

HP ProLiant MicroServer Gen8 User Guide

Abstract

This document is for the person who installs, administers, and troubleshoots servers and storage systems. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.



Part Number: 718898-001
June 2013
Edition: 1

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Contents

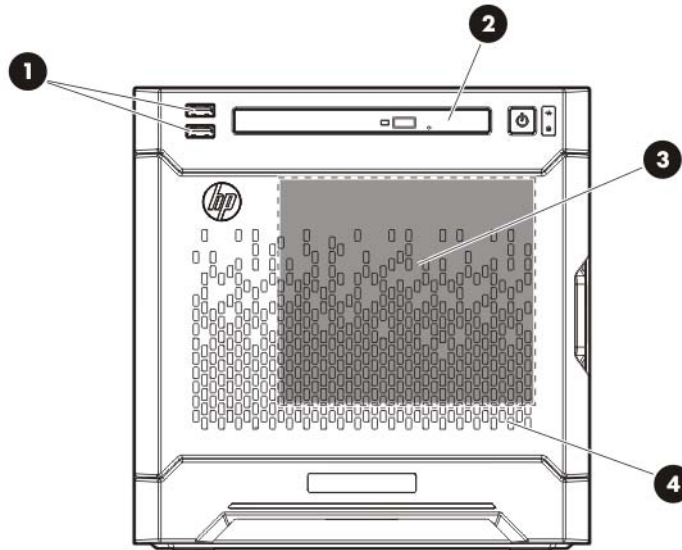
Component identification	6
Front panel components	6
Front panel LEDs and buttons	7
Rear panel components.....	8
Rear panel LEDs and buttons.....	9
System board components.....	9
DIMM slot locations	11
System maintenance switch.....	11
NMI functionality.....	12
Drive numbering	12
FBWC module LED definitions.....	13
Fan location	14
T-10/T-15 Torx screwdriver	14
Operations	15
Power up the server	15
Power down the server.....	15
Open the front bezel.....	16
Remove the front bezel.....	17
Install the front bezel.....	18
Remove the chassis cover	19
Install the chassis cover	19
Remove the system board assembly	20
Install the system board assembly	22
Setup	23
Optional installation services	23
Optimum environment.....	23
Space and airflow requirements	23
Temperature requirements.....	24
Power requirements	24
Electrical grounding requirements	24
Server warnings and cautions	25
Identifying the server box contents	25
Installing hardware options.....	25
Connecting peripheral devices.....	26
Connecting the Ethernet cable.....	26
Connecting the power cord	28
Powering on and selecting boot options	29
Performing the initial system setup	30
Registering the server.....	34
Setting up the HP PS1810-8G Switch (optional)	34
Hardware options installation	41
Introduction	41
Bezel faceplate	41
Drive options	43

Drive installation guidelines	43
Installing a non-hot-plug drive.....	43
Controller options	45
Installing a storage controller	46
Installing the FBWC module and capacitor pack	47
Optical drive option	49
Memory options	52
HP SmartMemory	52
DIMM identification	52
Single-rank and dual-rank DIMMs.....	53
Memory subsystem architecture	53
ECC memory	53
General DIMM slot population guidelines.....	54
Installing a DIMM	54
Expansion board options.....	55
HP Trusted Platform Module option	57
Installing the Trusted Platform Module board	57
Retaining the recovery key/password	59
Enabling the Trusted Platform Module.....	59
Cabling	60
Cabling overview	60
Storage cabling	60
Four bay LFF non-hot-plug drive cage cabling.....	60
Capacitor pack cabling	61
Optical drive cabling.....	62
Front I/O assembly cabling	62
Ambient temperature sensor cabling	63
System fan cabling	63
Power supply cabling.....	64
Software and configuration utilities	65
Server mode	65
HP product QuickSpecs.....	65
HP iLO Management Engine.....	65
HP iLO	65
Intelligent Provisioning.....	67
HP Insight Remote Support software	69
HP Insight Online	69
Scripting Toolkit	69
HP Service Pack for ProLiant	70
HP Smart Update Manager.....	70
HP ROM-Based Setup Utility	71
Using RBSU	71
Auto-configuration process.....	71
Boot options	72
Re-entering the server serial number and product ID	72
Utilities and features	73
Array Configuration Utility.....	73
Option ROM Configuration for Arrays	74
ROMPaq utility.....	74
Automatic Server Recovery	74
USB support.....	74
Redundant ROM support	75

Keeping the system current	75
Drivers	75
Software and firmware.....	76
Version control.....	76
HP operating systems and virtualization software support for ProLiant servers	76
HP Technology Service Portfolio	76
Change control and proactive notification	77
Troubleshooting	78
Troubleshooting resources	78
System battery replacement.....	79
Regulatory information	80
Safety and regulatory compliance	80
Belarus Kazakhstan Russia marking	80
Turkey RoHS material content declaration.....	80
Ukraine RoHS material content declaration	80
Warranty information	80
Electrostatic discharge.....	81
Preventing electrostatic discharge	81
Grounding methods to prevent electrostatic discharge.....	81
Specifications	82
Environmental specifications	82
Server specifications	82
Power supply specifications	82
HP 150 W Integrated Power Supply	83
Support and other resources	84
Before you contact HP.....	84
HP contact information.....	84
Customer Self Repair	84
Acronyms and abbreviations.....	92
Documentation feedback	96
Index.....	97

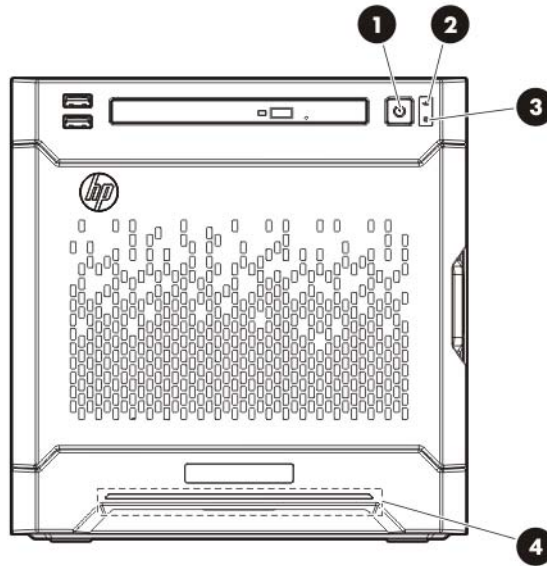
Component identification

Front panel components



Item	Description
1	USB 2.0 connectors
2	Optical drive (optional)
3	Drive bays (inside)
4	Front bezel

Front panel LEDs and buttons

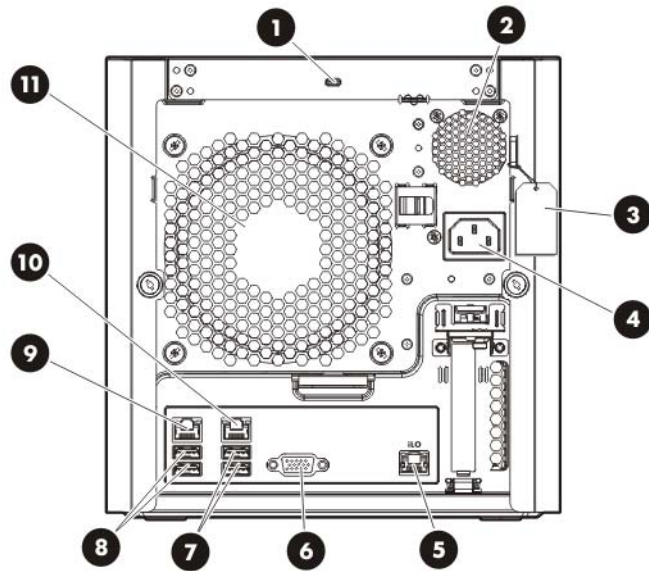


Item	Description	Status
1	Power On/Standby button and system power LED	Solid green = System on Flashing green (1 Hz/cycle per sec) = Performing power on sequence Solid amber = System in standby Off = No power present*
2	NIC status LED	Solid green = Link to network Flashing green (1 Hz/cycle per sec) = Network active Off = No network activity
3	Drive status LED	Solid green = System on Flashing green = Drive activity Off = System in standby or no power present
4	Health LED	Solid blue = Normal Flashing amber = System degraded Flashing red (1 Hz/cycle per sec) = System critical Fast-flashing red (4 Hz/cycles per sec) = Power fault**

* Facility power is not present, power cord is not attached, no power supplies are installed, power supply failure has occurred, or the power button cable is disconnected.

** To identify components in a degraded or critical state, see the iLO/BIOS logs and the server troubleshooting guide.

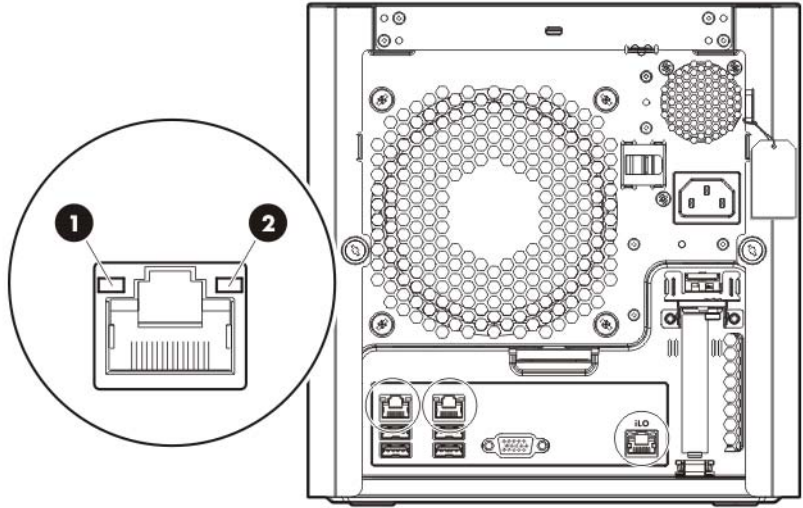
Rear panel components



Item	Description
1	Kensington security slot
2	Power supply
3	Serial number/iLO information tag*
4	Power cord connector
5	Dedicated iLO 4 connector
6	Video connector
7	USB 3.0 connectors
8	USB 2.0 connectors
9	NIC connector 2
10	NIC connector 1/shared iLO 4 connector
11	System fan

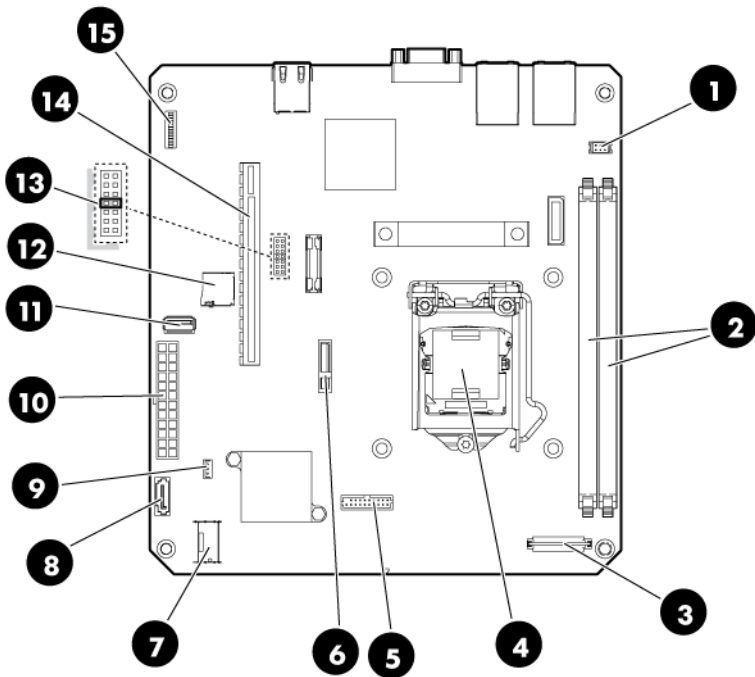
* The serial number/iLO information tag shows the server serial number and the default iLO account information. The same information is printed on separate labels located on the rear panel.

Rear panel LEDs and buttons

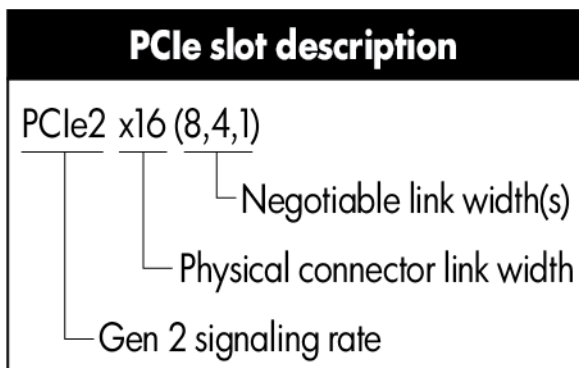


Item	Description	Status
1	NIC link LED	Solid green = Link exists Off = No link exists
2	NIC status LED	Solid green = Link to network Flashing green (1 Hz/cycle per sec) = Network active Off = No network activity

System board components

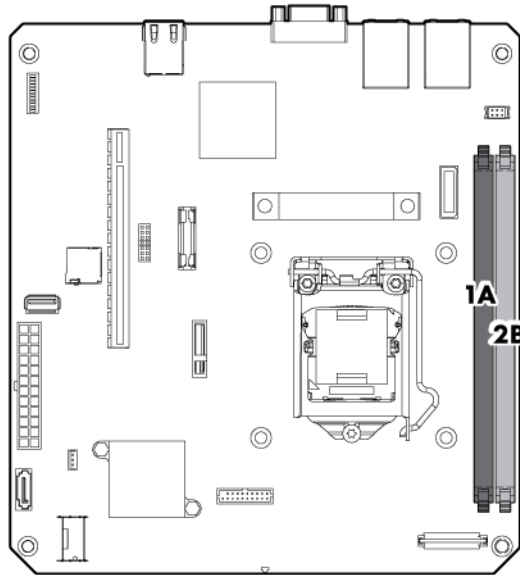


Item	Description
1	Fan connector
2	DIMM slots
3	Front I/O connector
4	Processor socket
5	TPM connector
6	System battery
7	Mini-SAS connector
8	Optical drive SATA connector
9	Ambient temperature sensor connector
10	24-pin system board power connector
11	Internal USB 2.0 connector
12	microSD card slot
13	NMI header
14	PCIe2 x16 (8, 4, 1) slot
15	System maintenance switch



DIMM slot locations

DIMM slots are numbered sequentially (1 through 4) for the processor. The supported AMP modes use the letter assignments for population guidelines.



System maintenance switch

Position	Default	Function
S1	Off	Off = iLO 4 security is enabled. On = iLO 4 security is disabled.
S2	Off	Off = System configuration can be changed. On = System configuration is locked.
S3	Off	Reserved
S4	Off	Reserved
S5	Off	Off = Power-on password is enabled. On = Power-on password is disabled.
S6	Off	Off = No function On = ROM reads system configuration as invalid.
S7	—	Reserved
S8	—	Reserved
S9	—	Reserved
S10	—	Reserved
S11	—	Reserved
S12	—	Reserved

To access redundant ROM, set S1, S5, and S6 to on.

When the system maintenance switch position 6 is set to the On position, the system is prepared to erase all system configuration settings from both CMOS and NVRAM.



CAUTION: Clearing CMOS and/or NVRAM deletes configuration information. Be sure to properly configure the server or data loss could occur.

NMI functionality

An NMI crash dump creates a crash dump log before resetting a system which is not responding.

Crash dump log analysis is an essential part of diagnosing reliability problems, such as failures of operating systems, device drivers, and applications. Many crashes freeze a system, and the only available action for administrators is to restart the system. Resetting the system erases any information which could support problem analysis, but the NMI feature preserves that information by performing a memory dump before a system reset.

To force the system to invoke the NMI handler and generate a crash dump log, do one of the following:

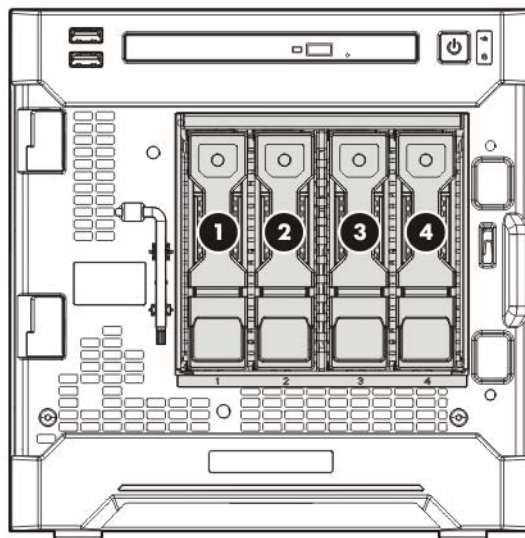
- Use the iLO Virtual NMI feature.
- Short the NMI header ("System board components" on page 9).

For more information, see the HP website

(<http://h20000.www2.hp.com/bc/docs/support/SupportManual/c00797875/c00797875.pdf>).

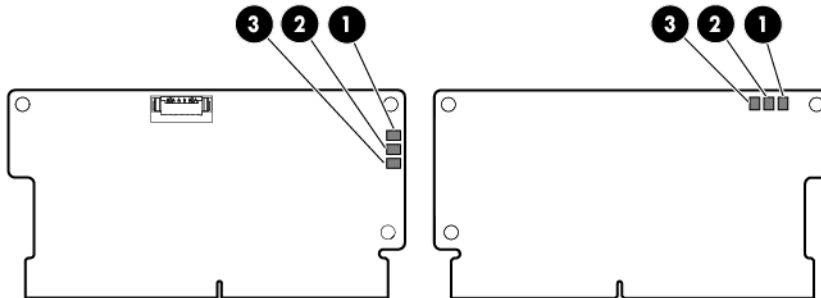
Drive numbering

The server supports four LFF non-hot-plug SATA drives.



FBWC module LED definitions

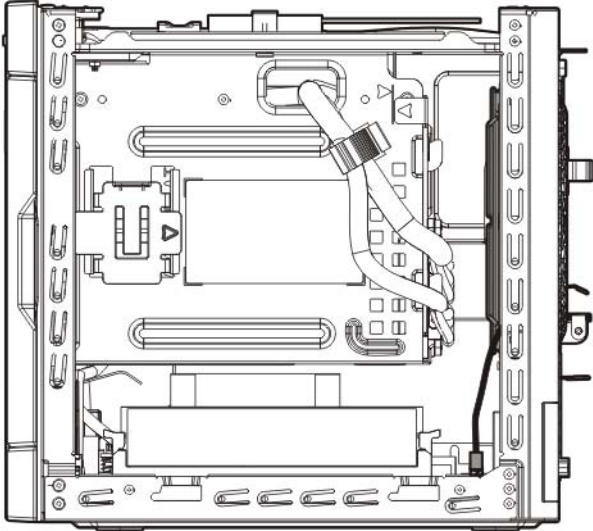
The FBWC module has three single-color LEDs (one amber and two green). The LEDs are duplicated on the reverse side of the cache module to facilitate status viewing.



1 - Amber	2 - Green	3 - Green	Interpretation
Off	Off	Off	The cache module is not powered.
Off	Flashing 0.5 Hz	Flashing 0.5 Hz	The cache microcontroller is executing from within its boot loader and receiving new flash code from the host controller.
Off	Flashing 1 Hz	Flashing 1 Hz	The cache module is powering up, and the capacitor pack is charging.
Off	Off	Flashing 1 Hz	The cache module is idle, and the capacitor pack is charging.
Off	Off	On	The cache module is idle, and the capacitor pack is charged.
Off	On	On	The cache module is idle, the capacitor pack is charged, and the cache contains data that has not yet been written to the drives.
Off	Flashing 1 Hz	Off	A backup is in progress.
Off	On	Off	The current backup is complete with no errors.
Flashing 1 Hz	Flashing 1 Hz	Off	The current backup failed, and data has been lost.
Flashing 1 Hz	Flashing 1 Hz	On	A power error occurred during the previous or current boot. Data may be corrupt.
Flashing 1 Hz	On	Off	An overtemperature condition exists.
Flashing 2 Hz	Flashing 2 Hz	Off	The capacitor pack is not attached.
Flashing 2 Hz	Flashing 2 Hz	On	The capacitor has been charging for 10 minutes, but has not reached sufficient charge to perform a full backup.
On	On	Off	The current backup is complete, but power fluctuations occurred during the backup.
On	On	On	The cache module microcontroller has failed.

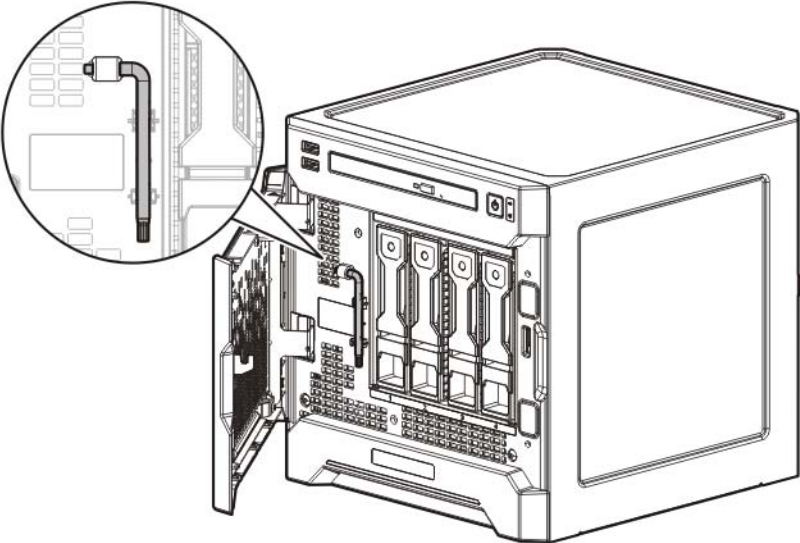
Fan location

The server has one system fan located at the rear of the server.



T-10/T-15 Torx screwdriver

The server includes a T-10/T-15 Torx screwdriver located on the front panel. Use this screwdriver to loosen screws during hardware configuration procedures.

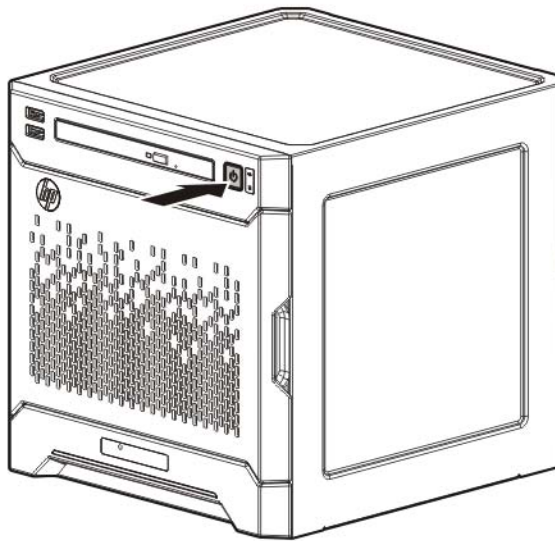


Operations

Power up the server

1. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
2. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.



Power down the server

Before powering down the server for any upgrade or maintenance procedures, perform a backup of critical server data and programs.



WARNING: To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.



IMPORTANT: When the server is in standby mode, auxiliary power is still being provided to the system.

To power down the server, use one of the following methods:

- Press and release the Power On/Standby button.

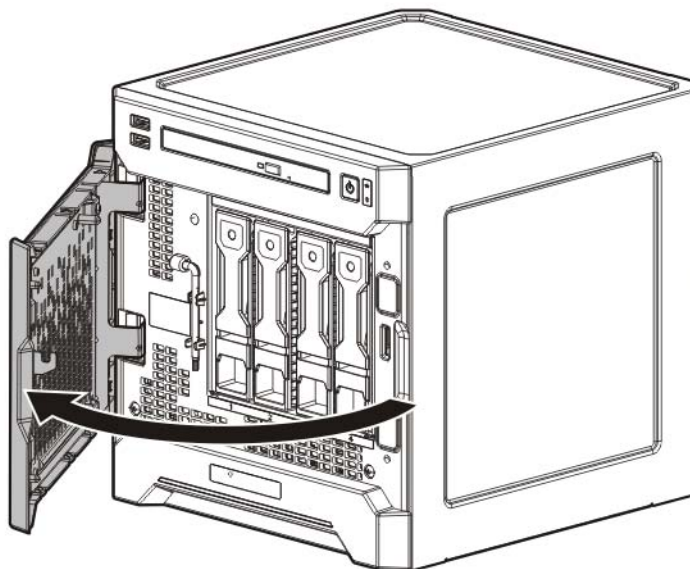
This method initiates a controlled shutdown of applications and the OS before the server enters standby mode.

- Press and hold the Power On/Standby button for more than 4 seconds to force the server to enter standby mode.
This method forces the server to enter standby mode without properly exiting applications and the OS. If an application stops responding, you can use this method to force a shutdown.
- Use a virtual power button selection through iLO 4.
This method initiates a controlled remote shutdown of applications and the OS before the server enters standby mode.

Before proceeding, verify the server is in standby mode by observing that the system power LED is amber.

Open the front bezel

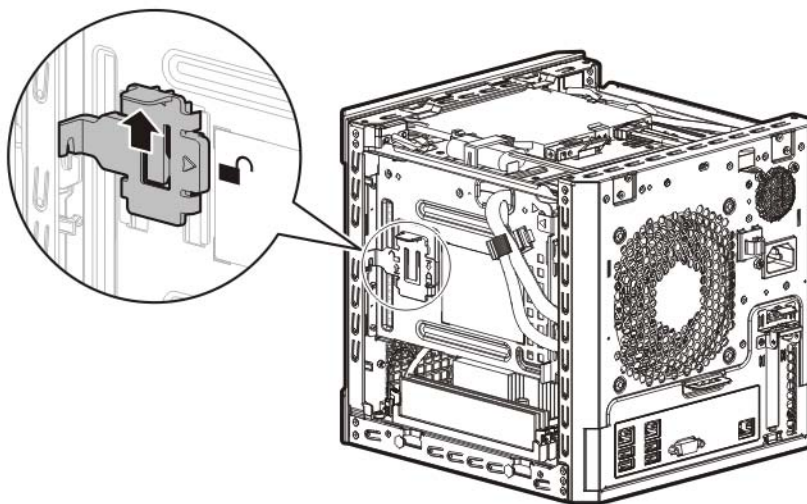
If the front bezel is not secured from inside the chassis, open the bezel.



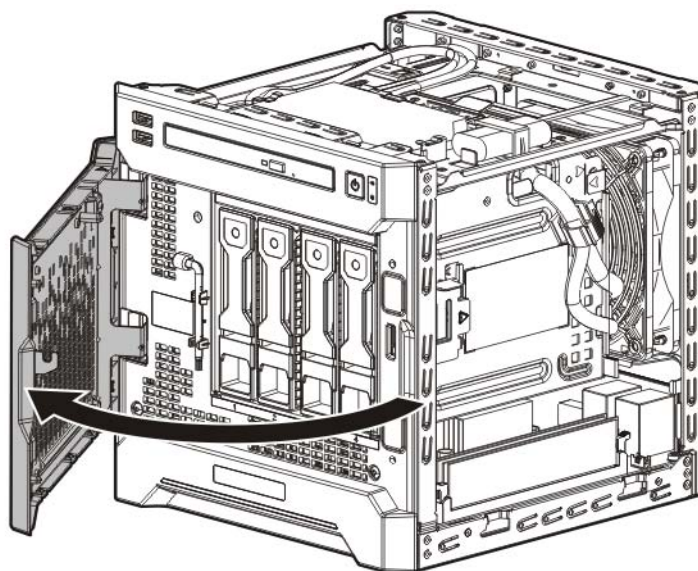
If the front bezel is secured from inside the chassis, do the following (Perform steps 1 to 3 only if the server is turned on.):

1. Power down the server (on page [15](#)).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page [19](#)).

5. Slide the release tab upward to unlock the front bezel from the chassis.



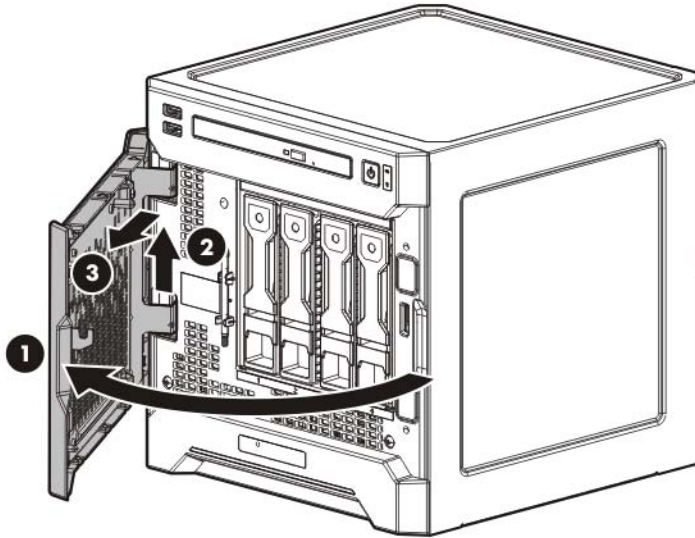
6. Open the front bezel.



Remove the front bezel

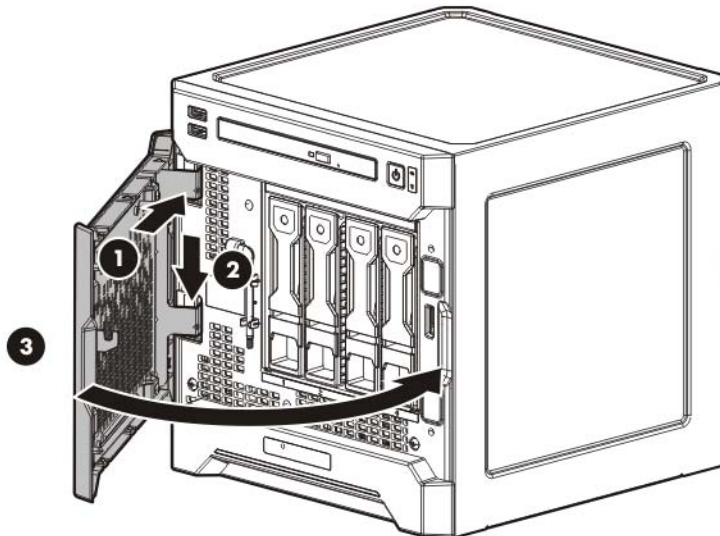
1. Open the front bezel (on page 16).

2. Release the bezel hinges from the front panel.



Install the front bezel

1. If the chassis cover was removed, install it ("[Install the chassis cover](#)" on page 19).
2. Attach the bezel to the front panel, and then close it.

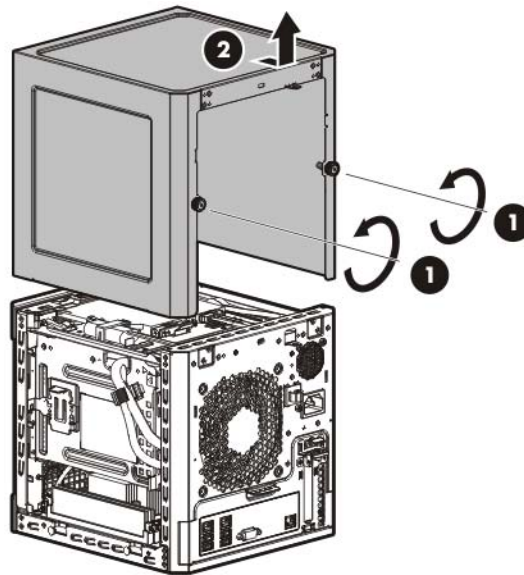


3. If the chassis cover was removed, do the following:
 - a. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
 - b. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

Remove the chassis cover

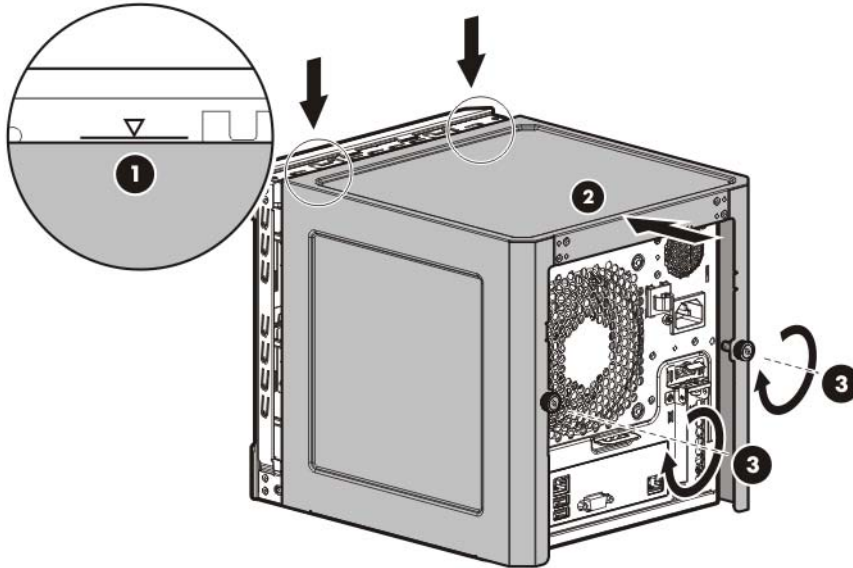
1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Disconnect all peripheral cables from the server.
5. If a Kensington security cable is installed, disconnect it from the rear panel. See the security cable documentation for instructions.
6. Loosen the rear thumbscrews that secure the chassis cover.
7. Slide the chassis cover toward the rear panel, and then lift it to remove it from the chassis.



Install the chassis cover

1. Align the installation markers on the chassis cover with those located on the front edge of the chassis, and then slide the chassis cover back onto the server.

2. Tighten the rear thumbscrews to secure the chassis cover in place.

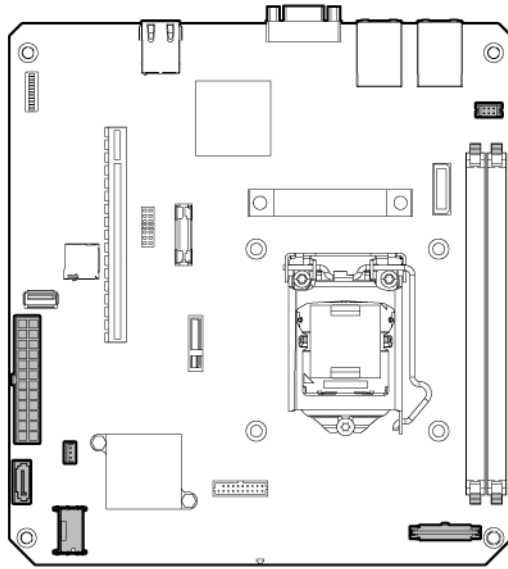


3. Connect the peripheral devices to the server ("[Connecting peripheral devices](#)" on page 26).
4. If a Kensington security cable was removed, connect it to the rear panel. See the security cable documentation for instructions.
5. Connect the server to the network. Do one of the following:
 - o Connect the Ethernet cable ("[Connecting the Ethernet cable](#)" on page 26).
 - o Connect the server to the switch ("[Setting up the HP PS1810-8G Switch \(optional\)](#)" on page 34).
6. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
7. Power up the server (on page 15).

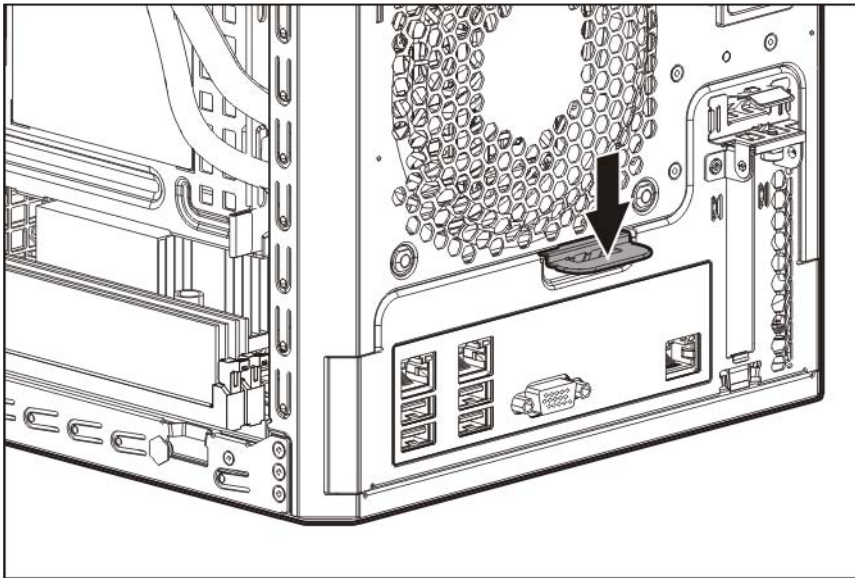
Remove the system board assembly

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. It is recommended that you take a picture of the current system board cable connections for reference during server reassembly.
6. If the drive cage is connected to a storage controller board, disconnect the Mini-SAS cable from the board.
7. Disconnect all cables connected to the system board.
 - o 24-pin system board power supply cable
 - o SATA cable (only if an optical drive is installed)
 - o Mini-SAS cable (only if the drive cage is connected to the system board)
 - o Front I/O cable (pulling up the blue loop to disconnect the cable)
 - o Fan cable
 - o Ambient temperature sensor cable (pulling up the brown loop to disconnect the cable)

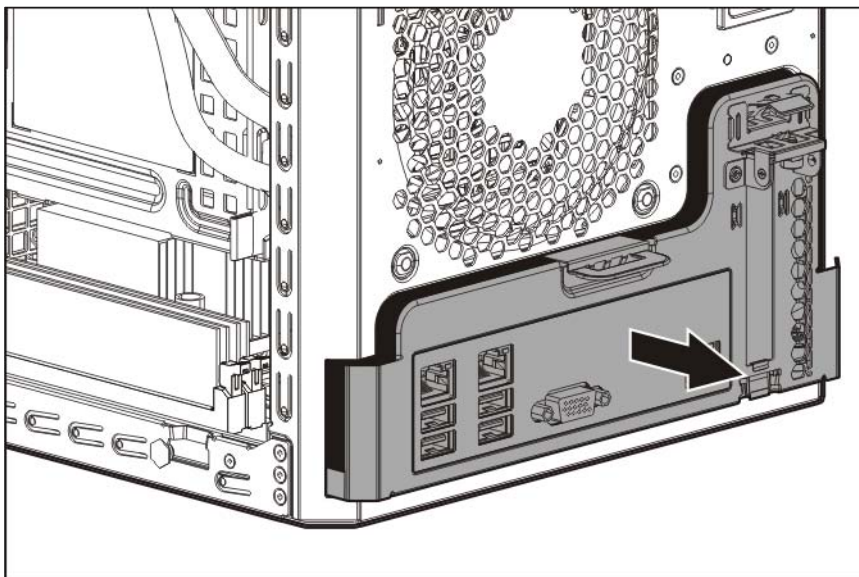
In the following illustration of the system board, the gray connectors correspond to the system board cables that you must disconnect.



8. Press the system board tray latch.

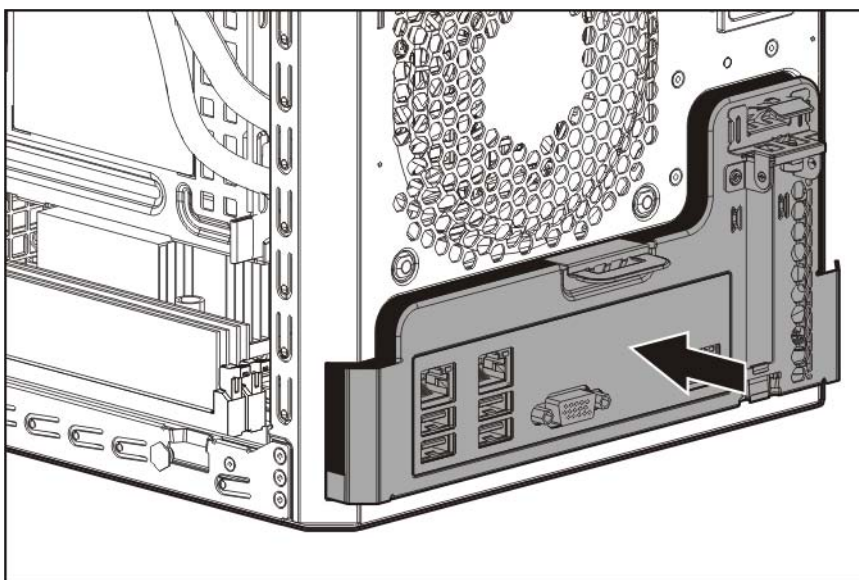


9. Slide the system board assembly completely out of the chassis.



Install the system board assembly

1. Slide the system board assembly into the chassis.



2. Connect all cables disconnected from the system board and/or expansion board.

Setup

Optional installation services

Delivered by experienced, certified engineers, HP Care Pack services help you keep your servers up and running with support packages tailored specifically for HP ProLiant systems. HP Care Packs let you integrate both hardware and software support into a single package. A number of service level options are available to meet your needs.

HP Care Pack Services offer upgraded service levels to expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your server investments. Some of the Care Pack services are:

- Hardware support
 - 6-Hour Call-to-Repair
 - 4-Hour 24x7 Same Day
 - 4-Hour Same Business Day
- Software support
 - Microsoft®
 - Linux
 - HP ProLiant Essentials (HP SIM and RDP)
 - VMware
- Integrated hardware and software support
 - Critical Service
 - Proactive 24
 - Support Plus
 - Support Plus 24
- Startup and implementation services for both hardware and software

For more information on HP Care Pack Services, see the HP website (<http://www.hp.com/services/carepack>).

Optimum environment

When installing the server, select a location that meets the environmental standards described in this section.

Space and airflow requirements

Leave at least a 10 cm (4 inch) clearance space at the front and back of the server for proper ventilation.



CAUTION: To prevent improper cooling and damage to the equipment, do not block the ventilation openings.

Temperature requirements

To ensure continued, safe, and reliable equipment operation, install or position the system in a well-ventilated, climate-controlled environment.

The maximum recommended TMRA for most server products is 35°C (95°F). The temperature in the room where the server is located must not exceed 35°C (95°F).

-
- △ **CAUTION:** To reduce the risk of damage to the equipment when installing third-party options:
- Do not permit optional equipment to impede airflow around the server beyond the maximum allowable limits.
 - Do not exceed the manufacturer's TMRA.
-

Power requirements

Installation of this equipment must comply with local and regional electrical regulations governing the installation of information technology equipment by licensed electricians. This equipment is designed to operate in installations covered by NFPA 70, 1999 Edition (National Electric Code) and NFPA-75, 1992 (code for Protection of Electronic Computer/Data Processing Equipment). For electrical power ratings on options, see the product rating label or the user documentation supplied with that option.

-
- △ **CAUTION:** Protect the server from power fluctuations and temporary interruptions with a regulating uninterruptible power supply. This device protects the hardware from damage caused by power surges and voltage spikes and keeps the system in operation during a power failure.
-

When installing more than one server, you might have to use additional power distribution devices to safely provide power to all devices. Observe the following guidelines:






- Balance the server power load between available AC supply branch circuits.
- Do not allow the overall system AC current load to exceed 80% of the branch circuit AC current rating.
- Do not use common power outlet strips for this equipment.
- Provide a separate electrical circuit for the server.

Electrical grounding requirements

The server must be grounded properly for proper operation and safety. In the United States, you must install the equipment in accordance with NFPA 70, 1999 Edition (National Electric Code), Article 250, as well as any local and regional building codes. In Canada, you must install the equipment in accordance with Canadian Standards Association, CSA C22.1, Canadian Electrical Code. In all other countries, you must install the equipment in accordance with any regional or national electrical wiring codes, such as the International Electrotechnical Commission (IEC) Code 364, parts 1 through 7. Furthermore, you must be sure that all power distribution devices used in the installation, such as branch wiring and receptacles, are listed or certified grounding-type devices.

Because of the high ground-leakage currents associated with multiple servers connected to the same power source, HP recommends the use of a PDU that is either permanently wired to the building's branch circuit or includes a nondetachable cord that is wired to an industrial-style plug. NEMA locking-style plugs or those complying with IEC 60309 are considered suitable for this purpose. Using common power outlet strips for the server is not recommended.

Server warnings and cautions

-
-  **WARNING:** To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.
-
-  **WARNING:** To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.
-
-  **CAUTION:** Protect the server from power fluctuations and temporary interruptions with a regulating uninterruptible power supply. This device protects the hardware from damage caused by power surges and voltage spikes and keeps the system in operation during a power failure.
-
-  **CAUTION:** Do not operate the server for long periods with the chassis cover open or removed. Operating the server in this manner results in improper airflow and improper cooling that might lead to thermal damage.
-
-  **CAUTION:** When installing hardware or performing maintenance procedures requiring access to internal components, HP recommends that you first back up all server data to avoid loss.
-

Identifying the server box contents

Unpack the server shipping carton and locate the materials and documentation necessary for installing the server.

The contents of the server shipping carton include:

- Server
- Power cord
- Printed setup documentation, Documentation CD, and software products

You need the following items for some procedures:

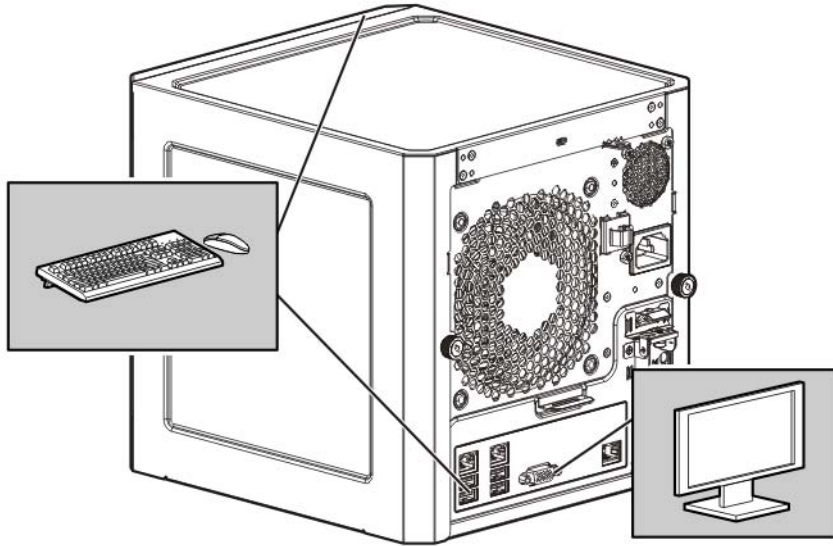
- T-10/T-15 Torx screwdriver (on page [14](#))
- Hardware options
- Network switch option
- Operating system or application software

Installing hardware options



Install any hardware options before initializing the server. For options installation information, see the option documentation. For server-specific information, see "Hardware options installation (on page [41](#))."

Connecting peripheral devices

The I/O connectors are color coded and are marked with icons.






The server has seven USB connectors:

- Four external USB 2.0  connectors, two each on the front and rear panels
- Two external rear USB 3.0  connectors
- One internal USB 2.0 connector on the system board





IMPORTANT: When running the Microsoft Windows Server 2008 SP2 (x86 and x86-64 editions) or the Microsoft Windows Server 2008 R2 SP1 operating systems, native USB 3.0 support is not available. Download the USB 3.0 driver from the HP Support Center website (<http://www.hp.com/go/hpsc>).

When connecting USB devices, observe the following:

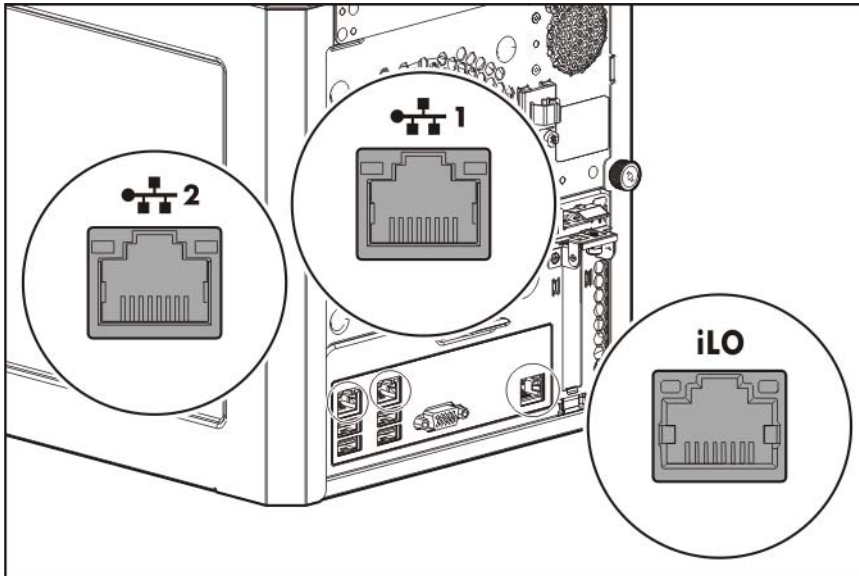
- During the initial server setup or when configuring BIOS settings, only the USB 2.0  connectors are enabled; the USB 3.0  connectors are nonfunctional during these operations.
- Connect the USB keyboard and mouse to the USB 2.0  connectors.

Connecting the Ethernet cable

The server supports the following Ethernet connectors located on the rear panel:

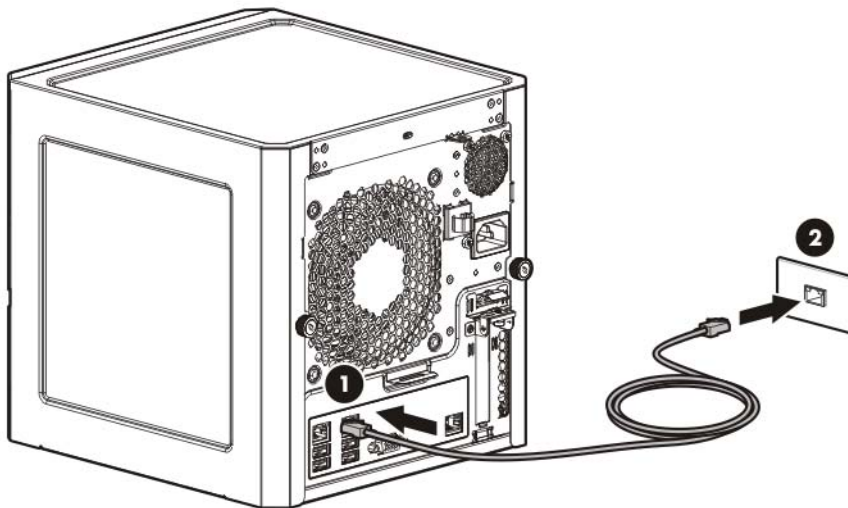
- NIC 1/shared iLO connector  1
- NIC 2 connector  2

- Dedicated iLO connector iLO



To connect an Ethernet cable:

1. Connect one end of the Ethernet cable to the NIC 1 connector.
2. Connect the other end of the Ethernet cable to a network jack.



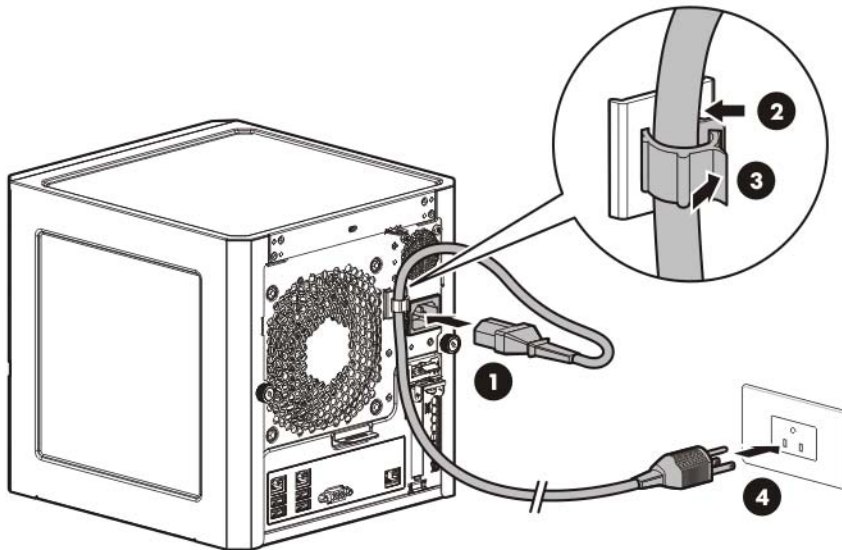
Connecting the power cord



WARNING: To reduce the risk of electric shock or damage to the equipment:

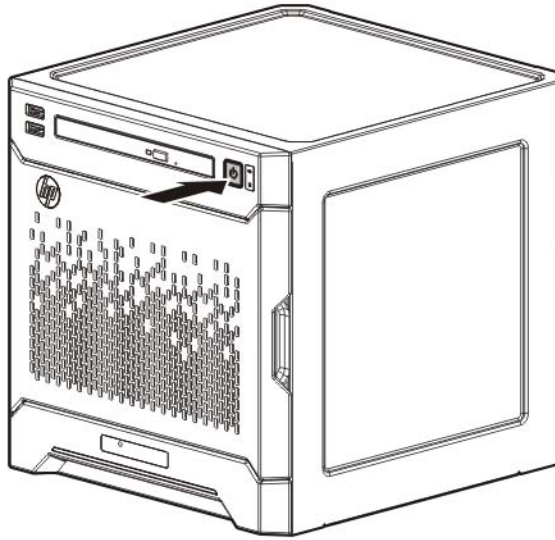
- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Unplug the power cord from the power supply to disconnect power to the equipment.
- Do not route the power cord where it can be walked on or pinched by items placed against it. Pay particular attention to the plug, electrical outlet, and the point where the cord extends from the storage system.


1. Connect the power cord to the server.
2. Open the power cord retaining clip, and then thread the power cord through the strain relief clip.
3. To secure the power cord, snap the clip into place.
4. Connect the power cord to the AC power source.

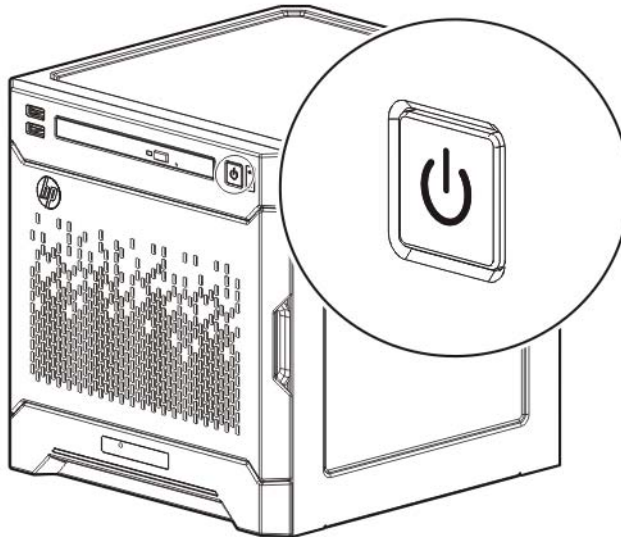


Powering on and selecting boot options

1. Press the Power On/Standby button.



2. Check the server Power LED status . The LED flashes green to indicate that the AC power connection is established.



3. During the initial server boot (POST), do one of the following:
 - For advanced users, to modify the server configuration ROM default settings, press **F9** when prompted to enter the RBSU. By default, the RBSU runs in the English language.
 - To retain the HP recommended default server configuration and install the operating system, press **F10** to initiate Intelligent Provisioning. Proceed to the next section.

For more information on automatic server configuration, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP Intelligent Provisioning Information Library (<http://www.hp.com/go/intelligentprovisioning/docs>).

Performing the initial system setup

HP recommends using Intelligent Provisioning to install the server operating system. All firmware, drivers, and tools required by the system are installed during the same process.

Intelligent Provisioning provides installation help for the following operating systems: Microsoft Windows, Red Hat and SUSE Linux, and VMware.



IMPORTANT: When installing a Windows operating system, Intelligent Provisioning can assist with installing only the 64-bit version of the operating system.



IMPORTANT: Installing VMware ESXi or ESX requires a custom HP image, which includes the drivers for VMware devices not included in the VMware base image. The image is available on the HP website (<http://www.hp.com/go/esxidownload>).

Activate Intelligent Provisioning

Follow the prompts on the **Set Preferences** screen to activate Intelligent Provisioning.

If you intend to register for HP Insight Remote Support, you should already have configured an IRS host server. For more information, see the *HP Insight Remote Support and Insight Online Setup Guide for ProLiant Gen8 Servers* on the HP website (<http://www.hp.com/go/insightremotesupport/docs>).

Configure the drive

If you intend to use an HP Smart Array controller card option, record the model name for this procedure.

1. On the **Intelligent Provisioning** main screen, click **Perform Maintenance**.
2. On the **Configuration** tab of the **Array Configuration Utility** screen, select the Smart Array controller in the server from the drop-down list.

3. Click **Create Array**.

Array Configuration Utility Version: 9.40.8.0

Configuration | Diagnostics / SmartSSD | Wizards

Dynamic Smart Array B120i RAID in Embedded Slot

System Status

Updated 2012-11-16 00:13

System Status: 0 1 0 [View Status Alerts](#)

Systems and Devices

Dynamic Smart Array B120i RAID in Embedded Slot

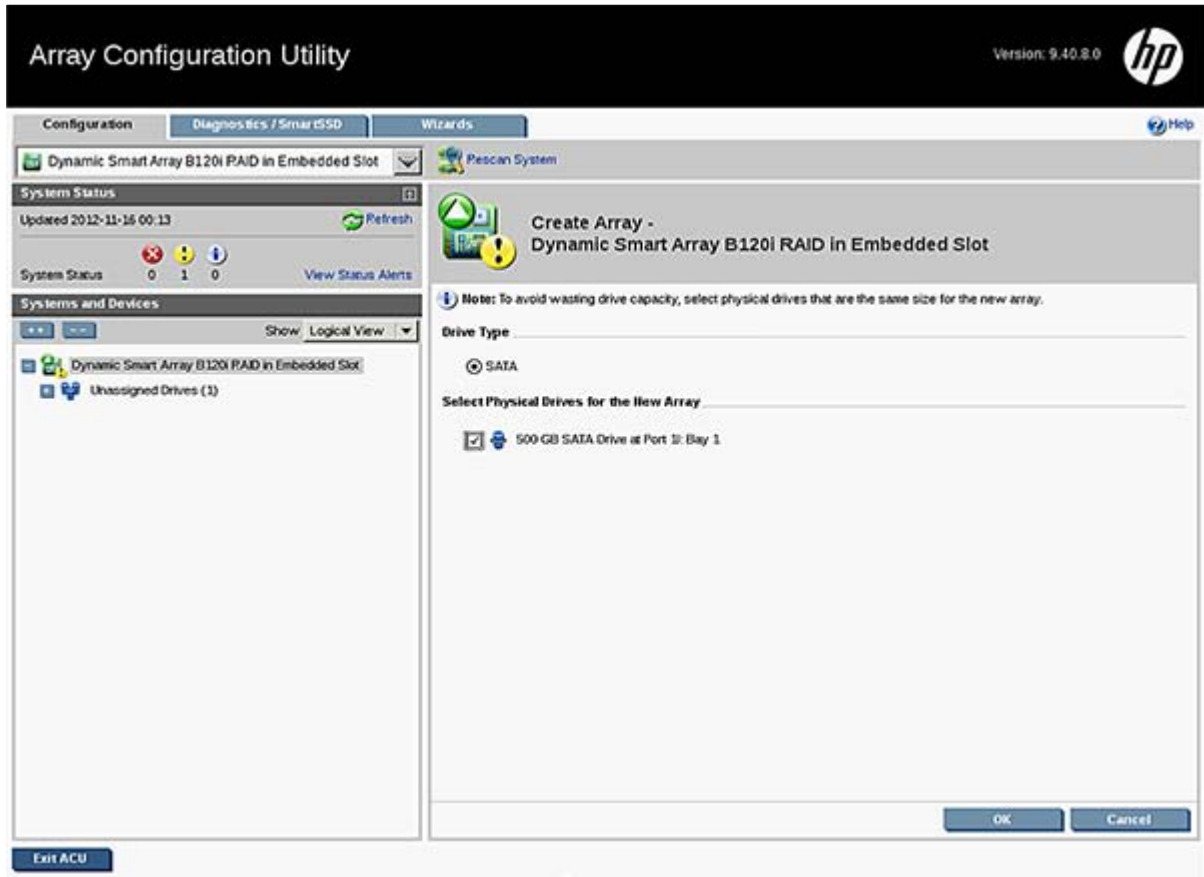
Unassigned Drives (1)

Available Tasks - Dynamic Smart Array B120i RAID in Embedded Slot

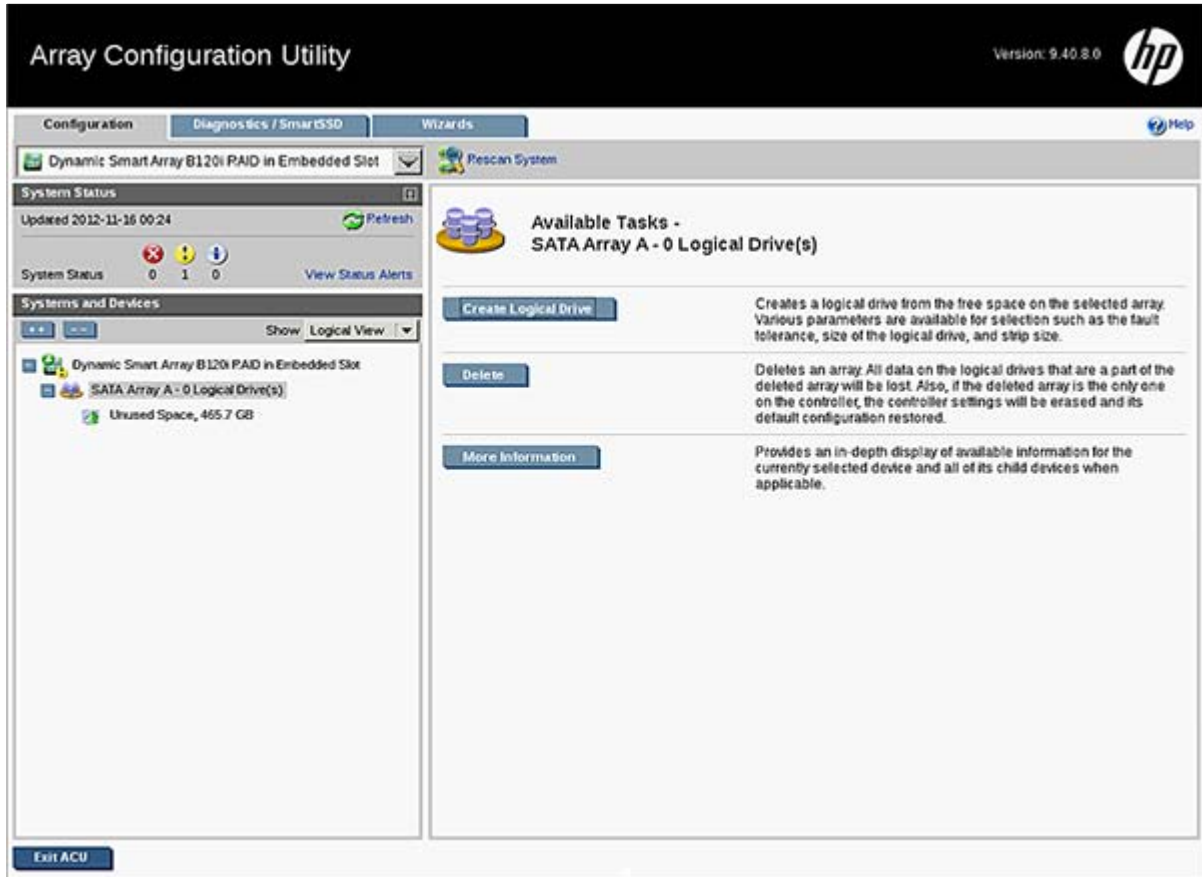
- Create Array**: Creates an array from a group of selected physical drives. Once an array is created, the unused space is available for creating logical drives. A logical drive cannot be created unless an array exists.
- Set Read Cache Size**: Sets the size of the controller's read cache. Memory for the read cache is taken from system memory.
- More Information**: Provides an in-depth display of available information for the currently selected device and all of its child devices when applicable.
- View Status Alerts**: Displays all known status conditions for the currently selected device and all of its child devices when applicable. The highest priority status will be displayed first.

[Exit ACU](#)

4. Select the check box next to the drives to include in the RAID logical drive, and then click **OK**.





- The new drive array is listed on the left side of the screen. Select the drive array, and then click **Create Logical Drive**.






- The system determines the optimum RAID configuration settings based on the number of drives selected. To retain these settings, click **Save**.
For advanced users, to modify these default settings, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website (http://www.hp.com/support/CASAC_RG_en).
- Click **Exit ACU**.
- Click *PREVIOUS* <.

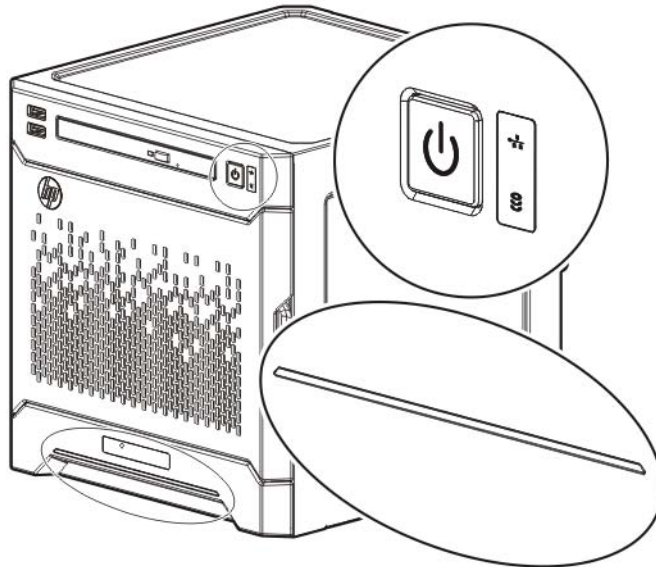
Install the operating system


- If you are installing the OS from a disc or an external USB drive, do one of the following:
 - Load the OS image disc to the server optical drive. If an optical drive is not installed, connect a USB optical drive to the server USB 2.0  connector.
 - Connect the USB storage drive containing the OS image to the server USB 2.0  connector.
- On the **Intelligent Provisioning** main screen, select **Configure and Install**.
- The system detects the default hardware settings. Retain these settings or customize them according to your requirements.
- Follow the onscreen prompts to install the OS.

Complete the system setup

Check the status of the server LEDs to ensure that the server is operating normally:

- System power LED  —Solid green
- NIC status LED  —Solid green
- Drive status LED  —Solid green
- Health LED bar—Solid blue



For server management tasks after the initial server setup, use either the dedicated iLO connector iLO (enabled by default) or the NIC 1/shared iLO connector  1 (It is disabled by default. Enable the shared iLO function in iLO RBSU).

For more information on iLO management tasks, see the HP website (<http://www.hp.com/go/ilomgmtengine/docs>).

Registering the server

To experience quicker service and more efficient support, register the product at the HP Product Registration website (<http://register.hp.com>).

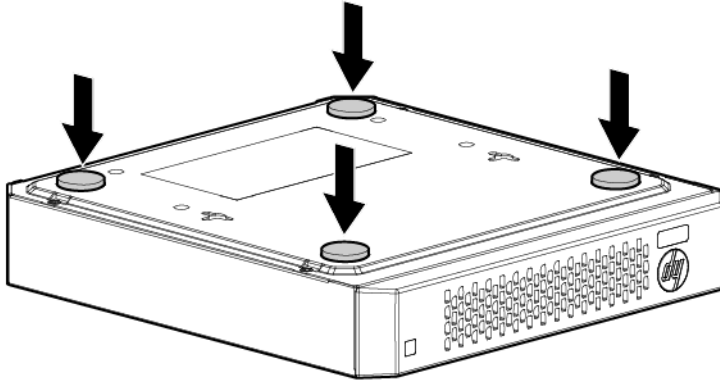
Setting up the HP PS1810-8G Switch (optional)

If you intend to use the server with the companion HP PS1810-8G Switch, follow the procedures in this section. For deployments requiring more than eight network ports, HP recommends using the HP PS1810-24G Switch instead of the HP PS1810-8G Switch.

For more information on switch-related settings and operational procedures, see the documentation for your switch model on the HP website (<http://www.hp.com/networking/support>).

Mount the switch with the server

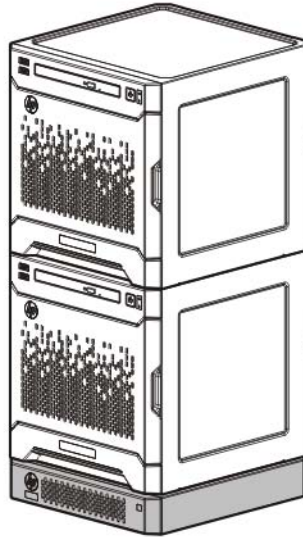
1. Attach the self-adhesive rubber pads to the bottom surface of the switch.



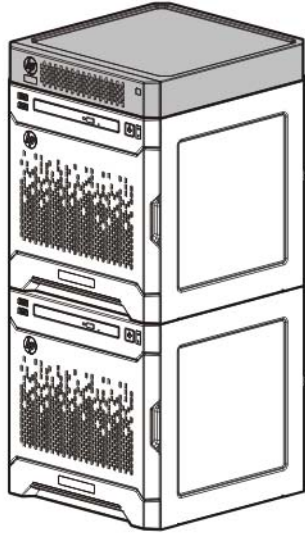
2. Stack the switch with the server:

CAUTION: The switch has a limitation on how much weight can be placed on top of it. To reduce the risk of personal injury or damage to the equipment because of an unstable server-switch stacking, stack no more than two servers on top of the switch.

- o Top stacking—Stack the server on top of the switch.

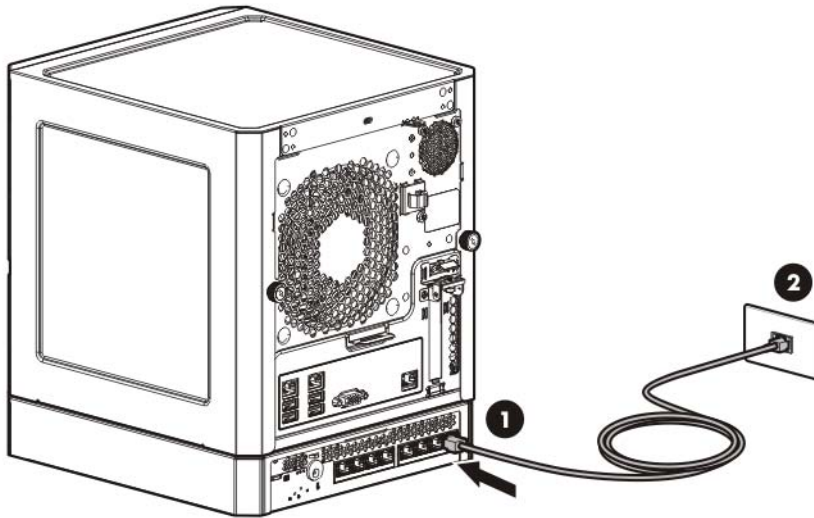


- Bottom stacking—Stack the switch on the top of the server. You can stack up to three MicroServers.



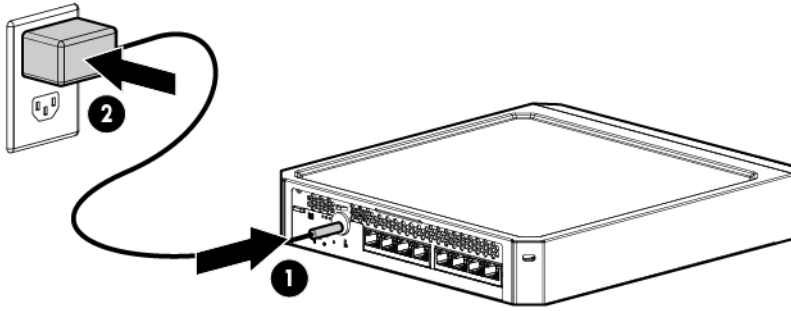
Complete the switch Self-Test

1. Connect an Ethernet cable to the switch, and then connect the cable to a network jack.

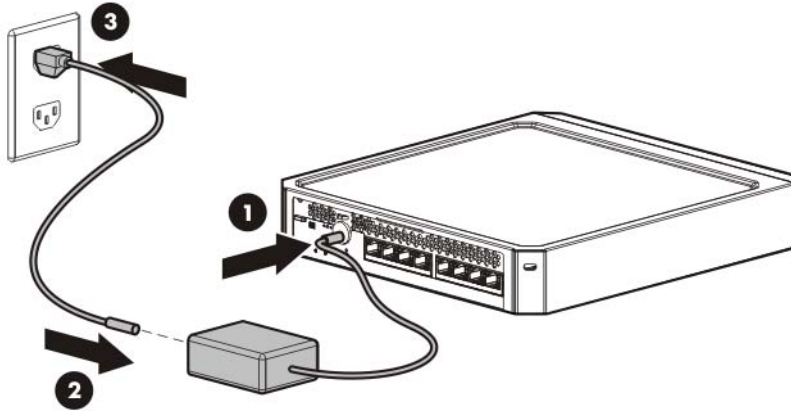


2. If you are using a wall-mount power adapter, do the following:
 - a. Connect the power adapter to the switch.

- b. Connect the power adapter to the AC power source.



3. If you are using an in-line power adapter, do the following:
 - a. Connect the power adapter to the switch.
 - b. Connect the power cord to the adapter.
 - c. Connect the power cord to the AC power source.



4. Check the status of the switch Power LED. This LED is solid green to indicate that the power connection is established.
5. Check the status of the following switch LEDs:
 - o Link/Act LED on the switch network port that is being used—Initially, solid green to indicate successful connection, and then flashing green to indicate active communication with the network.
 - o Fault LED—Remains off to indicate successful Self-Test completion.

For more information on the location of the switch LEDs and their behavior during the Self-Test process, see the switch documentation.

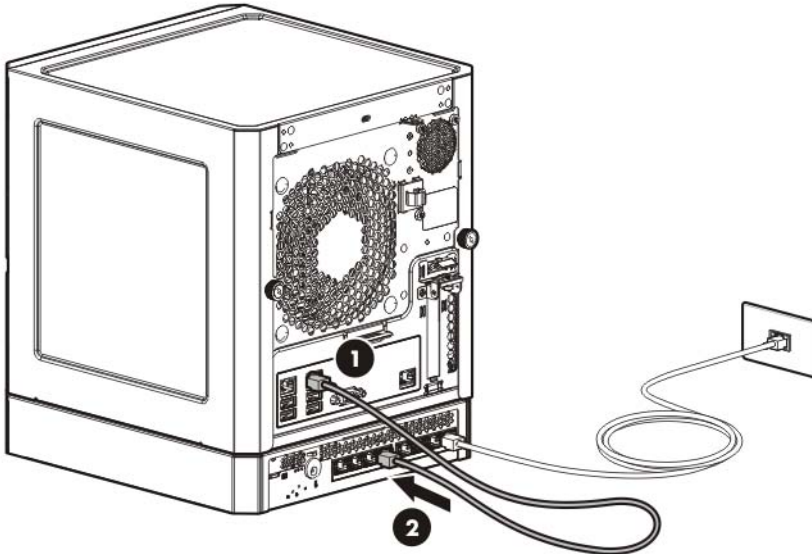
Connect the server to the switch

You can connect the server to the switch through the following methods:

- A simple Ethernet connection with no iLO functionality
- An Ethernet connection with iLO functionality, using the dedicated iLO 4 connector
- An Ethernet connection with iLO functionality, using the shared iLO 4 connector

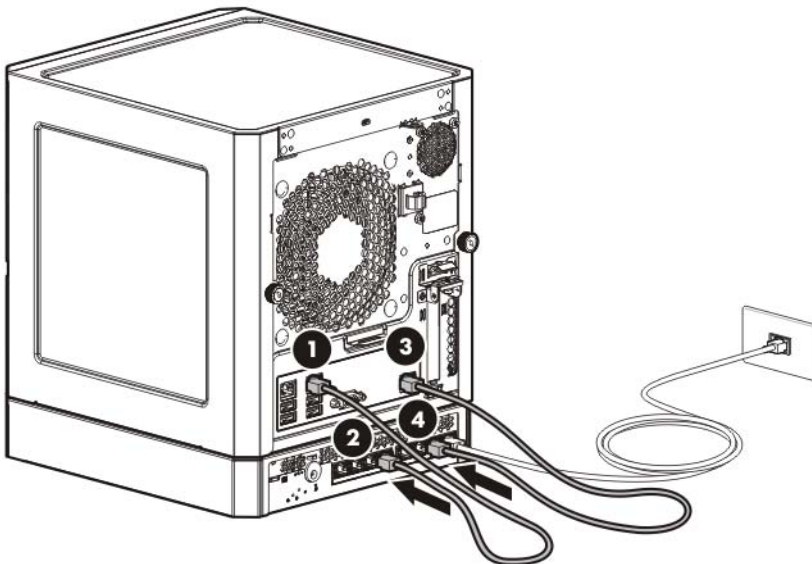
To establish a simple Ethernet connection:

1. Connect an Ethernet cable to the server NIC connector 1 or 2.
2. Connect the cable to any switch network port.



To establish an Ethernet connection with iLO functionality by using the dedicated iLO connector:

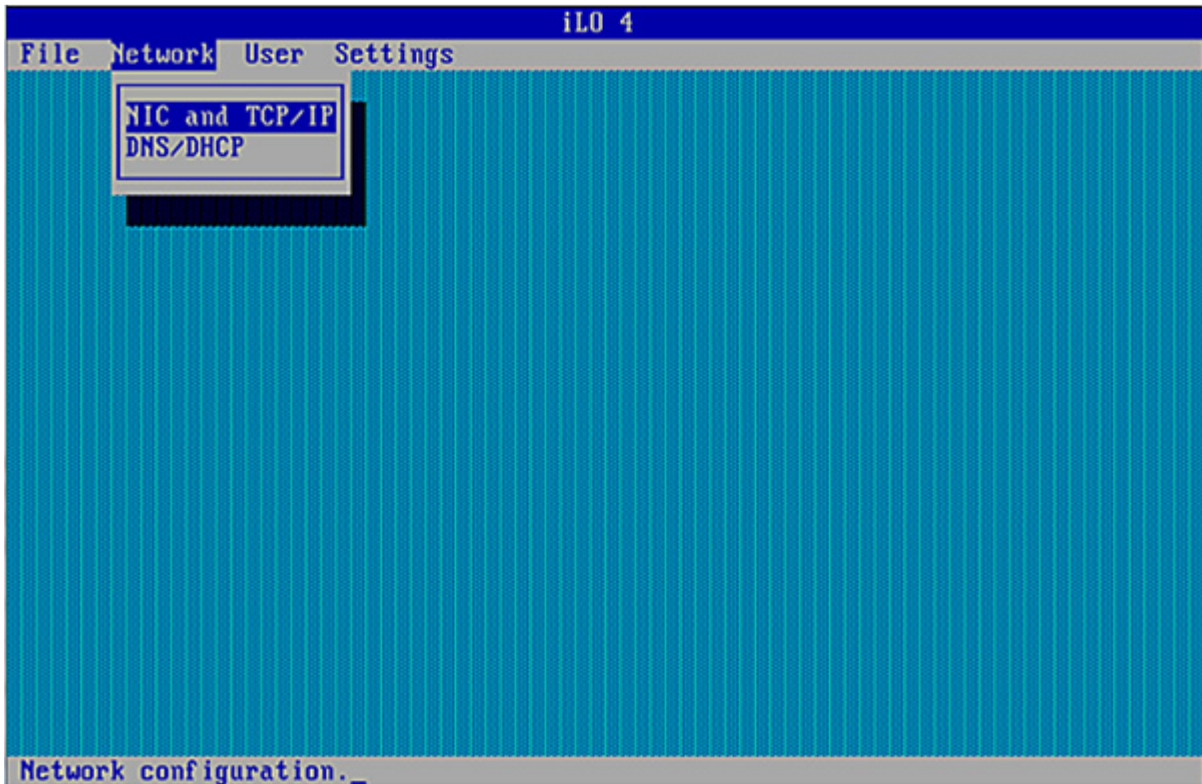
1. Connect an Ethernet cable to the server NIC connector 1 or 2.
2. Connect the cable to any switch network port.
3. Connect an Ethernet cable to the server dedicated iLO connector, and then connect the cable to any switch network port.



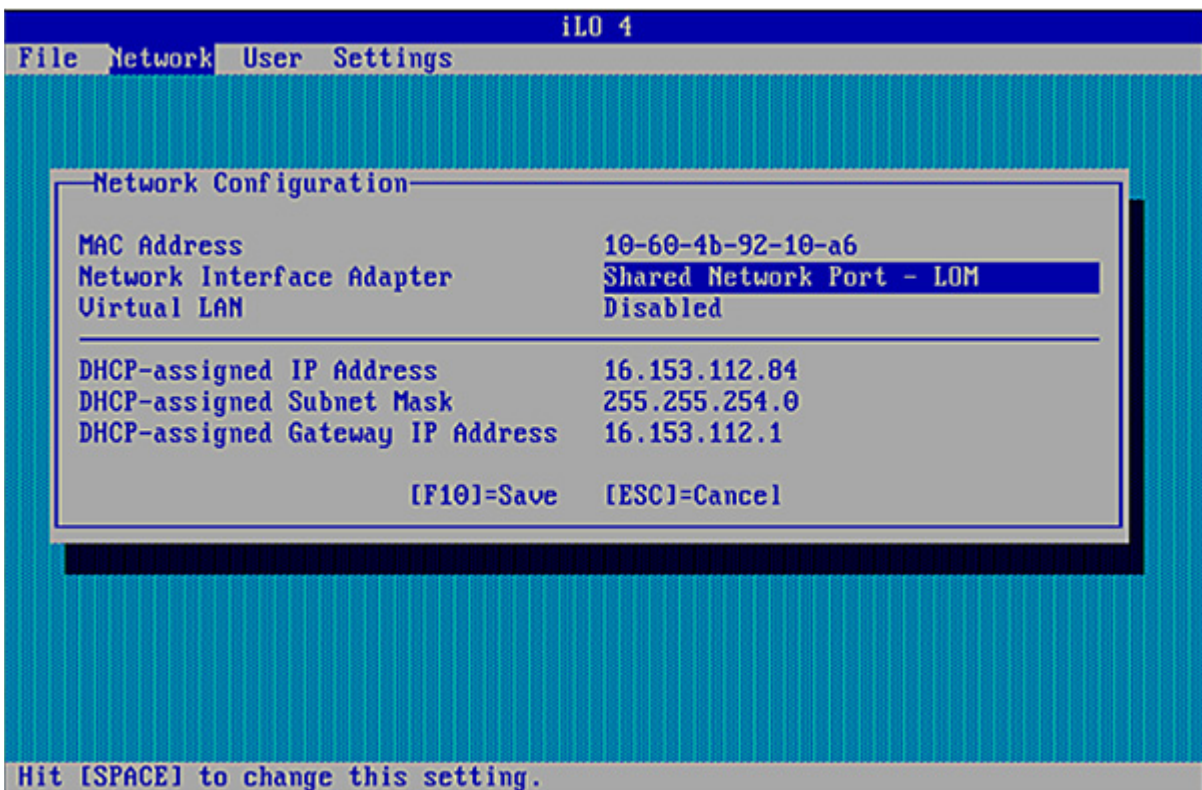
To establish an Ethernet connection with iLO functionality by using the shared iLO connector:

1. Access the iLO RBSU by rebooting the server, and then pressing **F8** during POST.

2. Under the **Network** menu, select the **NIC and TCP/IP** option.

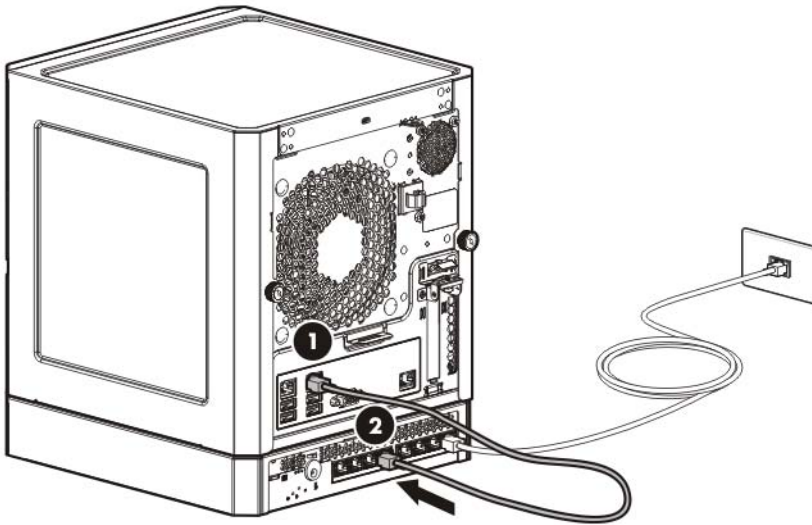


3. Set the **Network Interface Adapter** field to **Shared Network Port — LOM**.




4. To save the change, press **F10**.
5. To close the iLO RBSU, under the **File** menu, select the **Exit** option.

6. Connect an Ethernet cable to the server NIC 1/shared iLO connector, and then connect the cable to any switch network port.



Complete the switch setup


After the Ethernet cable connection is made, check the network LED status on both the server and the switch to confirm successful connection:


- In the server front panel, the NIC status LED  —Solid green
- In the switch, the Link/Act LED on the network connector used—Initially, solid green to indicate successful connection, and then flashing green to indicate active communication with the network.

Hardware options installation

Introduction

If more than one option is being installed, read the installation instructions for all the hardware options and identify similar steps to streamline the installation process.

 **WARNING:** To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

 **CAUTION:** To prevent damage to electrical components, properly ground the server before beginning any installation procedure. Improper grounding can cause electrostatic discharge.

Bezel faceplate

Use the interchangeable, colored bezel faceplates in this option kit to customize the look of your server.

- Decorative purpose—Choose the faceplate color that complements your office environment.
- Functional purpose—In a multiserver office, use different colored faceplates to identify a server unit, based on the assigned function.

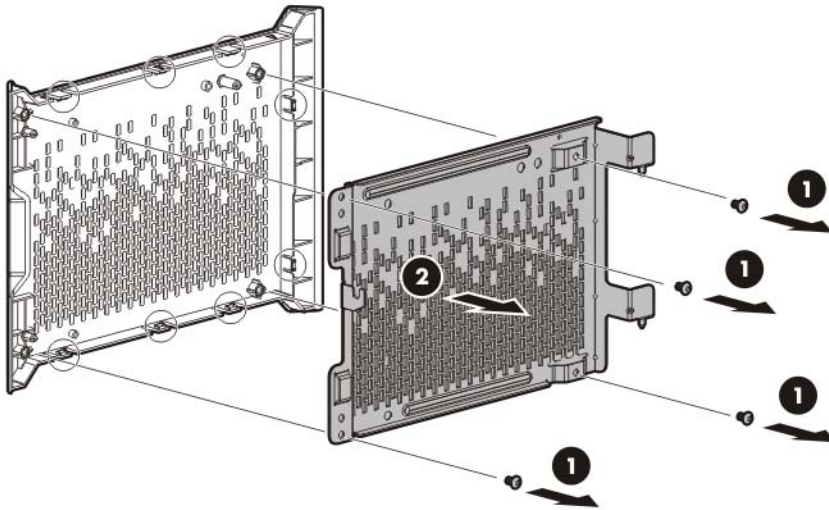
For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

To install the component:

Perform steps 1 to 3 only if the front bezel is secured from inside the chassis.

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the front bezel (on page 17).
5. Remove the screws securing the bezel frame to the attached bezel faceplate.

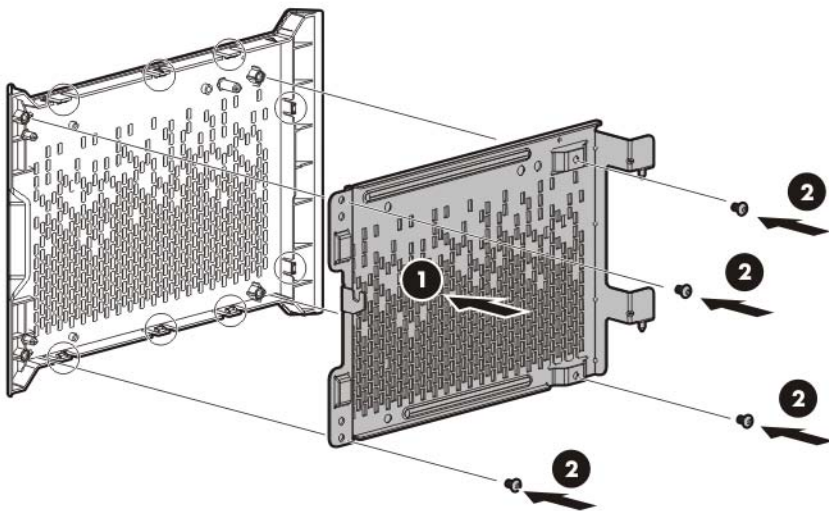
6. Separate the bezel faceplate from the bezel frame.



Store the removed bezel faceplate for future use.

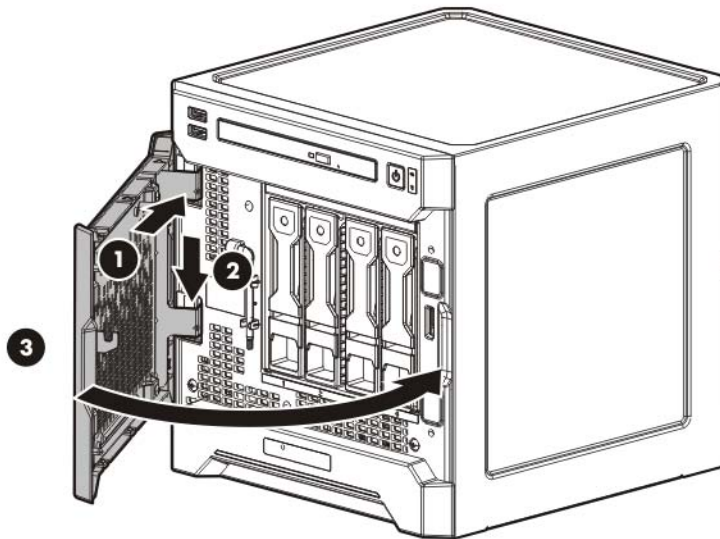
7. Install the preferred bezel faceplate to the bezel frame, and then secure the assembly with the screws removed in the previous step.

Spare screws are also included in the option kit.



8. Install the front bezel, and then close it.

If the chassis cover was removed during preinstallation, you can secure the bezel to the chassis by sliding the release tab downward.



9. If the chassis cover was removed, do the following:

- a. Install the chassis cover (on page 19).
- b. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
- c. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

Drive options

The server supports four LFF non-hot-plug SATA drives.

Drive installation guidelines

When adding drives to the server, observe the following general guidelines:

- The system automatically sets all device numbers.
- Populate drive bays, based on the drive numbering sequence. Start from the drive bay with the lowest device number.
- When drives are grouped together into the same drive array, they must be of the same capacity to provide the greatest storage space efficiency.

Installing a non-hot-plug drive

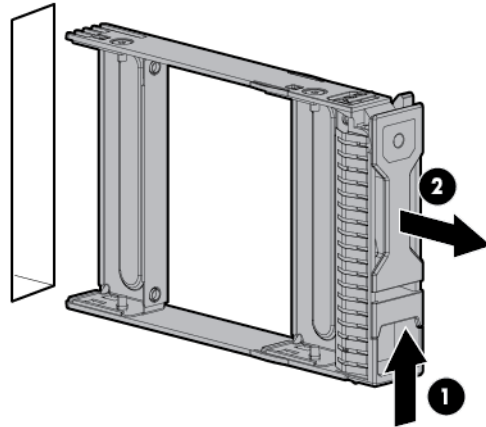
For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).



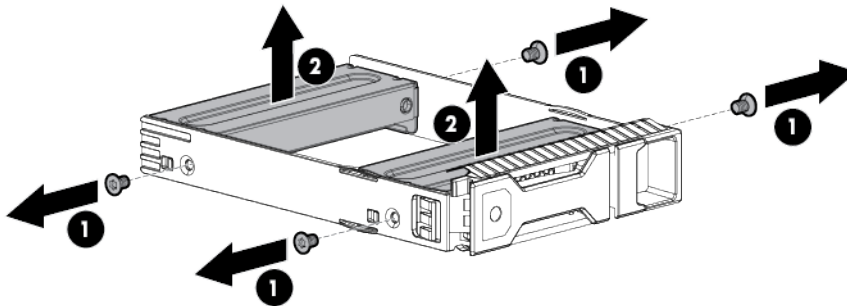
CAUTION: To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

To install the component:

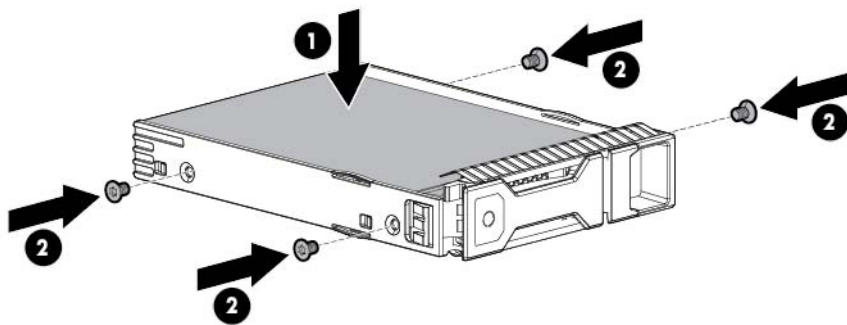
1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Open the front bezel (on page 16).
5. Remove the drive carrier.



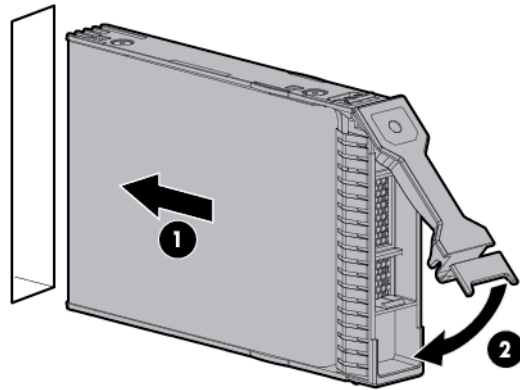
6. Remove the two metal brackets from the drive carrier.



7. Install the drive in the carrier.



8. Install the drive.



9. Close the front bezel.
10. If the chassis cover was removed, do the following:
 - a. Install the chassis cover (on page 19).
 - b. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
 - c. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website (http://www.hp.com/support/CASAC_RG_en).

Controller options

The server ships with an embedded Smart Array B120i controller. For more information about the controller and its features, see the *HP Dynamic Smart Array RAID Controller User Guide* on the HP website (http://www.hp.com/support/DSA_RAID_UG_en).


To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website (http://www.hp.com/support/CASAC_RG_en).


For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).


The server supports FBWC. FBWC consists of a cache module and a capacitor pack. The DDR cache module buffers and stores data being written by the controller. When the system is powered on, the capacitor pack fully charges in approximately 5 minutes. If a system power failure occurs, a fully charged capacitor pack provides power for up to 80 seconds. During that interval, the controller transfers the cached data from DDR memory to flash memory, where the data remains indefinitely or until a controller retrieves the data.

The data protection and the time limit also apply if a power outage occurs. When power is restored to the system, an initialization process writes the preserved data to the storage drives.


⚠ CAUTION: The cache module connector does not use the industry-standard DDR3 mini-DIMMs. Do not use the controller with cache modules designed for other controller models, because the controller can malfunction and you can lose data. Also, do not transfer this cache module to an unsupported controller model, because you can lose data.

 **CAUTION:** To prevent a server malfunction or damage to the equipment, do not add or remove the capacitor pack while an array capacity expansion, RAID level migration, or stripe size migration is in progress.

 **CAUTION:** After the server is powered down, wait for 30 seconds, and then check the amber LED before unplugging the cable from the cache module. If the amber LED flashes after 30 seconds, do not remove the cable from the cache module. The cache module is backing up data. Data will be lost if the cable is detached when the amber LED is still flashing.


 **IMPORTANT:** The capacitor pack might have a low charge when installed. If the pack does have low charge a POST error message appears when the server is powered up, indicating that the capacitor pack is temporarily disabled. No action is necessary. The internal circuitry automatically recharges the capacitors and enables the capacitor pack. This process might take up to 4 hours. During this time, the cache module functions properly but without the performance advantage of the capacitor pack.

Installing a storage controller

 **IMPORTANT:** For additional installation and configuration information, see the documentation that ships with the option.

To install the component:

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. Install the storage controller ("[Expansion board options](#)" on page 55).
6. Connect all necessary internal cables to the storage controller. For internal drive cabling information, see "[Storage cabling](#) (on page 60)."
7. If you intend to use an FBWC module and capacitor pack, install these options now ("[Installing the FBWC module and capacitor pack](#)" on page 47).
8. Open the front bezel (on page 16).
9. Install the drives ("[Drive options](#)" on page 43).

 **CAUTION:** To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

10. Close the front bezel.
11. Install the chassis cover (on page 19).
12. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
13. Connect all necessary external cables to the storage controller. For more information on these cabling requirements, see the documentation that ships with the option.
14. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

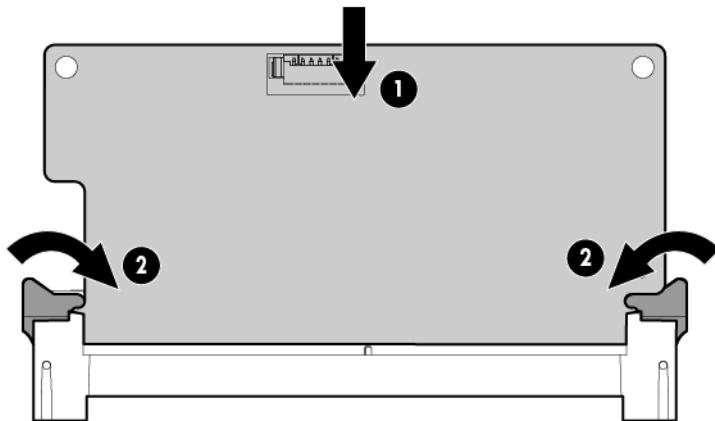
For more information about the controller and its features, see the *HP Smart Array Controllers for HP ProLiant Servers User Guide* on the HP website (http://www.hp.com/support/SAC_UG_ProLiantServers_en). To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website (http://www.hp.com/support/CASAC_RG_en).

Installing the FBWC module and capacitor pack

△ CAUTION: In systems that use external data storage, be sure that the server is the first unit to be powered down and the last to be powered back up. Taking this precaution ensures that the system does not erroneously mark the external drives as failed when the server is powered up.

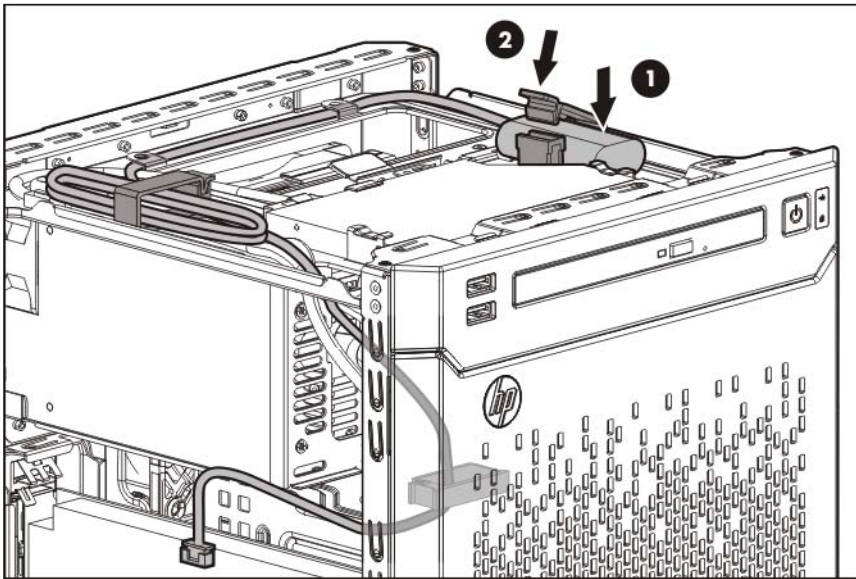
To install the component:

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. Install the storage controller ("Installing a storage controller" on page 46).
6. Install the cache module on the storage controller.

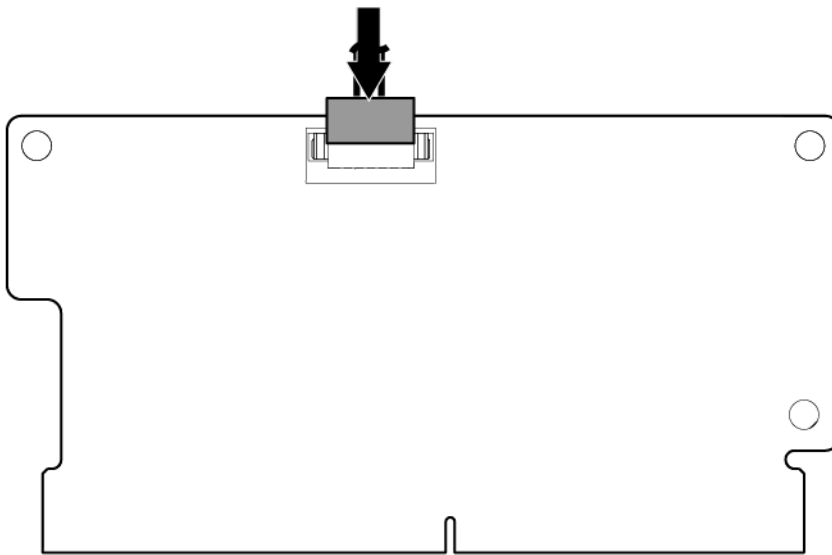


7. Install the capacitor pack:
 - a. Open the capacitor pack holder.
 - b. Position the capacitor pack between the two vertical tabs near the holder.
 - c. Close the capacitor pack holder.

- d. Route the capacitor pack cable through the internal left side chassis opening down to the system board.

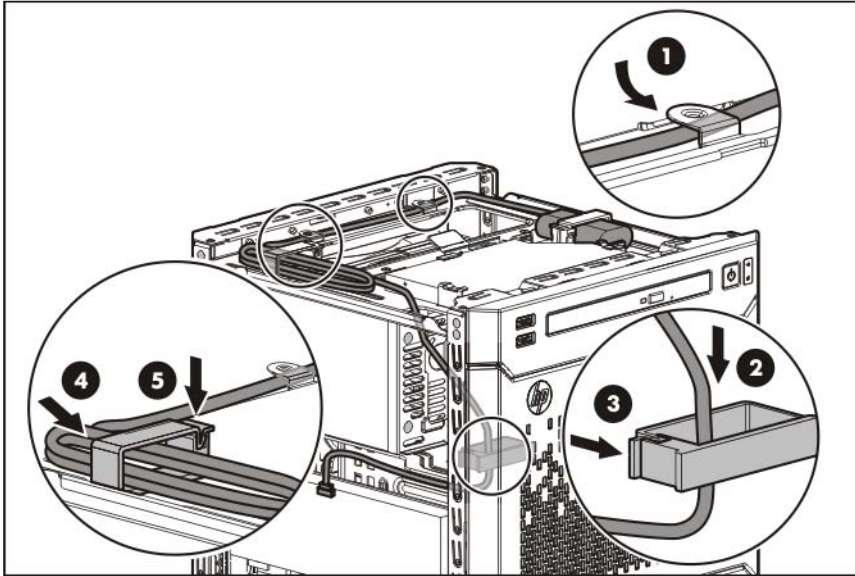


8. Connect the capacitor pack cable to the cache module.



9. Secure the capacitor pack cable in the designated cable management clips:
 - a. Secure the cable in the two rear side cable clips.
 - b. Secure the cable in the internal left side chassis cable clip.

- c. Secure the excess length of the cable in the top chassis cable clip.



10. Install the chassis cover (on page 19).
11. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
12. Press the Power On/Standby button.
The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

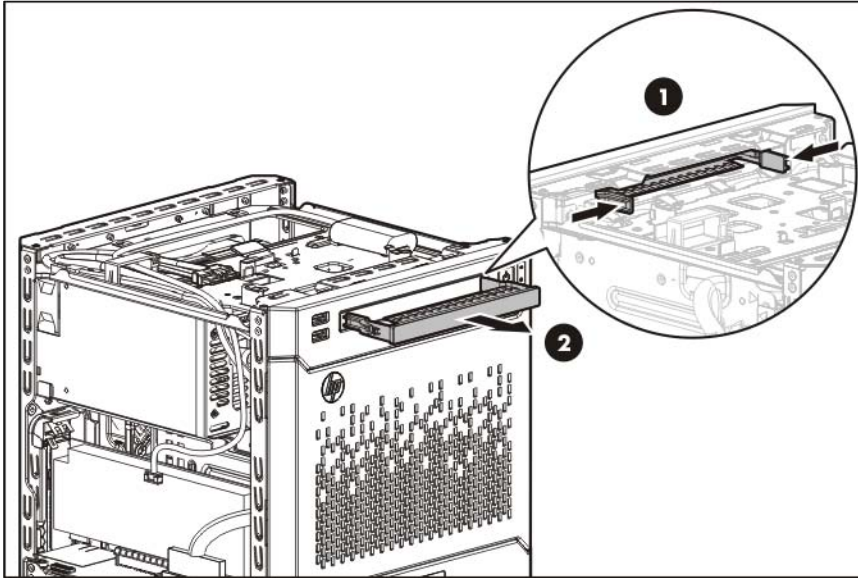
Optical drive option

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

To install the component:

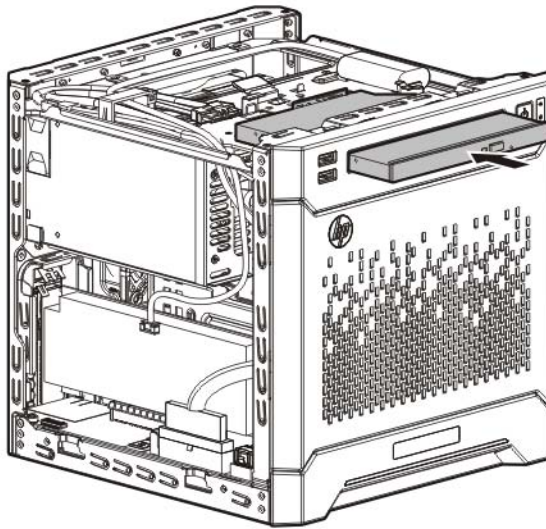
1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).

5. Press the optical drive blank release latches, and then pull the blank out of the drive bay.



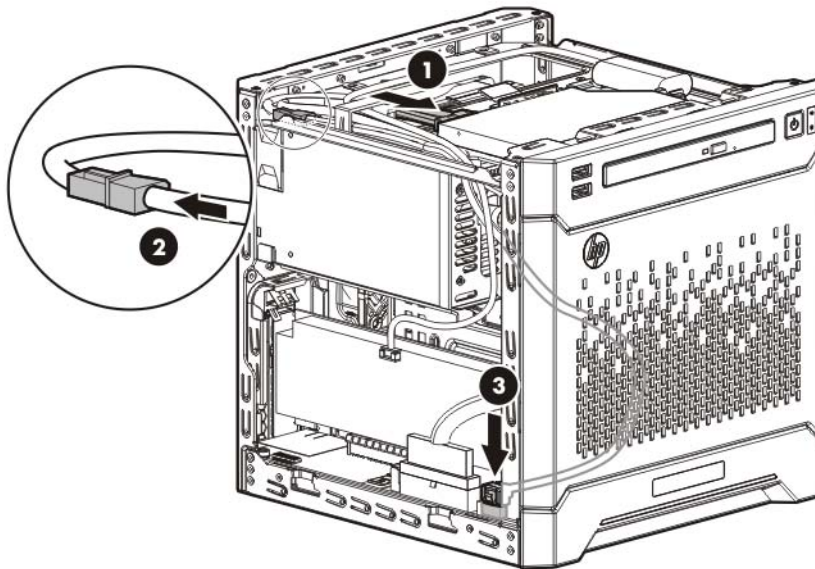
Retain the blank for future use.

6. Install the optical drive into the bay.

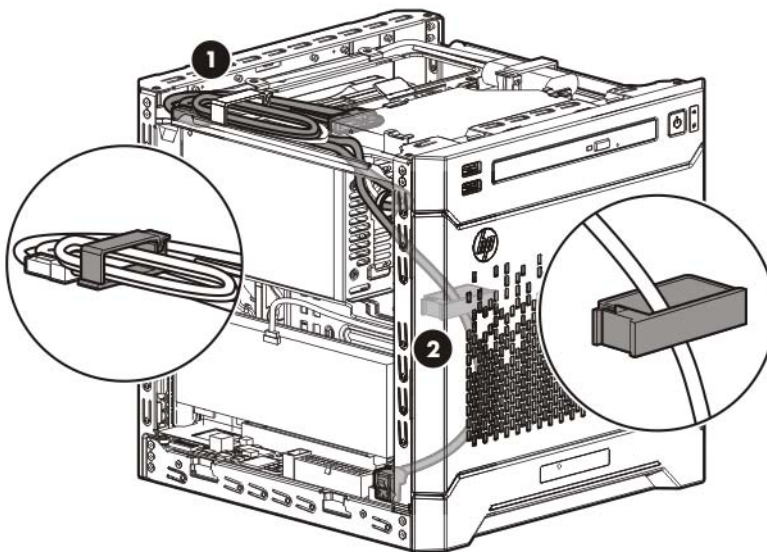


7. Connect the optical drive SATA Y-cable:
 - a. Connect the common end of the Y-cable to the optical drive.
 - b. Connect the power end of the Y-cable to the power supply cable labeled P3.
 - c. Route the data end of the Y-cable through the left side chassis opening down to the system board.
 - d. Connect the data end of the Y-cable to the system board SATA connector.

For cable routing information, see "Optical drive cabling (on page 62)."



8. Secure the optical drive SATA cable in the designated cable management clips:
 - a. Secure the excess cable in the top chassis cable clip.
 - b. Secure the cable in the internal left side chassis cable clip.



9. Install the chassis cover (on page 19).
10. Connect the power cord to the server ("Connecting the power cord" on page 28).
11. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

Memory options

The server memory subsystem supports UDIMMs only. UDIMMs represent the most basic type of memory module and offer lower latency and (relatively) low power consumption, but are limited in capacity.

The server supports dual-rank, PC3-10600E/PC3-12800E (DDR3 ECC) DIMMs operating at 1333 MHz or 1600 MHz speed.

Memory speed depends on the type of processor and the number of DIMMs installed in the server. Installed DIMMs can operate at either 1600 MT/s or 1333 MT/s. For more information, see the technical specification of the installed processor.

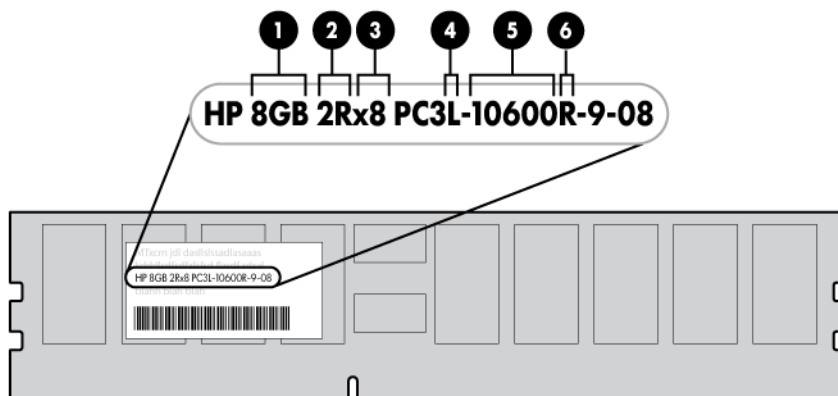
HP SmartMemory

HP SmartMemory, introduced for Gen8 servers, authenticates and unlocks certain features available only on HP Qualified memory and verifies whether installed memory has passed HP qualification and test processes. Qualified memory is performance-tuned for HP ProLiant and BladeSystem servers and provides future enhanced support through HP Active Health and manageability software.

Certain performance features are unique with HP SmartMemory. The industry supports UDIMM at 2 DIMMs per channel at 1066 MT/s. HP SmartMemory supports 2 DIMMs per channel at 1333 MT/s, or 25% greater bandwidth.

DIMM identification

To determine DIMM characteristics, use the label attached to the DIMM and the following illustration and table.



Item	Description	Definition
1	Size	—
2	Rank	1R = Single-rank 2R = Dual-rank 3R = Three-rank 4R = Quad-rank

Item	Description	Definition
3	Data width	x4 = 4-bit x8 = 8-bit
4	Voltage rating	L = Low voltage (1.35V) U = Ultra low voltage (1.25V) Blank or omitted = Standard
5	Memory speed	12800 = 1600-MT/s 10600 = 1333-MT/s 8500 = 1066-MT/s
6	DIMM type	R = RDIMM (registered) E = UDIMM (unbuffered with ECC) L = LRDIMM (load reduced)

For the latest supported memory information, see the QuickSpecs on the HP website (<http://h18000.www1.hp.com/products/quickspecs/ProductBulletin.html>). At the website, choose the geographic region, and then locate the product by name or product category.

Single-rank and dual-rank DIMMs

DIMM configuration requirements are based on these classifications:

- Single-rank DIMM—One set of memory chips that is accessed while writing to or reading from the memory.
- Dual-rank DIMM—Two single-rank DIMMs on the same module, with only one rank accessible at a time.

The server memory control subsystem selects the proper rank within the DIMM when writing to or reading from the DIMM.

Dual-rank DIMMs provide the greatest capacity with the existing memory technology. For example, if current DRAM technology supports 2-GB single-rank DIMMs, a dual-rank DIMM would be 4 GB.

Memory subsystem architecture

The memory subsystem in this server is divided into channels. The processor supports two channels, and each channel supports a DIMM slot.

Channel	Population order	Slot number
1	A	1
2	B	2

DIMM slots are identified by number and by letter. Letters identify the population order. Slot numbers are reported by ROM messages during boot and are used for error reporting. For the DIMM slot locations, see "DIMM slot locations (on page 11)."

ECC memory

The server supports the standard ECC memory correction mode. Standard ECC can correct single-bit memory errors and detect multibit memory errors. When multibit errors are detected, the error is signaled to the server and causes the server to halt.

General DIMM slot population guidelines

- The server supports a maximum of 16 GB memory using two 8 GB single-rank or dual-rank UDIMMs.
- The server supports up to 1600 MT/s ECC UDIMMs.
- LV DIMMs operate at 1.35 V instead of the 1.5 V for standard DDR3 DIMMs. LV DIMMs can be installed in this server, but the system does not recognize the reduced power consumption feature. It will be treated as a standard DDR3 DIMM.
- Memory speed depends on the type of processor and the number of DIMMs installed in the server. Installed DIMMs can operate at either 1600 MT/s or 1333 MT/s. For more information, see the technical specification of the installed processor.
- When installing DIMMs, populate the 1-A DIMM slot first and, then the 2-B slot.
- For DIMM spare replacement, install the DIMMs per slot number as instructed by the system software.
- Use only HP qualified DIMMs.
- The server does not support:
 - RDIMMs
 - Non-ECC UDIMMs
- The minimum DIMM requirement to make this server bootable is a DIMM in either DIMM slot.

For detailed memory configuration rules and guidelines, use the Online DDR3 Memory Configuration Tool on the HP website (<http://www.hp.com/go/ddr3memory-configurator>).

Installing a DIMM

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

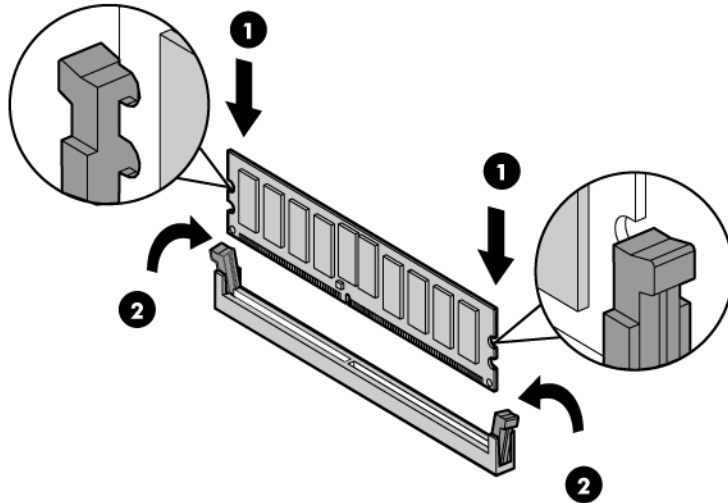
To install the component:

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. Open the DIMM slot latches.



CAUTION: The DIMM slots are structured to ensure proper installation. If you try to insert a DIMM but it does not fit easily into the slot, you may have positioned it incorrectly. Reverse the orientation of the DIMM and insert it again.

6. Align the notch on the bottom edge of the memory module with the keyed surface of the DIMM slot, and then fully press the memory module into the slot until the latches snap back into place.



7. Install the chassis cover (on page 19).
8. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).
9. Press the Power On/Standby button.
The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.
10. After installing the DIMMs, to configure memory protection mode, use RBSU ("[HP ROM-Based Setup Utility](#)" on page 71).

Expansion board options

The server has one low-profile PCIe2 x16 expansion slot for controller option installation.

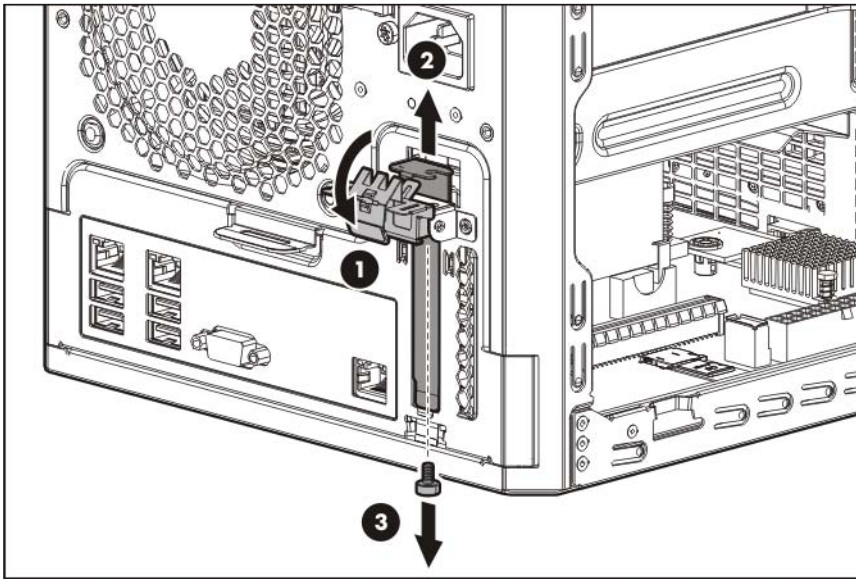
For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

CAUTION: To prevent improper cooling and thermal damage, do not operate the server unless all PCI slots have either an expansion slot cover or an expansion board installed.

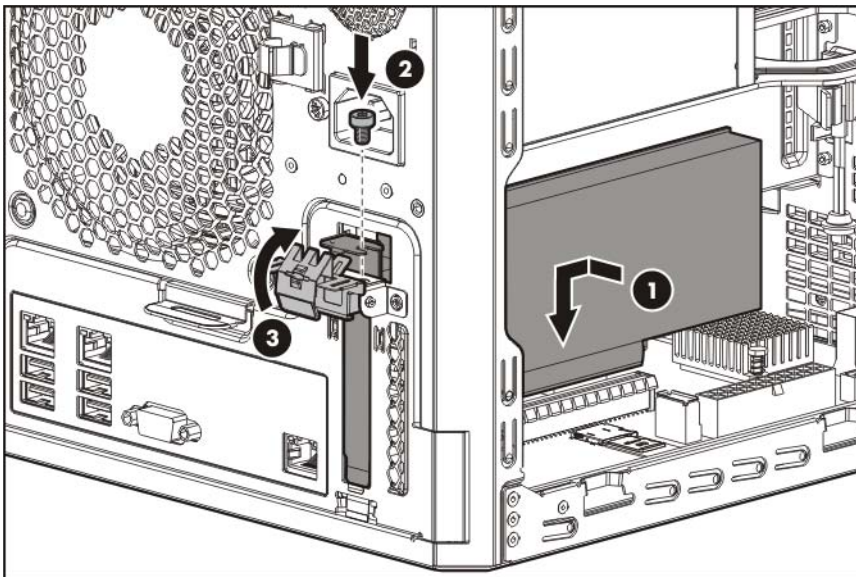
To install the component:

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. To open the expansion slot cover retainer latch, press it.
6. Remove the expansion slot cover.

7. For added board stability, remove the screw located underneath the slot cover retainer latch, and then use it to secure the expansion board.



8. Verify that any switches or jumpers on the expansion board are set properly. For more information, see the documentation that ships with the option.
9. Install the expansion board. Verify that the board is firmly seated in the slot.
10. For added board stability, use the screw removed in step 7 to secure the board.



11. Connect all necessary internal cabling to the expansion board. For more information on these cabling requirements, see the documentation that ships with the option.
12. Secure the expansion board internal cables in the internal left side cable clip.
13. Install the chassis cover (on page 19).
14. Connect all necessary external cabling to the expansion board. For more information on these cabling requirements, see the documentation that ships with the option.
15. Connect the power cord to the server ("[Connecting the power cord](#)" on page 28).

16. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

HP Trusted Platform Module option

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

Use these instructions to install and enable a TPM on a supported server. This procedure includes three sections:

1. Installing the Trusted Platform Module board (on page 57).
2. Retaining the recovery key/password (on page 59).
3. Enabling the Trusted Platform Module (on page 59).

Enabling the TPM requires accessing RBSU ("HP ROM-Based Setup Utility" on page 71). For more information about RBSU, see the HP website (<http://www.hp.com/go/ilomgmtengine/docs>).

TPM installation requires the use of drive encryption technology, such as the Microsoft Windows BitLocker Drive Encryption feature. For more information on BitLocker, see the Microsoft website (<http://www.microsoft.com>).



CAUTION: Always observe the guidelines in this document. Failure to follow these guidelines can cause hardware damage or halt data access.

When installing or replacing a TPM, observe the following guidelines:

- Do not remove an installed TPM. Once installed, the TPM becomes a permanent part of the system board.
- When installing or replacing hardware, HP service providers cannot enable the TPM or the encryption technology. For security reasons, only the customer can enable these features.
- When returning a system board for service replacement, do not remove the TPM from the system board. When requested, HP Service provides a TPM with the spare system board.
- Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.
- When using BitLocker, always retain the recovery key/password. The recovery key/password is required to enter Recovery Mode after BitLocker detects a possible compromise of system integrity.
- HP is not liable for blocked data access caused by improper TPM use. For operating instructions, see the encryption technology feature documentation provided by the operating system.

Installing the Trusted Platform Module board



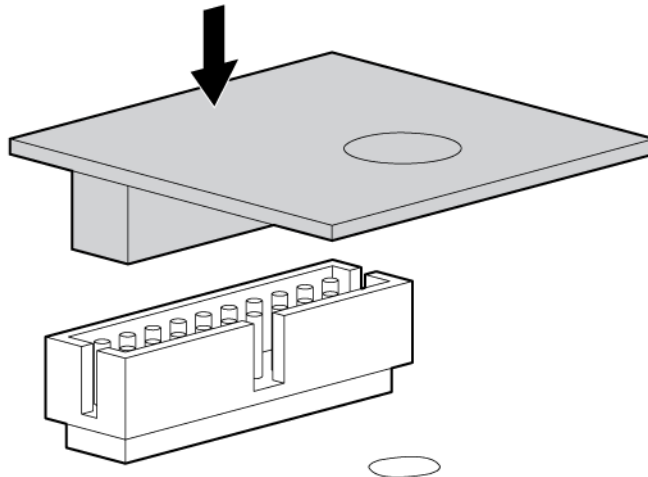
WARNING: To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.

⚠ WARNING: To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

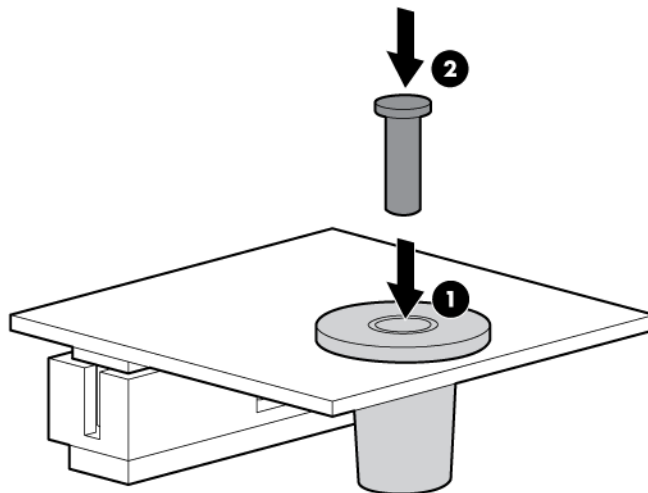
1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. Remove the system board assembly (on page 20).

⚠ CAUTION: Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.

6. Install the TPM board. Press down on the connector to seat the board ("[System board components](#)" on page 9).



7. Install the TPM security rivet by pressing the rivet firmly into the system board.



8. Install the system board assembly (on page 22).
9. Connect the power cord to the server ("Connecting the power cord" on page 28).
10. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

Retaining the recovery key/password


The recovery key/password is generated during BitLocker™ setup, and can be saved and printed after BitLocker™ is enabled. When using BitLocker™, always retain the recovery key/password. The recovery key/password is required to enter Recovery Mode after BitLocker™ detects a possible compromise of system integrity.

To help ensure maximum security, observe the following guidelines when retaining the recovery key/password:

- Always store the recovery key/password in multiple locations.
- Always store copies of the recovery key/password away from the server.
- Do not save the recovery key/password on the encrypted hard drive.

Enabling the Trusted Platform Module

Press the F10 key to access BIOS Setup. See the BIOS setup information for the specific procedure to enable the TPM on a ProLiant 100 Series server or a ProLiant MicroServer.

 **CAUTION:** When a TPM is installed and enabled on the server, data access is locked if you fail to follow the proper procedures for updating the system or option firmware, replacing the system board, replacing a hard drive, or modifying OS application TPM settings.

For more information on firmware updates and hardware procedures, see the *HP Trusted Platform Module Best Practices White Paper* on the HP website (<http://www.hp.com/support>).

For more information on adjusting TPM usage in BitLocker™, see the Microsoft website (<http://technet.microsoft.com/en-us/library/cc732774.aspx>).

Cabling

Cabling overview

This section provides guidelines that help you make informed decisions about cabling the server and hardware options to optimize performance.

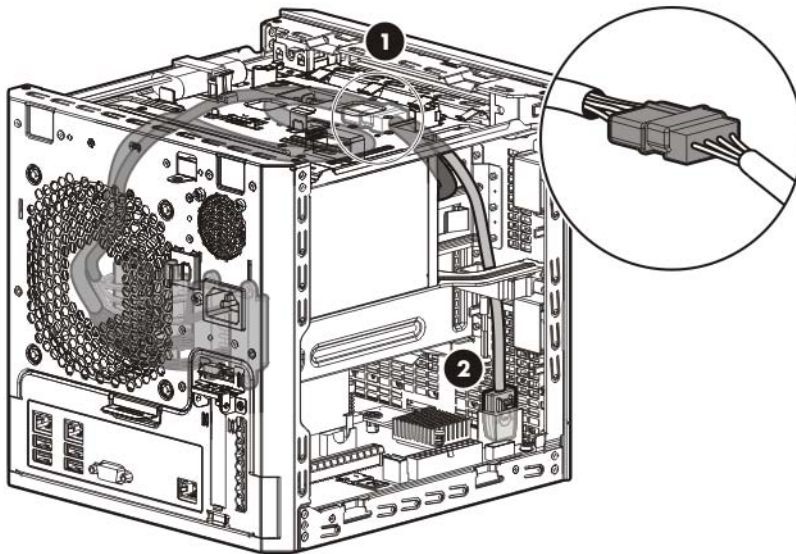
For information on cabling peripheral components, refer to the white paper on high-density deployment at the HP website (<http://www.hp.com/products/servers/platforms>).

CAUTION: When routing cables, always be sure that the cables are not in a position where they can be pinched or crimped.

Storage cabling

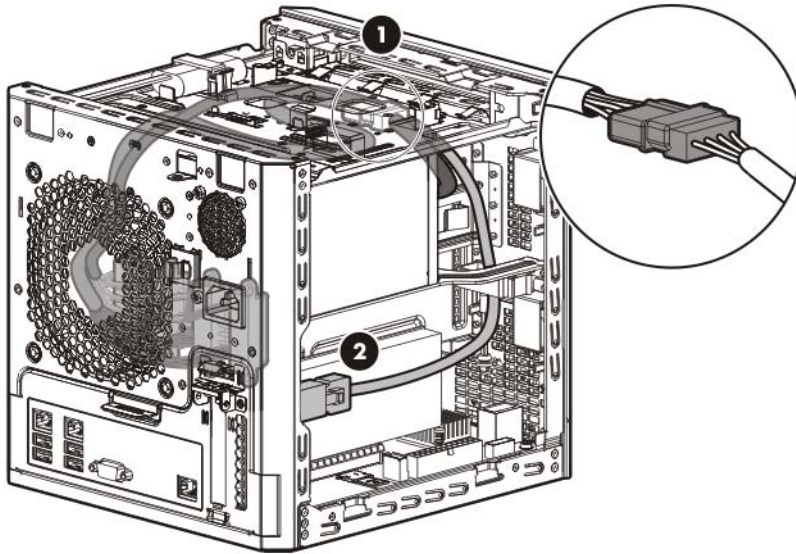
Four bay LFF non-hot-plug drive cage cabling

- Mini-SAS cable connected to the system board



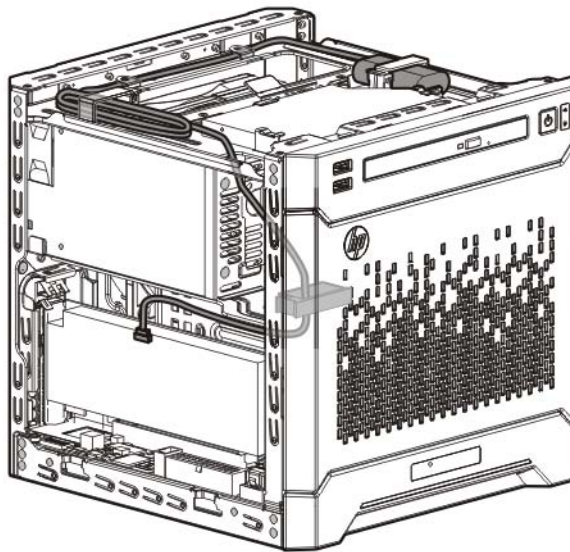
Item	Description
1	4-pin power cable (connected to the PSU P2 cable)
2	Mini-SAS cable

- Mini-SAS cable connected to controller board

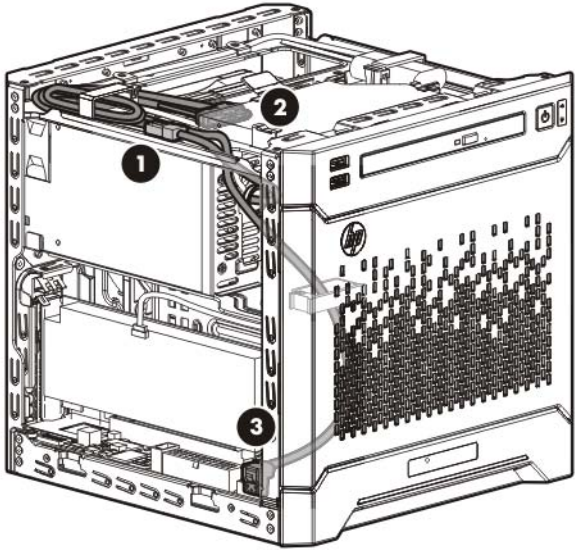


Item	Description
1	4-pin power cable (connected to the PSU P2 cable)
2	Mini-SAS cable

Capacitor pack cabling

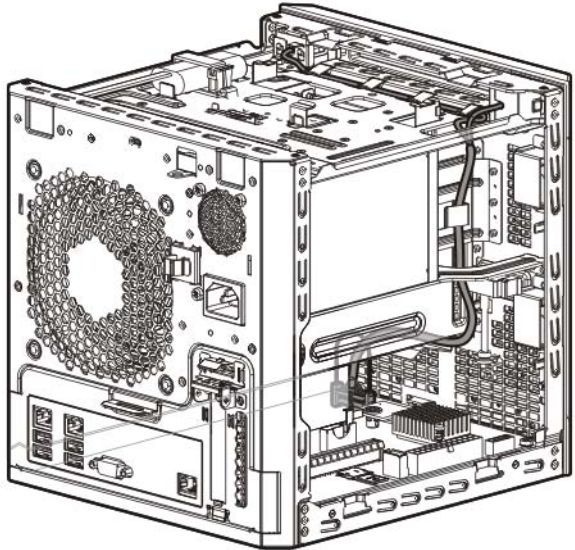


Optical drive cabling

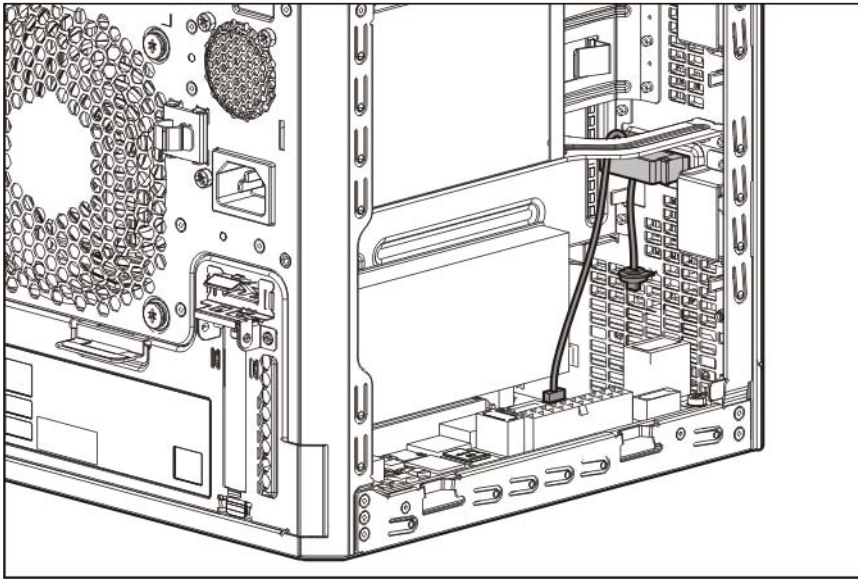


Item	Description
1	4-pin power connector (connected to the PSU P3 cable) of the optical drive SATA Y-cable
2	Common end of the optical drive SATA Y-cable
3	SATA connector of the optical drive SATA Y-cable

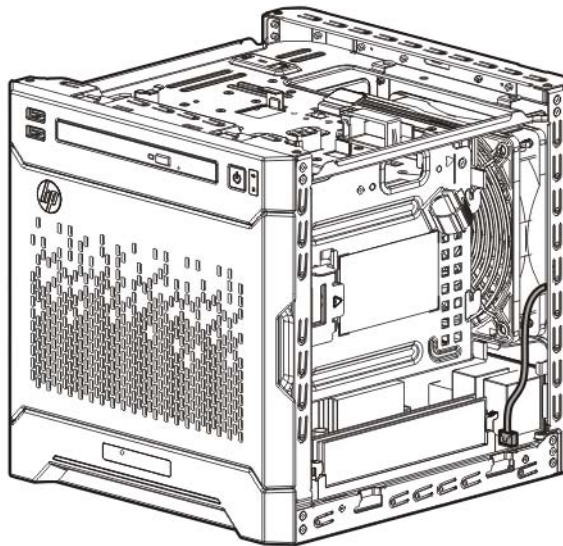
Front I/O assembly cabling



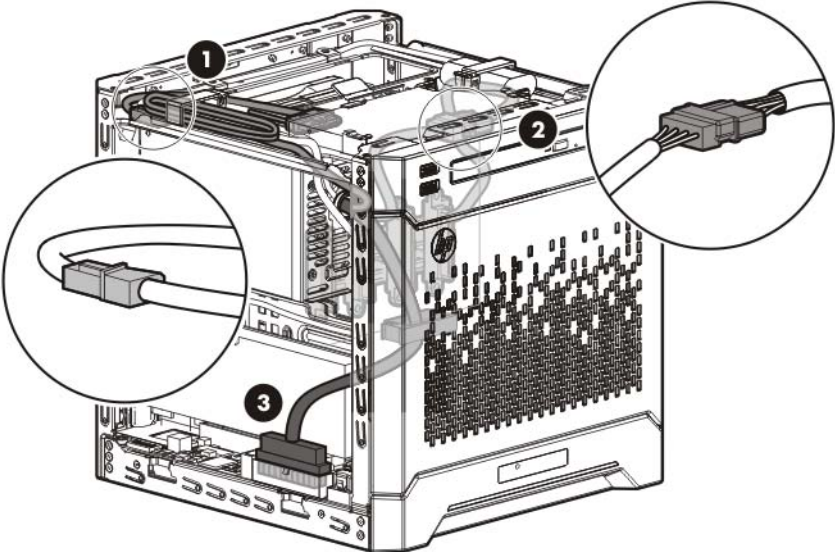
Ambient temperature sensor cabling



System fan cabling



Power supply cabling



Item	PSU cable marker	Description
1	P3	4-pin optical drive power cable
2	P2	4-pin drive power cable
3	P1	24-pin system board power cable

Software and configuration utilities

Server mode

The software and configuration utilities presented in this section operate in online mode, offline mode, or in both modes.

Software or configuration utility	Server mode
HP iLO (on page 65)	Online and Offline
Active Health System (on page 66)	Online and Offline
Integrated Management Log (on page 67)	Online and Offline
Intelligent Provisioning (on page 67)	Offline
HP Insight Diagnostics (on page 68)	Online and Offline
HP Insight Remote Support software (on page 69)	Online
HP Insight Online (on page 69)	Online
Erase Utility (on page 68)	Offline
Scripting Toolkit (on page 69)	Online
HP Service Pack for ProLiant (on page 70)	Online and Offline
HP Smart Update Manager (on page 70)	Online and Offline
HP ROM-Based Setup Utility (on page 71)	Offline
Array Configuration Utility (on page 73)	Online and Offline
Option ROM Configuration for Arrays (on page 74)	Offline
ROMPaq utility (on page 74)	Offline

HP product QuickSpecs

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

HP iLO Management Engine

The HP iLO Management Engine is a set of embedded management features supporting the complete lifecycle of the server, from initial deployment through ongoing management.

HP iLO

The iLO 4 subsystem is a standard component of selected HP ProLiant servers that simplifies initial server setup, server health monitoring, power and thermal optimization, and remote server administration. The iLO 4 subsystem includes an intelligent microprocessor, secure memory, and a dedicated network interface. This design makes iLO 4 independent of the host server and its operating system.

iLO 4 enables and manages the Active Health System (on page 66) and also features Agentless Management. All key internal subsystems are monitored by iLO 4. SNMP alerts are sent directly by iLO 4 regardless of the host operating system or even if no host operating system is installed.

HP Insight Remote Support software (on page 69) is also available in HP iLO with no operating system software, drivers, or agents.

Using iLO 4, you can do the following:

- Access a high-performance and secure Remote Console to the server from anywhere in the world.
- Use the shared iLO 4 Remote Console to collaborate with up to six server administrators.
- Remotely mount high-performance Virtual Media devices to the server.
- Securely and remotely control the power state of the managed server.
- Have true Agentless Management with SNMP alerts from iLO 4 regardless of the state of the host server.
- Access Active Health System troubleshooting features through the iLO 4 interface.
- Subscribe to HP Insight Remote Support software without installing any drivers or agents.

For more information about iLO 4 features (which may require an iLO Advanced Pack or iLO Advanced for BladeSystem license), see the iLO 4 documentation on the Documentation CD or on the HP website (<http://www.hp.com/go/ilo/docs>).

Active Health System

HP Active Health System provides the following features:

- Combined diagnostics tools/scanners
- Always on, continuous monitoring for increased stability and shorter downtimes
- Rich configuration history
- Health and service alerts
- Easy export and upload to Service and Support

The HP Active Health System monitors and records changes in the server hardware and system configuration. The Active Health System assists in diagnosing problems and delivering rapid resolution when server failures occur.

The Active Health System collects the following types of data:

- Server model
- Serial number
- Processor model and speed
- Storage capacity and speed
- Memory capacity and speed
- Firmware/BIOS

HP Active Health System does not collect information about Active Health System users' operations, finances, customers, employees, partners, or data center, such as IP addresses, host names, user names, and passwords. HP Active Health System does not parse or change operating system data from third-party error event log activities, such as content created or passed through by the operating system.

The data that is collected is managed according to the HP Data Privacy policy. For more information see the HP website (<http://www.hp.com/go/privacy>).

The Active Health System log, in conjunction with the system monitoring provided by Agentless Management or SNMP Pass-thru, provides continuous monitoring of hardware and configuration changes, system status, and service alerts for various server components.

The Agentless Management Service is available in the SPP, which is a disk image (.iso) that you can download from the HP website (<http://www.hp.com/go/spp/download>). The Active Health System log can be downloaded manually from iLO 4 or HP Intelligent Provisioning and sent to HP. For more information, see the *HP iLO User Guide* or *HP Intelligent Provisioning User Guide* on the HP website (<http://www.hp.com/go/ilo/docs>).

Integrated Management Log

The IML records hundreds of events and stores them in an easy-to-view form. The IML timestamps each event with 1-minute granularity.

You can view recorded events in the IML in several ways, including the following:

- From within HP SIM
- From within operating system-specific IML viewers
 - For Windows: IML Viewer
 - For Linux: IML Viewer Application
- From within the iLO 4 user interface
- From within HP Insight Diagnostics (on page 68)

Intelligent Provisioning

Several packaging changes have taken place with HP ProLiant Gen8 servers: SmartStart CDs and the Smart Update Firmware DVD will no longer ship with these new servers. Instead, the deployment capability is embedded in the server as part of HP iLO Management Engine's Intelligent Provisioning.

Intelligent Provisioning is an essential single-server deployment tool embedded in HP ProLiant Gen8 servers that simplifies HP ProLiant server setup, providing a reliable and consistent way to deploy HP ProLiant server configurations.

- Intelligent Provisioning assists with the OS installation process by preparing the system for installing "off-the-shelf" versions of leading operating system software and automatically integrating optimized HP ProLiant server support software from SPP. SPP is the installation package for operating system-specific bundles of HP ProLiant optimized drivers, utilities, management agents, and system firmware.
- Intelligent Provisioning provides maintenance-related tasks through Perform Maintenance features.
- Intelligent Provisioning provides installation help for Microsoft Windows, Red Hat and SUSE Linux, and VMware. For specific OS support, see the *HP Intelligent Provisioning Release Notes* on the HP website (<http://www.hp.com/go/intelligentprovisioning/docs>).

For more information about Intelligent Provisioning software, see the HP website (<http://www.hp.com/go/intelligentprovisioning>). For more information about Intelligent Provisioning drivers, firmware, and SPP, see the HP website (<http://www.hp.com/go/spp/download>).

HP Insight Diagnostics

HP Insight Diagnostics is a proactive server management tool, available in both offline and online versions, that provides diagnostics and troubleshooting capabilities to assist IT administrators who verify server installations, troubleshoot problems, and perform repair validation.

HP Insight Diagnostics Offline Edition performs various in-depth system and component testing while the OS is not running. To run this utility, boot the server using Intelligent Provisioning (on page 67).

HP Insight Diagnostics Online Edition is a web-based application that captures system configuration and other related data needed for effective server management. Available in Microsoft Windows and Linux versions, the utility helps to ensure proper system operation.

For more information or to download the utility, see the HP website (<http://www.hp.com/servers/diags>). HP Insight Diagnostics Online Edition is also available in the SPP. For more information, see the HP website (<http://www.hp.com/go/spp/download>).

HP Insight Diagnostics survey functionality

HP Insight Diagnostics (on page 68) provides survey functionality that gathers critical hardware and software information on ProLiant servers.

This functionality supports operating systems that are supported by the server. For operating systems supported by the server, see the HP website (<http://www.hp.com/go/supportos>).

If a significant change occurs between data-gathering intervals, the survey function marks the previous information and overwrites the survey data files to reflect the latest changes in the configuration.

Survey functionality is installed with every Intelligent Provisioning-assisted HP Insight Diagnostics installation, or it can be installed through the SPP ("HP Service Pack for ProLiant" on page 70).

Erase Utility



CAUTION: Perform a backup before running the System Erase Utility. The utility sets the system to its original factory state, deletes the current hardware configuration information, including array setup and disk partitioning, and erases all connected hard drives completely. Refer to the instructions for using this utility.

Use the Erase Utility to erase hard drives and Active Health System logs, and to reset RBSU settings. Run the Erase Utility if you must erase the system for the following reasons:

- You want to install a new operating system on a server with an existing operating system.
- You encounter an error when completing the steps of a factory-installed operating system installation.

To access the Erase Utility, click the Perform Maintenance icon from the Intelligent Provisioning home screen, and then select **Erase**.

Run the Erase utility to:

- **Do not erase** — does not erase hard drive operations.
- **Reset** — erases the master boot record for the hard drives so they are no longer bootable.
- **Secure erase** — performs an overwrite pattern erase so no data is recoverable.

After selecting the appropriate option, click **Erase Selected**. A Confirm Erase window is displayed, prompting you to confirm or cancel the Erase.

HP Insight Remote Support software

HP strongly recommends that you install HP Insight Remote Support software to complete the installation or upgrade of your product and to enable enhanced delivery of your HP Warranty, HP Care Pack Service, or HP contractual support agreement. HP Insight Remote Support supplements your monitoring continuously to ensure maximum system availability by providing intelligent event diagnosis, and automatic, secure submission of hardware event notifications to HP, which will initiate a fast and accurate resolution, based on your product's service level. Notifications may be sent to your authorized HP Channel Partner for onsite service, if configured and available in your country.

The HP Insight Remote Support software extends the HP enterprise remote support portfolio for customers with small and medium size IT environments. The software is available in two variants:

- **HP Insight Remote Support 7.x software** is optimized to support up to 500 managed systems and can be installed on a Windows ProLiant hosting device or a Windows ESXi Virtual Machine. It can be integrated easily to work with a supported version of HP Systems Insight Manager. HP Insight Remote Support 7.x provides anytime, anywhere personalized access to your IT environment through HP Insight Online, and is also the recommended version for HP Proactive Care Service.
- **HP Insight Remote Support Advanced** supports medium-sized to large environments with up to 3,500 devices. It can be installed on a Windows ProLiant hosting device or a Windows ESXi Virtual Machine and requires HP Systems Insight Manager. Optionally, customers using HP Operations Manager or SAP Solution Manager to manage their environment can integrate these platforms easily to create a single view. This software is also optimized to deliver Mission Critical Services through additional features.

For more information about the Insight Remote Support Advanced software, see the HP website (<http://www.hp.com/go/insightremotesupport>).

The *HP Insight Remote Support Release Notes* detail the prerequisites, supported hardware, and associated operating systems. The release notes are available on the HP website (<http://www.hp.com/go/insightremotesupport/docs>). HP Insight Remote Support is included as part of HP Warranty, HP Care Pack Service, or HP contractual support agreement.

HP Insight Online

HP Insight Online is a new capability of the HP Support Center portal. Combined with HP Insight Remote Support 7.x, it automatically aggregates device health, asset, and support information from iLO Management Engine with contract and warranty information, and then secures it in a single, personalized dashboard that is viewable from anywhere at any time. The dashboard organizes your IT and service data to help you understand and respond to that information more quickly. With specific authorization from you, an authorized HP Channel Partner can also view your IT environment remotely at HP Insight Online.

- For more information about using HP Insight Online, see the *HP Insight Online Getting Started Guide* on the HP website (<http://www.hp.com/go/proliantgen8/docs>).
- To install HP Insight Remote Support and enable HP Insight Online, see the *HP Insight Online Integrated Solution and Management Setup Guide* on the HP website (<http://www.hp.com/go/proliantgen8/docs>).

Scripting Toolkit

The Scripting Toolkit is a server deployment product that enables you to build an unattended automated installation for high-volume server deployments. The Scripting Toolkit is designed to support ProLiant BL, ML,

DL, and SL servers. The toolkit includes a modular set of utilities and important documentation that describes how to apply these tools to build an automated server deployment process.

The Scripting Toolkit provides a flexible way to create standard server configuration scripts. These scripts are used to automate many of the manual steps in the server configuration process. This automated server configuration process cuts time from each deployment, making it possible to scale rapid, high-volume server deployments.

For more information, and to download the Scripting Toolkit, see the HP website (<http://www.hp.com/go/ProLiantSTK>).

HP Service Pack for ProLiant

SPP is a release set that contains a comprehensive collection of firmware and system software components, all tested together as a single solution stack for HP ProLiant servers, their options, BladeSystem enclosures, and limited HP external storage.

SPP has several key features for updating HP ProLiant servers. Using HP SUM as the deployment tool, SPP can be used in an online mode on a Windows or Linux hosted operating system, or in an offline mode where the server is booted to the ISO so that the server can be updated automatically with no user interaction or updated in interactive mode.

For more information or to download SPP, see the HP website (<http://www.hp.com/go/spp>).

HP Smart Update Manager

HP SUM is included in many HP products for installing and updating firmware and software on HP ProLiant servers. HP SUM provides a GUI and a command-line scriptable interface for deployment of firmware and software for single or one-to-many HP ProLiant servers and network-based targets, such as iLOs, OAs, and VC Ethernet and Fibre Channel modules.

Key features of HP SUM include:

- Dependency checking, which ensures appropriate installation order and dependency checking between components
- Intelligent deployment of only required updates
- Simultaneous firmware and software deployment for multiple remote targets in both GUI and CLI modes
- Improved deployment performance
- Local online deployment of HP ProLiant servers and enclosures
- Remote (one-to-many) online deployment of HP ProLiant servers and enclosures
- Local offline firmware deployments with HP Support Pack for ProLiant deliverables
- Remote offline deployment when used with the Scripting Toolkit (HP ProLiant Gen8 and later), iLO Virtual Media, or PXE booted media
- GUI or CLI scripts with extensive logging
- Remote command-line deployment
- Support for updating firmware on network-based targets such as the OA, iLO through the Network Management Port, VC Ethernet and Fibre Channel modules, and 3Gb/6Gb SAS BL Switch interconnects on HP ProLiant servers

For more information about HP SUM and to access the *HP Smart Update Manager User Guide*, see the HP website (<http://www.hp.com/go/hpsum/documentation>).

HP ROM-Based Setup Utility

RBSU is a configuration utility embedded in HP ProLiant servers that performs a wide range of configuration activities that can include the following:

- Configuring system devices and installed options
- Enabling and disabling system features
- Displaying system information
- Selecting the primary boot controller
- Configuring memory options
- Language selection

For more information on RBSU, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/rbsu>).

Using RBSU

To use RBSU, use the following keys:

- To access RBSU, press the **F9** key during power-up when prompted.
- To navigate the menu system, use the arrow keys.
- To make selections, press the **Enter** key.
- To access Help for a highlighted configuration option, press the **F1** key.



IMPORTANT: RBSU automatically saves settings when you press the **Enter** key. The utility does not prompt you for confirmation of settings before you exit the utility. To change a selected setting, you must select a different setting and press the **Enter** key.

Default configuration settings are applied to the server at one of the following times:

- Upon the first system power-up
- After defaults have been restored

Default configuration settings are sufficient for proper typical server operation, but configuration settings can be modified using RBSU. The system will prompt you for access to RBSU with each power-up.

Auto-configuration process

The auto-configuration process automatically runs when you boot the server for the first time. During the power-up sequence, the system ROM automatically configures the entire system without needing any intervention. During this process, the ORCA utility, in most cases, automatically configures the array to a default setting based on the number of drives connected to the server.

NOTE: If the boot drive is not empty or has been written to in the past, ORCA does not automatically configure the array. You must run ORCA to configure the array settings.

NOTE: The server may not support all the following examples.

Drives installed	Drives used	RAID level
1	1	RAID 0
2	2	RAID 1
3, 4, 5, or 6	3, 4, 5, or 6	RAID 5
More than 6	0	None

To change any ORCA default settings and override the auto-configuration process, press the **F8** key when prompted.

For more information on RBSU, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/rbsu>).

Boot options

Near the end of the boot process, the boot options screen is displayed. This screen is visible for several seconds before the system attempts to boot from a supported boot device. During this time, you can do the following:

- Access RBSU by pressing the **F9** key.
- Access Intelligent Provisioning Maintenance Menu by pressing the **F10** key.
- Access the boot menu by pressing the **F11** key.
- Force a PXE Network boot by pressing the **F12** key.

Re-entering the server serial number and product ID

After you replace the system board, you must re-enter the server serial number and the product ID.

1. During the server startup sequence, press the **F9** key to access RBSU.
2. Select the **Advanced Options** menu.
3. Select **Service Options**.
4. Select **Serial Number**. The following warning appears:
Warning: The serial number should ONLY be modified by qualified service personnel. This value should always match the serial number located on the chassis.
5. Press the **Enter** key to clear the warning.
6. Enter the serial number and press the **Enter** key.
7. Select **Product ID**. The following warning appears:
Warning: The Product ID should ONLY be modified by qualified service personnel. This value should always match the Product ID located on the chassis.
8. Enter the product ID and press the **Enter** key.
9. Press the **Esc** key to close the menu.
10. Press the **Esc** key to exit RBSU.
11. Press the **F10** key to confirm exiting RBSU. The server automatically reboots.

Utilities and features

Array Configuration Utility

ACU is a utility with the following features:

- Runs as a local application or remote service accessed through the HP System Management Homepage
- Supports online array capacity expansion, logical drive extension, assignment of online spares, and RAID or stripe size migration
- Suggests the optimum configuration for an unconfigured system
- For supported controllers, provides access to licensed features, including:
 - Moving and deleting individual logical volumes
 - Advanced Capacity Expansion (SATA to SAS and SAS to SATA)
 - Offline Split Mirror
 - RAID 6 and RAID 60
 - RAID 1 (ADM) and RAID 10 (ADM)
 - HP Drive Erase
 - Video-On-Demand Advanced Controller Settings
- Provides different operating modes, enabling faster configuration or greater control over the configuration options
- Remains available any time that the server is on
- Displays on-screen tips for individual steps of a configuration procedure
- Provides context-sensitive searchable help content
- Provides diagnostic and SmartSSD Wear Gauge functionality on the Diagnostics tab

ACU is now available as an embedded utility, starting with HP ProLiant Gen8 servers. To access ACU, use one of the following methods:

- If an optional controller is not installed, press **F10** during boot.
- If an optional controller is installed, when the system recognizes the controller during POST, press **F5**.

For optimum performance, the minimum display settings are 1024 × 768 resolution and 16-bit color. Servers running Microsoft® operating systems require one of the following supported browsers:

- Internet Explorer 6.0 or later
- Mozilla Firefox 2.0 or later

For Linux servers, see the README.TXT file for additional browser and support information.

For more information about the controller and its features, see the *HP Smart Array Controllers for HP ProLiant Servers User Guide* on the HP website (http://www.hp.com/support/SAC_UG_ProLiantServers_en). To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website (http://www.hp.com/support/CASAC_RG_en).

Option ROM Configuration for Arrays

Before installing an operating system, you can use the ORCA utility to create the first logical drive, assign RAID levels, and establish online spare configurations.

The utility also provides support for the following functions:

- Reconfiguring one or more logical drives
- Viewing the current logical drive configuration
- Deleting a logical drive configuration
- Setting the controller to be the boot controller
- Selecting the boot volume

If you do not use the utility, ORCA will default to the standard configuration.

For more information regarding the default configurations that ORCA uses, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/rbsu>).

For more information about the controller and its features, see the *HP Smart Array Controllers for HP ProLiant Servers User Guide* on the HP website (http://www.hp.com/support/SAC_UG_ProLiantServers_en). To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website (http://www.hp.com/support/CASAC_RG_en).

ROMPaq utility

The ROMPaq utility enables you to upgrade the system firmware (BIOS). To upgrade the firmware, insert a ROMPaq USB Key into an available USB port and boot the system. In addition to ROMPaq, Online Flash Components for Windows and Linux operating systems are available for updating the system firmware.

The ROMPaq utility checks the system and provides a choice (if more than one exists) of available firmware revisions.

For more information, go to the HP website (<http://www.hp.com/go/hpsc>) and click on **Drivers, Software & Firmware**. Then, enter your product name in the **Find an HP product** field and click **Go**.

Automatic Server Recovery

ASR is a feature that causes the system to restart when a catastrophic operating system error occurs, such as a blue screen, ABEND (does not apply to HP ProLiant DL980 Servers), or panic. A system fail-safe timer, the ASR timer, starts when the System Management driver, also known as the Health Driver, is loaded. When the operating system is functioning properly, the system periodically resets the timer. However, when the operating system fails, the timer expires and restarts the server.

ASR increases server availability by restarting the server within a specified time after a system hang. At the same time, the HP SIM console notifies you by sending a message to a designated pager number that ASR has restarted the system. You can disable ASR from the System Management Homepage or through RBSU.

USB support

HP provides standard USB 2.0 support, standard USB 3.0 support, and legacy USB support. Standard support is provided by the OS through the appropriate USB device drivers.

Before the OS loads, HP provides support for USB 2.0 devices through legacy USB support, which is enabled by default in the system ROM. USB 3.0 ports are not functional before the OS loads. The native OS provides USB 3.0 support through appropriate xHCI drivers.

Legacy USB support provides USB functionality in environments where USB support is not available normally. Specifically, HP provides legacy USB functionality for the following:

- POST
- RBSU
- Diagnostics
- DOS
- Operating environments which do not provide native USB support

Redundant ROM support

The server enables you to upgrade or configure the ROM safely with redundant ROM support. The server has a single ROM that acts as two separate ROM images. In the standard implementation, one side of the ROM contains the current ROM program version, while the other side of the ROM contains a backup version.

NOTE: The server ships with the same version programmed on each side of the ROM.

Safety and security benefits

When you flash the system ROM, ROMPaq writes over the backup ROM and saves the current ROM as a backup, enabling you to switch easily to the alternate ROM version if the new ROM becomes corrupted for any reason. This feature protects the existing ROM version, even if you experience a power failure while flashing the ROM.

Keeping the system current

Drivers



IMPORTANT: Always perform a backup before installing or updating device drivers.

The server includes new hardware that may not have driver support on all OS installation media.

If you are installing an Intelligent Provisioning-supported OS, use Intelligent Provisioning (on page 67) and its Configure and Install feature to install the OS and latest supported drivers.

If you do not use Intelligent Provisioning to install an OS, drivers for some of the new hardware are required. These drivers, as well as other option drivers, ROM images, and value-add software can be downloaded as part of an SPP.

If you are installing drivers from SPP, be sure that you are using the latest SPP version that your server supports. To verify that your server is using the latest supported version and for more information about SPP, see the HP website (<http://www.hp.com/go/spp/download>).

To locate the drivers for a particular server, go to the HP website (<http://www.hp.com/go/hpsc>) and click on **Drivers, Software & Firmware**. Then, enter your product name in the **Find an HP product** field and click **Go**.

Software and firmware

Software and firmware should be updated before using the server for the first time, unless any installed software or components require an older version. For system software and firmware updates, download the SPP ("HP Service Pack for ProLiant" on page 70) from the HP website (<http://www.hp.com/go/spp>).

Version control

The VCRM and VCA are web-enabled Insight Management Agents tools that HP SIM uses to schedule software update tasks to the entire enterprise.

- VCRM manages the repository for SPP. Administrators can view the SPP contents or configure VCRM to automatically update the repository with internet downloads of the latest software and firmware from HP.
- VCA compares installed software versions on the node with updates available in the VCRM managed repository. Administrators configure VCA to point to a repository managed by VCRM.

For more information about version control tools, see the *HP Systems Insight Manager User Guide*, the *HP Version Control Agent User Guide*, and the *HP Version Control Repository User Guide* on the HP website (<http://www.hp.com/go/hpsim>).

HP operating systems and virtualization software support for ProLiant servers

For information about specific versions of a supported operating system, see the HP website (<http://www.hp.com/go/ossupport>).

HP Technology Service Portfolio

HP Technology Services offers a targeted set of consultancy, deployment, and service solutions to meet the support needs of most business and IT environments.

Foundation Care services—Delivers scalable hardware and software support packages for HP ProLiant server and industry-standard software. You can choose the type and level of service that is most suitable for your business needs.

HP Collaborative Support—With a single call, HP addresses initial hardware and software support needs and helps to quickly identify if a problem is related to hardware or software. If the problem is related to hardware, HP resolves the problem according to service level commitments. If the reported incident is related to an HP software product or a supported third-party software product and cannot be resolved by applying known fixes, HP contacts the third-party vendor and creates a problem incident on your behalf.

HP Proactive Care—For customers running business critical environments where downtime is not an option, HP Proactive Care helps to deliver high levels of availability. Key to these service options is the delivery of proactive service management tools to help you avoid the causes of downtime. If a problem arises, then HP offers advanced technical response from critical system support specialists for problem identification and resolution.

HP Support Center—For all service options, the HP Support Center delivers the information, tools, and experts required to support HP business products.

HP Insight Remote Support—Provides 24x7 secure remote monitoring, diagnosis, and problem resolution.

For more information, see one of the following websites:

- HP ProLiant Server Services website (<http://www.hp.com/services/proliant>)
- HP BladeSystem Services website (<http://www.hp.com/services/bladesystem>)

Change control and proactive notification

HP offers Change Control and Proactive Notification to notify customers 30 to 60 days in advance of upcoming hardware and software changes on HP commercial products.

For more information, refer to the HP website (<http://www.hp.com/go/pcn>).

Troubleshooting

Troubleshooting resources

The *HP ProLiant Gen8 Troubleshooting Guide, Volume I: Troubleshooting* provides procedures for resolving common problems and comprehensive courses of action for fault isolation and identification, issue resolution, and software maintenance on ProLiant servers and server blades. To view the guide, select a language:

- English (http://www.hp.com/support/ProLiant_TSG_v1_en)
- French (http://www.hp.com/support/ProLiant_TSG_v1_fr)
- Spanish (http://www.hp.com/support/ProLiant_TSG_v1_sp)
- German (http://www.hp.com/support/ProLiant_TSG_v1_gr)
- Japanese (http://www.hp.com/support/ProLiant_TSG_v1_jp)
- Simplified Chinese (http://www.hp.com/support/ProLiant_TSG_v1_sc)

The *HP ProLiant Gen8 Troubleshooting Guide, Volume II: Error Messages* provides a list of error messages and information to assist with interpreting and resolving error messages on ProLiant servers and server blades. To view the guide, select a language:

- English (http://www.hp.com/support/ProLiant_EMG_v1_en)
- French (http://www.hp.com/support/ProLiant_EMG_v1_fr)
- Spanish (http://www.hp.com/support/ProLiant_EMG_v1_sp)
- German (http://www.hp.com/support/ProLiant_EMG_v1_gr)
- Japanese (http://www.hp.com/support/ProLiant_EMG_v1_jp)
- Simplified Chinese (http://www.hp.com/support/ProLiant_EMG_v1_sc)

System battery replacement

If the server no longer automatically displays the correct date and time, then replace the battery that provides power to the real-time clock. Under normal use, battery life is 5 to 10 years.

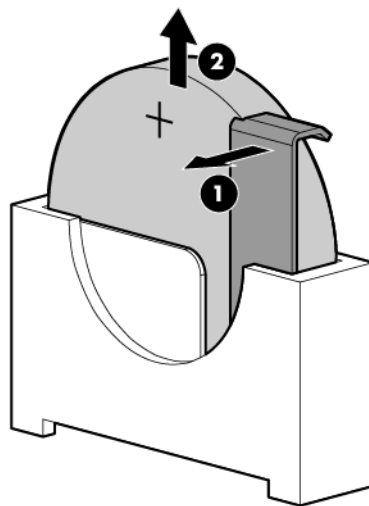


WARNING: The computer contains an internal lithium manganese dioxide, a vanadium pentoxide, or an alkaline battery pack. A risk of fire and burns exists if the battery pack is not properly handled. To reduce the risk of personal injury:

- Do not attempt to recharge the battery.
 - Do not expose the battery to temperatures higher than 60°C (140°F).
 - Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
 - Replace only with the spare designated for this product.
-

To remove the component:

1. Power down the server (on page 15).
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the server.
4. Remove the chassis cover (on page 19).
5. If an expansion board is installed, remove the system board assembly (on page 20).
6. Locate the battery on the system board ("System board components" on page 9).
7. Remove the battery.



IMPORTANT: Replacing the system board battery resets the system ROM to its default configuration. After replacing the battery, reconfigure the system through RBSU.

To replace the component, reverse the removal procedure.

For more information about battery replacement or proper disposal, contact an authorized reseller or an authorized service provider.

Regulatory information

Safety and regulatory compliance

For safety, environmental, and regulatory information, see *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the HP website (<http://www.hp.com/support/Safety-Compliance-EnterpriseProducts>).

Belarus Kazakhstan Russia marking



Turkey RoHS material content declaration

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Ukraine RoHS material content declaration

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Warranty information

HP ProLiant and X86 Servers and Options (<http://www.hp.com/support/ProLiantServers-Warranties>)

HP Enterprise Servers (<http://www.hp.com/support/EnterpriseServers-Warranties>)

HP Storage Products (<http://www.hp.com/support/Storage-Warranties>)

HP Networking Products (<http://www.hp.com/support/Networking-Warranties>)

Electrostatic discharge

Preventing electrostatic discharge

To prevent damaging the system, be aware of the precautions you need to follow when setting up the system or handling parts. A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

To prevent electrostatic damage:

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

Grounding methods to prevent electrostatic discharge

Several methods are used for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts:

- Use a wrist strap connected by a ground cord to a grounded workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm ± 10 percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.
- Use heel straps, toe straps, or boot straps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
- Use conductive field service tools.
- Use a portable field service kit with a folding static-dissipating work mat.

If you do not have any of the suggested equipment for proper grounding, have an authorized reseller install the part.

For more information on static electricity or assistance with product installation, contact an authorized reseller.

Specifications

Environmental specifications

Specification	Value
Temperature range*	
Operating	10°C to 35°C (50°F to 95°F)
Nonoperating	-30°C to 60°C (-22°F to 140°F)
Relative humidity (noncondensing)	
Operating, maximum wet bulb temperature of 28°C (82.4°F)	10% to 90%
Nonoperating, maximum wet bulb temperature of 38.7°C (101.7°F)	5% to 95%

* All temperature ratings shown are for sea level. An altitude derating of 1°C per 304.8 m (1.8°F per 1,000 ft) to 3048 m (10,000 ft) is applicable. No direct sunlight allowed.

Server specifications

Specification	Server
Height	23.24 cm (9.15 in)
Depth	22.97 cm (9.04 in)
Width	24.51 cm (9.65 in)
Weight, minimum (one drive, power supply, and processor installed)	6.80 kg (15.13 lb)
Weight, maximum (all drives, power supply, and processor installed)	9.80 kg (21.60 lb)

Power supply specifications

The server supports one HP 150 W Integrated Power Supply.



CAUTION: Check the system and power supply input ratings before powering up the server.

HP 150 W Integrated Power Supply

Specification	Value
Input requirements	—
Rated input voltage	100 V AC to 240 V AC
Rated input frequency	47 Hz to 63 Hz
Rated input current	3.5 A
Rated input power	150 W
Efficiency (minimum)	70%
Power supply output	—
Rated steady-state power	150 W
Maximum peak power	200 W
Rated output power	150 W

Support and other resources

Before you contact HP

Be sure to have the following information available before you call HP:

- Active Health System log (HP ProLiant Gen8 or later products)
Download and have available an Active Health System log for 3 days before the failure was detected. For more information, see the *HP iLO 4 User Guide* or *HP Intelligent Provisioning User Guide* on the HP website (<http://www.hp.com/go/ilo/docs>).
- Onboard Administrator SHOW ALL report (for HP BladeSystem products only)
For more information on obtaining the Onboard Administrator SHOW ALL report, see the HP website (<http://www.hp.com/go/OAlog>).
- Technical support registration number (if applicable)
- Product serial number
- Product model name and number
- Product identification number
- Applicable error messages
- Add-on boards or hardware
- Third-party hardware or software
- Operating system type and revision level

HP contact information

For United States and worldwide contact information, see the Contact HP website (<http://www.hp.com/go/assistance>).

In the United States:

- To contact HP by phone, call 1-800-334-5144. For continuous quality improvement, calls may be recorded or monitored.
- If you have purchased a Care Pack (service upgrade), see the Support & Drivers website (<http://www8.hp.com/us/en/support-drivers.html>). If the problem cannot be resolved at the website, call 1-800-633-3600. For more information about Care Packs, see the HP website (<http://pro-aq-sama.houston.hp.com/services/cache/10950-0-0-225-121.html>).

Customer Self Repair

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period HP (or HP service

providers or service partners) identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts:

- **Mandatory**—Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service.
- **Optional**—Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that HP replace them for you, there may or may not be additional charges, depending on the type of warranty service designated for your product.

NOTE: Some HP parts are not designed for customer self repair. In order to satisfy the customer warranty, HP requires that an authorized service provider replace the part. These parts are identified as "No" in the Illustrated Parts Catalog.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the telephone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

For more information about HP's Customer Self Repair program, contact your local service provider. For the North American program, refer to the HP website (<http://www.hp.com/go/selfrepair>).

Réparation par le client (CSR)

Les produits HP comportent de nombreuses pièces CSR (Customer Self Repair = réparation par le client) afin de minimiser les délais de réparation et faciliter le remplacement des pièces défectueuses. Si pendant la période de diagnostic, HP (ou ses partenaires ou mainteneurs agréés) détermine que la réparation peut être effectuée à l'aide d'une pièce CSR, HP vous l'envoie directement. Il existe deux catégories de pièces CSR:

Obligatoire - Pièces pour lesquelles la réparation par le client est obligatoire. Si vous demandez à HP de remplacer ces pièces, les coûts de déplacement et main d'œuvre du service vous seront facturés.

Facultatif - Pièces pour lesquelles la réparation par le client est facultative. Ces pièces sont également conçues pour permettre au client d'effectuer lui-même la réparation. Toutefois, si vous demandez à HP de remplacer ces pièces, l'intervention peut ou non vous être facturée, selon le type de garantie applicable à votre produit.

REMARQUE: Certaines pièces HP ne sont pas conçues pour permettre au client d'effectuer lui-même la réparation. Pour que la garantie puisse s'appliquer, HP exige que le remplacement de la pièce soit effectué par un Mainteneur Agréé. Ces pièces sont identifiées par la mention "Non" dans le Catalogue illustré.

Les pièces CSR sont livrées le jour ouvré suivant, dans la limite des stocks disponibles et selon votre situation géographique. Si votre situation géographique le permet et que vous demandez une livraison le jour même ou dans les 4 heures, celle-ci vous sera facturée. Pour bénéficier d'une assistance téléphonique, appelez le Centre d'assistance technique HP. Dans les documents envoyés avec la pièce de rechange CSR, HP précise s'il est nécessaire de lui retourner la pièce défectueuse. Si c'est le cas, vous devez le faire dans le délai indiqué, généralement cinq (5) jours ouvrés. La pièce et sa documentation doivent être retournées dans l'emballage fourni. Si vous ne retournez pas la pièce défectueuse, HP se réserve le droit de vous facturer les coûts de remplacement. Dans le cas d'une pièce CSR, HP supporte l'ensemble des frais d'expédition et de retour, et détermine la société de courses ou le transporteur à utiliser.

Pour plus d'informations sur le programme CSR de HP, contactez votre Mainteneur Agréé local. Pour plus d'informations sur ce programme en Amérique du Nord, consultez le site Web HP (<http://www.hp.com/go/selfrepair>).

Riparazione da parte del cliente

Per abbreviare i tempi di riparazione e garantire una maggiore flessibilità nella sostituzione di parti difettose, i prodotti HP sono realizzati con numerosi componenti che possono essere riparati direttamente dal cliente (CSR, Customer Self Repair). Se in fase di diagnostica HP (o un centro di servizi o di assistenza HP) identifica il guasto come riparabile mediante un ricambio CSR, HP lo spedisce direttamente al cliente per la sostituzione. Vi sono due categorie di parti CSR:

Obbligatorie – Parti che devono essere necessariamente riparate dal cliente. Se il cliente ne affida la riparazione ad HP, deve sostenere le spese di spedizione e di manodopera per il servizio.

Opzionali – Parti la cui riparazione da parte del cliente è facoltativa. Si tratta comunque di componenti progettati per questo scopo. Se tuttavia il cliente ne richiede la sostituzione ad HP, potrebbe dover sostenere spese aggiuntive a seconda del tipo di garanzia previsto per il prodotto.

NOTA: alcuni componenti HP non sono progettati per la riparazione da parte del cliente. Per rispettare la garanzia, HP richiede che queste parti siano sostituite da un centro di assistenza autorizzato. Tali parti sono identificate da un "No" nel Catalogo illustrato dei componenti.

In base alla disponibilità e alla località geografica, le parti CSR vengono spedite con consegna entro il giorno lavorativo seguente. La consegna nel giorno stesso o entro quattro ore è offerta con un supplemento di costo solo in alcune zone. In caso di necessità si può richiedere l'assistenza telefonica di un addetto del centro di supporto tecnico HP. Nel materiale fornito con una parte di ricambio CSR, HP specifica se il cliente deve restituire dei componenti. Qualora sia richiesta la resa ad HP del componente difettoso, lo si deve spedire ad HP entro un determinato periodo di tempo, generalmente cinque (5) giorni lavorativi. Il componente difettoso deve essere restituito con la documentazione associata nell'imballo di spedizione fornito. La mancata restituzione del componente può comportare la fatturazione del ricambio da parte di HP. Nel caso di riparazione da parte del cliente, HP sostiene tutte le spese di spedizione e resa e sceglie il corriere/vettore da utilizzare.

Per ulteriori informazioni sul programma CSR di HP contattare il centro di assistenza di zona. Per il programma in Nord America fare riferimento al sito Web HP (<http://www.hp.com/go/selfrepair>).

Customer Self Repair

HP Produkte enthalten viele CSR-Teile (Customer Self Repair), um Reparaturzeiten zu minimieren und höhere Flexibilität beim Austausch defekter Bauteile zu ermöglichen. Wenn HP (oder ein HP Servicepartner) bei der Diagnose feststellt, dass das Produkt mithilfe eines CSR-Teils repariert werden kann, sendet Ihnen HP dieses Bauteil zum Austausch direkt zu. CSR-Teile werden in zwei Kategorien unterteilt:

Zwingend – Teile, für die das Customer Self Repair-Verfahren zwingend vorgegeben ist. Wenn Sie den Austausch dieser Teile von HP vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.

Optional – Teile, für die das Customer Self Repair-Verfahren optional ist. Diese Teile sind auch für Customer Self Repair ausgelegt. Wenn Sie jedoch den Austausch dieser Teile von HP vornehmen lassen möchten, können bei diesem Service je nach den für Ihr Produkt vorgesehenen Garantiebedingungen zusätzliche Kosten anfallen.

HINWEIS: Einige Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantieanspruch des Kunden zu erfüllen, muss das Teil von einem HP Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.

CSR-Teile werden abhängig von der Verfügbarkeit und vom Lieferziel am folgenden Geschäftstag geliefert. Für bestimmte Standorte ist eine Lieferung am selben Tag oder innerhalb von vier Stunden gegen einen Aufpreis verfügbar. Wenn Sie Hilfe benötigen, können Sie das HP technische Support Center anrufen und sich von einem Mitarbeiter per Telefon helfen lassen. Den Materialien, die mit einem CSR-Ersatzteil geliefert werden, können Sie entnehmen, ob das defekte Teil an HP zurückgeschickt werden muss. Wenn es erforderlich ist, das defekte Teil an HP zurückzuschicken, müssen Sie dies innerhalb eines vorgegebenen Zeitraums tun, in der Regel innerhalb von fünf (5) Geschäftstagen. Das defekte Teil muss mit der zugehörigen Dokumentation in der Verpackung zurückgeschickt werden, die im Lieferumfang enthalten ist. Wenn Sie das defekte Teil nicht zurückschicken, kann HP Ihnen das Ersatzteil in Rechnung stellen. Im Falle von Customer Self Repair kommt HP für alle Kosten für die Lieferung und Rücksendung auf und bestimmt den Kurier-/Frachtdienst.

Weitere Informationen über das HP Customer Self Repair Programm erhalten Sie von Ihrem Servicepartner vor Ort. Informationen über das CSR-Programm in Nordamerika finden Sie auf der HP Website unter (<http://www.hp.com/go/selfrepair>).

Reparaciones del propio cliente

Los productos de HP incluyen muchos componentes que el propio usuario puede reemplazar (*Customer Self Repair*, CSR) para minimizar el tiempo de reparación y ofrecer una mayor flexibilidad a la hora de realizar sustituciones de componentes defectuosos. Si, durante la fase de diagnóstico, HP (o los proveedores o socios de servicio de HP) identifica que una reparación puede llevarse a cabo mediante el uso de un componente CSR, HP le enviará dicho componente directamente para que realice su sustitución. Los componentes CSR se clasifican en dos categorías:

- **Obligatorio:** componentes para los que la reparación por parte del usuario es obligatoria. Si solicita a HP que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.
- **Opcional:** componentes para los que la reparación por parte del usuario es opcional. Estos componentes también están diseñados para que puedan ser reparados por el usuario. Sin embargo, si precisa que HP realice su sustitución, puede o no conllevar costes adicionales, dependiendo del tipo de servicio de garantía correspondiente al producto.

NOTA: Algunos componentes no están diseñados para que puedan ser reparados por el usuario. Para que el usuario haga valer su garantía, HP pone como condición que un proveedor de servicios autorizado realice la sustitución de estos componentes. Dichos componentes se identifican con la palabra "No" en el catálogo ilustrado de componentes.

Según la disponibilidad y la situación geográfica, los componentes CSR se enviarán para que lleguen a su destino al siguiente día laborable. Si la situación geográfica lo permite, se puede solicitar la entrega en el mismo día o en cuatro horas con un coste adicional. Si precisa asistencia técnica, puede llamar al Centro de asistencia técnica de HP y recibirá ayuda telefónica por parte de un técnico. Con el envío de materiales para la sustitución de componentes CSR, HP especificará si los componentes defectuosos deberán devolverse a HP. En aquellos casos en los que sea necesario devolver algún componente a HP, deberá hacerlo en el periodo de tiempo especificado, normalmente cinco días laborables. Los componentes defectuosos deberán devolverse con toda la documentación relacionada y con el embalaje de envío. Si no enviara el componente defectuoso requerido, HP podrá cobrarle por el de sustitución. En el caso de todas

sustituciones que lleve a cabo el cliente, HP se hará cargo de todos los gastos de envío y devolución de componentes y escogerá la empresa de transporte que se utilice para dicho servicio.

Para obtener más información acerca del programa de Reparaciones del propio cliente de HP, póngase en contacto con su proveedor de servicios local. Si está interesado en el programa para Norteamérica, visite la página web de HP siguiente (<http://www.hp.com/go/selfrepair>).

Customer Self Repair

Veel onderdelen in HP producten zijn door de klant zelf te repareren, waardoor de reparatieduur tot een minimum beperkt kan blijven en de flexibiliteit in het vervangen van defecte onderdelen groter is. Deze onderdelen worden CSR-onderdelen (Customer Self Repair) genoemd. Als HP (of een HP Service Partner) bij de diagnose vaststelt dat de reparatie kan worden uitgevoerd met een CSR-onderdeel, verzendt HP dat onderdeel rechtstreeks naar u, zodat u het defecte onderdeel daarmee kunt vervangen. Er zijn twee categorieën CSR-onderdelen:

Verplicht: Onderdelen waarvoor reparatie door de klant verplicht is. Als u HP verzoekt deze onderdelen voor u te vervangen, worden u voor deze service reiskosten en arbeidsloon in rekening gebracht.

Optioneel: Onderdelen waarvoor reparatie door de klant optioneel is. Ook deze onderdelen zijn ontworpen voor reparatie door de klant. Als u echter HP verzoekt deze onderdelen voor u te vervangen, kunnen daarvoor extra kosten in rekening worden gebracht, afhankelijk van het type garanteservice voor het product.

OPMERKING: Sommige HP onderdelen zijn niet ontwikkeld voor reparatie door de klant. In verband met de garantievoorwaarden moet het onderdeel door een geautoriseerde Service Partner worden vervangen. Deze onderdelen worden in de geïllustreerde onderdelencatalogus aangemerkt met "Nee".

Afhankelijk van de leverbaarheid en de locatie worden CSR-onderdelen verzonden voor levering op de eerstvolgende werkdag. Levering op dezelfde dag of binnen vier uur kan tegen meerkosten worden aangeboden, indien dit mogelijk is gezien de locatie. Indien assistentie gewenst is, belt u een HP Service Partner om via de telefoon technische ondersteuning te ontvangen. HP vermeldt in de documentatie bij het vervangende CSR-onderdeel of het defecte onderdeel aan HP moet worden geretourneerd. Als het defecte onderdeel aan HP moet worden teruggezonden, moet u het defecte onderdeel binnen een bepaalde periode, gewoonlijk vijf (5) werkdagen, retourneren aan HP. Het defecte onderdeel moet met de bijbehorende documentatie worden geretourneerd in het meegeleverde verpakkingsmateriaal. Als u het defecte onderdeel niet terugzendt, kan HP u voor het vervangende onderdeel kosten in rekening brengen. Bij reparatie door de klant betaalt HP alle verzendkosten voor het vervangende en geretourneerde onderdeel en kiest HP zelf welke koerier/transportonderneming hiervoor wordt gebruikt.

Neem contact op met een Service Partner voor meer informatie over het Customer Self Repair programma van HP. Informatie over Service Partners vindt u op de HP website (<http://www.hp.com/go/selfrepair>).

Reparo feito pelo cliente

Os produtos da HP são projetados com muitas peças para reparo feito pelo cliente (CSR) de modo a minimizar o tempo de reparo e permitir maior flexibilidade na substituição de peças com defeito. Se, durante o período de diagnóstico, a HP (ou fornecedores/parceiros de serviço da HP) concluir que o reparo pode ser efetuado pelo uso de uma peça CSR, a peça de reposição será enviada diretamente ao cliente. Existem duas categorias de peças CSR:

Obrigatória – Peças cujo reparo feito pelo cliente é obrigatório. Se desejar que a HP substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.

Opcional – Peças cujo reparo feito pelo cliente é opcional. Essas peças também são projetadas para o reparo feito pelo cliente. No entanto, se desejar que a HP as substitua, pode haver ou não a cobrança de taxa adicional, dependendo do tipo de serviço de garantia destinado ao produto.

OBSERVAÇÃO: Algumas peças da HP não são projetadas para o reparo feito pelo cliente. A fim de cumprir a garantia do cliente, a HP exige que um técnico autorizado substitua a peça. Essas peças estão identificadas com a marca "No" (Não), no catálogo de peças ilustrado.

Conforme a disponibilidade e o local geográfico, as peças CSR serão enviadas no primeiro dia útil após o pedido. Onde as condições geográficas permitirem, a entrega no mesmo dia ou em quatro horas pode ser feita mediante uma taxa adicional. Se precisar de auxílio, entre em contato com o Centro de suporte técnico da HP para que um técnico o ajude por telefone. A HP especifica nos materiais fornecidos com a peça CSR de reposição se a peça com defeito deve ser devolvida à HP. Nos casos em que isso for necessário, é preciso enviar a peça com defeito à HP dentro do período determinado, normalmente cinco (5) dias úteis. A peça com defeito deve ser enviada com a documentação correspondente no material de transporte fornecido. Caso não o faça, a HP poderá cobrar a reposição. Para as peças de reparo feito pelo cliente, a HP paga todas as despesas de transporte e de devolução da peça e determina a transportadora/serviço postal a ser utilizado.

Para obter mais informações sobre o programa de reparo feito pelo cliente da HP, entre em contato com o fornecedor de serviços local. Para o programa norte-americano, visite o site da HP (<http://www.hp.com/go/selfrepair>).

カスタマーセルフリペア

修理時間を短縮し、故障部品の交換における高い柔軟性を確保するために、HP製品には多数のCSR部品があります。診断の際に、CSR部品を使用すれば修理ができるとHP（HPまたはHP正規保守代理店）が判断した場合、HPはその部品を直接、お客様に発送し、お客様に交換していただきます。CSR部品には以下の2通りがあります。

- **必須** - カスタマーセルフリペアが必須の部品。当該部品について、もしもお客様がHPに交換作業を依頼される場合には、その修理サービスに関する交通費および人件費がお客様に請求されます。
- **任意** - カスタマーセルフリペアが任意である部品。この部品もカスタマーセルフリペア用です。当該部品について、もしもお客様がHPに交換作業を依頼される場合には、お買い上げの製品に適用される保証サービス内容の範囲内においては、別途費用を負担していただくことなく保証サービスを受けることができます。

注： HP製品の一部の部品は、カスタマーセルフリペア用ではありません。製品の保証を継続するためには、HPまたはHP正規保守代理店による交換作業が必須となります。部品カタログには、当該部品がカスタマーセルフリペア除外品である旨が記載されています。

部品供給が可能な場合、地域によっては、CSR部品を翌営業日に届くように発送します。また、地域によっては、追加費用を負担いただくことにより同日または4時間以内に届くように発送することも可能な場合があります。サポートが必要なときは、HPの修理受付窓口に電話していただければ、技術者が電話でアドバイスします。交換用のCSR部品または同梱物には、故障部品をHPに返送する必要があるかどうかが表示されています。故障部品をHPに返送する必要がある場合は、指定期限内（通常は5営業日以内）に故障部品をHPに返送してください。故障部品を返送する場合は、届いた時の梱包箱に関連書類とともに入れてください。故障部品を返送しない場合、HPから部品費用が請求されます。カスタマーセルフリペアの際には、HPは送料および部品返送費を全額負担し、使用する宅配便会社や運送会社を指定します。

客戶自行維修

HP 產品提供許多客戶自行維修 (CSR) 部件，以尽可能縮短維修時間和在更換缺陷部件方面提供更大的靈活性。如果在診斷期間 HP (或 HP 服務提供商或服務合作夥伴) 確定可以通過使用 CSR 部件完成維修，HP 將直接把該部件發送給您進行更換。有兩類 CSR 部件：

- **強制性的** — 要求客戶必須自行維修的部件。如果您請求 HP 更換這些部件，則必須為該服務支付差旅費和人工費用。
- **可選的** — 客戶可以選擇是否自行維修的部件。這些部件也是為客戶自行維修設計的。不過，如果您要求 HP 為您更換這些部件，則根據為您的產品指定的保修服務類型，HP 可能收取或不再收取任何附加費用。

注：某些 HP 部件的設計並未考慮客戶自行維修。為了滿足客戶保修的需要，HP 要求授權服務提供商更換相關部件。這些部件在部件圖解目錄中標記為“否”。

CSR 部件將在下一個工作日發運（取決於備貨情況和允許的地理範圍）。在允許的地理範圍內，可在當天或四小時內發運，但要收取額外費用。如果需要幫助，您可以致電 HP 技術支持中心，將會有技術人員通過電話為您提供幫助。HP 會在隨更換的 CSR 部件發運的材料中指明是否必須將有缺陷的部件返還給 HP。如果要求您將有缺陷的部件返還給 HP，那麼您必須在規定期限內（通常是五 (5) 個工作日）將缺陷部件發給 HP。有缺陷的部件必須隨所提供的發運材料中的相關文件一起返還。如果未能送還有缺陷的部件，HP 可能會要求您支付更換費用。客戶自行維修時，HP 將承擔所有相關運輸和部件返回費用，並指定快遞商/承運商。

有關 HP 客戶自行維修計劃的詳細信息，請與您當地的服務提供商聯繫。有關北美地區的計劃，請訪問 HP 網站 (<http://www.hp.com/go/selfrepair>)。

客戶自行維修

HP 產品設計了許多「客戶自行維修」(CSR) 的零件以減少維修時間，並且使得更換瑕疵零件時能有更大的彈性。如果在診斷期間 HP (或 HP 服務供應商或維修夥伴) 辨認出此項維修工作可以藉由使用 CSR 零件來完成，則 HP 將直接寄送該零件給您作更換。CSR 零件分為兩種類別：

- **強制的** — 客戶自行維修所使用的零件是強制的。如果您要求 HP 更換這些零件，HP 將會向您收取此服務所需的外出費用與勞動成本。
- **選購的** — 客戶自行維修所使用的零件是選購的。這些零件也設計用於客戶自行維修之用。不過，如果您要求 HP 為您更換，則可能需要也可能不需要負擔額外的費用，端視針對此產品指定的保固服務類型而定。

備註：某些 HP 零件沒有消費者可自行維修的設計。為符合客戶保固，HP 需要授權的服務供應商更換零件。這些零件在圖示的零件目錄中，被標示為「否」。

基於材料取得及環境允許的情況下，CSR 零件將於下一個工作日以快遞寄送。在環境的允許下當天或四小時內送達，則可能需要額外的費用。若您需要協助，可致電「HP 技術支援中心」，會有一位技術人員透過電話來協助您。不論損壞的零件是否必須退回，HP 皆會在與 CSR 替換零件一起運送的材料中註明。若要將損壞的零件退回 HP，您必須在指定的一段時間內（通常為五 (5) 個工作天），將損壞的零件寄回 HP。損壞的零件必須與寄送資料中隨附的相關技術文件一併退還。如果無法退還損壞的零件，HP 可能要向您收取替換費用。針對客戶自行維修情形，HP 將負責所有運費及零件退還費用並指定使用何家快遞/貨運公司。

如需 HP 的「客戶自行維修」方案詳細資訊，請連絡您當地的服務供應商。至於北美方案，請參閱 HP 網站 (<http://www.hp.com/go/selfrepair>)。

고객 셀프 수리

HP 제품은 수리 시간을 최소화하고 결함이 있는 부품 교체 시 더욱 용통성을 발휘할 수 있도록 하기 위해 고객 셀프 수리(CSR) 부품을 다량 사용하여 설계되었습니다. 진단 기간 동안 HP(또는 HP 서비스 공급업체 또는 서비스 협력업체)에서 CSR 부품을 사용하여 수리가 가능하다고 판단되면 HP는 해당 부품을 바로 사용자에게 보내어 사용자가 교체할 수 있도록 합니다. CSR 부품에는 두 가지 종류가 있습니다.

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Acronyms and abbreviations

ABEND

abnormal end

ACU

Array Configuration Utility

ADM

Advanced Data Mirroring

AMP

Advanced Memory Protection

ASR

Automatic Server Recovery

CSA

Canadian Standards Association

CSR

Customer Self Repair

DDR3

double data rate-3

EAC

EuroAsian Economic Commission

FBWC

flash-backed write cache

HP SIM

HP Systems Insight Manager

HP SUM

HP Smart Update Manager

IEC

International Electrotechnical Commission

iLO

Integrated Lights-Out

IML

Integrated Management Log

IRS

Insight Remote Support

ISO

International Organization for Standardization

LFF

large form factor

LOM

Lights-Out Management

LRDIMM

load reduced dual in-line memory module

LV DIMM

low-voltage DIMM

NMI

nonmaskable interrupt

NVRAM

nonvolatile memory

OA

Onboard Administrator

ORCA

Option ROM Configuration for Arrays

PCIe

Peripheral Component Interconnect Express

PDU

power distribution unit

POST

Power-On Self Test

PSU

power supply unit

PXE

preboot execution environment

RBSU

ROM-Based Setup Utility

RDIMM

registered dual in-line memory module

RDP

Rapid Deployment Pack

RoHS

Restriction of Hazardous Substances

SAS

serial attached SCSI

SATA

serial ATA

SD

Secure Digital

SPP

HP Service Pack for ProLiant

TMRA

recommended ambient operating temperature

TPM

Trusted Platform Module

UDIMM

unregistered dual in-line memory module

USB

universal serial bus

VC

Virtual Connect

VCA

Version Control Agent

VCRM

Version Control Repository Manager

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Index

A

- ambient temperature sensor, cabling 63
- Array Configuration Utility (ACU) 73
- array, configuring 45
- array, creating 73
- authorized reseller 84
- auto-configuration process 71
- Automatic Server Recovery (ASR) 74

B

- Basic Input/Output System (BIOS) 65, 74
- Belarus Kazakhstan Russia marking 80
- bezel faceplate option 41
- bezel, installing 18
- bezel, opening 16
- bezel, removing 17
- BIOS upgrade 65, 74
- boot options 29, 72

C

- cabling, drive cage 60
- cabling, FBWC 61
- cabling, front I/O 62
- cabling, internal power 64
- cabling, optical drive 62
- cache module 13, 47
- capacitor pack 47
- capacitor pack cabling 61
- Care Pack 23, 76
- Change Control 77
- chassis cover, installing 19
- chassis cover, removing 19
- clearing NVRAM 11
- CMOS 11
- components, front panel 6
- components, rear panel 8
- components, system board 9
- contacting HP 84
- controller options 45
- crash dump analysis 12
- customer self repair (CSR) 84

D

- diagnostic tools 65, 68, 74
- dimensions and weight 82
- DIMM identification 52
- DIMM population guidelines 54
- DIMM slot locations 11
- DIMMs, installing 54
- DIMMs, single- and dual-rank 53
- documentation feedback 96
- drive cabling 60
- drive LEDs 7
- drive numbering 12
- driver installation procedures 75
- drivers 75
- drives 43
- drives, determining status of 12
- drives, installation guidelines 43
- drives, installing 43

E

- electrical grounding requirements 24
- electrostatic discharge 81
- enabling the Trusted Platform Module 59
- environmental requirements 23, 24, 82
- environmental specifications 82
- Erase Utility 65, 68
- error messages 78
- Ethernet cable, connections 26
- EuroAsian Economic Commission 80
- expansion board options 55

F

- fan location 14
- FBWC module 47
- FBWC module LEDs 13
- firmware 76
- Foundation Care Services 76
- front bezel 16
- front I/O cabling 62
- front panel buttons 7
- front panel components 6
- front panel LEDs 7

G

grounding methods 81
grounding requirements 24

H

hardware options installation 41
health driver 74
health LED 7
help resources 84
HP Care Pack Services 23, 76
HP Collaborative Support 76
HP contact information 84
HP Insight Diagnostics 68
HP Insight Remote Support software 69, 76
HP Proactive Care 76
HP Service Pack for ProLiant 65, 70
HP Smart Update Manager overview 65, 70
HP SmartMemory 52
HP Support Center 76
HP Systems Insight Manager (SIM) 67, 68, 69
HP technical support 76, 84
HP website 84
humidity 82

I

iLO 4 (Integrated Lights-Out 4) 65
iLO 4, remote management 65
iLO connector 8
initial system setup 30
installation services 23, 25
installing hardware 25, 41
installing the Trusted Platform Module board 57
Integrated Lights-Out (iLO) 65
Integrated Management Log (IML) 67
Intelligent Provisioning 65, 67
internal USB connector 9

K

Kensington security slot 8

L

LED, system power 7
LEDs, drive 7
LEDs, FBWC module 13
LEDs, front panel 7
LEDs, NIC 7, 9
LEDs, rear panel 9
low-voltage DIMMs 54

M

maintenance guidelines 75
memory dump 12
memory module population guidelines 54
memory options 52
memory subsystem architecture 53
microSD card slot 9

N

network switch setup 34
NIC connectors 8
NMI functionality 9, 12
non-hot-plug drives, installing 43
notification actions 77

O

operating environment, recommended 23
operating system crash 12
operating system installation 30, 76
operating systems 76
optical drive 49
optical drive cabling 62
optimum environment 23
Option ROM Configuration for Arrays (ORCA) 65, 74
options installation 25, 41

P

peripheral devices 26
population guidelines 43, 54
POST error messages 78
power cord 28
power distribution unit (PDU) 24
power requirements 24
power supply cabling 64
power supply specifications 82
powering down 15
powering up 15
power-on password 11
preboot execution environment (PXE) 72
problem diagnosis 78
Product ID 72

Q

QuickSpecs 65

R

- RAID configuration 45
- Rapid Deployment Pack (RDP) 23
- rear panel buttons 9
- rear panel components 8
- rear panel LEDs 9
- redundant ROM 75
- re-entering the server serial number 72
- registering the product 34
- regulatory compliance notices 80
- required tools 25
- requirements, airflow 23
- requirements, electrical grounding 24
- requirements, environmental 23, 82
- requirements, power 24
- requirements, site 23
- requirements, space 23
- requirements, temperature 24
- RoHS 80
- ROM legacy USB support 74
- ROM redundancy 75
- ROM-Based Setup Utility (RBSU) 71, 72
- ROMPaq utility 65, 74, 75

S

- safety considerations 75, 80
- scripted installation 69
- scripting toolkit 65, 69
- serial number 8, 72
- serial number/iLO information tag 8
- Server mode 65
- server setup 23, 75
- server specifications 82
- server warnings and cautions 25
- Service Packs 70
- shipping carton contents 25
- site requirements 23
- Smart Update Manager 65, 70
- software 76
- space and airflow requirements 23
- specifications, environmental 82
- specifications, power 83
- specifications, power supply 82
- specifications, server 82
- SPP 70
- standard ECC 53
- static electricity 81
- storage controller 45, 46
- system battery 78

- system board assembly, installing 22
- system board assembly, removing 20
- system board components 9
- system configuration settings 11, 75
- system fan 14
- system fan cabling 63
- system maintenance switch 11
- system, keeping current 75

T

- T-10/T-15 Torx screwdriver 14
- technical support 76, 84
- technology services 76
- telephone numbers 84
- temperature requirements 24, 82
- TMRA (recommended ambient operating temperature) 24
- troubleshooting resources 78
- Trusted Platform Module (TPM) 57, 59

U

- updating the system ROM 75
- USB connectors 26
- USB support 74
- utilities, deployment 65, 69, 71

V

- ventilation 23
- Version Control 76
- Version Control Agent (VCA) 76
- Version Control Repository Manager (VCRM) 76
- video connector 9
- Virtualization option 76

W

- warnings 25
- warranty information 80
- website, HP 84
- weight 82