Tech Info Library

Service Notice: Apple Network Server Module Replacement (4/96)

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TOPIC --

This article briefly discusses the ease of servicing Apple's Network Servers
500/132 and 700/150. It also lists which parts are available as easily
replaceable components and which type of customer can order them.

DISCUSSION ---

Overview

On February 26, 1996, Apple announced its new family of high-performance
Departmental Servers, the Network Servers 500/132 and 700/150.

Designed for Easy Servicing

Apple's unique Network Server enclosure features advanced component redundancy
for high availability, easy component access, and physical security with
key-controlled access to all major parts. Many major server components can be
replaced within 60 seconds. Both systems support hot-swappable disk drives and
cooling fans. The Network Server 700/150 also supports optional redundant,
hot-swappable power supplies for mission-critical environments. This means that
customers can remove, service, and replace one of the two power supplies without
having to take the server off-line. This seamless plug-and-play hardware design
will help system managers easily upgrade, reconfigure, or service the Network
Servers.

The storage bays are easy to access and are very flexible, giving customers the
ability to install seven 3.5" or 5.25" half-height SCSI devices. The Network
Server 700/150 supports two additional internal SCSI hard drives. Customers may
also incorporate advanced third-party SCSI devices and build external disk farms
by working with companies such as FWB, Inc. and MicroNet Technology, Inc., two
industry-leading Macintosh storage solution providers.

Customers may purchase option kits which include extra drive tray assemblies,
PCI RAID Card, Parity DRAM, and Power Supplies (NS 700 only) from their
Reseller.

Service and Support

Included with each Network Server is a one-year on-site hardware warranty with
lifetime hardware phone support and 90-day software phone support. Apple offers
fee-based direct support options as well, including 7-days-a-week, 24-hour phone
coverage and priority queuing.

Outlined below are the current Apple service and support options for the
Finished Goods option kits and end-user replaceable modules. In addition to
on-site and module-level replacement, some components also have an
advanced-exchange option available. The advanced-exchange option for customers
is similar to a keyboard advance replacement. Service will ship parts indicated
by the "AE" directly to the customer without sending a Field Engineer on-site.

NOTE: AASP Plus service providers can service drives at module level. Entire
drive assemblies can be facilitated through Apple's Direct Service program by
calling 1-800-500-7078 for End Users; 1-800-919-2775, option 6 for AASPs; and
1-800-3APPLE3 for authorized VARs.

Begin_Table

Module, Repl. Part or Ass'y	Service Option (P, S)*	Reseller Service	End-User Purchasable?
Logic Board	OS	YES	No
Processor Card	OS	YES	No
L2 Cache	OS	YES	No
Parity DRAM	AE, OS	YES	FG Option Kit
Fan(s)	AE, OS	YES	NO
Pwr Supply (NS 700 only)	AE, OS	YES	FG Option Kit
Drive** (module)	OS	YES	NO
Drive**, *** (tray ass'y)	AE, OS	Facilitate Apl-Direct	FG Option Kit
PCI RAID Card	AE, OS	YES	FG Option Kit
PCI Ethernet 10Mbps Card	AE, OS	YES	FG Option Kit
PCI Ethernet	AE, OS	YES	FG Option Kit

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100Base-TX Card


2GB Fixed HD            OS                    YES            FG Option Kit
w/ Bracket
(NS 700 only)


2x 4GB Fixed HDs        OS                    YES            FG Option Kit
w/ Bracket
(NS 700 only)
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End_Table



Notes
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1. Logic board, Processor Card, L2 Cache DIMM, Parity DRAM DIMM, Power Supply
and PCI RAID cards are all modules.

2. Apple's Service Warehouse will not accept receipt of drive tray assemblies.
Service Providers not able to perform module level replacement can Facilitate
this repair through an Apple Direct option.

*    (P, S) means (Primary option, Secondary option)
**   SCSI Devices: HDA, DAT, CD-ROM
***  AE option may not be in place at initial product ship

OS = On-Site
AE = Advanced Exchange
FG = Finished Good


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