Network Server 500 & 700: Startup Troubleshooting (2/96)

Article Created: 22 February 1996
Article Reviewed/Updated: 26 February 1996

TOPIC

This article provides troubleshooting steps if your Network Server 500 or Network Server 700 will not startup.

DISCUSSION

Cannot boot system from hard drive

Step 1
Verify system software is installed on the hard drive. If not, refer to "Using AIX, AppleTalk Services, and Mac OS Utilities on the Network Server" for information about installing and using the operating system.

Step 2
Verify that the server successfully booted from this hard drive before. If not, refer to "Using AIX, AppleTalk Services, and Mac OS Utilities on the Network Server" for information about installing and using the operating system.

Step 3
Using Open Firmware, verify system startup path is configured for the correct hard drive.

Step 4
If a problem message is displayed on the LCD during the startup process, refer to "LCD Panel and Diagnostics" in Basics chapter to determine the problem component.

Step 5
If a three-digit error code is displayed on the LCD, refer to "Chapter 10: Troubleshooting" of "Using AIX, AppleTalk Services, and Mac OS Utilities on the Network Server" for information on error codes and recommended action.

Step 6
Run Network Server Diagnostic Utility and follow the instructions provided with the utility to verify core system operations.

Step 7
If the internal rear hard drive is the boot drive (Network Server 700/150 only), verify that the hard drives are properly connected and terminated. If the server does not boot:

• Replace the rear drives SCSI cable
• Replace the rear drives SCSI ID Cable
• Replace the rear drives power cable
• Replace the power backplane-to-SCSI backplane cable
• Replace SCSI backplane
• Replace power backplane
• Replace hard drive

Step 8
If the boot drive is in the front drive bay, move the hard drive to another front drive bay slot and try starting up the server. Note: You may have to reconfigure the system startup path using Open Firmware. If the server does not boot, • Replace the 68-pin SCSI hard drive cable • Replace SCSI ID cable • Replace hard drive power cable • Replace SCSI backplane • Replace hard drive

Step 9
Replace logic board. Retain customer's DIMMs.

Step 10
Replace processor card.

Long DRAM test never completes

Verify that each DRAM DIMM is properly seated.

System will not boot and a memory failure is indicated on lines 1 and 2 of the LCD with ECCBEBAD as the failed address
---
Verify DIMM specifications. ECC memory DIMMs with non-quad CAS logic are not supported.

Article Change History:
26 Feb 1996 - Changed distribution status.

Keywords: hts,ksts

==========

19960226 16:03:23.00