

# HP ProLiant ML310 Generation 3 Server Maintenance and Service Guide



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### [Audience assumptions](#)

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.

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# 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>).

## Parts only warranty service

Your HP Limited Warranty may include a parts only warranty service. Under the terms of parts only warranty service, HP will provide replacement parts free of charge.

For parts only warranty service, CSR part replacement is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service.

## 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>).

## Service de garantie "pièces seules"

Votre garantie limitée HP peut inclure un service de garantie "pièces seules". Dans ce cas, les pièces de rechange fournies par HP ne sont pas facturées.

Dans le cadre de ce service, la réparation des pièces CSR 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.

## 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>).

## Servizio di garanzia per i soli componenti

La garanzia limitata HP può includere un servizio di garanzia per i soli componenti. Nei termini di garanzia del servizio per i soli componenti, HP fornirà gratuitamente le parti di ricambio.

Per il servizio di garanzia per i soli componenti è obbligatoria la formula CSR che prevede la riparazione da parte del cliente. Se il cliente invece richiede la sostituzione ad HP, dovrà sostenere le spese di spedizione e di manodopera per il servizio.

## 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>).

## Parts-only Warranty Service (Garantieservice ausschließlich für Teile)

Ihre HP Garantie umfasst möglicherweise einen Parts-only Warranty Service (Garantieservice ausschließlich für Teile). Gemäß den Bestimmungen des Parts-only Warranty Service stellt HP Ersatzteile kostenlos zur Verfügung.

Für den Parts-only Warranty Service ist das CSR-Verfahren zwingend vorgegeben. Wenn Sie den Austausch dieser Teile von HP vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.

## 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>).

## Servicio de garantía exclusivo de componentes

La garantía limitada de HP puede que incluya un servicio de garantía exclusivo de componentes. Según las condiciones de este servicio exclusivo de componentes, HP le facilitará los componentes de repuesto sin cargo adicional alguno.

Para este servicio de garantía exclusivo de componentes, es obligatoria la sustitución de componentes por parte del usuario (CSR). 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.

## 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 garantieservice 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.nl/services/servicepartners>).

## Garantieservice "Parts Only"

Het is mogelijk dat de HP garantie alleen de garantieservice "Parts Only" omvat. Volgens de bepalingen van de Parts Only garantieservice zal HP kosteloos vervangende onderdelen ter beschikking stellen.

Voor de Parts Only garantieservice is vervanging door CSR-onderdelen verplicht. Als u HP verzoekt deze onderdelen voor u te vervangen, worden u voor deze service reiskosten en arbeidsloon in rekening gebracht.

## 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>).

## Serviço de garantia apenas para peças

A garantia limitada da HP pode incluir um serviço de garantia apenas para peças. Segundo os termos do serviço de garantia apenas para peças, a HP fornece as peças de reposição sem cobrar nenhuma taxa.

No caso desse serviço, a substituição de peças CSR é obrigatória. Se desejar que a HP substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.

## 顧客自己修理保証サービス

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製品には多数の顧客自己修理（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 - 顧客自己修理が必須の部品。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 - 顧客自己修理が任意である部品。この部品も顧客自己修理用です。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、顧客自己修理用ではありません。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、当該部品が顧客自己修理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。顧客自己修理の際には、HPは送料および部品返送料を全額負担し、使用する宅配便会社や運送会社を指定します。

## 部品のみ保証サービス

HP保証サービスには、部品のみ保証サービスが適用される場合があります。このサービスでは、交換部品は無償で提供されます。

部品のみ保証サービスにおいては、CSR部品をお客様により交換作業していただくことが必須となります。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、その修理サービスに関する交通費および人件費はお客様の負担となります。

# 客户自行维修

HP 产品提供许多客户自行维修 (CSR) 部件，以尽可能缩短维修时间和在更换缺陷部件方面提供更大的灵活性。如果在诊断期间 HP（或 HP 服务提供商或服务合作伙伴）确定可以通过使用 CSR 部件完成维修，HP 将直接把该部件发送给您进行更换。有两类 CSR 部件：

- **强制性的** — 要求客户必须自行维修的部件。如果您请求 HP 更换这些部件，则必须为该服务支付差旅费和人工费用。
- **可选的** — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 HP 为您更换这些部件，则根据为您的产品指定的保修服务类型，HP 可能收取或不再收取任何附加费用。

**注：**某些 HP 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，HP 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

CSR 部件将在下一个工作日发运（取决于备货情况和允许的地理范围）。在允许的地理范围内，可在当天或四小时内发运，但要收取额外费用。如果需要帮助，您可以致电 HP 技术支持中心，将会有技术人员通过电话为您提供帮助。HP 会在随更换的 CSR 部件发运的材料中指明是否必须将有缺陷的部件返还给 HP。如果要求您将缺陷的部件返还给 HP，那么您必须在规定期限内（通常是五 (5) 个工作日）将缺陷部件发给 HP。有缺陷的部件必须随所提供的发运材料中的相关文件一起返还。如果未能送还有缺陷的部件，HP 可能会要求您支付更换费用。客户自行维修时，HP 将承担所有相关运输和部件返回费用，并指定快递商/承运商。

有关 HP 客户自行维修计划的详细信息，请与您当地的服务提供商联系。有关北美地区的计划，请访问 HP 网站 (<http://www.hp.com/go/selfrepair>)。

## 仅部件保修服务

您的 HP 有限保修服务可能涉及仅部件保修服务。根据仅部件保修服务条款的规定，HP 将免费提供更换的部件。

仅部件保修服务要求进行 CSR 部件更换。如果您请求 HP 更换这些部件，则必须为该服务支付差旅费和人工费用。

# 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性的。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>)。

## 僅限零件的保固服務

您的「HP 有限保固」可能包含僅限零件的保固服務。在僅限零件的保固服務情況下，HP 將免費提供替換零件。

針對僅限零件的保固服務，CSR 零件替換是強制性的。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。

## 고객 셀프 수리

HP 제품은 수리 시간을 최소화하고 결함이 있는 부품 교체 시 더욱 융통성을 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.

- **고객 셀프 수리가 의무 사항인 필수 부품.** 사용자가 HP에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.
- **고객 셀프 수리가 선택 사항인 부품.** 이 부품들도 고객 셀프 수리가 가능하도록 설계되었습니다. 하지만 사용자가 HP에 이 부품의 교체를 요청할 경우 사용자가 구입한 제품에 해당하는 보증 서비스 유형에 따라 추가 비용 없이 교체가 가능할 수 있습니다.

**참고:** 일부 HP 부품은 고객 셀프 수리가 불가능하도록 설계되었습니다. HP는 만족스러운 고객 보증을 위해 공인 서비스 제공업체를 통해 부품을 교체하도록 하고 있습니다. 이러한 부품들은 Illustrated Parts Catalog에 "No"라고 표시되어 있습니다.

CSR 부품은 재고 상태와 지리적 조건이 허용하는 경우 다음 영업일 납품이 가능하도록 배송이 이루어집니다. 지리적 조건이 허용하는 경우 추가 비용이 청구되는 조건으로 당일 또는 4시간 배송이 가능할 수도 있습니다. 도움이 필요하시면 HP 기술 지원 센터로 전화하십시오. 전문 기술자가 전화로 도움을 줄 것입니다. HP는 결함이 발생한 부품을 HP로 반환해야 하는지 여부를 CSR 교체 부품과 함께 배송된 자료에 지정합니다. 결함이 발생한 부품을 HP로 반환해야 하는 경우에는 지정된 기간 내(통상 영업일 기준 5일)에 HP로 반환해야 합니다. 이 때 결함이 발생한 부품은 제공된 포장 재료에 넣어 관련 설명서와 함께 반환해야 합니다. 결함이 발생한 부품을 반환하지 않는 경우 HP가 교체 부품에 대해 비용을 청구할 수 있습니다. 고객 셀프 수리의 경우, HP는 모든 운송 및 부품 반환 비용을 부담하며 이용할 운송업체 및 택배 서비스를 결정합니다.

HP 고객 셀프 수리 프로그램에 대한 자세한 내용은 가까운 서비스 제공업체에 문의하십시오. 북미 지역의 프로그램에 대해서는 HP 웹 사이트(<http://www.hp.com/go/selfrepair>)를 참조하십시오.

## 부품 제공 보증 서비스

HP 제한 보증에는 부품 제공 보증 서비스가 포함될 수 있습니다. 이러한 경우 HP는 부품 제공 보증 서비스의 조건에 따라 교체 부품만을 무료로 제공합니다.

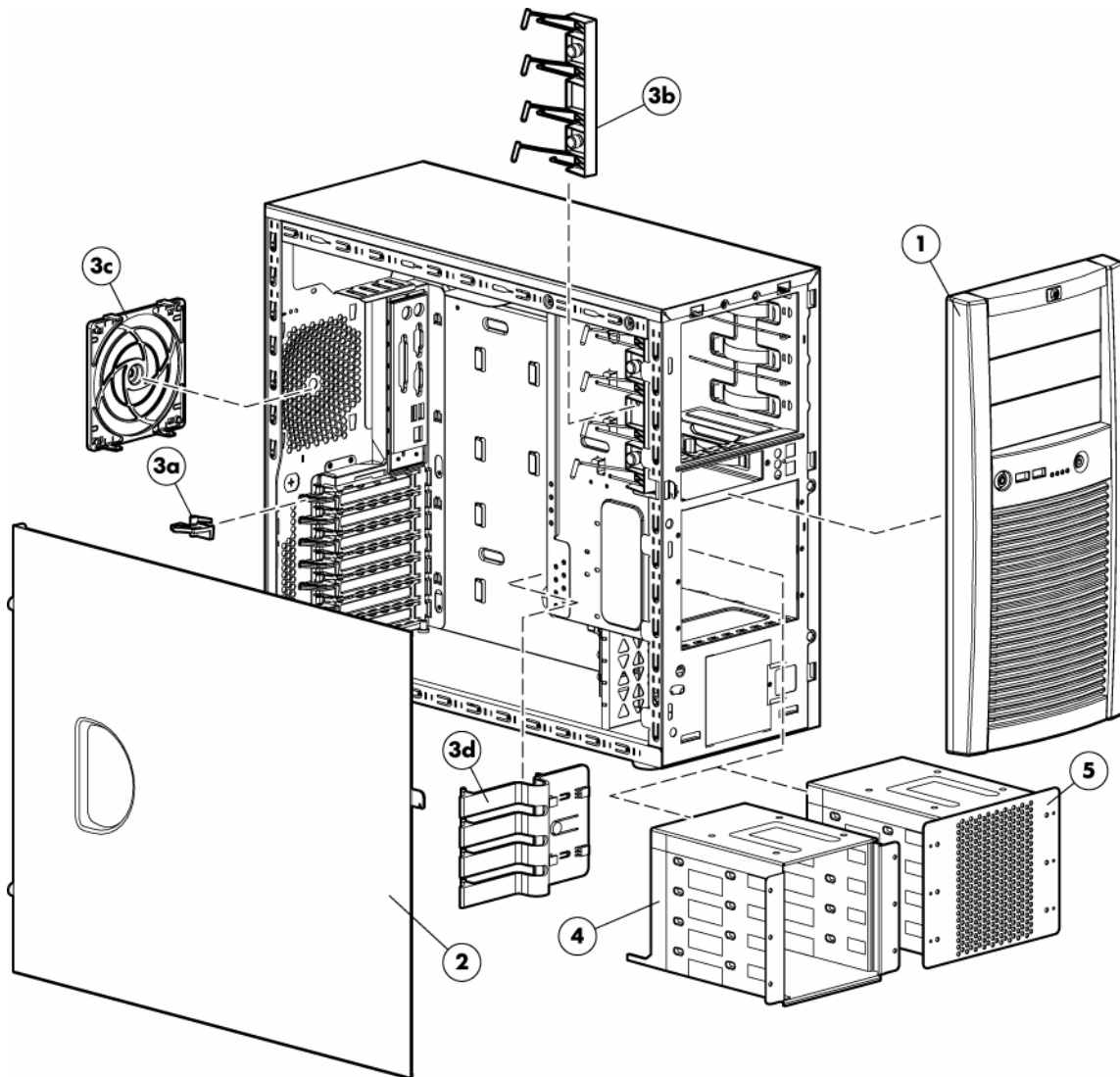
부품 제공 보증 서비스 제공 시 CSR 부품 교체는 의무 사항입니다. 사용자가 HP에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.

# Illustrated parts catalog

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## Mechanical components



Item	Description	Assembly part number	Spare part number	Customer self repair (on page 5)
1	Bezel	383678-001	382979-001	Mandatory <sup>1</sup>

Item	Description	Assembly part number	Spare part number	Customer self repair (on page 5)
2	Access panel	—	405364-001	Mandatory <sup>1</sup>
3	Plastics kit	—	404180-001	Mandatory <sup>1</sup>
	a) PCI retainer clips	—	—	Mandatory <sup>1</sup>
	b) Release lever, full height drive bay	—	—	Mandatory <sup>1</sup>
	c) Fan holder	—	—	Mandatory <sup>1</sup>
	d) PCI expansion board guide	—	—	Mandatory <sup>1</sup>
4	Hot-plug Serial (SATA/SAS) hard drive cage	402062-501	404178-001	Mandatory <sup>1</sup>
5	Non-hot-plug SATA/SCSI hard drive cage	402061-501	404176-001	Mandatory <sup>1</sup>
6	Hot-plug SCSI hard drive cage*	402060-501	404173-001	Mandatory <sup>1</sup>

\* Not shown

<sup>1</sup>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.

<sup>2</sup>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.

<sup>3</sup>No—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.

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Non—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.

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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 addizionali a seconda del tipo di garanzia previsto per il prodotto.

<sup>3</sup>No: Non CSR—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.

<sup>1</sup>Mandatory: Zwingend—Teile, die im Rahmen des Customer Self Repair Programms ersetzt werden müssen. Wenn Sie diese Teile von HP ersetzen lassen, werden Ihnen die Versand- und Arbeitskosten für diesen Service berechnet.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Kein—Einige Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantiesanspruch des Kunden zu erfüllen, muss das Teil von einem HP Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.



<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: No—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.

<sup>1</sup>Mandatory: Verplicht—Onderdelen waarvoor Customer Self Repair verplicht is. Als u HP verzoekt deze onderdelen te vervangen, komen de reiskosten en het arbeidsloon voor uw rekening.

<sup>2</sup>Optional: 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 garantieservice voor het product.

<sup>3</sup>No: Nee—Sommige HP onderdelen zijn niet ontwikkeld voor reparatie door de klant. In verband met de garantievooraarden moet het onderdeel door een geautoriseerde Service Partner worden vervangen. Deze onderdelen worden in de geïllustreerde onderdelencatalogus aangemerkt met "Nee".

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Nenhuma—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.

<sup>1</sup>Mandatory : 必須・顧客自己修理が必須の部品。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。

<sup>2</sup>Optional : 任意・顧客自己修理が任意である部品。この部品も顧客自己修理用です。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、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。

<sup>3</sup>No : 除外・HP製品の一部の部品は、顧客自己修理用ではありません。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、当該部品が顧客自己修理除外品である旨が記載されています。

<sup>1</sup>Mandatory: 强制性的 — 要求客户必须自行维修的部件。如果您请求 HP 更换这些部件，则必须为该服务支付差旅费和人工费用。

<sup>2</sup>Optional: 可选的 — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 HP 为您更换这些部件，则根据为您的产品指定的保修服务类型，HP 可能收取或不再收取任何附加费用。

<sup>3</sup>No: 否 — 某些 HP 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，HP 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

<sup>1</sup>Mandatory: 强制的 — 客户自行维修所使用的零件是强制性的。如果您要求 HP 更换这些零件，HP 将会向您收取此服务所需的外出费用与劳动成本。

<sup>2</sup>Optional: 選購的 — 客户自行维修所使用的零件是選購的。這些零件也設計用於客户自行維修之用。不過，如果您要求 HP 為您更換，則可能也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。

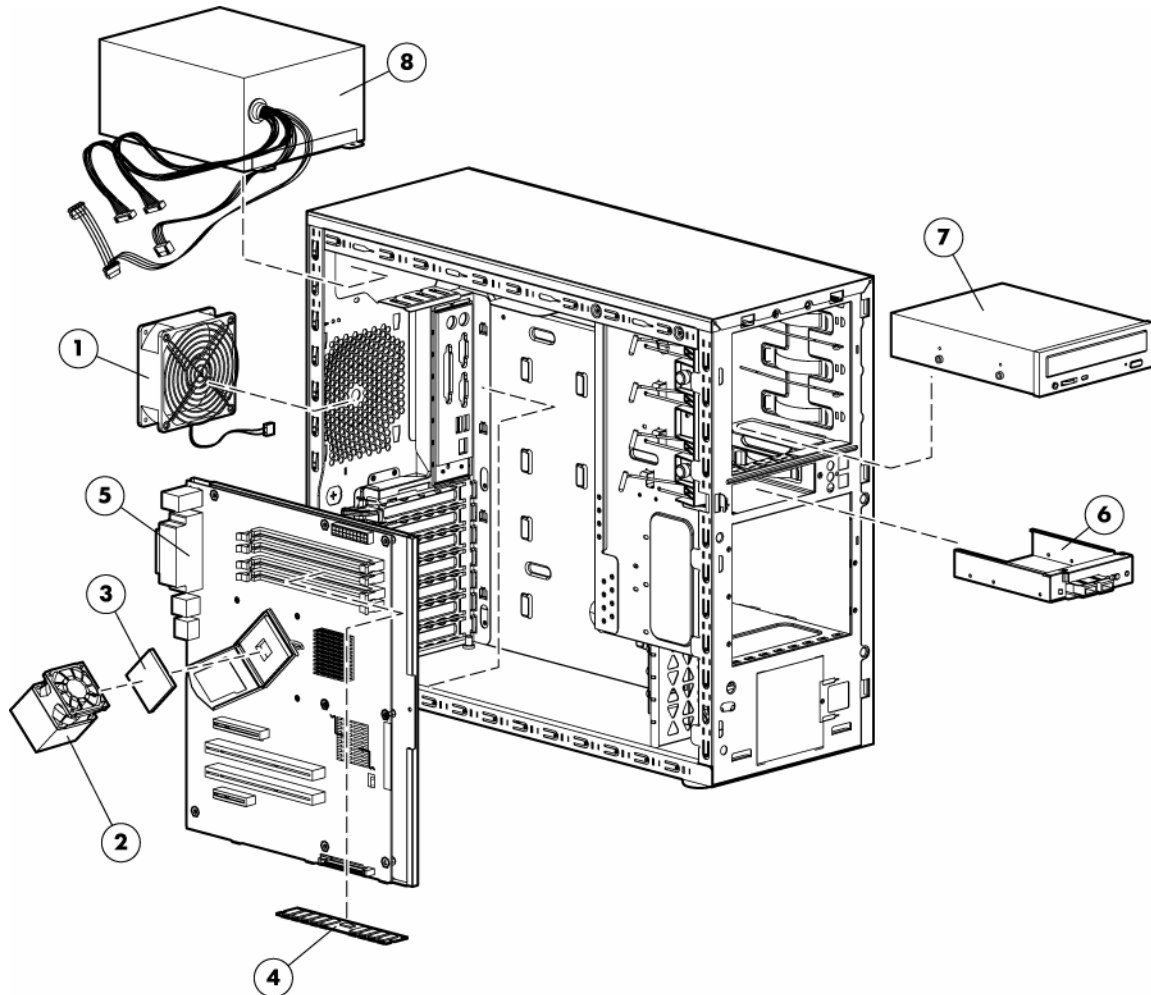
<sup>3</sup>No: 否 — 某些 HP 零件沒有消費者可自行維修的設計。為符合客户保固，HP 需要授權的服務供應商更換零件。這些零件在圖示的零件目錄中，被標示為「否」。

<sup>1</sup> Mandatory: 필수 — 고객 셀프 수리가 의무 사항인 필수 부품. 사용자가 HP에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.

<sup>2</sup> Optional: 옵션 — 고객 셀프 수리가 선택 사항인 부품. 이 부품들도 고객 셀프 수리가 가능하도록 설계되었습니다. 하지만 사용자가 HP에 이 부품의 교체를 요청할 경우 사용자가 구입한 제품에 해당하는 보증 서비스 유형에 따라 추가 비용 없이 교체가 가능할 수 있습니다.

<sup>3</sup> No: No — 고객 셀프 수리가 불가능하도록 설계된 HP 부품. 이 부품들은 고객 셀프 수리가 불가능하도록 설계되었습니다. HP는 고객 보증을 만족시키기 위해 공인 서비스 제공업체를 통해 부품을 교체하도록 하고 있습니다.

# System components



Item	Description	Assembly part number	Spare part number	Customer self repair (on page 5)
<b>System components</b>				
1	Fan assembly	—	—	—
	a) System fan module*	396376-001	398406-001	Mandatory <sup>1</sup>
	b) Fan duct*	396377-001	398407-001	Mandatory <sup>1</sup>
2	Processor heatsink/cooling fan assembly	393403-001	398402-001	Optional <sup>2</sup>
3	Processor	—	—	—
	a) 3.2-GHz Intel® Pentium® D 840, dual-core, 800-MHz FSB, 2x 1-MB L2 cache*	385574-202	403880-001	Optional <sup>2</sup>
	b) 3.0-GHz Intel® Pentium® D 830, dual-core, 800-MHz FSB, 2x 1-MB L2 cache*	385574-001	366643-001	Optional <sup>2</sup>
	c) 2.8-GHz Intel® Pentium® D 820, dual-core, 800-MHz FSB, 2x 1-MB L2 cache*	385573-001	392419-005	Optional <sup>2</sup>
	d) 3.4-GHz Intel® Pentium® 4 650, 800-MHz FSB, 2-MB L2 cache*	379289-003	398388-005	Optional <sup>2</sup>

Item	Description	Assembly part number	Spare part number	Customer self repair (on page 5)
	e) 3.2-GHz Intel® Pentium® 4 640, 800-MHz FSB, 2-MB L2 cache*	379289-002	392169-005	Optional <sup>2</sup>
	f) 3.0-GHz Intel® Pentium® 4 630, 800-MHz FSB, 2-MB L2 cache*	379289-001	392168-005	Optional <sup>2</sup>
	g) 2.66-GHz Intel® Celeron® 331, 533-MHz FSB, 256-KB L2 cache*	367744-106	391940-001	Optional <sup>2</sup>
	h) 3.0-GHz Intel® Pentium® D 930, 4-MB L2 cache	403277-002	410613-001	Optional <sup>2</sup>
4	<b>Memory</b>			
	a) 2048-MB, PC2-4200 unbuffered, advanced ECC DDR2 DIMM*	384377-061	398956-001	Mandatory <sup>1</sup>
	b) 1024-MB, PC2-4200 unbuffered, advanced ECC DDR2 DIMM*	384376-051	398955-001	Mandatory <sup>1</sup>
	c) 512-MB, PC2-4200 unbuffered, advanced ECC DDR2 DIMM*	384375-051	392176-005	Mandatory <sup>1</sup>
	<b>Boards</b>			
5	System board with tray	393405-001	398404-001	Mandatory <sup>1</sup>
6	Power button/LED board	394990-501	398403-001	Mandatory <sup>1</sup>
	<b>Mass storage devices</b>			
7	IDE CD-ROM drive (48X)	266072-004	397931-001	Mandatory <sup>1</sup>
	<b>Power</b>			
8	370-W power supply unit with cable assembly	395739-001	398405-001	Mandatory <sup>1</sup>
9	3-V 200-mAh internal lithium battery*	—	234556-001	Mandatory <sup>1</sup>
	<b>Cable assembly</b>			
10	IDE CD-ROM drive cable assembly*	399333-501	403039-001	Mandatory <sup>1</sup>
11	SCSI drive cable assembly*	302377-001	384753-001	Mandatory <sup>1</sup>
12	Non-hot-plug SATA cable assembly*	384735-001	389309-001	Mandatory <sup>1</sup>
13	Non-hot-plug SCSI cable assembly*	402054-501	404177-001	Mandatory <sup>1</sup>
14	Hot-plug SATA/SAS cable assembly*	361316-009	386754-001	Mandatory <sup>1</sup>
15	Power button/LED board cable assembly*	399632-501	403042-001	Mandatory <sup>1</sup>
16	Front USB connector cable assembly*	399633-501	403043-001	Mandatory <sup>1</sup>
17	Return kit*	—	382204-001	Mandatory <sup>1</sup>

\* Not shown

<sup>1</sup>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.

<sup>2</sup>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.

<sup>3</sup>No—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.

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Non—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.

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Non CSR—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.

<sup>1</sup>Mandatory: Zwingend—Teile, die im Rahmen des Customer Self Repair Programms ersetzt werden müssen. Wenn Sie diese Teile von HP ersetzen lassen, werden Ihnen die Versand- und Arbeitskosten für diesen Service berechnet.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Kein—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.

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: No—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.

<sup>1</sup>Mandatory: Verplicht—Onderdelen waarvoor Customer Self Repair verplicht is. Als u HP verzoekt deze onderdelen te vervangen, komen de reiskosten en het arbeidsloon voor uw rekening.

<sup>2</sup>Optional: 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 garantieservice voor het product.

<sup>3</sup>No: Nee—Sommige HP onderdelen zijn niet ontwikkeld voor reparatie door de klant. In verband met de garantievooraanwaarden moet het onderdeel door een geautoriseerde Service Partner worden vervangen. Deze onderdelen worden in de geïllustreerde onderdelencatalogus aangemerkt met "Nee".

<sup>1</sup>Mandatory: 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.

<sup>2</sup>Optional: 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.

<sup>3</sup>No: Nenhuma—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.

<sup>1</sup>Mandatory : 必須・顧客自己修理が必須の部品。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。

<sup>2</sup>Optional : 任意・顧客自己修理が任意である部品。この部品も顧客自己修理用です。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、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。

<sup>3</sup>No : 除外・HP製品の一部の部品は、顧客自己修理用ではありません。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、当該部品が顧客自己修理除外品である旨が記載されています。

<sup>1</sup>Mandatory: 强制性的 — 要求客户必须自行维修的部件。如果您请求 HP 更换这些部件，则必须为该服务支付差旅费和人工费用。

<sup>2</sup>Optional: 可选的 — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 HP 为您更换这些部件，则根据为您的产品指定的保修服务类型，HP 可能收取或不再收取任何附加费用。

<sup>3</sup>No: 否 — 某些 HP 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，HP 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

<sup>1</sup>Mandatory: 强制的 — 客户自行维修所使用的零件是强制性的。如果您要求 HP 更换这些零件，HP 将会向您收取此服务所需的外出费用与劳动成本。

<sup>2</sup>Optional: 選購的 — 客户自行维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，則可能也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。

<sup>3</sup>No: 否 — 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」。

<sup>1</sup> Mandatory: 필수 — 고객 셀프 수리가 의무 사항인 필수 부품. 사용자가 HP에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.

<sup>2</sup> Optional: 옵션 — 고객 셀프 수리가 선택 사항인 부품. 이 부품들도 고객 셀프 수리가 가능하도록 설계되었습니다. 하지만 사용자가 HP에 이 부품의 교체를 요청할 경우 사용자가 구입한 제품에 해당하는 보증 서비스 유형에 따라 추가 비용 없이 교체가 가능할 수 있습니다.

<sup>3</sup> No: No — 고객 셀프 수리가 불가능하도록 설계된 HP 부품. 이 부품들은 고객 셀프 수리가 불가능하도록 설계되었습니다. HP는 고객 보증을 만족시키기 위해 공인 서비스 제공업체를 통해 부품을 교체하도록 하고 있습니다.

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# Removal and replacement procedures

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## Required tools

You need the following items for some procedures:

- T-15 Torx screwdriver
- HP Insight Diagnostics software ("[HP Insight Diagnostics](#)" on page 46)

## Safety considerations

Before performing service procedures, review all the safety information.

### 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.

## Server warnings and cautions

Before installing a server, be sure that you understand the following warnings and cautions.

- ⚠ **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 server.**
- ⚠ **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:** Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.
- ⚠ **CAUTION:** Protect the server from power fluctuations and temporary interruptions with a regulating uninterruptible power supply (UPS). This device protects the hardware from damage caused by power surges and voltage spikes and keeps the system in operation during a power failure.

## Rack warnings and cautions

- ⚠ **WARNING: To reduce the risk of personal injury or damage to the equipment, be sure that:**
  - **The leveling jacks are extended to the floor.**
  - **The full weight of the rack rests on the leveling jacks.**
  - **The stabilizing feet are attached to the rack if it is a single-rack installation.**
  - **The racks are coupled together in multiple-rack installations.**
  - **Only one component is extended at a time. A rack may become unstable if more than one component is extended for any reason.**
- ⚠ **WARNING: To reduce the risk of personal injury or equipment damage when unloading a rack:**
  - **At least two people are needed to safely unload the rack from the pallet. An empty 42U rack can weigh as much as 115 kg (253 lb), can stand more than 2.1 m (7 ft) tall, and may become unstable when being moved on its casters.**
  - **Never stand in front of the rack when it is rolling down the ramp from the pallet. Always handle the rack from both sides.**



- ⚠ WARNING:** When installing a server in a telco rack, be sure that the rack frame is adequately secured to the top and bottom of the building structure.
- ⚠ WARNING:** This server is very heavy. To reduce the risk of personal injury or damage to the equipment:
- **Observe local occupational health and safety requirements and guidelines for manual material handling.**
  - **Get help to lift and stabilize the product during installation or removal, especially when the product is not fastened to the rails. When the server weighs more than 22.5 kg (50 lb), at least two people must lift the server into the rack together. A third person may be required to help align the server if the server is installed higher than chest level.**
  - **Use caution when installing the server in or removing the server from the rack; it is unstable when not fastened to the rails.**

## Preparation procedures

### Power down the server

- ⚠ 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:** If installing a hot-plug device, it is not necessary to power down the server.

1. Shut down the OS as directed by the OS documentation.
2. Press the Power On/Standby button to place the server in standby mode. When the server enters standby power mode, the system power LED changes to amber.
3. Disconnect the power cords.

The system is now without power.

### Remove the server from the rack

If the server is installed with an optional rack enabling kit, remove the server from the rack before beginning any service procedures.

1. Power down the server (on page 25).
2. Disconnect peripheral device and power cables.
3. Release the server from the tray.
4. Extend the server from the rack.
5. Remove the server from the tray and place it on a flat work surface.

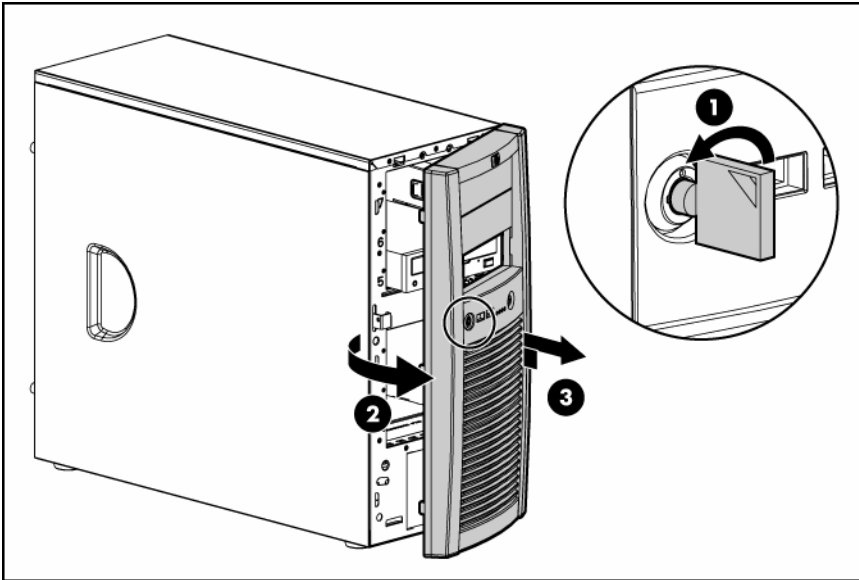
### Remove the bezel

Unlock and open the bezel before accessing the hard drive cage and before removing the access panel. Close and lock the bezel during normal server operations to ensure proper cooling airflow.

To remove the component:

1. Unlock the bezel.

2. Remove the bezel.



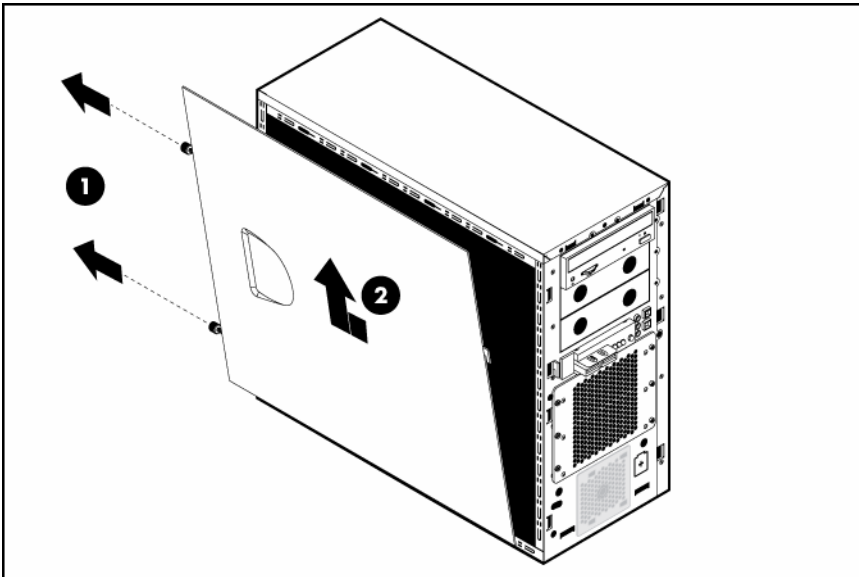
To replace the component, reverse the removal procedure.

## Access panel

**⚠ 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:** Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel.



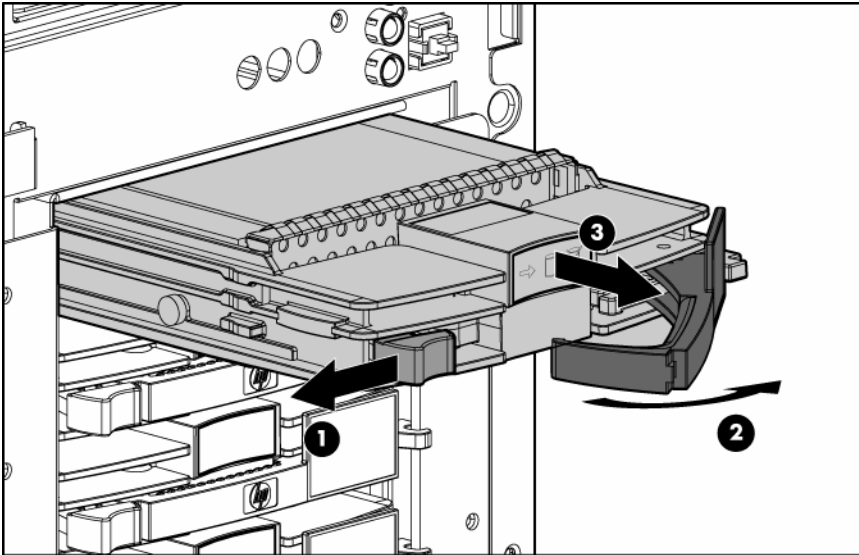
To replace the component, reverse the removal procedure.

# Hot-plug SCSI hard drive

**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 remove the component:

1. Determine the status of the hard drive from the hot-plug hard drive LEDs ("Hot-plug SCSI hard drive LEDs" on page 55, "SAS and SATA hard drive LEDs" on page 57).
2. Unlock and open the bezel ("Remove the bezel" on page 25).
3. Remove the hard drive.



To replace the component:

1. Slide the drive into the cage until it clicks, locking the drive into place.
2. Close the lever.

**IMPORTANT:** When the drive is inserted, the drive LEDs flash for 2 seconds to indicate that the drive is seated properly and receiving power.

3. As the drive begins to spin, be sure that the drive LEDs illuminate one at a time and then turn off together to indicate that the system has recognized the new drive.

In fault-tolerant configurations, allow the replacement drive to be reconstructed automatically with data from the other drives. While reconstruction is in progress, the online LED flashes.


# Hot-plug SAS and SATA hard drives

Hot-plug SATA and hot-plug SAS hard drives can be used interchangeably when a SAS controller is installed. The embedded SATA controller supports only SATA drives.

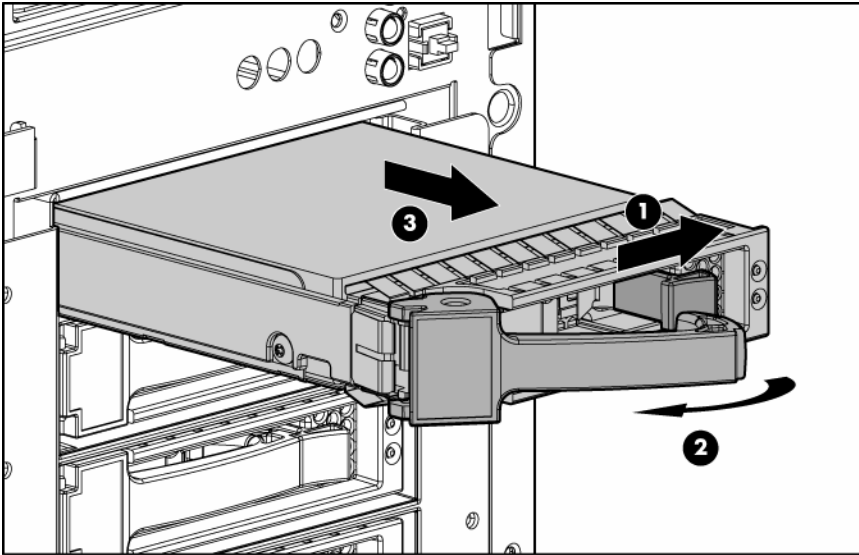
**CAUTION:** To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

To remove the component:

1. Determine the status of the hard drive from the hot-plug hard drive LEDs ("SAS and SATA hard drive LEDs" on page 57).


 **IMPORTANT:** When hot-plug SATA hard drives are installed, SATA LED functionality and full SATA hot-plug capability are not supported with the embedded controller. For full LED and hot-plug support, an optional SATA RAID or SAS controller must be installed.

2. Unlock and open the bezel ("[Remove the bezel](#)" on page 25).
3. Remove the hard drive.




To replace the component:

1. Slide the drive into the cage until it clicks, locking the drive into place.
2. Close the lever.

 **IMPORTANT:** When the drive is inserted, the drive LEDs flash for 2 seconds to indicate that the drive is seated properly and receiving power.

3. As the drive begins to spin, be sure that the drive LEDs illuminate one at a time and then turn off together to indicate that the system has recognized the new drive.

In fault-tolerant configurations, allow the replacement drive to be reconstructed automatically with data from the other drives. While reconstruction is in progress, the online LED flashes.

 **NOTE:** The SATA RAID feature supports up to two RAID volumes with up to two hard drives per RAID volume.

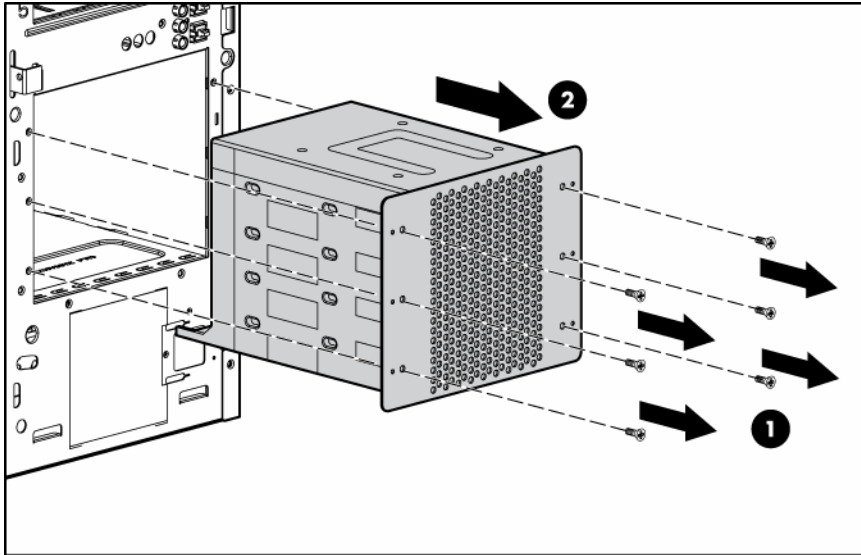
## Non-hot-plug hard drive cage

This procedure applies to servers equipped with non-hot-plug drives only. If the server is equipped with hot-plug hard drives, refer to the hot-plug hard drive removal procedures ("[Hot-plug SAS and SATA hard drives](#)" on page 27, "[Hot-plug SCSI hard drive](#)" on page 27).

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("[Access panel](#)" on page 26).
4. Disconnect the power and data cables.

5. Remove the non-hot-plug hard drive cage.



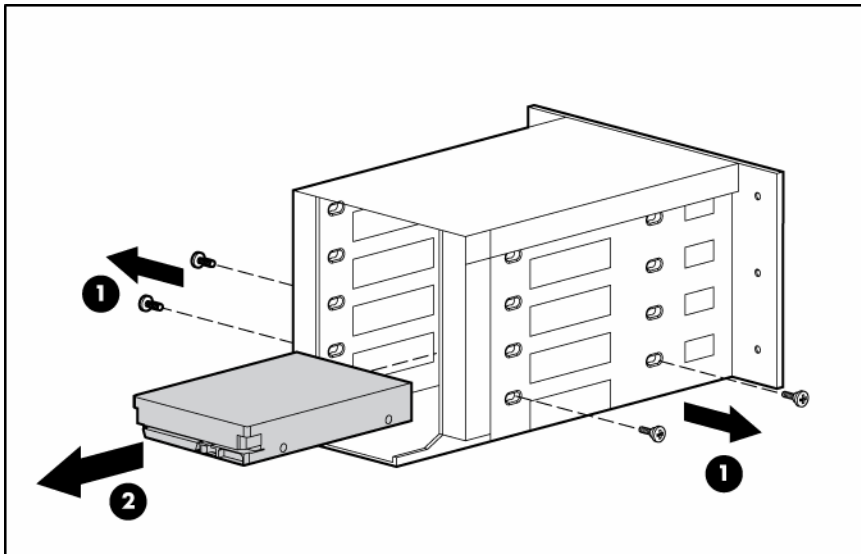
To replace the component, reverse the removal procedure.

## Hard drive (non-hot-plug)

This procedure applies to non-hot-plug drives only. If the server is equipped with hot-plug hard drives, refer to the hot-plug hard drive removal procedures ("[Hot-plug SAS and SATA hard drives](#)" on page 27, "[Hot-plug SCSI hard drive](#)" on page 27).

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("[Access panel](#)" on page 26).
4. Disconnect the power and data cables.
5. Remove the non-hot-plug hard drive cage. ("[Non-hot-plug hard drive cage](#)" on page 28)
6. Remove the hard drive.

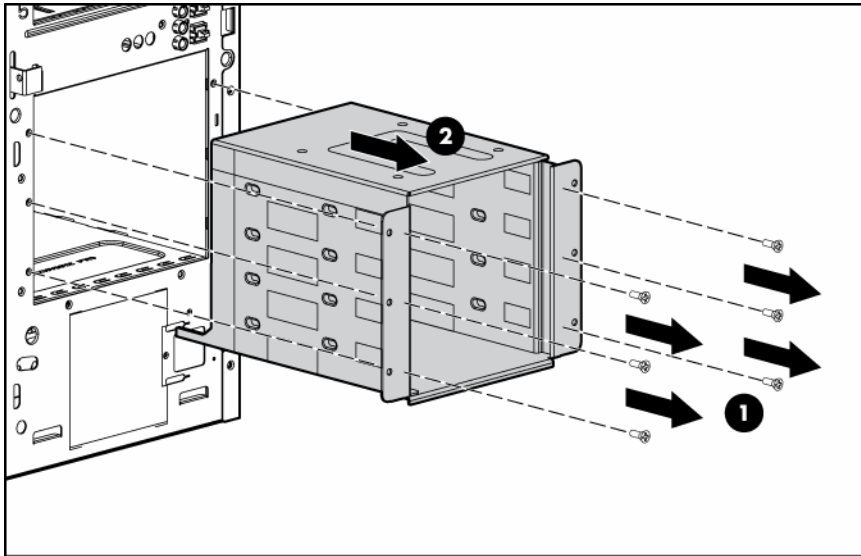


To replace the component, reverse the removal procedure.

## Hot-plug SCSI, SAS, or SATA hard drive cage

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove all hot-plug hard drives ("Hot-plug SAS and SATA hard drives" on page 27, "Hot-plug SCSI hard drive" on page 27).
5. Disconnect the power and data cables.
6. Remove the hot-plug hard drive cage.



**NOTE:** If replacing only the hard drive cage, retain the backplane for use with the replacement hard drive cage.

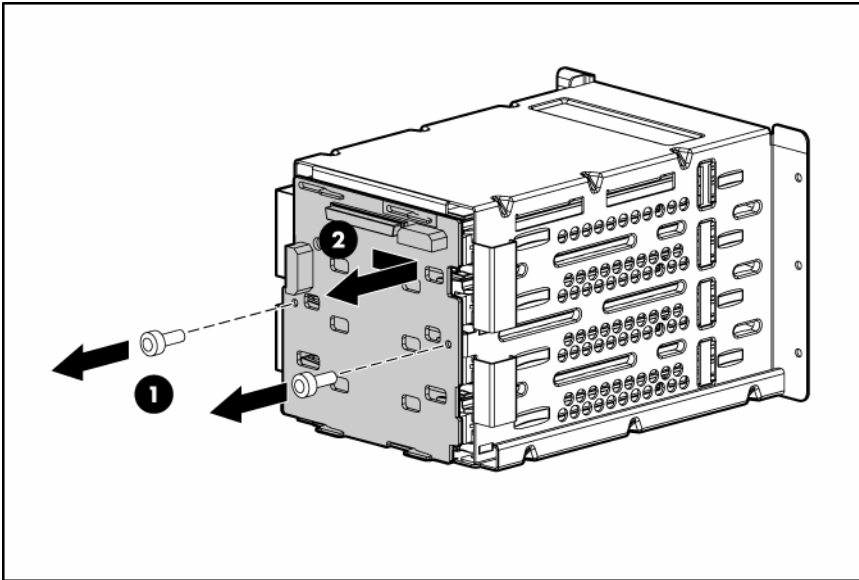
To replace the component, reverse the removal procedure.

## Hot-plug SCSI backplane

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove all hot-plug hard drives ("Hot-plug SAS and SATA hard drives" on page 27, "Hot-plug SCSI hard drive" on page 27).
5. Disconnect the power and data cables.
6. Remove the hot-plug hard drive cage. ("Hot-plug SCSI, SAS, or SATA hard drive cage" on page 30)

7. Remove the SCSI backplane.

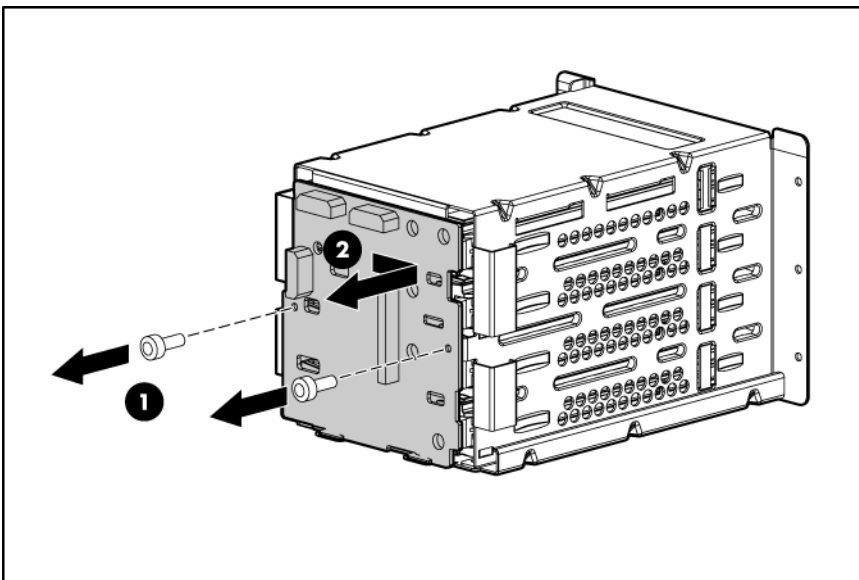


To replace the component, reverse the removal procedure.

## Hot-plug SAS or SATA backplane

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove all hot-plug hard drives ("Hot-plug SAS and SATA hard drives" on page 27, "Hot-plug SCSI hard drive" on page 27).
5. Disconnect the power and data cables.
6. Remove the hot-plug hard drive cage ("Hot-plug SCSI, SAS, or SATA hard drive cage" on page 30).
7. Remove the SAS or SATA backplane.



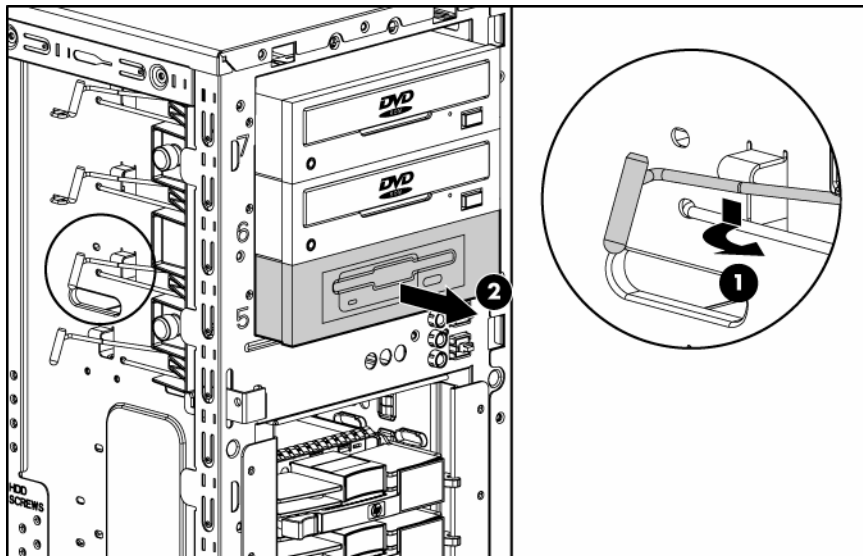
To replace the component, reverse the removal procedure.

## Diskette drive

**△ 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 remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Disconnect the power and data cables.
5. Remove the diskette drive.



To replace the component, reverse the removal procedure.

## CD-ROM/DVD-ROM drive

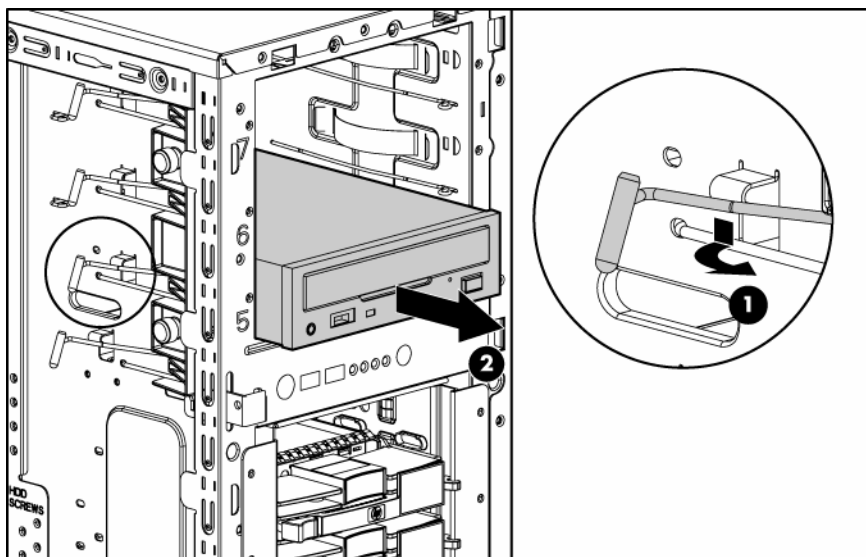
**△ CAUTION:** To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Disconnect the power and data cables.



5. Remove the CD-ROM or DVD-ROM drive.

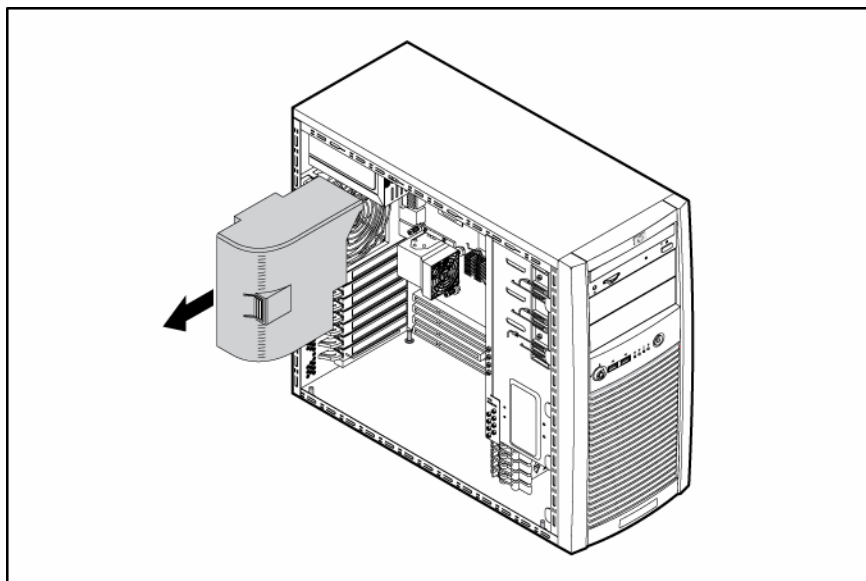


To replace the component, reverse the removal procedure.

## Air baffle

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the air baffle.

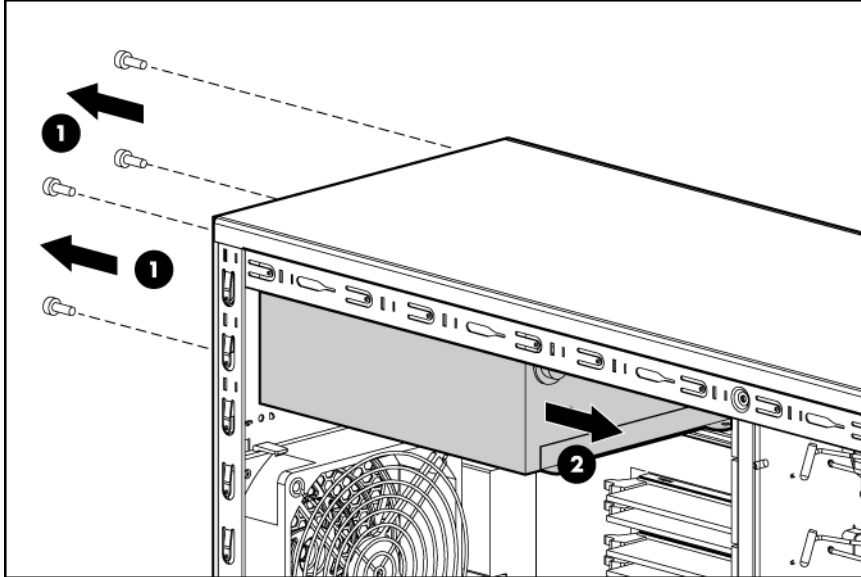


To replace the component, reverse the removal procedure.

## Power supply

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the air baffle ("Air baffle" on page 33).
5. Disconnect the power and signal cables.
6. Remove the power supply.



To replace the component, reverse the removal procedure.

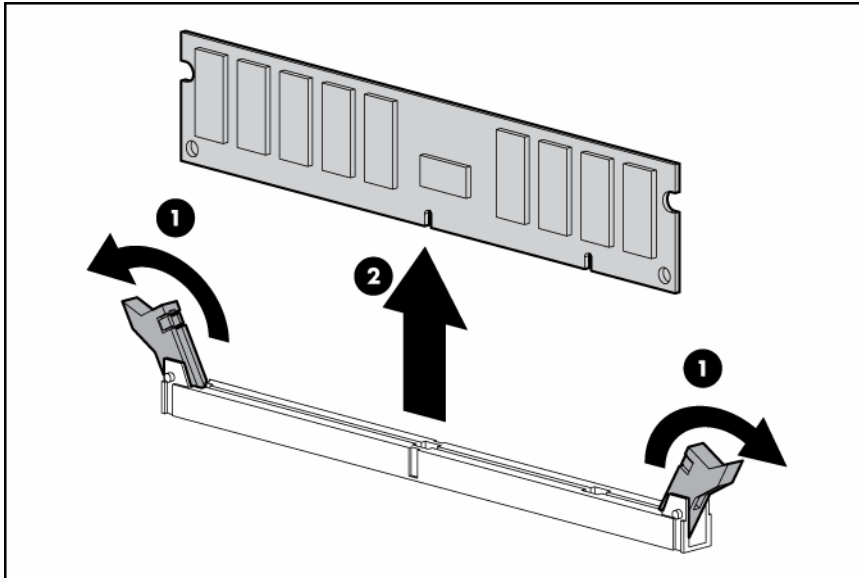
## DIMM

You can expand server memory by installing PC2-4200 DDR2 SDRAM DIMMs with Advanced ECC. The system supports up to four DIMMs for a maximum of 8 GB.

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).

4. Remove the DIMM.



To replace the component, reverse the removal procedure.



**IMPORTANT:** DIMMs do not seat fully if turned the wrong way.

Refer to "System board components (on page 51)" for DIMM slot locations and bank assignments.

Observe the following guidelines when installing additional memory:

- DIMMs installed in the server must be unbuffered PC2-4200 DDR2 DRAM, 64 bits wide, and ECC.
- If only a single DIMM is installed, it must be installed in slot 1A.
- All DIMMs installed must be the same speed.

BIOS detects the DIMM population and sets the system as follows:


- Single-channel mode: DIMMs installed in one channel only
- Dual-channel asymmetric mode: DIMMs installed in both channels but of unequal capacities per channel
- Dual-channel interleaved mode: DIMMs installed in both channels with equal channel capacities

The following table lists some, but not all, possible configurations. For best performance, HP recommends dual-channel interleaved mode configurations.

Channel A	Channel A	Channel B	Channel B	Total memory	Mode
Slot 1	Slot 2	Slot 3	Slot 4		
512 MB	—	—	—	512 MB	Single-channel
512 MB	—	512 MB	—	1 GB	Dual-channel interleaved
1 GB	—	—	—	1 GB	Single-channel
1 GB	—	1 GB	—	2 GB	Dual-channel interleaved
1 GB	1 GB	1 GB	—	3 GB	Dual-channel asymmetric
1 GB	1 GB	1 GB	1 GB	4 GB	Dual-channel interleaved


Channel A	Channel A	Channel B	Channel B	Total memory	Mode
Slot 1	Slot 2	Slot 3	Slot 4		
1 GB	1 GB	2 GB	2 GB	6 GB	Dual-channel interleaved
2 GB	2 GB	2 GB	2 GB	8 GB	Dual-channel interleaved


## Processor assembly

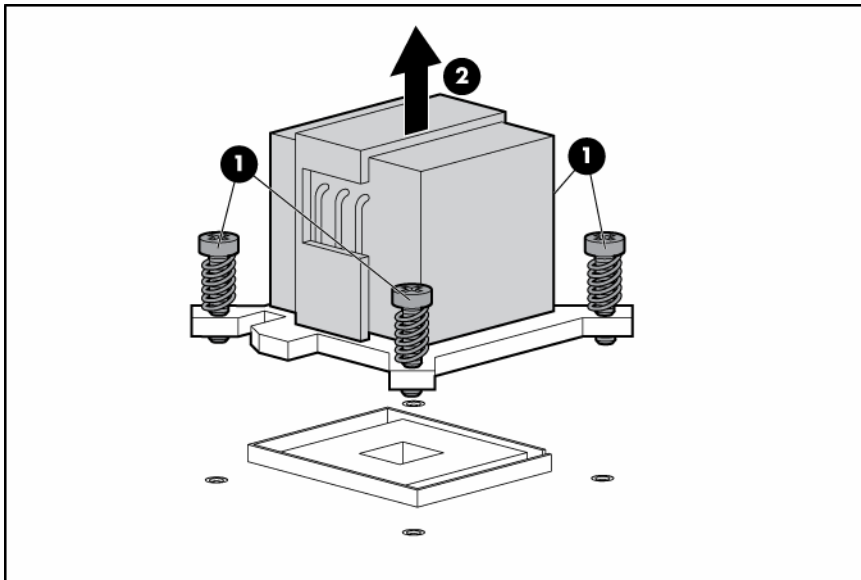
 **IMPORTANT:** To avoid damage to the processor and system board, only authorized technicians trained by HP should attempt to replace or install the processor in this server.

To remove the component:

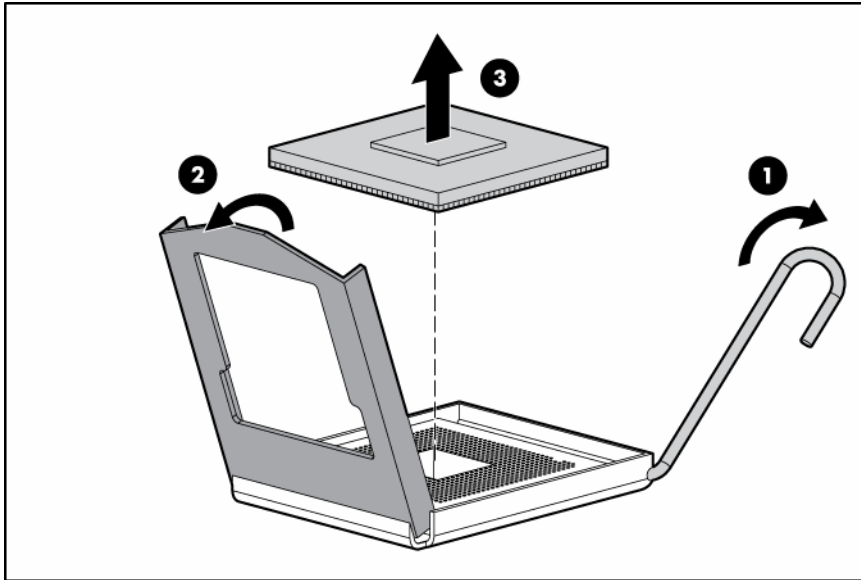
1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the air baffle ("Air baffle" on page 33).
5. Disconnect the fan cable from the system board.
6. Remove the heatsink fan assembly.

 **CAUTION:** Heatsink retaining screws should be removed in diagonally opposite pairs (in an "X" pattern).

 **CAUTION:** The pins on the processor socket are very fragile. Any damage to them may require replacing the system board.



7. Remove the processor, proceed as shown in the following illustration.

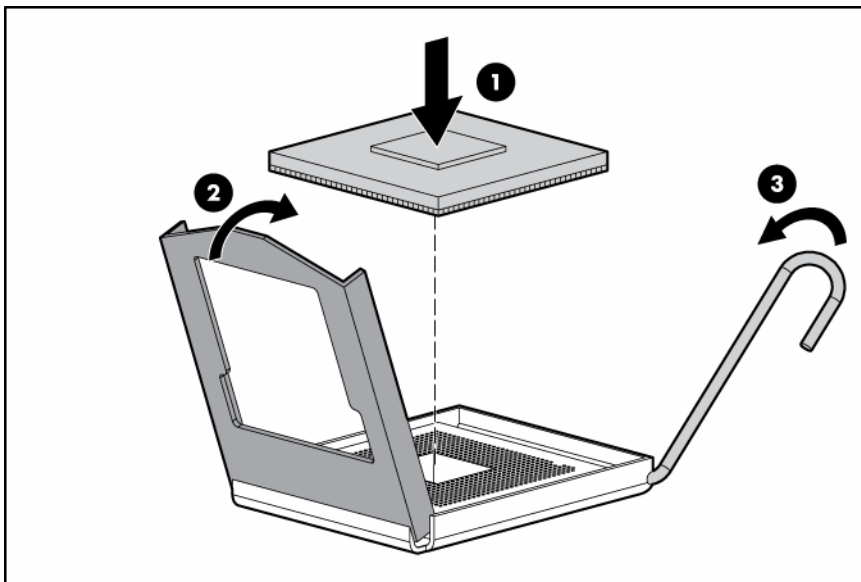


To replace the component:

1. Install the processor.

△ **CAUTION:** To prevent possible server malfunction or damage to the equipment, be sure to align the processor pins with the corresponding holes in the socket.

△ **CAUTION:** To prevent possible server malfunction or damage to the equipment, be sure to completely close the processor locking lever.

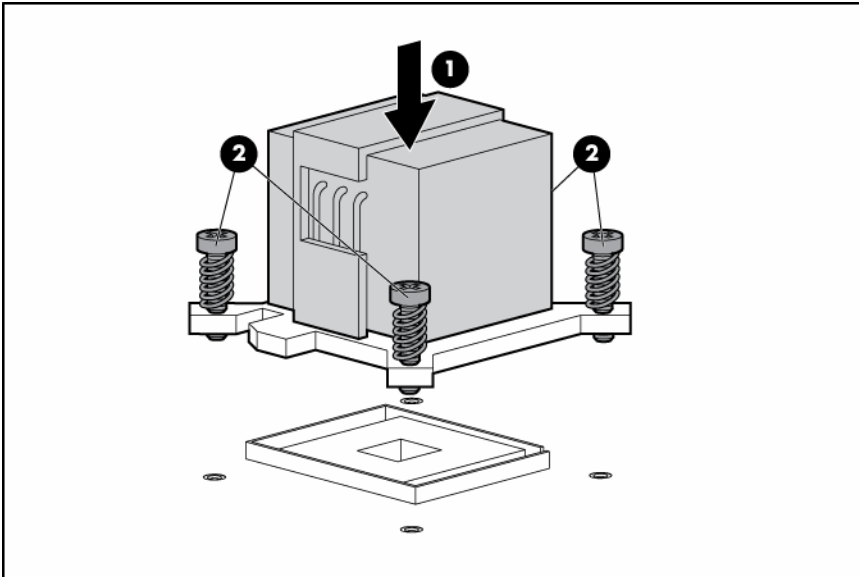


2. Prepare the heatsink for installation:

- If reusing the heatsink, clean the bottom of the heatsink with the provided alcohol pad, then apply a thin layer of thermal grease to the top of the processor.
- If installing a new heatsink, remove the protective covering.

3. Install the heatsink fan assembly.

**△ CAUTION:** Heatsink retaining screws should be tightened in diagonally opposite pairs (in an "X" pattern).

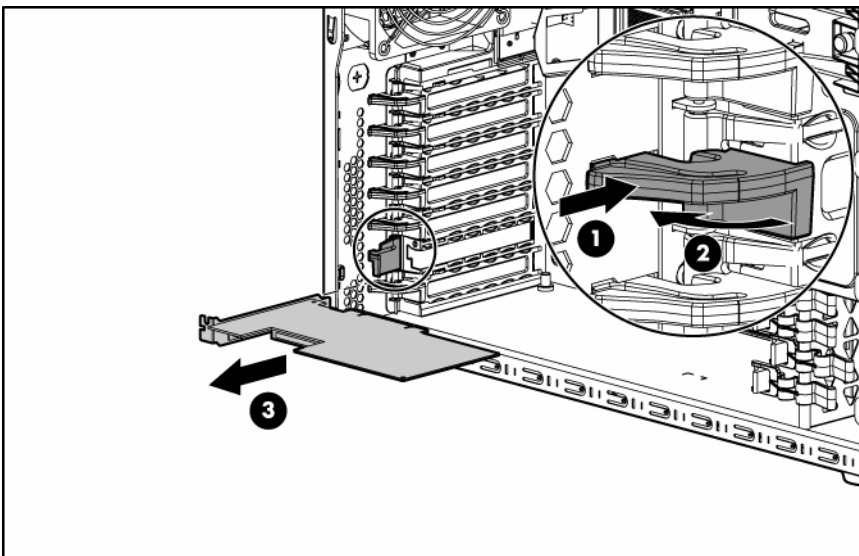


4. Connect the fan cable to the system board.
5. Install the air baffle.
6. Install the access panel.
7. Install the bezel.

## PCI expansion board

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the expansion board.

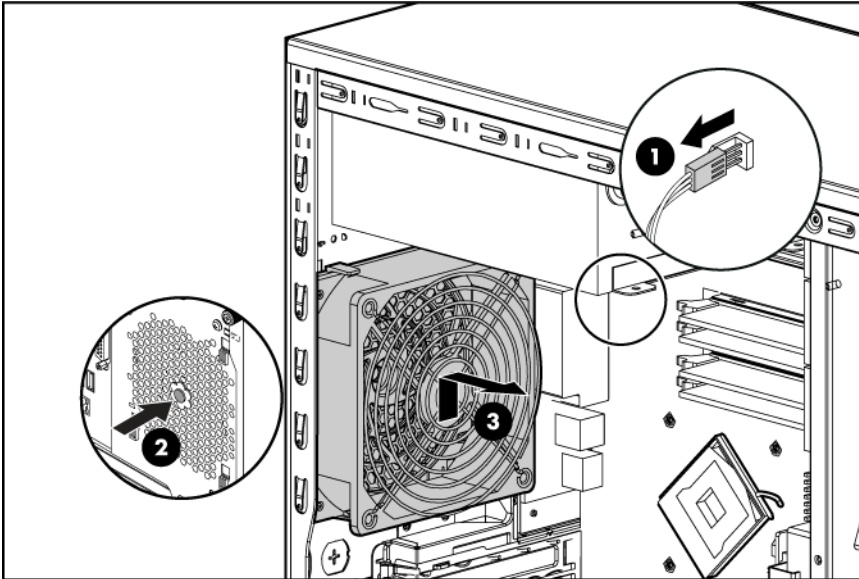


To replace the component, reverse the removal procedure.

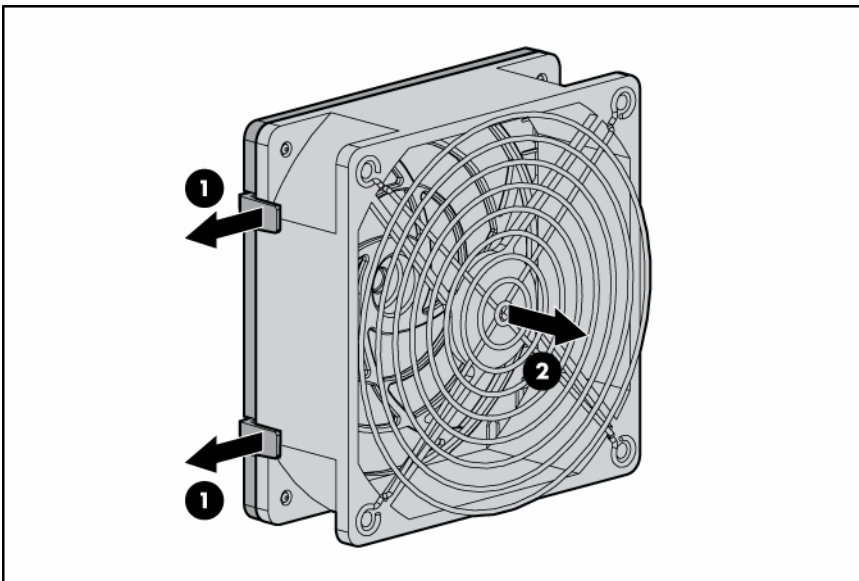
# Fan assembly

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the air baffle ("Air baffle" on page 33).
5. Remove the fan assembly.



6. Remove the fan from the holder.

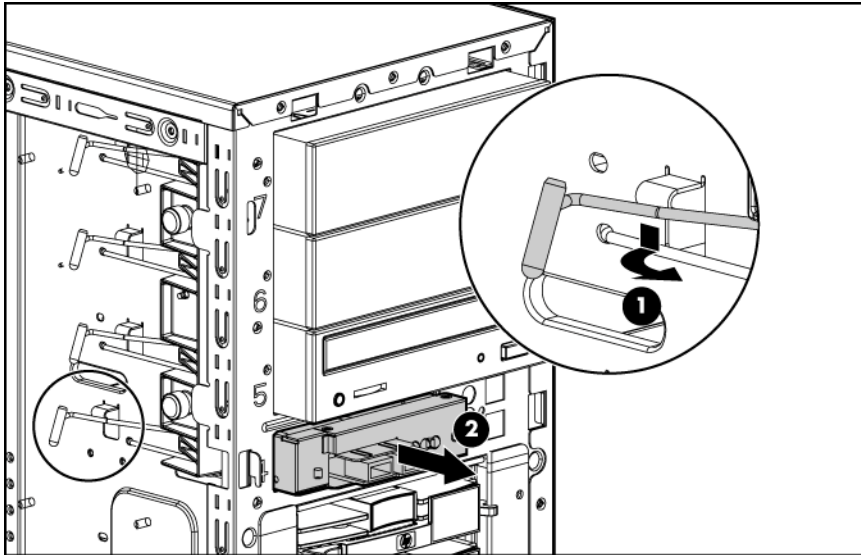


To replace the component, reverse the removal procedure.

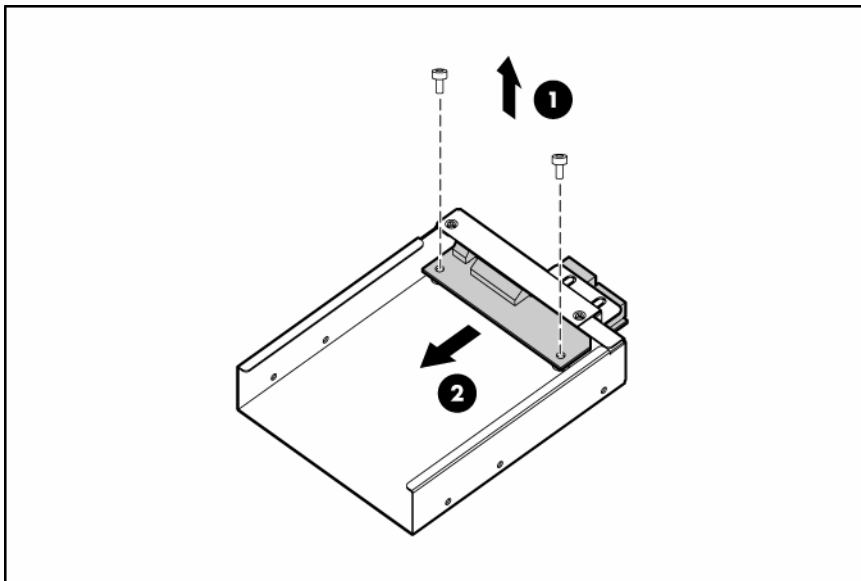
# Power button/LED board

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Disconnect the power and data cables.
5. Remove the front panel assembly.



6. Remove the power button/LED board.



To replace the component, reverse the removal procedure.

## Battery

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

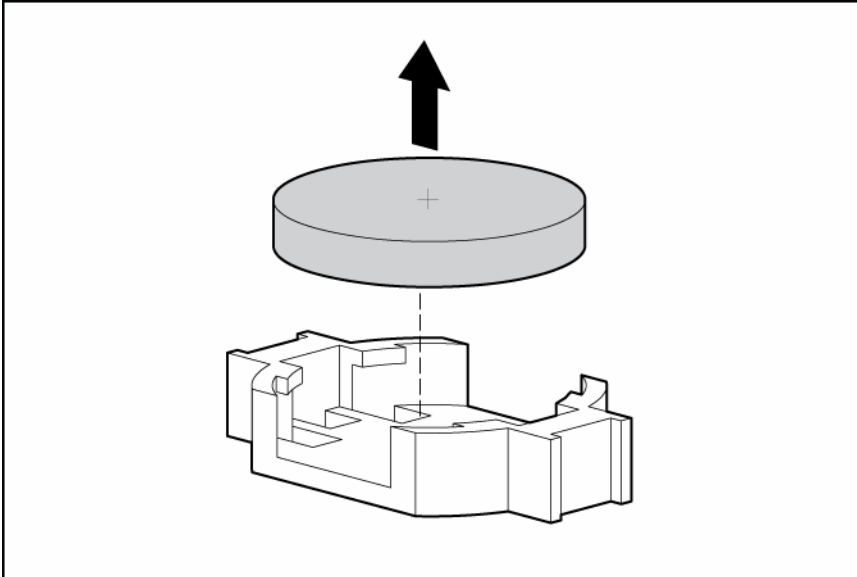
**⚠ WARNING: The computer contains an internal lithium manganese dioxide, a vanadium pentoxide, or an alkaline battery pack. A risk of fire and burns exists if the battery pack is not properly handled. To reduce the risk of personal injury:**



- **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 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the battery.



To replace the component, reverse the removal procedure.



**IMPORTANT:** After replacing the battery, the server is automatically configured with the default settings. The user can update these settings using RBSU.

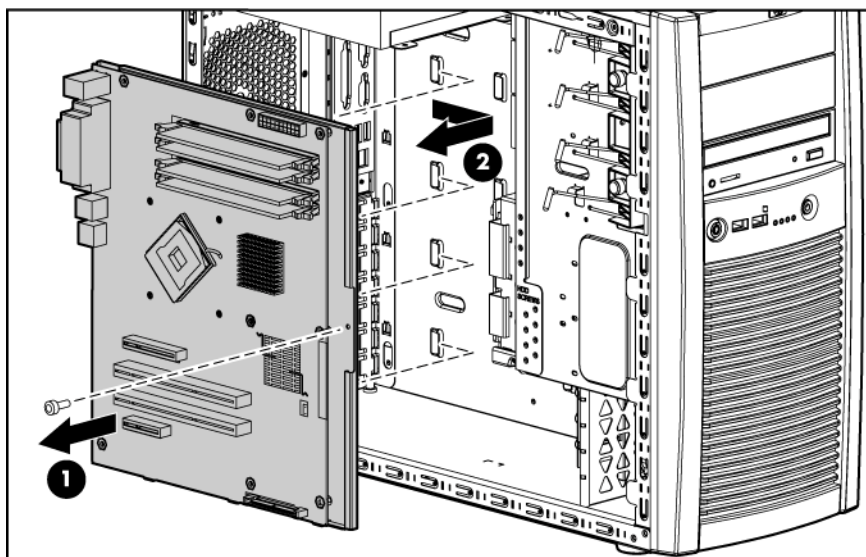
For more information about battery replacement or proper disposal, contact an authorized reseller or an authorized service provider.

## System board

To remove the component:

1. Power down the server (on page 25).
2. Remove the bezel (on page 25).
3. Remove the access panel ("Access panel" on page 26).
4. Remove the air baffle ("Air baffle" on page 33).
5. Remove the DIMMs ("DIMM" on page 34).
6. Remove the processor.
7. Remove the PCI expansion board.
8. Remove the fan assembly ("Fan assembly" on page 39).
9. Disconnect all cabling.

**10.** Remove the system board.



To replace the component, reverse the removal procedure.

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

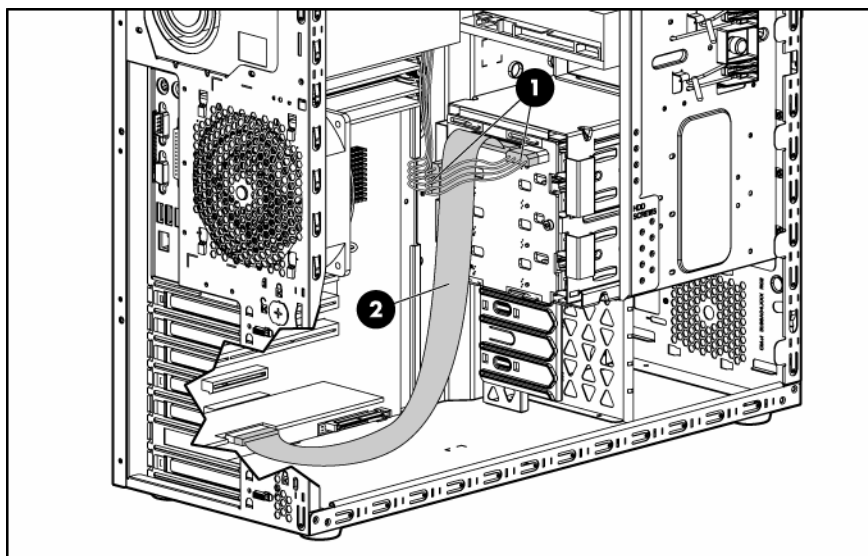
- 1.** During the server startup sequence, press the **F9** key to access RBSU.
- 2.** Select the **Advanced Options** menu.
- 3.** Select **Serial Number**. The following warning is displayed:  
Warning: The serial number should **ONLY** be modified by qualified service personnel. This value should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

# Cabling

## In this section

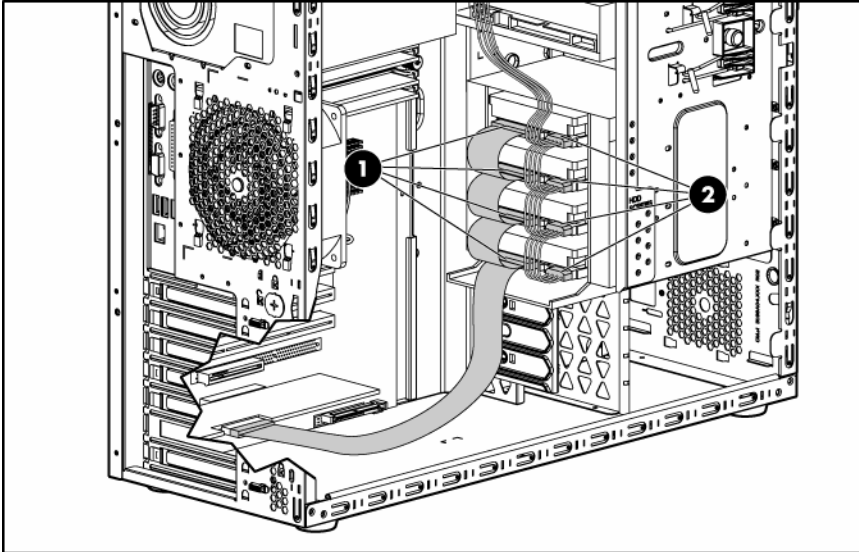
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Hot-plug SATA hard drive cabling .....	44
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SAS hard drive cabling.....	45

## Hot-plug SCSI hard drive cabling



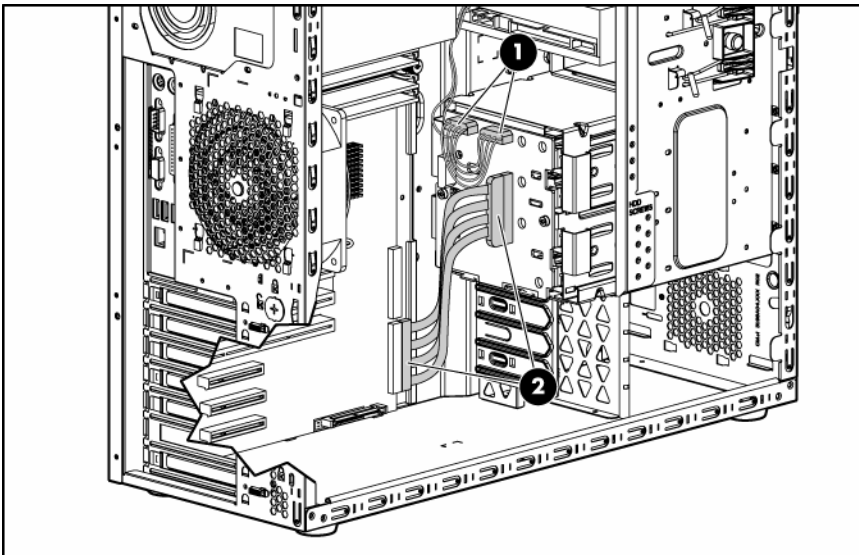
Item	Description
1	Power cable
2	SCSI cable

## Non-hot-plug SCSI hard drive cabling



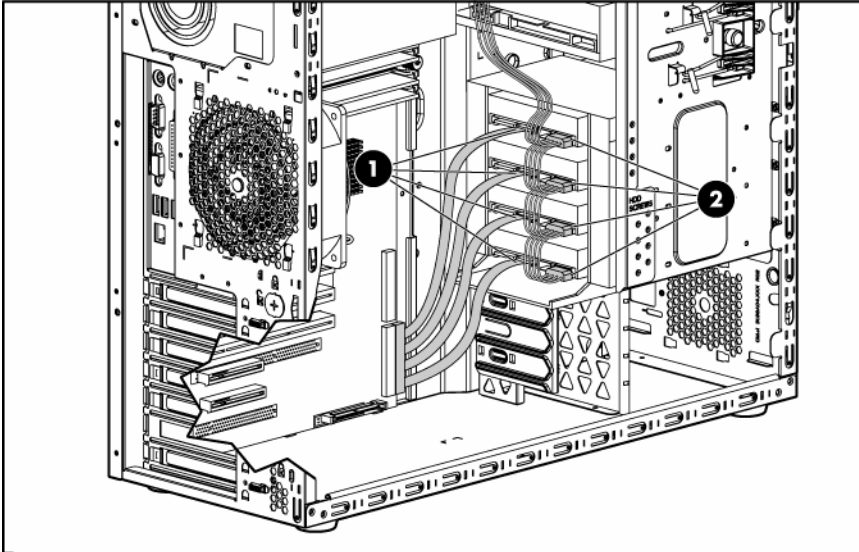
Item	Description
1	SCSI cable
2	Power cable

## Hot-plug SATA hard drive cabling



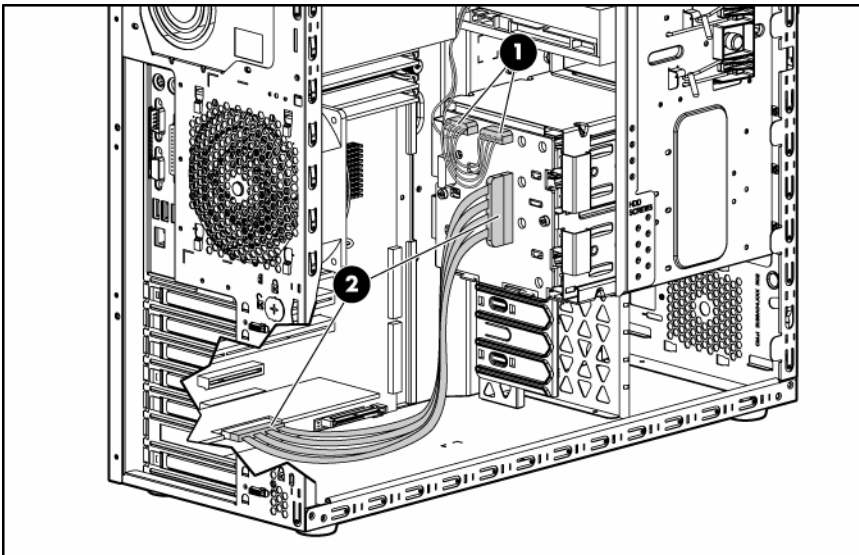
Item	Description
1	Power cable
2	SATA cable

## Non-hot-plug SATA hard drive cabling



Item	Description
1	SATA cable
2	Power cable

## SAS hard drive cabling



Item	Description
1	Power cable
2	SAS cable

---

# Diagnostic tools

## In this section

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## Survey Utility

Survey Utility, a feature within HP Insight Diagnostics (on page 46), gathers critical hardware and software information on ProLiant servers.

This utility supports operating systems that may not be supported by the server. For operating systems supported by the server, refer to the HP website (<http://www.hp.com/go/supportos>).

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

Survey Utility is installed with every SmartStart-assisted installation or can be installed through the HP PSP.



**NOTE:** SmartStart version 7.5 and later provides the memory spare part numbers for the server.

## Array Diagnostic Utility

ADU is a tool that collects information about array controllers and generates a list of detected problems. ADU can be accessed from the SmartStart CD or downloaded from the HP website (<http://www.hp.com>).

## 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, launch the SmartStart CD.

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, refer to the HP website (<http://www.hp.com/servers/diags>).

# 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 Survey Utility (on page 46)
- From within operating system-specific IML viewers
  - For NetWare: IML Viewer
  - For Windows®: IML Viewer
  - For Linux: IML Viewer Application
- From within the iLO 2 user interface
- From within HP Insight Diagnostics (on page 46)

For more information, refer to the Management CD in the HP ProLiant Essentials Foundation Pack.

## ROMPaq disaster recovery

If the current version of the ROM is corrupt, perform ROMPaq disaster recovery procedures:

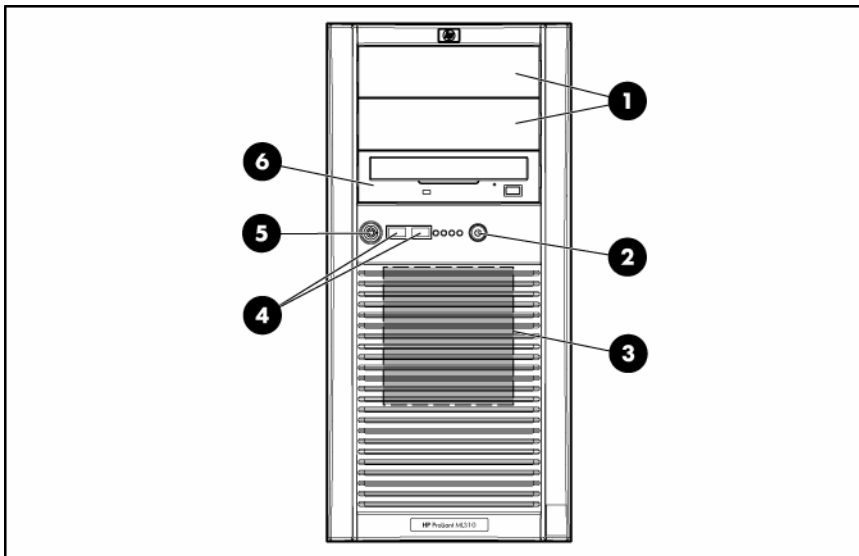
1. Create a ROMPaq diskette using the Autorun Menu on the SmartStart CD.
2. Power down the server (on page 25).
3. Insert the ROMPaq diskette.
4. Power up the server.
  - a. The server generates one long beep and two short beeps to indicate that you are in disaster recovery mode. If the diskette is not in place, the system continues to beep until a valid ROMPaq diskette is inserted.
  - b. The ROMPaq diskette flashes the system ROM image. If successful, a sequence of ascending audible beeps is generated. If unsuccessful, a sequence of descending audible beeps is generated and you need to repeat the disaster recovery process.
5. Power down the server (on page 25).
6. Remove the ROMPaq diskette.
7. Power up the server.

# Component identification

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## Front panel components

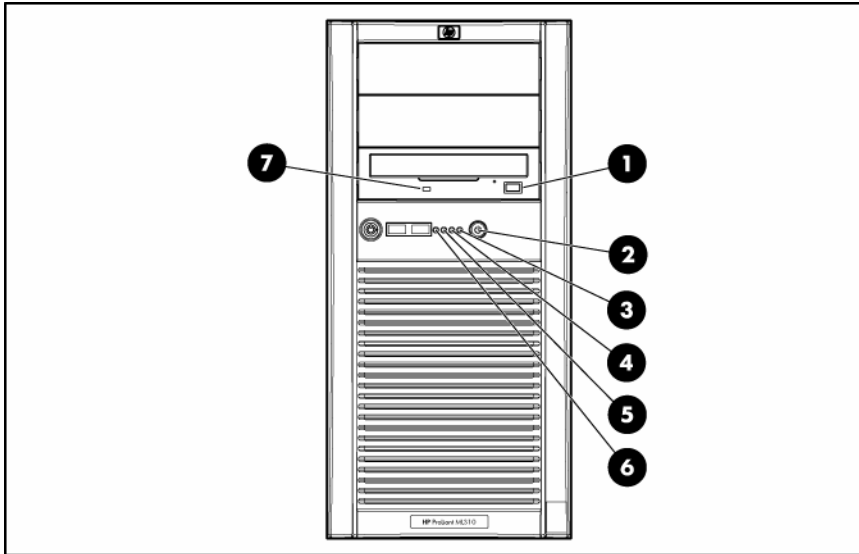


Item	Description
1	Media bays (bezel blanks)
2	Power On/Standby button
3	Hard drive bays
4	USB connectors (2)
5	Bezel lock



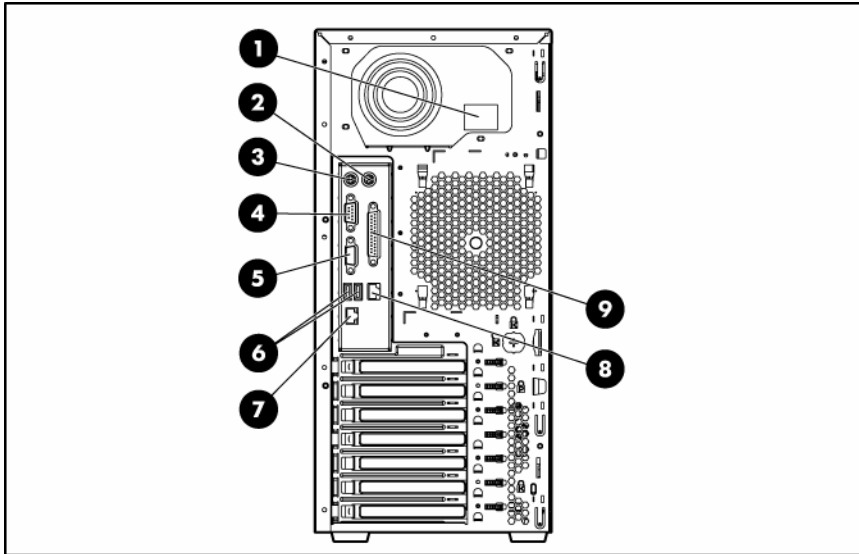
Item	Description
6	CD-ROM/DVD-ROM drive

## Front panel LEDs and buttons



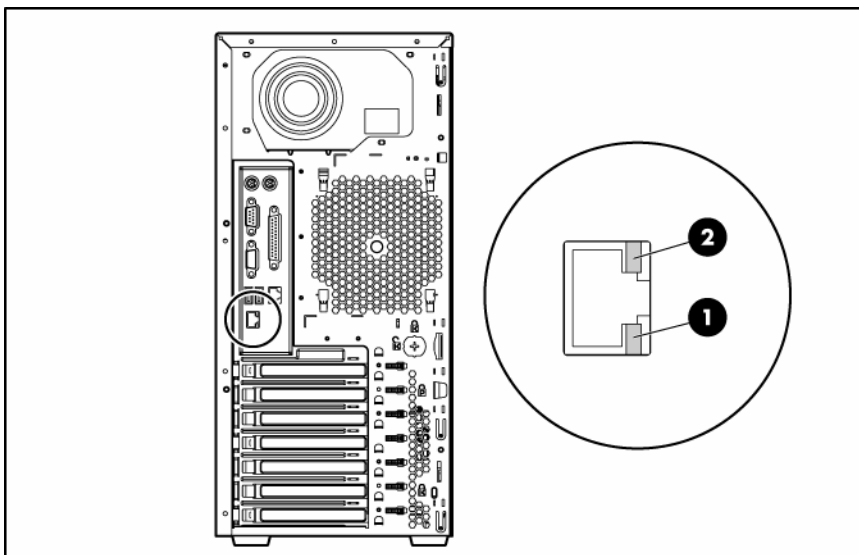
Item	Description	Status
1	CD-ROM/DVD-ROM drive ejector button	N/A
2	Power On/Standby button	N/A
3	System power LED	Green = System has AC power and is functioning. Amber = System has AC power and is in standby mode. Off = System has no AC power.
4	Hard drive activity LED (for non-hot-plug)	Green = Hard drives are properly connected and functioning Off = No hard drive activity
5	NIC link/activity LED	Green = Linked to network Flashing green = Linked with activity on the network Off = No network connection
6	Internal system health LED	Green = Normal (system on) Amber = System health is degraded. Red = System health is critical. Off = Normal (system off)
7	CD-ROM/DVD-ROM drive indicator LED	On = Activity Off = No activity

## Rear panel components



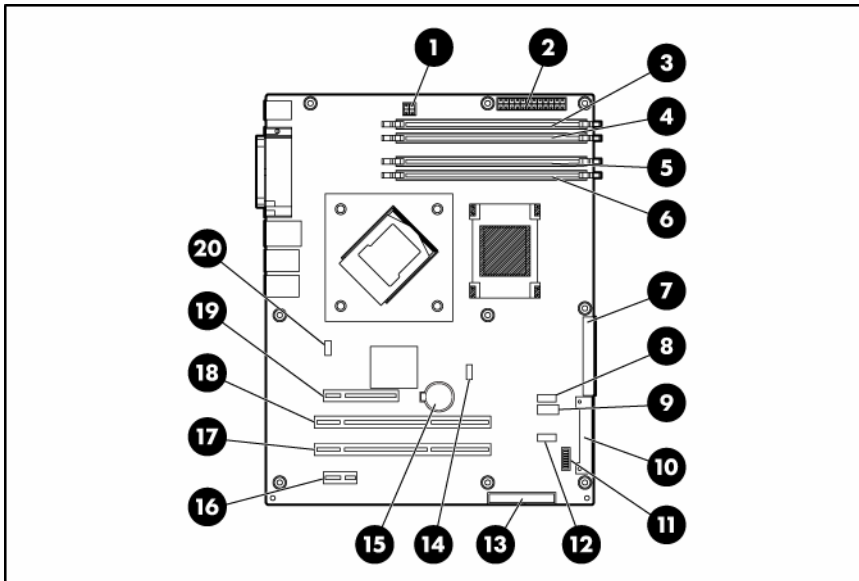
Item	Description
1	Power cord connector
2	Mouse connector
3	Keyboard connector
4	Serial connector
5	Video connector
6	USB connectors (2)
7	RJ-45 Ethernet connector
8	RJ-45 connector (iLO 2)
9	Parallel connector

## Rear panel LEDs



Item	Description	Status
1	NIC link LED	On = Link Off = No link
2	NIC activity LED	Flashing = Activity Off = No activity

## System board components



Items	Description
1	Processor power connector
2	System power connector
3	DIMM slot 4 (Channel B)
4	DIMM slot 3 (Channel B)
5	DIMM slot 2 (Channel A)
6	DIMM slot 1 (Channel A)
7	IDE connector
8	Front USB connector
9	USB connector
10	SATA connector
11	System maintenance switch
12	USB tape drive connector
13	Diskette drive connector
14	Processor fan connector
15	System battery
16	Slot 1, PCI Express x1
17	Slot 2, 64-bit/100-MHz PCI-X
18	Slot 3, 64-bit/100-MHz PCI-X
19	Slot 4, PCI Express x4*

Items	Description
20	System fan connector

\* x8 PCI Express cards are supported, but will run at x4 speeds.

## System maintenance switch

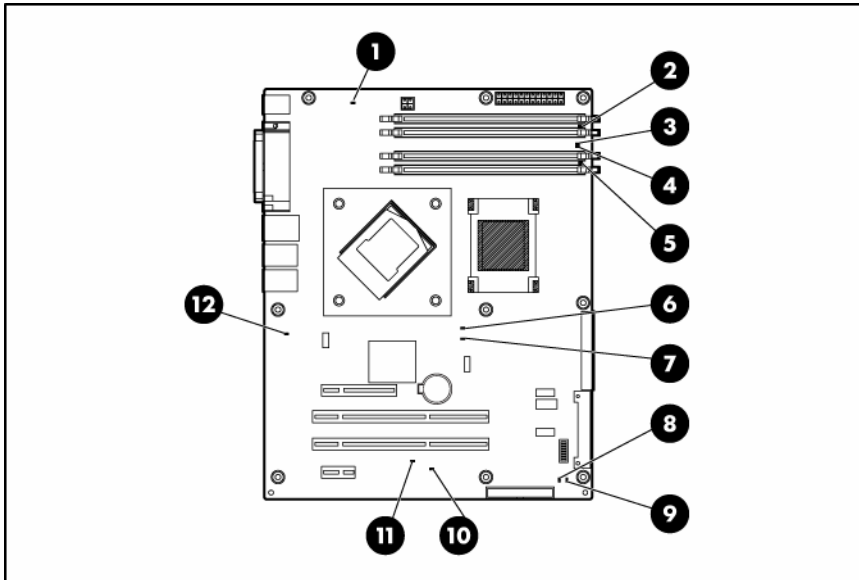
Position	Default	Function
S1	Off	Off = iLO 2 security is enabled On = iLO 2 security is disabled
S2	Off	Off = System configuration can be changed On = System configuration is locked
S3	Off	Reserved
S4	Off	Reserved
S5	Off	Off = No function On = Clears power-on password and administrator password
S6	Off	Off = Normal On = ROM treats system configuration as invalid
S7	Off	Reserved
S8	Off	Reserved

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.

For information on emergency ROM backup recovery, refer to ROMPaq disaster recovery (on page [47](#)).

# System board LEDs



Item	Description	Status
1	PPM failure	Amber = PPM failed or missing Off = Normal
2	DIMM 4 failure	Amber = DIMM 4 has failed or is missing Off = Normal
3	DIMM 3 failure	Amber = DIMM 3 has failed or is missing Off = Normal
4	DIMM 2 failure	Amber = DIMM 2 has failed or is missing Off = Normal
5	DIMM 1 failure	Amber = DIMM 1 has failed or is missing Off = Normal
6	Processor fault	Amber = A multibit error has occurred Off = Normal
7	Processor fan failure	Amber = Processor fan has failed or is missing Off = Normal
8	Power	Green = Power OK Off = One of the following conditions exists: <ul style="list-style-type: none"> <li>• No AC power</li> <li>• Power supply bad</li> <li>• Power supply in standby</li> <li>• Power supply exceeded current limits</li> </ul>
9	System power	Green = System power on Off = System power off
10	System temperature alert	Amber = System temperature has exceeded OS cautionary level Off = Normal

Item	Description	Status
11	Single bit error	Amber = Single bit error limit has been exceeded Off = Normal
12	System fan failure	Amber = System fan has failed or is missing Off = Normal

## System LEDs and internal health LED combinations

When the internal health LED on the front panel illuminates either amber or red, the server is experiencing a health event. Combinations of illuminated system LEDs and the internal health LED indicate system status.

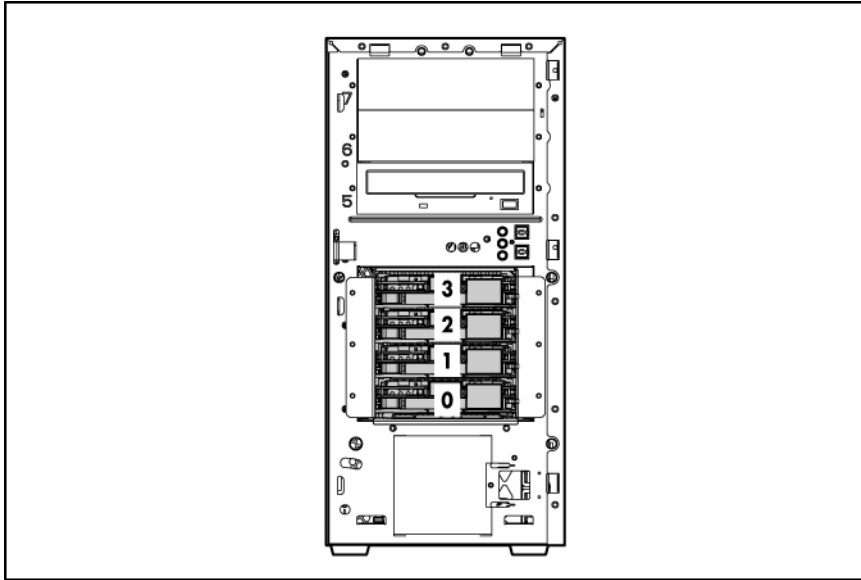


**NOTE:** The system management driver must be installed for the internal system health LED to provide pre-failure and warranty conditions.

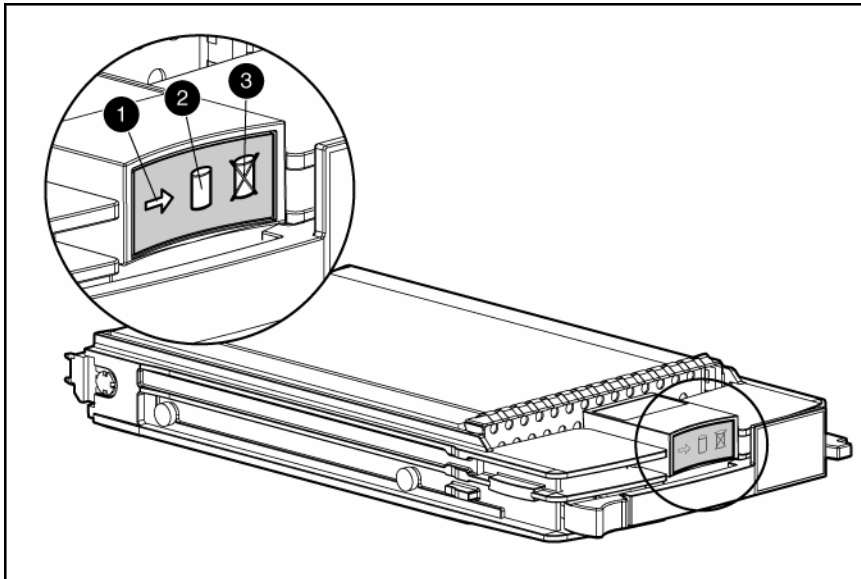
The front panel health LEDs indicate only the current hardware status. In some situations, HP SIM ("HP Insight Diagnostics" on page 46) may report server status differently than the health LEDs because the software tracks more system attributes.

System LED and color	Internal health LED color	Status
Processor failure, socket X (Amber)	Red	One or more of the following conditions may exist: <ul style="list-style-type: none"> <li>Processor in socket X has failed.</li> <li>Processor X is not installed in the socket.</li> <li>ROM detected a failed processor during POST.</li> </ul>
	Amber	Processor in socket X is in a pre-failure condition.
PPM failure, slot X (Amber)	Red	<ul style="list-style-type: none"> <li>PPM in slot X has failed.</li> <li>PPM is not installed in slot X, but the corresponding processor is installed.</li> </ul>
	Amber	<ul style="list-style-type: none"> <li>DIMM in slot X has reached single-bit correctable error threshold.</li> <li>DIMM in slot X is in a pre-failure condition.</li> </ul>
DIMM failure, slot X (Amber)	Red	<ul style="list-style-type: none"> <li>DIMM in slot X has failed.</li> <li>DIMM has experienced a multi-bit error.</li> </ul>
	Amber	<ul style="list-style-type: none"> <li>DIMM in slot X has reached single-bit correctable error threshold.</li> <li>DIMM in slot X is in a pre-failure condition.</li> </ul>
DIMM bank error (all slots in one bank, Amber)	Red	The bank is not populated entirely or DIMMs do not all match within the bank.
DIMM failure (all slots, Amber)	Red	<ul style="list-style-type: none"> <li>No valid or usable memory is installed in the system.</li> <li>The banks are not populated in the correct order.</li> </ul>
	Amber	<ul style="list-style-type: none"> <li>DIMM in slot X has reached single-bit correctable error threshold.</li> <li>DIMM in slot X is in a pre-failure condition.</li> </ul>
System temperature alert (Amber)	Red	System temperature has exceeded OS cautionary level or critical hardware level.
Fan (Amber)	Red	A required fan has failed.

# SCSI IDs



# Hot-plug SCSI hard drive LEDs



Item	Description	Status
1	Activity status	On = Drive activity Flashing = High activity on the drive or drive is being configured as part of an array. Off = No drive activity
2	Online status	On = Drive is part of an array and is currently working. Flashing = Drive is actively online. Off = Drive is offline.

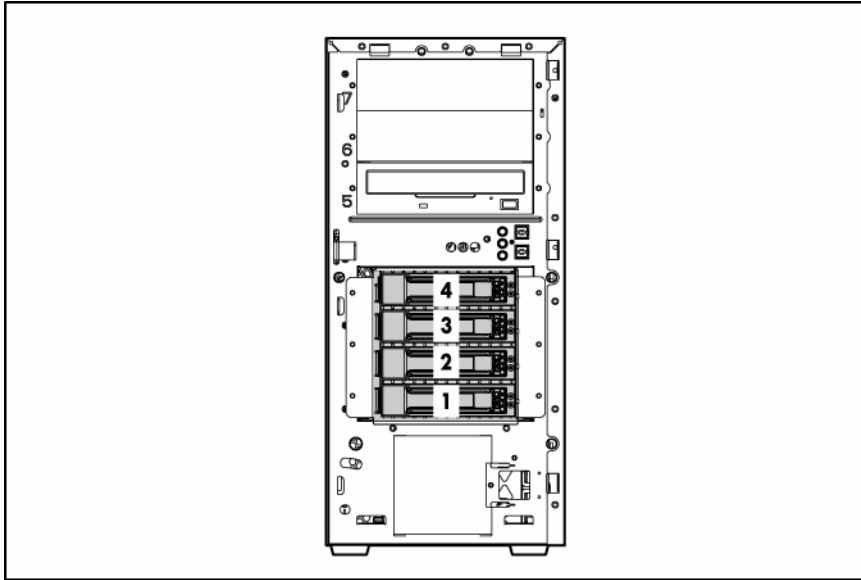
Item	Description	Status
3	Fault status	On = Drive failure Flashing = Fault-process activity Off = No fault-process activity

## Hot-plug SCSI hard drive LED combinations

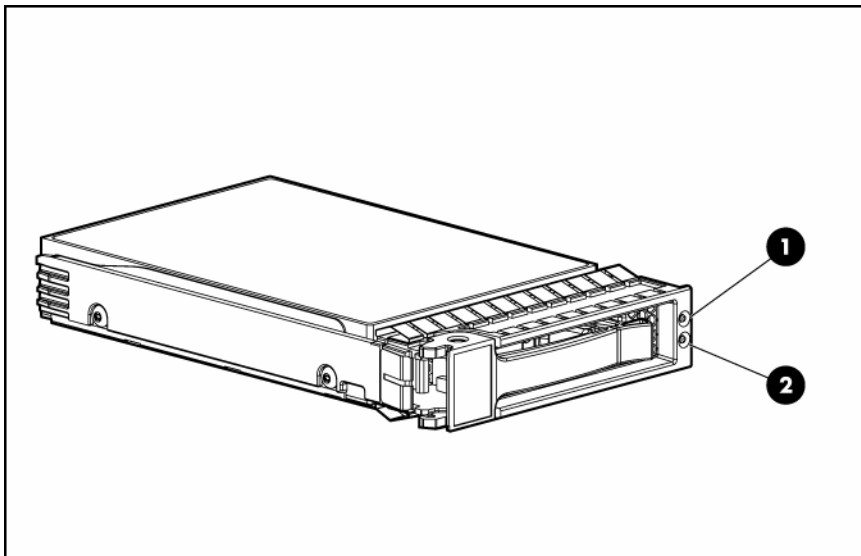
Activity LED	Online LED	Fault LED	Interpretation
On, off, or flashing	On or off	Flashing	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
On, off, or flashing	On	Off	The drive is online and is configured as part of an array. If the array is configured for fault tolerance and all other drives in the array are online, and a predictive failure alert is received or a drive capacity upgrade is in progress, you may replace the drive online.
On or flashing	Flashing	Off	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is rebuilding or undergoing capacity expansion.
On	Off	Off	<b>Do not remove the drive.</b> The drive is being accessed, but (1) it is not configured as part of an array; (2) it is a replacement drive and rebuild has not yet started; or (3) it is spinning up during the POST sequence.
Flashing	Flashing	Flashing	<b>Do not remove the drive. Removing a drive may cause data loss in non-fault-tolerant configurations.</b> One or more of the following conditions may exist: <ul style="list-style-type: none"> <li>The drive is part of an array being selected by an array configuration utility</li> <li>Drive Identification has been selected in HP SIM</li> <li>The drive firmware is being updated</li> </ul>
Off	Off	On	The drive has been placed offline due to hard disk drive failure or subsystem communication failure. You may need to replace the drive.
Off	Off	Off	One or more of the following conditions may exist: <ul style="list-style-type: none"> <li>The drive is not configured as part of an array</li> <li>The drive is configured as part of an array, but it is a replacement drive that is not being accessed or being rebuilt yet</li> <li>The drive is configured as an online spare</li> </ul> If the drive is connected to an array controller, you may replace the drive online.



## Hot-plug SAS and SATA device numbers



## SAS and SATA hard drive LEDs



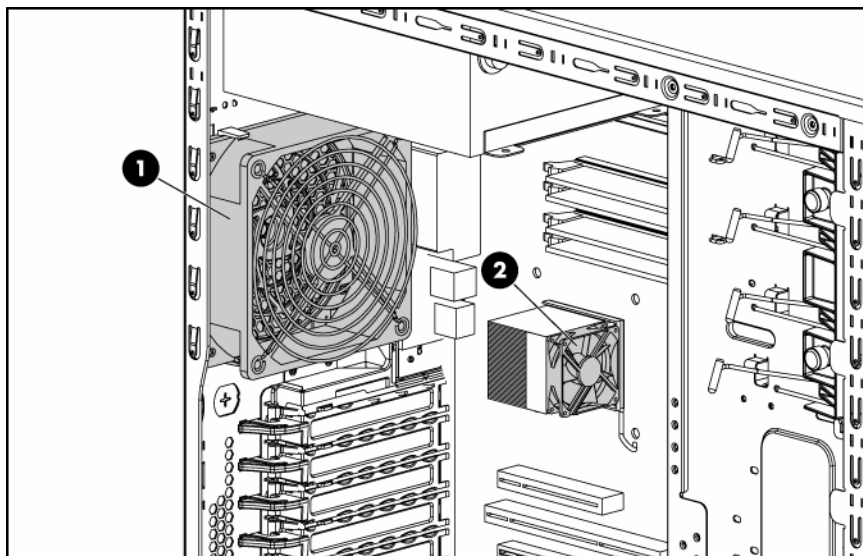
Item	Description
1	Fault/UID LED (amber/blue)
2	Online LED (green)

## SAS and SATA hard drive LED combinations

Online/activity LED (green)	Fault/UID LED (amber/blue)	Interpretation
On, off, or flashing	Alternating amber and blue	The drive has failed, or a predictive failure alert has been received for this drive; it also has been selected by a management application.

Online/activity LED (green)	Fault/UID LED (amber/blue)	Interpretation
On, off, or flashing	Steadily blue	The drive is operating normally, and it has been selected by a management application.
On	Amber, flashing regularly (1 Hz)	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
On	Off	The drive is online, but it is not active currently.
Flashing regularly (1 Hz)	Amber, flashing regularly (1 Hz)	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is part of an array that is undergoing capacity expansion or stripe migration, but a predictive failure alert has been received for this drive. To minimize the risk of data loss, do not replace the drive until the expansion or migration is complete.
Flashing regularly (1 Hz)	Off	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is rebuilding, or it is part of an array that is undergoing capacity expansion or stripe migration.
Flashing irregularly	Amber, flashing regularly (1 Hz)	The drive is active, but a predictive failure alert has been received for this drive. Replace the drive as soon as possible.
Flashing irregularly	Off	The drive is active, and it is operating normally.
Off	Steadily amber	A critical fault condition has been identified for this drive, and the controller has placed it offline. Replace the drive as soon as possible.
Off	Amber, flashing regularly (1 Hz)	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
Off	Off	The drive is offline, a spare, or not configured as part of an array.

## Fans



Item	Description
1	System fan

Item	Description
2	Processor fan

# Specifications

## In this section

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## Server specifications

Specification	Value
<b>Dimension</b>	
Height	4.32 cm (1.70 in)
Depth (without bezel)	50 cm (19.69 in)
Depth (with bezel)	54 cm (21.26 in)
Width	20 cm (7.87 in)
Weight (maximum)	22 kg (47.41 lb)
Weight (no drives installed)	16.5 kg (36.24 lb)
<b>Input requirement</b>	
Rated input voltage	100 VAC to 240 VAC *
Rated input frequency	47 Hz to 63 Hz
Rated input current	8 A (100 V) to 4 A (200 V)
Rated input power	1000 W
BTUs per hour	2730
<b>Power supply output</b>	
Rated steady-state power	3.3 V/5 V 110 W 121.12 V CPU 300 W
Maximum peak power	370 W

\* 100 to 127 VAC is required for 8 A; 200 to 240 VAC is required for 4 A.

## Environmental specifications

Specification	Value
<b>Temperature range*</b>	
Operating	10°C to 35°C (50°F to 95°F)
Shipping	-10°C to 60°C (14°F to 140°F)

Specification	Value
Maximum wet bulb temperature	28°C (82.4°F)
<b>Relative humidity (noncondensing)**</b>	
Operating	20% to 80%
Non-operating	20% to 90%

\* All temperature ratings shown are for sea level. An altitude derating of 1°C per 300 m (1.8°F per 1,000 ft) to 3048 m (10,000 ft) is applicable. No direct sunlight allowed.

\*\* Storage maximum humidity of 95% is based on a maximum temperature of 45°C (113°F). Altitude maximum for storage corresponds to a pressure minimum of 70 KPa.

## Hot-plug power supply calculations

For power supply specifications and calculators to determine electrical and heat loading for the server, refer to the HP Enterprise Configurator website (<http://h30099.www3.hp.com/configurator/>).

## 1.44-MB diskette drive specifications

Specification	Value
<b>Dimensions</b>	
Height	12.7 mm (0.5 in)
Width	96 mm (3.8 in)
Depth	130 mm (5.1 in)
<b>Read/write capacity per diskette</b>	
High density	1.44 MB
Low density	720 KB
Drives supported	1
Drive height	One-third height
Drive rotation	300 rpm
<b>Transfer rate</b>	
High	500 Kb/s
Low	250 Kb/s
Bytes/sector	512
Sectors per track (high/low)	18/9
Tracks per side (high/low)	80/80
<b>Access times</b>	
Track-to-track (high/low)	3 ms/6 ms
Average (high/low)	169 ms/94 ms
Setting time	15 ms
Latency average	100 ms
Cylinders (high/low)	80/80
Read/write heads	2

## CD-ROM drive specifications

Specification	Value
Disk formats	CD-ROM (modes 1 and 2); mixed mode (audio and data combined); CD-DA; Photo CD (single/multiple-session), CD-XA ready; CDi ready
Capacity	550 MB (mode 1, 12 cm)
	640 MB (mode 2, 12 cm)
Block size	2368, 2352 bytes (mode 0)
	2352, 2340, 2336, 2048 bytes (mode 1)
	2352, 2340, 2336, 2048 bytes (mode 2)
<b>Dimensions</b>	
Height	12.7 mm (0.50 in)
Depth	132.08 mm (5.20 in)
Width	132.08 mm (5.20 in)
Weight	0.34 kg (0.75 lb)
<b>Data transfer rate</b>	
Sustained	150 KB/s (sustained 1X), 1500/3600 KB/s (10X to 24X)
Burst	16.6 MB/s
<b>Access times (typical)</b>	
Full stroke	300 ms
Random	140 ms
Diameter	12 cm, 8 cm (4.70 in, 3.15 in)
Thickness	1.2 mm (0.05 in)
Track pitch	1.6 $\mu\text{m}$ ( $6.3 \times 10^{-7}$ in)
Cache/buffer	128 KB
Startup time	< 10 s
Stop time	< 5 s (single); < 30 s (multisession)
<b>Laser parameters</b>	
Type	Semiconductor laser GaAs
Wave length	700 $\pm$ 25 nm
Divergence angle	53.5° $\pm$ 1.5°
Output power	0.14 mW
<b>Operating conditions</b>	
Temperature	5°C to 45°C (41°F to 118°F)
Humidity	5% to 90%

## Hard drive specifications

Item	36.4-GB Ultra320 SCSI drive	80-GB SATA drive
Capacity	36,419.6 MB	80,000 MB

Item	36.4-GB Ultra320 SCSI drive	80-GB SATA drive
Height	1.0 in (One-third height)	1.028 in
Width	4.0 in	4.0 in
Interface	Ultra320 SCSI	Serial ATA
Transfer rate	320 MB/sec	1.5 GB/s
Rotational speed	15,000 rpm	7,200 rpm
Bytes per sector	512	512
Logical blocks	71,132,000	156,301,488
Operating temperature	10°C to 35°C (50°F to 95°F)	5°C to 55°C (41°F to 131°F)

## DVD-ROM drive specifications

Specification	Value
Disk formats	DVD (single and double layer), DVD-5, DVD-9, DVD-10, DVD-R, CD-ROM Mode 1 & 2, CD-DA, CD-XA (Mode 2, Form 1 & 2), CD-I (Mode 2, Form 1 & 2), CD-I ready, CD-Bridge, CD-R, PhotoCD (single and multi-session)
Capacity	4.7 GB (DVD-5), 8.5 GB (DVD-9), 9.4 GB (DVD10), 550 Mb (Mode 1, 12 cm), 640 Mb (Mode 2, 12 cm), 180 Mb (8 cm)
Block size	2352 bytes (mode 0) 2352, 2340, 2336, 2048 bytes (mode 1) 2352, 2340, 2336, 2048 bytes (mode 2) 2048 bytes (DVD)
<b>Dimensions</b>	
Height	12.7 mm (0.50 in)
Depth	132.08 mm (5.20 in)
Width	132.08 mm (5.20 in)
Weight	0.34 kg (0.75 lb)
<b>Data transfer rate</b>	
Sustained	4463 - 10,800 KB/s (8X CAV DVD mode), 150 KB/s (sustained 1X CD-ROM), 1552 3600 KB/s (24X CAV CD-ROM)
Burst	16.6 MB/s with DMA support
<b>Access times (typical)</b>	
Full stroke	<200 ms CD <300 ms DVD
Random	<110 ms CD <180 ms DVD
Diameter	12 cm, 8 cm (4.70 in, 3.15 in)
Thickness	1.2 mm (0.05 in)
Track pitch	0.74 $\mu\text{m}$ ( $3.15 \times 10^{-7}$ in) DVD-ROM 1.6 $\mu\text{m}$ ( $6.3 \times 10^{-7}$ in) CD-ROM
Cache/buffer	128 KB
Startup time	< 10 s

Specification	Value
Stop time	< 5 s (single); < 30 s (multisession)
<b>Laser parameters</b>	
Type	Semiconductor laser GaAs
Wave length	700 ± 25 nm
Divergence angle	53.5° ± 1.5°
Output power	0.14 mW
<b>Operating conditions</b>	
Temperature	5°C to 45°C (41°F to 118°F)
Humidity	5% to 90%



---

# Acronyms and abbreviations

## ASR

Automatic Server Recovery

## DDR

double data rate

## DIMM

dual inline memory module

## ECC

error checking and correcting

## iLO 2

Integrated Lights-Out 2

## IML

Integrated Management Log

## NIC

network interface controller

## NVRAM

non-volatile memory

## PCI-X

peripheral component interconnect extended

## POST

Power-On Self Test

## PPM

processor power module

## PSP

ProLiant Support Pack

## RAID

redundant array of inexpensive (or independent) disks

## RBSU

ROM-Based Setup Utility

## SAS

serial attached SCSI

## SATA

serial ATA

## SCSI

small computer system interface

## SDRAM

synchronous dynamic RAM

## SIM

Systems Insight Manager

## UID

unit identification

---

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