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Network Server 500 & 700: Troubleshooting, No Power (2/96)

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TOPIC -----

This article provides troubleshooting steps for the Network Server 500 and Network Server 700 when no power is getting to the system. Below are symptoms which may indicate a no power situation:

- System does not power up.
- Screen is blank.
- Fan is not running.
- Power LED is not lit.

DISCUSSION -----

Step 1

Verify that system is properly connected to a power source:

- Check for the presence of power cable.
- If the server is plugged into a power strip, verify that the power strip is turned on.
- Check power cable connection. It should be firmly connected to the server and the power source.
- Plug the monitor directly into wall socket and then verify that the monitor has power.

Step 2

Verify that key in rear drawer is in horizontal (locked) position.

Step 3

Verify that power supply is installed and properly seated.

Step 4

Verify that power LED is on.

Step 5

Verify that rear drawer is properly installed.

Step 6

Reseat processor card.

Step 7

Reseat cache DIMM.

Step 8

Verify that all DRAM DIMMs are properly installed. Remove all DRAM DIMMs and replace them one at a time to test. Replace any bad DIMMs.

Step 9

Reset Cuda chip.

Step 10

Reset logic board.

Step 11

Replace power cord.

Step 12

Replace power supply.

Step 13

Replace powerplane interconnect board.

Step 14

Replace logic board. Retain customer's DIMMs.

Step 15

Replace processor card.

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