

Troubleshooting Guide



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Initial Troubleshooting

Initial Troubleshooting

- Record all configuration information and have readily available.
- Turn off server, wait until all hard disk drives completely spin down, and then turn back on.
- Record all error messages.
- Make sure all cables and connections are secure.
- Make sure all necessary video, printer, and application device drivers are properly installed.
- Troubleshoot one problem at a time.
- Try to duplicate the problem.
- Run the diagnostic software.
- Run the SCU.

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Troubleshooting

Server Troubleshooting

Problem	Possible Cause	Action
No response when the server is turned on.	Server is not plugged in.	Turn off the server, plug it in, and then turn it back on again.
	No power at the wall outlet.	Use another wall outlet.
	Main logic board failed.	Replace main logic board.
	Main logic board jumpers incorrectly set.	Set all appropriate jumpers.
	CPU module has failed.	Reseat the CPU module. If failure continues, replace CPU module.
	No memory module or SIMMs installed.	Install SIMMs and memory module.
	Side panels removed.	Install side panels.
	Power supply failed.	Replace power supply.

continued

Troubleshooting

Problem	Possible Cause	Action
Power is on, but there is no screen display.	Monitor brightness and contrast controls are not correctly set.	Adjust the brightness and contrast controls.
	Monitor is off.	Turn on the monitor.
	Monitor cable is incorrectly installed.	Check all monitor connections.
	Incorrect video drivers installed.	Install the correct video drivers.
	Video controller has failed.	Replace main logic board.
Power is on but no OCP display.	Monitor has failed.	Replace monitor.
	OCP button not turned on or OCP backlight is disabled in SCU.	Press any keyboard key or OCP button at the front of the server. Make sure OCP backlight is set to ON in the SCU.
Power is on but cooling fans do not work.	OCP has failed.	Replace OCP display.
	Fans disconnected from main logic board.	Connect the fans.
Server operates incorrectly after installing a CPU module.	One or more fans failed.	Replace fan(s).
	CPU module installed incorrectly.	Reinstall CPU module.
	Primary CPU module has failed.	Replace CPU module.
	Secondary CPU module has failed.	Remove CPU module and reboot. If server boots without errors, replace CPU module.

continued

Problem	Possible Cause	Action
Server operates incorrectly after installing optional expansion board.	Expansion board installed incorrectly.	Remove expansion board and reinstall.
	Did not run SCU to configure expansion board after installation.	Run the SCU to properly configure expansion board.
	Did not install CFG file for expansion board.	Run SCU and add CFG file (if necessary).
	Expansion board has failed.	Remove expansion board and reboot. If server boots without errors, replace expansion board.
Server operates incorrectly after installing optional memory (SIMMs).	SIMMs installed incorrectly.	Remove SIMMs and reinstall.
	SIMMs have failed.	Reorder SIMMs. Make sure SIMMs are installed in the appropriate memory banks and are completely filled. If problem persists, replace SIMMs.
	Memory module installed incorrectly.	Reinstall memory module.
No response to keyboard commands.	Memory module failed.	Replace memory module.
	Keyboard might be password protected by a local or remote control program.	Enter the keyboard password.
	Keyboard is not connected.	Power down the server and connect the keyboard.
	Keyboard is connected to the mouse port.	Power down the server and connect the keyboard to the keyboard port.
	Keyboard failed.	Replace keyboard.

continued

Troubleshooting

Problem	Possible Cause	Action
No response to mouse commands.	Mouse might be password protected by a local or remote control program.	Enter the keyboard and mouse password.
	Mouse is not connected.	Power down the server and connect the mouse.
	Mouse is connected to the keyboard port.	Power down the server and connect the mouse to the mouse port.
	Mouse driver not installed.	Install the appropriate mouse driver.
	Mouse trackball dirty.	Clean trackball.
	Mouse failed.	Replace mouse.
Server operates correctly but application software does not.	Application software installed incorrectly.	Refer to your application software documentation.
	CPU speed setting causes conflict with application software.	Run the SCU and reduce CPU speed setting.
	Having system cache enabled causes conflict with application software.	Run the SCU and disable system cache.
	SCSI device has failed.	Replace SCSI device.

continued

Problem	Possible Cause	Action
Server does not boot from CD-ROM drive.	CD-ROM drive is not connected to the Adaptec controller.	Connect the CD-ROM drive to the onboard 7870 Adaptec controller.
	CD-ROM drive not configured as a bootable device.	Change the CD-ROM setting to "bootable" using <i>SCSISelect</i> .
	CD-ROM disk is not bootable.	CD-ROM disk media must be bootable to boot from CD-ROM disk.
	SCSI device has failed.	Make sure CD-ROM disk is bootable. If failure continues, replace SCSI device.
Target diskette drive cannot read or write information.	Diskette is not formatted.	Format the diskette.
	Diskette is worn or damaged.	Try another diskette.
	Diskette is write-protected.	Slide the write-protect switch so the hole is not visible.
	Diskette drive is empty.	Insert a diskette.
	Diskette write protection enabled.	Run the SCU and set the Diskette Write Protection option to "Disabled."
	Diskette drive has failed.	Secure ribbon cable and other connectors on back of diskette drive. If failure continues, replace diskette drive.

Disk Drive Troubleshooting

Problem	Possible Cause	Action
Server does not recognize an internal SCSI device.	SCSI device jumpers incorrectly set.	Refer to the supplied kit installation instructions.
	SCSI ID conflicts.	Refer to the supplied kit installation instructions.
	Terminating resistors not removed from the SCSI device.	Remove terminating resistors. Refer to the supplied kit installation instructions.
	SCSI controller has failed.	Replace main logic board.
	Loose SCSI cable.	Secure all cable connections.
Server does not recognize an external SCSI device.	SCSI cable incorrectly installed between SCSI controller, SCSI device or backplane.	Correctly install SCSI cable.
	SCSI device jumpers incorrectly set.	Refer to the supplied kit installation instructions.
	SCSI ID conflicts.	Refer to the supplied kit installation instructions.
	Terminating resistors not removed from the SCSI device.	Remove terminating resistors. Refer to the supplied kit installation instructions.
	SCSI controller has failed.	Replace main logic board.
	Loose SCSI cable.	Secure all cable connections.
	SCSI cable incorrectly installed between SCSI controller and rear panel connector or external SCSI device and rear panel connector.	Correctly install SCSI cable.

continued

Problem	Possible Cause	Action
Server does not boot from an internal SCSI hard disk drive.	SCSI boot hard disk drive not formatted.	Format the SCSI hard disk drive. CAUTION: Formatting the SCSI hard disk drive will destroy all the data on the drive.
	SCSI device drivers not installed or incorrectly installed on SCSI boot hard disk drive.	Properly install all required SCSI device drivers.
	Operating system software is not installed on the SCSI boot hard disk drive.	Install the appropriate operating system.
	Requested partition does not exist.	Partition the SCSI hard disk drive and then reload the operating software.
	SCSI boot hard disk drive at wrong SCSI address.	Set SCSI boot hard disk drive to lowest "primary" SCSI address.

continued

Troubleshooting

Problem	Possible Cause	Action
Server does not boot from a target diskette drive.	Drive ID incorrectly set.	Make sure the drive ID is correctly set. Refer to the documentation that was supplied with the diskette drive.
	Diskette drive not enabled.	Run the BIOS Setup utility to enable the diskette drive.
	Diskette boot option disabled.	Run the SCU and set boot option A then C.
	Diskette does not contain start-up files.	Insert a diskette with the correct start-up files.
	Diskette drive is empty.	Insert a diskette that contains an operating system.
	Diskette is worn or damaged.	Try another diskette.
	Loose cables.	Secure all cable connections.

continued

Problem	Possible Cause	Action
SCSI hard disk drive cannot read or write information.	Incorrect disk drive jumper settings.	Refer to the supplied kit installation instructions.
	Loose or incorrectly installed cables.	Make sure all cables are correctly installed.
	SCSI hard disk drive is not correctly formatted or partitioned.	Format and partition as required using the supplied operating system.
	SCSI hard disk has failed.	Secure ribbon cable and other connectors on back of SCSI hard disk drive. If failure continues, replace SCSI hard disk drive.
SBB failure.	Check SBB status LEDs for a drive failure indication.	If drive failed, replace SBB.

Monitor Troubleshooting

Problem	Possible Cause	Action
Monitor power indicator is not on.	Monitor is turned off.	Turn on the monitor.
	Power cord is not connected.	Connect the power cord to the server.
	No power at wall outlet.	Use another outlet.
	Power indicator is defective.	Replace power indicator.
No screen display.	Configuration error.	Run the SCU to configure the server for VGA operation.
	Monitor brightness and contrast controls are incorrectly set.	Adjust the monitor brightness and contrast controls.
	Monitor has failed.	Secure all cables and power connections. If failure continues, replace monitor.
No monitor display while loading Windows video drivers.	Monitor type incorrectly set.	Set the correct monitor type.
Distorted, rolling, or flickering screen display, or wrong/uneven color.	Monitor incorrectly adjusted.	Adjust accordingly.
	Monitor signal cable incorrectly installed.	Straighten any bent connector pins and then reconnect.

continued

Problem	Possible Cause	Action
Color monitor displaying monochrome.	Server was turned on before the monitor was turned on.	Turn off the server, turn on the monitor, then turn the server back on.
Monitor fails to switch to high-resolution mode.	Appropriate high-resolution video drivers are not installed or incorrectly installed.	Correctly install all appropriate high-resolution video drivers. Refer to the documentation supplied with your monitor.
Monitor display not centered while loading Windows video drivers.	Monitor type incorrectly set.	Set the correct monitor type.

CD-ROM Troubleshooting

Problem	Possible Cause	Action
Cannot access the CD-ROM drive. Error message reading drive x.	Device drivers not installed.	Install correct device drivers.
	No disk in the CD-ROM drive.	Insert a disk.
	Accessing wrong drive.	Make sure correct SCSI ID is assigned.
Power is on but indicator shows no activity.	Tray open.	Close the tray.
	No disk or tray is open.	Insert a disk and close the tray.
Disk is spinning but drive is idle.	Check cable connections.	Make sure cables are correctly connected.
	Application software not running.	Run application software.