



Customer

Support

Bulletin

BullSequana Edge

CUSTOMER SERVICE

FILE CONTROL		ORIGIN	ISSUE DATE	EXP.DATE	
BullSequana Edge		XCL	March 2023	INDEF	
SUBJECT: BullSequana Edge – Memory Update (Inserting or adding a mememory module to the server)			DOSSIER EDGE	2023-03-30	REV 1

This document replaces the previous revision

Content & Summary

This document describes how to insert and add DIMMs to the server.

When the customer incorrectly inserts the DIMM into the motherboard, it may cause the following issues:

- Problem starting the server because the DIMM module cannot be identified by the BIOS.
- Some of the BMC configurations may be corrupted if the customer attempts to boot the server multiple times without properly inserting the DIMM

In order to avoid server boot issues, the memory modules must be inserted correctly, as shown below:

Step 1: Insert the DIMM module into the motherboard,

Step 2: Press the DIMM a bit harder on both ends where we will get a latch sound so that we can confirm that the DIMM is seated correctly in the slot.

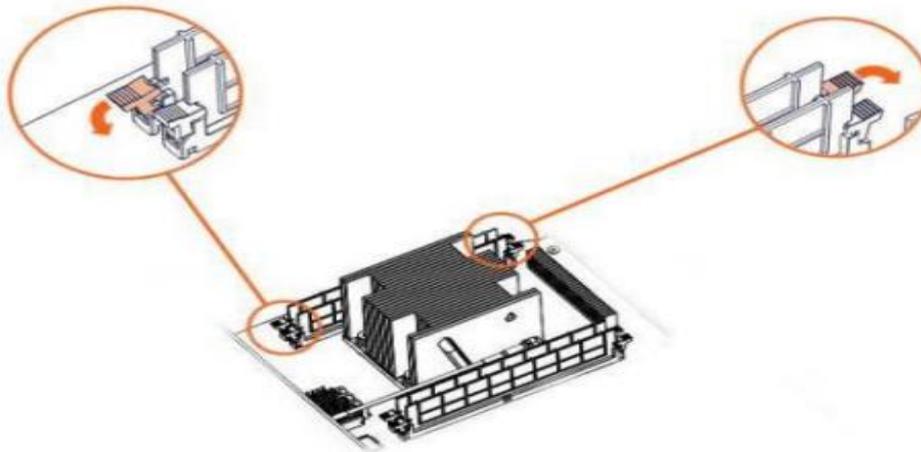
Warning:

The server must be disconnected (unplug power supply) before any manipulation of the DIMMs. An alert log indicating that the server has been opened will be generated during the operation and it can be ignored.

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The same procedures should be followed to add the DIMMs to increase the memory size and also to replace the old DIMM with a new memory module.

1. Press the retaining latches to release the memory module and remove the memory module.



2. Then replace the old DIMM with a new one as we mentioned above, by pressing harder on both ends of the module until we get the latch sound.

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