

Bull ESCALA EPC440 Series

User's Guide

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Bull ESCALA EPC440 Series

User's Guide

Hardware

April 1999

BULL ELECTRONICS ANGERS
CEDOC
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FRANCE

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Year 2000

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Communication Statements

The following statement applies to this product. The statement for other products intended for use with this product appears in their accompanying documentation.

Federal Communications Commission (FCC) Statement

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

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

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

European Union (EU) Statement

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

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

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

International Electrotechnical Commission (IEC) Statement

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

United Kingdom Telecommunications Safety Requirements

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

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

Avis de conformité aux normes du ministère des Communications du Canada

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

Canadian Department of Communications Compliance Statement

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

VCCI Statement

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

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

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

Electromagnetic Interference (EMI) Statement – Taiwan

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。

The following is a summary of the EMI Taiwan statement above.

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

Radio Protection for Germany

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

Der Aussteller der Konformitätserklärung ist die IBM Germany.

Dieses Gerät erfüllt die Bedingungen der EN 55022 Klasse A. Für diese von Geräten gilt folgende Bestimmung nach dem EMVG:

Geräte dürfen an Orten, für die sie nicht ausreichend entstört sind, nur mit besonderer Genehmigung des Bundesministers für Post und Telekommunikation oder des Bundesamtes für Post und Telekommunikation betrieben werden. Die Genehmigung wird erteilt, wenn keine elektromagnetischen Störungen zu erwarten sind.

(Auszug aus dem EMVG vom 9.Nov.92, Para.3, Abs.4)

Hinweis

Dieses Genehmigungsverfahren ist von der Deutschen Bundespost noch nicht veröffentlicht worden.

Safety Notices

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

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

Electrical Safety

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

DANGER

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

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

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

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

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

CAUTION:

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

DANGER

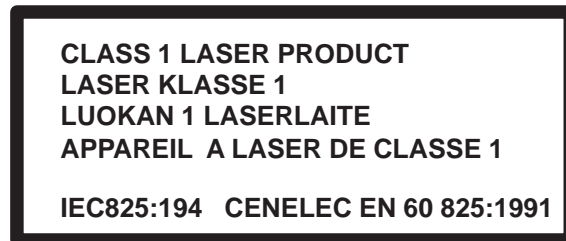
To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.

CAUTION:

This unit has more than one power supply cord. To reduce the risk of electrical shock, disconnect two power supply cords before servicing.

Laser Safety Information

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



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

CAUTION:

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

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

Environmental Notices

Product Recycling and Disposal

Components of the system unit, such as structural parts and circuit cards, can be recycled where recycling facilities exist. Companies are available to disassemble, reuse, recycle, or dispose of electronic products. Contact your account representative for more information.

This system unit contains batteries and circuit boards with lead solder. Before you dispose of this unit, these batteries and circuit boards must be removed and discarded according to local regulations or recycled where facilities exist. This book contains specific information on each battery type where applicable.

For information on reuse, recycling or proper battery disposal procedures, contact your sales representative or local waste disposal facility.

About this Book

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

ISO 9000

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

Related Publications

The following publications are available:

- The *ESCALA EPC440 Series Installation and Service Guide*, order number 86 A1 84KX, contains installation instructions, reference information, maintenance analysis procedures (MAPs), error codes, removal and replacement procedures, and a parts catalog.
- The *ESCALA EPC400 Series Rack Service Guide*, order number 86 A1 20PX, contains information regarding the EPC400 Rack, which the CPU Drawer is installed in.
- The *Diagnostics Information for Multiple Bus Systems*, order number 86 A1 26HX, contains information and procedures that are common to all systems.
- The *Adapters Information Manual for Multiple Bus Systems*, order number 86 A1 27HX, contains cabling and technical information about some of the adapters and devices available for your system unit.
- The *ESCALA EPC Series Site Preparation for Rack Systems*, order number 86 A1 30PX, provides a step-by-step approach to prepare a customer site for the installation of single (RL470) and multiple rack-mounted machines (EPC1200) together with their subsystems and peripherals.
- The *ESCALA EPC Series Connecting Guide*, order number 86 A1 65JX, shows cabling details for RL470 and EPC1200 configurations.
- The *Disks and Tapes Configuration Information*, order number 86 A1 88GX, gives the jumper and switch settings to configure disks and tapes peripherals that use the Small Computer System Interface (SCSI).

Chapter 1. System Description

Thank you for selecting an ESCALA EPC440!

The ESCALA EPC440 CPU Drawer combines PowerPC performance and system expandability, ensuring that your system adapts to handle ever-changing operating requirements. The system is specifically designed to support the demands of network environments.

The CPU Drawer incorporates the new, advanced peripheral component interconnect (PCI) bus, which is faster than the industry standard architecture (ISA) bus.

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

The minimum configuration of the CPU Drawer includes:

- One PowerPC processor
- 128MB system memory
- One 4.5GB disk drive
- One 1.44MB diskette drive
- One CD-ROM drive
- One unused media bay
- Two power supplies (which provide redundant power).

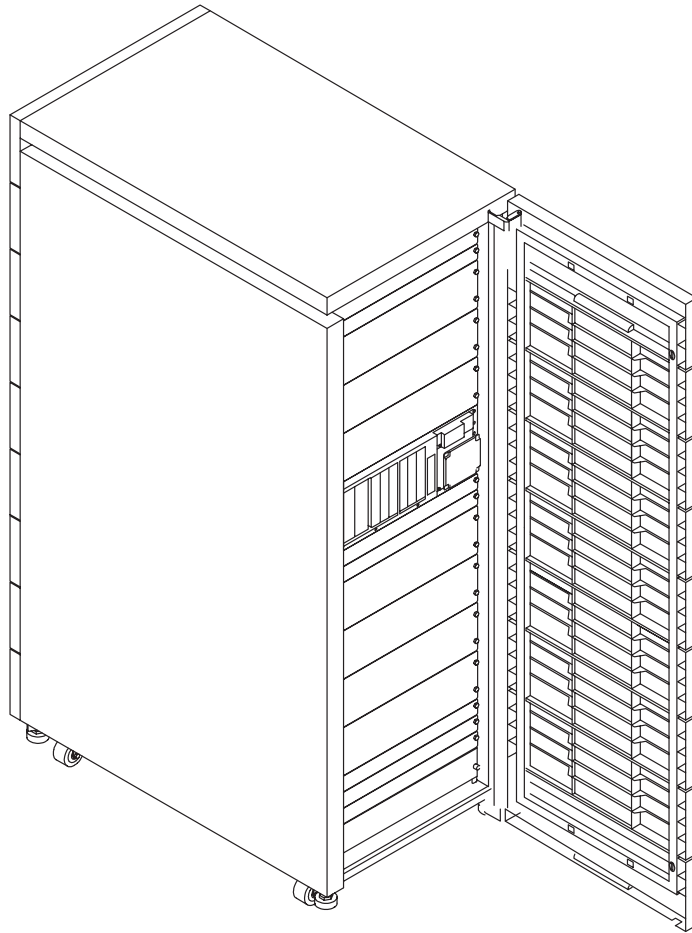
The maximum configuration of the CPU Drawer can include:

- Four PowerPC processors
- 8GB system memory
- Twelve 9.1GB internal hot-swappable disk drives
- One 1.44MB diskette drive
- One CD-ROM drive
- One additional media device (may be a tape drive, CD-ROM drive, or a non-hot-swappable disk drive).
- Two power supplies (which provide redundant power).
- Two backplanes that can accept up to twelve hot-swappable disk drives

Chapter 2. Using the System Unit

Starting the System Unit

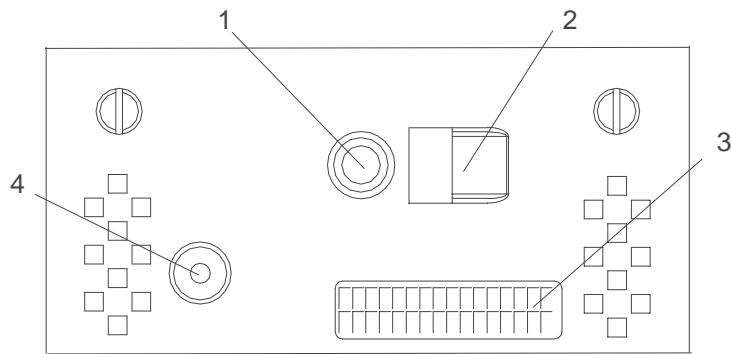
1. Open the front door of the Rack



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

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

3. Press the Power On button.



- | | | | |
|---|-----------------|---|------------------------|
| 1 | Reset Button | 3 | Operator Panel Display |
| 2 | Power On Button | 4 | Power On LED |

When you press the Power On button, the Power On LED displays a steady green light, and the system starts a POST (power on self test).

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

4. If the Power On LED does not come on and there is no indication of power when you press the Power On button, ensure that the power cord, located at the back of the system unit, is plugged into a grounded electrical outlet. If this does not solve the problem, go to Chapter 9, "Hardware Problem Determination". If the LED is not flashing and OK is not displayed in the operator panel display, go to Chapter 6, "Using the Online and Standalone Diagnostics".

For a more complete discussion of power on methods, see "System Power-On Methods" on page 3-18.

Stopping the System Unit

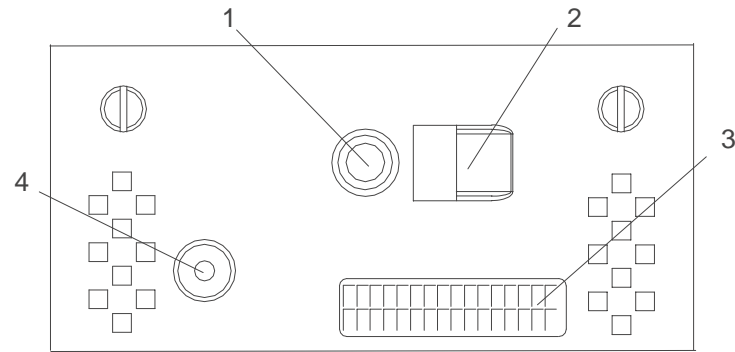
Attention: When using the shutdown procedure for your system, enter the correct command before you stop the system unit. Failure to do so may result in the loss of data. If you need information on the shutdown procedure for your operating system, see your operating system documentation.

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

Reading the Operator Panel Display

The operator panel display is used to:

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



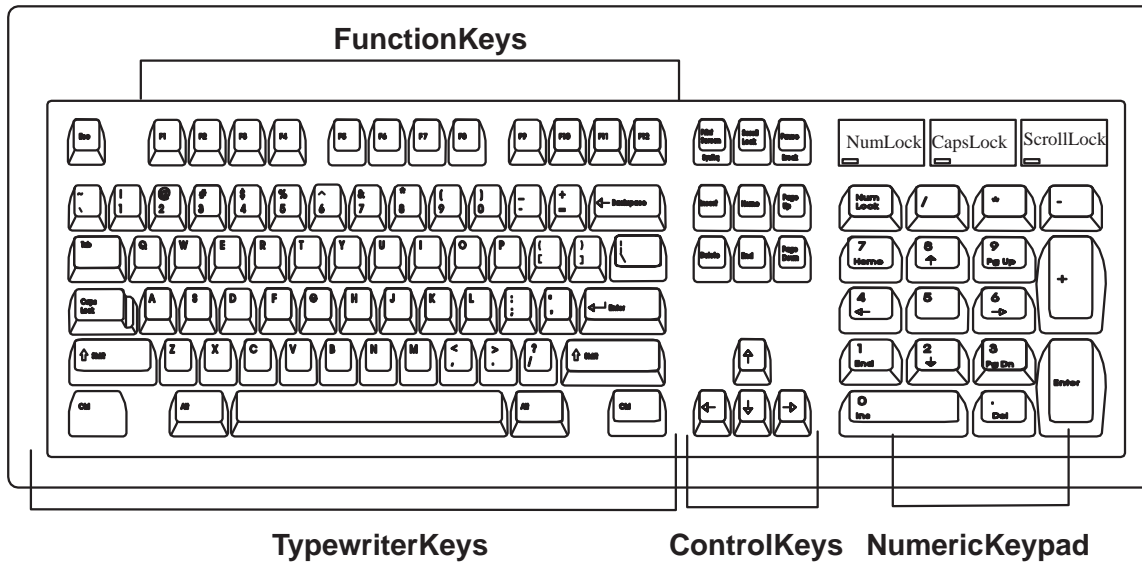
- | | | | |
|---|-----------------|---|------------------------|
| 1 | Reset Button | 3 | Operator Panel Display |
| 2 | Power On Button | 4 | Power On LED |

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

Using the Keyboards

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

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

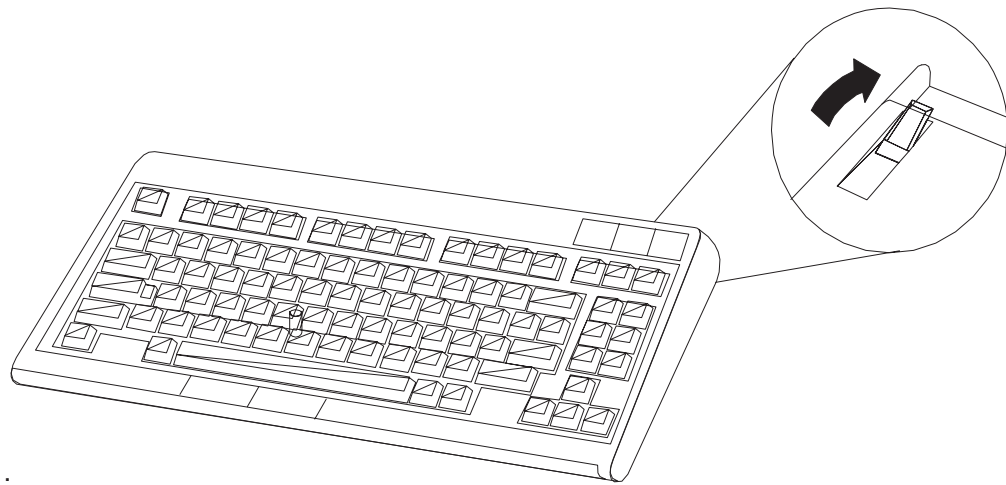


The keyboard is divided into four sections:

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

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

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



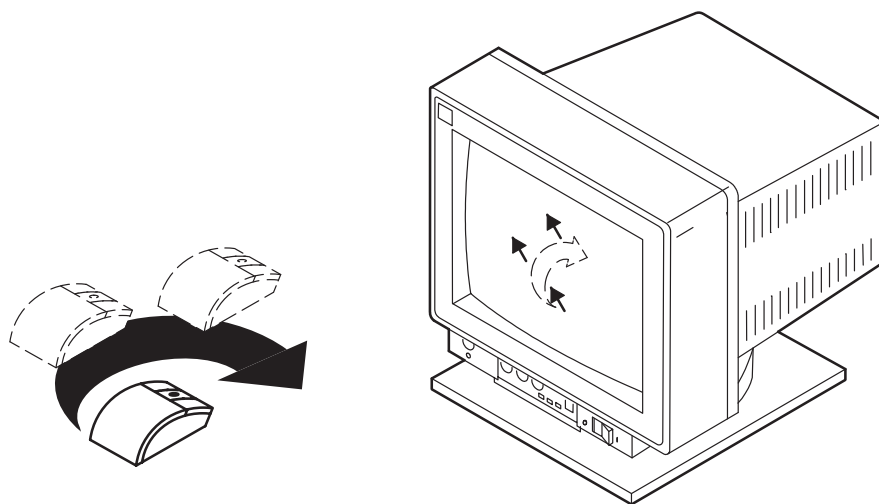
Using The Mouse

The mouse is a hand-operated locating device. Consult your application publication for the exact use of the three-button mouse.



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

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



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

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

Handling the Mouse Correctly

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

Do not:

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

Care of the Mouse

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

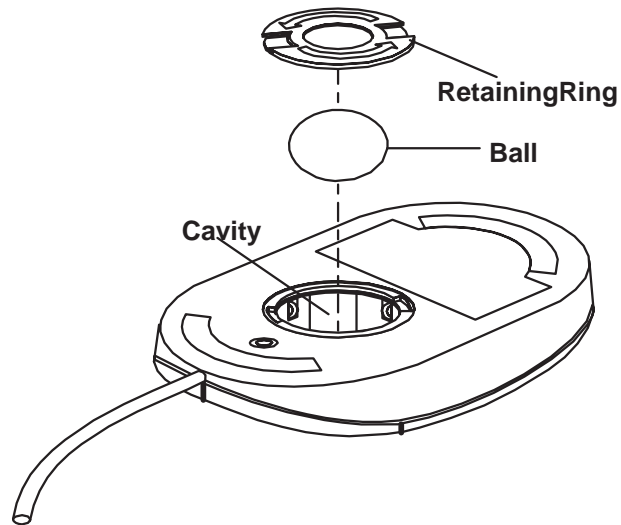
- Finished wood
- Glass
- Enamel
- Plastic
- Paper (except newspaper)
- Metal

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

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

Cleaning the Mouse

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



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

Using the 3.5-Inch Diskette Drive

Diskette Compatibility

The system unit has a 1.44MB diskette drive installed.

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

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

Format the diskette according to its specified capacity.

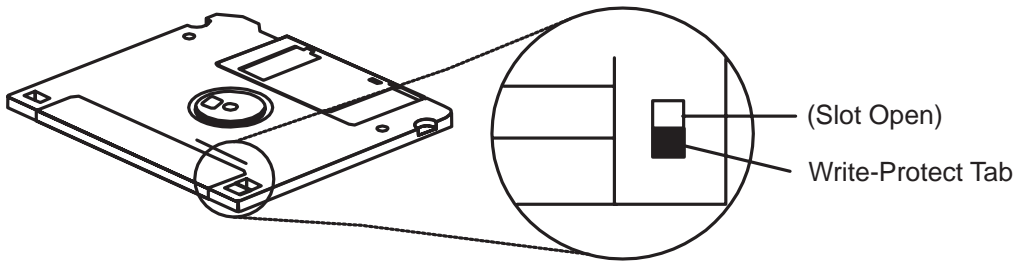
Write-Protecting 3.5-Inch Diskettes

Write-protecting diskettes is necessary so that important information is not accidentally lost. When diskettes are write-protected, you can read information from the diskettes, but you cannot write information on to them.

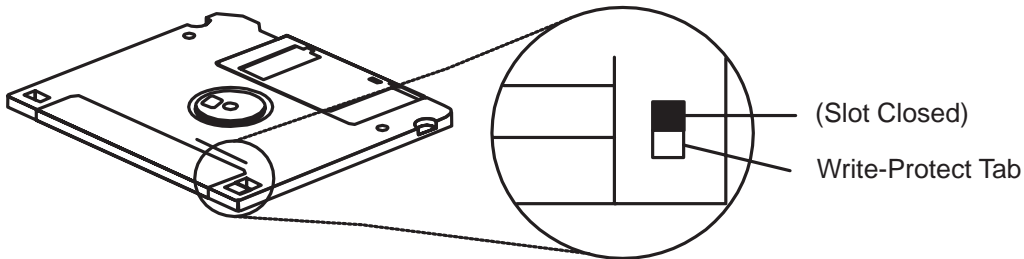
There is a write-protect tab on the 3.5-inch diskette.

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

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



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



Loading and Unloading the 3.5-Inch Diskette

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

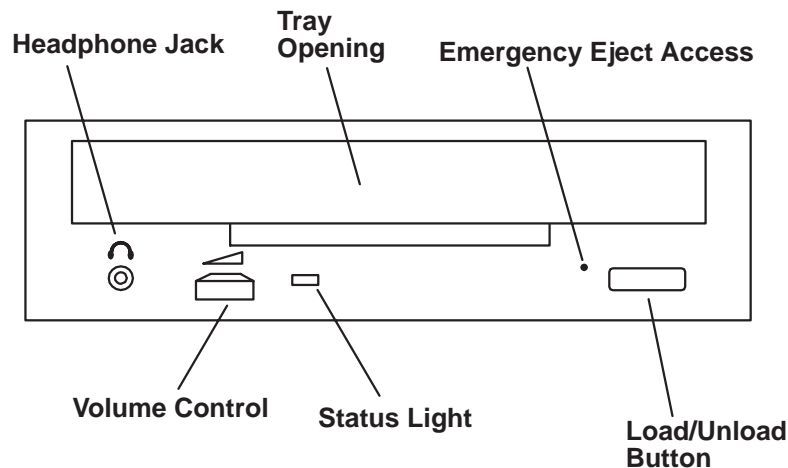
To unload the diskette, push the diskette-unload button. The diskette unloads partially from the drive. Pull the diskette out.

Using the CD-ROM Drive

CAUTION:

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

The CD-ROM is located in bay 2 of the system unit, see page 2-12 for location. Your CD-ROM drive looks like the one shown in the illustration, and the controls are located as indicated.



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

- Off during standby with the CD-ROM loaded or unloaded.
- Blinks from the closing of the tray to completion of initialization.
- Blinks slowly when either the lens or disc is dusty.
- Blinks quickly when in the audio mode.
- Lights during data transfer operations.
- Lights steadily when some condition exists that should be checked.

Loading the CD-ROM Drive

Press the unload button to open the tray. Place the disc in the tray with the printed side up. Push gently on the load/unload button. The drive automatically pulls the tray into the drive and prepares the disc for reading.

Unloading the CD-ROM Drive

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

Cleaning the CD-ROM Drive

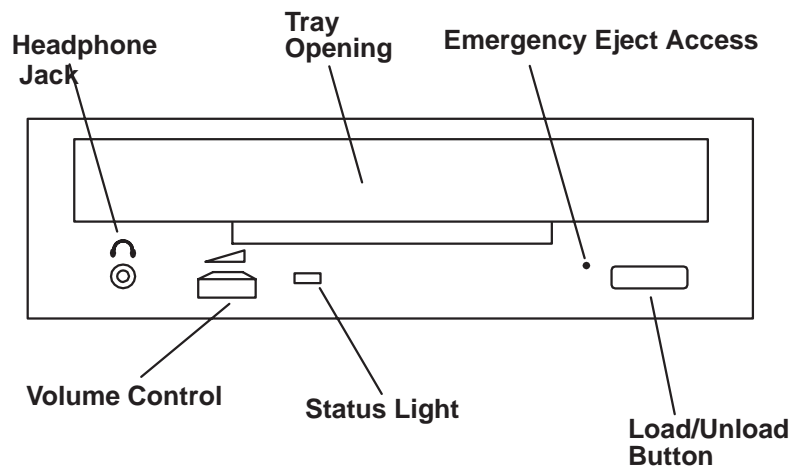
This CD-ROM drive has an internal head-cleaning mechanism, and therefore does not require an external cleaning device. The internal cleaning mechanism cleans the head every time the tray is closed with a disc in the tray.

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

Emergency Eject

Note: Execute the following procedure only in an emergency, such as when the tray does not open if the unload button has been pressed.

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



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

Using the Hot Swap Disk Drives

- For information on installing SCSI hot swap drives, go to "Installing Disk Drives into the Hot-Swap Bays" on page 5-3.

Relationship of AIX Prompts and Physical Drive Location

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

```

scsi0      00 - 01                SCSI I/O Controller
hdisk0     00 - 01 - 00 - 0,0    1.08GB SCSI Disk Drive
hdisk1     00 - 01 - 00 - 3,0    2.2GB SCSI Disk Drive

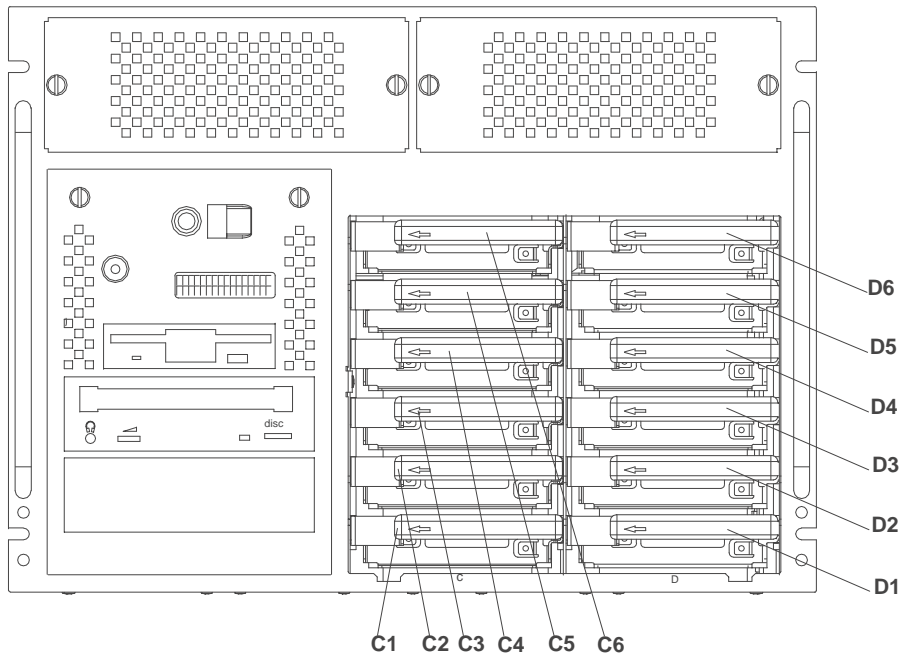
```

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

Physical Slot of SCSI Adapter	Bank Label
8P	30-70
7P	30-68
6P	40-60
5P	40-78
4P	10-70
3P	10-68
2P	20-60
1P	20-58
Second Integrated SCSI Controller	10-88
First Integrated SCSI Controller	10-60

See "AIX and Physical Location Code Reference Table" on page 6-10 for more details.

Hot Swap Disk Drive Physical Locations



C1 Hotswap Disk Drive
C2 Hotswap Disk Drive
C3 Hotswap Disk Drive
C4 Hotswap Disk Drive
C5 Hotswap Disk Drive
C6 Hotswap Disk Drive

D1 Hotswap Disk Drive
D2 Hotswap Disk Drive
D3 Hotswap Disk Drive
D4 Hotswap Disk Drive
D5 Hotswap Disk Drive
D6 Hotswap Disk Drive

Handling Guidelines

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

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

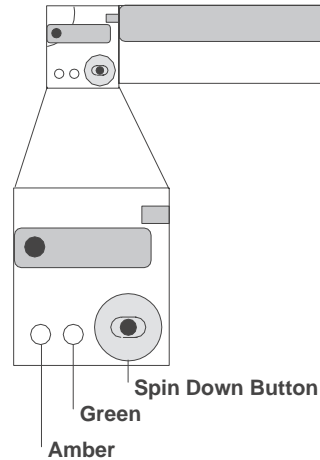
Labels

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

Disk Drive Status LED States

SCSI Disk Drives

The following table explains the meaning of the green and amber status LEDs and spin down button.



SCSI Disk Drive Status Lights		
Light or Button	Status	Definition
Amber	On	Drive spinning
	Off	Drive not spinning
Green	On	Power On
	Off	Power Off
	Blinking	Power Off/Drive identify
Spin down	Depressed	Spin down drive and remove power

Chapter 3. Service Processor Menus

The Service Processor menus make it possible for you to configure SP options, as well as enable and disable functions.

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

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

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

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

Table 3–1. SP Functions

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

¹ Operating system root password

² Privileged access password

³ General access (power–on) password

Service Processor Menus

The Service Processor menus are divided into two groups:

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

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

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

Menu Inactivity

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

How to access Service Processor menus locally

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

How to access Service Processor menus remotely

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

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

Note: If your modem has not been configured, go to "Call-in/Call-out Setup Menu" on page 3-11.

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

General User Menus

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

```
-----+-----
                GENERAL USER MENU

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

- **Power-On System**

Allows the user to power-on the system.

- **Read VPD**

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

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

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

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

The progress indication codes are listed top (latest) to bottom (oldest).

Use the posted code indicated by the <— arrow.

- **Read Service Processor Error Logs**

Displays the Service Processor error logs.

The time stamp in this error log is Coordinated Universal Time (CUT), a.k.a. Greenwich Mean Time (GMT). AIX error logs have more information available and are able to time stamp with local time. See page 3-24 for an example of the error log.

- **Read System POST Errors**

Selecting this item lets you review the results of the POST (Power-On Self Test). Your server may be able to start in the presence of POST errors if there is sufficient working system resources. If POST errors occur during start-up, this error log when used with the diagnostics helps to isolate faults. See page 3-25 for an example of the POST error screen.

- **View System Environmental Conditions**

On selection of this menu, the Service Processor reads all environmental sensors and reports the results to the user. This option maybe useful when surveillance fails, as it

allows the user to determine the environmental conditions that may be related to the failure. See page 3-10 for an example of the System Environmental Conditions screen.

Privileged User Menus

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

MAIN MENU

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

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

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

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

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

```
+-----+
|
|           Service Processor Firmware
|           EPROM: 19970915
|           FLASH: 19970512
|           Copyright 1997, IBM Corporation
|           SYSTEM NAME
|
|           MAIN MENU
|
|           1. Service Processor Setup Menu
|           2. System Power Control Menu
|           3. System Information Menu
|           4. Language Selection Menu
|           5. Call-In/Call-Out Setup Menu
|           6. Set System Name
|           99. Exit from Menus
|
+-----+
```

Service Processor Setup Menu

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

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

Passwords

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

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

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

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

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

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

- **Change Privileged Access Password**

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

- **Change General Access Password**

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

- **Enable/Disable Console Mirroring**

When Console Mirroring is enabled, the Service Processor sends information to both serial ports. This capability may be enabled by local or remote users. This provides local users the capability to monitor remote sessions. Console mirroring may be enabled for the current session only. For more information, see "Console Mirroring" on page 3-22.

- **Start Talk Mode**

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

- **Surveillance Setup Menu**

This option may be used to setup operating system surveillance.

```

+-----+
|                                     |
|           OS Surveillance Setup Menu |
|                                     |
| 1. Surveillance:                    |
|     Currently Enabled                |
|                                     |
| 2. Surveillance Time Interval:      |
|     Currently 5                      |
|                                     |
| 3. Surveillance Delay:              |
|     Currently 10                     |
|                                     |
|                                     |
| 98. Return to Previous Menu         |
|                                     |
+-----+

```

- **Surveillance**

May be set to Enabled or Disabled.

- **Surveillance Time Interval:**

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

– **Surveillance Delay:**

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

Refer to "Service Processor System Monitoring – Surveillance" on page 3-21 for more information about surveillance.

- **Reset Service Processor** – Allows the user to reinitialize the Service Processor.
- **Reprogram Service Processor Flash EPROM** – This is an automatic process.

The update files must be downloaded to a DOS-formatted diskette. You should format the diskette just prior to receiving the download, to be sure it is clean. Reformatting is worth the time and effort. When this process is selected, you are prompted to place the diskette into the drive and to indicate to the system that the diskette is available and the automatic process starts. If the system has other needs, you are prompted. See "Service Processor Firmware Updates" on page 3-23 for additional information and update methods.

System Power Control Menu

```
SYSTEM POWER CONTROL MENU

1. Enable/Disable Unattended Start Mode:
   Currently Disabled

2. Ring Indicate Power-On Menu

3. Reboot/Restart Policy Setup Menu

4. Power-On System

5. Power-Off System

98. Return to Previous Menu

99. Exit from Menus
```

- **Enable/Disable Unattended Start Mode**

This option may be used to instruct Service Processor to immediately power-on the server after a power failure, bypassing power-on password verification. Unattended Start Mode can also be set via SMS Menus. It is intended to be used on servers that require automatic power-on after a power failure.

- **Ring Indicator Power-On Menu**

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

Ring Indicator Power-On Menu

1. Ring Indicate Power-On :
 Currently Disabled
2. Number of Rings :
 Currently 6

98. Return to Previous Menu

- Ring Indicate Power-On may be set to 'Enabled' or 'Disabled'
- Number of Rings may be set to any number from 1 to 255
- **Reboot/Restart Policy Setup Menu**, see "Reboot/Restart Policy Setup Menu" on page 3-16.
- **Power on System**
Lets you power on the system immediately. For other power-on methods see "System Power-On Methods" on page 3-18.
- **Power off System**
Allows the user to power off the server following a surveillance failure.

System Information Menu

SYSTEM INFORMATION MENU

1. Read VPD
2. Read VPD Image from Last System Boot
3. Read Progress Indicators from Last System Boot
4. Read Service Processor Error Logs
5. Read System POST Errors
6. Read NVRAM
7. View System Environmental Conditions

98. Return to Previous Menu

99. Exit from Menus

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

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

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

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

The progress indication codes are listed top (latest) to bottom (oldest).

Use the posted code indicated by the

- **Read Service Processor Error Logs**

Displays error conditions detected by the Service Processor.

The time stamp in this error log is Coordinated Universal Time (CUT), a.k.a. Greenwich Mean Time (GMT). AIX error logs have more information available and are able to time stamp with local time. See page 3-24 for an example of the error log.

- **Read System POST Errors**

Selecting this item lets you review the results of the POST (Power-On Self Test). Your server may be able to start in the presence of POST errors if there is sufficient working system resources. If POST errors occur during start-up, this error log when used with the diagnostics helps to isolate faults. See page 3-25 for an example of the POST error screen.

- **Read NVRAM**

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

- **View System Environmental Conditions**

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

The following is an example of system environment conditions:

```
+-----+
|                                     |
|                                     |
|                               System Environmental Conditions |
|                               (System Power is currently off.) |
|                                     |
| Fan 0:  A stopped fan detected |
| Fan 1:  A stopped fan detected |
| Fan 2:  A stopped fan detected |
| Fan 3:  A stopped fan detected |
| I/O Temperature is operating within normal tolerances |
| 5.0 Volts:  A low 5.0 Voltage reading detected |
| 3.3 Volts:  A low 3.3 Voltage reading detected |
| 5.0 Standby Volts:  is operating within normal tolerance |
| +12.0 Volts:  A low +12.0 voltage reading detected |
| -12.0 Volts:  A high -12.0 voltage reading detected |
|                               (Press Return to Continue) |
|                                     |
+-----+
```

Language Selection Menu

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

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

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

Call-in/Call-out Setup Menu

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

- **Modem Configuration Menu**, see "Modem Configuration Menu" on page 3-12.
- **Serial Port Selection Menu**, see "Serial Port Selection Menu" on page 3-12.
- **Telephone Number Setup Menu**, see "Telephone Number Setup Menu" on page 3-13.
- **Call-Out Policy Setup Menu**, see "Call-Out Policy Setup Menu" on page 3-15.
- **Customer Account Setup Menu**, see "Customer Account Setup Menu" on page 3-16.
- **Ring Indicate Power-On Menu**, see page 3-8.

Modem Configuration Menu

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

For information on choosing a modem configuration file, see "Sample Modem Configuration Files" on page D-1 and "Seamless Transfer of a Modem Session" on page D-4.

```
-----+-----
                Modem Configuration Menu

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

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

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

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

 9. Save configuration to NVRAM and Configure modem

98. Return to Previous Menu

-----+-----
```

Serial Port Selection Menu

```
-----+-----
                Serial Port Selection Menu

 1. Serial Port 1 Call-Out:
    Currently Disabled

 2. Serial Port 2 Call-Out:
    Currently Disabled

 3. Serial Port 1 Call-In:
    Currently Disabled

 4. Serial Port 2 Call-In:
    Currently Disabled

98. Return to Previous Menu

-----+-----
```

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

Serial Port Speed Setup Menu

Serial Port Speed Setup Menu		
1. Serial Port 1 Speed: Currently 9600		
2. Serial Port 2 Speed: Currently 9600		
98. Return to Previous Menu		

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

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

Telephone Number Setup Menu

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

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

Telephone Number Setup Menu

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

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

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

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

```
1 800 123 4567 , , , 87654
```

where the commas create pauses for the voice response system, and the 87654 represents the PIN.

Note: The length of these pauses is set in modem register S8. The default is usually 1 or 2 seconds each.

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

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

Call-Out Policy Setup Menu

```
CALL-OUT POLICY SETUP MENU

1. Call-Out policy (First/All):
   Currently First

2. Remote timeout, (in seconds):
   Currently 120

3. Remote latency, (in seconds):
   Currently 2

4. Number of retries:
   Currently 2

98. Return to Previous Menu
```

- **Call Out policy** may be set to 'first' or 'all'. If call out policy is set to 'first', the Service Processor will stop at the **first successful** call out to one of the following numbers in the order listed:
 - a. Service Center
 - b. Customer Admin Center
 - c. PagerIf call out policy is set to 'all', the Service Processor will attempt a call out to **all** the following numbers in the order listed:
 - a. Service Center
 - b. Customer Admin Center
 - c. Pager
- **Remote timeout and Remote latency** are functions of your service provider's catcher computer. You should take the defaults or contact your service provider for recommended settings.
- **Number of retries** is the number of times you want the server to retry calls that resulted in busy signals or other error messages.

Customer Account Setup Menu

```
Customer Account Setup Menu

1. Customer Account Number:
   Currently Unassigned

2. Customer RETAIN Login UserID:
   Currently Unassigned

3. Customer RETAIN Login Password:
   Currently Unassigned

98. Return to Previous Menu
```

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

Reboot/Restart Policy Setup Menu

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

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

```
Reboot/Restart Policy Setup Menu

1. Number of reboot attempts:
   Currently 3

2. Use OS-Defined restart policy?
   Currently Yes

3. Enable supplemental restart policy?
   Currently No

4. Call-Out before restart:
   Currently Disabled

98. Return to Previous Menu
```

- **Number of reboot attempts** if the server fails to successfully complete the boot process, it attempts to reboot the number of times specified. Entry values equal to or greater than 0 are valid. Only successive failed reboots attempts count, not reboots that occur after a restart attempt. At restart, the counter is set to 0.
- **Use OS-Defined restart policy** lets the Service Processor react or not react the same as the operating system to major system faults, by reading the setting of the operating system parameter **Automatically Restart/Reboot After a System Crash**. This parameter may, or may not be defined depending on the operating system or its version/level. If the operating system automatic restart setting is defined, then it may be set to respond to a major fault by restarting or by not restarting. See your operating system documentation for details on setting up operating systems automatic restarts. The default value is YES.

- **Enable supplemental restart policy** – The default setting is NO. If set to YES, the Service Processor restarts the system when the system loses control as detected by the Service Processor surveillance, and either:
 - a. The **Use OS–Defined restart policy** is set to NO
 OR
 - b. The **Use OS–Defined restart policy** is set to YES and the operating system has NO automatic restart policy.

Refer to "Service Processor Reboot/Restart Recovery" on page 3-19.

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

Service Processor Functions and Features

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

The ESCALA EPC440 CPU Drawer supports the following functions:

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

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

System Power-On Methods

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

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

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

Refer to "Seamless Transfer of a Modem Session" on page D-4 for information on transferring modem sessions from Service Processor to the operating system.

- Unattended start mode – refer to **Enable/Disable Unattended Start Mode** on page 3-8.
The Service Processor can be enabled to recover from the loss of AC power (see **Enable/Disable Unattended Power-On Mode** in the **SYSTEM POWER CONTROL MENU**). When AC power is restored, the system returns to the then current power state at the time AC loss occurred. For example, if the system was powered-on when AC loss occurred, it reboots/restarts when power is restored. If the system was powered-off when AC loss occurred, it remains off when power is restored.
- Timed power-on – refer to the `shutdown -t` command on servers using AIX.
Working in conjunction with AIX, the Service Processor in your server can operate a timer, much like the wake-up timer on your clock radio. You can set the timer so that your server powers on at a certain time after shutting down. The timer is battery operated, so power interruptions occurring while the server is off do not affect its accuracy. Refer to the **shutdown -t** command of AIX for details on setting the timer.
Because of the potential for AC power loss, the Timed Power-On function of AIX can only be assured when Unattended Power-On Mode is enabled. If a Timed Power-On event occurs during an AC power loss, and if Unattended Power-On Mode is enabled, the system starts when AC power is restored.
If Unattended Start Mode is disabled (the default), the system power state remains off when AC power is restored, regardless of the power state of the system when AC loss occurred.
- Ring Indicate Power-On
Enabling ring indicate power-on disables remote call-in. If ring indicate power-on is enabled, the server will power on at a predetermined number of rings. If the server is already on, no action is taken. In either case, the telephone call is not answered. The caller receives no feedback that the server powered on.
- Follow-up to a Failed Boot Attempt
The Service Processor will initiate a power-on sequence upon detection of a failed boot attempt.

Service Processor Reboot/Restart Recovery

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

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

Failure During Boot Process

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

Failure During Normal System Operation

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

If the operating system is AIX, the menu item under SMIT for setting the restart policy is **Automatically Reboot After Crash (True/False)**, and the default is **False**. When the setting is

True, and if the SP parameter, Use OS–Defined Restart Policy, is Yes (the default), the Service Processor takes over for AIX to reboot/restart after a Check Stop or Surveillance failure.

Service Processor Reboot/Restart Policy Controls

The operating system’s automatic restart policy (see operating system documentation) indicates the OS response to a system crash. The SP can be instructed to refer to that policy, or not, by the Use OS–Defined Restart Policy menu item.

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

Use OS–Defined restart policy:

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

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

Enable Supplemental Restart Policy:

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

1. The **Use OS–Defined restart policy** is set to NO

OR

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

Refer to "Service Processor Reboot/Restart Recovery" on page 3-19.

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

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

¹ Service Processor default

² AIX default

Service Processor System Monitoring – Surveillance

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

Surveillance is available during two phases:

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

System Firmware Surveillance

Provides the Service Processor with a means to detect boot failures while the system firmware is running.

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

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

Operating System Surveillance

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

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

Operating system surveillance can be enabled and disabled via:

- service processor Menus
- service processor Service Aids

Three parameters must be set for operating system surveillance:

1. Surveillance enable/disable
2. Surveillance interval

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

3. Surveillance delay

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

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

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

Call Out (Call-Home)

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

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

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

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

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

Console Mirroring

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

System Configuration

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

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

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

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

Service Processor Firmware Updates

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

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

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

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

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

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

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

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

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

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

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

Refer to the downloaded update instructions, or to the System Management Services "Config" on page 4-3 or "Display Configuration" on page 4-20 or Service Processor menus on page 3-5, to determine the level of the system unit or service processor flash.

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

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

Updating Firmware from the Service Aids:

Note: This service aid is only supported for Online Diagnostics.

This service aid allows you to update the system or service processor flash.

Additional update and recovery instructions may be provided; also you need to know the fully qualified path and file name of the flash update image file. If the flash update image file

is on a diskette, you need the AIX DOS utilities package to process the diskette. You can use the **dosdir** command to find out the name of the update image file. This service aid uses the **dosread** command to put the file into the */var* file system.

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

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

Updating Firmware from AIX:

You must delete the file */var/update_flash_image* before proceeding.

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

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

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

Service Processor Logs

Service Processor Error Log

The Service Processor error logs contain error conditions detected by the Service Processor.

```
+-----+
|                                     |
|                                     |
|                               Error Log                               |
|                                     |
| 19970626223337  0. Loss of Redundant Fan #5                          |
|                   40210091                                          |
|                                     |
| Press "C" to clear error log, any other key to continue.           |
|                                     |
+-----+
```

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

System POST Errors

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

Read System POST Errors

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

(Press Return to Continue)

Chapter 4. System Management Services

The System Management Services provides a way to view information about your computer and perform tasks such as setting passwords and changing device configurations.

If you are using a graphical display as your system console, use the Graphical System Management Services below.

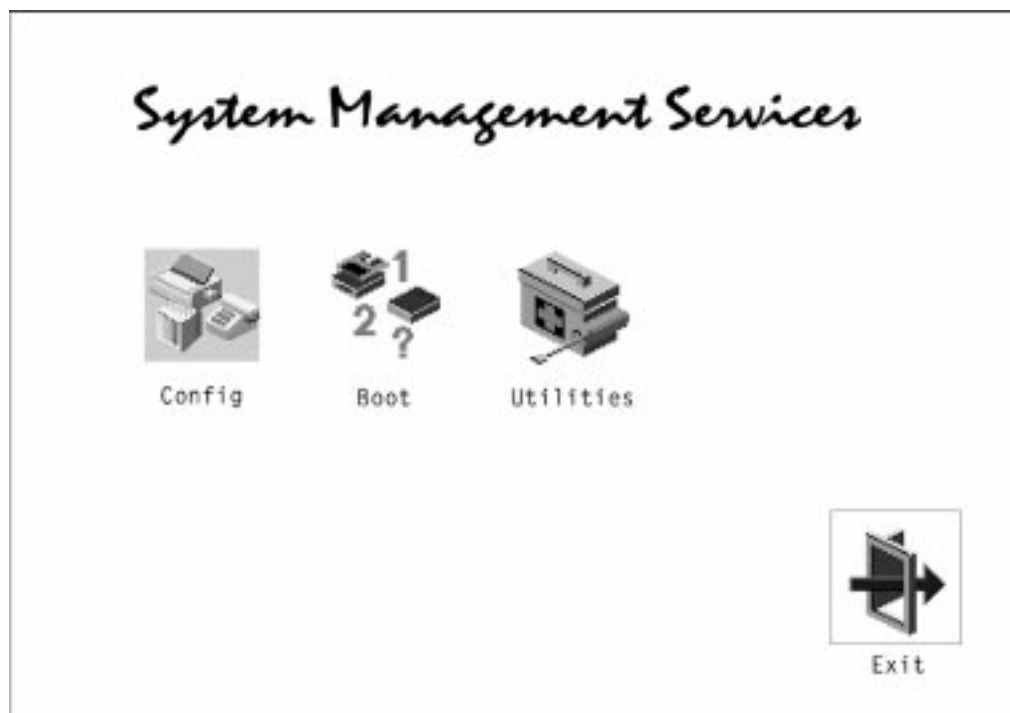
If you are using an ASCII display as your system console, see "Text-Based System Management Services" on page 4-19.

Graphical System Management Services

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

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

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



You may also press F8 to enter the Open Firmware command line and get the OK> prompt.

The System Management Services screen contains the following choices.



Config: Enables you to view your system setup.



MultiBoot: Invokes the Multiboot menu which provides several functions:

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



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




Exit: Returns you to the previous screen.

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

Config



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



<Device Name>

PowerPC, 604
L2-Cache, 0256K

Memory
slot A=8 MB
slot B=8 MB

LPT
addr=3BC

IDE
addr=1F0

COM
addr=3F8

COM
addr=2F8

Audio


Keyboard

Mouse

Diskette
addr=3F0

Integrated Ethernet
addr=9999FF111B

Video
enhanced graphics


Exit

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

SCSI cntlr id=7
CD-ROM id=3
1084 MB Harddisk id=6

PCI Adapters
SCSI cntlr id=7
slot=1

Security OK

<System Information>


x.x	Firmware Version
1/06/1997	Firmware Date
40H5174	Firmware P/N
xxxxxxx	Serial Number


<IO Information>

xxxxxxx	Serial Number
xxxxxxx	Part Number
xxxxxxx	EC Number
xxxxxxx	FRU Number

<Service Processor Information>

xxxxxxx	Serial Number
xxxxxxx	Part Number
xxxxxxx	EC Number
xxxxxxx	FRU Number




Exit

MultiBoot

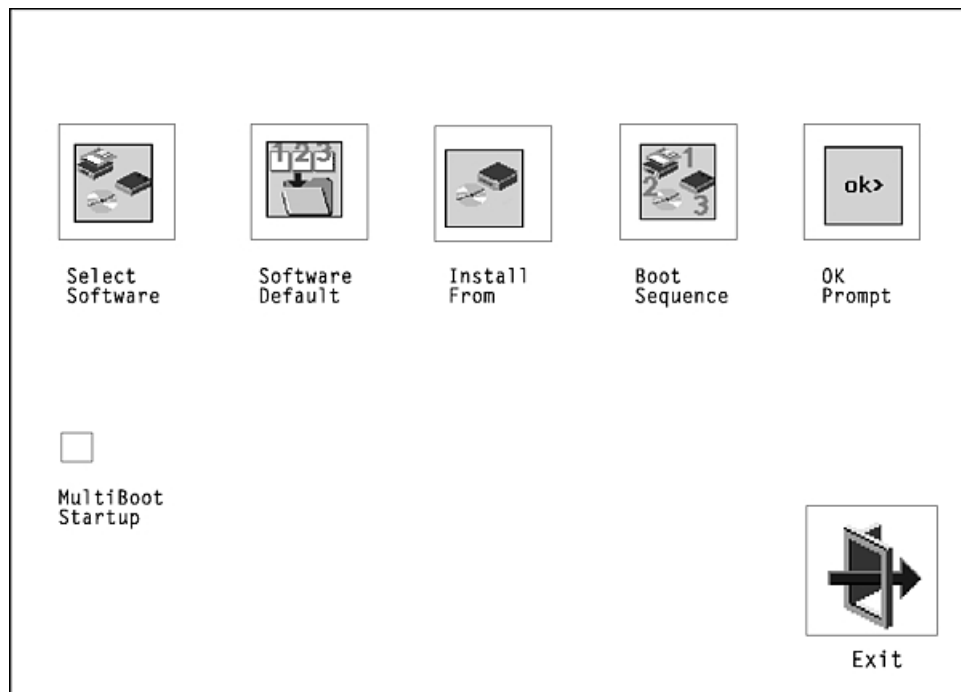


This selection invokes the Multiboot menu which provides several functions:

- To Select a CHRP compliant operating system to boot

In the case of AIX this is a supported option, if you receive a an informational icon after making this selection this means that information in non-volatile storage could have been lost, as would happen if the battery had been removed. In order to recreate this value, issue the bootlist command under AIX with the appropriate parameters as to the location of the operating system in a particular hard disk. See the explanation of the bootlist command in your AIX documentation.

- To select a particular operating system as the default operating system
- To install from the list of possible devices
- To set the sequence in which devices are searched for operating system startup code
- To go to the Open Firmware command prompt
- To set the Multiboot menu so that it comes up immediately as the system powers up



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

In the case of AIX this is a supported option only for the CHRP compliant version. If you receive a message saying:

```
No Operating System Installed
```

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

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

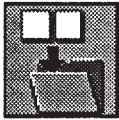


The **Install From** option produces a list of devices, for example the CD-ROM, where the operating system is installed from. You select one of the devices and the system searches the device for an operating system to install and if supported by the operating system in that device, the name of the operating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

The **Boot Sequence** option provides a list of devices that can be selected for the boot list. Up to five devices are supported.

The **Multiboot Startup** option toggles between OFF and ON and selects if the Multiboot menu invokes automatically on startup or not. To toggle, select the Multiboot Startup option, then press the Enter key.

This selection enables you to view and change the custom boot list (the sequence used to search devices for operating system startup code).

New		
-	[1]	Diskette
1	[2]	SCSI CD-ROM id=3 (slot=1)
	[3]	SCSI Tape Drive id=5 (slot=1)
3	[4]	SCSI 4.5 GB Harddisk id=6 (slot=1)
2	[5]	Ethernet (Integrated)

		
Save	Default	Exit

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

The default boot sequence is:

- The primary diskette drive
- CD-ROM drive (For CD-ROM boot, go to the **Install From** icon and then select CD-ROM Drive as a boot device.)
- Tape id=5 (slot=1)
- Hard disk drive id=6 (Slot=1)
- Network device

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

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

Utilities



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



Password



Spin-Up



Error Log



RIPL



SCSI id



Update



"Console



Exit

The following describes the choices available on this screen.



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



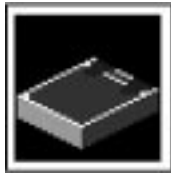
Spin-Up: Enables you to change the spin up delay for SCSI hard disk drives attached to your system



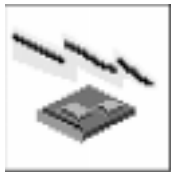
Error Log: Enables you to view and clear error log information for your computer



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



SCSI ID: Allows you to view and change the addresses (IDs) of the SCSI controllers attached to your system unit.



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

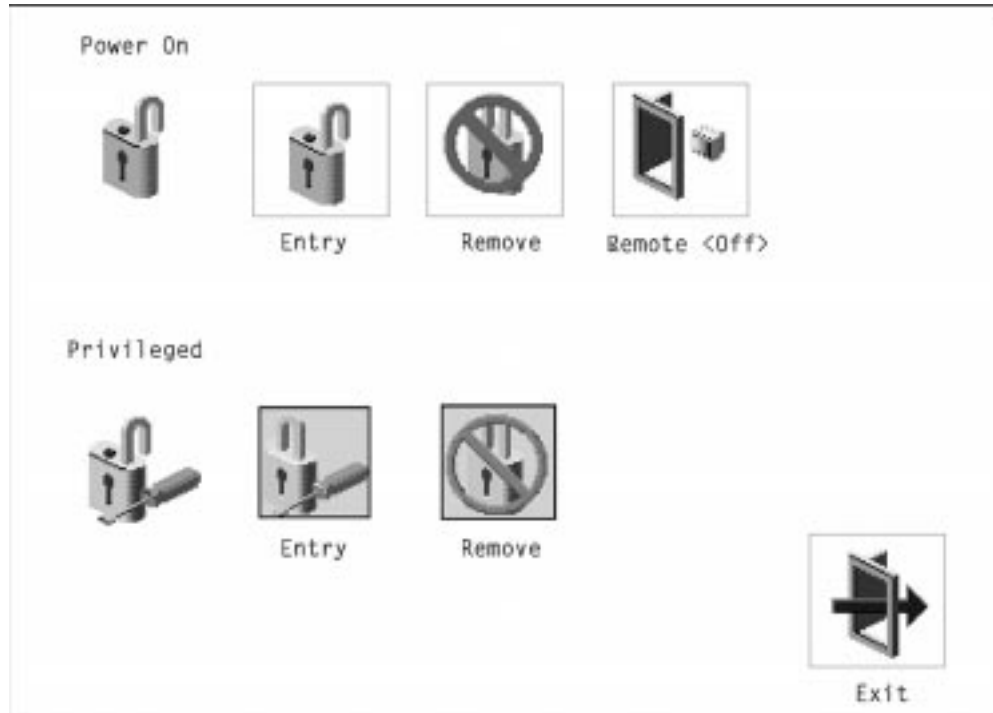


Console: If you have more than one display attached to your system unit, or if you have an ASCII terminal attached to your system unit in addition to a keyboard and display, this tool allows you to define which one is active. If no console is selected within two minutes, the console defaults to Serial Port 2.

Password

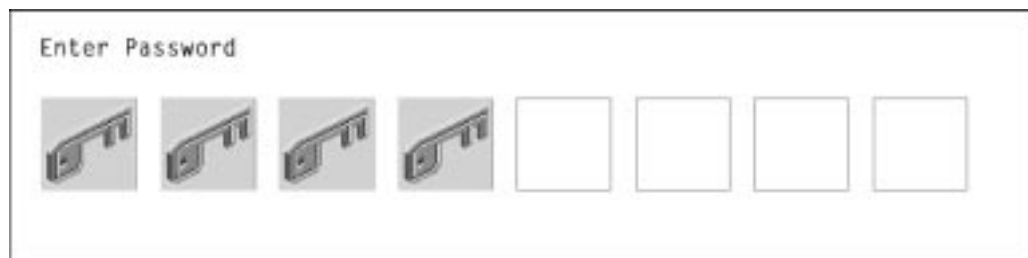


When you select this icon, the following screen is displayed.

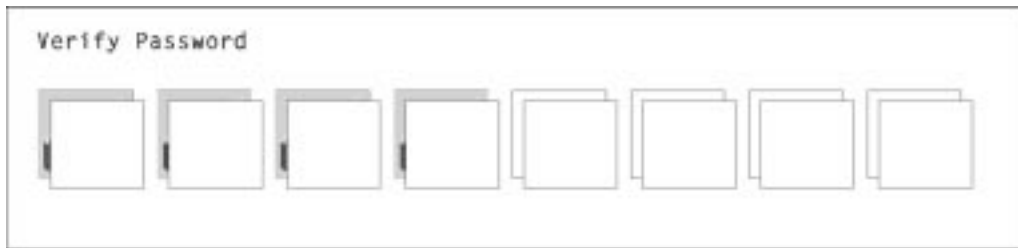


Power-On Password: Setting a power-on password helps protect information stored in your computer. If a power-on password is set for your computer, the Power On icon is shown in the locked position; if a power-on password is not set, then the Power On icon is shown in the unlocked position (as in the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

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



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



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

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

To remove a previously set power-on password, select the Remove icon.



Note: If you *forget* the power-on password, the battery must be removed for longer than 30 seconds to reset the NVRAM, contact your service representative.

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

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



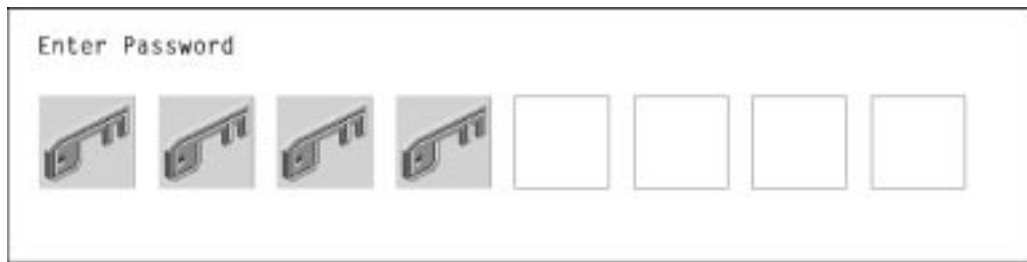
Remote Mode: The remote mode, when enabled, allows the system to start from the defined boot device. This mode is ideal for network servers and other computers that operate unattended. When the remote mode is set, the icon changes to **Remote** .

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

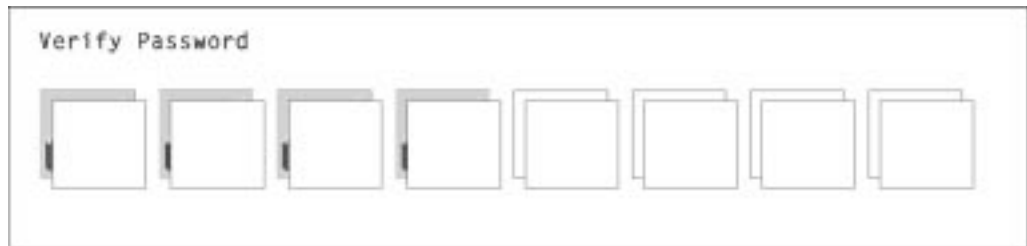


Privileged-Access Password: The privileged-access password protects against the unauthorized starting of the system programs.

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



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



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

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


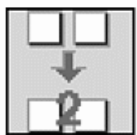

Note: If you *forget* the power-on password, the battery must be removed for longer than 30 seconds to reset the NVRAM. Contact your service representative for assistance.

Hard Disk Spin Up Delay



This selection allows you to change the spin up delay for SCSI hard disk drives attached to your system. Spin up delay values can be entered manually or a default setting can be used. All values are measured in seconds. The default is two seconds. After you have entered the new Spin up delay values, use the arrow keys to highlight the Save icon and press the Enter key.

Harddisk Spin Up Delay
Current Spin Up Value - 112233
Enter New Value - __111__ (secs)

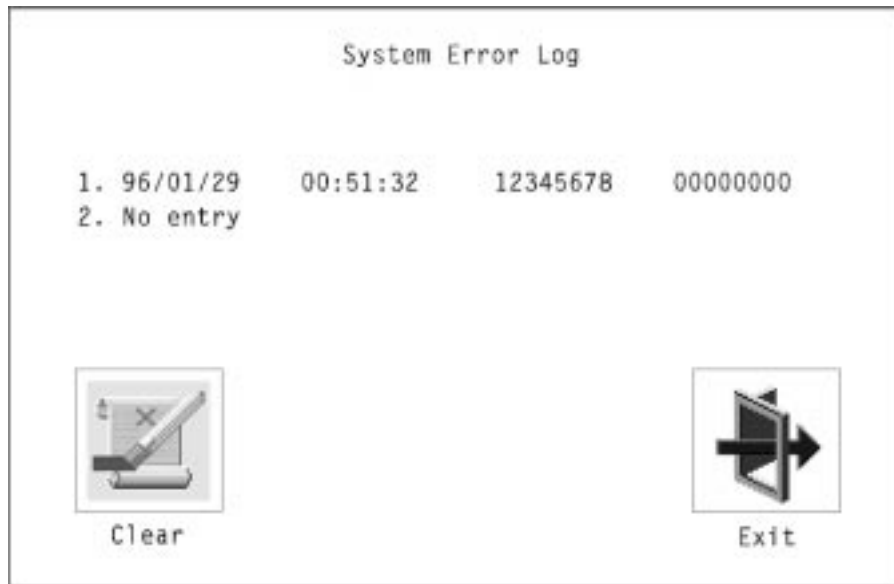
  

Save Default Exit

Error Log



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

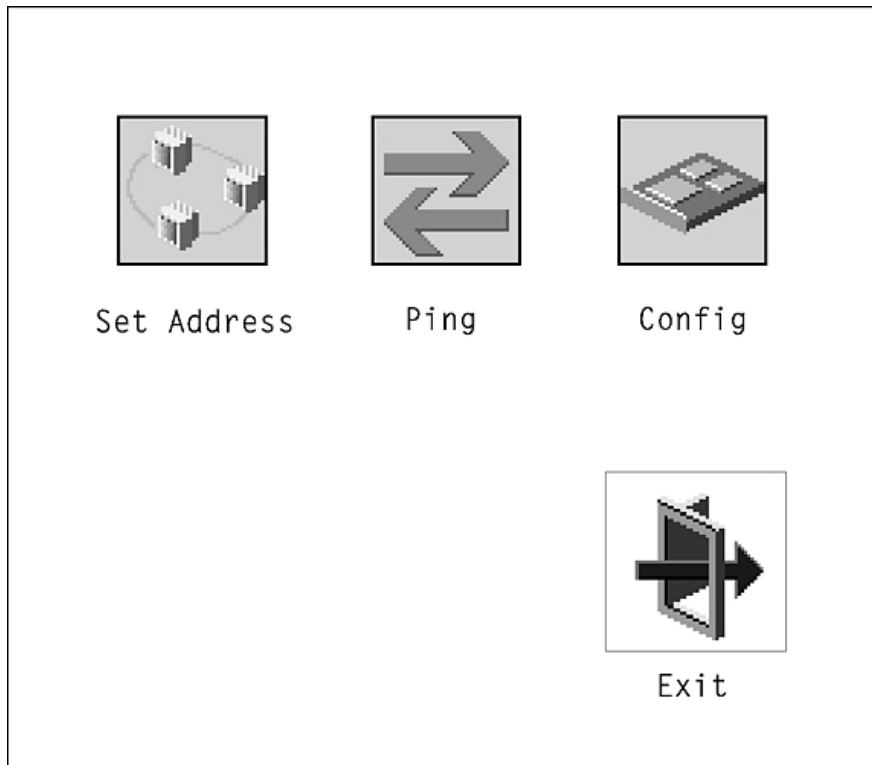


Selecting the Clear icon erases the entries in this log. For an explanation of errors in the system error log, see your System Service Guide.

RIPL



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

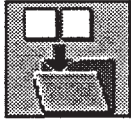




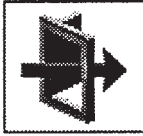
The Set Address icon allows you to define addresses from which your computer can receive RIPL code.

Remote IPL Setup

Client Addr	00.000.000.000	*
Server Addr	00.000.000.000	*
Gateway Addr	00.000.000.000	
Subnet Mask	00.000.000.000	



Save



Exit

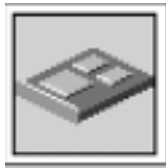
Note: Some applications may require that IP addresses contain leading zeroes for numbers less than 100. For example, 129.132.4.20 may need to be entered as 123.132.004.020. If any of the addresses is incomplete or contains a number other than 0 to 255, an error message is displayed when you select the Save icon. To clear this error, change the improper address and select Save again.

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

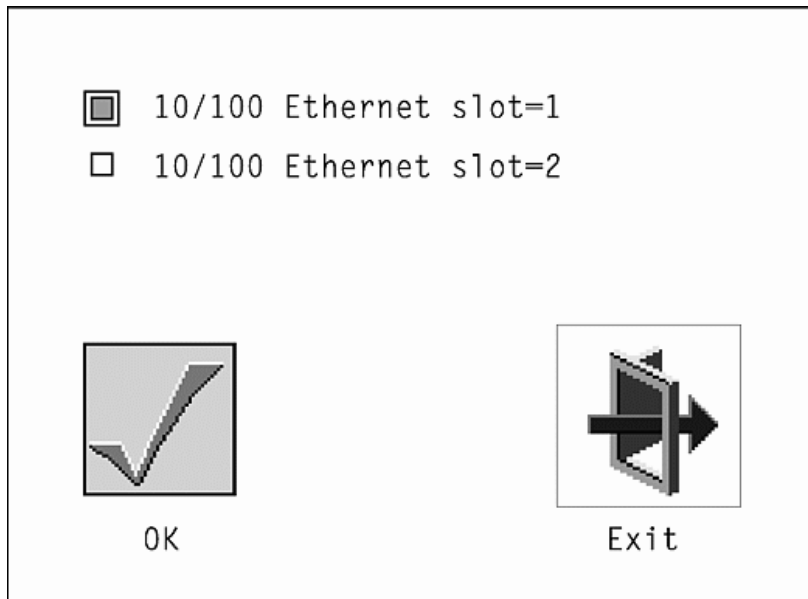


The Ping icon allows you to confirm that a specified address is valid by sending a test transmission to that address.

After choosing the Ping option, you may be asked to indicate which communications adapter should be used to send the test transmission.

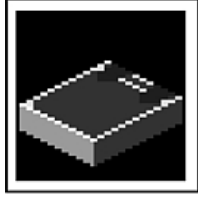


The Config icon allows you to configure network adapters that require setup. Selecting the Config icon presents a list of the adapters requiring configuration. Use the arrow keys to highlight an adapter, press the spacebar to select the adapter, then highlight the OK icon and press the Enter key.



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

SCSI ID






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

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

Change SCSI ID

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

Save Default Exit

Update



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

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

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

System Firmware Recovery

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

To perform a firmware recovery, do the following:

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

Service Processor Firmware Updates

See "Service Processor Firmware Updates" on page 3-23 for details about updating the service processor.

Text-Based System Management Services

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

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

```
System Management Services

1      Display Configuration
2      Multiboot
3      Utilities
4      Select Language

==>                                     [ X=Exit ]
```

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

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

Display Configuration

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

```
<Device Name>

PowerPC 604
L2-Cache, 0512K
Memory
  slot A=8MB
  slot B=8MB
LPT
  addr=3BC
COM
  addr=3F8
COM
  addr=3F8
Audio
Keyboard
Mouse
Diskette
  addr=3F0
Integrated Ethernet
  addr=80005AF67BD
SCSI cntlr id=7

[P=prev-page] [N=Next-page] [X=Exit]
```

MultiBoot Menu

```
Multiboot Menu

1      Select Software
2      Software Default
3      Select Install Device
4      Select Boot Devices
5      OK Prompt
6      Multiboot Startup

==> [X=Exit]
```

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

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

```
No Operating System Installed
```

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

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

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

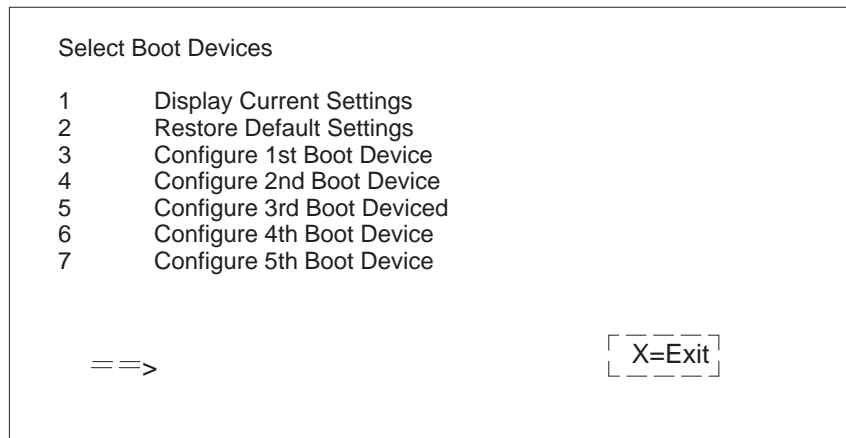
The **Select Boot Devices** option provides a list of devices that can be selected to be stored on the boot list. Up to five devices are supported.

The **OK** prompt provides access to the Open Firmware command prompt.

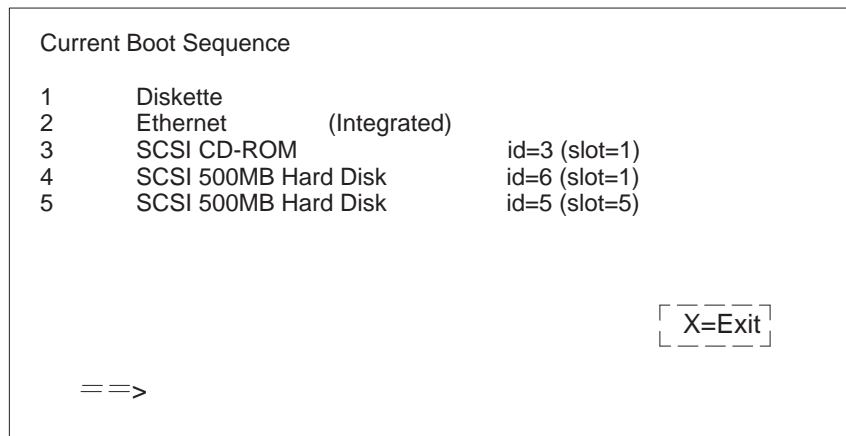
The **Multiboot Startup (or)** option toggles between OFF and ON and selects if the Multiboot menu invokes automatically on startup or not.

Select Boot Devices

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



Selecting the Display Current Settings option lists the current order of devices in the boot list. The following screen shows an example of this display. For CD-ROM boot, go to the Install From icon and then select CD-ROM Drive as a boot device.



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

Configure Nth Boot Device		
Device Number	Current Position	Device Name
1	1	Diskette
2	2	Ethernet
3	3	SCSI CD-ROM
4	4	SCSI 4.5GB Hard Disk
5	–	None

P=prev-page
N=Next-page
X=Exit

==>

Utilities

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

Utilities	
1.	Set Password and Unattended Start Node
2.	SCSI Spin-Up
3.	Display Error Log
4.	Remote Initial Program Load Setup
5.	Change SCI id
6.	Update System Firmware
7.	Update Service Processor
8.	Select Console

X=Exit

==>

Set Password and Unattended Start Mode

Entering this selection permits access to the following options.

Password Utilities	
1.	Set Power On Password
2.	Remove Power On Password
3.	Unattended Start Mode <OFF>
4.	Set Privileged-Access Password
5.	Remove Privileged-Access Password

X=Exit

==>

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

To remove a previously set power-on password, select **Remove Power-On Password**.

Note: If you *forget* the power-on password, the battery must be removed for longer than 30 seconds to reset the NVRAM. Contact your service representative for assistance.

A password can be set only after the system is turned off and on again. **Set Privileged-Access Password:** The privileged-access password protects against the unauthorized starting of the system programs.

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

Note: If you *forget* the power-on password, the battery must be removed for longer than 30 seconds to reset the NVRAM. Contact your service representative for assistance.

Remote Initial Program Load Setup

This option allows you to enable and set up the remote startup capability of your computer. You are asked to specify the network parameters.

Network Parameters

1. IP Parameters
2. Adapter Parameters
3. Ping

[X=Exit]

==>

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

Selecting the **IP Parameters** option displays the following screen.

IP Parameters

1.	Client IP Address	[000.000.000.000]
2.	Server IP Address	[000.000.000.000]
3.	Gateway IP Address	[000.000.000.000]
4.	Subnet Mask	[000.000.000.000]

[X=Exit]

==>

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

Adapter Parameters			
	Device	Slot	HW Address
1	3Com,3C905	Slot=1	80005AFC67BD
1	token-ring	Slot=3	800032E54A12

[X=Exit]

==>

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

3Com Etherlink Fast XL		
1.	Media Type	[Auto]
2.	Full Duplex	[Auto]

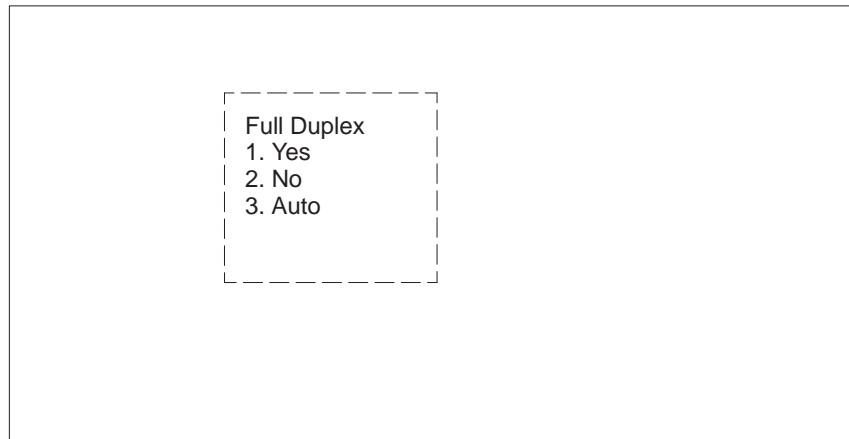
[X=Exit]

==>

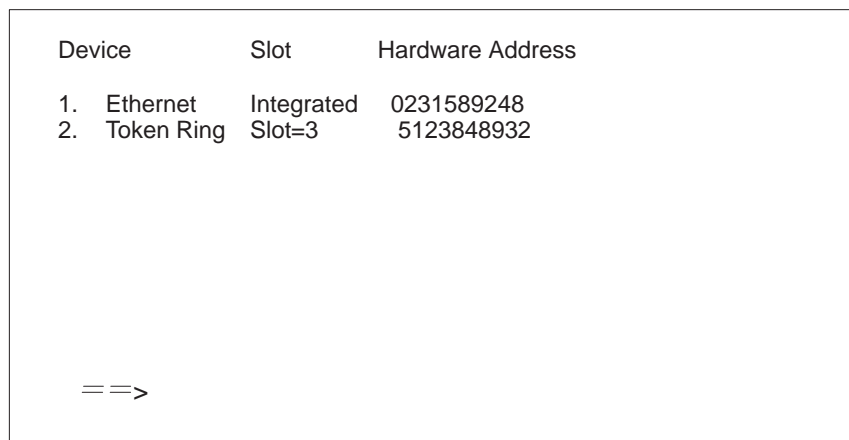
Selecting the Media Type option allows you the change the media employed by the Ethernet adapter.

[MEDIA TYPE 1. 10 BaseT 2. 100 Base TX 3. Auto]
--

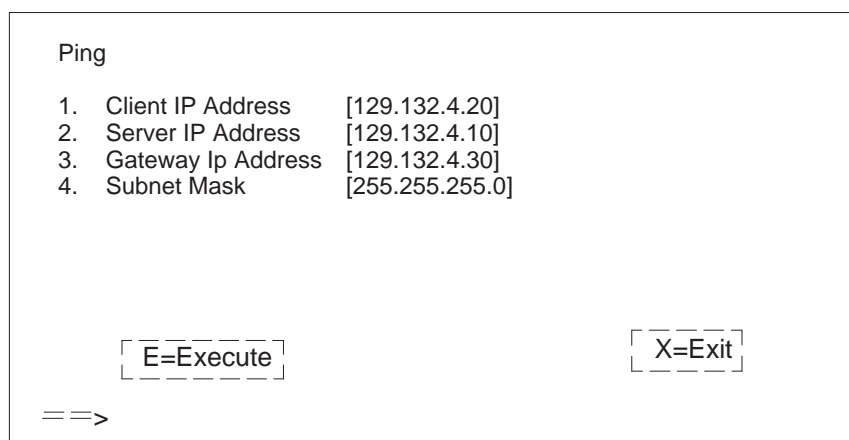
Selecting the Full Duplex option allows you to change how the Ethernet adapter communicates with the network.



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



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

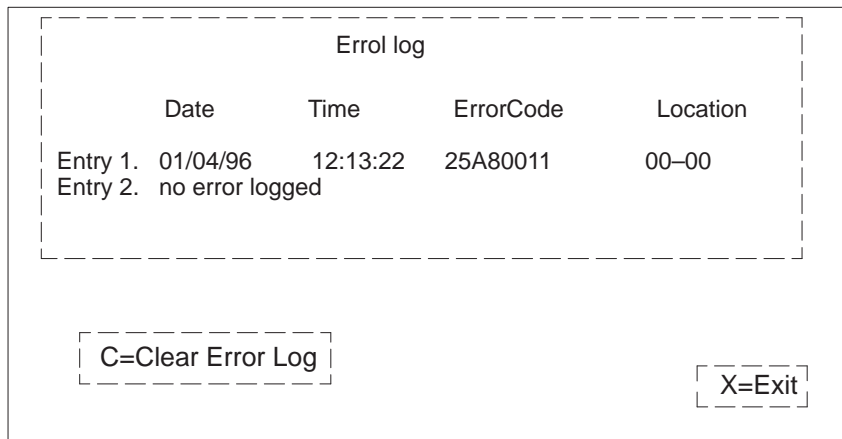


Hard Disk Spin Up Delay

Selecting this utility allows you to adjust the hard disk spin up delay in your system unit.

Display Error Log

A screen similar to the following is displayed when you select this option. You can view or clear your computer's error log.

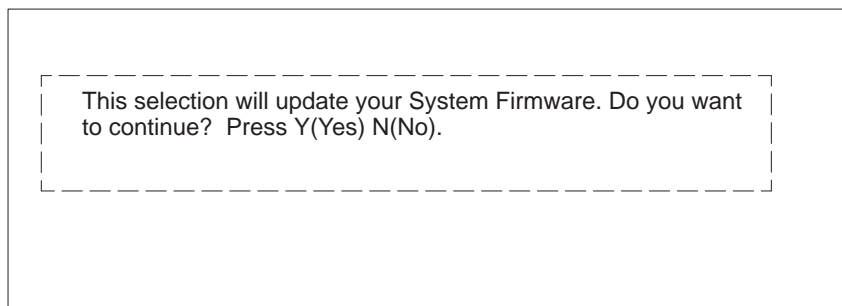


Change SCSI ID

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

Update System Firmware

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



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

To perform a firmware recovery, do the following:

1. Locate your firmware update diskette
2. Using another system unit, rename the *.img file on the firmware update diskette to **precover.img**
3. Make sure your system unit is turned off
4. Insert the firmware recovery diskette into your system unit
5. Turn on your system unit
6. When the keyboard indicator appears, press the 1 key on the system console ASCII terminal

7. When the System Management Services appear, choose Utilities and perform a System Firmware Update as described above

Update Service Processor Firmware

See "Service Processor Firmware Updates" on page 3-23 for details about updating the service processor.

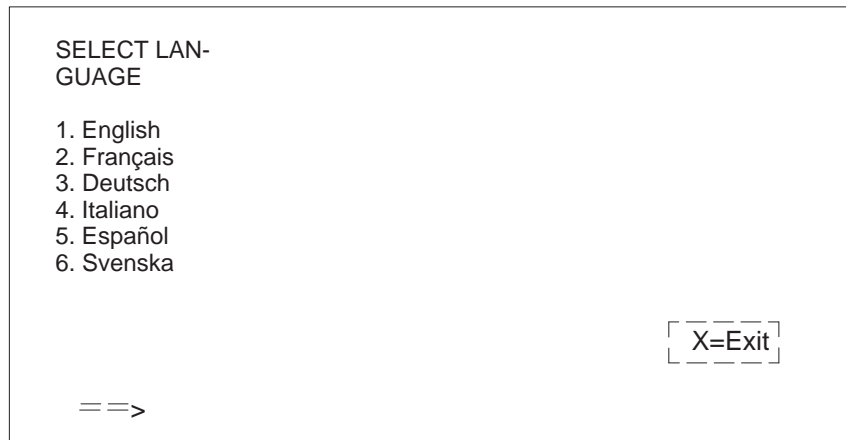
Select Console

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

If no console is selected within two minutes, the console defaults to Serial Port 2.

Select Language

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



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

Open Firmware Command Prompt

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

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

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

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

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

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

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

Chapter 5. Installing Options

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

Before you start, be sure you are familiar with the safety and handling guidelines in "Safety Considerations", and "Handling Static–Sensitive Devices" below. These guidelines help you work safely with your server or options.

Safety Considerations

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

DANGER

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

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

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

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

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

CAUTION:

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

DANGER

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

CAUTION:

This unit has more than one power supply cord. To reduce the risk of electrical shock, disconnect two power supply cords before servicing.

Handling Static-Sensitive Devices

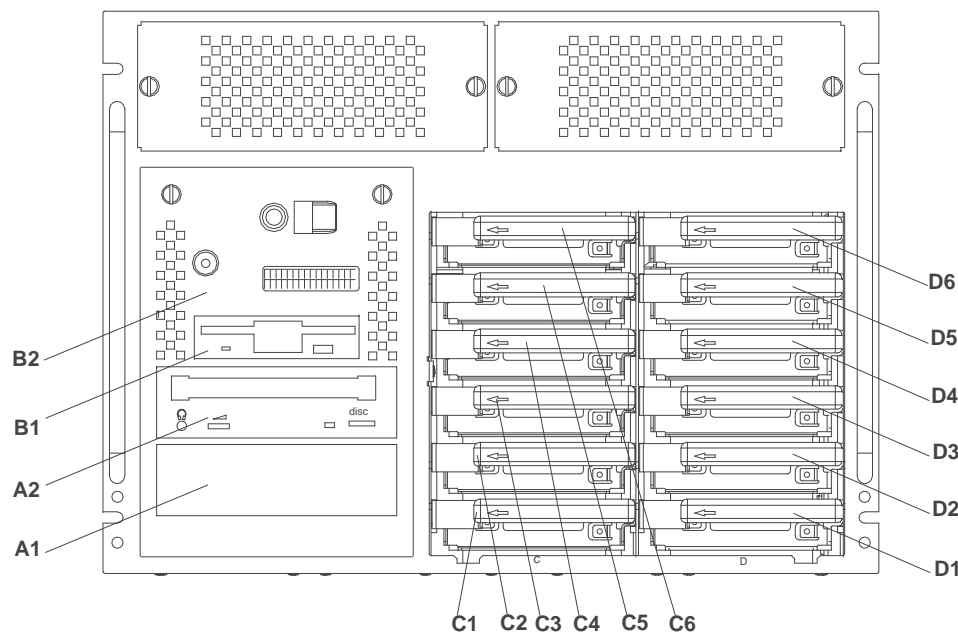
Attention: Adapters, planars, diskette drives, and disk drives are sensitive to static electricity discharge. These devices are wrapped in antistatic bags, as shown in the illustration below, to prevent this damage.

Take the following precautions:

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

Expansion Bays

Your system comes with one 3.5-inch, 1.44MB diskette drive and a SCSI CD-ROM drive. All models come with one or more SCSI-2 disk drives. The capacity of the disk drives varies, depending on your configuration. The number of additional preinstalled disk drives in banks C and D of your CPU Drawer varies according to the quantity you ordered.



Your system's special design gives you the flexibility to use up to twelve 3.5-inch SCSI disk drives in banks C and D. There is an additional open bay, A1, for an additional media device. For installation instructions and information on the types of drives that you can install in each bay, see "Installing Disk Drives into the Hot-Swap Bays" on page 5-3.

Preinstallation Steps (All Bays)

Note: All internal drives in this system are mounted horizontally.

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

1. Touch the static-protective bag containing the drive to any unpainted metal surface on the system; then remove the drive from the bag.
2. Check the instructions that came with the drive to see if you need to set any switches or jumpers on the drive, or if you need to attach a tray to the drive.

Note: Automatic SCSI ID setting applies only to hot swap disk drives.

3. Choose the location where you want to install the drive.
 - To install a SCSI disk drive in bank C or D, go to page "Installing Disk Drives into the Hot-Swap Bays" on page 5-3.
 - To remove a SCSI disk drive from bank C or D, go to page "Removing Disk Drives from the Hot-Swap Bays" on page 5-6.

Installing Disk Drives into the Hot-Swap Bays

This procedure describes how to install a disk drive into a hot-swap bay while the CPU Drawer is powered on.

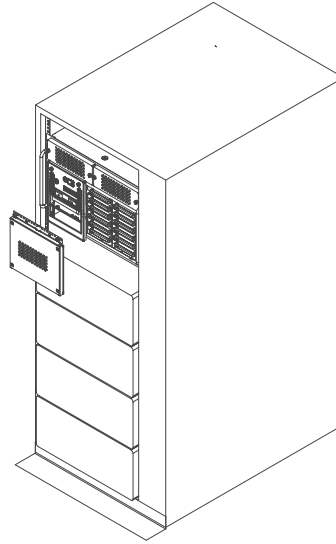
Attention: Do not open the drive; no user adjustments or serviceable parts are inside.

Notes:

- Banks C and D support hot-swappable disk drives only.
- This procedure is similar to any hot-swappable disk drive that is supported by this drawer.
- For additional information regarding the operation of the hot-swap disk drives see the installation and users guide that came with the drives.
- Remember that each 1.6 inch disk drive takes two bays.
- After the backplanes are completely installed, you do not have to turn off the server to install additional hot-swappable disk drives.

This section gives the instructions for installing hot-swap disk drives into banks C and D.

1. Open the front door of the rack.
2. Loosen the retained screws that hold the disk drive cover to the drawer and remove the disk drive cover from the drawer, storing it in a safe place.



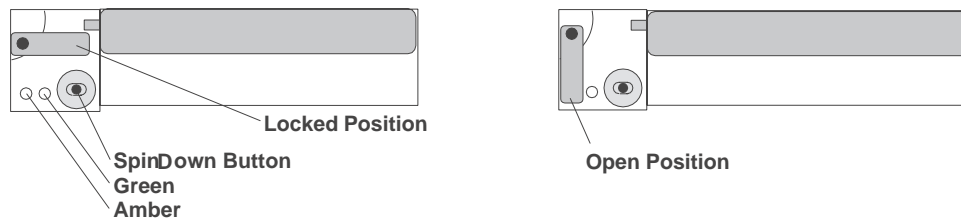
3. Each hot-swap disk drive you plan to install must have the hot-swap disk drive carrier attached.

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

4. If you are installing drives in bank D for the first time, you must install a backplane in bank D before you can install drives. Contact your support representative to install the backplane.
5. It is recommended that you install the hot-swap disk drive in the next unused position of bank C or D, going from bottom to top.

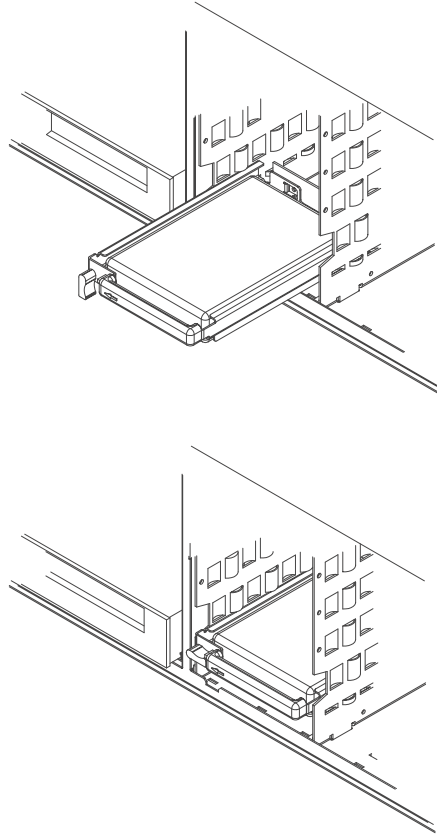
Attention: Attaching SCSI address jumpers on the hot-swap disk drive rather than using the automatic ID furnished by the backplane is not advised. Attaching jumpers can cause service problems, multiple drives at the same address, or confusion locating the correct drive.

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

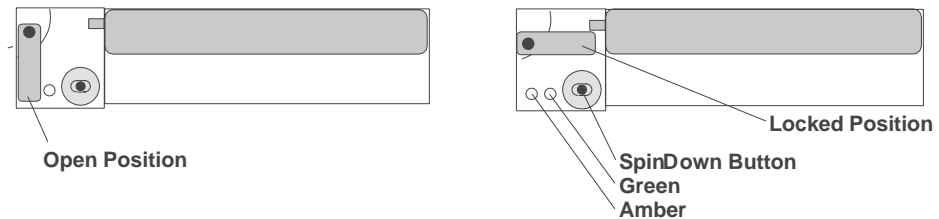


- b. Position the drive carrier assembly horizontally, with the connector facing into the bay.
- c. Align the side of the carrier with the raised guides on the left of the bay.

- d. Slide the carrier into the bay gently to keep from damaging the hot-swap disk drive. Slide the carrier to the rear of the bay until it is seated into the connector.



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



The following table explains the meaning of the green and amber status LEDs and spin down button on a SCSI disk drive.

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

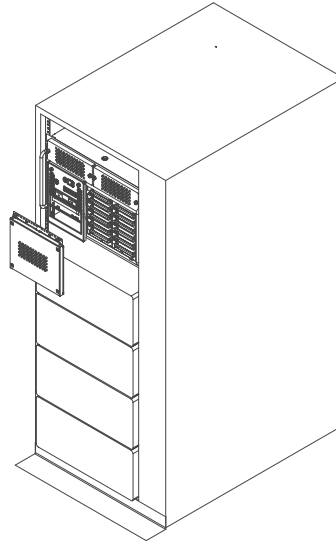
Removing Disk Drives from the Hot-Swap Bays

This procedure describes how to remove hot-swap disk drives from a hot-swap bay while the CPU Drawer is powered on.

If you remove a hot-swap disk drive when the CPU Drawer power is off, steps 3 and 4 below do not apply.

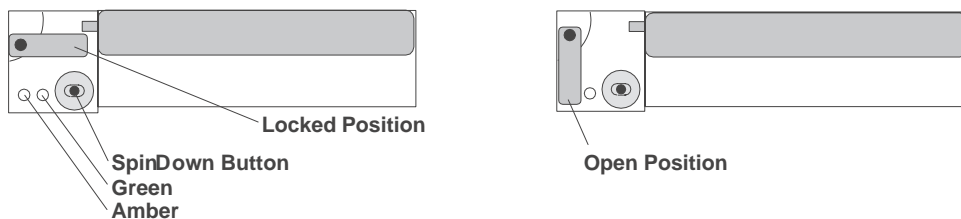
Attention: Follow all procedures for ESD-sensitive parts while performing these procedures. For ESD information, see "Handling Static-Sensitive Devices" on page 5-2.

1. Open the front door of the rack.
2. Loosen the retaining screws that hold the disk drive cover to the drawer and remove the disk drive cover from the drawer, storing it in a safe place.



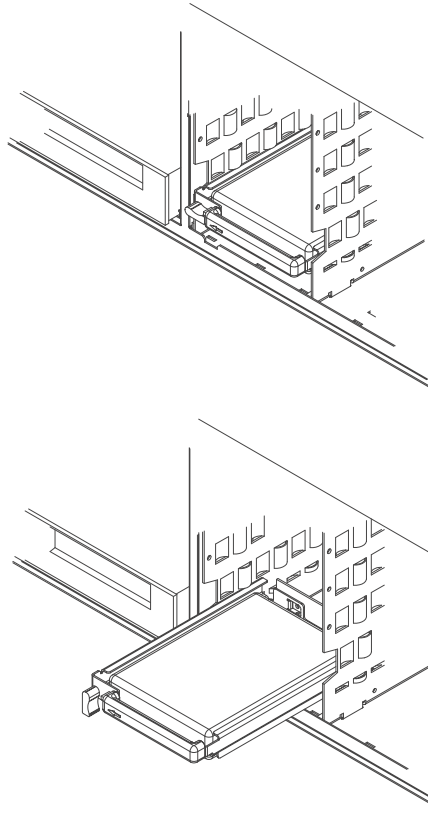
Attention: Physically removing a hot-swap drive from the CPU Drawer before it has been removed from the system configuration may cause unrecoverable data corruption.

3. Verify that the device has been removed from the system configuration; the yellow LED on the hot-swap disk drive should be off.
4. For SCSI disk drives, press the spin-down button on the hot-swap disk drive; observe the green flashing LED.
5. Unlock the drive by turning the carrier latch 90 degrees clockwise to the open position.



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

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



7. If you are removing another disk drive, return to "Installing Disk Drives into the Hot-Swap Bays" on page 5-3.
8. If you are installing another disk drive or carrier blank in bank C or D, go to "Removing Disk Drives from the Hot-Swap Bays" on page 5-6.
9. Go to Table A-2 on page A-4 and update the drive information; then return here to determine your next step.
10. If you do not have any other procedures to perform, replace the disk drive cover that you removed earlier.

Chapter 6. Using the Online and Standalone Diagnostics

Diagnostic Sources

The diagnostics consist of Standalone Diagnostics and Online Diagnostics. Standalone Diagnostics are packaged on removable media. They must be booted or mounted before they can be run. If booted, they have no access to the AIX Error Log or the AIX Configuration Data. However, if mounted, they have access to the AIX Error Log and the AIX Configuration Data. Online Diagnostics, when installed, reside with AIX in the file system. They can be booted in single user mode (referred to as service mode), run in maintenance mode, or run concurrently with other applications. They have access to the AIX Error Log and the AIX Configuration Data.

Standalone and Online Diagnostics Operating Considerations

Note: When possible, run Online Diagnostics in Service Mode. Online Diagnostics perform additional functions compared to Standalone Diagnostics.

The following items identify some things to consider before using the diagnostics:

1. When diagnostics are installed, the device support for some devices may not get installed. If this is the case, that device does not appear in the diagnostic test list when running disk based diagnostics.
2. Support for some TTY terminals is optionally installed. If you attach a TTY terminal to a system to run diagnostics be aware that it may not work properly since the AIX support for the terminal may not be installed.

Selecting a Console Display

When you run Standalone Diagnostics and under some conditions Online Diagnostics, you need to select the console display. The diagnostics display instructions on any graphics display and the terminal attached to the Serial 1 port.

Identifying the Terminal Type to Diagnostics

Note: This is not the same as selecting a console display.

When you run diagnostics, the diagnostics must know what type of terminal you are using. If the terminal type is not known when the FUNCTION SELECTION menu is displayed, the diagnostics do not allow you to continue until a terminal is selected from the DEFINE TERMINAL option menu. Select **lft** for graphical displays.

Undefined Terminal Types

If an undefined terminal type from the DEFINE TERMINAL option menu is entered, the menu prompts the user to enter a valid terminal type, and the menu is redisplayed until either a valid type is entered or the user exits the DEFINE TERMINAL option.

Resetting the Terminal

If the user enters a terminal type that is valid (according to the DEFINE TERMINAL option menu) but is not the correct type for the ASCII terminal being used, you may have difficulty reading the screen, using the function keys or the Enter key. These difficulties can be bypassed by pressing Ctrl-C to reset the terminal. The screen display that results from resetting the terminal varies with the mode in which the system is running:

- Online Normal or Maintenance Mode – The command prompt appears.
- Standalone Mode or Online Service Mode –The terminal type is reset to "dumb", the Diagnostic Operating Instruction panel is displayed, and the user is required to go through the DEFINE TERMINAL process again.

Running Standalone Diagnostics

Consider the following when you run Standalone Diagnostics:

- The diagnostic disc must remain in the CD-ROM drive for the entire time that diagnostics are executing.
- The diagnostic CD-ROM cannot be ejected from the CD-ROM drive once the diagnostics have loaded. The disc can only be ejected after the system has been turned off and then turned on (standalone mode) or after the diagnostics program has terminated (Online concurrent mode).
- The CD-ROM drive from which diagnostics were loaded cannot be tested.
- The SCSI adapter (or circuitry) controlling the CD-ROM drive from which diagnostics were loaded cannot be tested.

Running Online Diagnostics

Consider the following when you run the Online Diagnostics from a server or a disk:

- The diagnostics cannot be loaded and run from a disk until the AIX operating system has been installed and configured. After the AIX operating system has been installed, all three modes of operation are available.
- The diagnostics cannot be loaded on a system (client) from a server if that system is not set up to boot from a server over a network. When the system is set up to boot from a server, the diagnostics are run in the same manner as they are from disk.
- If the diagnostics are loaded from disk or a server, you must shutdown the AIX operating system before turning the system unit off to prevent possible damage to disk data. This is done in one of two ways:
- If the diagnostics were loaded in standalone mode, press the F3 key until DIAGNOSTIC OPERATING INSTRUCTIONS displays; then press the F3 key again to shutdown the AIX operating system.
- If the diagnostics were loaded in maintenance or concurrent mode, enter the **shutdown -F** command.
- Under some conditions the system may stop, with instructions displayed on attached displays and terminals. Follow the instructions to select a console display.

Running the Diagnostics from a TTY Terminal

Consider the following when you run diagnostics using a TTY-type terminal as the console display:

- See the operator manual for your type of tty terminal to find the key sequences you need to respond to the diagnostics.

Refer to *Terminals and Printers Configuration Guide*, order number 86 A1 22WE, for more information about terminals settings.

Online Diagnostics Modes of Operation

The Online Diagnostics can be run in three modes:

- Service Mode
- Concurrent Mode
- Maintenance Mode

Service Mode

Service mode provides the most complete checkout of the system resources. This mode also requires that no other programs be running on the system. All system resources except the SCSI adapter, and the disk drives used for paging can be tested. However, note that the memory and processor are only tested during POST.

Error log analysis is done in service mode when you select the Problem Determination option on the DIAGNOSTIC MODE SELECTION menu.

Running the Online Diagnostics in Service Mode

To run Online Diagnostics in service mode, take the following steps:

1. Stop all programs including the AIX operating system (get help if needed).
2. Turn the power off.
3. Remove all tapes, diskettes, and CD-ROMs.
4. Turn the power on.
 - a. When or after the diskette indicator appears, press F6 on the directly-attached keyboard or 6 on the ASCII terminal keyboard to indicate that diagnostics are to be loaded.
 - b. Enter any requested passwords.
 - c. Follow any instructions to select a console.
5. After the diagnostic controller loads, DIAGNOSTIC OPERATING INSTRUCTIONS appear on the console display.
6. Follow the displayed instructions to checkout the desired resources.
7. When testing is complete; use the F3 key to return to the DIAGNOSTIC OPERATING INSTRUCTIONS.
8. Press the F3 key (from a defined terminal) or press 99 (for an undefined terminal) to shutdown the diagnostics before turning off the system unit.

Notes:

Pressing the F3 key (from a defined terminal) produces a "Confirm Exit" popup menu which offers two options: continuing with the shutdown by pressing F3; or returning to diagnostics by pressing Enter.

For undefined terminals, pressing 99 produces a full screen menu which offers two options: continuing with the shutdown by pressing 99 and then Enter; or returning to diagnostics by pressing Enter.

Concurrent Mode

Concurrent mode provides a way to run Online Diagnostics on some of the system resources while the system is running normal system activity.

Because the system is running in normal operation, some of the resources cannot be tested in concurrent mode. The following resources cannot be tested in concurrent mode:

- SCSI adapters connected to paging devices
- The disk drive used for paging
- Some display adapters
- Memory
- Processor

There are three levels of testing in concurrent mode:

- The **share-test level** tests a resource while the resource is being shared by programs running in the normal operation. This testing is mostly limited to normal commands that test for the presence of a device or adapter.
- The **sub-test level** tests a portion of a resource while the remaining part of the resource is being used in normal operation. For example, this test could test one port of a multiport device while the other ports are being used in normal operation.
- The **full-test level** requires the device not be assigned to or used by any other operation. This level of testing on a disk drive may require the use of the **varyoff** command. The diagnostics display menus to allow you to vary off the needed resource.

Error log analysis is done in concurrent mode when you select the Problem Determination option on the DIAGNOSTIC MODE SELECTION menu.

To run the Online Diagnostics in concurrent mode you must be logged onto the AIX operating system and have proper authority to issue the commands (if needed, get help).

The **diag** command loads the diagnostic controller and displays the Online Diagnostic menus.

Running the Online Diagnostics in Concurrent Mode

To run Online Diagnostics in concurrent mode, take the following steps:

1. Log on to the AIX operating system as root or superuser.
2. Enter the **diag** command.
3. When the DIAGNOSTIC OPERATING INSTRUCTIONS are displayed, follow the instructions to check out the desired resources.
4. When testing is complete; use the F3 key to return to the DIAGNOSTIC OPERATING INSTRUCTIONS. Then press the F3 key again to return to the AIX operating system prompt. Be sure to vary on any resource you had varied to off.
5. Press the Ctrl-D key sequence to log off from root or superuser.

Maintenance Mode

Maintenance mode runs the Online Diagnostics using the customer's version of the AIX operating system. This mode requires that all activity on the AIX operating system be stopped so the Online Diagnostics have most of the resources available to check. All of the system resources except the SCSI adapters, memory, processor, and the disk drive used for paging can be checked.

Error log analysis is done in maintenance mode when you select the Problem Determination option on the DIAGNOSTIC MODE SELECTION menu.

The **shutdown -m** command is used to stop all activity on the AIX operating system and put the AIX operating system into maintenance mode. Then the **diag** command is used to invoke the diagnostic controller so you can run the diagnostics. After the diagnostic controller is loaded, follow the normal diagnostic instructions.

Running the Online Diagnostics in Maintenance Mode

To run the Online Diagnostics in maintenance mode you must be logged on to the customer's version of the AIX operating system as *root* or *superuser* and use the **shutdown -m** and **diag** commands. Use the following steps to run the Online Diagnostics in maintenance mode:

1. Stop all programs except the AIX operating system (get help if needed).
2. Log onto the AIX operating system as *root* or *superuser*.
3. Enter the **shutdown -m** command.
4. When a message indicates the system is in maintenance mode, enter the **diag** command.

Note: It may be necessary to set *TERM* type again.

5. When DIAGNOSTIC OPERATING INSTRUCTIONS is displayed, follow the displayed instructions to checkout the desired resources.
6. When testing is complete; use the F3 key to return to DIAGNOSTIC OPERATING INSTRUCTIONS. Then press the F3 key again to return to the AIX operating system prompt.
7. Press Ctrl-D to log off from *root* or *superuser*.

Standalone Diagnostic Operation

Standalone Diagnostics provide a method to test the system when the Online Diagnostics are not installed and a method of testing the disk drives that cannot be tested by the Online Diagnostics.

No Error Log Analysis is done by the Standalone Diagnostics.

The CD-ROM drive and the SCSI controller that controls it cannot be tested by the Standalone Diagnostics.

Running the Standalone Diagnostics

To run Standalone Diagnostics in service mode, take the following steps:

1. Verify with the system administrator and system users that the system unit may be shut down, then stop all programs including the AIX operating system. (Refer to the AIX operating system documentation shutdown command information.)
2. Remove all tapes, diskettes, and CD-ROMs.
3. Insert the Diagnostic CD-ROM into the CD-ROM drive.
4. Turn off the system unit.
5. Turn the power on.
 - a. When or after the diskette indicator appears, press F5 on the direct attached keyboard or 5 on the tty keyboard to indicate that diagnostics are to be loaded.
 - b. Enter any requested passwords.
 - c. Follow any instructions to select a console.
6. After the diagnostic controller loads, DIAGNOSTIC OPERATING INSTRUCTIONS appear on the console display.

7. Follow the displayed instructions to check out the desired resources.
8. When testing is complete; use the F3 key to return to the DIAGNOSTIC OPERATING INSTRUCTIONS.

Location Codes

This system unit uses Physical Location Codes in conjunction with AIX Location Codes to provide mapping of the failing field replaceable units (FRUs). The location codes are produced by the system unit's firmware and AIX.

Physical Location Codes

Physical location codes provide a mapping of logical functions in a platform (or expansion sites for logical functions, such as connectors or ports) to their specific locations within the physical structure of the platform.

Location Code Format

The format for the location code is an alphanumeric string of variable length, consisting of a series of location identifiers, separated by the standard dash (–) or slash (/) character. The series is hierarchical; that is, each location identifier in the string is a physical child of the one preceding it.

- The – (dash) separator character represents a normal structural relationship where the child is a separate physical package and it plugs into (or is connected to) the parent. For example, P1–C1 is a CPU card (C1) plugged into a planar (P1), or P1–M1 is a memory card (M1) plugged into a planar (P1).
- The / (slash) separator character separates the base location code of a function from any extended location information. A group of logical devices can have the same base location code because they are all on the same physical package, but may require extended location information to describe the connectors they support. For example, P2/S1 describes the location of the serial port 1 controller and its connector (S1), which is located on planar P2 (its base location code), but the / indicates that further devices can be connected to it at the external S1 serial connector. The keyboard controller and its connector likewise have location code P2/K1, which means they have the same base location code (P2) as serial port 1, but a different external connector. In contrast, the location code P2–K1 actually points to the device connected to connector K1; that is, the keyboard. The location code P2/Z1 indicates an integrated SCSI controller which drives connector Z1, while location codes of P2–Z1–... point to the actual SCSI bus and devices.

Each location identifier consists of one alpha prefix character that identifies a location type, and a decimal integer number (typically one or two digits) that identifies a specific instance of this location type. Certain location types may also support secondary sub-locations, which are indicated by appending a period (".") character and a sub-location instance number.

Specifically, the format of a location code is defined as follows:

n][– or /]pn[.n][– or /]...

Where p is a defined alpha location type prefix, n is a location instance number, and [.n] is a sub-location instance number (where applicable). Sub-location notation is used only for location types which have clearly defined and limited expansion sites; for example, memory SIMMs slots on a memory card. Primarily, the [.n] sub-location notation is intended for use as an abbreviation of the location code in cases where:

1. Based on the device structure, the abbreviated sub–location code conveys the same information in a more concise form than an additional level of location identifier — for example:
 - P1–M1.4 (pluggable module 4 on Memory Card 1 on Planar 1), rather than P1–M1–M4
 - P1–C1.1 (pluggable CPU 1 on CPU Card 1 on Planar 1), rather than P1–C1–C1
 - P2–Z1–A3.1 (LUN 1 at SCSI ID 3 on integrated SCSI bus 1 from Planar 2), rather than P2–Z1–A3–A1
2. The sub–location is either a basic physical extension or sub–enclosure of the base location, but does not represent additional function or connectivity; for example, a drawer in a rack (U1.2) or a riser card on an I/O board (P2.1).

AIX Location Codes

The basic formats of the AIX location codes are:

- For non–SCSI devices/drives
- AB–CD–EF–GH
- For SCSI devices/drives
- AB–CD–EF–G,H

For planars, cards, and non–SCSI devices the location code is defined as:

```

AB-CD-EF-GH
|   |   |   |
|   |   |   | Device/FRU/Port ID
|   |   |   | Connector ID
|   |   |   | devfunc Number, Adapter Number or Physical Location
|   |   |   | Bus Type or PCI Parent Bus
  
```

- The AB value identifies a bus type or PCI parent bus as assigned by the firmware.
- The CD value identifies adapter number, adapter's devfunc number, or physical location. The devfunc number is defined as the PCI device number times 8, plus the function number.
- The EF value identifies a connector.
- The GH value identifies a port, address, device, or FRU.

Adapters and cards are identified with just AB–CD.

The possible values for AB are:

- | | |
|----|---|
| 00 | Processor bus |
| 01 | ISA bus |
| 02 | EISA bus |
| 03 | MCA bus |
| 04 | PCI bus used in the case where the PCI bus cannot be identified |
| 05 | PCMCIA buses |
| xy | For PCI adapters where x is equal to or greater than 1. The x and y are characters in the range of 0–9, A–H, J–N, P–Z (O, I, and lower case are omitted) and are equal to the parent bus's ibm, aix–loc Open Firmware Property. |

The possible values for CD depend on the adapter/card.

For pluggable PCI adapters/cards, CD is the device's devfunc number (PCI device number times 8, plus the function number). The C and D are characters in the range of 0–9, and A–F (hex numbers). This allows the location code to uniquely identify multiple adapters on individual PCI cards.

For pluggable ISA adapters, CD is equal to the order the ISA cards defined/configured either by SMIT or the ISA Adapter Configuration Service Aid.

For integrated ISA adapters, CD is equal to a unique code identifying the ISA adapter. In most cases this is equal to the adapter's physical location code. In cases where a physical location code is not available, CD will be FF.

EF is the connector ID. It is used to identify the adapter's connector that a resource is attached to.

GH is used to identify a port, device, or FRU. For example:

- For async devices GH defines the port on the fanout box. The values are 00 to 15.
- For a diskette drive H defines which diskette drive 1 or 2. G is always 0.
- For all other devices GH is equal to 00.

For integrated adapter, EF–GH is the same as the definition for a pluggable adapter. For example, the location code for a diskette drive is 01–D1–00–00. A second diskette drive is 01–D1–00–01.

For SCSI the location code is defined as:

```
AB-CD-EF-G,H
|  |  |  |  |
|  |  |  |  | Logical Unit address of the SCSI Device
|  |  |  |  | Control Unit Address of the SCSI Device
|  |  |  |  | Connector ID
|  |  |  |  | devfunc Number, Adapter Number or Physical Location
|  |  |  |  | Bus Type or PCI Parent Bus
```

Where AB–CD–EF are the same as non–SCSI devices.

G defines the control unit address of the device. Values of 0 to 15 are valid.

H defines the logical unit address of the device. Values of 0 to 255 are valid.

There is also a bus location code that is generated as '00–XXXXXXXX' where XXXXXXXX is equivalent to the node's unit address.

Examples of physical location codes displayed by AIX are:

```
Processor card in system board slot 1
P1-C1
Memory module in system board slot 2
P1-M2
Memory module 12 in card in system board slot 2
U1-P1-M2.12
```


Examples of AIX location codes displayed are:

Integrated PCI adapter

10-80	Ethernet
10-60	Integrated SCSI Port 1
10-88	Integrated SCSI Port 2

Pluggable PCI adapters

20-58 to 20-5F	Any PCI card in slot 1
20-60 to 20-67	Any PCI card in slot 2
10-68 to 10-6F	Any PCI card in slot 3
10-70 to 10-77	Any PCI card in slot 4
40-58 to 40-5F	Any PCI card in slot 5
40-60 to 40-67	Any PCI card in slot 6
30-68 to 30-6F	Any PCI card in slot 7
30-70 to 30-77	Any PCI card in slot 8

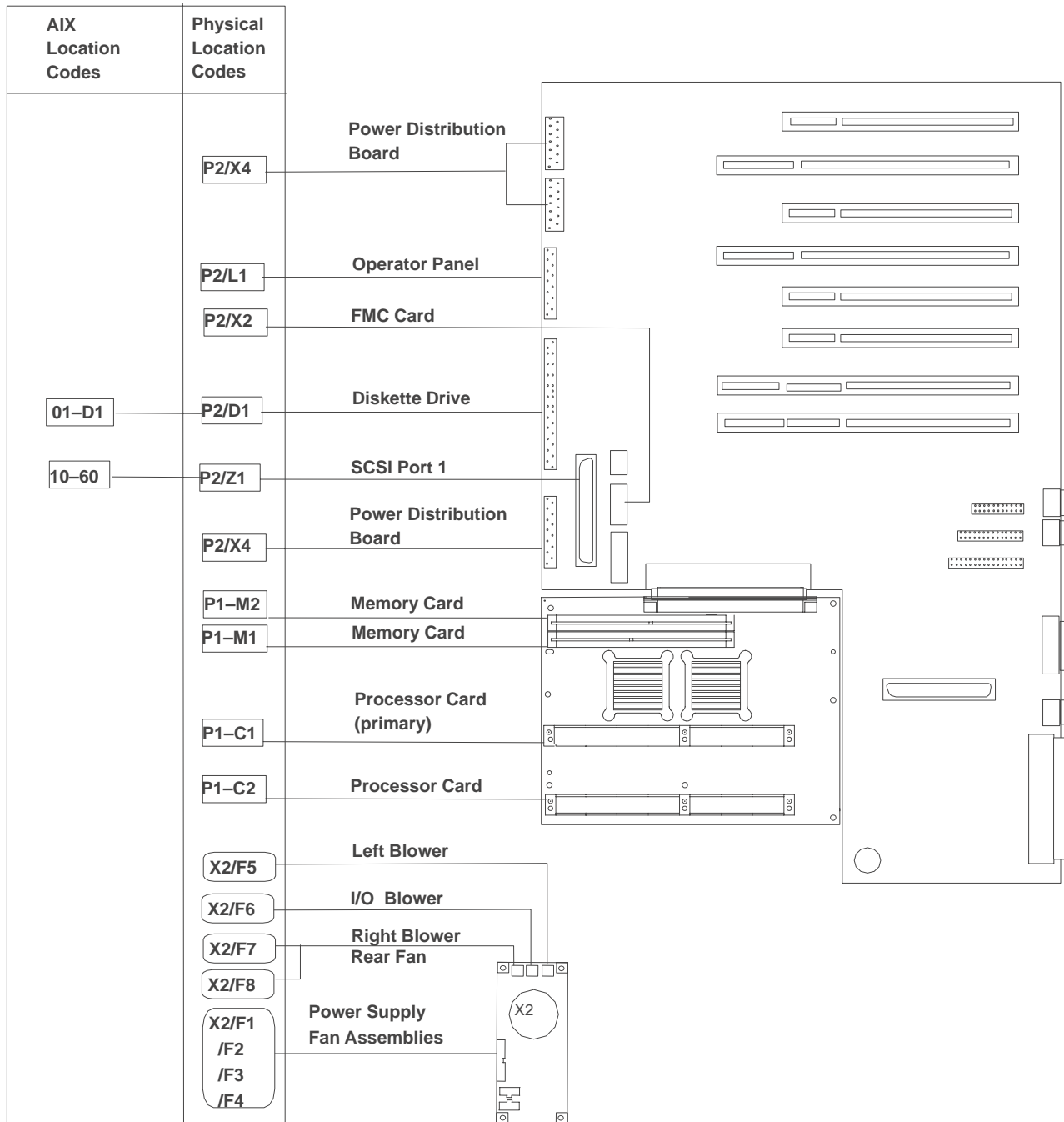
Integrated ISA adapters

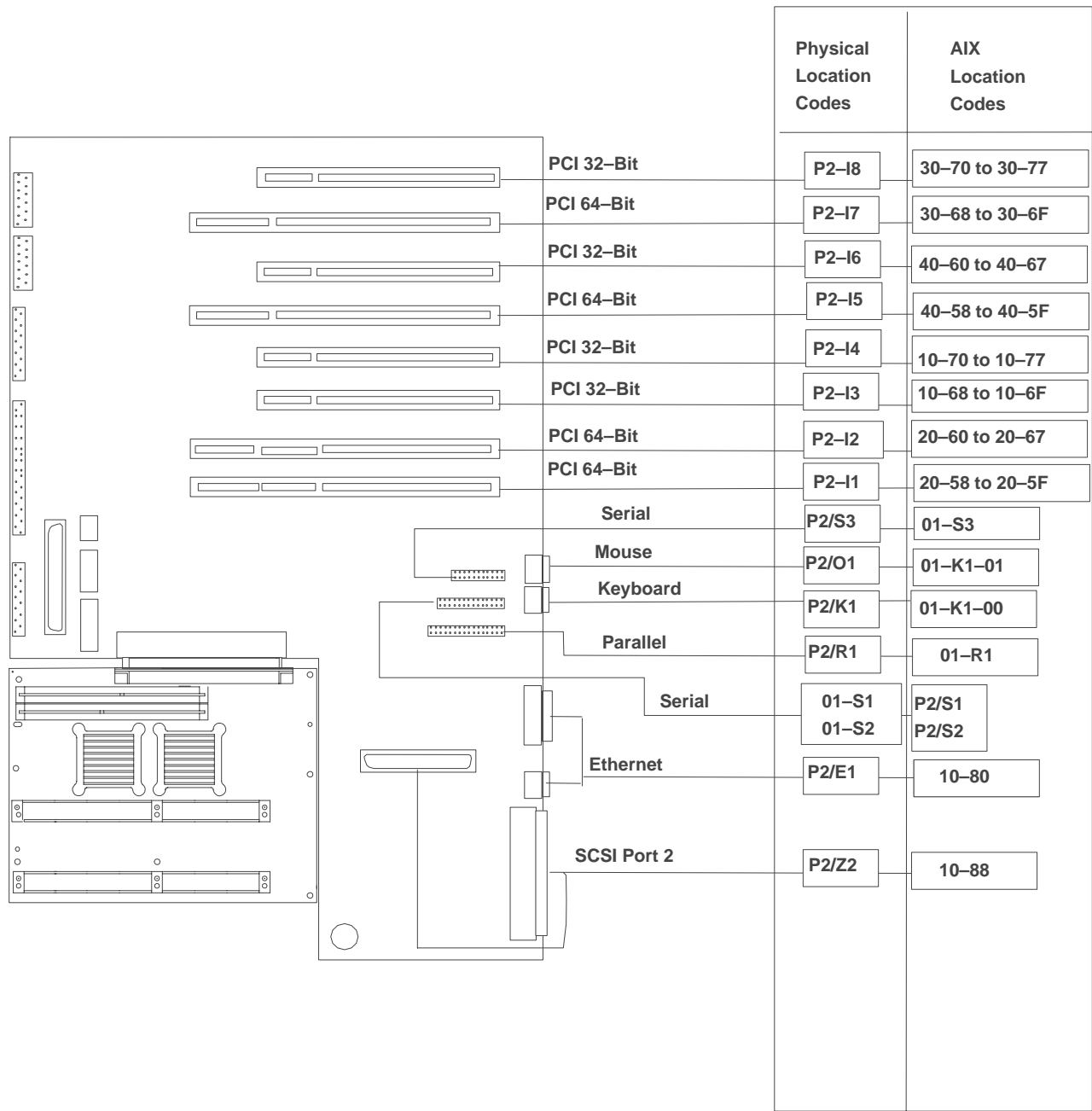
01-D1	Diskette adapter
01-R1	Parallel Port adapter
01-S1	Serial port 1 adapter
01-S2	Serial port 2 adapter
01-S3	Serial port 3 adapter
01-K1	Keyboard adapter

Device attached to SCSI controller

10-60-00-4,0	Device attached to Integrated SCSI Port 1
--------------	---

AIX and Physical Location Code Reference Table





FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
Central Electronics Complex (CEC)				
System Planar	00-00	P1		
Processor Card 1	00-00	P1-C1.1 and P1-C1.2	Processor Connector J6	CPU ID 0x00 and 0x02 (if 2-way card)
Processor Card 2	00-00	P1-C2.1 and P1-C2.2	Processor Connector J8	CPU ID 0x04 and 0x06 (if 2-way card)
Memory Card 1	00-00	P1-M1	Processor Connector J2	
Memory Card 1 Memory modules 1 thru 16	00-00	P1-M1.1 through P1-M1.16	Memory Card Sockets J1,J2,J3,J4, J5,J6,J7,J8 J9,J10,J11,J12, J13,J14,J15,J16	Extents: 0H,0L,2H,2L, 4H,4L,6H,6L 1H,1L,3H,3L, 5H,5L,7H,7L
Memory Card 2	00-00	P1-M2	Processor Connector J3	
Memory Card 2 Memory modules 1 thru 16	00-00	P1-M2.1 through P1-M2.16	Memory Card Sockets J1,J2,J3,J4, J5,J6,J7,J8 J9,J10,J11,J12, J13,J14,J15,J16	Extents: 8L,8H,10L,10H, 12L,12H,14L,14H 9L,9H,11L,11H, 13L,13H,15L,15H
I/O Planar	00-00	P2		
Integrated Devices				
Diskette Drive	01-D1-00-00	P2-D1	I/O Planar Connector J13	Base Address 0x03f0
Keyboard	01-K1-00-00	P2-K1	I/O Planar Connector J8	Base Address 0x0060
Mouse	01-K1-01-00	P2-O1	I/O Planar Connector J9	0x0060
Diskette Port	01-D1	P2/D1	I/O Planar Connector J13	0x03f0
Keyboard Port	01-K1-00	P2/K1	I/O Planar Connector J8	0x0060
Mouse Port	01-K1-01	P2/O1	I/O Planar Connector J9	0x0060
Serial Port 1	01-S1	P2/S1	I/O Planar Connector J6	0x03f8

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
Serial Port 2	01–S2	P2/S2	I/O Planar Connector J6	0x02f8
Serial Port 3	01–S3	P2/S3	I/O Planar Connector J7	0x0898
Parallel Port	01–R1	P2/R1	I/O Planar Connector J5	0x0378
Ethernet Port	10–80	P2/E1	I/O Planar Connector J4(TH) or J2(TP)	Host Bridge ID00, Device 06
SCSI Port 1	10–60	P2/Z1	I/O Planar Connector J12	Host Bridge ID00, Device 02
SCSI Port 2	10–88	P2/Z2	I/O Planar Connector J1 and J3	Host Bridge ID00, Device 07
Pluggable Adapters				
Card in PCI Slot 1P	20–58 to 20–5F	P2–I1	I/O Planar Connector J17	Host Bridge ID01, Device 01
Card in PCI Slot 2P	20–60 to 20–67	P2–I2	I/O Planar Connector J18	Host Bridge ID01, Device 02
Card in PCI Slot 3P	10–68 to 10–6F	P2–I3	I/O Planar Connector J19	Host Bridge ID00, Device 03
Card in PCI Slot 4P	10–70 to 10–77	P2–I4	I/O Planar Connector J20	Host Bridge ID00, Device 04
Card in PCI Slot 5P	40–58 to 40–5F	P2–I5	I/O Planar Connector J21	Host Bridge ID03, Device 01
Card in PCI Slot 6P	40–60 to 40–67	P2–I6	I/O Planar Connector J22	Host Bridge ID03, Device 02
Card in PCI Slot 7P	30–68 to 30–6F	P2–I7	I/O Planar Connector J23	Host Bridge ID02, Device 03
Card in PCI Slot 8P	30–70 to 30–77	P2–I8	I/O Planar Connector J24	Host Bridge ID02, Device 04
SCSI Devices				
Base CD-ROM (Bay A2)	10–60–00–4, 0	P2–Z1–A4		Primary SCSI Bus ID 4 (refer to the note at the end of this table)
Media Device in Bay A1	10–60–00–5, 0	P2–Z1–A5		Primary SCSI Bus ID 5 (refer to the note at the end of this table)

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
DASD Device in Bay B2	10-60-00-6, 0	P2-Z1-A6		Primary SCSI Bus ID 6 (refer to the note at the end of this table)
SCSI Backplane C When connected to SCSI Port 1 (P2/Z1)	10-60-00-15, 0	P2-Z1-B2		Primary SCSI Bus ID 15
SCSI Backplane C When connected to SCSI Port 2 (P2/Z2)	10-88-00-15, 0	P2-Z2-B2		Secondary SCSI Bus ID 15
DASD in Bays C1 through C6 When connected to SCSI Port 1 (P2/Z1)	10-60-00-G, 0 Where G identifies Primary SCSI Bus ID 8 through 13	P2-Z1-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Primary SCSI Bus ID 8 through 13
DASD in Bays C1 through C6 When connected to SCSI Port 2 (P2/Z2)	10-88-00-G, 0 Where G identifies Secondary SCSI Bus ID 8 through 13	P2-Z2-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Secondary SCSI Bus ID 8 through 13
SCSI Backplane C When connected to PCI adapter in slot P2-In	AB-CD-00-15, 0	P2-IN-Z1-B2		Secondary SCSI Bus ID 15
DASD in Bays C1 through C6 When connected to PCI adapter in slot P2-In	AB-CD-00-G, 0 Where G identifies Secondary SCSI Bus ID 8 through 13	P2-Z2-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Secondary SCSI Bus ID 8 through 13
SCSI Backplane D When connected to SCSI Port 2 (P2/Z2)	10-88-00-15, 0	P2-Z2-B2		Secondary SCSI Bus ID 15
DASD in Bays D1 through D6 When connected to SCSI Port 2 (P2/Z2)	10-88-00-G, 0 Where G identifies Secondary SCSI Bus ID 8 through 13	P2-Z2-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Secondary SCSI Bus ID 8 through 13
SCSI Backplane D When connected to PCI adapter in slot P2-In	AB-CD-00-15, 0 Where AB-CD identifies the adapter's slot	P2-IN-Z1-B2		Bus ID 15

FRU Name	AIX Location Code	Physical Location Code	Physical Connection	Logical Identification
DASD in Bays D1 through D6 When connected to PCI adapter in slot P2-In	AB-CD-00-G, 0 Where AB-CD identifies the adapter's slot and G identifies the SCSI Bus ID 8 through 13	P2-In-Z1-B2.1 through B2.6	Backplane connector J6 through J11 Slots A through F	Bus ID 8 through 13
Fans				
Fan 1 and Fan 2 assembly		F1 and F2	Fan connectors P3 and P4 on power supply #1	
Fan 3 and Fan 4 assembly		F3 and F4	Fan connectors P3 and P4 on power supply #2	
Fan 5		F5-Media blower	Fan monitor card connector J2	
Fan 6		F6-I/O blower	Fan monitor card connector J4	
Fan 7		F7-CPU fan	Fan monitor card connector J3	
Fan 8		F8-DASD blower	Fan monitor card connector J3	
Operator Panel				
Operator Panel		P2/L1	I/O Planar Connector J14	
Fan Monitor and Control Card				
Fan Monitor and Control Card		X2	I/O Planar Connector J27	
Power Supplies				
Power Supply 1		V1		
Power Supply2		V2		
Note: The SCSI bus IDs are the recommended values. Features installed at the manufacturing site will correspond to these IDs. Field installations may not comply with these recommendations.				

Chapter 7. Using the Service Aids

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Introduction to Service Aids

The diagnostics contain programs called service aids. The service aids are used to display data and do additional testing.

Options for the service aids are available when the software package for that option is installed.

The service aids are selected via the Task Selection Menu.

Refer to the table on the previous page for a listing of service aids which are provided.

The following are descriptions of the service aids:

AIX Shell Prompt Service Aid

This service aid allows access to the AIX command line. In order to use this service aid the user must know the root password (when a root password has been established).

Backup/Restore Media Service Aid

This service aid allows verification of backup media and devices. It presents a menu of tape and diskette devices available for testing and prompts for selection of the desired device. It then presents a menu of available backup formats and prompts for selection of the desired format. The supported formats are tar, backup, and cpio. After the device and format are selected, the service aid backups a known file to the selected device, restores that file to **/tmp**, and compares the original file to the restored file. The restored file is also left in **/tmp** to allow for visual comparison. All errors are reported.

Configure Remote Maintenance Policy Service Aid

The Remote Maintenance Policy includes modem configurations and phone numbers to use for remote maintenance support.

Use this service aid to display and change the following settings for the Remote Maintenance Policy.

- Configuration File for Modem on S1
Configuration File for Modem on S2

Enter the name of a modem configuration file to load on either serial port 1 (S1) or serial port 2 (S2). The modem configuration files are located in the directory **/usr/share/modems**. If a modem file is already loaded, it is indicated by Modem file currently loaded.

- Modem file currently loaded on S1
Modem file currently loaded on S2

This is the name of the file that is currently loaded on serial port 1 or serial port 2.

Note: These settings are only shown when a modem file is loaded for a serial port.

- Call In Authorized on S1 (on/off)
Call In Authorized on S2 (on/off)

Call In allows the Service Processor to receive a call from a remote terminal.

- Call Out Authorized on S1 (on/off)
Call Out Authorized on S2 (on/off)
Call Out allows the Service Processor to place calls for maintenance.
- S1 Line Speed
S2 Line Speed
A list of line speeds is available by using List on the screen.
- Service Center Phone Number
This is the number of the service center computer. The service center usually includes a computer that takes calls from systems with call-out capability. This computer is referred to as "the catcher". The catcher expects messages in a specific format to which the Service Processor conforms. For more information about the format and catcher computers, refer to the README file in the AIX `/usr/samples/syscatch` directory. Contact the service provider for the correct telephone number to enter here.
- Customer Administration Center Phone Number
This is the number of the System Administration Center computer (the catcher) that receives problem calls from systems. Contact the system administrator for the correct telephone number to enter here.
- Digital Pager Phone Number In Event of Emergency
This is the number for a pager carried by someone who will respond to problem calls from your system.
- Customer Voice Phone Number
This is the number for a telephone near the system, or answered by someone responsible for the system. This is the telephone number left on the pager for callback.
- Customer System Phone Number
This is the number to which your system's modem is connected. The service or administration center representatives need this number to make direct contact with your system for problem investigation. This is also referred to as the call-in phone number.
- Customer Account Number
This number could be used by a service provider for record keeping and billing.
- Call-Out Policy Numbers to call if failure
This is set to either first or all. If the call-out policy is set to first, call out will stop at the first successful call to one of the following numbers in the order listed:
 - a. Service Center
 - b. Customer Admin Center
 - c. Pager
 If call out policy is set to all, call out will attempt to call all or the following numbers in the order listed:
 - a. Service Center
 - b. Customer Admin Center
 - c. Pager
- Customer RETAIN Login ID
Customer RETAIN Login Password
These settings apply to the RETAIN service function.

- Remote Timeout, in seconds
Remote Latency, in seconds

These settings are functions of the service provider's catcher computer.

- Number of Retries While Busy

This is the number of times the system should retry calls that resulted in busy signals.

- System Name (System Administrator Aid)

This is the name given to the system and is used when reporting problem messages.

Note: Knowing the system name aids the support team to quickly identify the location, configuration, history, etc. of your system.

This service aid may be accessed directly from the AIX command line, by entering:

```
/usr/lpp/diagnostics/bin/uspchrp -m
```

Configure Ring Indicate Power On Policy Service Aid

This service aid allows the user to power on a system by telephone from a remote location. If the system is powered off, and ring indicate power on is enabled, the system will power on at a predetermined number of rings. If the system is already on, no action is taken. In either case, the telephone call is not answered and the caller receives no feedback that the system has powered on.

Use this service aid to display and change the following settings for the ring indicate power-on policy.

- Power On Via Ring Indicate (on/off)
- Number of Rings Before Power On

This service aid may be accessed directly from the AIX command line, by entering:

```
/usr/lpp/diagnostics/bin/uspchrp -r
```

Configure Surveillance Policy Service Aid

This service aid monitors the system for hang conditions, that is, hardware or software failures that cause operating system inactivity. When enabled, and surveillance detects operating system inactivity, a call is placed to report the failure.

Use this service aid to display and change the following settings for the Surveillance Policy.

- Surveillance (on/off)
- Surveillance Time Interval

This is the maximum time, in minutes, between heartbeats from the operating system.

- Surveillance Time Delay

This is the time to delay, in minutes between when the operating system is in control and when to begin operating system surveillance.

- Changes are to take affect immediately

Set this to Yes if the changes made to the settings in this menu are to take place immediately. Otherwise the changes will take place beginning with the next system boot.

This service aid may be accessed directly from the AIX command line, by entering:

```
/usr/lpp/diagnostics/bin/uspchrp -s
```

Configure Reboot Policy Service Aid

This service aid controls how the system will try to recover from a system crash.

Use this service aid to display and change the following settings for the Reboot Policy.

- Maximum Number of Reboot Attempts

Enter a number that is 0 or greater.

Note: A value of 0 indicates "do not attempt to reboot" to a crashed system.

This number is the maximum number of consecutive attempts to reboot the system. The term *reboot*, in the context of this service aid, is used to describe bringing system hardware back up from scratch, for example from a system reset or power on.

Once the Maximum Number of Reboot Attempts is exceeded, the system will call out if that function has been enabled.

When the reboot process completes successfully, the reboot attempts count is reset to 0, and a restart begins. The term *restart*, in the context of this service aid, is used to describe the operating system activation process. Restart always follows a successful reboot.

When a restart fails, and a restart policy is enabled, the system will attempt to reboot for the maximum number of attempts.

- Use the O/S Defined Restart Policy (1=Yes, 0=No)

When Use the O/S Defined Restart Policy is set to Yes, the system will attempt to reboot from a crash if the operating system has an enabled Defined Restart or Reboot Policy.

When Use the O/S Defined Restart Policy is set to No, or the operating system restart policy is undefined, then the restart policy is determined by the Supplemental Restart Policy.

- Enable Supplemental Restart Policy (1=Yes, 0=No)

The Supplemental Restart Policy, if enabled, is used when the O/S Defined Restart Policy is undefined, or is set to False.

When surveillance detects operating system inactivity during restart, an enabled Supplemental Restart Policy causes a system reset and the reboot process begins.

- Call-Out Before Restart (on/off)

When enabled, Call-Out Before Restart will allow the system to call out (on a serial port that is enabled for call out) when an operating system restart is initiated. Such calls can be valuable if the number of these events becomes excessive, thus signalling bigger problems.

- Enable Unattended Start Mode (1=Yes, 0=No)

When enabled, Unattended Start Mode will allow the system to recover from the loss of AC power.

If the system was powered-on when the AC loss occurred, the system will reboot when power is restored. If the system was powered-off when the AC loss occurred, the system will remain off when power is restored.

This service aid may be accessed directly from the AIX command line, by entering:

```
/usr/lpp/diagnostics/bin/uspchrp -b
```

Save or Restore Hardware Management Policies Service Aid

This service aid is used with Ring Indicate Power On Policy, Surveillance Policy, Remote Maintenance Policy and Reboot Policy.

- Save Hardware Management Policies

This selection will write all of the settings for the hardware management policies to the file: **/etc/lpp/diagnostics/data/hmpolicies**

- Restore Hardware Management Policies

This selection will restore all of the settings for the hardware management policies from the contents of the file: **/etc/lpp/diagnostics/data/hmpolicies**

This service aid may be accessed directly from the AIX command line, by entering:

```
/usr/lpp/diagnostics/bin/uspchrp -a
```

Diagnostic Package Utility Service Aid

The Diagnostic Package Utility Service Aid allows the user to perform the following actions:

- Format a 1, 2, or 4MB diskette
- Create a Standalone Diagnostic Package Configuration Diskette

The Standalone Diagnostic Package Configuration Diskette allows the following to be changed from the console:

- Default refresh rate for a LFT

The refresh rate used by the standalone diagnostic package is 60Hz. If the display's refresh rate is 77Hz, then set the refresh rate to 77.

- Different async terminal console

A console configuration file that allows a terminal attached to any RS232 or RS422 adapter to be selected as a console device can be created using this service aid. The default device is a RS232 tty attached to the first standard serial port (S1).

Dials and LPFK Configuration Service Aid

This service aid provides a tool for configuring and removing dials/LPFKs to the standard serial ports.

The Dials and LPFKs can be configured on any async port. A tty must be in the available state on the async port before the Dials and LPFKs can be configured on the port. The task allows an async adapter to be configured, then a tty port defined on the adapter, and then Dials and LPFKs can be defined on the port.

Disk Based Diagnostic Update Service Aid and Update Disk Based Diagnostic Task

This service aid allows fixes (APARs) to be applied.

The task invokes the SMIT Update Software by Fix (APAR) task. The task allows the input device and APARs to be selected. Any APAR can be installed using this task.

Disk Media Service Aids

This service aid consists of a Format, Certify, and Erase Disk service aid for each type of hard disk supported, and an Optical Disk service aid for supported optical disks.

- Certify

Certify reads all of the ID and data fields. It checks for bad data and counts all errors encountered. If more than 10 hard data errors or more than 1 hard equipment error is found, the user is prompted to replace the drive. One or less recovered data errors per megabyte is normal. More than one recoverable data error per megabyte indicates that the disk should be formatted and certified. Disk errors are not logged during certify.

- Format

Format writes all the disk. The pattern put on the disk is device dependent, i.e. some drives may put all 0s, while some may put hexadecimal number 5F. No bad block reassignment occurs.

- Format and Certify

Format and Certify does the same as format does. After the Format is completed, Certify is run. This Certify will reassign all bad blocks encountered.

- Erase Disk

This option can be used to overwrite (remove) all data currently stored in user-accessible blocks of the disk. The Erase Disk option writes one or more patterns to the disk. An additional option allows data in a selectable block to be read and displayed on the system console.

To use the Erase Disk option, specify the number (0–3) of patterns to be written. Select the patterns to be written; the patterns are written serially. That is, the first pattern is written to all blocks. Then the next pattern is written to all blocks, overlaying the previous pattern. A random pattern is written by selecting the Write random pattern? option.

The Erase Disk service aid has not been certified as meeting the Department of Defense or any other organizations security guidelines. The following steps should be followed if the data on the drive is to be overwritten:

- a. Run the Erase Disk service aid to overwrite the data on the drive.
- b. Do a format without certify.
- c. Run a second pass of the erase service aid.

For a newly installed drive, you can ensure that all blocks on the disk are overwritten with your pattern if you use the following procedure:

- a. Format the drive.
- b. Check the defect map by running the Erase Disk Service Aid.

Note: If you use the Format and Certify option, some blocks may get placed into the defect map.

- c. If there are bad blocks in the defect map, record the information presented and ensure that this information is kept with the drive. This data is used later when the drive is overwritten.
- d. Use the drive as you would normally.
- e. When the drive is no longer needed and needs to be erased, be sure to run the same version of the Erase Disk service aid used in step b.

Note: Using the same version of the Erase Disk service aid is only critical when bad blocks were found in step c.

- f. Compare the bad blocks recorded in step 3 with those that now appear in the defect map.

Note: If the saved data and the newly obtained data differ, then all sectors of this drive cannot be overwritten. The bad blocks on the new list were not overwritten.

- g. If the new bad block list is the same, continue running the service aid to overwrite the disk with the chosen patterns.

Disk Maintenance Service Aid

There are two kinds of disk maintenance service aids:

- Disk to Disk Copy Service Aid
- Display/Alter Sector Service Aid

Disk to Disk Copy Service Aid

The service aid allows you to recover data from an old drive when replacing it with a new drive. The service aid only supports copying from a drive to another drive of similar size; it cannot be used to update a different size drive. The **migratepv** command should be used when updating drives. The service aid recovers all LVM software reassigned blocks. To prevent corrupted data from being copied to the new drive, the service aid aborts if an unrecoverable read error is detected. To help prevent possible problems with the new drive, the service aid aborts if the number of bad blocks being reassigned reaches a threshold.

The procedure for using this service aid requires that both the old and new disks be installed in or attached to the system with unique SCSI addresses. This requires that the new disk drive SCSI address must be set to an address that is not currently being used and the drive be installed in an empty location. If there are no empty locations, one of the other drives can be temporarily removed. Once the disk copy is complete, either remove the target drive to return to the original configuration, or perform the following procedure to complete the replacement of the old drive with the new drive:

1. Remove both drives.
2. Set the SCSI address of the new drive to the SCSI address of the old drive.
3. Install the new drive in the old drive's location.
4. Install any other drives that were removed into their original location.

To prevent problems that may occur when running this service aid from disk, run this service aid from diagnostics loaded from removable media.

Display/Alter Sector Service Aid

This service aid allows the user to display and alter information on a disk sector. Care must be used when using this service aid because inappropriate modification to some disk sectors may result in total loss of all data on the disk. Sectors are addressed by their decimal sector number. Data is displayed both in hex and in ASCII. To prevent corrupted data from being incorrectly corrected, the service aid will not display information that cannot be read correctly.

Optical Disk Service Aids

The Optical Disk Service Aids consist of Initialize, Format and Certify, and Spare Sector Availability service aids.

- Initialize

This service aid is used to format the optical disk without certifying it. This option does not reassign the defective sectors; however, it is a quick way of formatting after cleaning the disk.

- Format and Certify

This service aid is used to format the optical disk and certify it. The certification process is drive specific and performs the surface analysis of all user data and spare sectors. The defective sectors are reassigned.

- Spare Sector Availability

This service aid checks the number of spare sectors available on the optical disk. The spare sectors are used to reassign when defective sectors are encountered during normal usage or during a format and certify operation. Low availability of spare sectors indicates that the disk needs to be backed up and replaced. Formatting the disk will not improve the availability of spare sectors.

Diskette Media Service Aid

This service aid provides a way to verify the data written on a diskette. When this service aid is selected, a menu asks you to select the type of diskette being verified. The program then reads all of the ID and data fields on the diskette and displays the total number of bad sectors found.

Display or Change Configuration or Vital Product Data (VPD) Service Aid

This service aid allows the user to display change configuration data and vital product data (VPD).

The following are the task selections which appear on the Task Selection Menu:

- Display Configuration and Resource List

- Display Hardware Vital Product Data

- Change Hardware Vital Product Data

- Add or Delete Drawer configuration

Display Vital Product Data (VPD) Service Aid and Display Hardware Vital Product Data Task

This service aid displays all installed resources along with any VPD for those resources. Use this service aid when you want to look at the VPD for a specific resource.

This service aid displays information about the installed software and provides the following functions:

- List Installed Software
- List Applied but Not Committed Software Updates
- Show Software Installation History
- Show Fix (APAR) Installation Status
- List Fileset Requisites
- List Fileset Dependents
- List Files Included in a Fileset
- List File Owner by Fileset

Display Configuration Service Aid and Display Configuration and Resource List Task

This service aid will display the item header only for all installed resources. Use this service aid when there is no need of seeing the VPD. (No VPD will be displayed.)

Change Hardware Vital Product Data Task

Use this service aid to display the Display/Alter VPD Selection Menu. The menu will list all resources installed on the system. When a resource is selected a menu is displayed that lists all the VPD for that resource.

Note: The user cannot alter the VPD for a specific resource unless it is not machine readable.

Add Resource to Resource List Task

Use this task to add resources back to the resource list.

Delete Resource from Resource List Task

Use this task to delete resources from the resource list.

Change Configuration Service Aid and Add or Delete Drawer Configuration Task

Use this service aid to add or delete features to the system configuration.

Note: Drawers are the only features that can be added or deleted.

Add or Delete Drawer Configuration Task

This task provides the following options:

- List All Drawers
- Add a Drawer
- Remove a Drawer

The supported drawer types are:

- Media SCSI Device Drawer
- DASD SCSI DASD Drawer

Display and Change Diagnostic Test List Service Aid

This service aid provides a way to:

- Display the Diagnostic Test List

This selection lists all of the resources tested by the diagnostics.

- Add a resource to the Diagnostic Test List

This selection allows resources to be added back to the Diagnostic Test List. The Diagnostic Test List Menu lists all resources that can be added back to the Diagnostic Test List.

Note: Only resources that were previously detected by the diagnostics and deleted from the Diagnostic Test List are listed. If no resources are available to be added, then none are listed.

- Delete a resource from the Diagnostic Test List

This selection allows resources to be deleted from the Diagnostic Test List. The Diagnostic Test List Menu lists all resources that can be deleted from the Diagnostic Test List.

Note: Only resources that were previously detected by the diagnostics and have not been deleted from the Diagnostic Test List are listed. If no resources are available to be deleted, then none are listed.

Display Previous Diagnostic Results Service Aid

Note: This service aid is only available when you load the diagnostics from a disk drive or from a network.

Each time the diagnostics produce a service request number (SRN) to report a problem, information about that problem is logged. The service representative can look at this log to see which SRNs are recorded. This log also records the results of diagnostic tests that are run in loop mode.

When this service aid is selected, information on the last problem logged is displayed. The Page Down and Page Up keys can be used to look at information about previous problems.

This information is *not* from the error log maintained by the AIX operating system. This information is stored in the `/etc/lpp/diagnostics/data/*.dat` file.

Display Test Patterns Service Aid

This service aid provides a means of making adjustments to system display units by providing displayable test patterns. Through a series of menus the user selects the display type and test pattern. After the selections are made the test pattern is displayed.

Enhanced SCSI Display Configuration Service Aid

This service aid allows the user to choose a SCSI device or location from a menu and to identify a device.

The service aid also:

- Generates a menu that displays all SCSI devices
- Lists the device and all of its sibling devices
- Lists all SCSI adapters and their ports
- Lists all SCSI devices on each port

Generic Microcode Download Service Aid

This service aid provides a means of restoring a diskette (or other media) and executing a restored program. This program will do whatever is required to download the microcode onto the adapter or device.

This service aid is supported in both concurrent and standalone modes from disk, LAN, or loadable media.

When entered, this service aid displays information about what it does. It then asks for a microcode diskette to be inserted into the diskette drive. The diskette is in backup format. The service aid then restores the diskette to the **/tmp** directory and execute a program called **diagucode**. Once the diagucode completes, you are then returned to the service aid.

Hardware Error Report Service Aid and Display Hardware Error Log Task

This service aid provides a tool for viewing the hardware error log. It uses the **errpt** command.

The Display Error Summary and Display Error Detail selection provide the same type of report as the **errpt** command. The Display Error Analysis Summary and Display Error Analysis Detail selection provide additional analysis.

Machine Check Error Log Service Aid

Note: The Machine Check Error Log Service Aid is available only on Standalone Diagnostics.

When a machine check occurs, information is collected and logged in a NVRAM error log before the system unit shuts down. This information is logged in the AIX error log and cleared from NVRAM when the system is rebooted from either hard disk or LAN. The information is not cleared when booting from Standalone Diagnostics. When booting from Standalone Diagnostics, this service aid can take the logged information and turn it into a readable format that can be used to isolate the problem. When booting from the hard disk or LAN, the information can be viewed from the AIX error log using the Hardware Error Report Service Aid. In either case the information is analyzed while running sysplanar0 diagnostics in Problem Determination Mode.

Microcode Download Service Aid

This service aid provides a way to copy device microcode to a device. It is used to update the microcode on a device. It presents a list of devices that use microcode. Select the device on which microcode is to be installed. The service aid provides instructions to update the microcode.

Periodic Diagnostics Service Aid

This service aid provides a tool for configuring periodic diagnostics and automatic error log analysis. A hardware resource can be tested once a day, at a user specified time. If the resource cannot be tested because it is busy, error log analysis is performed. Hardware errors logged against a resource can also be monitored by enabling automatic error log analysis. This allows error log analysis to be performed every time a hardware error is put into the error log. If a problem is detected, a message is posted to the system console and a mail message sent to the users belonging to the system group with information about the failure such as the service request number.

The service aid provides the following functions:

- Add or delete a resource to the periodic test list
- Modify the time to test a resource
- Display the periodic test list
- Modify the error notification mailing list
- Disable automatic error log analysis

SCSI Bus Analyzer Task

This service aid provides a means to diagnose a SCSI bus problem in a free-lance mode.

To use this service aid, the user should have an understanding of how a SCSI bus works. This service aid should be used when the diagnostics cannot communicate with anything on the SCSI bus and cannot isolate the problem. Normally the procedure for finding a problem on the SCSI bus with this service aid is to start with a single device attached, ensure that it is working, then start adding additional devices and cables to the bus ensuring that each one works. This service aid will work with any valid SCSI Bus configuration.

The SCSI Bus Analyzer Task service aid transmits a SCSI inquiry command to a selectable SCSI address. The service aid then waits for a response. If no response is received within a defined amount of time, the service aid will display a timeout message. If an error occurs or a response is received, the service aid will then display one of the following messages:

The service aid transmitted a SCSI inquiry command and received a valid response back without any errors being detected.

The service aid transmitted a SCSI inquiry command and did not receive any response or error status back.

The service aid transmitted a SCSI inquiry command and the adapter indicated a SCSI bus error.

The service aid transmitted a SCSI inquiry command and an adapter error occurred.

The service aid transmitted a SCSI inquiry command and a check condition occur.

When the SCSI Bus Analyzer Task service aid is entered, a description of the service aid displays.

Pressing the Enter key will display the Adapter Selection menu. This menu allows the user to enter which address to transmit the SCSI inquiry command.

When the adapter is selected, the SCSI Bus Address Selection menu displays. This menu allows you to enter which SCSI address to transmit the SCSI inquiry command.

Once the address is selected, the SCSI Bus Test Run menu displays. This menu allows the user to transmit the SCSI inquiry command by pressing the Enter key. The service aid then indicates the status of the transmission. When the transmission completes, the results of the transmission displays.

Notes:

- A check condition can be returned when there is nothing wrong with the bus or device.
- AIX does not allow the command to be sent if the device is in use by another process.

SCSI Tape Utilities Service Aid

This service aid provides a means to obtain the status or maintenance information from a SCSI tape drive. Only some models of SCSI tape drive are supported.

The service aid provides the following options:

- Display time since a tape drive was last cleaned.

The time since the drive was last cleaned is displayed on the screen. In addition, a message whether the drive should be cleaned also displays.

- Copy a tape drive's trace table.

The trace table of the tape drive is written to diskettes. The required diskettes must be formatted for DOS. Writing the trace table may require several diskettes. The actual number of required diskettes will be determined by the service aid based on the size of the trace table. The names of the data files have the following format:

'**TRACE<X>.DAT**' where 'X' is a sequential diskette number. The complete trace table consists of the sequential concatenation of all the diskette data files.

- Display or copy a tape drive's log sense information.

This service aid provides options to display the log sense information to the screen, to copy it to a DOS formatted diskette, or copy it to a file. The file name **LOGSENSE.DAT** is used when the log sense data is written on a diskette. The service aid prompts for a file name when the log sense data is copied to a file.

Service Hints Service Aid

This service aid reads and displays the information in the CEREADME file from the diagnostics source (diskettes, disk, or CD-ROM). This file contains information that is not in the publications for this version of the diagnostics. It also contains information about using this particular version of diagnostics.

Use the Enter key to page forward through the information or the – (dash) and Enter keys to page backward through the file.

Update System or Service Processor Flash Service Aid

Note: This service aid is only supported for Online Diagnostics

This service aid allows you to update the system or service processor flash.

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

Refer to the update instructions, or to the System Management Services "Config" on page 4-3 or "Display Configuration" on page 4-20 or Service Processor menus on page 3-3 to determine the level of the system unit or service processor flash. Using this service aid to update the system or service processor flash will not save the current contents of the flash.

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

Display Firmware Device Node

Note: Runs on CHRP systems units only.

This task displays the firmware device node information that appears on CHRP platforms. The format of the output data will not necessarily be the same between different levels of AIX. It is intended to be used to gather more information about individual or particular devices on the system.

Display Resource Attributes

This task will display the Customized Device Attributes associated with a selected resource. This task is similar to running the **lsattr -E -l resource** command.

PCI RAID Physical Disk Identify

This selection will identify physical disks connected to a PCI SCSI-2 F/W RAID adapter.

This task may be run directly from the AIX command line. The following usage statement describes the syntax of the command:

Usage

```
diag -c -d < pci RAID adapter > -T identify
```

Chapter 8. Using the System Verification Procedure

When you are analyzing a hardware problem, see Chapter 9, "Hardware Problem Determination".

Step 1. Considerations before Running This Procedure

Notes:

1. If this system unit is directly attached to another system unit or attached to a network, be sure communications with the other system unit is stopped.
2. This procedure requires use of all of the system resources. No other activity can be running on the system while you are doing this procedure.

Read the following before using this procedure:

- This procedure requires a display connected to the video port or an ASCII terminal attached to the S1 port.
- Before starting this procedure, you should stop all programs and the operating system.
- This procedure runs the Online Diagnostics in Service mode or Standalone Diagnostics. If the Online Diagnostics are installed, they should be run. See the operator manual for your type of ASCII terminal to find the key sequences you need in order to respond to the diagnostics.
- For additional information about diagnostics see Chapter 6, "Using the Online and Standalone Diagnostics".
- If a console display is not selected, the diagnostics stop. The instructions for selecting a console display are displayed on all of the graphic displays and any terminal attached to the S1 port. Follow the displayed instructions to select a console display.
- Go to Step 2.

Step 2. Loading the Diagnostics

1. Stop all application programs running on the operating system.
2. Stop the operating system.
3. Turn the power off.
4. If you are loading the Standalone Diagnostics and running them from an ASCII terminal:
 - The attributes for the terminal must be set to match the defaults of the diagnostics.
 - If you need to change any settings, record the normal settings, and be sure the terminal attributes are set to work with the diagnostics. If needed, see "Running the Diagnostics from a TTY Terminal" on page 6-2.
 - Return to substep 5 when you finish checking the attributes.
5. Turn the power on.
 - a. When the keyboard indicator appears, press F5 on the direct attached keyboard (5 on the ASCII keyboard) to load the Standalone Diagnostics or F6 on the directly-attached keyboard (6 on the ASCII terminal keyboard) to load the Online Diagnostics.
 - b. Enter requested passwords.

- c. Follow any instructions to select a console.
6. When the Diagnostic Operating Instructions display, go to Step 3. If you are unable to load the diagnostics, go to "Problem Determination When Unable to Load Diagnostics" on page 9-8.

Step 3. Running System Verification

The Diagnostic Operating Instructions should be displayed.

1. Press the Enter key.
2. If the terminal type has not been defined, you must use the Initialize Terminal option on the Function Selection menu to initialize the operating system environment before you can continue with the diagnostics.
3. If you want to do a general checkout without much operator action, Select the Diagnostic Routines option on the Function Selection menu.

If you want to do a more complete checkout including the use of wrap plugs, select the Advanced Diagnostics option on the Function Selection menu. The advanced diagnostics are primarily for the service representative; they may instruct you to install wrap plugs to better isolate a problem.

4. Select the System Verification option on the Diagnostic Mode Selection menu.
5. If you want to run a general checkout of all installed resources, Select the All Resource option on the Diagnostic Selection menu.

If you want to check one particular resource, select that resource on the Diagnostic Selection menu.

6. Go to Step 4.

Step 4. Additional System Verification

The checkout programs end with either the Testing Complete menu and a message stating No trouble was found or the A Problem Was Detected On (Time Stamp) menu with a SRN.

1. Press Enter to return to the Diagnostic Selection menu.
2. If you want to check other resources, select the resource. When you have checked all of the resources you need to check, go to Step 5.

Step 5. Stopping the Diagnostics

1. If you are running the Online diagnostics, use the following procedure to shut down the system:
 - a. Press F3 repeatedly until you get to the Diagnostic Operating Instructions, then follow the displayed instructions.
 - b. Press F3 once, and then follow the displayed instructions to shut the system down.
2. If you changed any attributes on your ASCII terminal to run the diagnostics, change the settings back to normal.
3. This completes the system verification. Report the SRN to the service organization if you received one. To do a normal boot, turn off the system unit and wait 30 seconds, then set the power switch of the system unit to On.

Chapter 9. Hardware Problem Determination

Problem Determination Using the Standalone or Online Diagnostics

Use this procedure to obtain a service request number (SRN) when you load the Standalone or Online Diagnostics. If you are unable to load the Standalone or Online Diagnostics, go to "Problem Determination When Unable to Load Diagnostics" on page 9-8. The service organization uses the SRN to determine which field replaceable units (FRUs) are needed to restore the system to correct operation.

Step 1. Considerations before Running This Procedure

Note: See the operator manual for your ASCII terminal to find the key sequences you need to respond to the diagnostic programs.

- The diagnostics can use a display connected to the video port or a ASCII terminal attached to a serial port.
- This procedure asks you to select the type of diagnostics you want to run. If you need more information about the types, see "Standalone and Online Diagnostics Operating Considerations" on page 6-1.
- Go to "Step 2".

Step 2

Are the Online Diagnostics installed on this system?

NO

Go to "Step 15".

YES

Go to "Step 3".

Step 3

Determine if the operating system is accepting commands.

Is the operating system accepting commands?

NO

The system must be turned off in order to run diagnostics.

1. Verify with the system administration and users that the system may be turned off. If so, then turn off the system unit and go to "Step 6".

YES

Go to "Step 4".

Step 4

Diagnostic tests can be run on many resources while the operating system is running. However, more extensive problem isolation is obtained by running Online Diagnostics in Service mode.

Do you want to run the Online Diagnostics in Service mode?

NO

Go to "Step 5".

YES

Do the following to shut down your system:

1. At the system prompt, stop the operating system using the proper command for your operating system.
2. After the operating system is stopped, power off the system unit.
3. Go to "Step 6".

Step 5

This step invokes the Online Diagnostics in concurrent mode.

1. Log on as root or as superuser.
2. Enter the **diag** command.
3. Wait until the Diagnostic Operating Instructions are displayed, or wait for three minutes.

Are the Diagnostic Operating Instructions displayed without any obvious console display problems?

NO

Do the following steps to shut down the system:

1. At the system prompt, stop the operating system using the proper command for your operating system.
2. After the operating system is stopped, power off the system unit.
3. Go to "Step 6".

YES

Go to "Step 9".

Step 6

This step loads Online Diagnostics in service mode. If you are unable to load the diagnostics, go to "Step 7".

1. Turn the power on.
2. When the keyboard indicator (icon or text) appears, press F6 on the directly-attached keyboard or 6 on the ASCII terminal keyboard to indicate that diagnostics are to be loaded.
3. Enter requested passwords.
4. Follow instructions to select a console.

Did the Diagnostics Operating Instructions display without any obvious display problem?

NO

Go to "Step 7".

YES

Go to "Step 9".

Step 7

Starting at the top of the following table, find your symptom and do the action given in the Action column.

Symptom	Action
Display problem.	Go to "Step 8".
All other symptoms.	Go to "Problem Determination When Unable to Load Diagnostics" on page 9-8

Step 8

The following steps analyze a console display problem.

Find your type of console display in the following table, then do the action given in the Action column.

Console Display	Action
Display Device	Go to the display documentation for problem determination.
ASCII terminal	Go to the documentation for problem determination for this type of terminal.

Step 9

The diagnostics loaded correctly.

Press the Enter key.

Is the Function Selection menu displayed?

NO

Go to "Step 10".

YES

Go to "Step 11".

Step 10

There is a problem with the keyboard.

Find the type of keyboard you are using in the following table, then follow the instructions given in the Action column.

Keyboard Type	Action
101–key keyboard. Identify by the type of Enter key used. The Enter key is within one horizontal row of keys.	Record error code M0KBD001 and report the problem to the service organization.
102–key keyboard. Identify by the type of Enter key used. The Enter key extends into two horizontal rows of keys.	Record error code M0KBD002 and report the problem to the service organization.
Kanji keyboard. Identify by the Japanese characters.	Record error code M0KBD003 and report the problem to the service organization.
ASCII–terminal keyboard. This applies to all attached terminals.	Go to the documentation for problem determination for this type terminal.

Step 11

1. If the terminal type has not been defined, you must use the Initialize Terminal option on the Function Selection menu to initialize the operating system environment before you can continue with the diagnostics. This is a separate and different operation than selecting the console display.
2. Select Diagnostic Routines.
3. Press the Enter key.
4. In the following table, find the menu or system response you received when you selected Diagnostics. Do the action given in the Action column.

System Response	Action
The Diagnostic Mode Selection menu is displayed.	Select Problem Determination and go to "Step 12".
The Missing Resource menu is displayed.	Follow the displayed instructions until either the Diagnostic Mode Selection menu or an SRN is displayed. If the Diagnostic Mode Selection menu is displayed, select Problem Determination and go to "Step 12". If you get an SRN, record it, and go to "Step 14".

<p>The New Resource menu is displayed.</p>	<p>Follow the displayed instructions.</p> <p>Note: Devices attached to serial ports S1 or S2 will not appear on the New Resource menu. Also, ISA adapters do not appear unless they have been identified and configured.</p> <p>If the Diagnostic Mode Selection menu is displayed, select Problem Determination and go to "Step 12".</p> <p>If you get an SRN, record it, and go to "Step 14".</p> <p>If you do not get an SRN, go to "Step 17".</p>
<p>The system does not respond to selecting diagnostics</p>	<p>Go to "Step 10".</p>

Step 12

Did the Diagnostic Selection Menu display?

NO

If Problem Determination was selected from the Diagnostic Mode Selection menu, and if a recent error has been logged in the error log, the diagnostics automatically begin testing the resource.

Follow the displayed instructions.

If the No Trouble Found screen is displayed, press Enter.

If another resource is tested, repeat this step.

If the Diagnostic Selection menu is displayed, go to "Step 13".

If an SRN is displayed, record it, and go to "Step 14".

YES

Go to "Step 13".

Step 13

The All Resources option checks most of the configured adapters and devices.

Select and run the diagnostic tests on the resources you are having problems with or select the All Resources option check all of the configured resources. Find the response in the following table and take the Action for it.

Diagnostic Response	Action
An SRN is displayed.	Go to "Step 14".
The system hangs.	Report SRN 109–200.
The Testing Complete menu and the No trouble was found message is displayed, and you have not tested all of the resources.	Press Enter and continue with the testing.
The Testing Complete menu and the No trouble was found message displayed and you have tested all of the resources.	Go to "Step 17".

Step 14

The diagnostics produced a SRN for this problem.

1. Record the SRN and other numbers read out.
2. Report the SRN to the service organization.
3. STOP. You have completed these procedures.

Step 15

When you are loading the Standalone Diagnostics, the attributes for the terminal must be set to match the defaults of the diagnostic programs. The ASCII terminal must be attached to serial port 1 on the system unit.

Are you going to load Standalone Diagnostics and run them from a ASCII terminal?

NO

Go to "Step 16".

YES

Go to "Running the Diagnostics from a TTY Terminal" on page 6-2 and be sure your terminal attributes are set to work with the diagnostic programs.

Return to "Step 16" when you finish checking the attributes. Record any settings that are changed.

Step 16

This step loads the Standalone Diagnostics. If you are unable to load the diagnostics, go to "Step 7".

1. Turn the power on.
2. Insert the diagnostic CD-ROM disc into the CD-ROM drive.

3. When the keyboard indicator appears, press F5 on the direct attached keyboard or 5 on the ASCII keyboard to indicate that diagnostics are to be loaded.
4. Enter requested passwords.
5. Follow instructions to select a console.

Did the Diagnostics Operating Instructions display without any obvious display problem?

NO

Go to "Step 7".

YES

Go to "Step 9".

Step 17

The diagnostics did not find a hardware problem. If you still have a problem, contact your software support center.

Problem Determination When Unable to Load Diagnostics

Use this procedure to obtain an error code. The service organization uses the error code to determine which field replaceable units (FRUs) are needed to restore the system to correct operation.

Step 1. Considerations before Running This Procedure

The diagnostics can use a display connected to the video port or a ASCII terminal attached to a serial port.

Go to "Step 2".

Step 2

Are the Online Diagnostics installed on this system?

NO

Go to "Step 4".

YES

Go to "Step 3".

Step 3

This step attempts to load Online Diagnostics in service mode.

1. Turn the power to off.
2. Turn the power on.
3. If the keyboard indicator appears, press F6 on the direct attached keyboard or 6 on the ASCII keyboard to indicate that diagnostics are to be loaded.
4. Enter requested passwords.
5. Follow instructions to select a console.
6. Wait until the diagnostics load or the system appears to stop.

Did the diagnostics load?

NO

Go to "Step 5".

YES

Go to "Step 6".

Step 4

This step attempts to load the Standalone diagnostics.

1. Turn the power to off.
2. Turn the power to on.
3. Insert the diagnostic CD-ROM into the CD-ROM drive.
4. If the keyboard indicator appears, press F5 on the direct attached keyboard or 5 on the ASCII keyboard to indicate that diagnostics are to be loaded.
5. Enter requested passwords.
6. Follow instructions to select a console.
7. Wait until the diagnostics load or the system appears to stop.

Did the diagnostics load?

NO

Go to "Step 5".

YES

Go to "Step 6".

Step 5

Starting at the top of the following table, find your symptom and do the action given in the Action column.

Symptom	Action
The power LED does not come on, or comes on and does not stay on.	Check the power cable to the outlet. Check the circuit breakers and check for power at the outlet. Assure the room temperature is within 60 – 90°F. If you do not find a problem, record error code M0PS0000 and report the problem to the service organization.
The system appears to be stopped and NO beep was heard from the system unit.	Processor POST failure. Report error code M0CPU000.
The system appears to be stopped and NO beep was heard from the system unit. E122, E123, or E124 is displayed on the operator panel display.	No good memory could be found. Report error code M0MEM000.
The system appears to be stopped a beep WAS heard from the system unit.	No good memory could be found. Report error code M0MEM001.
The diagnostics are loaded and there was NO beep heard from the system unit during the IPL sequence.	Record error code M0SPK001.
The system stops with the Diagnostic Operating Instructions displayed.	Go to "Step 6".

The diskette LED is blinking rapidly, or E1EA or E1EB is displayed on the operator panel.	The flash EPROM data is corrupted. The recovery procedure for the flash EPROM should be executed.
The system stops with a prompt to enter a password.	Enter the password. You are not be allowed to continue until a correct password has been entered. When you have entered a valid password, wait for one of the other conditions to occur.
The system stops with an eight–digit error code(s) displayed on the console.	Record the error code(s) and report the problem to the service organization.
The system login prompt is displayed.	You may not have pressed the correct key or you may not have pressed the key soon enough when you were to indicate a Service Mode boot of diagnostic programs. If this was the case, start over at the beginning of this step. If you are sure you pressed the correct key in a timely manner go to Step 7.
The system does not respond when the password is entered.	Go to "Step 7".
The system stopped and an indicator is displayed on the system console and an eight–digit error code is not displayed.	If the indicator (text or icon) represents: <ul style="list-style-type: none"> • a keyboard, record error code M0KBD000 and report the problem to the service organization. • memory, record error code M0MEM002 and report the problem to the service organization. • SCSI, record error code M0CON000 and report the problem to the service organization. • Network, record error code M0NET000 and report the problem to the service organization. • Speaker/Audio, record error code M0BT0000 and report the problem to the service organization.

<p>The System Management Services menu is displayed.</p>	<p>The device or media you are attempting to boot from may be faulty.</p> <ol style="list-style-type: none"> 1. Check the SMS error log for any errors. To check the error log: <ul style="list-style-type: none"> • Choose tools • Choose error log • If an error is logged, check the time stamp. • If the error was logged during the current boot attempt, record it and report it to your service person. • If no recent error is logged in the error log, continue to the next step below. 2. If you are attempting to load the Online Diagnostics, try loading the Standalone Diagnostics. Otherwise, record error code M0SCSI01 and report to the service organization.
<p>The system appears to be stopped, the disk activity light is on continuously, and a beep was heard from the system unit.</p>	<p>Record error code MOMEM001 and report the problem to the service organization.</p>
<p>The system stops and the message "STARTING SOFTWARE PLEASE WAIT ..." is displayed.</p>	<p>Report error code M0BT0000.</p>
<p>The message "The system will now continue the boot process" is displayed continuously on the system unit's console.</p>	<p>Report error code M0SCSI01.</p>

Step 6

The diagnostics loaded correctly.

Go to "Problem Determination Using the Standalone or Online Diagnostics" on page 9-1.

Step 7

There is a problem with the keyboard.

Find the type of keyboard you are using in the following table, then follow the instructions given in the Action column.

Keyboard Type	Action
101-key keyboard. Identify by the type of Enter key used. The Enter key is within one horizontal row of keys.	Record error code M0KBD001 and report the problem to the service organization.
102-key keyboard. Identify by the type of Enter key used. The Enter key extends into two horizontal rows of keys.	Record error code M0KBD002 and report the problem to the service organization.
Kanji keyboard. Identify by the Japanese characters.	Record error code M0KBD003 and report the problem to the service organization.
ASCII-terminal keyboard. This applies to all attached terminals.	Go to the documentation for problem determination for this type terminal.

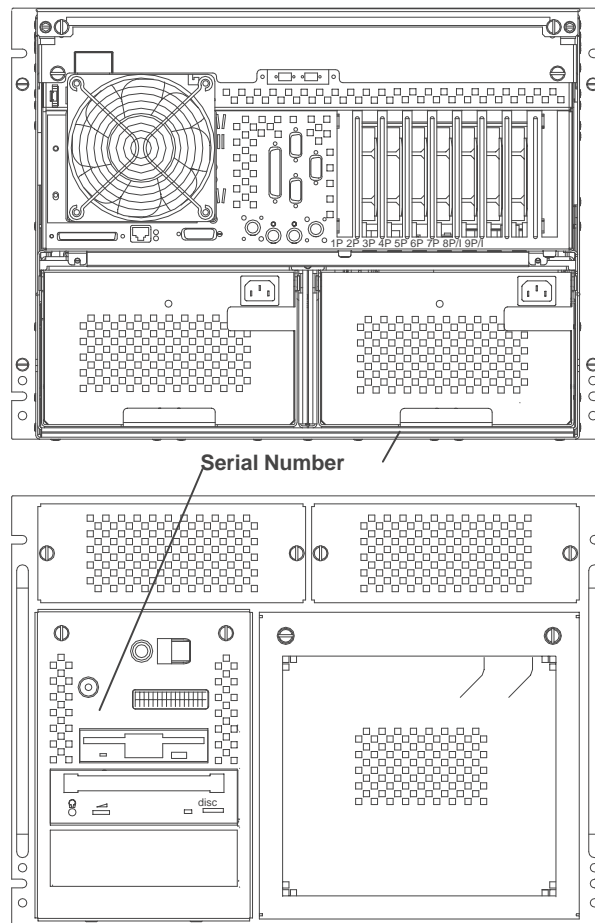
Appendix A. System Records

Record the Identification Numbers

Record and retain the following information.

Product Name	EPC440 CPU Drawer
CPU Type/Speed	_____
Serial Number	_____
Key Serial Number	_____

The server's identification numbers are located on the front cover and on the rear of the server.



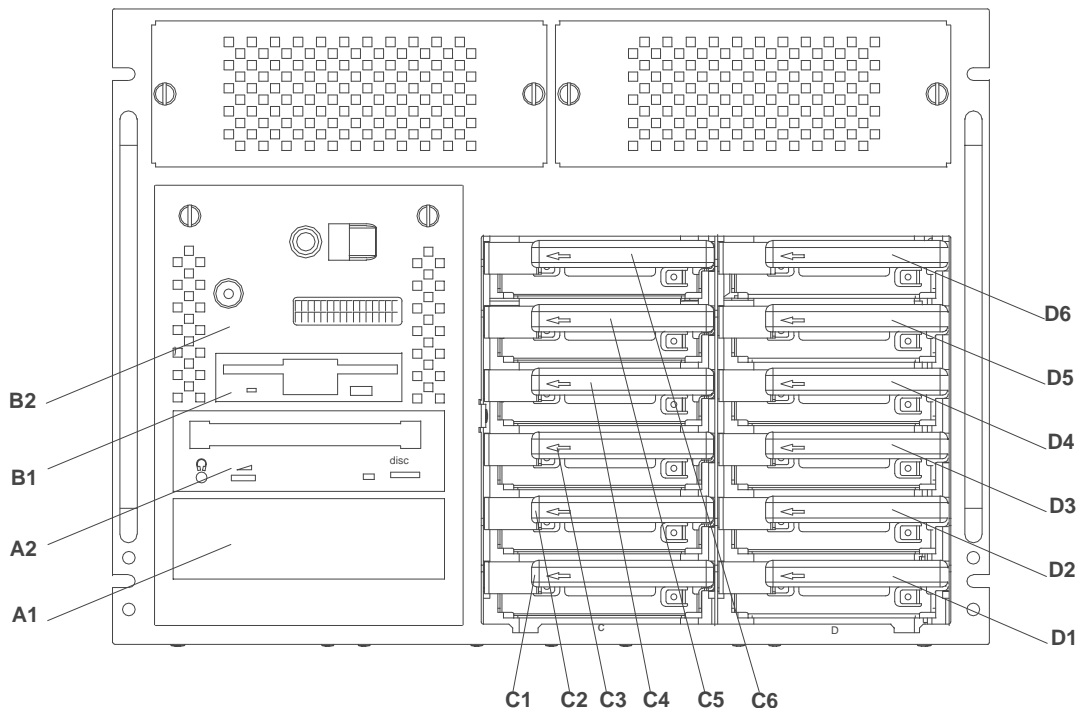
Device Records

Use the following tables to keep a record of the options installed in or attached to your system. This information can be helpful when you install additional options in your server or if you ever need to have your server serviced.

Table A-1. Internal and External Options

Location	Option Description
Memory (J1/J2)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J3/J4)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J5/J6)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J7/J8)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J9/J10)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J11/J12)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J13/J14)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Memory (J15/J16)	32MB <input type="checkbox"/> 128MB <input type="checkbox"/> 256MB <input type="checkbox"/>
Mouse Connector	IBM Mouse Other: _____
Keyboard Connector	Space Saving Enhanced Other: _____
Expansion Slot 8	_____
Expansion Slot 7	_____
Expansion Slot 6	_____
Expansion Slot 5	_____
Expansion Slot 4	_____
Expansion Slot 3	_____
Expansion Slot 2	_____
Expansion Slot 1	_____
Parallel Port	_____
Serial Port 1	_____
Serial Port 2	_____
Serial Port 3	_____

Refer to the following diagram of your server's bays when completing [Table A-2](#).



B2	optional SCSI boot disk drive (behind op panel display)	C2	hot-swappable disk drive
B1	diskette drive	C3	hot-swappable disk drive
A2	CD-ROM drive	D6	hot-swappable disk drive
A1	media bay (can be CD-ROM, tape, or non-hot-swappable hard disk drive)	D5	hot-swappable disk drive
C6	hot-swappable disk drive	D4	hot-swappable disk drive
C5	hot-swappable disk drive	D1	hot-swappable disk drive
C4	hot-swappable disk drive	D2	hot-swappable disk drive
C1	hot-swappable disk drive	D3	hot-swappable disk drive

Notes:

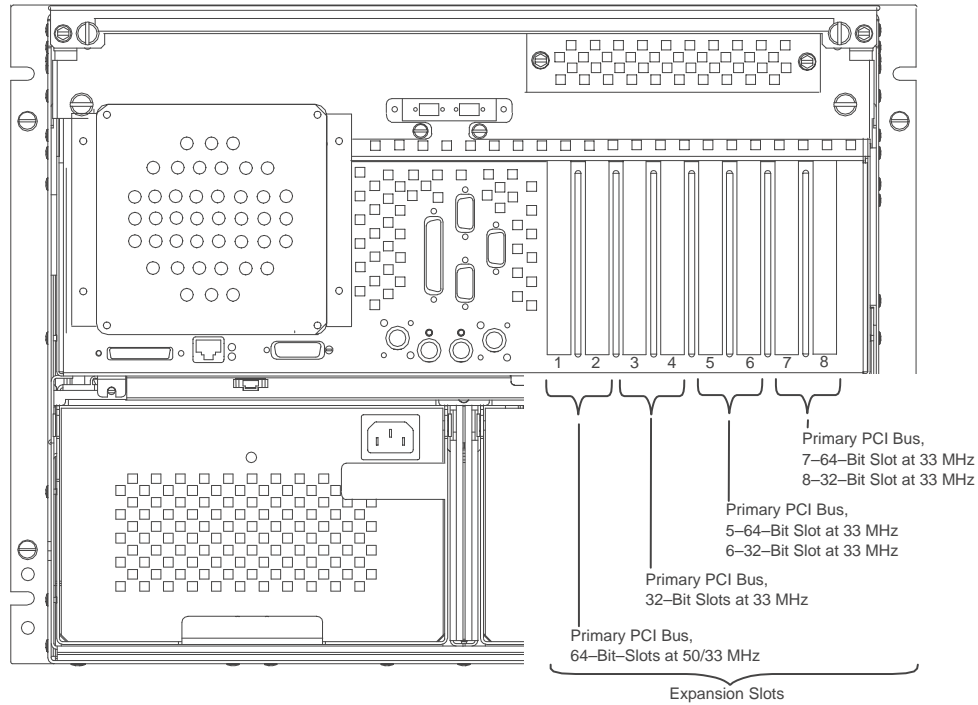
- If you attach a drive or other device to an adapter, record the expansion-slot number for that adapter in the Adapter field of table A-2.
- Your model might have more preinstalled drives than shown in this table.
- The SCSI bus IDs in Bays A1, B1 and B2 are the recommended values. Features installed at the manufacturing site correspond to these IDs. Field installations may not comply with these recommendations.

Table A-2. Internal Files and Devices

Adapter	Location	SCSI ID	Drive Description
Integrated	Bay A1	5	Optional Media
Integrated	Bay A2	4	CD-ROM Drive
Integrated	Bay B1	Non-SCSI	3.5-Inch 1.44MB Diskette Drive
Integrated	Bay B2	6	Optional Disk Drive (non-hot-swappable boot drive)
	Bank C Bay 1	8	_____
	Bank C Bay 2	9	_____
	Bank C Bay 3	10	_____
	Bank C Bay 4	11	_____
	Bank C Bay 5	12	_____
	Bank C Bay 6	13	_____
	Bank D Bay 1	8	_____
	Bank D Bay 2	9	_____
	Bank D Bay 3	10	_____
	Bank D Bay 4	11	_____
	Bank D Bay 5	12	_____
	Bank D Bay 6	13	_____

Appendix B. PCI Adapter Placement Reference

This system is designed for service representatives to install adapters. Use this Appendix to determine if there are specific slot requirements for adapters that your service representative may be installing.



(System Unit Rear View with Numbered Slots)

Adapter Placement

Some adapters must be placed in specific system unit slots to function correctly at highest performance. Use the following table to determine where to install an adapter in your system unit.

Use the rear view diagram above to identify slot locations described in the following table.

Adapter	Slot Usage	System Maximum
Token Ring PCI	Any slot	8
Gigabit Ethernet PCI	Slots 1, 2, 5, 7	3 (See notes 2 & 3)
PCI 3-Channel Ultra SCSI RAID	Any slot	4 (See notes 2 & 4)
8-Port Asynchronous EIZ-232E/RS-422A PCI	Any slot	8
128-Port Async Controller PCI	Any slot	8
PCI Ultra SCSI Single-Ended	Any slot	8
PCI Differential Ultra SCSI	Any slot	8

PCI SCSI-2 Fast/Wide Single Ended	Any slot	8
PCI SCSI-2 Fast/Wide Differential	Any slot	8
POWER GXT120P	Any slot	2
SysKonnnect SK-NET FDDI-LP SAS PCI	Any slot	8
SysKonnnect SK-NET FDDI-LP DAS PCI	Any slot	8
SysKonnnect SK-NET FDDI-UP SAS PCI	Any slot	8
155 TURBOWAYS ATM PCI UTP	Any slot	6 (See note 1)
155 TURBOWAYS ATM PCI MMF	Any slot	6 (See note 1)
10/100 Mbps Ethernet PCI	Any slot	5 (See note 1)
PCI Auto LANstreamer Tokenring	Any slot	8
X.25 1Port	Any slot	8
X.25 4Port	Any slot	4 (See notes 2 & 4)
PCI Enhanced Fiber Channel	Any slot	3 (See notes 2 & 4)

Notes:

1. The combination of the following adapters must be less or equal to 6.
 - 155 TURBOWAYS ATM PCI UTP
 - 155 TURBOWAYS ATM PCI MMF
 - 10/100 Mbps Ethernet PCI
2. The combination of the following adapters should not exceed one per PCI bus:
 - Gigabit Ethernet PCI
 - PCI 3-Channel Ultra SCSI RAID
 - X.25 4Port
 - PCI Enhanced Fiber Channel
3. A maximum of two Gigabit Ethernet PCI adapters per system is recommended
4. Do not install two of the following adapters in two adjacent slots:
 - PCI 3-Channel Ultra SCSI RAID
 - X.25 4Port
 - PCI Enhanced Fiber Channel

Appendix C. Service Processor Setup and Test

For your convenience, here is an example Service Processor setup checklist. It is basic. Your setup may include more or less of the available features, so you may wish to adjust this checklist for your own application. This checklist will at least provide you with a starting place.

Service Processor Setup Checklist

1. Unplug the power cord from the server.
 2. Attach a local terminal for this setup procedure.
 3. Plug in the server and power on the local terminal.
Attention: Server power should remain off.
 4. Bring up the Service Processor menus, see Chapter 3, "Service Processor Menus" on page 3-1.
 5. Set the System Name, "Privileged User Menus" on page 3-5.
 6. Enable Surveillance, see page 3-6, and "Service Processor Functions and Features" on page 3-17.
 7. Configure Call-In/Call-Out, see "Call-in/Call-out Setup Menu" on page 3-11.
 8. Exit the Service Processor menus
 9. Unplug the power cord from the server.
 10. Attach modems (if needed), page 3-3
 11. Plug in the server
Attention: Server power should remain off.
 12. Test
 Call-In, page C-2
 Call-Out, page C-2
 13. Backup the service processor settings, as described in "Save or Restore Hardware Management Policies Service Aid" on page 7-6.
Note: This is strongly recommended to protect the usefulness of the service processor and the availability of the server.
- Your Service Processor is ready to go to work.

Testing the Setup

The following is a sample procedure to assure your setup is working.

These tests include communicating with the server operating system. Be sure the necessary serial port(s) is configured. If you need assistance, refer to "Serial Port Configuration" on page C-3.

The server should be powered off as a result of the "Service Processor Setup Checklist" on page B-1.

Call-In:

1. Go to your remote terminal and call-in to your server. Your server answers and offers you the Service Processor Main Menu after requesting your privileged access password.
2. Select item 2, System Power Control.
3. Select item 4, Power-On System.
Answer `y` when asked if you wish to continue powering on the system.
4. After the system firmware and operating system have initialized the server, the login prompt appears at your remote terminal if you set up Seamless Modem Transfer (refer to "Seamless Transfer of a Modem Session" on page D-4 for more information). This may take several minutes. When this occurs, you have successfully called the Service Processor.
5. Type `logout` to disconnect from the operating system. The message `No Carrier` displays on your remote terminal.
6. Call your server again. The operating system answers and offers you the login prompt. If these tests are successful, call-in is working.
7. Login and command your server to shutdown and power off. (The AIX command **shutdown -F** will do this.)
8. The message `No Carrier` displays on your remote terminal.

Call-Out:

During the setup, you entered your phone numbers for the Pager (on page 3-14 and Customer Voice (on page 3-14). These numbers are used for this test.

1. Your remote terminal is disconnected as a result of the Call-In test.
2. Call your server again.
3. At the Service Processor Main Menu, select Call-In/Call-Out Setup menu, then select Call-Out test. This causes a simulated error condition for the purposes of this test.
4. After a few moments, a message appears regarding an illegal entry. Press `Enter` to clear the message and return to the main menu.
5. When your telephone rings, answer the call. You should hear the sound of a telephone being dialed. This is your computer trying to page you.

If this test is successful, call-out is working.

You now need to go back through the "Telephone Number Setup Menu" on page 3-13 to enter the actual telephone numbers your server will use for reporting problems.

Serial Port Configuration

To configure the serial port on an AIX system, enter the following commands from an AIX console:

1. Log in as `root`.
2. To find if you have any serial ports already configured, enter:

```
lsdev -Cc tty
```

If no serial ports are configured, none are listed. If you wish to configure serial ports that are not listed, continue with the remaining steps.
3. Identify the serial port(s) with the modem(s).
4. Enter

```
smit tty
```
5. Select `add tty`
6. Select `RS232`
7. Select `Baud rate 9600` or higher.
8. Select `login enable` and set the flow control to `RTS`.
9. Commit the selections and set up any other needed serial ports.
10. Exit SMIT.

Appendix D. Modem Configurations

Sample Modem Configuration Files

With hundreds of modems to choose from, and various modem programming standards, configuring a modem can be challenging. The High Availability Cluster Server is designed to place little demand on an attached modem, thereby increasing the setup and connection success rates. Several sample modem configuration files are supplied that will either work directly with your modem, or provide a good starting point for a custom setup, if required.

The sample modem configuration files can be found in your drawer firmware in the **/usr/share/modems** subdirectory (if your server is using AIX) with the following names. A listing of each file is included at the end of this appendix.

Generic Modem Configuration Files

AIX File Name	SP Firmware File Name
modem_z_cfg	modem_z_sp
modem_z0_cfg	modem_z0_sp
modem_f_cfg	modem_f_sp
modem_f0_cfg	modem_f0_sp
modem_f1_cfg	modem_f1_sp

Specific Modem Configuration Files

AIX File Name	SP Firmware File Name
modem_m0.cfg	modem_m0_sp
modem_m1.cfg	modem_m1_sp

With the following selection procedures and your modem manual, one of these configuration files should be suitable for your use.

Configuration File Selection

1. Does your modem respond to the extended command set (prefixed with &)?
If yes, go to step 3 below.
If no, continue with step 2 below.
 2. Does your modem respond to:
 - a. ATZ reset command, or
 - b. ATZn reset commands, where n can be 0, 1, etc.?If ATZ, configuration file `modem_z.cfg` is recommended.
If ATZn, configuration file `modem_z0.cfg` is recommended.
Go to step 5 below.
 3. Does your modem command set include a test for V.42 error correction at the remote modem (often called "Auto-Reliable Mode")?
If yes, this test must be disabled. Sample configuration files `/usr/share/modem_m0.cfg` or `/usr/share/modem_m1.cfg` can be used as models to help you create a file for your particular modem. See "Customizing the Modem Configuration Files" on page NO TAG. Go to step 5.
If no, go to step 4 below.
 4. Does your modem respond to:
 - a. AT&F reset command, or
 - b. AT&Fn reset commands, where n can be 0, 1, etc.?If AT&F, configuration file `modem_f.cfg` is recommended.
If AT&Fn, configuration file `modem_f0.cfg` or `modem_f1.cfg` is recommended, depending on which provides the hardware flow control profile.
 5. Selection is complete. If you find it necessary to adjust any of these configuration files, do so with reference to the manual that came with your modem.¹ It is recommended you select settings that enable hardware flow control and respond to DTR.
- Note:** Some older modems do not respond to the commands X0 or &R1. You should edit out these commands from the modem configuration file if yours is such a modem. See your modem manual for more information.

Examples For Using the Generic Sample Modem Configuration Files

Modem	Setup Z	Setup Z0 (Rare)	Setup F	Setup F0	Setup F1
AT&T DataPort 2001 **				X	
Bocamodem 1440E			X		
Hayes Smart Modem 300	X				
USRobotics 36.6K Sportster					X
Zoom V.32			X		

Note: ** Ring interrupt only on first ring.

Customizing the Modem Configuration Files

You can create your own modem configuration file(s) or modify the samples provided. After you customize your modem configuration files, you **MUST** access them via the Configure Remote Maintenance Policy Service Aid rather than from the SP menus.

Note: If you have already set up your serial ports, line speeds, authorizations and telephone numbers from the SP menus, specify your customized modem configuration files from the service aid.

If you have not already set up your serial ports, line speeds, authorizations and telephone numbers from the SP menus, you may set them up with the service aids while you specify your customized modem configuration files.

To disable Auto-Reliable Mode testing of the remote modem, use the sample modem configuration file `/usr/share/modems/modem_f.cfg` as a model to modify.

1. Find the necessary command in your modem manual.
2. Copy `/usr/share/modems/modem_f.cfg` to a new file with a different name (for example `modem_fx.cfg`).
3. In the new file (`modem_fx.cfg`), change the line `Send "ATE0T\r"` to `Send "ATcccE0T\r"` where `ccc` is the added command found in your modem manual.

Change the third line of each of the following stanzas:

- `condout`
- `condin`
- `ripo`

4. Save the changes.

Use this new modem configuration file as described earlier in this section.

Xon/Xoff Modems

Some modems of the mid-80's vintage assume software flow control (Xon/Xoff) between the computer and the modem. Modems with this design send extra characters during and after the transmitted data. The Service Processor cannot tolerate these extra characters. If your configuration includes such a modem, your functional results may be unpredictable.

The sample modem configuration files included in this package do not support these modems, so custom configuration files would be necessary. Anchor Automation 2400E is an example of such a modem.

Most newer modems do not use this design. It is recommended you use modems of newer vintage if you experience unexplainable performance problems that may be due to Xon/Xoff characters.

Ring Detection

Most modems produce an interrupt request each time they detect a ring signal. Some modems generate an interrupt only on the first ring signal they receive. AT&T DataPort 2001 is an example of such a modem.

The Service Processor uses the ring interrupt request to count the number of rings when Ring Indicate Power-On (RIPO) is enabled. If your modem produces an interrupt on only the first ring, set Indicate Power-On to start on the first ring. Otherwise, you may choose to start Ring Indicate Power-On on any ring count that makes your operation convenient.

Terminal Emulators

The SP is compatible with simple ASCII terminals, and therefore compatible with most emulators. It is for the cases when a remote session is handed off from SP to the operating system that agreeing terminal emulators becomes important.

The server's operating system will have some built-in terminal emulators. Your server may also have a commercially available terminal emulation. It is important that the local and host computers select the same or compatible terminal emulators so the key assignments and responses will match. This will assure successful communications and control.

For best formatting, choose line wrap in your terminal emulator setup.

Recovery Procedures

Line noises, power surges, etc., can sometimes cause your modem to enter an undefined state. When it is being used for dial in, dial out or Ring Indicate Power-On, your modem is initialized each time one of these actions is expected. If one of these environmental conditions occur after your modem has been initialized, it may be necessary to recover your modem to a known state.

If your modem communicates properly with remote users, it is probably in control. It may be wise to occasionally change some of the functional settings and then change them back, just for the sense of security that the modem is communicating, and to assure it has been initialized recently.

Another strategy, particularly if your system is difficult to access physically, is to protect it with an Uninterruptable Power Source (UPS) and a phone-line surge protector.

In case recovery becomes necessary, your system should be shut down as gracefully as possible. Disconnect and reconnect modem power, and power on the system to allow complete reinitialization of your system.

Seamless Transfer of a Modem Session

There are about as many modem command variations as there are modems. The sample modem configuration files have been written to capture the largest number of workable modem settings.

The modem command `&Dn` (where 'n' is a number) generally sets the modem response to the Data Terminal Ready (DTR) signal from the server's serial port. The desired response is that the modem will hold a connection while DTR is enabled, and drop the connection when DTR is released. This is the mechanism by which the server "hangs up" on a connection under normal conditions.

Usually the command `&D2` will work, but not always. The sample modem configuration files take this high percentage position, see the note on page [reference #25](#). You should consult your modem's manual for its specific response scheme for the `&Dn` command.

There are two methods for dealing with the modem's response to DTR:

1. Recovery
2. Prevention

Before proceeding with one of these strategies, you need to determine if your server's modem is set up properly to respond to DTR.

With the remote terminal connected to serial port 1 and defined as the **primary** console device, there are two tests you can perform:

1. Will the modem **drop** the connection after the "System initialization complete" message appears at the remote terminal?

If yes, this is the correct response. The modem is set up correctly.

If no, try another &Dn setting for your server's modem. See your modem manual for this information. The &Dn command appears in three places each in three of the sample modem configuration files, see the note on page [reference #25](#).

2. Will the server's modem **disconnect** when the power drops? You can make this observation at the remote terminal by commanding your server to shutdown and power off. (The AIX command shutdown -F will do this.) Watch for the message NO CARRIER on your remote terminal.

If yes, this is the correct response. The modem is set up correctly.

If no, try another &Dn setting for your server's modem. See your modem manual for this information. The &Dn command appears in three places each in three of the sample modem configuration files, see the note on page [reference #25](#).

Note: Only the following sample modem configuration files contain the &Dn command (in three places each):

- modem_f.cfg
- modem_f0.cfg
- modem_f1.cfg

If you are using modem_z.cfg or modem_z0.cfg, you cannot control DTR response. If your remote terminal does not disconnect after logging off, you must command the remote terminal emulator to hang up. This then breaks the connection.

Recovery Strategy

The recovery strategy consists of making **three** calls to establish a remote session. This is the easiest solution to implement, and allows more freedom for configuring your server's serial ports.

To set up a remote terminal session, dial in to the server and start the system. Wait 5 minutes for the initialization period and call again to gain control via the SP menus. Continue booting the system from the System Power control menu. After the operating system is loaded and initialized, the connection is dropped. At this point, when you call the server back the operating system answers and offers you the login prompt.

Prevention Strategy

The disconnect is caused by the operating system when it initializes the **primary** console. The tests listed above are conducted with the remote terminal selected as the primary console to manifest the modem's response to DTR transitions.

If a local ASCII terminal or a graphics console is to be a permanent part of your server, then make one of them the primary console. Your remote terminal will no longer experience the connection loss.

If a local console is not a permanent part of your server, you can still assign either the unused graphics console or the unused serial port as the primary console. This gives you the desired seamless connection at your remote terminal.

If you choose to use the unused serial port as the primary console, some initialization traffic will be sent to any serial device attached to that port. As a result, that serial device's connection and function could be affected. These impacts may make that port unattractive for devices other than a temporary local ASCII terminal.

Modem Configuration Samples

Sample File modem_z.cfg

```
#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP Z
#
# FUNCTIONS: Modem configuration file for many early Hayes* compatible modems.
# This example uses the ATZ reset command to choose the factory defaults.
# This setup will work for many modems, but it is required for early vintage
# modems which respond to neither the ATZ0 reset command nor the extended (&)
# commands. Refer to your modem manual.
#
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# disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
#
#
# If the modem has configuration switches, they should be set to the
# factory default settings.
```

```
ICDelay 1
DefaultTO 10
CallDelay 120
# AT Attention Code           , Inserts delay in dialing commands
# Z Reset to factory defaults Q0 Turn on responses
# E0 Turn echo off           Q1 Turn off responses
# V0 Use numeric responses    S0=0 Automatic answer inhibit
# +++ Escape to command mode S0=2 Answer on second ring
# H0 Hang-up                 T = Tone mode. When used as T\r, it is a
#                             no op to maintain program synchronization
#                             when modem may/will echo the commands.
#
# %N Call-Out phone number   %P Paging phone number
# %S Modem speed (available to users)
#
# Following are common responses from a wide range of modems:
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK
#
# PROGRAMMING NOTE: No blanks between double quote marks (").
```

```
condout: send "ATZQ0T\r"           # Reset to factory defaults.
        ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"           # Initialize modem: Echo OFF,
        expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0T\r"         # Limit response codes.
        expect "0\r" timeout 2    # Confirm commands successful.
        send "ATS0=0\r"          # Set AutoAnswer OFF
        expect "0\r" timeout 2    # Confirm command successful.
done
```

```

connect: send "ATDT%N\r"          # Tone dialing command.
                                           # %N from Call Home setup.

                                           # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

retry: send "A/"                  # Repeat the previous command.

                                           # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
delay 2                            # Separate from previous data.
send "+++"                          # Assure command mode.
delay 2                            # Allow mode switching delay.
send "ATH0T\r"                      # Set modem switch-hook down
                                           # (i.e., hang up).

ignore "0\r" or "OK\r\n" timeout 2  # Ignore modem response.
send "ATE0Q1\r"                    # Initialize modem: Echo OFF,
                                           # Disable responses.

ignore "0\r" timeout 1
done

condin: send "ATZQ0T\r"            # Reset to factory defaults.
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r"                     # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0T\r"                  # Limit response codes.
expect "0\r" timeout 2             # Confirm commands successful.
send "ATS0=2\r"                   # Set AutoAnswer ON
expect "0\r" timeout 2             # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1    # Ignore first ring.
expect "2\r" timeout 10            # Pick up second ring
                                           # or timeout.
                                           # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

```



```

page:    send "ATDT%N,,,%R;\r"          # %N = pager call center number
                                              # Add enough commas to wait for
                                              # time to enter paging number.
                                              # %R = paging number

                                              # Confirm successful command.

        expect "0\r" timeout 60
        delay 2                          # Wait before hanging up.
        send "ATH0T\r"                  # Hang up.
        expect "0\r" timeout 2          # Confirm successful command.
        done

ripo:    send "ATZQ0T\r"                # Reset to factory defaults.
        ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"                  # Initialize modem: Echo OFF,
        expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0T\r"                # Limit response codes.
        expect "0\r" timeout 2          # Confirm commands successful.
        send "ATS0=0\r"                  # Set AutoAnswer OFF
        expect "0\r" timeout 2          # Confirm command successful.
        done                             # RI Power On enabled.

error:                                       # Handle unexpected modem
                                              # responses.

        expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
        delay 2
        done

```

Sample File modem_z0.cfg

```

#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP Z0
#
# FUNCTIONS: Modem configuration file for some early Hayes* compatible modems.
# This example uses the ATZ0 reset command to choose the factory defaults.
# This setup is recommended for modems that will respond to the ATZ0 command
# and which do not respond to the extended (&) commands. Refer to your modem
# manual.
#
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# disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
#
#
# If the modem has configuration switches, they should be set to the
# factory default settings.

```

```

ICDelay 1
DefaultTO 10
CallDelay 120
# AT Attention Code           , Inserts delay in dialing commands
# Z0 Reset. Restore Profile 0  Q0 Turn on responses
# E0 Turn echo off            Q1 Turn off responses
# V0 Use numeric responses     S0=0 Automatic answer inhibit
# +++ Escape to command mode  S0=2 Answer on second ring
# H0 Hang-up                  X0=0 Limit modem response codes
#                               T = Tone mode. When used as T\r, it is a
#                               no op to maintain program synchronization
#                               when modem may/will echo the commands.
#
# %N Call-Out phone number    %P Paging phone number
# %S Modem speed (available to users)
#
# Following are common responses from a wide range of modems:
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK
#
# PROGRAMMING NOTE: No blanks between double quote marks ("").

```

```

condout: send "ATZ0Q0T\r"           # Reset modem. Select profile 0
        ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"             # Initialize modem: Echo OFF,
        expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0X0T\r"         # Limit response codes.
        expect "0\r" timeout 2      # Confirm commands successful.
        send "ATS0=0\r"            # Set AutoAnswer OFF
        expect "0\r" timeout 2      # Confirm command successful.
        done

```

```

connect: send "ATDT%N\r"           # Tone dialing command.
                                     # %N from Call Home setup.

                                     # Expect a connection response.
        expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
        timeout 60
        done

```

```

retry:   send "A/"                 # Repeat the previous command.

                                     # Expect a connection response.
        expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
        timeout 60
        done

```

```

disconnect:
        delay 2                     # Separate from previous data.
        send "+++"                 # Assure command mode.
        delay 2                     # Allow mode switching delay.
        send "ATH0T\r"             # Set modem switch-hook down
                                     # (i.e., hang up).
        ignore "0\r" or "OK\r" timeout 2 # Ignore modem response.
        send "ATE0Q1\r"           # Initialize modem: Echo OFF,
                                     # Disable responses.

        ignore "0\r" timeout 1
        done

```

```

condin: send "ATZ0Q0T\r"           # Reset modem. Select profile 0
        ignore "\0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"             # Initialize modem: Echo OFF,
        expect "\0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0X0T\r"        # Limit response codes.
        expect "\0\r" timeout 2    # Confirm commands successful.
        send "ATS0=2\r"           # Set AutoAnswer ON
        expect "\0\r" timeout 2    # Confirm command successful.
        done

waitcall: ignore "2\r" timeout 1   # Ignore first ring.
        expect "2\r" timeout 10    # Pick up second ring
                                     # or timeout.
                                     # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:   send "ATDT%N,,,,%R;\r"     # %N = pager call center number
                                     # Add enough commas to wait for
                                     # time to enter paging number.
                                     # %R = paging number

                                     # Confirm successful command.
        expect "\0\r" timeout 60
        delay 2                     # Wait before hanging up.
        send "ATH0T\r"             # Hang up.
        expect "\0\r" timeout 2    # Confirm successful command.
        done

ripo:   send "ATZ0Q0T\r"           # Reset modem. Select profile 0
        ignore "\0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"             # Initialize modem: Echo OFF,
        expect "\0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0X0T\r"        # Limit response codes.
        expect "\0\r" timeout 2    # Confirm commands successful.
        send "ATS0=0\r"           # Set AutoAnswer OFF
        expect "\0\r" timeout 2    # Confirm command successful.
        done                       # RI Power On enabled.

error:                                     # Handle unexpected modem
                                     # responses.
        expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
        delay 2
        done

```

Sample File modem_f.cfg

```
#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP F
#
# FUNCTIONS: Modem configuration file for many recent Hayes* compatible modems.
# This example uses the AT&F reset command to choose the factory defaults.
# This set up is preferred for modems with extended (&) commands. For early
# vintage modems, setup Z or Z0 is recommended. If your modem responds to
# the extended (&) commands and to factory default choices (&Fn), setup file
# F0 or F1 is recommended.
#
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# disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
#
#
# If the modem has configuration switches, they should be set to the
# factory default settings.

ICDelay 1
DefaultTO 10
CallDelay 120
# AT Attention Code           , Inserts delay in dialing commands
# &F Reset to default profile  Q0 Turn on responses
# E0 Turn echo off            Q1 Turn off responses
# V0 Use numeric responses     S0=0 Automatic answer inhibit
# +++ Escape to command mode  S0=2 Answer on second ring
# H0 Hang-up                  X0=0 Limit modem response codes
#                               T = Tone mode. When used as T\r, it is a
#                               no op to maintain program synchronization
#                               when modem may/will echo the commands.
#
# &C1 Detect CD                &D2 Respond to DTR (often the default)
#
# %N Call-Out phone number    %P Paging phone number
# %S Modem speed (available to users)
#
# Following are common responses from a wide range of modems:
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK
#
# PROGRAMMING NOTE: No blanks between double quote marks ("").

condout: send "AT&FQ0T\r"           # Reset to factory defaults.
         ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
         send "ATE0T\r"             # Initialize modem: Echo OFF,
         expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
         send "ATQ0V0X0T\r"         # Limit response codes.
         expect "0\r" timeout 2      # Confirm commands successful.
         send "ATS0=0\r"            # Set AutoAnswer OFF
         expect "0\r" timeout 2      # Confirm command successful.
         send "AT&C1&D2\r"          # Detect carrier and DTR.
         expect "0\r" timeout 2      # Confirm command successful.
```

```

done

connect:  send "ATDT%N\r"          # Tone dialing command.
                                                # %N from Call Home setup.

                                                # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

retry:    send "A"                  # Repeat the previous command.

                                                # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
delay 2          # Separate from previous data.
send "+++"      # Assure command mode.
delay 2          # Allow mode switching delay.
send "ATH0T\r"  # Set modem switch-hook down
                                                # (i.e., hang up).

ignore "0\r" or "OK\r" timeout 2  # Ignore modem response.
send "ATE0Q1\r" # Initialize modem: Echo OFF,
                                                # Disable responses.

ignore "0\r" timeout 1
done

condin:  send "AT&FQ0T\r"          # Reset to factory defaults.
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r"                    # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0X0T\r"                # Limit response codes.
expect "0\r" timeout 2             # Confirm commands successful.
send "ATS0=2\r"                    # Set AutoAnswer ON
expect "0\r" timeout 2             # Confirm command successful.
send "AT&C1&D2\r"                 # Detect carrier and DTR.
expect "0\r" timeout 2             # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1    # Ignore first ring.
expect "2\r" timeout 10            # Pick up second ring
                                                # or timeout.
                                                # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:    send "ATDT%N,,,%R;\r"     # %N = pager call center number
                                                # Add enough commas to wait for
                                                # time to enter paging number.
                                                # %R = paging number

                                                # Confirm successful command.
expect "0\r" timeout 60
delay 2          # Wait before hanging up.
send "ATH0T\r"  # Hang up.
expect "0\r" timeout 2  # Confirm successful command.
done

```

```

ripo:    send "AT&FQ0T\r"           # Reset to factory defaults.
        ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"           # Initialize modem: Echo OFF,
        expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0X0T\r"       # Limit response codes.
        expect "0\r" timeout 2    # Confirm commands successful.
        send "ATS0=0\r"          # Set AutoAnswer OFF
        expect "0\r" timeout 2    # Confirm command successful.
        send "AT&C1&D2\r"        # Detect carrier and DTR.
        expect "0\r" timeout 2    # Confirm command successful.
        done                      # RI Power On enabled.

error:                                     # Handle unexpected modem
                                           # responses.
        expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
        delay 2
        done

```

Sample File modem_f0.cfg

```

#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP F0
#
# FUNCTIONS: Modem configuration file for many recent Hayes* compatible modems.
# This example uses the AT&F0 reset command to choose the factory defaults.
# This set up is preferred for modems with extended (&) commands. For early
# vintage modems, setup Z or Z0 is recommended. If your modem responds to
# the extended (&) commands and to factory default choices (&Fn), but doesn't
# work properly with this setup file, setup F1 is recommended.
#
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#
#
# If the modem has configuration switches, they should be set to the
# factory default settings.

ICDelay 1
DefaultTO 10
CallDelay 120
# AT Attention Code           , Inserts delay in dialing commands
# &F0 Reset. Restore profile 0 Q0 Turn on responses
# E0 Turn echo off           Q1 Turn off responses
# V0 Use numeric responses    S0=0 Automatic answer inhibit
# +++ Escape to command mode S0=2 Answer on second ring
# H0 Hang-up                 X0=0 Limit modem response codes
#                             T = Tone mode. When used as T\r, it is a
#                             no op to maintain program synchronization
#                             when modem may/will echo the commands.
#
#
#

```

```

# &C1 Detect CD          &D2 Respond to DTR (often the default)
# &R1 Ignore RTS (CTS)
#
# %N Call-Out phone number  %P Paging phone number
# %S Modem speed (available to users)
#
# Following are common responses from a wide range of modems:
# 16, 15, 12, 10, 5 and 1 are connection responses.  Add others as required.
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK
#
# PROGRAMMING NOTE: No blanks between double quote marks ("").

condout:  send "AT&F0Q0T\r"          # Reset modem. Select profile 0
          ignore "\0\r" or "OK\r\n" timeout 2 # Ignore modem response.
          send "ATE0T\r"            # Initialize modem: Echo OFF,
          expect "\0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
          send "ATQ0V0X0T\r"        # Limit response codes.
          expect "\0\r" timeout 2    # Confirm commands successful.
          send "ATS0=0\r"            # Set AutoAnswer OFF
          expect "\0\r" timeout 2    # Confirm command successful.
          send "AT&C1&D2&R1\r"      # Detect carrier and DTR,
          # Ignore RTS.
          expect "\0\r" timeout 2    # Confirm command successful.
          done

connect:  send "ATDT%N\r"           # Tone dialing command.
                                               # %N from Call Home setup.

                                               # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

retry:   send "A/"                 # Repeat the previous command.

                                               # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
          delay 2                   # Separate from previous data.
          send "+++/"               # Assure command mode.
          delay 2                   # Allow mode switching delay.
          send "ATH0T\r"            # Set modem switch-hook down
          # (i.e., hang up).

          ignore "\0\r" or "OK\r" timeout 2 # Ignore modem response.
          send "ATE0Q1\r"           # Initialize modem: Echo OFF,
          # Disable responses.

          ignore "\0\r" timeout 1
          done

condin:  send "AT&F0Q0T\r"          # Reset modem. Select profile 0
          ignore "\0\r" or "OK\r\n" timeout 2 # Ignore modem response.
          send "ATE0T\r"            # Initialize modem: Echo OFF,
          expect "\0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
          send "ATQ0V0X0T\r"        # Limit response codes.
          expect "\0\r" timeout 2    # Confirm commands successful.
          send "ATS0=2\r"            # Set AutoAnswer ON
          expect "\0\r" timeout 2    # Confirm command successful.

```

```

send "AT&C1&D2&R1\r"          # Detect carrier and DTR,
                                # Ignore RTS.
expect "0\r" timeout 2         # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1 # Ignore first ring.
expect "2\r" timeout 10        # Pick up second ring
                                # or timeout.
                                # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:    send "ATDT%N,,,,%R;\r" # %N = pager call center number
                                                # Add enough commas to wait for
                                                # time to enter paging number.
                                                # %R = paging number

                                                # Confirm successful command.
expect "0\r" timeout 60
delay 2 # Wait before hanging up.
send "ATH0T\r" # Hang up.
expect "0\r" timeout 2 # Confirm successful command.
done

rip0:    send "AT&F0Q0T\r" # Reset modem. Select profile 0
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "ATE0T\r" # Initialize modem: Echo OFF,
expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
send "ATQ0V0X0T\r" # Limit response codes.
expect "0\r" timeout 2 # Confirm commands successful.
send "ATS0=0\r" # Set AutoAnswer OFF
expect "0\r" timeout 2 # Confirm command successful.
send "AT&C1&D2&R1\r" # Detect carrier and DTR,
                                # Ignore RTS.
expect "0\r" timeout 2 # Confirm command successful.
done # RI Power On enabled.

error: # Handle unexpected modem
                                                # responses.
expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done

```

Sample File modem_f1.cfg

```

#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP F1
#
# FUNCTIONS: Modem configuration file for many recent Hayes* compatible modems.
# This example uses the AT&F1 reset command to choose the factory defaults.
# This set up is for modems with extended (&) commands and which do not work
# properly with setup F0. For early vintage modems, setup Z or Z0 is
# recommended.
#
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```



```

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#
#
# If the modem has configuration switches, they should be set to the
# factory default settings.

```

```

ICDelay 1
DefaultTO 10
CallDelay 120
# AT Attention Code           , Inserts delay in dialing commands
# &F1 Reset. Restore profile 1 Q0 Turn on responses
# E0 Turn echo off           Q1 Turn off responses
# V0 Use numeric responses    S0=0 Automatic answer inhibit
# +++ Escape to command mode S0=2 Answer on second ring
# H0 Hang-up                 X0=0 Limit modem response codes
#                             T = Tone mode. When used as T\r, it is a
#                             no op to maintain program synchronization
#                             when modem may/will echo the commands.
#
# &C1 Detect CD               &D2 Respond to DTR (often the default)
# &R1 Ignore RTS (CTS)
#
# %N Call-Out phone number   %P Paging phone number
# %S Modem speed (available to users)
#
# Following are common responses from a wide range of modems:
# 16, 15, 12, 10, 5 and 1 are connection responses. Add others as required.
# 7=busy; 6=no dial tone; 4=error; 3=no carrier; 2=ring; 0=OK
#
# PROGRAMMING NOTE: No blanks between double quote marks (").

```

```

condout: send "AT&F1Q0T\r"           # Reset modem. Select profile 1
        ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "ATE0T\r"               # Initialize modem: Echo OFF,
        expect "0\r" or "OK\r\n" timeout 2 # Enable responses (Numeric),
        send "ATQ0V0X0T\r"          # Limit response codes.
        expect "0\r" timeout 2       # Confirm commands successful.
        send "ATS0=0\r"              # Set AutoAnswer OFF
        expect "0\r" timeout 2       # Confirm command successful.
        send "AT&C1&D2&R1\r"        # Detect carrier and DTR,
        # Ignore RTS.
        expect "0\r" timeout 2       # Confirm command successful.
done

```

```

connect: send "ATDT%N\r"            # Tone dialing command.
                                     # %N from Call Home setup.

                                     # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

```

```

retry:    send "A/"                # Repeat the previous command.

                                                # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r" busy "7\r"
timeout 60
done

disconnect:
  delay 2                # Separate from previous data.
  send "+++             # Assure command mode.
  delay 2                # Allow mode switching delay.
  send "ATH0T\r"        # Set modem switch-hook down
                                                # (i.e., hang up).

  ignore "0\r" or "OK\r" timeout 2    # Ignore modem response.
  send "ATE0Q1\r"        # Initialize modem: Echo OFF,
                                                # Disable responses.

  ignore "0\r" timeout 1
done

condin:  send "AT&F1Q0T\r"    # Reset modem. Select profile 1
  ignore "0\r" or "OK\r\n" timeout 2  # Ignore modem response.
  send "ATE0T\r"            # Initialize modem: Echo OFF,
  expect "0\r" or "OK\r\n" timeout 2  # Enable responses (Numeric),
  send "ATQ0V0X0T\r"        # Limit response codes.
  expect "0\r" timeout 2      # Confirm commands successful.
  send "ATS0=2\r"           # Set AutoAnswer ON
  expect "0\r" timeout 2     # Confirm command successful.
  send "AT&C1&D2&R1\r"      # Detect carrier and DTR,
  # Ignore RTS.

  expect "0\r" timeout 2     # Confirm command successful.
done

waitcall: ignore "2\r" timeout 1      # Ignore first ring.
  expect "2\r" timeout 10          # Pick up second ring
  # or timeout.
  # Expect a connection response.
expect "16\r" or "15\r" or "14\r" or "12\r" or "10\r" or "5\r" or "1\r"
timeout 60
done

page:    send "ATDT%N,,,,%R;\r"      # %N = pager call center number
                                                # Add enough commas to wait for
                                                # time to enter paging number.
                                                # %R = paging number

                                                # Confirm successful command.

  expect "0\r" timeout 60
  delay 2
  send "ATH0T\r"
  expect "0\r" timeout 2
done

ripos:  send "AT&F1Q0T\r"    # Reset modem. Select profile 1
  ignore "0\r" or "OK\r\n" timeout 2  # Ignore modem response.
  send "ATE0T\r"            # Initialize modem: Echo OFF,
  expect "0\r" or "OK\r\n" timeout 2  # Enable responses (Numeric),
  send "ATQ0V0X0T\r"        # Limit response codes.
  expect "0\r" timeout 2     # Confirm commands successful.
  send "ATS0=0\r"           # Set AutoAnswer OFF
  expect "0\r" timeout 2     # Confirm command successful.

```

```

send "AT&C1&D2&R1\r"      # Detect carrier and DTR,
                             # Ignore RTS.
expect "0\r" timeout 2     # Confirm command successful.
done                        # RI Power On enabled.

error:                      # Handle unexpected modem
                             # responses.
expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done

```

Sample File modem_m0.cfg

```

#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP: modem_m0
#
# FUNCTIONS: Modem configuration file specifically for IBM 7852-400
# modem with Auto-Reliable feature. This feature must be turned off
# for Catcher calls. This example uses the AT&F reset command to
# choose the factory defaults.
#
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#
#
# The modem has configuration switches. They should be set to the
# factory default settings, except switches 11 and 12. These must be
# to UP ("AT" responses) and DOWN (Asynchronous operation), respectively.

ICDelay 1
DefaultTO 10
CallDelay 120
#
# %N Call-Out phone number %R Return phone number
#
# PROGRAMMING NOTE: No blanks between double quote marks (").

condout: send "AT&F&E2E0T\r" # Reset to factory defaults
                             # Reliable mode
                             # Echo off
ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
send "AT&E12&E14\r"           # Disable pacing
                             # Disable data compression
expect "0\r" or "OK\r\n" timeout 2 # Confirm commands successful.
send "AT&SF1&S0S9=1\r"       # DSR independent of CD
                             # Force DSR on.
                             # CD respond time=100ms
expect "0\r" or "OK\r\n" timeout 2 # Confirm commands successful.
send "ATV0S0=0\r"           # Numeric response code
                             # Auto-Answer off
expect "0\r" or "OK\r\n" timeout 2 # Confirm commands successful.
done

```

```

connect:  send "ATDT%N\r"          # Tone dialing command.
                                     # %N from Call Home setup.
                                     # Expect a connection response.
        expect "33\r" or "31\r" or "28\r" or "26\r" or "24\r" or "21\r" or
"19\r" or "13\r" or "12\r" or "1\r" busy "7\r"
        timeout 60
        done

retry:    send "A/"                # Repeat the previous command.
                                     # Expect a connection response.
        expect "33\r" or "31\r" or "28\r" or "26\r" or "24\r" or "21\r" or
"19\r" or "13\r" or "12\r" or "1\r" busy "7\r"
        timeout 60
        done

disconnect:
        delay 2                    # Separate from previous data.
        send "+++"                # Assure command mode.
        delay 2                    # Allow mode switching delay.
        send "ATH0\r"             # Set modem switch-hook down
                                     # (i.e., hang up).
        ignore "0\r" or "OK\r" timeout 2 # Ignore modem response.
        send "ATE0Q1\r"          # Initialize modem: Echo OFF,
                                     # Disable responses.

        ignore "0\r" timeout 1
        done

condin:   send "AT&F&E2E0T\r"      # Reset to factory defaults.
                                     # Reliable mode
                                     # Echo off
        ignore "0\r" or "OK\r\n" timeout 2 # Ignore modem response.
        send "AT&E12&E14\r"        # Disable pacing
                                     # Disable data compression
        expect "0\r" or "OK\r\n" timeout 2 # Confirm commands successful
        send "AT&SF1&S0S9=1\r"     # DSR independent of CD.
                                     # Force DSR on.
                                     # CD respond time=100ms
        expect "0\r" or "OK\r\n" timeout 2 # Confirm commands successful.
        send "ATV0S0=2\r"         # Numeric response code
                                     # Answer on 2nd ring
        expect "0\r" timeout 2     # Confirm commands successful.
        done

waitcall: ignore "2\r" timeout 1    # Ignore first ring.
        expect "2\r" timeout 10    # Pickup 2nd ring or timeout
                                     # Expect a connection response.
        expect "33\r" or "31\r" or "28\r" or "26\r" or "24\r" or "21\r" or
"19\r" or "13\r" or "12\r" or "1\r" busy "7\r"
        timeout 60
        done

page:     send "ATDT%N,,,%R;\r"    # %N = pager call center number
                                     # Add enough commas to wait for
                                     # time to enter paging number.
                                     # %R = paging number
        expect "0\r" timeout 60    # Confirm successful command.
        delay 2                    # Wait before hanging up.
        send "ATH0\r"             # Hang up.
        expect "0\r" timeout 2     # Confirm successful command.

```

```

done

ripo:  send "AT&F&E2E0\r"          # Reset to factory defaults.
                                           # Reliable mode
                                           # Echo off
                                           # Ignore modem response.
ignore "0\r" or "OK\r\n" timeout 2      # Disable pacing
send "AT&E12&E14\r"                # Disable data compression
                                           # Confirm successful command.
expect "0\r" or "OK\r\n" timeout 2      # DSR independent of CD.
send "AT&SF1&S0S9=1\r"              # Force DSR on.
                                           # CD respond time=100ms
                                           # Confirm commands successful.
expect "0\r" or "OK\r\n" timeout 2      # Numeric response code
send "ATV0S0=0\r"                       # Auto Answer OFF
                                           # Confirm commands successful.
expect "0\r" timeout 2                   #
done                                       #

error:                                     # Handle unexpected modem
                                           # responses.
expect "8\r" or "7\r" or "6\r" or "4\r" or "3\r"
delay 2
done

```

Sample File modem_m1.cfg

```

#
# COMPONENT_NAME: (ESPSETUP) ENTRY SERVICE PROCESSOR SETUP modem_m1
#
# FUNCTIONS: Modem configuration file specifically for IBM 7857-017 modem with
# Auto-Reliable feature. This feature must be turned off for Catcher calls.
# This example uses the AT&F reset command to choose the factory defaults.
#
# To allow dial commands for digital pagers, it is necessary to reduce
# the number of characters in the dial command. Each comma (delay) has
# been set to 6 seconds (S8=6) for that reason.
#
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#

ICDelay 1
DefaultTO 10
CallDelay 120
#
# %N Call-Out phone number  %R Return phone number
#
#
# PROGRAMMING NOTE: No blanks between double quote marks (").

condout: send "AT&F*E0E0\r"          # Reset to factory defaults.
                                           # *E0=data compression disabled

```

```

ignore "0\r" or "OK\r\n" timeout 2      # E0=echo disabled
send "AT#F0*Q2S8=6\r"                  # Ignore modem response.
                                          # Trellis modulation disabled
                                          # Retrain with adaptive rate
                                          # Set ,=6second
expect "0\r" or "OK\r\n" timeout 2      # Confirm commands successful
send "ATV0X0S0=0\r"                    # Numeric response code
                                          # AT compatible messages
                                          # Auto-Answer disabled
                                          # Confirm commands successful.

connect: send "ATDT%N\r"                # Tone dialing command.
                                          # %N from Call Home setup.
expect "1\r" busy "7\r" timeout 60      # Expect a connection response.
done

retry: send "A"                          # Repeat the previous command.
expect "1\r" busy "7\r" timeout 60      # Expect a connection response.
done

disconnect:
delay 2                                  # Separate from previous data.
send "+++"  
delay 2                                  # Assure command mode.
send "ATH0\r"                             # Allow mode switching delay.
                                          # Set modem switch-hook down
                                          # (i.e., hang up).
ignore "0\r" or "OK\r\n" timeout 2      # Ignore modem response.
send "ATE0Q1\r"                           # Initialize modem: Echo OFF,
                                          # Disable responses.

ignore "0\r" timeout 1
done

condin: send "AT&F*E0E0\r"              # Reset to factory defaults.
                                          # *E0=data compression disabled
                                          # E0=echo disabled
ignore "0\r" or "OK\r\n" timeout 2      # Ignore modem response.
send "AT#F0*Q2\r"                         # Trellis modulation disabled
                                          # Retrain with adaptive rate
expect "0\r" or "OK\r\n" timeout 2      # Confirm commands successful
send "ATV0X0S0=2\r"                       # Numeric response code
                                          # AT compatible messages
                                          # Answer on 2nd ring
                                          # Confirm commands successful.

expect "0\r" timeout 2
done

waitcall: ignore "2\r" timeout 1          # Ignore first ring.
expect "2\r" timeout 10                  # Pick up second ring
                                          # or timeout.
                                          # Expect a connection response.

expect "1\r" timeout 60
done

page: send "ATD%N,%R\r"                  # %N = pager call center number
                                          # commas=6sec wait time to
                                          # enter paging number.
                                          # %R = return number
expect "0\r" or "3\r" timeout 30         # Confirm successful command.
delay 2                                  # Wait before hanging up.
send "+++"  
                                          # Assure command mode.

```

```

delay 2
send "ATH0\r"
expect "0\r" timeout 2
done

ripo: send "AT&F*E0E0\r"

ignore "0\r" or "OK\r\n" timeout 2
send "AT#F0*Q2\r"

expect "0\r" or "OK\r\n" timeout 2
send "ATV0X0S0=0\r"

expect "0\r" timeout 2
done

error:

expect "8\r" or "7\r" or "4\r" or "3\r"
delay 2
done

```

```

# Allow mode switching delay.
# Hang up.
# Confirm successful command.

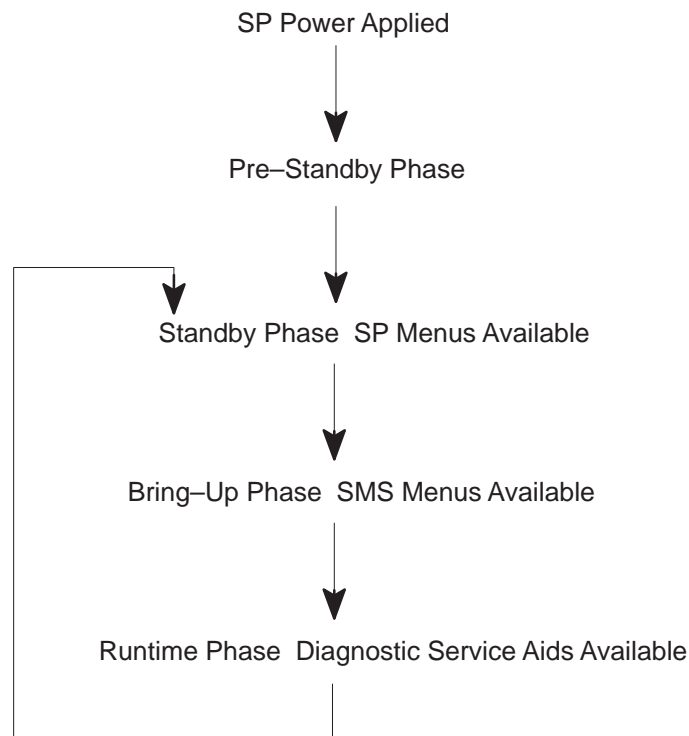
# Reset to factory defaults.
# *E0=data compression disabled
# E0=echo disabled
# Ignore modem response.
# Trellis modulation disabled
# Retrain with adaptive rate
# Confirm successful command.
# Numeric response code
# AT compatible messages
# Auto-Answer disabled
# Confirm commands successful.
#

# Handle unexpected modem
# responses.

```

Appendix E. Service Processor Operational Phases

This section provides a high-level flow of the phases of the Service Processor (SP).



Pre-Standby Phase

This phase is entered when the server is connected to a power source. The server may or may not be fully powered on. This phase is exited when the Power-On Self Tests (POSTS) and configurations tasks are completed.

The Pre-Standby phase components are:

- SP Initialization
- SP performs any necessary hardware and software initializations.
- SP POST
- SP conducts Power-On Self Tests on its various work and code areas.
- SP Unattended Start Mode Checks

If unattended start mode is set, the SP automatically reboots the server to assist fault recovery. SP will not wait for a user-input or power-on command, but will move straight through the phase and into the Bringup Phase. The unattended start mode can be reset by accessing SMS menus, or SP menus.

Standby Phase

The standby phase can be reached in two ways:

1. With the server OFF and power connected (the normal path), recognized by OK in the LCD display
2. With the server ON after an operating system fault, recognized by STBY or an 8–digit code in the LCD display

In the Standby phase, the SP takes care of some automatic duties and is available for menu operation. The SP remains in the standby phase until a power–on request is detected.

The Standby phase components are:

- Modem Configuration
SP will configure the modem (if installed) so that incoming calls may be received, or outgoing calls may be placed.
- Dial In
Monitor incoming phone line to answer calls, prompt for a password, verify the password and remotely display the standby menu. The remote session can be mirrored on the local ASCII console if the server is so equipped and the user enables this function.
- Menus
The SP menus are password protected. Before you can access them you need to know either the General User (Power–On Password or POP) or the Privileged User (Privileged Access Password or PAP).

Bring–Up Phase

This phase is entered upon power–on, and exited upon loading of the operating system.

The Bring–up phase components are:

- Retry Request Check
The SP will check to see if the previous IPL attempt failed. If two consecutive fails are detected, the SP displays an error code and places an outgoing call to notify an external party if the user has enabled this option.
- Dial Out
The SP can dial a pre–programmed telephone number in the event of an IPL failure. The SP issues an error report with the last reported IPL status indicated and any other available error information.
- Update Operator Panel
The SP displays Operator Panel data on the ASCII terminal if a remote connection is active.
- Environmental Monitoring
Environmental Monitoring is now controlled by the SP instead of the base system, with expanded error recording and reporting.
- System Firmware Surveillance (Heartbeat Monitoring)
The SP will monitor and time the interval between system firmware heartbeats.
- Responding to System Processor Commands
The SP will respond to any command issued by the system processor.

Runtime Phase

This phase includes the tasks that the SP performs during steady-state execution of the operating system.

- Environmental Monitoring

The SP monitors voltages, temperatures and fan speeds (on some servers).

- Responding to System Processor Commands

The SP will respond to any command issued by the system processor.

- Run-Time Surveillance (Heartbeat Monitoring)

If the device driver is installed and surveillance enabled, the SP will monitor the system heartbeat. If the heartbeat times out, the SP places an outgoing call. This is different from the Bringup Phase scenario where two reboot attempts are made before placing an outgoing call.

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Titre / Title : Bull ESCALA EPC440 Series User's Guide

N° Référence / Reference N° : 86 A1 83KX 00

Daté / Dated : April 1999

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