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

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TOPIC ---

This article provides peripherals troubleshooting steps for your Network Server
500 or Network Server 700.

DISCUSSION --

Symptom: Cursor does not move

Step 1
Check mouse connection.

Step 2
Inspect inside of mouse for buildup of dirt or other contaminants. Clean mouse
if necessary.

Step 3
If mouse was connected to keyboard, connect mouse to computer ADB port instead.
If mouse works, replace keyboard.

Step 4
Replace ADB cable.

Step 5
If mouse does not work in any ADB port on computer, replace mouse.

Step 6
Replace logic board. Retain customer's DIMMs.

Step 7
Replace processor card.

Symptom: Cursor moves, but clicking mouse button has no effect
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Step 1
If mouse was connected to keyboard, connect mouse to computer ADB port instead.

If mouse works, replace keyboard.

Step 2
If mouse does not work in any ADB port on computer, replace mouse.

Step 3
Replace logic board. Retain customer's DIMMs.

Symptom: No response to any key on keyboard

Step 1
Verify that server is properly configured to connect to a serial terminal.
(Refer to "Setting Up the Network Server" for information on how to connect the
server to a serial terminal.)

Step 2
Verify that keyboard is an ADB-compatible extended keyboard.

Step 3
Check keyboard connection to ADB port.

Step 4
Replace keyboard cable.

Step 5
Replace keyboard.

Step 6
Replace logic board. Retain customer's DIMMs.
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