connect the control-panel cable to the control-panel connector on the system board.
3. Carefully slide the bezel assembly onto the blade server, as shown in “Removing the blade server bezel assembly” on page 21, until it clicks into place.

## Closing the blade server cover

**Important:** The blade server cannot be inserted into the BladeCenter unit until the cover is installed and closed or an expansion unit is installed. Do not attempt to override this protection.

The following illustration shows how to close the blade server cover.

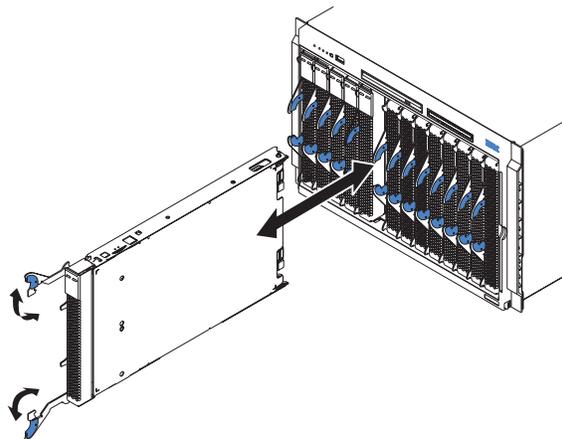


Complete the following steps to close the blade server cover:

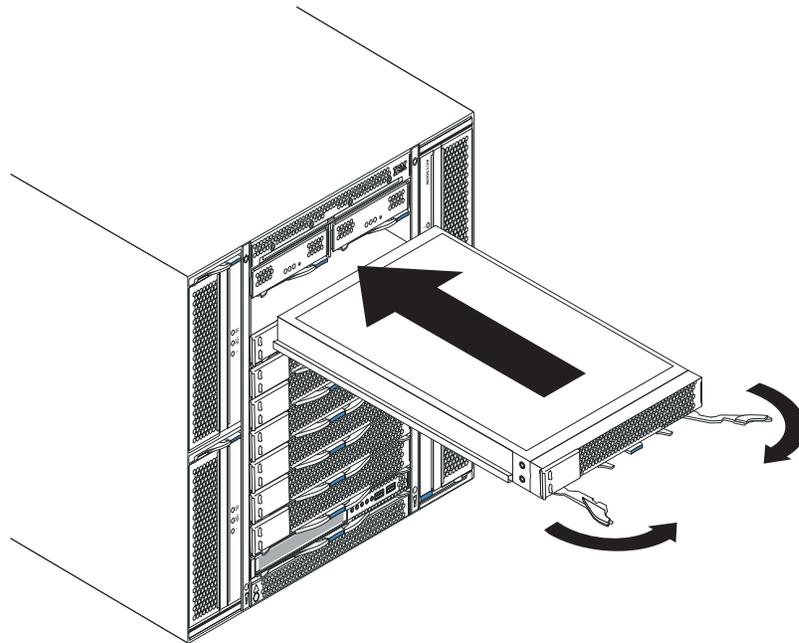
1. Read the safety information beginning on page vii and “Installation guidelines” on page 19.
2. If you removed the blade bezel assembly, replace it now (see “Installing the blade server bezel assembly” on page 33 for instructions).
3. Lower the cover so that the slots at the rear slide down onto the pins at the rear of the blade server, as shown in the illustration. Before closing the cover, check that all components are installed and seated correctly and that you have not left loose tools or parts inside the blade server.
4. Pivot the cover to the closed position, as shown in the illustration, until it clicks into place.

## Installing the blade server in a BladeCenter unit

The following illustration shows how to install the blade server into a BladeCenter unit.



The following illustration shows how to install the blade server into a BladeCenter T unit.



Complete the following steps to install a blade server in a BladeCenter unit.

**Statement 21:**



**CAUTION:**

**Hazardous energy is present when the blade server is connected to the power source. Always replace the blade cover before installing the blade server.**

1. Read the safety information beginning on page vii and “Installation guidelines” on page 19 through “Handling static-sensitive devices” on page 19.
2. If you have not done so already, install any options that you want, such as SCSI drives or memory, in the blade server.
3. Select the bay for the blade server.

**Notes:**

- a. If the blade server has an expansion unit installed on it, the blade server and expansion option require two adjacent bays.
- b. When any blade server or option is in blade bay 7 through 14 (in a BladeCenter unit) or in blade bays 5 through 8 (in a BladeCenter T unit), power modules must be present in all four power bays.
- c. To help ensure proper cooling, performance, and system reliability, make sure that each of the blade bays on the front of the BladeCenter unit has a blade server, expansion unit, or filler blade installed. Do not operate the system unit without either a blade server, expansion unit, or filler blade installed in each blade bay for more than 1 minute for a BladeCenter unit or 20 minutes for a BladeCenter T unit.
4. Make sure that the release levers on the blade server are in the open position (perpendicular to the blade server).

5. Slide the blade server into the bay until it stops. The spring-loaded doors farther back in the bay that cover the bay opening move out of the way as you insert the blade server.
6. Push the release levers on the front of the blade server closed.
7. Turn on the blade server (see “Turning on the blade server” on page 11 for instructions).
8. Make sure that the power-on LED on the blade control panel is lit continuously, indicating that the blade server is receiving power and is turned on.
9. (Optional) Write identifying information on one of the user labels that come with the blade servers and place the label on a BladeCenter unit bezel.  
See Figure 2 on page 3 and Figure 3 on page 3 for information about the label placement.  
**Important:** Do not place the label on the blade server or in any way block the ventilation holes on the blade server.
10. If you have other blades to install, do so now.

**Note:** Reinstall the bezel assembly on the BladeCenter T unit after you have finished installing the blade servers (see the *BladeCenter T Types 8720 and 8730 Installation and User's Guide* for detailed instructions for reinstalling the bezel assembly). However, if you installed an option such as a PCI expansion card with PCI adapters that require cables, you will not be able to install the bezel assembly, which contains an air filter for a BladeCenter T unit. If you require an air filter, a filter must be provided on the rack.

If you reinstall a blade server that you removed, you must install it in the same bay from which you removed it. Some blade server configuration information and update options are established according to bay number. Reinstalling a blade server into a different bay from the one from which it was removed could have unintended consequences, and you might have to reconfigure the blade server.

If this is the initial installation for the blade server in the BladeCenter unit, you must configure the blade server through the Configuration/Setup Utility program and install the blade server operating system. See “Updating the blade server configuration” and Chapter 5, “Installing the operating system,” on page 51 for details.

## Updating the blade server configuration

When the blade server starts for the first time after you add or remove an internal option or an external SCSI device (if a storage expansion unit has been installed), might receive a message that the configuration has changed. The Configuration/Setup Utility program automatically starts so that you can save the new configuration settings. See “Using the Configuration/Setup Utility program” on page 39 for more information about the Configuration/Setup Utility program.

Some options have device drivers that you must install. See the documentation that comes with each option for information about installing device drivers.

The blade server comes with at least one microprocessor. If more than one microprocessor is installed, the blade server can now operate as a symmetric multiprocessing (SMP) server. You might have to upgrade the operating system to support SMP. See Chapter 5, “Installing the operating system,” on page 51 and your operating-system documentation for additional information.

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## Input/output connectors and devices

The input/output connectors that are available to the blade server are supplied by the BladeCenter unit. See the documentation that comes with the BladeCenter unit for information about the input/output connectors.

The blade server has two selection buttons on the control panel: the CD/diskette/USB select button and the keyboard/mouse/video select button. See “Understanding the control panel and LEDs” on page 12 for information about these buttons and their functions.

The Ethernet controllers on the blade server communicate with the network through the Ethernet-compatible switch modules on the BladeCenter unit. Network signals to and from the blade server or any expansion cards are automatically routed to a same-network-interface switch module through circuitry in the BladeCenter unit.



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## Chapter 4. Configuring the blade server

The following configuration programs come with the blade server:

- **Configuration/Setup Utility program**

The Configuration/Setup Utility program is part of the basic input/output system (BIOS) code in the blade server. Use it to change interrupt request (IRQ) settings, set the date and time, and set passwords. See “Using the Configuration/Setup Utility program” for more information.

- **LSI Logic Configuration Utility program**

The LSI Configuration Utility program is part of the basic input/output system (BIOS) code in the blade server. Use it to set the device scan order and to set the SCSI controller IDs. See “Using the LSI Logic Configuration Utility program” on page 48 for more information.

- **IBM ServerGuide Setup and Installation CD**

The ServerGuide program provides software-setup tools and installation tools that are designed for the blade server. Use this CD during the installation of the blade server to configure basic hardware features, such as a SCSI controller with RAID capabilities, and to simplify the installation of the operating system. For information about using this CD, see “Using the ServerGuide Setup and Installation CD” on page 43.

**Note:** The ServerGuide program works only with 32-bit Windows operating systems.

- **Preboot Execution Environment (PXE) boot agent utility program**

The PXE boot agent utility program is part of the BIOS code in the blade server. Use it to select the boot protocol and other boot options and to select a power-management option. For information about using this utility program, see “Using the PXE boot agent utility program” on page 45.

**IBM Remote Deployment Manager (RDM) Version 4.20** is available for purchase.

You can use IBM RDM Version 4.20 (or later) to install a BIOS code update onto a blade server. Follow the instructions in the documentation that comes with the RDM program.

To determine whether the operating system supports the RDM program or for updated information about RDM and information about purchasing the software, go to [http://www.ibm.com/pc/ww/eserver/xseries/systems\\_management/index.html](http://www.ibm.com/pc/ww/eserver/xseries/systems_management/index.html).

For information about setting up the network configuration for remote management, such as with the IBM Director products, see the *IBM @server BladeCenter Planning and Installation Guide* or the *IBM @server BladeCenter T Planning and Installation Guide*. You can obtain the planning guides from <http://www.ibm.com/pc/support/>.

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### Using the Configuration/Setup Utility program

Complete the following steps to start the Configuration/Setup Utility program:

1. Turn on the blade server.
2. When the Configuration/Setup utility message opens, press **F1**.
3. Follow the instructions on the screen.

## Configuration/Setup Utility menu choices

The following choices are on the Configuration/Setup Utility main menu. Depending on the version of the BIOS code in the blade server, some menu choices might differ slightly from these descriptions.

- **System Summary**

Select this choice to display configuration information, including the type, speed, and cache sizes of the microprocessors and the amount of installed memory. When you make configuration changes through other options in the Configuration/Setup Utility program, the changes are reflected in the system summary; you cannot change settings directly in the system summary.

- **Processor Summary**

Select this choice to view information about the microprocessors installed in the blade server.

- **USB Device Summary**

Select this choice to view information about the USB devices installed in the blade server.

- **System Information**

Select this choice to display information about the blade server. When you make configuration changes through other options in the Configuration/Setup Utility program, some of those changes are reflected in the system information; you cannot change settings directly in the system information.

- **Product Data**

Select this choice to view the machine type and model of the blade server, the serial number, and the revision level or issue date of the BIOS and diagnostics code stored in electrically erasable programmable ROM (EEPROM).

- **Devices and I/O Ports**

Select this choice to view or change assignments for devices and input/output (I/O) ports.

You can also enable or disable the integrated SCSI and Ethernet controllers, all standard ports (such as serial), and the I/O expansion card. **Enable** is the default setting for all controllers. If you disable a device, it cannot be configured, and the operating system will not be able to detect it (this is equivalent to disconnecting the device). If you disable the Ethernet controller, the blade server will have no Ethernet capability.

- **Remote Console Redirection**

Select this choice to enable serial over LAN (SOL) and to set remote console communication parameters.

- **Video**

Select this choice to view information about the integrated video controller.

- **System MAC Addresses**

Select this choice to set and view the MAC addresses for the Ethernet controllers on the blade server.

- **Date and Time**

Select this choice to set the system date and time, in 24-hour format (*hour:minute:second*).

- **System Security**

Select this choice to set a power-on password. See “Using passwords” on page 42 for more information about passwords.

- **Start Options**

Select this choice to view or change the start options. Changes in the start options take effect when you start the blade server.

- **Startup Sequence Options**

Select this choice to view the startup device sequence that is set for the blade server.

**Note:** To set the startup sequence, which is the order in which the blade server checks devices to find a boot record, you must use the management-module Web interface.

You can set keyboard operating characteristics, such as whether the blade server starts with the keyboard number lock on or off. You can enable the blade server to run without a diskette drive or keyboard.

You can enable or disable the PXE option for either of the integrated Gigabit Ethernet controllers. The default setting is **Planar Ethernet 1**, which enables the PXE option for the first Ethernet controller on the system board.

If you enable the boot fail count, the BIOS default settings will be restored after three consecutive failures to find a boot record.

You can enable a virus-detection test that checks for changes in the boot record when the blade server starts.

This choice is on the full Configuration/Setup menu only.

- **Advanced Setup**

Select this choice to change settings for advanced hardware features.

**Important:** The blade server might malfunction if these options are incorrectly configured. Follow the instructions on the screen carefully.

- **Memory Settings**

Select this choice to manually enable a pair of memory connectors.

If a memory error is detected during POST or memory configuration, the blade server automatically disables the failing memory pair of memory connectors and continues operating with reduced memory. After the problem is corrected, you must enable the memory connectors. Use the arrow keys to highlight the pair of memory connectors that you want to enable, and use the arrow keys to select **Enable**.

To maintain optimum system operation in the event of a memory failure, you can set the **Memory Configuration** for memory **Mirroring** or **Sparing**.

Memory mirroring stores duplicate data on two DIMMs to prevent data loss if a DIMM fails. Memory sparing removes the failed memory from the system configuration and activates a Hot Spare Memory pair of DIMMs to replace the failed memory pair of DIMMs. Before you can enable the memory mirroring or sparing, at least two pairs of DIMMs must be installed in the blade server that adhere to the special requirements described in “Installing memory modules” on page 23.

- **CPU Options**

Select this choice to disable the microprocessor cache or to set the microprocessor cache to use the write-back or the write-through method. Write-back caching generally provides better system performance.

You can also select this choice to enable or disable hyper-threading and adjust microprocessor performance settings. If enabled, hyper-threading will only be active if it is supported by your operating system.

- **PCI Bus Control**

Select this choice to view and set interrupts for PCI devices and to configure the master-latency-timer value for the blade server.

- **Baseboard Management Controller (BMC) Settings**

Select this choice to enable or disable the **Reboot on System NMI** option on the menu. If you enable this option, the blade server will automatically restart 60 seconds after the service processor issues a nonmaskable interrupt (NMI) to the blade server. You can also select this choice to enable or disable and set the time-outs for the POST and OS loader watchdog timers and view BMC version information.

- **BMC Network Configuration**

- Select this choice to set the network addresses of the BMC.

- **BMC System Event Log**

- Select this choice to view and clear BMC event log entries.

- **Save Settings**

Select this choice to save the changes you have made in the settings.

- **Restore Settings**

Select this choice to cancel the changes you have made in the settings and restore the previous settings.

- **Load Default Settings**

Select this choice to cancel the changes you have made in the settings and restore the factory settings.

- **Exit Setup**

Select this choice to exit from the Configuration/Setup Utility program. If you have not saved the changes you have made in the settings, you are asked whether you want to save the changes or exit without saving them.

## Using passwords

From the **System Security** choice, you can set, change, and delete a power-on password.

If you set a power-on password, you must type the power-on password to complete the system startup and to have access to the full Configuration/Setup Utility menu.

You can use any combination of up to seven characters (A–Z, a–z, and 0–9) for the password. Keep a record of your password in a secure place.

If you forget the power-on password, you can regain access to the blade server in any of the following ways:

- Remove the blade server battery and then reinstall it (see “Replacing the battery” on page 31).
- Change the position of the power-on password override switch (switch 8 on switch block 2 on the system board) to bypass the power-on password check the next time the blade server is turned on. You can then start the Configuration/Setup Utility program and change the power-on password. You do not have to move the switch back to the previous position after the password is overridden. See “Using switch block 2 (SW2)” on page 15 for the location of switch block 2.

**Note:** Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit to access the switches.

---

## Using the ServerGuide Setup and Installation CD

The *ServerGuide Setup and Installation* CD includes an easy-to-use setup and installation program that is designed for the IBM blade server. The ServerGuide program detects the blade server model and hardware options that are installed and uses that information during setup to configure the hardware. The ServerGuide program simplifies operating-system installations by providing updated device drivers and, in some cases, installing them automatically.

**Note:** The ServerGuide program works only with 32-bit Windows operating systems.

If a later version of the ServerGuide program is available, you can download a free image of the *ServerGuide Setup and Installation* CD, or you can purchase the CD. To download the image, go to the IBM ServerGuide Web page at <http://www.ibm.com/pc/qtechinfo/MIGR-4ZKPPT.html>. To purchase the latest *ServerGuide Setup and Installation* CD, go to the ServerGuide fulfillment Web site at <http://www.ibm.com/pc/coupon/>.

The ServerGuide program has the following features to make setup easier:

- An easy-to-use interface
- Diskette-free setup and configuration programs that are based on detected hardware
- ServeRAID™ Manager program, which configures the SCSI controller with RAID capabilities
- Device drivers that are provided for the blade server model and detected hardware
- Operating-system partition size and file-system type that are selectable during setup

### ServerGuide features

Features and functions can vary slightly with different versions of the ServerGuide program. To learn more about the version that you have, start the *ServerGuide Setup and Installation* CD and view the online overview. Not all features are supported on all blade server models.

The ServerGuide program requires a supported IBM blade server that is associated with an enabled startable (bootable) CD-ROM drive. In addition to the *ServerGuide Setup and Installation* CD, you must have the operating-system CD to install the operating system.

The ServerGuide program has the following features:

- Sets system date and time
- Detects the SCSI RAID adapter, controller, or integrated SCSI controller with RAID capabilities and runs the SCSI RAID configuration program (with LSI chip sets for ServeRAID adapters only)
- Checks the microcode (firmware) levels of a ServeRAID adapter and determines whether a later level is available from the CD
- Detects installed hardware options and provides updated device drivers for most adapters and devices
- Provides diskette-free installation for supported Windows operating systems
- Includes an online readme file with links to tips for the hardware and operating-system installation

## Setup and configuration overview

When you use the *ServerGuide Setup and Installation* CD, you do not need setup diskettes. You can use the CD to configure any supported IBM blade server model. The setup program provides a list of tasks that are required to set up the blade server. On a blade server with an optional SCSI storage expansion unit, you can run the SCSI RAID configuration program to create logical drives.

**Note:** Features and functions can vary slightly with different versions of the ServerGuide program.

When you start the *ServerGuide Setup and Installation* CD, the program prompts you to complete the following tasks:

- Select your language.
- Select your keyboard layout and country.
- View the overview to learn about ServerGuide features.
- View the readme file to review installation tips for your operating system and adapter.
- Start the operating-system installation. You will need your operating-system CD.

## Typical operating-system installation

You can use the ServerGuide program to shorten the installation time. The ServerGuide program provides the device drivers that are required for the hardware and for the operating system that you are installing. This section describes a typical ServerGuide operating-system installation.

**Note:** Features and functions can vary slightly with different versions of the ServerGuide program.

1. After you have completed the setup process, the operating-system installation program starts. (You will need the operating-system CD to complete the installation.)
2. The ServerGuide program stores information about the blade server model, service processor, hard disk drive controllers, and network adapters. Then, the program checks the CD for newer device drivers. This information is stored and then passed to the operating-system installation program.
3. The ServerGuide program presents operating-system partition options that are based on the operating-system selection and the installed hard disk drives.
4. The ServerGuide program prompts you to insert the operating-system CD and restart the server. At this point, the installation program for the operating system takes control to complete the installation. The BladeCenter CD-ROM drive must be associated with the blade server before you perform this step.

## Installing the operating system without ServerGuide

If you have already configured the blade server hardware and you decide not to use the ServerGuide program to install the operating system, complete the following steps to download the latest operating-system installation instructions from the IBM Support Web page:

1. Go to <http://www.ibm.com/pc/support/>.
2. In the **Download** section, click **Downloads & drivers**.
3. On the “Downloads and drivers” page, in the **Brand** field, select **Servers**.
4. In the **Family** field, select **BladeCenter HS20**.
5. Click **Continue**.
6. In the **View by document type** field, select **OS installation**.
7. Select the instructions for the operating system.

---

## Using the PXE boot agent utility program

Use the Preboot Execution Environment (PXE) boot agent utility program to select the boot protocol and other boot options and to select a power-management option.

**Note:** The blade server does not support RPL selection for the boot protocol option.

Complete the following steps to start the PXE boot agent utility program:

1. Turn on the server.
2. When the Broadcom NetXtreme Boot Agent vX.X.X prompt appears, press Ctrl+S. You have 2 seconds (by default) to press Ctrl+S after the prompt appears.

If the PXE setup prompt is not displayed, use the Configuration/Setup Utility program to set the **Enable Ethernet PXE/DHCP** option.

3. Use the arrow keys or press Enter to select a choice from the menu.
4. Follow the instructions on the screen to change the settings of the selected items; then, press Enter.

---

## Firmware updates

IBM will periodically make firmware updates available for the blade server. Use the following table to determine the methods that you can use to install these firmware updates.

**Important:** To avoid problems and to maintain proper system performance, always make sure that the BIOS, service processor, and diagnostic firmware levels are consistent for all blade servers within the BladeCenter unit.

Firmware	Update diskette	RDM	Update Xpress	Management-module Web interface	Switch-module Web interface	Switch-module Telnet interface
BIOS code	Yes	Yes	Yes	No	No	No
Diagnostic code	Yes	Yes <sup>1</sup>	Yes	No	No	No
Service processor code	Yes	Yes	Yes	Yes	No	No
<sup>1</sup> You must set up a custom task.						

The service processor in the blade server provides the following features:

- Continuous health monitoring and control
- Configurable notification and alerts
- Event logs that are timestamped and saved in nonvolatile memory and can be attached to e-mail alerts
- Remote graphics console redirection
- Point-to-point protocol (PPP) support
- Remote power control
- Remote firmware update and access to critical server settings
- Around-the-clock access to the blade server, even if the server is turned off

At some time, you might have to flash the service processor to apply the latest firmware. Download the latest firmware for the service processor from the IBM Support Web site at <http://www.ibm.com/pc/support/>. Use the management-module Web interface to flash the service processor. The Web interface is described in the IBM *@server BladeCenter Type 8677 Installation and User's Guide* and in the IBM *@server BladeCenter T Types 8720 and 8730 Installation and User's Guide*.

Before installing the blade server in a BladeCenter unit or in a BladeCenter T unit, go to <http://www.ibm.com/pc/support/> to download the most current management-module firmware for the blade server type.

Complete the following steps to update the management-module firmware using the management-module Web-based user interface:

1. Start the management-module management and configuration program. For more information, see the management-module *User's Guide*.
2. In the "BladeCenter Management Module" configuration window, under the **MM Control** section, click **Firmware Update**.
3. In the **Update MM Firmware** section, click **Browse** to locate the firmware files that you downloaded. Follow the instructions in the readme file to update the firmware.
4. Click **Update**.

---

## Configuring the Gigabit Ethernet controllers

Two Ethernet controllers are integrated on the blade server system board. Each controller provides a 1000-Mbps full-duplex interface for connecting to one of the Ethernet-compatible switch modules in I/O-module bays 1 and 2, which enables simultaneous transmission and reception of data on the Ethernet local area network

(LAN). Each Ethernet controller on the system board is routed to a different switch module in I/O-module bay 1 or bay 2. The routing from an Ethernet controller to I/O-module bay will vary based on blade server type and the operating system that is installed. See “Blade server Ethernet controller enumeration” on page 47 for information about how to determine the routing from an Ethernet controller to an I/O-module bay for the blade server.

**Note:** Other types of blade servers, such as the BladeCenter HS20 Type 8678 blade server, that are installed in the same BladeCenter unit as the BladeCenter HS20 Type 8843 blade server might have different Ethernet controller routing. See the documentation that comes with the other blade servers for information.

You do not have to set any jumpers or configure the controllers for the blade server operating system. However, you must install a device driver to enable the blade server operating system to address the Ethernet controllers. For device drivers and information about configuring the Ethernet controllers, see the *Broadcom NetXtreme Gigabit Ethernet Software* CD that comes with the blade server. For updated information about configuring the controllers, see <http://www.ibm.com/pc/support/>.

The Ethernet controllers support failover, which provides automatic redundancy for the Ethernet controllers. Without failover, you can have only one Ethernet controller from each server attached to each virtual LAN or subnet. With failover, you can configure more than one Ethernet controller from each server to attach to the same virtual LAN or subnet. Either one of the integrated Ethernet controllers can be configured as the primary Ethernet controller. If you have configured the controllers for failover and the primary link fails, the secondary controller takes over. When the primary link is restored, the Ethernet traffic switches back to the primary Ethernet controller. (See the operating-system device-driver documentation for information about configuring for failover.)

**Important:** To support failover on the blade server Ethernet controllers, the Ethernet switch modules in the BladeCenter unit must have identical configurations.

---

## Blade server Ethernet controller enumeration

The enumeration of the Ethernet controllers in a blade server is operating-system dependent. You can verify the Ethernet controller designations that a blade server uses through the operating-system settings.

The routing of an Ethernet controller to a particular I/O-module bay depends on the type of blade server. You can verify which Ethernet controller is routed to which I/O-module bay by using the following test:

1. Install only one Ethernet switch module or pass-thru module in I/O-module bay 1.
2. Make sure that the ports on the switch module or pass-thru module are enabled (click **Switch Tasks** ⇒ **Management** ⇒ **Advanced Switch Management** in the management module Web-based user interface).
3. Enable only one of the Ethernet controllers on the blade server. Note the designation that the blade server operating system has for the controller.
4. Ping an external computer on the network connected to the switch module. If you can ping the external computer, the Ethernet controller that you enabled is associated with the switch module in I/O-module bay 1. The other Ethernet controller in the blade server is associated with the switch module in I/O-module bay 2.

If you have installed an expansion card in the blade server, communications from the expansion card are routed to I/O-module bays 3 and 4. You can verify which controller on the card is routed to which I/O-module bay by performing the same test and using a controller on the expansion card and a compatible switch module or pass-thru module in I/O-module bay 3 or 4.

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## Configuring a SCSI RAID array

Configuring a SCSI RAID array applies to a blade server in which two SCSI hard disk drives are installed. You can also configure a SCSI RAID array when you have a SCSI expansion unit in which SCSI hard disk drives are installed.

Two SCSI hard disk drives in the blade server can be used to implement and manage RAID level-1 (mirror) arrays in operating systems that are listed on the ServerProven list at <http://www.ibm.com/pc/compat/>. For the blade server, you must configure the SCSI RAID using the following programs:

- LSI Configuration Utility program
- ServeRAID Manager program

---

## Using the LSI Logic Configuration Utility program

You can use the LSI Logic Configuration Utility program to:

- Set the SCSI device scan order
- Set the SCSI ID for the controller

### Notes:

1. You can use the ServeRAID configuration programs to configure the expansion unit and SCSI hard disk drives. See “Using the ServeRAID configuration programs” on page 49 for information on configuring the expansion unit for RAID operation.
2. The expansion unit supports RAID-1(embedded mirroring), RAID level-1E, and RAID level-10. If you install an expansion unit with SCSI drives installed in it, those drives can become a part of the blade server RAID array.

**Important:** Depending on your RAID configuration, you must create the array *before* you install the operating system in the blade server. See the IBM *ServeRAID Support* CD for more information.

## Starting the LSI Logic Configuration Utility program

Complete the following steps to start the LSI configuration utility program:

1. Turn on the blade server (make sure that the blade server is the owner of the keyboard, video, and mouse) and watch the monitor screen.
2. When the <<<Press Ctrl-C to start LSI Configuration Logic Utility>>> prompt appears, press Ctrl-C.
3. Use the arrow keys to select the controller (channel) from the list of adapters; then, press Enter.
4. Follow the instructions on the screen to change the settings of the selected items; then, press Enter. If you select **Device Properties** and **Mirroring Properties**, additional screens are displayed.

## Using the ServeRAID configuration programs

The IBM *ServeRAID Support* CD contains the ServeRAID Manager program, which you can use to configure the hard disk drives for use with the LSI SCSI controller on the expansion unit. For details about using these programs, see the documentation that comes on the IBM *ServeRAID Support* CD.



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## Chapter 5. Installing the operating system

To install the operating system on a blade server, you can use any of the following methods:

- Use the *ServerGuide Setup and Installation* CD to install a supported Microsoft Windows operating system.
- Use Remote Deployment Manager (RDM) Version 4.20 (or later) to install a supported Microsoft Windows operating system or Red Hat Advanced Server 2.1. To determine whether the operating system you plan to install supports RDM, see [http://www.ibm.com/pc/ww/eserver/xseries/systems\\_management/index.html](http://www.ibm.com/pc/ww/eserver/xseries/systems_management/index.html).
- Download the latest operating-system installation instructions at <http://www.ibm.com/pc/support/> and install the operating system. Local deployment for Microsoft Windows 2000 requires an integrated CD that contains Windows 2000 with Service Pack 3 applied. Instructions for creating a Windows 2000 Integrated CD are contained in the latest operating-system installation instructions for Windows 2000 on the IBM Support Web page.

### **Important:**

1. The operating system in the blade server must provide USB support for the blade server to recognize and use the keyboard, mouse, CD-ROM drive, and diskette drive (or external diskette drive on a BladeCenter T unit). The BladeCenter unit use USB for internal communication with these devices.
2. Some operating systems, such as Red Hat Linux 7.3, enable you to select the type of mouse that is being used. If you are offered this choice, select USB instead of PS/2. Although the mouse is a PS/2-style device, communication with the mouse is through an internal USB bus in the BladeCenter unit; therefore, the operating system in the blade server must recognize the mouse as a USB device.

---

### Using the *ServerGuide Setup and Installation* CD to install the operating system

Complete the following steps to start the *ServerGuide Setup and Installation* CD:

1. Press the CD/diskette/USB select button on the front of the blade server to associate the BladeCenter CD-ROM drive with the blade server.
2. Insert the CD, and restart the blade server. If the CD does not start, see "ServerGuide problems" on page 56.

3. Follow the instructions on the screen 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 operating system and adapter.
  - e. Start the setup and hardware configuration programs.
  - f. Start the operating-system installation. You will need your operating-system CD.

---

## Using RDM Version 4.20 or later to install the operating system

You can use RDM version 4.20 (or later) to install a supported Microsoft Windows operating system or Red Hat Advanced Server 2.1 on a blade server. Follow the instructions in the documentation that comes with RDM to install a supported operating system.

**Note:** To determine whether the operating system you plan to install supports RDM, see [http://www.ibm.com/pc/ww/eserver/xseries/systems\\_management/index.html](http://www.ibm.com/pc/ww/eserver/xseries/systems_management/index.html).

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## Downloading installation instructions

Complete the following steps to download operating-system installation instructions:

1. Go to the IBM Support Web page at <http://www.ibm.com/pc/support/>.
2. From the **Browse by product** list, select **Servers**.
3. Under **Select your product**, from the **Family** list, select your server model; then, select **Display documents**.
4. From the **View by document type** list, select **OS installation**. The available installation instructions are displayed.

---

## Chapter 6. Solving problems

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

If you cannot locate and correct the problem using the information in this chapter, see the blade server *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *Documentation CD* that comes with the blade server, and the “Server Support” flowchart in the front of this document.

---

### Diagnostic tools overview

The following tools are available to help you diagnose and solve hardware-related problems:

- **POST beep codes**

The power-on self-test beep codes indicate 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” on page 54 and the blade server *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *Documentation CD* that comes with the BladeCenter unit for more information.

- **ServerGuide problems**

The table in “ServerGuide problems” on page 56 lists problem symptoms and steps to correct the problems.

- **Troubleshooting charts**

The “Troubleshooting charts” on page 57 list problem symptoms and steps to correct the problems.

- **Diagnostic programs and error messages**

Real Time Diagnostics tests the major components of the BladeCenter Unit, including the management modules, switch modules, CD-ROM drive, diskette drive, and the blade servers, while the operating system is running. Real Time Diagnostics can be plugged into an existing IBM Director environment or installed without IBM Director present. For documentation and download information for Real Time Diagnostics, see [http://www.ibm.com/servers/eserver/xseries/systems\\_management/xseries\\_sm.html](http://www.ibm.com/servers/eserver/xseries/systems_management/xseries_sm.html).

**Notes:**

1. As of the date of this document, the *IBM Director CD* does not come with BladeCenter T units.
2. See the blade server *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *Documentation CD* that comes with the blade server for more information.

- **Light path diagnostics**

Use light path diagnostics to identify system errors quickly. See the “Light path diagnostics” on page 61 for more information.

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## POST beep code descriptions

POST emits one beep to signal successful completion. If POST detects a problem during startup, other beep codes might occur. Use the following beep code descriptions to help diagnose and solve problems that are detected during startup.

See “Diagnostics” in the blade server *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *Documentation CD* that comes with the blade server for more information about the POST beep codes.

### One beep

POST was completed successfully without finding any errors.

### Repeating long beeps

A memory error has occurred. Make sure that all DIMMs are correctly installed.

### One long beep and two small beeps

A video error has occurred, and the BIOS cannot initialize the monitor screen to display additional information.

### Beep codes for specific problems

Additional beep codes are listed in the following table.

Table 4. POST beep code descriptions

Beep code	Descriptions of the POST beep codes
1-1-4	<p>BIOS ROM checksum in-progress or failure.</p> <p><b>Action:</b></p> <ol style="list-style-type: none"><li>1. Move the BIOS code page jumper (J12) to pins 2 and 3 to start from the backup BIOS code page.</li><li>2. Restart the blade server and flash the BIOS code.</li><li>3. Move the BIOS code page jumper back to pins 1 and 2 and restart the blade server.</li></ol> <p>If the problem remains, call for service.</p>
All other beep codes	<ol style="list-style-type: none"><li>1. Make sure that the memory modules are installed correctly.</li><li>2. Turn off the blade server; then, restart the blade server. If the problem remains, call for service.</li></ol>

## POST error messages

The following table provides an abbreviated list of the error messages that might appear during POST. See “Diagnostics” in the blade server *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *Documentation CD* that comes with the blade server for more information about the POST error messages.

Table 5. Abbreviated list of POST error messages

POST message	Failing device or problem found	Suggested action
161	The real-time clock battery has failed.	Replace the battery yourself or call for service.
162	A device configuration has changed.	Make sure that optional devices are installed correctly and turned on. <b>Note:</b> If you are unable to start the Configuration/Setup Utility program, view the system event log in the management module.
163	The time of day has not been set.	Set the date and time.
289	A failing DIMM was disabled.	Make sure that the memory is correct for your blade server and that it is installed properly.
301 303	Keyboard and keyboard controller	<ul style="list-style-type: none"> <li>Make sure that the keyboard/mouse/video select button LED on the front of the blade server is lit, indicating that the blade server is connected to the shared keyboard.</li> <li>Make sure that the keyboard cable is connected to the BladeCenter unit and nothing is resting on the keyboard keys.</li> </ul>
962	Parallel port configuration error	Start the Configuration/Setup Utility program and make sure that the parallel-port setting is correct.
11xx	Serial port error	Make sure that the serial cable is connected correctly.
1162	Serial port configuration conflict	Start the Configuration/Setup Utility program and make sure that the IRQ and I/O port assignments that are needed by the serial port are available.
1800	PCI adapter hardware interrupt	Start the Configuration/Setup Utility program and make sure that the interrupt resource settings are correct.
2400 2462	Video controller and memory	<ul style="list-style-type: none"> <li>Make sure that the keyboard/mouse/video select button LED on the front of the blade server is lit, indicating that the blade server is connected to the shared monitor.</li> <li>Make sure that the monitor is connected correctly to the BladeCenter unit.</li> </ul>
00019xxx	Processor x is not functioning or failed the built-in test.	Make sure that processor x is installed correctly. If the problem remains, replace processor x.
00180xxx	A PCI adapter requested a resource that is not available.	Start the Configuration/Setup Utility program and make sure that the resources that are needed by the PCI adapter are available.
01295085	The blade server failed the ECC-checking hardware test.	Have the system board serviced.
012980xx 012981xx	Data for processor x	Download and install the latest level of BIOS code.
01298200	Microprocessor speed mismatch	Install microprocessors with identical speeds.

Table 5. Abbreviated list of POST error messages (continued)

POST message	Failing device or problem found	Suggested action
I9990305	POST could not find an operating system.	Install an operating system.

## ServerGuide problems

The following table lists problem symptoms and suggested solutions.

Table 6. ServerGuide Setup and Installation CD

Symptom	Suggested action
The <i>ServerGuide Setup and Installation</i> CD will not start.	<ul style="list-style-type: none"> <li>• Make sure that the CD-ROM drive is associated with the blade server that you are configuring.</li> <li>• Make sure that the blade server supports the ServerGuide program and has a startable (bootable) CD-ROM (or DVD-ROM) drive.</li> <li>• If the startup (boot) sequence settings have been altered, make sure that the CD-ROM drive is first in the startup sequence.</li> </ul>
The SCSI RAID program cannot view all installed drives, or the operating system cannot be installed.	<ul style="list-style-type: none"> <li>• Make sure that there are no duplicate SCSI IDs or IRQ assignments.</li> <li>• Make sure that the hard disk drive is connected correctly.</li> </ul>
The operating-system installation program continuously loops.	Make more space available on the hard disk.
The ServerGuide program will not start the operating-system CD.	Make sure that the operating-system CD is supported by the ServerGuide program. See the <i>ServerGuide Setup and Installation</i> CD label for a list of operating-system versions that support the ServerGuide program.
The operating system cannot be installed; the option is not available.	Make sure that the operating system is supported on your server. If the operating system is supported, either there is no logical drive defined (SCSI RAID systems) or the ServerGuide System Partition is not present. Run the ServerGuide program and make sure that setup is complete.

---

## Troubleshooting charts

The following tables list problem symptoms and suggested solutions. See the blade server *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *Documentation* CD for more detailed troubleshooting charts. If you cannot find the problem in these 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.

### Memory problems

Symptom	Suggested action
The amount of system memory displayed is less than the amount of physical memory installed.	<p>Make sure that:</p> <ul style="list-style-type: none"><li>• The DIMMs are seated correctly.</li><li>• You have installed the correct type of memory.</li><li>• If you changed the memory, you updated the memory configuration in the Configuration/Setup Utility program.</li><li>• All banks of memory are enabled. The blade server might have automatically disabled a memory bank when it detected a problem, or a memory bank might have been manually disabled.</li></ul> <p>Check the POST error log for error message 289:</p> <ul style="list-style-type: none"><li>• If the DIMM was disabled by a system-management interrupt (SMI), replace the DIMM.</li><li>• If the DIMMs are not installed in pairs, install the DIMMs starting with DIMM 1 and DIMM 2. Make sure that there is not an unpopulated DIMM slot in the middle or that DIMM 3 and DIMM 4 are installed before DIMM 1 and DIMM 2.</li><li>• If the system halts, make sure the DIMMs are installed in dual-ranked pairs. Swap DIMM 3 and DIMM 4 with DIMM 1 and DIMM 2.</li><li>• If the system error is an unsupported memory configuration, make sure that there is more than one DIMM installed. Install DIMMs in DIMM slots 1 and 2. If this does not fix the error, replace the DIMMs flagged in the management module log and indicated through light path diagnostics LEDs.</li><li>• If the DIMM was disabled by the user or by POST, run the Configuration/Setup Utility program and enable the DIMM.</li><li>• If this error remains, replace the DIMM.</li></ul> <p>If the problem remains, call for service.</p>

### Microprocessor problems

Symptom	Suggested action
The blade server emits a continuous tone during POST.	<p>The startup (boot) microprocessor is not working correctly.</p> <p>Make sure that the startup microprocessor is seated correctly. If it is, replace the startup microprocessor.</p> <p>If the problem remains, call for service.</p>

### Monitor problems

**Note:** The monitor screen remains blank until it is directed to a blade server that is turned on; this is normal behavior.

Symptom	Suggested action
The monitor screen goes blank when you direct it to a working blade server, or it goes blank when you start some application programs in the blade servers.	<p>Make sure that the monitor cable is connected to the video connector on the management module. Some IBM monitors have their own self-tests. If you suspect a problem with your monitor, see the information that comes with the monitor for adjusting and testing instructions.</p> <p>If you still cannot find the problem, try using the monitor with another blade server. If the problem remains, see the <i>IBM BladeCenter Type 8677 Hardware Maintenance Manual and Troubleshooting Guide</i> or the <i>IBM BladeCenter T Types 8720 and 8730 Hardware Maintenance Manual and Troubleshooting Guide</i>.</p>
The screen is blank.	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>• The keyboard/mouse/video select button LED on the front of the blade server is lit, indicating that the blade server is connected to the shared monitor.</li> <li>• The BladeCenter unit power cord is connected to the power module and a working electrical outlet.</li> <li>• The monitor cables are connected properly.</li> <li>• The monitor is turned on and the brightness and contrast controls are adjusted correctly.</li> </ul> <p><b>Important:</b> In some memory configurations, the 3-3-3 beep code might sound during POST followed by a blank monitor screen. If this occurs and the <b>Boot Fail Count</b> feature in the <b>Start Options</b> of the Configuration/Setup Utility program is enabled (its default setting), you must restart the blade server three times to force the system BIOS to reset the configuration settings to the default configuration (the memory connector or bank of connectors enabled).</p> <p>If the problem remains, call for service.</p>
Only the cursor appears.	<p>Make sure that the keyboard, video, and mouse on the BladeCenter unit have not been switched to another blade server.</p> <p>If the problem remains, call for service.</p>
The monitor has screen jitter, or the screen image is wavy, unreadable, rolling, or distorted.	<p>If the monitor self-tests show that the monitor is working correctly, 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.</p> <p><b>Attention:</b> Moving a color monitor while it is turned on might cause screen discoloration.</p> <p>Move the device and the monitor at least 300 mm (12 in.) apart, and turn on the monitor.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. To prevent diskette drive read/write errors, make sure that the distance between the monitor and diskette drives is at least 75 mm (3 in.).</li> <li>2. Non-IBM monitor cables might cause unpredictable problems.</li> <li>3. An enhanced monitor cable with additional shielding is available for the 9521 and 9527 monitors. For information about the enhanced monitor cable, contact your IBM marketing representative or authorized reseller.</li> </ol> <p>If the problem remains, call for service.</p>
Wrong characters appear on the screen.	<p>If the wrong language is displayed, update the firmware or operating system with the correct language in the blade server that has ownership of the monitor.</p> <p>If the problem remains, call for service.</p>

## Mouse problems

Symptom	Suggested action
The mouse does not work.	<ul style="list-style-type: none"><li>• Make sure that the keyboard/mouse/video select button LED on the front of the blade server is lit, indicating that the blade server is connected to the shared mouse.</li><li>• Make sure that the mouse cable is securely connected to the management module and that the keyboard and mouse cables are not reversed.</li><li>• Make sure that the mouse works correctly with other blade servers.</li><li>• Make sure that the mouse is recognized as a USB device, not PS/2, by the blade server. Although the mouse is a PS/2-style device, communication with the mouse is through an internal USB bus in the BladeCenter unit. Some operating systems enable you to select the type of mouse during installation of the operating system. Select USB.</li></ul> <p>If the problem remains, call for service.</p>

## Network connection problems

Symptom	Suggested action
One or more blade servers are unable to communicate with the network.	<p>Make sure that:</p> <ul style="list-style-type: none"><li>• The switch modules for the network interface that you are using are installed in the correct bays and are configured and operating correctly. See the IBM <i>BladeCenter Type 8677 Hardware Maintenance Manual and Troubleshooting Guide</i> or the IBM <i>BladeCenter T Types 8720 and 8730 Hardware Maintenance Manual and Troubleshooting Guide</i> for details.</li><li>• The settings in the switch module are correct for the blade server (settings in the switch module are blade server specific).</li></ul> <p>If you installed an optional expansion card, make sure that:</p> <ul style="list-style-type: none"><li>• The expansion card is designed for the blade server. See the “Server Support” flowchart on the cover for information about obtaining ServerProven™ compatibility information from the World Wide Web.</li><li>• You followed the installation instructions that come with the expansion card.</li><li>• The option is installed correctly.</li><li>• You have not loosened any other installed options or cables.</li><li>• You updated the configuration information in the Configuration/Setup Utility program. Whenever memory or an option is changed, you must update the configuration.</li></ul> <p>If the problem remains, call for service.</p>

## Option problems

Symptom	Suggested action
An IBM option that was just installed does not work.	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>• The option is designed for the blade server. See the “Server Support” flowchart on the cover for information about obtaining ServerProven compatibility information from the World Wide Web.</li> <li>• You followed the installation instructions that come with the option.</li> <li>• The option is installed correctly.</li> <li>• You have not loosened any other installed options or cables.</li> </ul> <p>If the problem remains, call for service.</p>
An IBM option that used to work does not work now.	<p>Make sure that all of the option hardware and cable connections are secure.</p> <p>If the option comes with its own test instructions, use those instructions to test the option.</p> <p>If the problem remains, call for service.</p>

## Power problems

Symptom	Suggested action
The blade server does not turn on.	<ol style="list-style-type: none"> <li>1. Make sure that:           <ol style="list-style-type: none"> <li>a. The power LED on the front of the BladeCenter unit is lit.</li> <li>b. The LEDs on all the power modules are lit.</li> <li>c. If the blade server or attached storage expansion unit is in blade bays 7 through 14 (in the BladeCenter unit) or blade bays 5 through 8 (in the BladeCenter T unit), power modules are in all four power bays.</li> <li>d. The power-on LED on the blade server control panel is flashing slowly.               <ul style="list-style-type: none"> <li>• If the power LED is flashing rapidly and continues to do so, the blade server is not communicating with the management module; reseal the blade server and go to step 3.</li> <li>• If the power LED is off, either the blade bay is not receiving power, the blade server is defective, or the LED information panel is loose or defective.</li> </ul> </li> <li>e. Local power control for the blade server is enabled (use the management-module Web interface to verify), or the blade server was instructed through the management module (Web interface or IBM Director) to turn on.               <p><b>Note:</b> For more information about IBM Director, see the IBM Director documentation on the <i>IBM Director</i> CD.</p> </li> </ol> </li> <li>2. If you just installed an expansion card in the blade server, remove it and restart the blade server. If the blade server now turns on, troubleshoot the option (see the documentation that comes with the option for information).</li> <li>3. Try another blade server in the blade bay; if it works, replace the faulty blade server.</li> <li>4. If the problem remains, call for service.</li> </ol>

## Service processor problems

Symptom	Suggested action
The service processor reports a general monitor failure.	Shut down the operating system and turn off the blade server; then, remove the blade server from the BladeCenter unit, wait for 30 seconds, reinstall the blade server in the BladeCenter unit, and restart the blade server.  If the problem remains, call for service.

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## Light path diagnostics

If the system-error LED on the system LED panel on the front or rear of the BladeCenter unit is lit, one or more error LEDs on the BladeCenter unit components also might be lit. These LEDs help identify the cause of the problem.

### Diagnosing problems using light path diagnostics

This section provides information about using the light path diagnostics to diagnose problems that might occur during installation. To locate the actual component that caused the error, locate the lit error LED on that component.

The following steps illustrate how to use the light path diagnostics to diagnose a system error:

1. Shut down the operating system, turn off the blade server, and remove the blade server from the BladeCenter unit.
2. Place the blade server on a flat, static-protective surface.
3. Remove the cover from the blade server.
4. Press and hold the light path diagnostics button to relight the LEDs that were lit before you removed the blade server from the BladeCenter unit. The LEDs will remain lit for as long as you press the button, to a maximum of 25 seconds.

See “Understanding the control panel and LEDs” on page 12 for information about the control panel buttons and error LEDs. See “Using light path diagnostics to troubleshoot the system board” on page 16 and Table 2 on page 16 for the locations of the light path diagnostics button and error LEDs. See Table 7 on page 63 for a description of the settings.

## Light path diagnostics LEDs

The following table lists the LEDs on the light path diagnostics panel, the problems that they indicate, and actions to solve the problems. The following illustration is the light path diagnostics key located on the system board. See Figure 5 on page 16 for more information about locating the light path diagnostics LEDs.



Power is available to relight the light path diagnostics LEDs for a small period of time after the blade server is removed from the BladeCenter unit. During that period of time, you can relight the light path diagnostics LEDs for a maximum of 25 seconds (or less, depending on the number of LEDs that are lit and the length of time the blade server is removed from the BladeCenter unit) by pressing the light path diagnostics button. The light path diagnostics power present LED (CR111) is lit when the light path diagnostics button is pressed if power is available to relight the blade-error LEDs. If the light path diagnostics power present LED is not lit when the light path diagnostics button is pressed, no power is available to light the blade-error LEDs, and they will be unable to provide any diagnostic information.

Table 7. Light path diagnostics

LED	Problem	Action
None	An error has occurred and cannot be isolated, or the service processor has failed. The error is not represented by a light path diagnostics LED.	Check the system error log in the management module for more information about the error.
DIMM x error	A memory error has occurred.	<p>Replace the failing DIMM, which is indicated by the lit DIMM failure LED.</p> <p><b>Note:</b> Multiple DIMM LEDs do not necessarily indicate multiple DIMM failures. If more than one DIMM LED is lit, reseal or replace one DIMM at a time until the error is corrected. Check the system error log in the management module for information about the error.</p> <p>If the problem remains, have the blade server serviced.</p>
Processor x error	The microprocessor has failed.	<p>Make sure that the microprocessor that is indicated by the lit LED is installed correctly (see “Installing an additional microprocessor” on page 25 for installation instructions).</p> <p>If the problem remains, replace the microprocessor.</p>
Temperature error	The system temperature has exceeded a threshold level.	<ul style="list-style-type: none"> <li>• Determine whether a blower on the BladeCenter unit has failed. If it has, replace the fan.</li> <li>• Make sure that the room temperature is not too high (see “Features and specifications” on page 6 for temperature information).</li> </ul> <p>If the problem remains, have the blade server serviced.</p>
System board error	The system board has failed	<p>Replace the blade server cover, reinsert the blade server in the BladeCenter unit, and then restart the server.</p> <p>If the problem remains, have the blade server serviced.</p>
NMI error	The system board has failed.	<ul style="list-style-type: none"> <li>• Replace the blade server cover, reinsert the blade server in the BladeCenter unit, and then restart the server.</li> <li>• Check the system error log in the management module for information about the error.</li> </ul> <p>If the problem remains, have the blade server serviced.</p>
Processor mismatch	The processors do not match.	<p>Make sure that microprocessors 1 and 2 have the same cache size and type and the same clock speed. Internal and external clock frequencies must be identical.</p> <p>If the problem remains, have the blade server serviced.</p>



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## Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This appendix contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your BladeCenter device, and whom to call for service, if it is necessary.

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### Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system is turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system. Information about diagnostic tools is in the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM Documentation CD or in the *Hardware Maintenance Manual* at the IBM Support Web site.
- Go to the IBM Support Web site at <http://www.ibm.com/pc/support/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the publications that are provided with your system and software. The information that comes with your system also describes the diagnostic tests that you can perform. Most BladeCenter devices, operating systems, and programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the information for the operating system or program.

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### Using the documentation

Information about your IBM BladeCenter and preinstalled software, if any, is available in the documentation that comes with your system. That documentation includes printed books, online books, readme files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/pc/support/> and follow the instructions. Also, you can order publications through the IBM Publications Ordering System at <http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>.

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### Getting help and information from the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM BladeCenter products, services, and support. The address for IBM BladeCenter information is <http://www.ibm.com/eserver/bladecenter/>.

You can find service information for your IBM products, including supported options, at <http://www.ibm.com/pc/support/>.

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## Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems. For information about which products are supported by Support Line in your country or region, go to <http://www.ibm.com/services/sl/products/>.

For more information about Support Line and other IBM services, go to <http://www.ibm.com/services/>, or go to <http://www.ibm.com/planetwide/> for support telephone numbers. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

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## Hardware service and support

You can receive hardware service through IBM Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. Go to <http://www.ibm.com/planetwide/> for support telephone numbers, or in the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

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# Appendix B. IBM Statement of Limited Warranty Z125-4753-08 04/2004

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## Part 1 - General Terms

### Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 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. 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. **Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.***

### What this Warranty Covers

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. 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. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.

**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. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

### What this Warranty Does not Cover

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse (including but not limited to use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
- failure caused by a product for which IBM is not responsible; and
- any non-IBM products, including those that IBM may procure and provide with or integrate into an IBM Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

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

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

### **How to Obtain Warranty Service**

If the Machine does not function as warranted during the warranty period, contact IBM or your reseller to obtain warranty service. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

### **What IBM Will Do to Correct Problems**

When you contact IBM for service, you must follow the problem determination and resolution procedures that IBM specifies. An initial diagnosis of your problem can be made either by a technician over the telephone or electronically by access to an IBM website.

The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information.

You are responsible for downloading and installing designated Machine Code (microcode, basic input/output system code (called “BIOS”), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides.

If your problem can be resolved with a Customer Replaceable Unit (“CRU”) (e.g., keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install.

If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of Machine Code or software updates, or with a CRU, IBM or your reseller, if approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM is unable to do either, you may return the Machine to your place of purchase and your money will be refunded.

IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

### **Exchange of a Machine or Part**

When the 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.

## **Your Additional Responsibilities**

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 service request procedures that IBM or your reseller provides;
  - b. backup or secure all programs, data, and funds contained in the Machine;
  - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
  - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

## **Limitation of Liability**

IBM is responsible for loss of, or damage to, your Machine only 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 are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM for any reason. You should remove all such information from the Machine prior to its return.

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), except for any liability that cannot be waived or limited by applicable laws, 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 charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

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, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF,**

OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

### Governing Law

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.**

### Jurisdiction

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

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## Part 2 - Country-unique Terms

### AMERICAS

#### **ARGENTINA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

#### **BOLIVIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of La Paz.

#### **BRAZIL**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the court of Rio de Janeiro, RJ.

#### **CHILE**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Civil Courts of Justice of Santiago.

## **COLOMBIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of the Republic of Colombia.

## **EQUADOR**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of Quito.

## **MEXICO**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Federal Courts of Mexico City, Federal District.

## **PARAGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of Asuncion.

## **PERU**

**Limitation of Liability:** *The following is added at the end of this section:*

In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

## **URUGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the City of Montevideo Court's Jurisdiction.

## **VENEZUELA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Courts of the Metropolitan Area Of the City of Caracas.

## **NORTH AMERICA**

**How to Obtain Warranty Service:** *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

## CANADA

**Limitation of Liability:** *The following replaces item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

## UNITED STATES

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

## ASIA PACIFIC

### AUSTRALIA

**What this Warranty Covers:** *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 similar legislation and are only limited to the extent permitted by the applicable legislation.

**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 or other similar legislation, 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.

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

### CAMBODIA AND LAOS

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America.

### CAMBODIA, INDONESIA, AND LAOS

**Arbitration:** *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the

post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## **HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA**

**Governing Law:** *The following replaces “laws of the country in which you acquired the Machine” in the first sentence:*  
laws of Hong Kong Special Administrative Region of China.

## **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; and
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 Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term “Machine” includes Machine Code and Licensed Internal Code (“LIC”).

**Arbitration:** *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## **JAPAN**

**Governing Law:** *The following sentence is added to this section:*

Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

## **MALAYSIA**

**Limitation of Liability:** *The word “SPECIAL” in item 3 of the fifth paragraph is deleted.*

## **NEW ZEALAND**

**What this Warranty Covers:** *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.

## **PEOPLE’S REPUBLIC OF CHINA (PRC)**

**Governing Law:** *The following replaces “laws of the country in which you acquired the Machine” in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).

## **PHILIPPINES**

**Limitation of Liability:** *Item 3 in the fifth paragraph is replaced by the following:*

**SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR**

**Arbitration:** *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## **SINGAPORE**

**Limitation of Liability:** *The words “SPECIAL” and “ECONOMIC” in item 3 in the fifth paragraph are deleted.*

## **EUROPE, MIDDLE EAST, AFRICA (EMEA)**

### ***THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:***

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

### **How to Obtain Warranty Service:**

*Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):*

The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries.

If you purchase a Machine in one of the Western European countries, as defined above, 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, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service.

If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, 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.

If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

### **Governing Law:**

*The phrase “the laws of the country in which you acquired the Machine” is replaced by:*

1) “the laws of Austria” in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia**; 2) “the laws of France” in **Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna**; 3) “the laws of Finland” in **Estonia, Latvia, and Lithuania**; 4) “the laws of England” in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe**; and 5) “the laws of South Africa” in **South Africa, Namibia, Lesotho and Swaziland**.

*Jurisdiction: The following exceptions are added to this section:*

1) **In Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) **in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) **in Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) **in France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) **in Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) **in South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) **in Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e)

Madrid for **Spain**; and 9) **in the United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

**Arbitration:** *The following is added under this heading:*

**In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia** all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation.

**In Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

## **EUROPEAN UNION (EU)**

### ***THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:***

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

**How to Obtain Warranty Service:** *The following is added to this section:*

To obtain warranty service from IBM in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM at the following address:

IBM Warranty & Service Quality Dept.  
PO Box 30  
Spango Valley  
Greenock  
Scotland PA16 0AH

## **CONSUMERS**

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

**AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

## **FRANCE AND BELGIUM**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

**THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:**

## **AUSTRIA**

**The provisions of this Statement of Limited Warranty replace any applicable statutory warranties.**

**What this Warranty Covers:** *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 limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case IBM or your reseller is 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.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*

During the warranty period, IBM will reimburse you for the transportation charges for the delivery of the failing Machine to IBM.

**Limitation of Liability:** *The following paragraph is added to this section:*

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

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

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

## **EGYPT**

**Limitation of Liability:** *The following replaces item 2 in this section:*

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. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

*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**

**What this Warranty Covers:** *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 twelve months. In case IBM or your reseller is 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.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *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.

**Limitation of Liability:** *The following paragraph is added to this section:*

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

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

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

## **HUNGARY**

**Limitation of Liability:** *The following is added at the end of this section:*

The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act.

The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

## **IRELAND**

**What this Warranty Covers:** *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 the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to

you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for death or personal injury caused by the negligence of IBM.
2. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damage to your tangible property resulting from the negligence of IBM.
3. Except as provided in items 1 and 2 above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.

#### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

#### **SLOVAKIA**

**Limitation of Liability:** *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

#### **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.

#### **UNITED KINGDOM**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for:
  - a. death or personal injury caused by the negligence of IBM; and
  - b. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. IBM will accept unlimited liability, subject always to the **Items for Which IBM is Not Liable** below, for physical damage to your tangible property resulting from the negligence of IBM.
3. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

#### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

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## **Part 3 - Warranty Information**

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service IBM provides.

### **Warranty Period**

The warranty period may vary by country or region and is specified in the table below.

**Note:** "Region" means either Hong Kong or Macau Special Administrative Region of China.

A warranty period of 3 years on parts and 1 year on labor means that IBM provides warranty service without charge for:

1. parts and labor during the first year of the warranty period; and
2. parts only, on an exchange basis, in the second and third years of the warranty period. IBM will charge you for any labor provided in performance of the repair or replacement(s) in the second and third year of the warranty period.

### **Machine - 8843**

<b>Country or Region of Purchase</b>	<b>Warranty Period</b>	<b>Type of Warranty Service*</b>
Worldwide	Parts - 3 years, labor - 3 year	5
* See " <a href="#">Types of Warranty Service</a> " for the legend and explanations of warranty-service types.		

### **Types of Warranty Service**

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM's normal service area, contact your local IBM representative or your reseller for country and location specific information.

**1. Customer Replaceable Unit (“CRU”) Service**

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your Machine. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

**2. On-site Service**

IBM or your reseller will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to an IBM service center.

**3. Courier or Depot Service\***

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

**4. Customer Carry-In or Mail-In Service**

You will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing Machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the Machine, IBM will make it available for your collection or, for Mail-in Service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

**5. CRU and On-site Service**

This type of Warranty Service is a combination of Type 1 and Type 2 (see above).

**6. CRU and Courier or Depot Service**

This type of Warranty Service is a combination of Type 1 and Type 3 (see above).

**7. CRU and Customer Carry-In or Mail-In Service**

This type of Warranty Service is a combination of Type 1 and Type 4 (see above).

**When a 5, 6 or 7 type of warranty service is listed, IBM will determine which type of warranty service is appropriate for the repair.**

\* This type of service is called ThinkPad® EasyServ or EasyServ in some countries.

The IBM Machine Warranty World Wide Web site at [http://www.ibm.com/servers/support/machine\\_warranties/](http://www.ibm.com/servers/support/machine_warranties/) provides a worldwide overview of IBM's Limited Warranty for Machines, a Glossary of IBM definitions, Frequently Asked Questions (FAQs) and Support by Product (Machine) with links to Product Support pages. **The IBM Statement of Limited Warranty is also available on this site in 29 languages.**

To obtain warranty service contact IBM or your IBM reseller. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In the EU countries, see the telephone numbers below.

### **EU Country Telephone List**

Phone numbers are subject to change without notice. For the warranty service contact telephone number in a country subsequently added to the EU and not yet reflected in the list below, contact IBM in that country or visit the website above for a current telephone listing.

Austria -- +43-1-24592-5901	Latvia -- +386-61-1796-699
Belgium -- +32-70-23-3392	Lithuania -- +386-61-1796-699
Cyprus -- +357-22-841100	Luxembourg -- +352-298-977-5063
Czech Republic -- +420-2-7213-1316	Malta -- +356-23-4175
Denmark -- +45-4520-8200	Netherlands -- +31-20-514-5770
Estonia -- +386-61-1796-699	Poland -- +48-22-878-6999
Finland -- +358-8001-4260	Portugal -- +351-21-892-7147
France -- +33-238-557-450	Slovakia -- +421-2-4954-1217
Germany -- +49-1805-253553	Slovenia -- +386-1-4796-699
Greece -- +30-210-680-1700	Spain -- +34-91-714-7983
Hungary -- +36-1-382-5720	Sweden -- +46-8-477-4420
Ireland -- +353-1-815-4000	United Kingdom -- +44-1475-555-055
Italy -- +39-800-820-094	

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## Appendix C. Notices

This information was developed for products and services offered in the U.S.A.

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## Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

CD-ROM drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

When referring to hard disk drive capacity or communications volume, 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.

Maximum memory may require replacement of the standard memory with an optional memory module.

IBM makes no representation or warranties regarding non-IBM products and services that are ServerProven, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. These products are offered and warranted solely by third parties.

IBM makes no representations or warranties with respect to non-IBM products. Support (if any) for the non-IBM products is provided by the third party, not IBM.

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

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## Product recycling and disposal

This unit contains materials such as circuit boards, cables, electromagnetic compatibility gaskets, and connectors which may contain lead and copper/beryllium alloys that require special handling and disposal at end of life. Before this unit is disposed of, these materials must be removed and recycled or discarded according to applicable regulations. IBM offers product-return programs in several countries. Information on product recycling offerings can be found on IBM's Internet site at <http://www.ibm.com/ibm/environment/products/prp.shtml>.

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## Battery return program

This product may contain a sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries outside the United States, go to <http://www.ibm.com/ibm/environment/products/batteryrecycle.shtml> or contact your local waste disposal facility.

In the United States, IBM has established a collection process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and battery packs from IBM equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Have the IBM part number listed on the battery available prior to your call.

In the Netherlands, the following applies.



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## Electronic emission notices

### 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. 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 la 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.

## Taiwanese Class A warning 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。

## Chinese Class A warning statement

聲 明  
此為 A 級產品。在生活環境中，該產品可能會造成無線電干擾。在這種情況下，可能需要用戶對其干擾採取切实可行的措施。

## Japanese Voluntary Control Council for Interference (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。



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Part Number: 90P3129

Printed in USA

(1P) P/N: 90P3129

