Intel® Server System R1000EP Family Service Guide

A Guide for Technically Qualified Assemblers of Intel® identified Subassemblies/Products

Order Number: G66781-001

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Important Safety Instructions

Read all caution and safety statements in this document before performing any of the instructions. See also Intel® Server Boards and Server Chassis Safety Information on the Intel® Server Deployment Toolkit 3.0 CD and/or at http://www.intel.com/support/motherboards/server/sb/cs-010770.htm.

Wichtige Sicherheitshinweise

Lesen Sie zunächst sämtliche Warnund Sicherheitshinweise in diesem Dokument, bevor Sie eine der Anweisungen ausführen. Beachten Sie hierzu auch die Sicherheitshinweise zu Intel®-Serverplatinen und Servergehäusen auf der Intel® Server Deployment Toolkit 3.0 CD oder unter http://www.intel.com/support/motherboards/server/sb/cs-010770.htm.

Consignes de sécurité

Lisez attention toutes les consignes de sécurité et les mises en garde indiquées dans ce document avant de suivre toute instruction. Consultez Intel® Server Boards and Server Chassis Safety Information sur le Intel® Server Deployment Toolkit 3.0 CD ou bien rendez-vous sur le site http://www.intel.com/support/motherboards/server/sb/cs-010770.htm.

Instrucciones de seguridad importantes

Lea todas las declaraciones de seguridad y precaución de este documento antes de realizar cualquiera de las instrucciones. Vea Intel® Server Boards and Server Chassis Safety Information en el Intel® Server Deployment Toolkit 3.0 CD y/o en http://www.intel.com/support/motherboards/server/sb/cs-010770.htm.

重要安全指导

在执行任何指令之前，请阅读本文档中的所有注意事项及安全声明。和/或 http://www.intel.com/support/motherboards/server/sb/cs-010770.htm 上的 *Intel® Server Boards and Server Chassis Safety Information*（《Intel® 服务器主板与服务器机箱安全信息》）。

Warnings

Heed safety instructions: Before working with your server product, whether you are using this guide or any other resource as a reference, pay close attention to the safety instructions. You must adhere to the assembly instructions in this guide to ensure and maintain compliance with existing product certifications and approvals. Use only the described, regulated components specified in this guide. Use of other products/components will void the UL listing and other regulatory approvals of the product and will most likely result in noncompliance with product regulations in the region(s) in which the product is sold.

System power on/off: The power button DOES NOT turn off the system AC power. To remove power from the system, you must unplug the AC power cord from the wall outlet. Make sure the AC power cord is unplugged before you open the chassis, add, or remove any components.

Hazardous conditions, devices and cables: Hazardous electrical conditions may be present on power, telephone, and communication cables. Turn off the server and disconnect the power cord, telecommunications systems, networks, and modems attached to the server before opening it. Otherwise, personal injury or equipment damage can result.

Electrostatic discharge (ESD) and ESD protection: ESD can damage disk drives, boards, and other parts. We recommend that you perform all procedures in this chapter only at an ESD workstation. If one is not available, provide some ESD protection by wearing an antistatic wrist strap attached to chassis ground—any unpainted metal surface—on your server when handling parts.

ESD and handling boards: Always handle boards carefully. They can be extremely sensitive to ESD. Hold boards only by their edges. After removing a board from its protective wrapper or from the server, place the board component side up on a grounded, static free surface. Use a conductive foam pad if available but not the board wrapper. Do not slide board over any surface.

Installing or removing jumpers: A jumper is a small plastic encased conductor that slips over two jumper pins. Some jumpers have a small tab on top that you can grip with your fingertips or with a pair of fine needle nosed pliers. If your jumpers do not have such a tab, take care when using needle nosed pliers to remove or install a jumper; grip the narrow sides of the jumper with the pliers, never the wide sides. Gripping the wide sides can damage the contacts inside the jumper, causing intermittent problems with the function controlled by that jumper. Take care to grip with, but not squeeze, the pliers or other tool you use to remove a jumper, or you may bend or break the pins on the board.

Preface

About this Manual

This manual is written for system technicians who are responsible for troubleshooting, upgrading, and repairing this server system. This document provides a brief overview of the features of the server board/chassis, a list of accessories or other components you may need, troubleshooting information, and instructions on how to add and replace components on the Intel® Server System R1000EP family products. For the latest revision of this manual, go to http://www.intel.com/support.

Manual Organization

Chapter 1 provides a brief overview of the Intel® Server System R1000EP family. In this chapter, you will find a list of the server system features, and figures of the system and components to help you identify your system components and their locations.

Chapter 2 provides instructions on adding and replacing components. Use this chapter for step-by-step instructions and diagrams for installing or replacing components such as the fan, power supply, and front panel board, among other components.

Chapter 3 provides instructions on using the utilities that are shipped with the board or that may be required to update the system. This includes information for navigating through the BIOS Setup screens, performing a BIOS update, and resetting the password or BIOS defaults.

The back of this manual provides technical specifications, regulatory information, LED Decoder, "getting help" information, and Intel® Server Issue Report Form.

Additional Information and Software

For additional information about this family of products or any of their supported accessories, refer to the following resources available at http://www.intel.com/support.

Table 1. Server System References

For this information or software	Use this Document or Software
For in-depth technical information about this product.	*Intel® Server System R1000EP Product Family Technical Product Specification* *Intel® Server Board S2400EP Technical Product Specification*
For a quick guide of how to assemble the server system and install components	*Intel® Server System R1000EP Product Family Quick Installation User's Guide*
For product list and supported Intel spares and accessories	*Spares and Accessories List and Configuration Guide*
For server configuration guidance and compatibility	Intel® Server Configurator tool http://serverconfigurator.intel.com
For system power budget guidance	Power Budget Tool
For system firmware updates and onboard device drivers and software to manage your Intel® Server System.	Intel® Server Deployment and Management DVD
Product Safety and Regulatory document	*Intel® Server Products - Product Safety and Regulatory Compliance Document*

Table of Contents

Safety Information iii

Preface v

1 Server System Features 1

Server System Feature Overview 1
Server System Components 3
Hot Swap Hard Drive Bay and Front Panel Options 3
Front Panel 4
Back Panel 4
Server Board Components 5
Intel® Light-Guided Diagnostics 6
System Recovery Jumpers 8
Peripheral Devices 9
Hard Disk Drive Carriers 9
Slimline Optical Drive Support 10
Bezel 10
Hot-Swap SAS/SATA Backplane 10
Advanced Management Options 11

2 Hardware Installations and Upgrades 12

Before You Begin 12
Tools and Supplies Needed 12
System Reference 12
Cable Routing 12
For system with 4 x 3.5" hard drive bay: 13
For system with 8 x 2.5" hard drive bay: 14
Fan Connections 15
Removing and Installing the Front Bezel 16
Removing the Front Bezel 16
Installing the Front Bezel 16
Removing and Installing the System Cover 17
Removing the System Cover 17
Installing the System Cover 18
Removing and Installing the Air Duct 18
Removing the Air Duct 18
Installing the Air Duct 18
Removing and Installing Processor 19
Removing Processor Heatsink(s) 19
Installing the Processor 20
Installing Processor Heatsink(s) 22
Removing the Processor 23
Installing and Removing Memory 23
Installing Memory 23
Removing Memory 24
Installing and Removing Hot-swap Hard Drive 24
Installing a Hard Disk Drive into 3.5" Hard Drive Carrier 24

Installing a Hard Disk Drive into 2.5" Hard Drive Carrier 26
Removing and Installing the PCI Riser Assembly 27
Removing the PCI Riser Assembly 27
Installing the PCI Riser Assembly 28
Installing and Removing a PCI Add-in Card 28
Installing a PCI Add-in Card 28
Removing a PCI Add-in Card 29
Replacing a PCI Riser Card 29
Removing a PCI Riser Card 30
Installing a PCI Riser Card 30
Installing and Removing a Slimline Optical Drive 30
Installing a Slimline Optical Drive 31
Removing a Slimline Optical Drive 31
Installing and Removing Intel® I/O Expansion Module 32
Installing Intel® I/O Expansion Module 32
Removing Intel® I/O Expansion Module 33
Installing and Removing the Intel® RAID C600 Upgrade Key 33
Installing the Intel® RAID C600 Upgrade Key 33
Removing the Intel® RAID C600 Upgrade Key 34
Installing and Removing the Intel® Remote Management Module 4 34
Installing the Intel® RMM4 Lite 34
Install the Intel® RMM4 NIC 34
Removing the Intel® RMM4 Lite 35
Removing the Intel® RMM4 NIC 35
Installing the Intel®Integrated RAID Module 36
Install the server system cover and connect the power cords. See your server system documentation for instructions. 38
Installing and Removing the Intel® RAID Smart Battery 38
Installing the Intel® RAID Smart Battery 38
Removing the Intel® RAID Smart Battery 38
Replacing the Power Supply 39
Installing and Removing the Server Board 41
Removing the Server Board 41
Installing the Server Board 42
Replacing the Backup Battery 43
Replacing a System Fan 44
Replacing the Backplane 45
Removing the Backplane 45
Installing the Backplane 45
Installing and Removing the Rack Handles 46
Installing the Rack Handles 46
Removing the Rack Handles 47

3 Server Utilities 48

Using the BIOS Setup Utility 48
Entering BIOS Setup 48
If You Cannot Access Setup 48
Setup Menus 48
Upgrading the BIOS 50
Clearing the Password 50
Restoring the BIOS Defaults 50

Appendix A: Technical Reference 52
Power Supply Input Voltages 52
Power Supply Output Voltages 52
System Environmental Specifications 52
Appendix B: Regulatory and Compliance Information 54
Appendix C: Getting Help 55
Warranty Information 55
Appendix D: Intel® Server Issue Report Form 56

List of Figures

Figure 1. Intel® Server System R1000EP 1
Figure 2. Intel® Server System R1000EP Components 3
Figure 3. 3.5" Hard Drive Bay - 4 Drive Configuration 3
Figure 4. 2.5" Hard Drive Bay - 8 Drive Configuration 3
Figure 5. Front Panel Options 4
Figure 6. Back Panel Feature Identification 4
Figure 7. Server Board Connector and Component Locations 5
Figure 8. Intel® Light-Guided Diagnostic LEDs - Server Board 6
Figure 9. Configuration Jumpers 8
Figure 10. Optional Peripherals (8x2.5-inch hard drive bays as shown) 9
Figure 11. Front view of Front Bezel 10
Figure 12. 4 x 3.5-inch Hard Drive Backplane Components (Front View) 10
Figure 13. 4 x 3.5-inch Hard Drive Backplane Components (Rear View) 11
Figure 14. 8 x 2.5-inch Hard Drive Backplane Components (Front View) 11
Figure 15. 8 x 2.5-inch Hard Drive Backplane Components (Rear View) 11
Figure 16. Cable Routing – 4 x 3.5" HDD 13
Figure 17. Cable Routing – 8 x 2.5" HDD 14
Figure 18. System Fan Order 15
Figure 19. Connecting the Fan Power Cables to the Mother Board 15
Figure 20. Removing the Front Bezel 16
Figure 21. Installing the Front Bezel 17
Figure 22. Removing the System Cover 17
Figure 23. Installing the System Cover 18
Figure 24. Removing the Air Duct 18
Figure 25. Installing the Air Duct 19
Figure 26. Removing Processor Heatsink 20
Figure 27. Installing Processor – Open the Socket Lever 21
Figure 28. Installing Processor – Open the Load Plate 21
Figure 29. Installing Processor – Install the Processor 21
Figure 30. Installing Processor – Close the load plate and Remove the Cover 22
Figure 31. Installing Processor Heatsink 23
Figure 32. Installing Memory 24
Figure 33. Installing Hard Disk Drive – Removing 3.5" HDD carrier 24
Figure 34. Installing Hard Disk Drive – Removing 3.5" HDD interface bracket 25
Figure 35. Installing Hard Disk Drive – Installing 3.5" HDD 25
Figure 36. Installing Hard Disk Drive – Installing 2.5" HDD 25
Figure 37. Installing Hard Disk Drive – Inserting 3.5" HDD assembly 26
Figure 38. Installing Hard Disk Drive – Removing 2.5" HDD carrier 26
Figure 39. Installing Hard Disk Drive – Removing plastic drive blank 26
Figure 40. Installing Hard Disk Drive – Installing 2.5" HDD 27
Figure 41. Installing Hard Disk Drive – Inserting 2.5" HDD assembly 27
Figure 42. Removing PCI Riser Assembly 27
Figure 43. Installing PCI Riser Assembly 28
Figure 44. Installing a PCI Add-In Card 29
Figure 45. Removing a PCI Add-In Card 29
Figure 46. Removing the PCI Riser Card 30
Figure 47. Installing the PCI Riser Card 30

Figure 48. Installing the Plastic Guide to the Optical Drive 31
Figure 49. Installing an Optical Drive 31
Figure 50. Removing the Slimline Optical Drive 32
Figure 51. Installing Intel® I/O Expansion Module 32
Figure 52. Removing an I/O Expansion Module 33
Figure 53. Installing the Intel® RAID C600 Upgrade Key 33
Figure 54. Installing the Intel® RMM4 Lite 34
Figure 55. Installing the Intel® RMM4 NIC 35
Figure 56. Removing the Intel® RMM4 NIC 35
Figure 57.Installing the Barrel Standoff 36
Figure 58.Installing the Intel® Integrated RAID Module RMS25JB0x0 37
Figure 59.Connecting Cable between the RAID Module and Drives/Backplane 38
Figure 60. Installing the Intel® RAID Smart Battery 38
Figure 61. Removing the Intel® RAID Smart Battery 39
Figure 62. Removing the filler panel 39
Figure 63. Removing the power supply module 40
Figure 64. Installing the power supply module 40
Figure 65. Installing the filler panel 40
Figure 66. Removing the Power Supply Unit 41
Figure 67. Installing the Power Supply Unit 41
Figure 68. Removing the Server Board 42
Figure 69. Installing the Server Board 43
Figure 70. Replacing the Backup Battery 44
Figure 71. Replacing a system fan 44
Figure 72. Removing the backplane 45
Figure 73. Installing the backplane 46
Figure 74. Installing the Rack Handle 46
Figure 75. Removing the Rack Handle 47

List of Tables

Table 1. Server System References v
Table 2. Intel® Server System R1000EP Feature Summary 1
Table 3. Hard Disk Drive Options 9
Table 4. BIOS Setup: Keyboard Command Bar 49
Table 5. Power Supply Output Capability 52
Table 6. System Environmental Limits Summary 52

1 Server System Features

This chapter briefly describes the main features of the Intel® Server System R1000EP family. This includes illustrations of the products, a list of the server system features, and diagrams showing the location of important components and connections on the server systems.

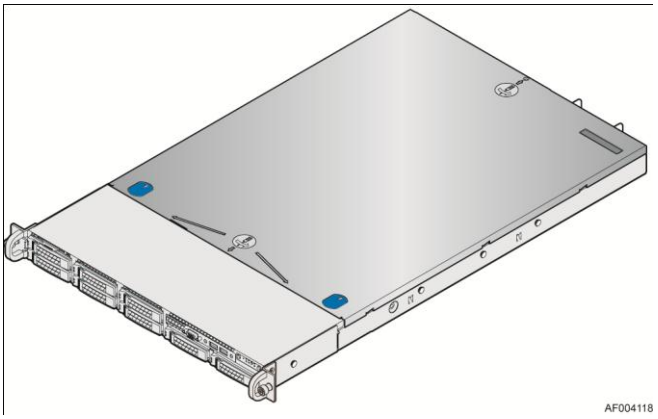


Figure 1. Intel® Server System R1000EP

Server System Feature Overview

The following table summarizes the features of the server systems:

Table 2. Intel® Server System R1000EP Feature Summary

Feature	Description
Processor Support	▪ Support for one or two Intel® Xeon® processors E5-2400 product family with a Thermal Design Power (TDP) of up to 95W.
Memory	▪ Six memory channels, Eight memory DIMMs(1 DIMM per channel for channel A, B, D, E, 2 DIMMs per channel for channel C, F, three channels per processor socket) ▪ Support for 800/166/1333/1600 MT/s ECC Registered (RDIMM) or Unbuffered (UDIMM) LVDDR3 or DDR3 memory ▪ No support for mixing of RDIMMs and UDIMMs
Chipset	Intel® C600-A chipset with support for optional Storage Option Select keys
External I/O connections	▪ RJ-45 Serial- A Port ▪ Two or Four RJ-45 Network Interface Connectors supporting 10/100/1000Mb ▪ USB 2.0 connectors - 4 on back panel + 2 on front panel
Internal I/O connectors/headers	▪ One Type-A USB 2.0 connector
Available I/O Module Options (Sold Separately)	The following I/O modules utilize a single proprietary on-board connector. An installed I/O module can be supported in addition to standard on-board features and any add-in expansion cards. ▪ 4-port 10/100/1000 Ethernet Networking module (“Powerville-17”) ▪ 2-port1Gb/10Gb Ethernet Networking module (“Twinville”) ▪ 2-port 10Gb Ethernet (Niantic) ▪ FDR InfiniBand module
System Fans	▪ Five dual rotor managed system fans

Feature	Description
Riser Cards	Support for one riser card slot. It has support for the following riser card option: ▪ One-Slot PCIe Riser Card: PCIe x16 slot type, x16 lanes
Video	▪ Integrated 2D Video Controller ▪ 16 MB DDR3 Memory
On-board storage controllers and options	▪ Two single port SATA connectors capable of supporting up to 6GB/sec ▪ Two four-port mini-SAS connectors capable of supporting up to 3GB/sec SAS/SATA ▪ Intel® Integrated RAID module support (Optional) ▪ Intel® RAID C600 Upgrade Key support providing optional expanded SATA/SAS RAID capabilities
Security	Trusted Platform Module (Optional)
Server Management	▪ Integrated Baseboard Management Controller, IPMI 2.0 compliant ▪ Support for Intel® Server Management Software ▪ Intel® Remote Management Module 4 Lite (Standard-ships with product) ▪ Intel® Remote Management Module 4 Management NIC (Standard – ships with product)
Power Supply Options	▪ 600W Silver Fixed
Storage Bay Options	▪ 4x – 3.5" SATA/SAS Hot Swap Hard Drive Bays + Optical Drive support ▪ 8x – 2.5" SATA/SAS Hot Swap Hard Drive Bays + Optical Drive support
Available Rack Mount Kit Options (Sold Separately)	▪ Tool-less rack mount rail kit – Intel® Product Code – AXXPRAIL ▪ Value rack mount rail kit – Intel® Product Code – AXXVRAIL ▪ Cable Management Arm – Intel® Product Code – AXX1U2UCMA (*supported with AXXPRAIL only) ▪ Two-post fixed mount bracket kit – Intel® Product Code – AXX2POSTBRCKT

Server System Components

This section helps you identify the components of your server system. If you are near the system, you can also use the *Quick Reference Label* provided on the inside of the chassis cover to assist in identifying components.

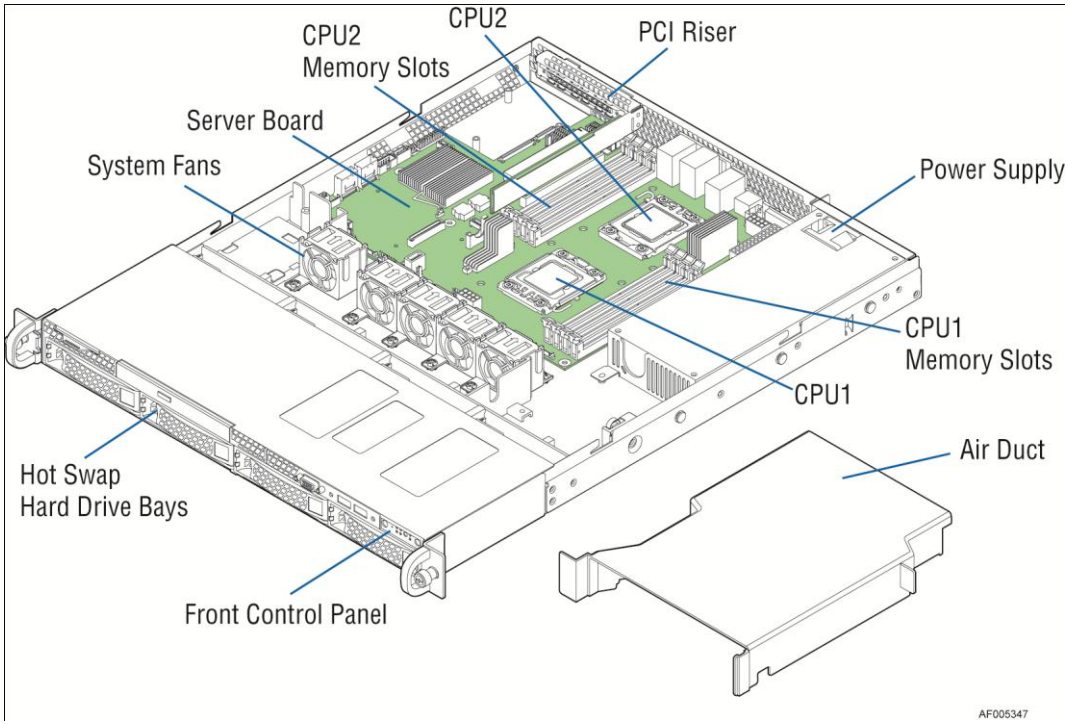


Figure 2. Intel® Server System R1000EP Components

Hot Swap Hard Drive Bay and Front Panel Options

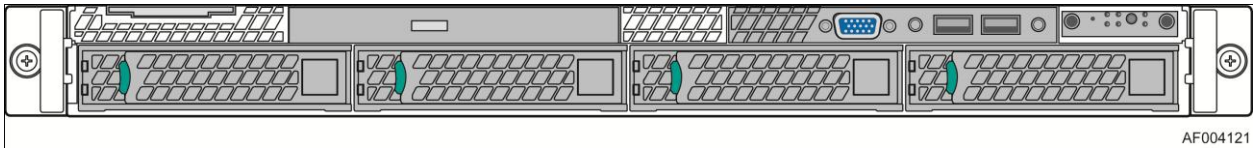


Figure 3. 3.5" Hard Drive Bay - 4 Drive Configuration

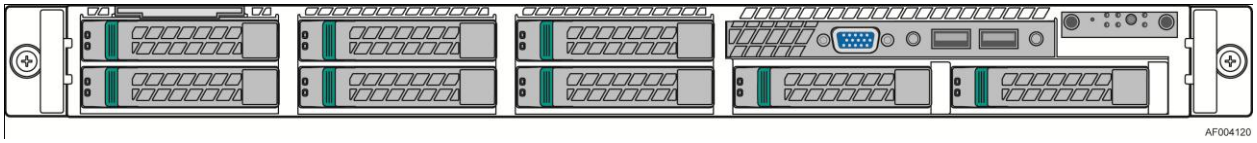
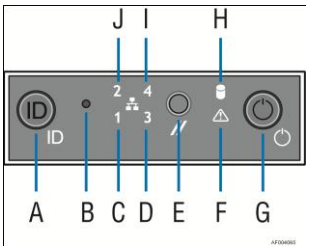


Figure 4. 2.5" Hard Drive Bay - 8 Drive Configuration

Front Panel



Label	Description	Label	Description
A	System ID Button w/Integrated LED	F	System Status LED
B	NMI Button (recessed, tool required for use)	G	Power Button w/Integrated LED
C	NIC-1 Activity LED	H	Hard Drive Activity LED
D	NIC-3 Activity LED	I	NIC-4 Activity LED
E	System Cold Reset Button	J	NIC-2 Activity LED

Figure 5. Front Panel Options

Back Panel

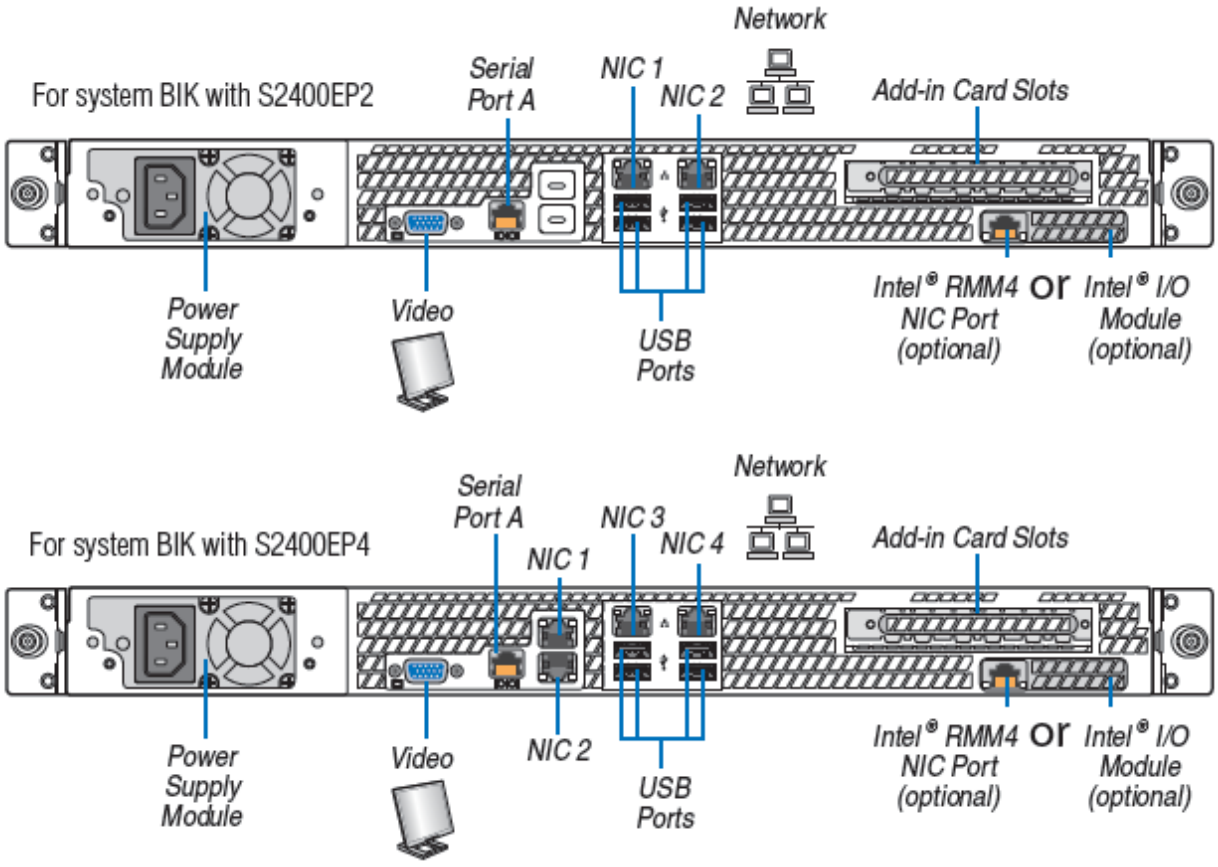


Figure 6. Back Panel Feature Identification

Server Board Components

This section helps you identify the components and connectors on the server board.

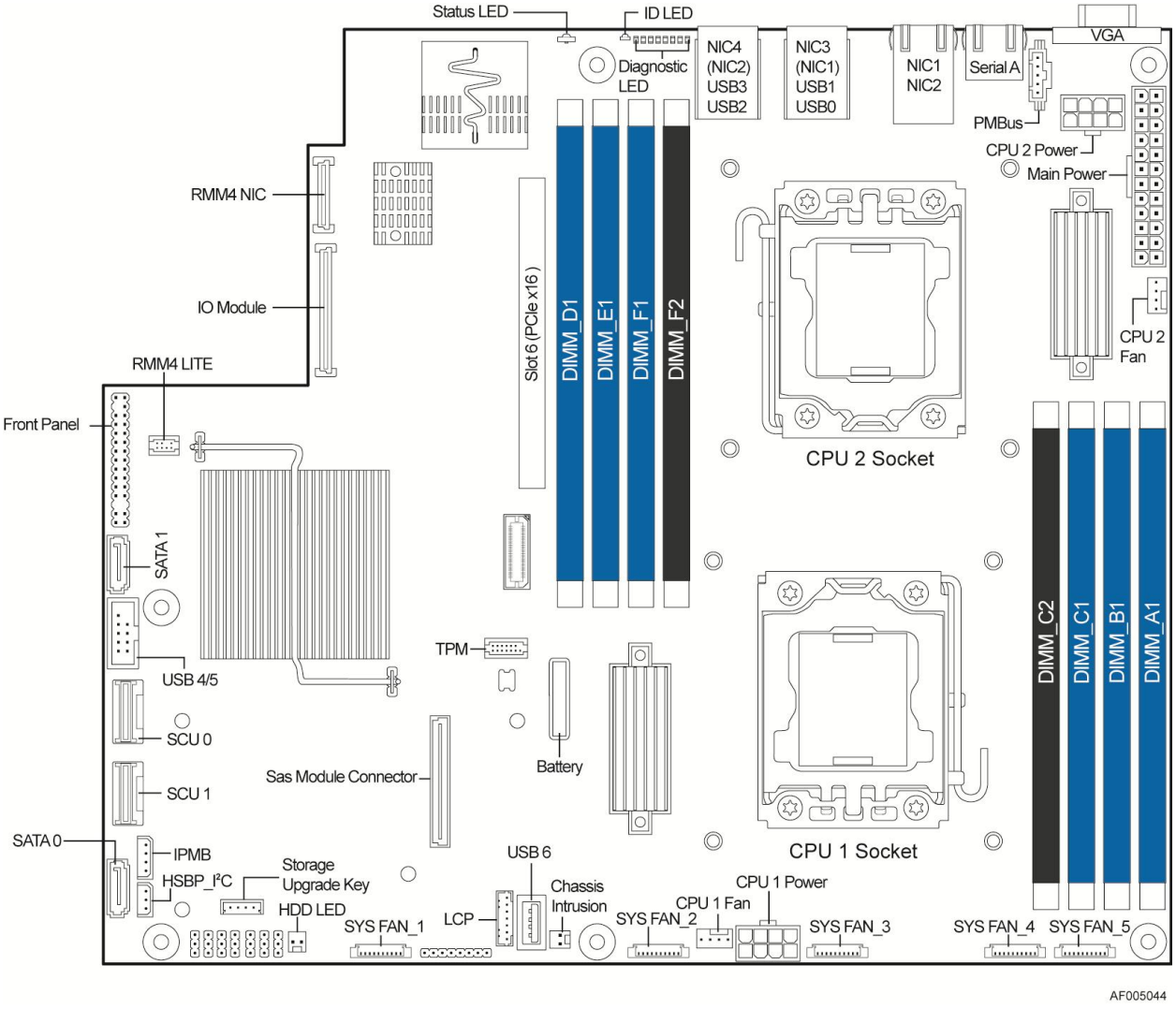
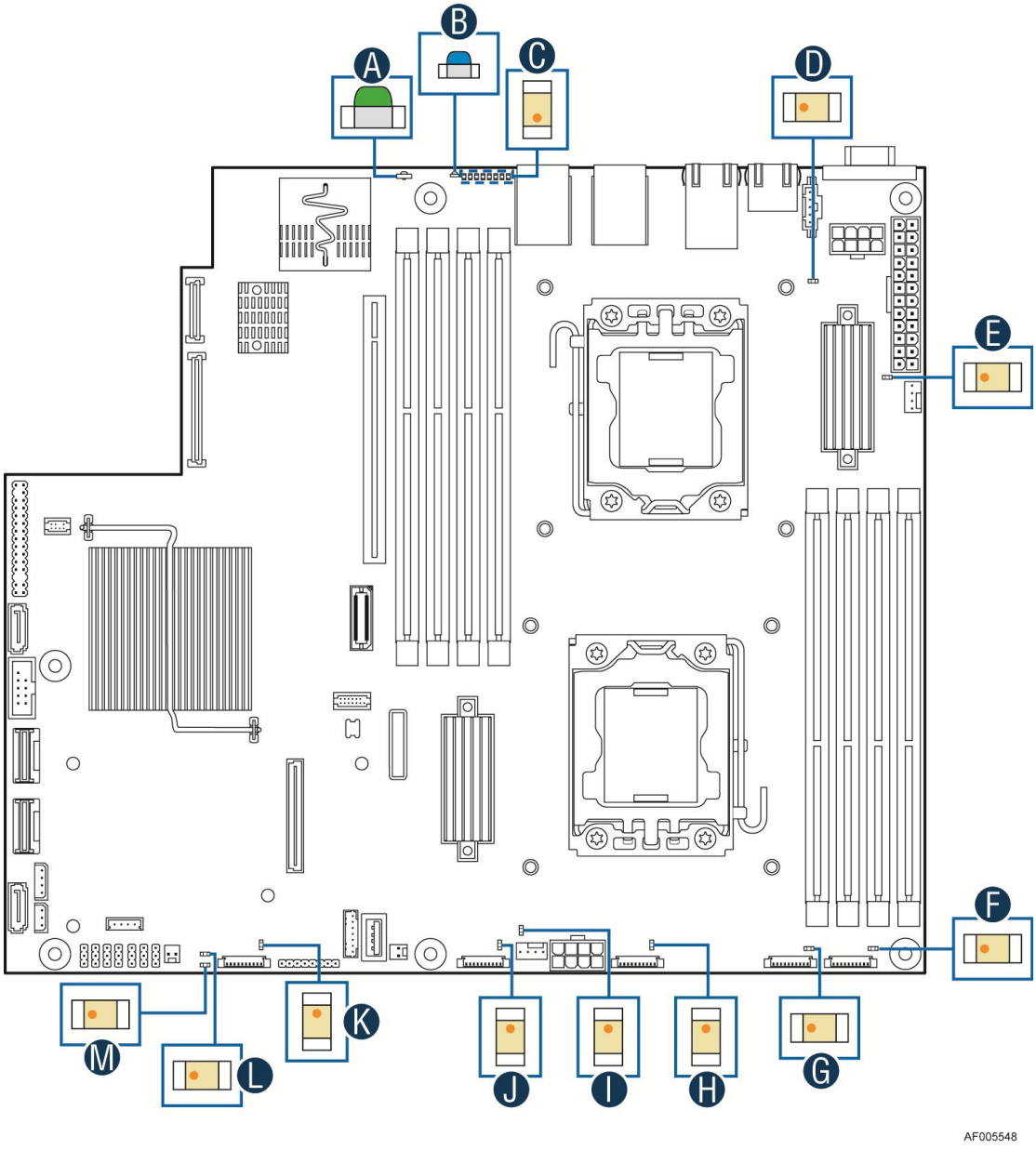


Figure 7. Server Board Connector and Component Locations

Intel® Light-Guided Diagnostics



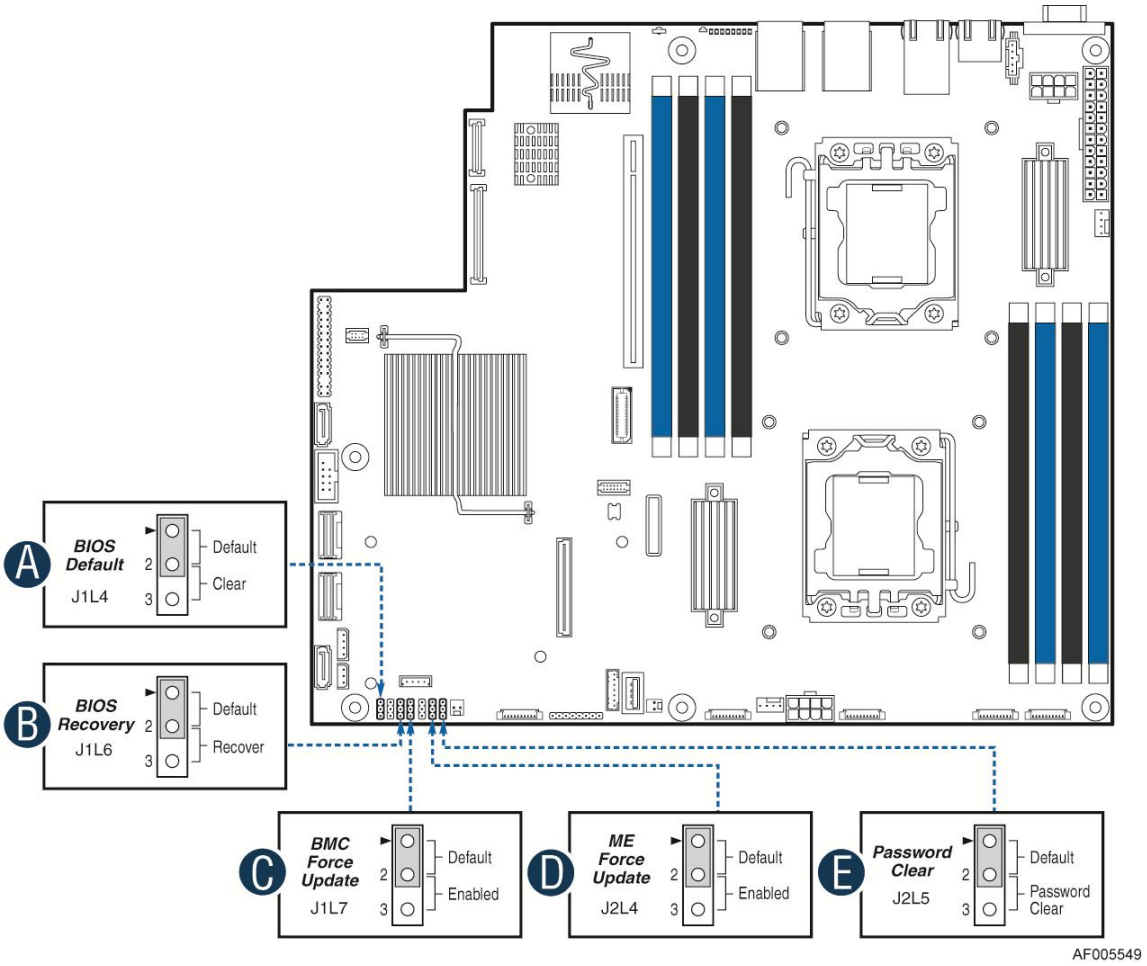
A	System Status LED	I	CPU-2 Fan Fault LED
B	System ID LED	J	System Fan – 2 Fault LED
C	POST Code Diagnostic LEDs	K	System Fan – 1 Fault LED
D	5V Stand By LED	L	CPU-2 Fault LED
E	CPU-2 Fan Fault LED	M	CPU-1 Fault LED
F	System Fan – 5 Fault LED	N	DIMM Fault LEDs
G	System Fan – 4 Fault LED		
H	System Fan – 3 Fault LED		

Figure 8. Intel® Light-Guided Diagnostic LEDs - Server Board

The server system contains the following diagnostic LEDs, each providing the following functions:

- **A** – The System Status LED on the front and back panels shows the overall health of the system (green, blinking green, blinking amber, amber, off).
- **B** – The System Identification LED on the front and back panel helps identify the server from among several servers. The ID LED is off by default, and blue when activated by button or software.
- **C** – POST Code Diagnostic LEDs on the server board change color or state (off, green, red, and amber) according to the POST sequence.
- **D** – The 5V-STBY LED on the server board is illuminated (green) when power is applied.
- **E, F, G, H, I, J, and K** – Fan Fault LEDs help identify failed and failing fans. The fan fault LEDs turn on (amber) if there is a fan fault.
- **L and M** – CPU fault LEDs help identify the failure of CPU. The CPU fault LEDs turn on (amber) if there is a CPU fault.
- **N** – DIMM Fault LEDs on the server board help identify failed and failing DIMM slots. The DIMM fault LEDs turn on (amber) if there is a DIMM fault.

System Recovery Jumpers

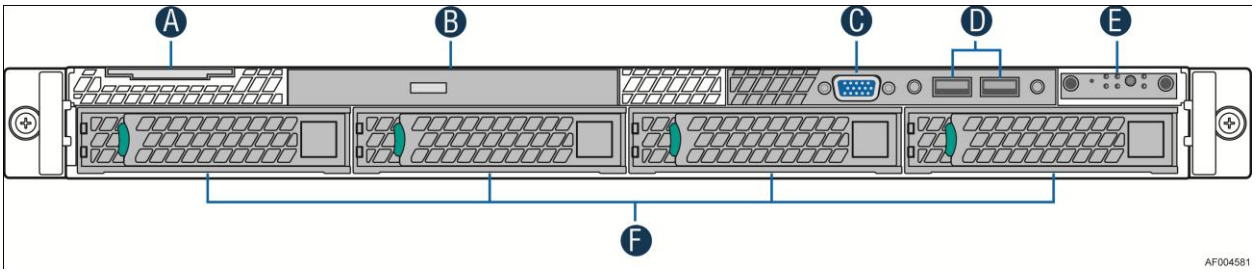


	Jumper Name	Jumper Purpose
A	BIOS Default (J1L4)	If pins 2-3 are selected, the BIOS settings are cleared on the next reset. These pins should be selected on 1-2 for normal system operation.
B	BIOS Recover (J1L6)	If pins 2-3 are selected, the system can only boot from EFI-bootable recovery media with the recovery BIOS image. The main system BIOS will not boot. These pins should be selected on 1-2 for normal system operation.
C	ME Force Update (J1L7)	If pins 2-3 are selected, the ME Force Update Mode is enabled. These pins should be selected on 1-2 for normal system operation.
D	BMC Force Update (J2L4)	If pins 2-3 are selected, the Integrated BMC Force Update Mode is enabled. These pins should be selected on 1-2 for normal system operation.
E	Password Clear (J2L5)	If pins 2-3 are selected, administrator and user passwords are cleared within five to ten seconds after the system is powered on. These pins should be selected on 1-2 for normal system operation.

Figure 9. Configuration Jumpers

Peripheral Devices

The Intel® Server System R1000EP provides locations and hardware for installing hard drives, CD-ROM drive, or DVD-ROM drive. The following figure shows the available options.



A	System Label Pull-out
B	Slimline Optical Drive Bay
C	Video Port
D	USB Ports
E	Front Control Panel
F	Hard Disk Drive Bays

Figure 10. Optional Peripherals (8x2.5-inch hard drive bays as shown)

Hard Disk Drive Carriers

The Intel® Server System R1000EP ships with either 3.5-inch or 2.5 inch hard disk dirve carrier, and with different maximum number of hard disk drives, see Table 4 for details :

Table 3. Hard Disk Drive Options

Intel® Server System	Supported Hard Drive Type	Maximum Hard Drive Number
R1304EP	3.5-inch or 2.5-inch	4
R1208EP	2.5-inch	8

Note: *SAS drives are only supported when proper Intel® RAID C600 Upgrade Key or Intel® Integrated RAID Module is installed.*

For instructions on installing hard drives, see “Installing a Hot-swap Hard Disk Drive”.

Note: *Drives can consume up to 17 watts of power each. Drives must be specified to run at a maximum ambient temperature of 45°C.*

Note: *The Intel® Server System R1000EP does not support all SAS or Serial ATA (SATA) hard drives. For a web link to a list of supported hard drives, see “Additional Information and Software”.*

Slimline Optical Drive Support

The system has support for a single optical drive. The optical drive is NOT hot-swappable. The system power must be turned off to insert or remove the slimline optical drive. For instructions on installing an optical drive, see "Installing or Removing a Slimline Optical Drive".

Intel® makes the following optical drive accessory kits available for this server system:

- Slimline DVD-ROM Drive: AXXSATADVDROM
- Slimline DVD-RW Drive: AXXSATADVDRWROM

Note: *For a complete list of supported peripherals, go to http://serverconfigurator.intel.com.*

Bezel

The front bezel is available as optional accessory for the server system:

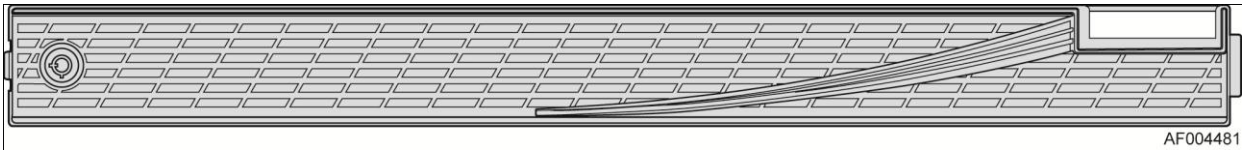
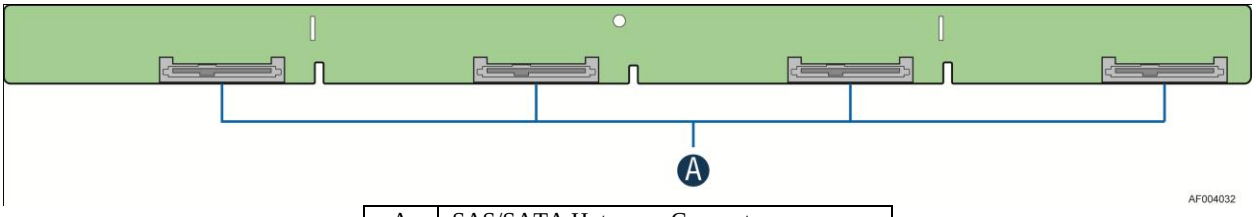


Figure 11. Front view of Front Bezel

Hot-Swap SAS/SATA Backplane

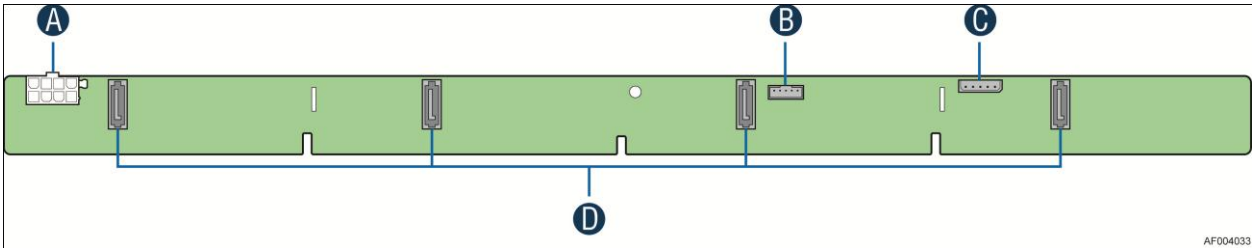
The Hot-Swap SAS/SATA backplane serves as an interface between the mother board and the system drives. The following diagrams show the location for each connector found on the backplane.

4 x 3.5-inch Hard Drive Backplane



A	SAS/SATA Hot-swap Connectors

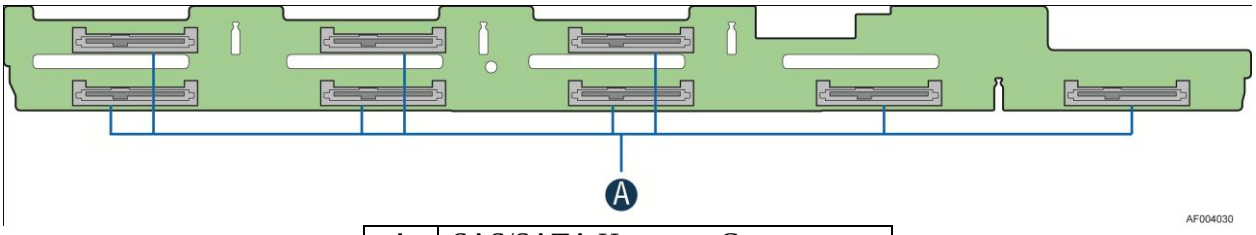
Figure 12. 4 x 3.5-inch Hard Drive Backplane Components (Front View)



A	Power Connector
B	SGPIO Connector
C	I^2C Connector
D	SATA Connectors

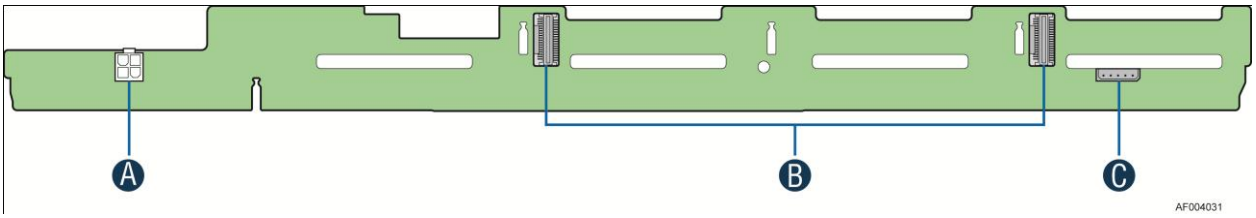
Figure 13. 4 x 3.5-inch Hard Drive Backplane Components (Rear View)

8 x 2.5-inch Hard Drive Backplane



A	SAS/SATA Hot-swap Connectors

Figure 14. 8 x 2.5-inch Hard Drive Backplane Components (Front View)



A	Power Connectors
B	Mini-SAS Connectors
C	I^2C Connector

Figure 15. 8 x 2.5-inch Hard Drive Backplane Components (Rear View)

Advanced Management Options

Intel® Remote Management Module 4

The Intel® Remote Management Module 4 plugs into a dedicated connector on the server board and provides additional server management functionality to the server board. This module provides a dedicated web server for viewing server information and remote control of the system. It also provides Remote KVM Redirection and USB Media Redirection allowing USB devices attached to the remote system to be used on the managed server. For instructions on installing the Intel® Remote Management Module 4, see "Installing and Removing the Intel® Remote Management Module 4".

2 Hardware Installations and Upgrades

Before You Begin

Before working with your server product, pay close attention to the "Safety Information" at the beginning of this manual.

Note: *Whenever you service the system, you must first power down the server and unplug all peripheral devices and the power cord.*

Tools and Supplies Needed

- Phillips* (cross head) screwdriver (#2 bit)
- Needle nosed pliers
- Anti-static wrist strap and conductive foam pad (recommended)

System Reference

All references to left, right, front, top, and bottom assume the reader is facing the front of the chassis as it would be positioned for normal operation.

Note: *The Intel® Server System R1208EP2SHFN and R1304EP2SHFN*

are shown for illustration purposes. Server components with the product family are identical.

Cable Routing

When you add or remove components from your server system, make sure your cables are routed correctly before reinstalling the server system cover. Use caution to make sure no cables or wires are pinched and that the airflow from the fans is not blocked. Use the figures below to determine the correct cable routing.

Note: *Red lines are for power connection, dot lines are for optional device connection.*

For system with 4 x 3.5" hard drive bay:

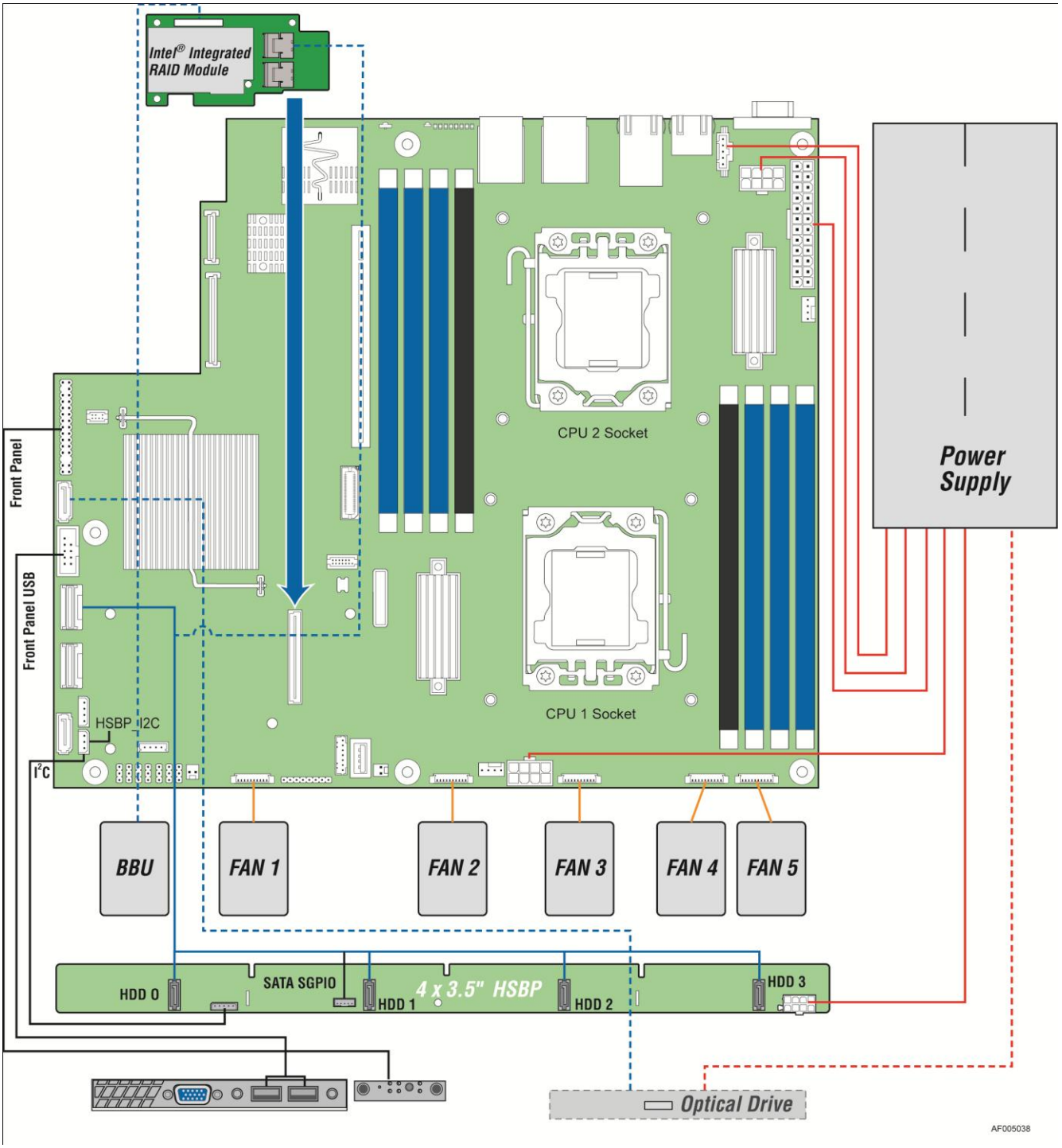


Figure 16. Cable Routing – 4 x 3.5" HDD

For system with 8 x 2.5" hard drive bay:

Note: *To activate the port SCU1 (4-7) on the server board, a proper Intel® RAID C600 Upgrade Key must be installed. For instructions, see Intel® RAID C600 Upgrade Key Installation Guide.*

Note: *An optical drive can be installed to replace the Front Panel I/O.*

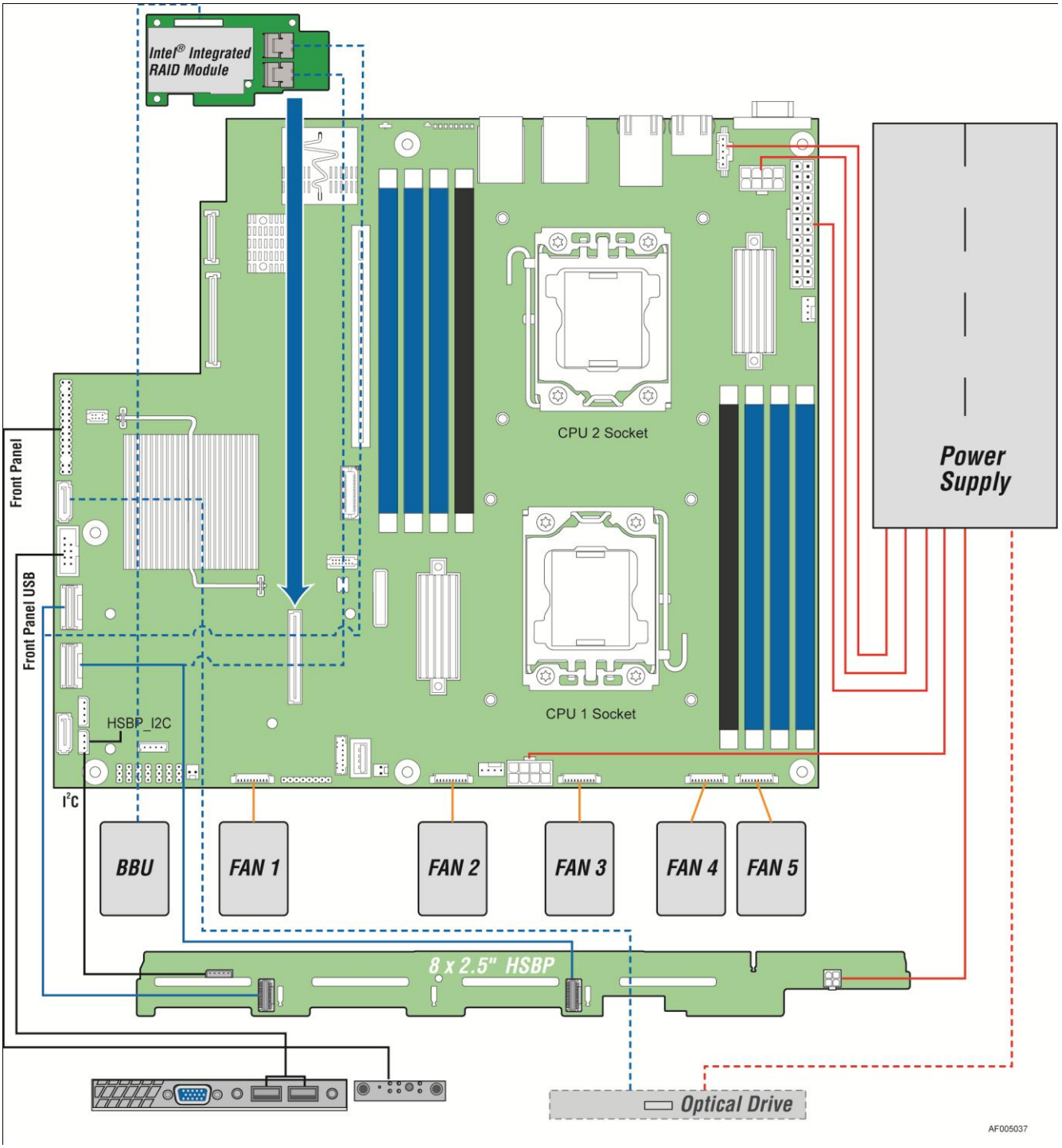


Figure 17. Cable Routing – 8 x 2.5" HDD

Fan Connections

Use the figures below to determine the proper fan connections.

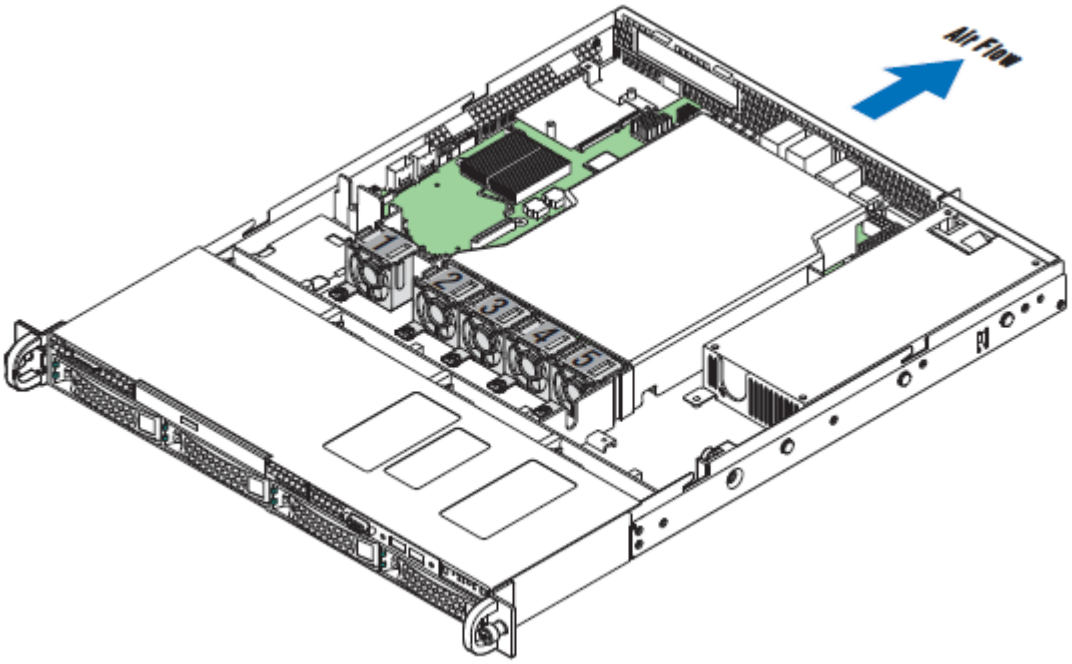


Figure 18. System Fan Order

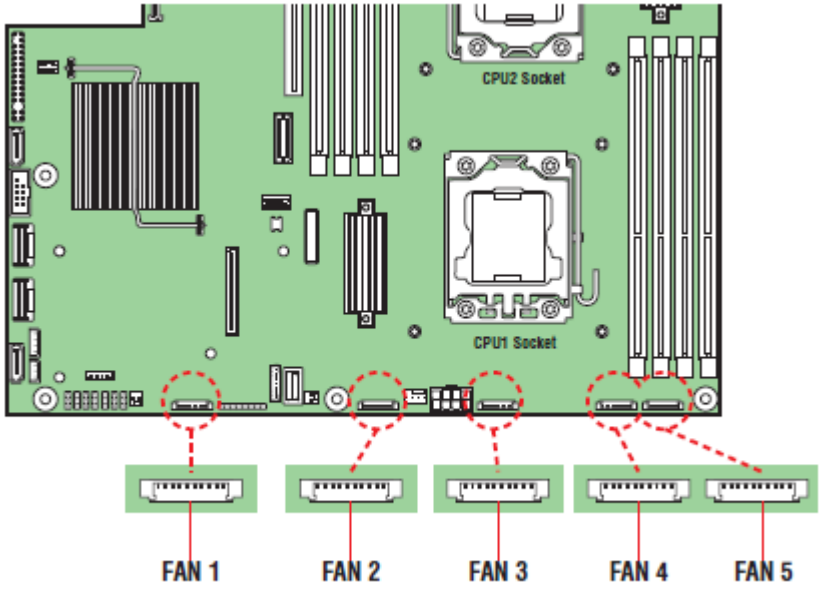


Figure 19. Connecting the Fan Power Cables to the Mother Board

Removing and Installing the Front Bezel

Removing the Front Bezel

If your system includes a front bezel, follow these steps to remove the front bezel:

1. Unlock the bezel if it is locked.
2. Remove the left end of front bezel from rack handle (see letter **A**).
3. Rotate the front bezel anticlockwise to release the latches on the right end from the rack handle (see letter **B**).

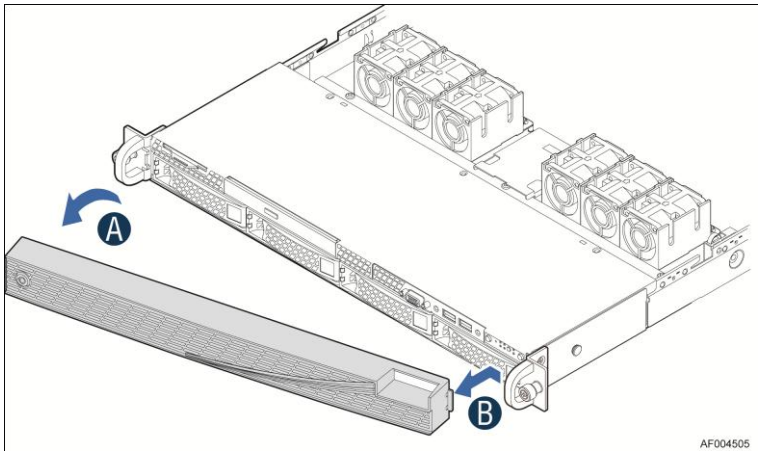


Figure 20. Removing the Front Bezel

Installing the Front Bezel

Note: *Before installing the bezel, you must install the rack handles.*

1. Lock the right end of the front bezel to the rack handle (see letter **A**).
2. Rotate the front bezel clockwise till the left end clicks into place (see letter **B**).
3. Lock the bezel if needed.

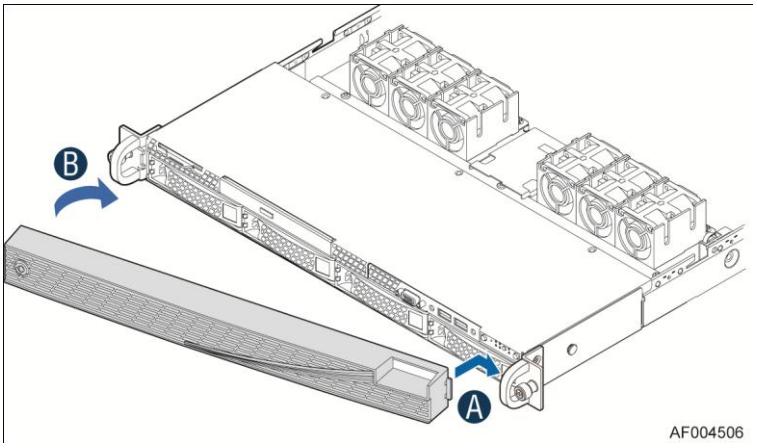


Figure 21. Installing the Front Bezel

Removing and Installing the System Cover

Removing the System Cover

The server system must be operated with the system cover in place to ensure proper cooling. You will need to remove the top cover to add or replace components inside of the server. Before removing the top cover, power down the server and unplug all peripheral devices and the power cable(s).

***Note**: A non-skid surface or a stop behind the server system may be needed to prevent the server system from sliding on your work surface.*

1. Observe the safety and ESD precautions at the beginning of this book.
2. Turn off all peripheral devices connected to the server. Turn off the server.
3. Disconnect the power cord.
4. Remove the four screws (see letter **A**).
5. Slide cover back and lift upward (see letter **B**).

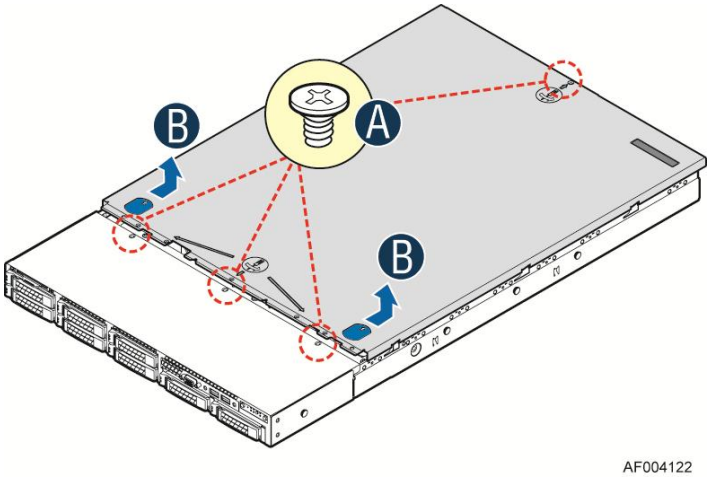


Figure 22. Removing the System Cover

Installing the System Cover

1. Place system cover onto the chassis and slide forward to engage recessed edge at front of cover (see letter **A**).
2. Tighten the four screws (see letter **B**).

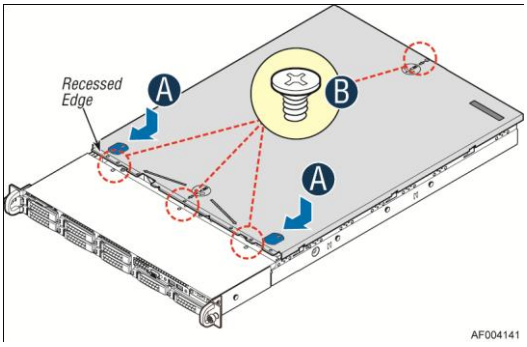


Figure 23. Installing the System Cover

Removing and Installing the Air Duct

Always operate your server system with the air duct in place. The air duct is required for proper airflow within the server system.

Removing the Air Duct

Remove the air duct by lifting straight up.

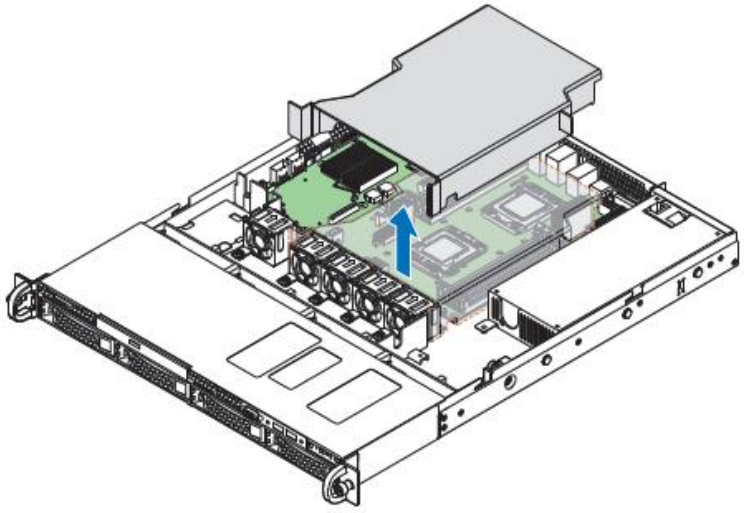


Figure 24. Removing the Air Duct

Installing the Air Duct

Align the two holes on the air duct with the alignment pins on the chassis and install the air duct into place. Take care to avoid pinching system cables.

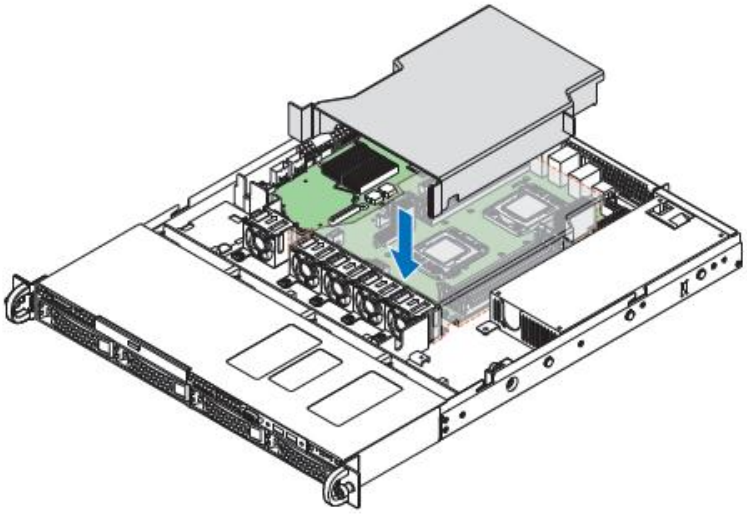


Figure 25. Installing the Air Duct

Removing and Installing Processor

The heatsink has thermal interface material (TIM) on the underside of it. Take caution not to damage the thermal interface material. Use gloves to avoid sharp edges.

Removing Processor Heatsink(s)

The heatsink is attached to the server board/processor socket with captive fasteners. Using a #2 Phillips* screwdriver, loosen the four screws located on the heatsink corners in a diagonal manner using the following procedure:

1. Using a #2 Phillips* screwdriver, start with screw 1 and loosen it by giving it two rotations and stop (see letter **A**). (IMPORTANT: Do not fully loosen.)
2. Proceed to screw 2 and loosen it by giving it two rotations and stop (see letter **B**). Similarly, loosen screws 3 and 4. Repeat steps A and B by giving each screw two rotations each time until all screws are loosened.
3. Lift the heatsink straight up (see letter **C**).

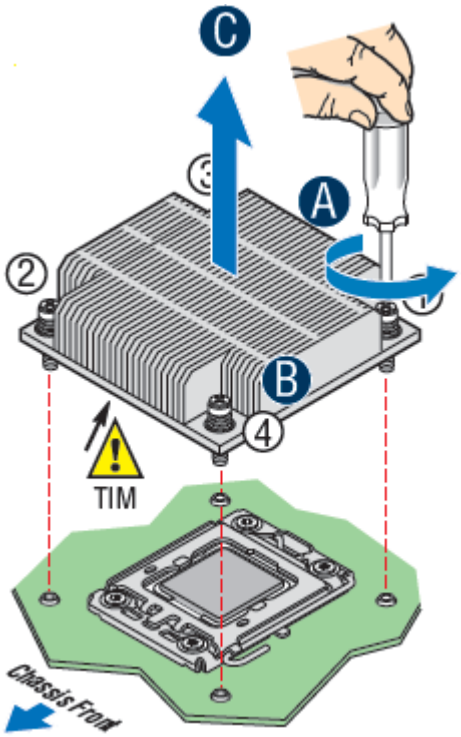


Figure 26. Removing Processor Heatsink

Installing the Processor

Caution: *Processor must be appropriate: You may damage the server board if you install a processor that is inappropriate for your server. For a web link to the list of compatible processor(s), see Additional Information and Software on page v.*

Caution: *ESD and handling processors: Reduce the risk of electrostatic discharge (ESD) damage to the processor by doing the following:*

1. *Touch the metal chassis before touching the processor or server board. Keep part of your body in contact with the metal chassis to dissipate the static charge while handling the processor.*
2. *Avoid moving around unnecessarily.*

Caution: *Protective socket cover needs to be removed for proper cooling of the processor; failure to remove the cover could result in damage to the system.*

1. Open the Socket Lever. Push down the lever handle down and away from the socket to release it (see letter **A**). Rotate the lever open all the way.

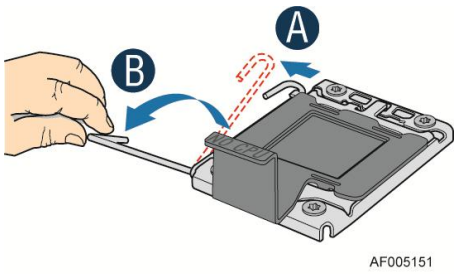


Figure 27. Installing Processor – Open the Socket Lever

2. Open the Load Plate. Push the rear tab with your finger tip to bring the front end of the load plate up slightly (see letter **A**). Open the load plate all the way (see letter **B**).

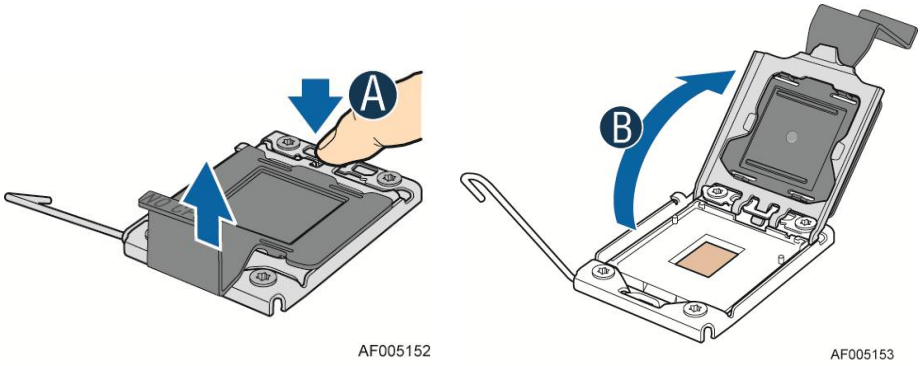


Figure 28. Installing Processor – Open the Load Plate

3. Install the Processor. Take the processor out of the box and remove the protective shipping cover (see letter "A"). Orient the processor with the socket so that the orientation notches on the processor align with the two orientation posts on the socket (see letter "B").

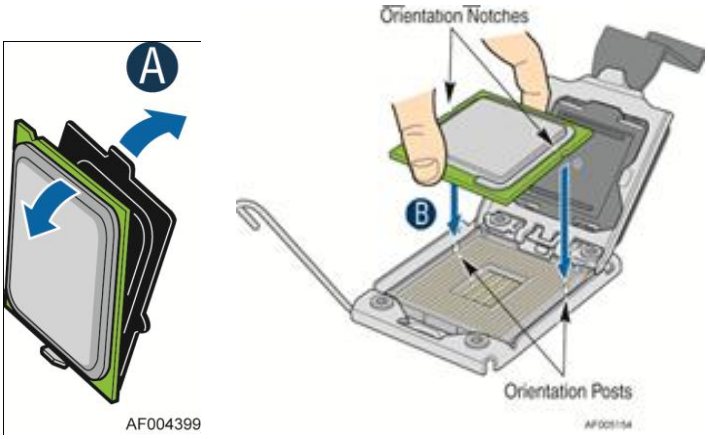


Figure 29. Installing Processor – Install the Processor

***Note**: The underside of the processor has components that may damage the socket pins if installed improperly. Processor must align correctly with the socket opening before installation. DO NOT DROP processor into socket!*

4. Close the load plate all the way as shown (see letter **A**). With your finger, push down the load plate as shown (see letter **B**). Close the socket lever and ensure that the load plate tab engages under the socket lever when fully closed. The cover will be automatically removed.

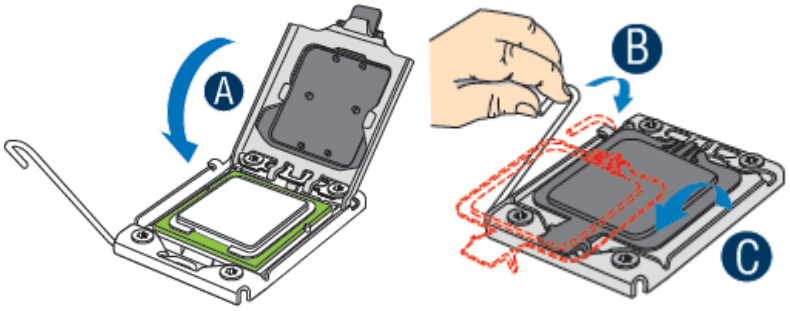


Figure 30. Installing Processor – Close the load plate and Remove the Cover

Installing Processor Heatsink(s)

1. Remove the protective film on the TIM if present (see letter **A**).
2. Align heatsink fins to the front and back of the chassis for correct airflow. Airflow goes from front-to-back of chassis (see letter **B**).

   Each heatsink has four captive fasteners and should be tightened in a diagonal manner using the following procedure:
3. Using a #2 Phillips* screwdriver, start with screw 1 and engage screw threads by giving it two rotations and stop (see letter **C**). (Do not fully tighten.)
4. Proceed to screw 2 and engage screw threads by giving it two rotations and stop (see letter **D**). Similarly, engage screws 3 and 4.
5. Repeat steps C and D by giving each screw two rotations each time until each screw is lightly tightened up to a maximum of 8 inch-lbs torque (see letter **E**).

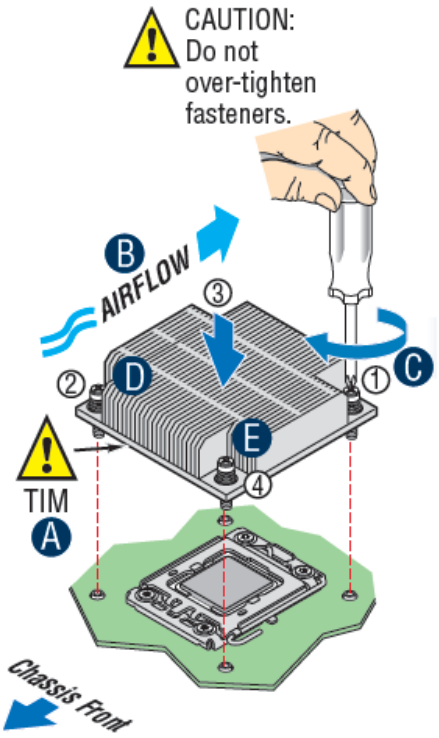


Figure 31. Installing Processor Heatsink

Removing the Processor

1. Remove the processor heatsink, see Figure 26.
2. Open the socket lever, see Figure 27.
3. Open the load plate, see Figure 28.
4. Remove the processor.

Installing and Removing Memory

Installing Memory

1. Locate the DIMM sockets. Make sure the clips at either end of the DIMM socket(s) are pushed outward to the open position (see letter **A**).
2. Holding the DIMM by the edges, remove it from its anti-static package. Position the DIMM above the socket. Align the notch on the bottom edge of the DIMM with the key in the DIMM socket (see letter **B**).
3. Insert the bottom edge of the DIMM into the socket (see letter **C**). When the DIMM is inserted, push down on the top edge of the DIMM until the retaining clips snap into place (see letter **D**). Make sure the clips are firmly in place (see letter **E**).

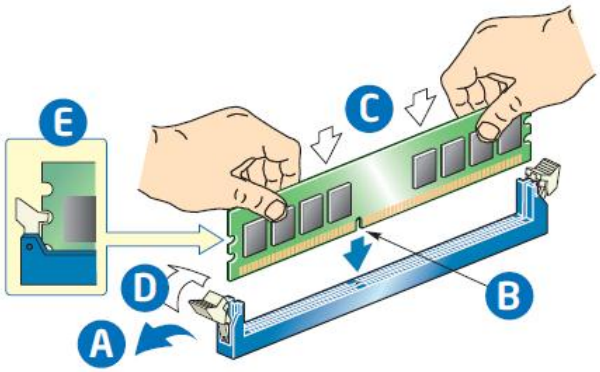


Figure 32. Installing Memory

Removing Memory

1. Locate the DIMM sockets. Gently spread the retaining clips at each end of the socket. The DIMM lifts from the socket.
2. Holding the DIMM by the edges, lift it from the socket, and store it in an anti-static package.

Installing and Removing Hot-swap Hard Drive

***Caution**: If you don't install all drives, empty drive bays must be occupied by carriers with plastic drive blank provided to maintain proper system cooling.*

Installing a Hard Disk Drive into 3.5" Hard Drive Carrier

1. Remove the drive carrier by pressing the green button and opening the lever (see letter "A"). Slide the carrier out (see letter **B**).

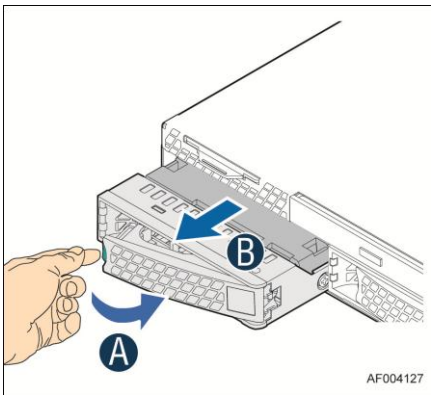


Figure 33. Installing Hard Disk Drive – Removing 3.5" HDD carrier

2. Remove the four screws securing the HDD interface bracket and remove the HDD interface bracket (see letter **C**).

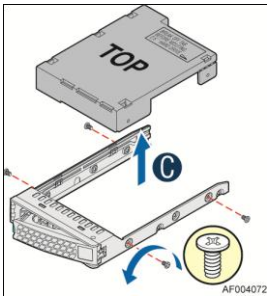


Figure 34. Installing Hard Disk Drive – Removing 3.5" HDD interface bracket

3. Install the hard disk drive using the same four screws as shown. Make sure the connector end of the drive matches the backplane connector (see letter **D**).

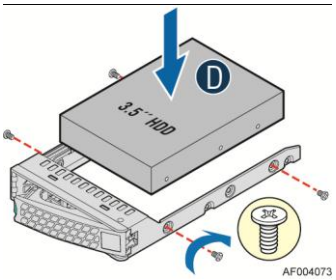


Figure 35. Installing Hard Disk Drive – Installing 3.5" HDD

For installing 2.5" Hard Disk Drive as option:

Break off the tab on the HDD interface bracket (see letter **d1**).Install the HDD interface bracket from top. Secure the bracket with three screws as shown (see letter **d2**). Slide the 2.5" HDD into the bracket to align the screw holes with the right and left rail (see letter **d3**). Secure the hard disk drive using the four screws for 2.5" HDD (see letter **d4**).

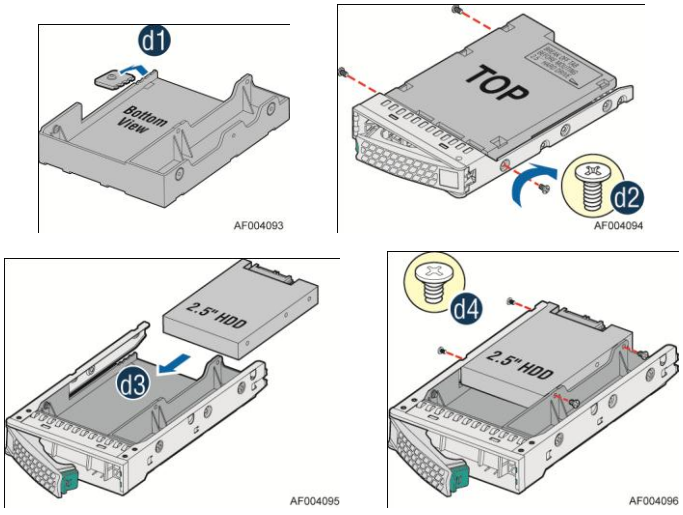


Figure 36. Installing Hard Disk Drive – Installing 2.5" HDD

4. With the lever open, insert the hard disk drive assembly into the chassis (see letter **E**). Push in the lever to lock it into place (see letter **F**).

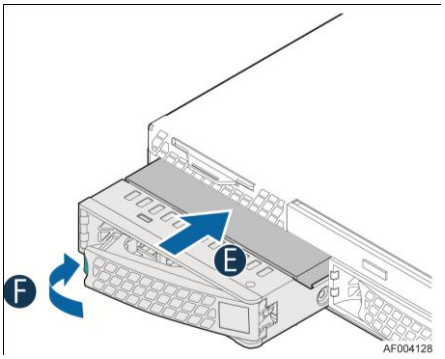


Figure 37. Installing Hard Disk Drive – Inserting 3.5" HDD assembly

Installing a Hard Disk Drive into 2.5" Hard Drive Carrier

1. Remove the drive carrier by pressing the green latch to unlock (see letter **A**). Pull out the black lever and slide the carrier out (see letter **B**).

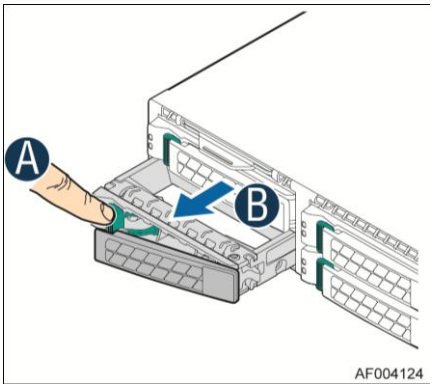


Figure 38. Installing Hard Disk Drive – Removing 2.5" HDD carrier

2. Remove the four screws securing the plastic drive blank from the 2.5" HDD carrier (see letter **C**). Disengage the plastic drive blank from the HDD carrier. Remove the plastic drive blank from the 2.5" HDD carrier (see letter **D**).

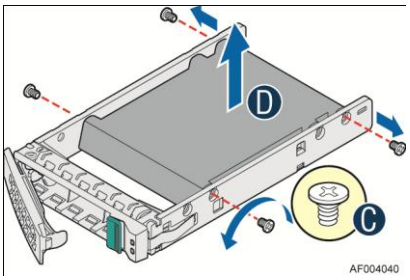


Figure 39. Installing Hard Disk Drive – Removing plastic drive blank

3. Install the hard disk drive using the four screws as shown. Make Sure the connector end of the drive matches the backplane connector (see letter **E**).

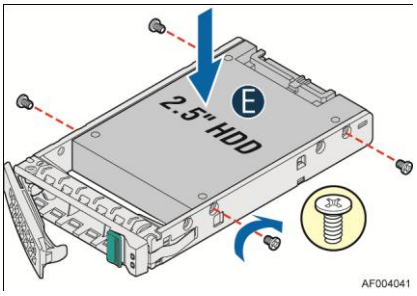


Figure 40. Installing Hard Disk Drive – Installing 2.5" HDD

4. With the lever open, insert the hard disk drive assembly into the chassis, then push in the lever to lock it into place (see letter **F**).

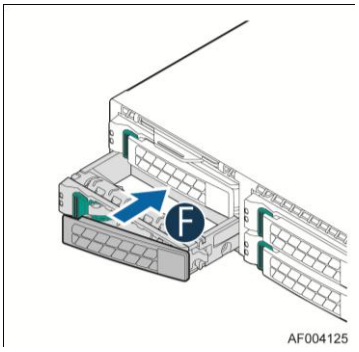


Figure 41. Installing Hard Disk Drive – Inserting 2.5" HDD assembly

Removing and Installing the PCI Riser Assembly

Removing the PCI Riser Assembly

Disconnect any cables attached to any add-in cards. Grasp the riser assembly with both hands and pull up to remove from system.

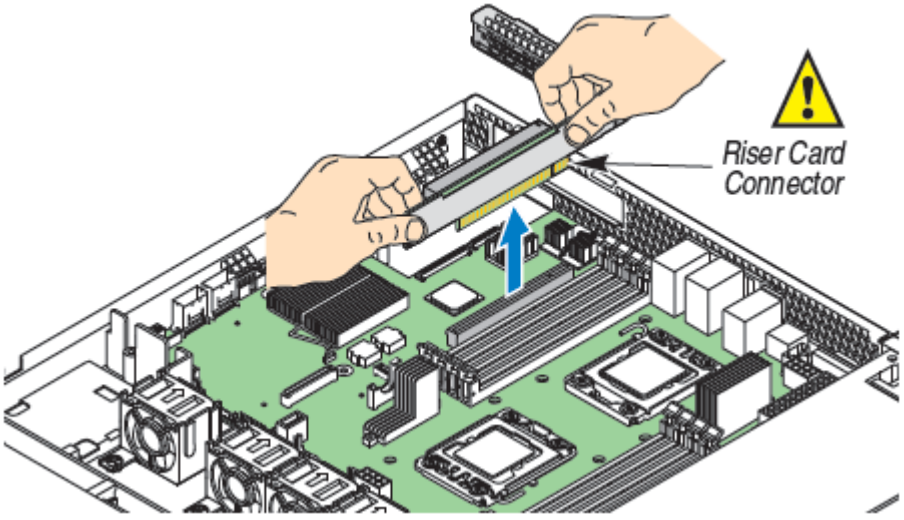


Figure 42. Removing PCI Riser Assembly

Do one of the following:

- If you need to add or replace a PCI add-in card, see “Installing and Removing a PCI Add-in Card”.
- If you need to add or replace a PCI riser card, see “Replacing a PCI Riser Card”.
- If you removed the PCI riser assembly for another procedure, continue with that procedure.

Installing the PCI Riser Assembly

1. Position the riser card edge connector over the server board riser socket and align the two hooks on the back edge of the riser assembly with the slots on the back of the chassis, then press straight down into riser socket.

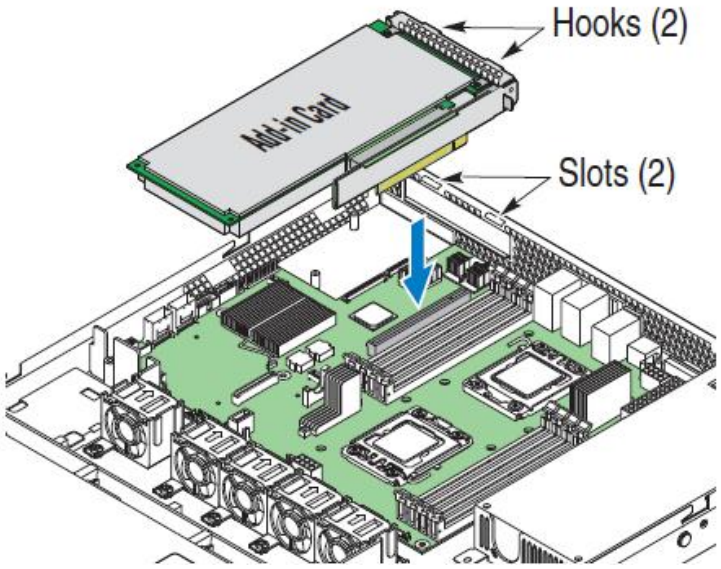


Figure 43. Installing PCI Riser Assembly

2. Connect any cables to add-in cards that require them. See your add-in card documentation for information and add-in card requirements.

Installing and Removing a PCI Add-in Card

Installing a PCI Add-in Card

1. Remove the PCI riser assembly. For instructions, see “Removing the PCI Riser Assembly”.
2. Remove the filler panel from the add-in card slot and remove the screw as shown (see letter **A**).
3. Insert add-in card until it seats in the riser connector (see letter **B**).
4. Secure add-in card with screw as shown (see letter **C**).

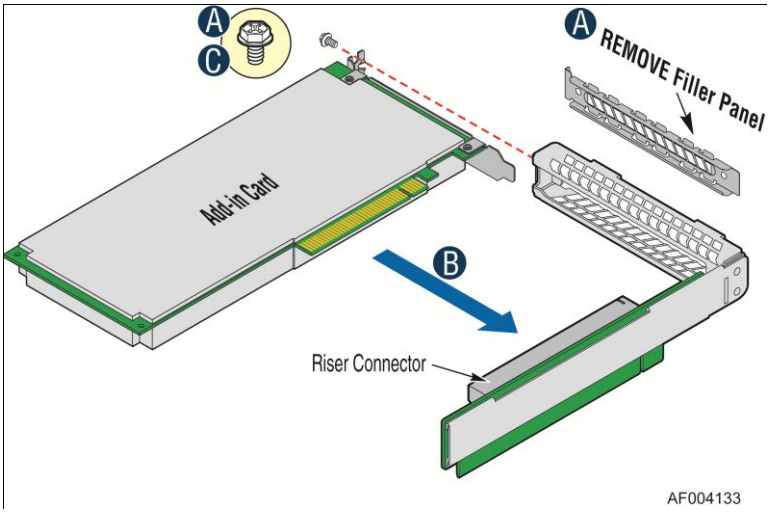


Figure 44. Installing a PCI Add-In Card

Removing a PCI Add-in Card

1. Remove the PCI riser assembly. For instructions, see "Removing the PCI Riser Assembly".
2. Remove the screw as shown (see letter **A**).
3. Remove the PCI add-in card from the riser card connector (see letter **B**).

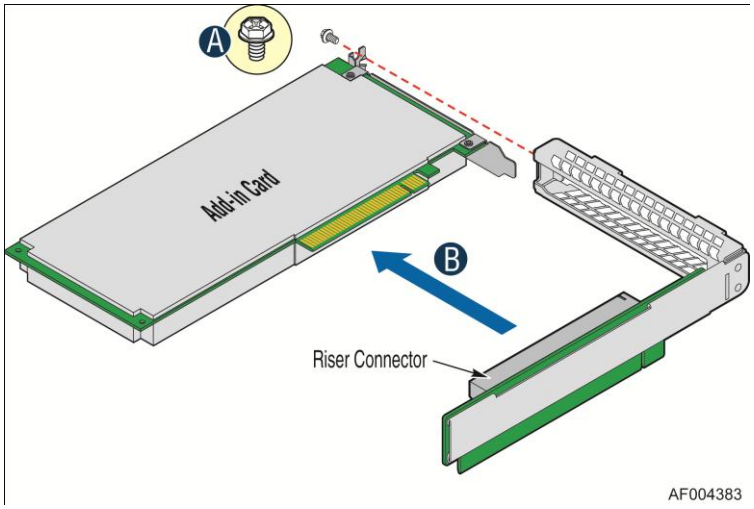


Figure 45. Removing a PCI Add-In Card

Note: *Make sure that all empty add-in card slots have filler panels installed.*

Replacing a PCI Riser Card

Caution: *PCI riser cards are NOT hot-swappable. Before removing or replacing the riser card, you must first take the server out of service, turn off all peripheral devices connected to the system, turn off the system by pressing the power button, and unplug the power cord from the system or wall outlet.*

Note: *To eliminate the possibility of installing the replacement connector on the wrong side of the PCI riser assembly, replace one connector at a time.*

Removing a PCI Riser Card

1. Disconnect any cables attached to any add-in cards.
2. Remove the PCI riser assembly. For instructions, see "Removing the PCI Riser Assembly".
3. Remove any add-in cards from the PCI riser card. For instructions, see "Removing a PCI Add-in Card".
4. Remove the two screws securing the PCI Riser Card (see letter **A**).
5. Remove from the riser card from riser assembly (see letter **B**).

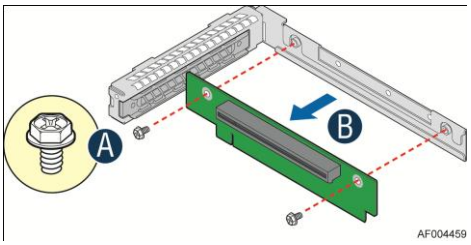


Figure 46. Removing the PCI Riser Card

Installing a PCI Riser Card

1. Place the riser card onto the riser assembly (see letter **A**).
2. Secure the riser card using the two screws (see letter **B**).

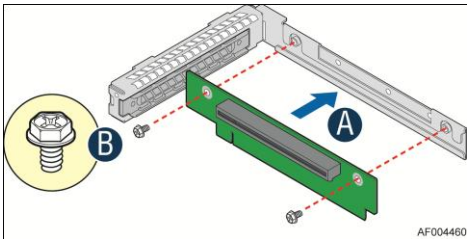


Figure 47. Installing the PCI Riser Card

Installing and Removing a Slimline Optical Drive

Caution: *The slimline optical drive is NOT hot-swappable. Before removing or replacing the drive, you must first take the server out of service, turn off all peripheral devices connected to the system, turn off the system by pressing the power button, and unplug the power cord from the system or wall outlet.*

To maintain proper system cooling, a filler panel must be installed if you do not install a device at this location.

Installing a Slimline Optical Drive

1. Install the plastic guide onto the back of the drive and attach with two screws as shown (see letter **A**).

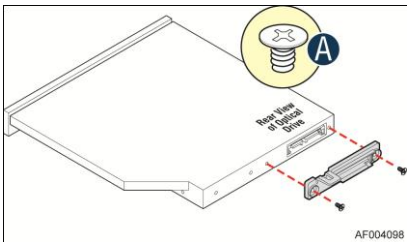


Figure 48. Installing the Plastic Guide to the Optical Drive

2. Insert the optical drive into chassis opening and push all the way until it stops (see letter **B**).
3. Connect the cables as shown (see letter **C**).

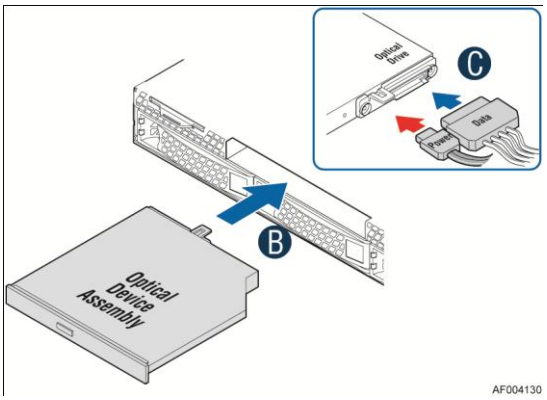


Figure 49. Installing an Optical Drive

Removing a Slimline Optical Drive

1. Remove the cables (see letter **A**).
2. Lift up the blue tab to release the optical drive (see letter **B**).
3. Slide the optical drive out (see letter **C**).

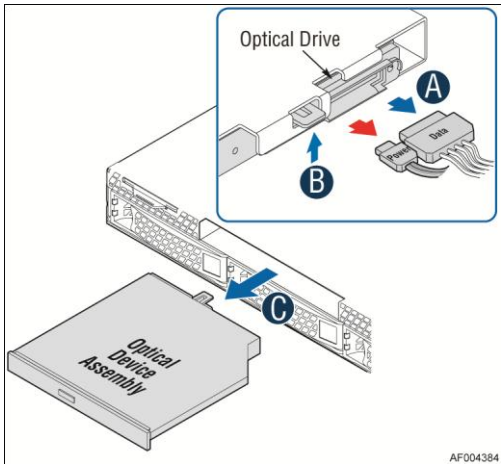


Figure 50. Removing the Slimline Optical Drive

4. If no device will be installed in this location, install a filler panel in this location.

Installing and Removing Intel® I/O Expansion Module

Installing Intel® I/O Expansion Module

1. Squeeze the sides of the filler panel to disengage it from the server system back panel and remove it (see letter **A**).
2. Secure the screw adapter the position shown below. Position the module over the server board, fit the front of the module into the back panel slot (see letter **B**).
3. Attach the module to the server board connector (see letter **C**).
4. Secure the module with the three screws as shown (see letter **D**).

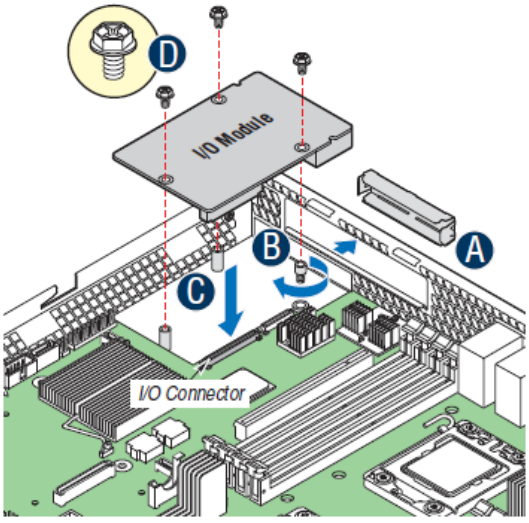


Figure 51. Installing Intel® I/O Expansion Module

Removing Intel® I/O Expansion Module

1. Remove the three screws as shown (see letter **A**).
2. Remove the module out of the server system (see letter **B**).

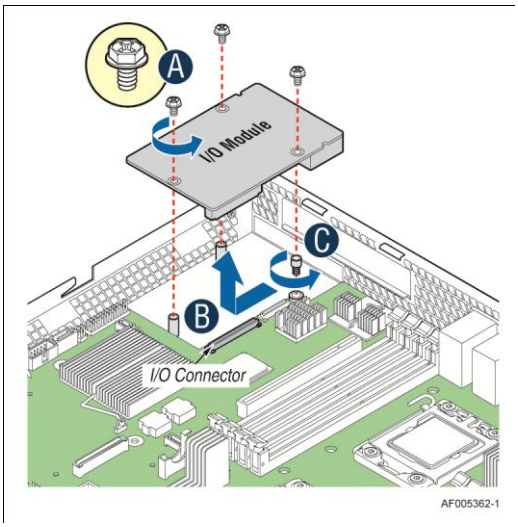


Figure 52. Removing an I/O Expansion Module

3. Remove the screw adapter the position shown below (see letter **C**).

Installing and Removing the Intel® RAID C600 Upgrade Key

Installing the Intel® RAID C600 Upgrade Key

Locate the white 4-pin key header next to Riser Slot 1. Carefully pick up the Intel® RAID C600 Upgrade Key. Match the Key and connector orientation and press down to install.

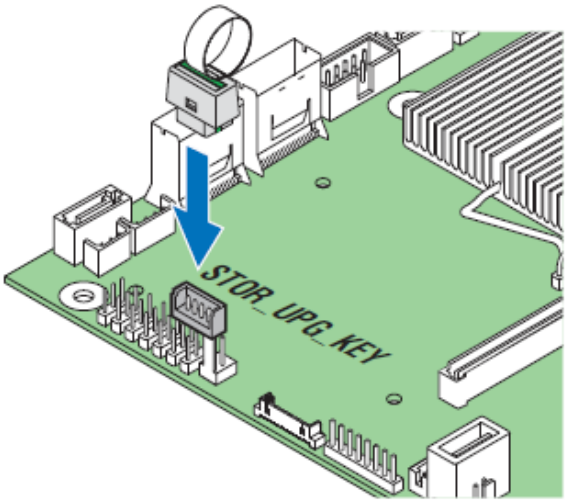


Figure 53. Installing the Intel® RAID C600 Upgrade Key

Removing the Intel® RAID C600 Upgrade Key

Pull up the key to remove it from the mother board.

Installing and Removing the Intel® Remote Management Module 4

Installing the Intel® RMM4 Lite

Locate the RMM4 Lite connector next to Riser Slot 1, carefully pick up the Intel® RMM4 Lite module, match the alignment pin of the module and the connector on server board, then press to install.

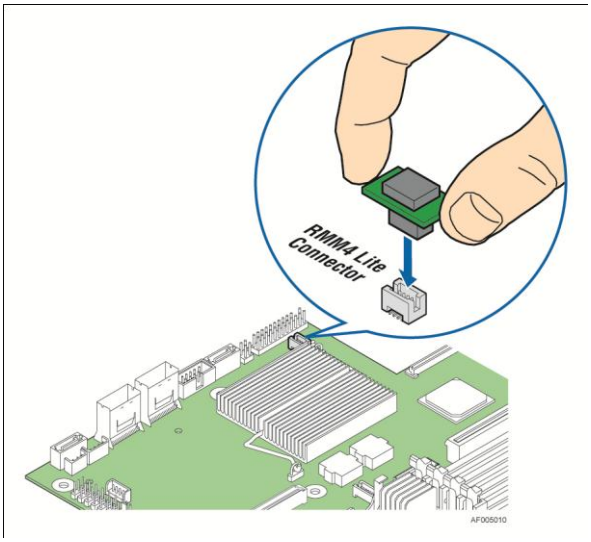


Figure 54. Installing the Intel® RMM4 Lite

Install the Intel® RMM4 NIC

1. Push out and remove the metal cover on the chassis where the NIC RJ-45 receptacle will align (see letter **A**).
2. Insert and fit the metal adapter into the position shown below. Secure the adapter with two screws as shown (see letter **B**).
3. Position the module over the server board, fit the front of the module into the back panel slot, then attach the module to the server board connector Secure the module with the one screw as shown (see letter **C**).

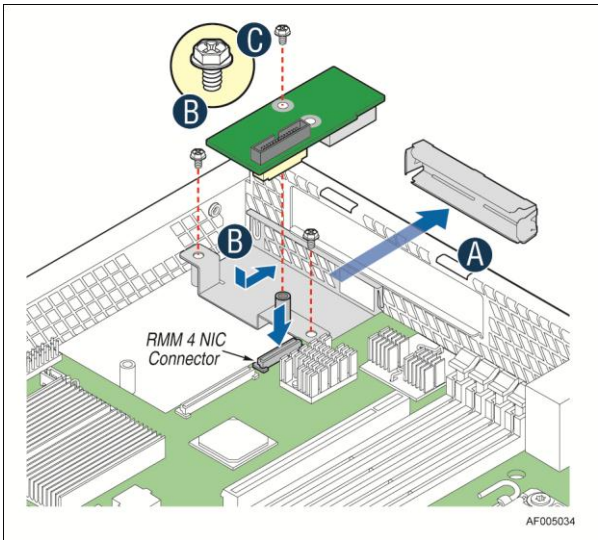


Figure 55. Installing the Intel® RMM4 NIC

Removing the Intel® RMM4 Lite

Pull up the RMM4 Lite module to remove it from the mother board.

Removing the Intel® RMM4 NIC

1. Remove the one screw as shown (see letter **A**).
2. Remove the module out of the server system (see letter **B**).
3. Remove the metal adapter out of the server system (see letter **C**).

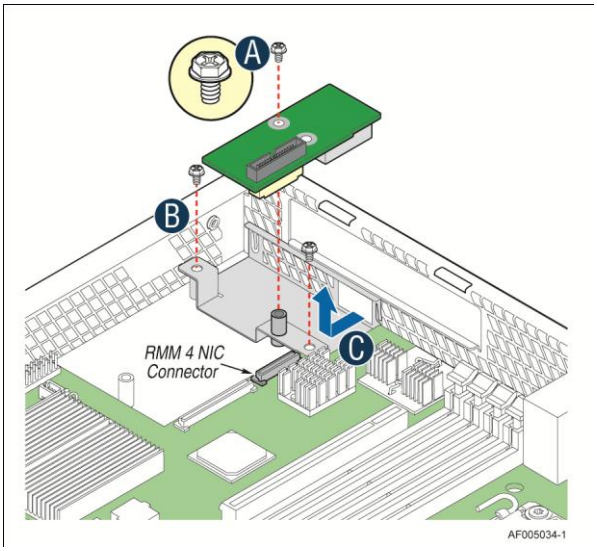


Figure 56. Removing the Intel® RMM4 NIC

Installing the Intel®Integrated RAID Module

To install the RAID module, follow these steps:

1. Turn off the power to the system, all drives, enclosures, and system components. Remove the power cord(s).
2. Remove the server cover. For instructions, see your server system documentation.
3. Insert the three barrel standoffs into the matching holes in the server board.

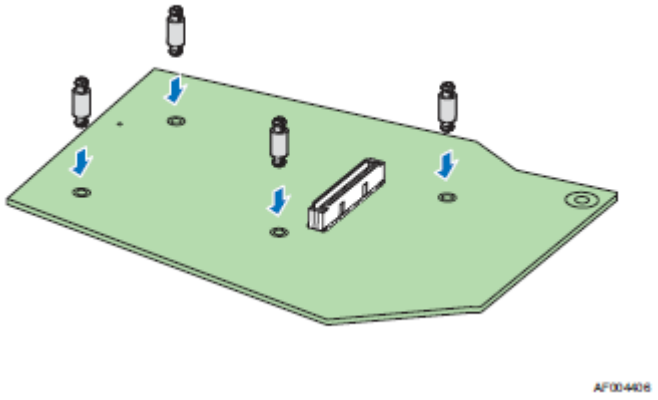


Figure 57.Installing the Barrel Standoff

4. Attach the RAID to the matching server board connector, and press the module card firmly to engage the barrel standoffs installed in step 3. Press down gently but firmly to ensure that the card is properly seated in the connectors, and then insert the four pin standoffs into the barrel standoffs respectively. The Intel® RAID Module is shown for illustrative purpose see below.

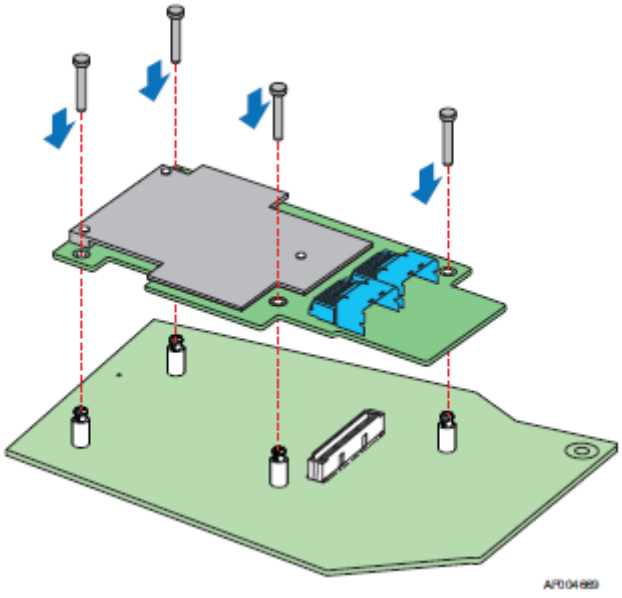


Figure 58.Installing the Intel® Integrated RAID Module RMS25JB0x0

5. Connect the proper cables into the adapter using the 4-port combined end. Make sure the module and cables are properly attached and plug the cable into connector at the inside edge of the adapter.

Note:*To prevent throughput problems:*

—Use the cables provided or use the shortest possible cable.

—Do not use cables longer than one meter.

—Decrease the maximum length by one foot if you are using a backplane.

—Do not use cross-over cables.

—Only connect to a SATA drive, SAS or SATA backplane, or anexpander device.

—Route the cables carefully.

—Check that the module and cables are all properly attached.

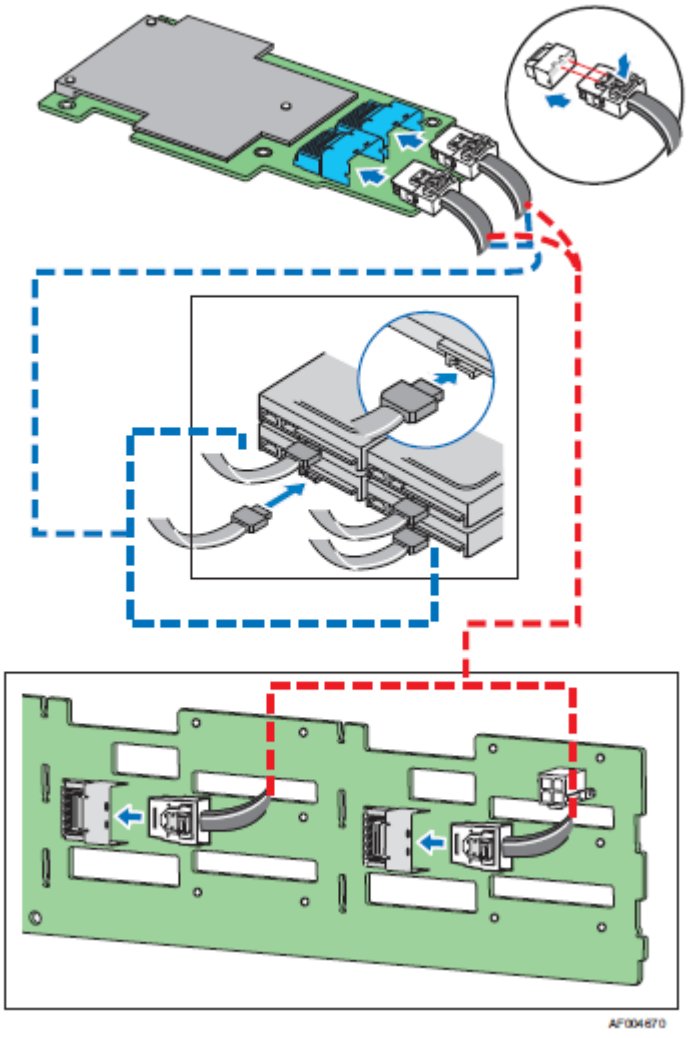


Figure 59.Connecting Cable between the RAID Module and Drives/Backplane

Install the server system cover and connect the power cords. See your server system documentation for instructions.

Installing and Removing the Intel® RAID Smart Battery

Installing the Intel® RAID Smart Battery

1. Connect the cable between the BBU and the RAID card. For details, see *Intel® RAID Smart Battery User's Guide.*
2. Locate the BBU bracket inside the chassis. Align the tabs on the plastic battery holder with mounting holes on the BBU bracket (see letter **A**).
3. Slide the plastic battery holder toward the rear of the system until the tabs engage with the mounting holes in the BBU bracket (see letter **B**).

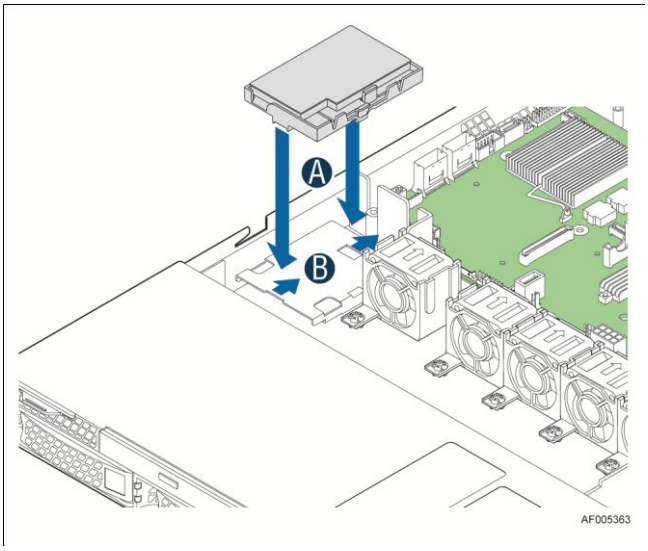


Figure 60. Installing the Intel® RAID Smart Battery

Removing the Intel® RAID Smart Battery

1. Slide the plastic battery holder toward the front of the system to disengage it from the BBU bracket (see letter **A**).
2. Lift the battery up to remove it from the server chassis (see letter **B**).

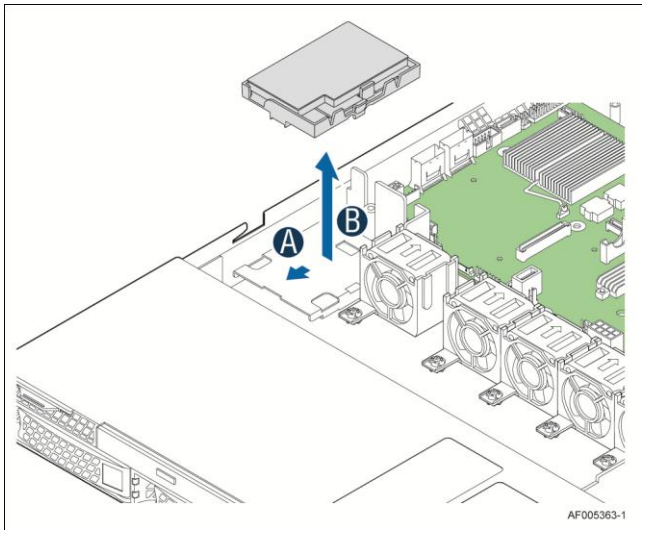


Figure 61. Removing the Intel® RAID Smart Battery

Replacing the Power Supply

Caution: *The power supply is only hot-swappable if you have a redundant system with two power supplies installed. If you only have one power supply installed, before removing or replacing the power supply, you must first take the server out of service, turn off all peripheral devices connected to the system, turn off the system by pressing the power button, and unplug the AC power cord from the system or wall outlet.*

The power supply can be replaced if it fails. To replace the power supply on a redundant system, follow these steps:

1. Do one of the following for the system:
   - If a filler panel is installed, use the *finger hole* to remove the filler panel (see letter **A**).

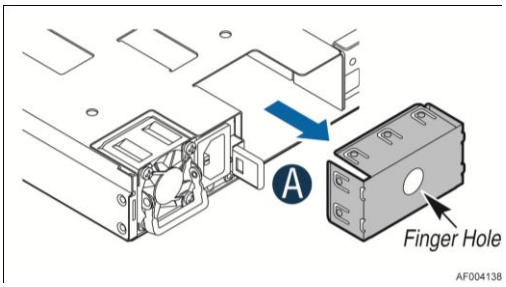


Figure 62. Removing the filler panel

   - If a power supply is installed, push the green latch in the direction shown while pulling out of the system by the handle.

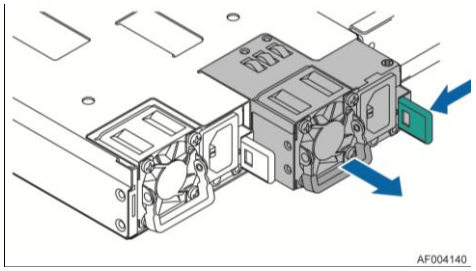


Figure 63. Removing the power supply module

2. Do one of the following:

   - Insert the power supply module into the power supply cage and push all the way until it clicks into place (see letter **B**).

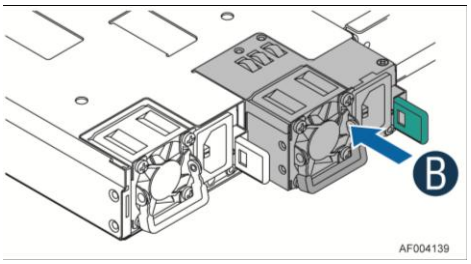


Figure 64. Installing the power supply module

   - If no power supply is to be installed, install the filler panel into the power supply cage.

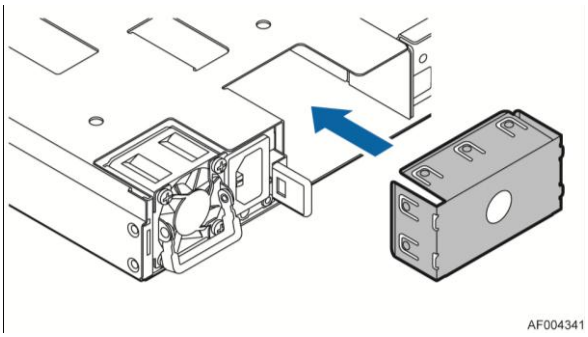


Figure 65. Installing the filler panel

To replace the power supply on a fixed power supply system, follow these steps:

- Remove screws shown in letter **A** and pull the power supply upper as shown in letter **B**.

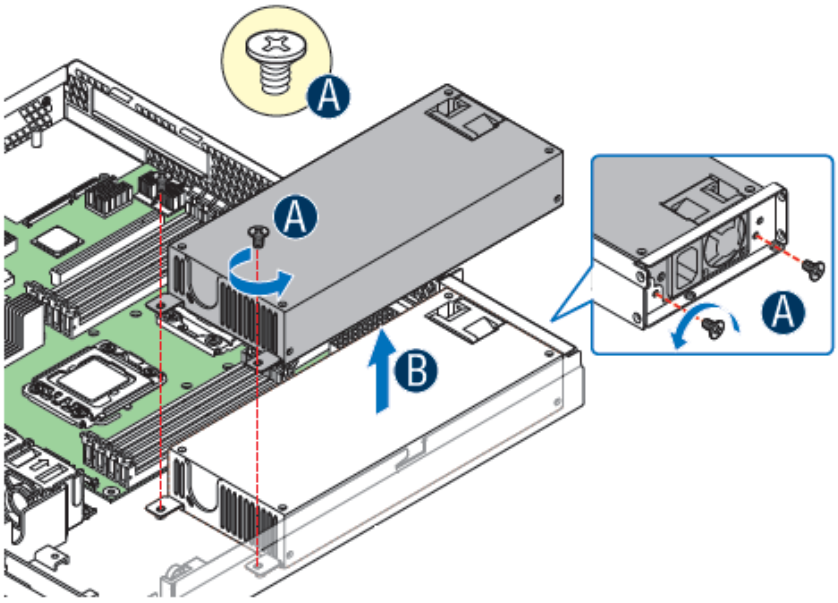


Figure 66. Removing the Power Supply Unit

- Install the Power supply into the system as shown in letter **A** and secure the screws as shown in letter **B**.

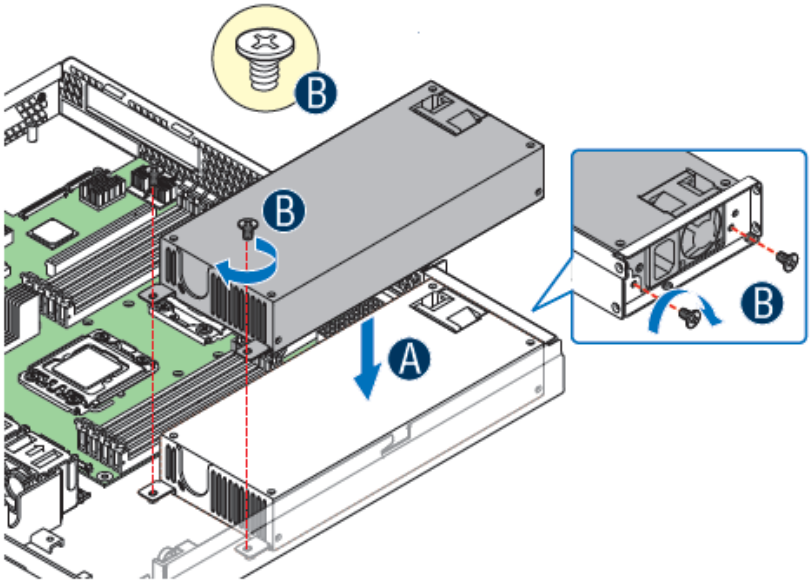


Figure 67. Installing the Power Supply Unit

Installing and Removing the Server Board

Removing the Server Board

1. Disconnect all cables from the server board.
2. Remove the nine screws from the server board (see letter **A**).

3. Lift the server board from the server system (see letter **B**).

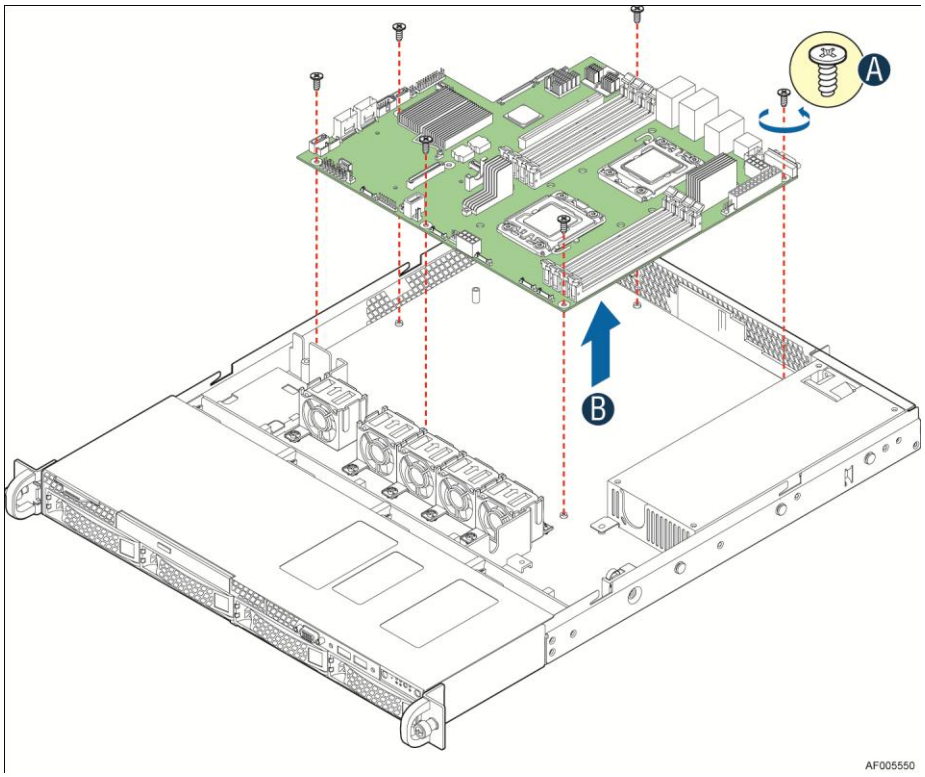


Figure 68. Removing the Server Board

Installing the Server Board

1. Place the server board into the server system (see letter **A**).
2. Secure the server board with nine screws (see letter **B**).

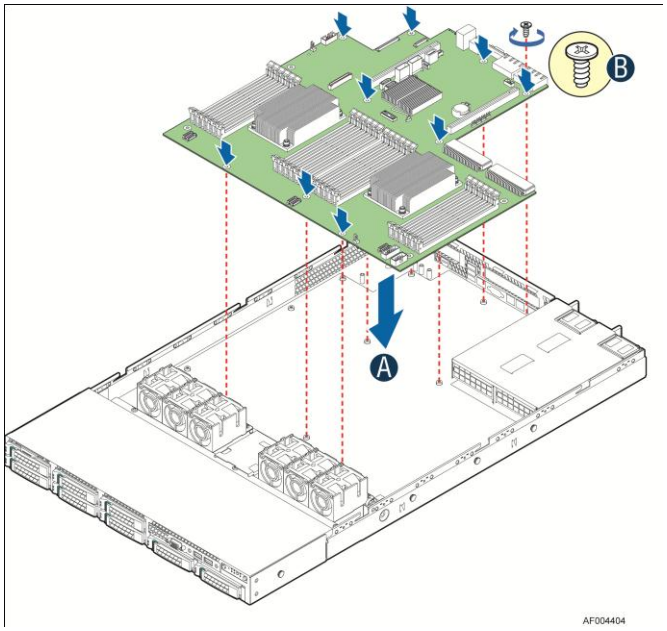


Figure 69. Installing the Server Board

3. Connect all power cables to the server board.

Replacing the Backup Battery

The lithium battery on the server board powers the RTC for up to 10 years in the absence of power. When the battery starts to weaken, it loses voltage, and the server settings stored in CMOS RAM in the RTC (for example, the date and time) may be wrong. Contact your customer service representative or dealer for a list of approved devices.

Warning: *Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the equipment manufacturer. Discard used batteries according to manufacturer's instructions.*

Advarsel: Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage til leverandøren.

Advarsel: Lithiumbatteri - Eksplosjonsfare. Ved utskifting benyttes kun batteri som anbefalt av apparatfabrikanten. Brukt batteri returneres apparatleverandøren.

Varning: Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

Varoitus: Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

1. Locate the battery on the server board.
2. Gently press the metal clip as shown to release the battery (see letter **A**).
3. Remove the battery from the plastic socket (see letter **B**).

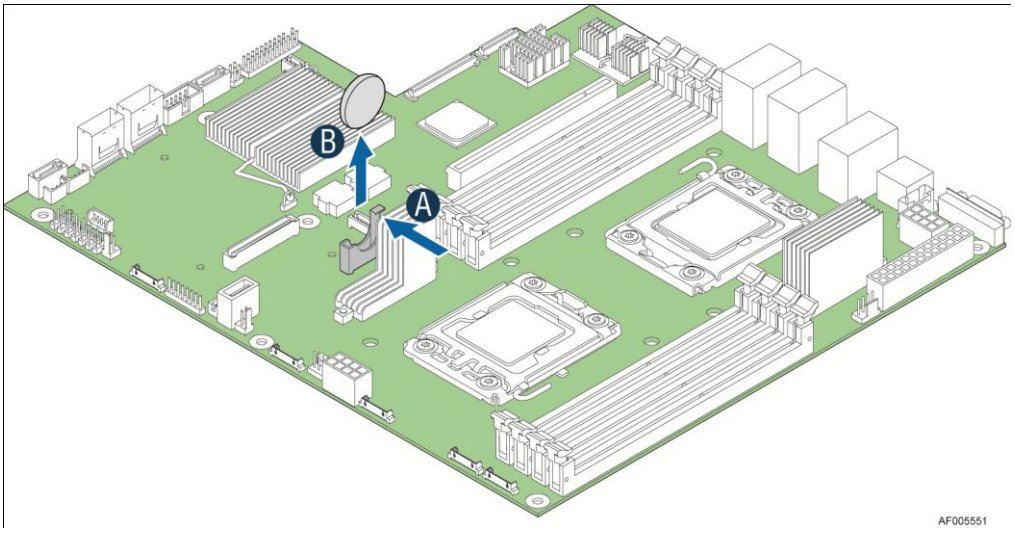


Figure 70. Replacing the Backup Battery

4. Dispose of the battery according to local ordinance.
5. Remove the new lithium battery from its package, and, being careful to observe the correct polarity, insert it in the battery socket.

Note: *You will need to run the BIOS Setup to restore the configuration settings to the BIOS variables.*

Replacing a System Fan

1. Disconnect the fan cable (see letter **A**).
2. Pull system fan straight up to remove it from the fan holder.

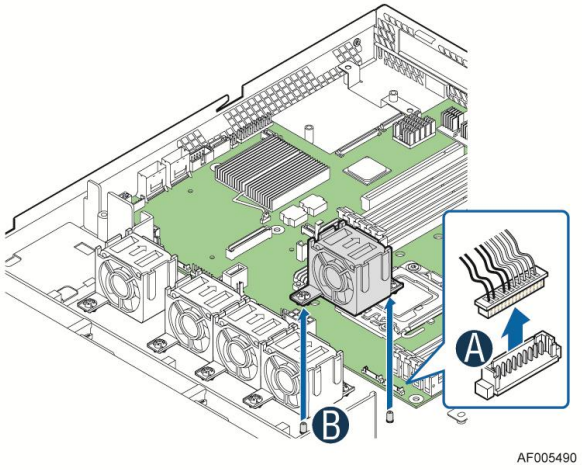


Figure 71. Replacing a system fan

3. Replace the system fan.

Replacing the Backplane

Removing the Backplane

1. Remove all hot-swap drive carriers, regardless of whether or not a drive is installed in the carrier.
2. Disconnect all cables from the backplane.
3. Remove the screw (see letter **A**).
4. Pull up the backplane (see letter **B**).
5. Remove the backplane from the server chassis (see letter **C**).

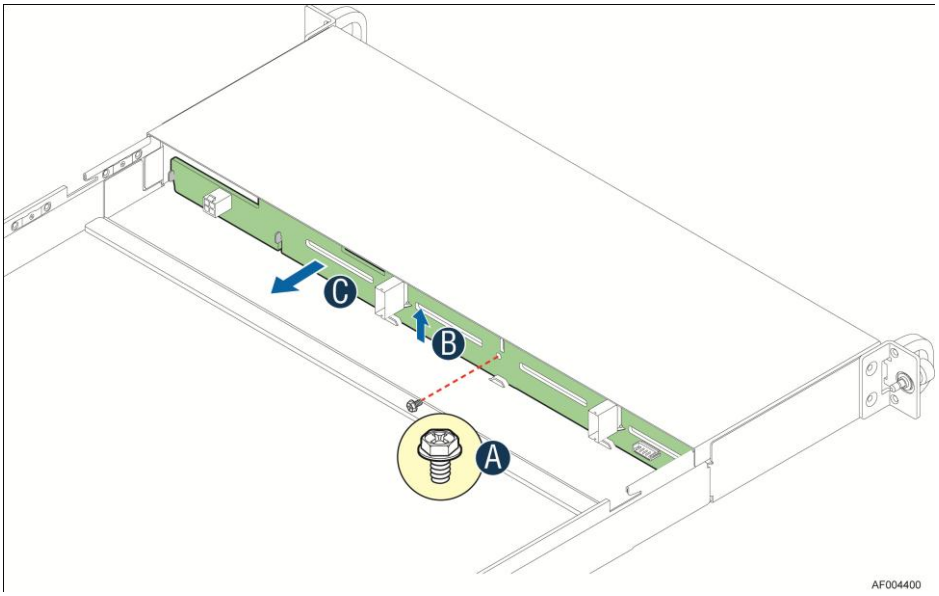


Figure 72. Removing the backplane

Installing the Backplane

1. Remove all hot-swap drive carriers, regardless of whether or not a drive is installed in the carrier.
2. Hold the backplane only by the edges. Do not push or pull on any components on the backplane. Position the backplane in place at the front of the server system (see letter **A**).
3. Slide the backplane into the server system guides (see letter **B**).
4. Secure the backplane with the screw as shown (see letter **C**).

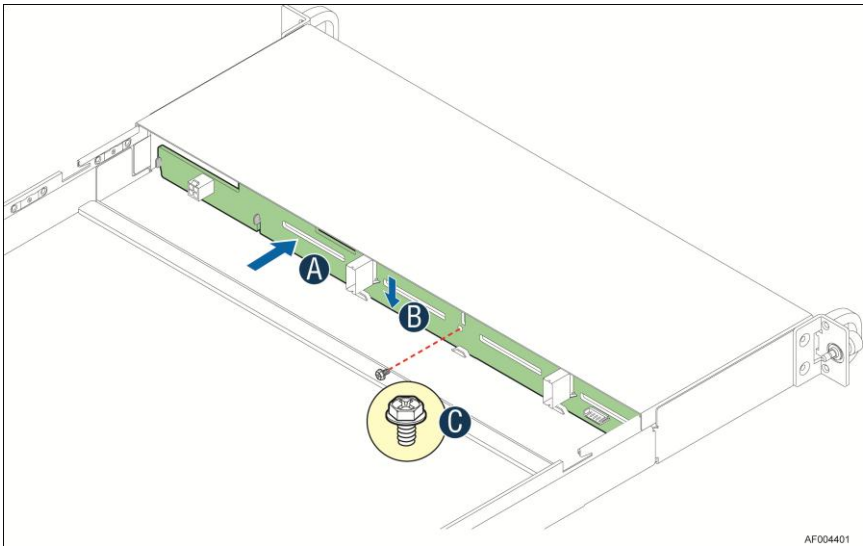


Figure 73. Installing the backplane

5. Connect cables to backplane, please refer to “Cable Routing”

Installing and Removing the Rack Handles

Installing the Rack Handles

Align the rack handle with the two holes on the side of the server system and attach the rack handle to the server system with two screws as shown.

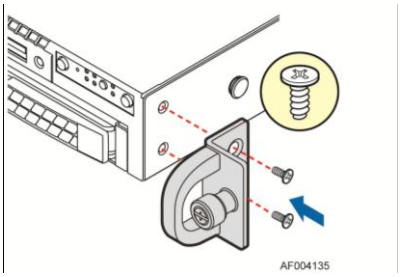


Figure 74. Installing the Rack Handle

Removing the Rack Handles

Remove the two screws holding the rack handle in place, and remove the rack handle from the server system as shown.

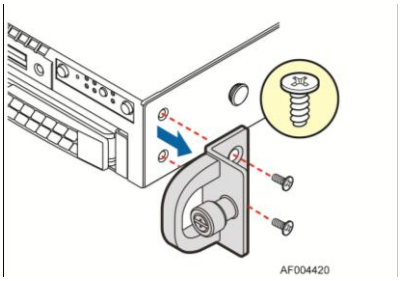


Figure 75. Removing the Rack Handle

3 Server Utilities

Using the BIOS Setup Utility

This section describes the BIOS Setup utility options, which is used to change server configuration defaults. You can run the BIOS Setup with or without an operating system being present. For information about specific BIOS setup screens, see the *Intel® Server Board S2400EP Technical Product Specification*. For a web link to this document, see "Additional Information and Software".

Entering BIOS Setup

To enter the BIOS Setup using a keyboard (or emulated keyboard), press the <F2> function key during boot time when the OEM or Intel Logo Screen or the POST Diagnostic Screen is displayed.

The following instructional message is displayed on the Diagnostic Screen or under the Quiet Boot Logo Screen:

Press <F2> to enter setup, <F6> Boot Menu, <F12> Network Boot

Note: *With a USB keyboard, it is important to wait until the BIOS "discovers" the keyboard and beeps – until the USB Controller has been initialized and the USB keyboard activated, key presses will not be read by the system.*

When the Setup Utility is entered, the Main screen is displayed initially. However, serious errors cause the system to display the Error Manager screen instead of the Main screen.

It is also possible to cause a boot directly to Setup using an IPMI 2.0 command **Get/Set System Boot Options**. For details on that capability, see the explanation in the IPMI description.

If You Cannot Access Setup

If you are not able to access the BIOS Setup, you might need to restore the BIOS default settings. For instructions, see "Restoring the BIOS Defaults".

Setup Menus

The bottom right portion of the Setup screen provides a list of commands that are used to navigate through the Setup utility. These commands are displayed at all times.

Each Setup menu page contains a number of features. Each feature is associated with a value field, except those used for informative purposes. Each value field contains configurable parameters. Depending on the security option chosen and in effect by the password, a menu feature's value may or may not be changed. If a value cannot be changed, its field is made inaccessible and appears grayed out.

Table 4. BIOS Setup: Keyboard Command Bar

Key	Option	Description
<Enter>	Execute Command	The <Enter> key is used to activate submenus when the selected feature is a submenu, or to display a pick list if a selected option has a value field, or to select a subfield for multi-valued features like time and date. If a pick list is displayed, the <Enter> key selects the currently highlighted item, undoes the pick list, and returns the focus to the parent menu.
<Esc>	Exit	The <Esc> key provides a mechanism for backing out of any field. When the <Esc> key is pressed while editing any field or selecting features of a menu, the parent menu is re-entered. When the <Esc> key is pressed in any submenu, the parent menu is re-entered. When the <Esc> key is pressed in any major menu, the exit confirmation window is displayed and the user is asked whether changes can be discarded. If "No" is selected and the <Enter> key is pressed, or if the <Esc> key is pressed, the user is returned to where they were before <Esc> was pressed, without affecting any existing settings. If "Yes" is selected and the <Enter> key is pressed, the setup is exited and the BIOS returns to the main System Options Menu screen.
↑	Select Item	The up arrow is used to select the previous value in a pick list, or the previous option in a menu item's option list. The selected item must then be activated by pressing the <Enter> key.
	Select Item	The down arrow is used to select the next value in a menu item's option list, or a value field's pick list. The selected item must then be activated by pressing the <Enter> key.
	Select Menu	The left and right arrow keys are used to move between the major menu pages. The keys have no effect if a sub-menu or pick list is displayed.
<Tab>	Select Field	The <Tab> key is used to move between fields. For example, <Tab> can be used to move from hours to minutes in the time item in the main menu.
-	Change Value	The minus key on the keypad is used to change the value of the current item to the previous value. This key scrolls through the values in the associated pick list without displaying the full list.
+	Change Value	The plus key on the keypad is used to change the value of the current menu item to the next value. This key scrolls through the values in the associated pick list without displaying the full list. On 106-key Japanese keyboards, the plus key has a different scan code than the plus key on the other keyboards, but will have the same effect.
<F9>	Setup Defaults	Pressing the <F9> key causes the following to display: Load Optimized Defaults? Yes No If "Yes" is highlighted and <Enter> is pressed, all Setup fields are set to their default values. If "No" is highlighted and <Enter> is pressed, or if the <Esc> key is pressed, the user is returned to where they were before <F9> was pressed without affecting any existing field values.
<F10>	Save and Exit	Pressing the <F10> key causes the following message to display: Save configuration and reset? Yes No If "Yes" is highlighted and <Enter> is pressed, all changes are saved and the Setup is exited. If "No" is highlighted and <Enter> is pressed, or the <Esc> key is pressed, the user is returned to where they were before <F10> was pressed without affecting any existing values.

Upgrading the BIOS

Follow the instructions in the readme file that came with the BIOS upgrade. When the update completes, remove the bootable media from which you performed the upgrade.

Caution: *Do not power down the system during the BIOS update process! The system will reset automatically when the BIOS update process is completed.*

Note: *You may encounter a CMOS Checksum error or other problem after reboot. If this happens, shut down the system and boot it again. CMOS checksum errors require that you enter Setup, load BIOS defaults, check your settings, save your settings, and exit Setup.*

Clearing the Password

If the user or administrator password(s) is lost or forgotten, moving the password clear jumper into the "clear" position clears both passwords. The password clear jumper must be restored to its original position before a new password(s) can be set.

1. Power down the system. Do not unplug the power cord.
2. Open the server system. For instructions on removing the system cover, see “Removing the System Cover”.
3. Locate the Password Clear jumper block at board.
4. Move the jumper from the normal operation position, that is, Password Clear Protect position (covering pins 1 and 2) to the Password Clear Erase position (covering pins 2 and 3). See “System Recovery Jumpers”.
5. Wait ten seconds.
6. Move the Password Clear jumper back to the Password Clear Protect position (covering pins 1 and 2).
7. Close the server system.
8. Power up the server.

The password is now cleared and can be reset by going into the BIOS setup.

Restoring the BIOS Defaults

If you need to restore the BIOS default settings, the BIOS Default jumper will need to be used.

1. Power down the system; do not disconnect the AC power.
2. Open the server system. For instructions on removing the system cover, see “Removing the System Cover”.
3. Locate the BIOS Default jumper block at board.
4. Move the jumper from the normal operation position (covering pins 1 and 2) to the Set Default position (covering pins 2 and 3). See “System Recovery Jumpers”.
5. Wait five seconds.
6. Return the BIOS Default jumper to the normal position (covering pins 1 and 2).
7. Close the server system.

8. Power up the system.

The BIOS defaults settings are now restored and can be reset by going into the BIOS setup.

Appendix A: Technical Reference

Power Supply Input Voltages

600W power supply module

- 100 - 127 V at 50/60 Hz 5.8 A
- 200 - 240 V at 50/60 Hz 2.9 A

Power Supply Output Voltages

The following table lists the total wattage available from the power subsystem for each voltage. For information about calculating the power usage for your configuration, please use the Power Budget Tool.

Table 5. Power Supply Output Capability

Voltage	Maximum Current
12V	41.0A
5VSB	4.5A

System Environmental Specifications

The following table defines the system level operating and non-operating environmental limits.

Table 6. System Environmental Limits Summary

Parameter	Limits
Operating Temperature	+10 ℃ to +35 ℃ with the maximum rate of change not to exceed 10 ℃/hour
Non-Operating Temperature	-40 ℃ to +70 ℃
Non-Operating Humidity	90%, non-condensing at 35 ℃
Acoustic noise	Sound power: 7.0 BA in an idle state at typical office ambient temperature. (23 +/- 2°C)
Shock, operating	Half sine, 2g peak, 11 milliseconds
Shock, unpackaged	Trapezoidal, 25g, velocity change 136 inches/second (>=40lbs to < 80lbs)
Shock, packaged	Non-palletized free fall in height 24" (>=40lbs to < 80lbs)
Vibration, unpackaged	5Hz to 500Hz, 2.20g RMS random

Parameter	Limits
ESD	+/-15KV except I/O port +/- 8KV per Intel® Environmental test specification
System Cooling Requirement in BTU/Hr.	600W Max – To be updated

Appendix B: Regulatory and Compliance Information

Please refer to the Server Products Regulatory and Safety document for the product regulatory compliance reference. The document can be downloaded from http://www.intel.com/support/motherboards/server/.

Appendix C: Getting Help

If you encounter an issue with your server system, follow these steps to obtain support:

1. Visit the following Intel support web page:

   http://www.intel.com/p/en_US/support/server/.

   This web page provides 24x7 support when you need it to get the latest and most complete technical support information on all Intel Enterprise Server and Storage Platforms. Information available at the support site includes:

   — Latest BIOS, firmware, drivers and utilities

   — Product documentation, installation and quick start guides

   — Full product specifications, technical advisories and errata

   — Compatibility documentation for memory, hardware add-in cards, chassis support matrix and operating systems

   — Server and chassis accessory parts list for ordering upgrades or spare parts

   — A searchable knowledgebase to search for product information throughout the support site

2. If you are still unable to obtain a solution to your issue, send an email to Intel's technical support center using the online form available at http://supportmail.intel.com/scripts-emf/welcome.aspx.

3. Lastly, you can contact an Intel support representative using one of the support phone numbers available at http://www.intel.com/p/en_US/support/contact/phone (charges may apply). Intel customer support suggests filling out the issue report form available at "Intel® Server Issue Report Form" to better service the issue.

   Intel also offers Channel Program members around-the-clock 24x7 technical phone support on Intel® server boards, server chassis, server RAID controller cards, and Intel® Server Management at http://www.intel.com/reseller/.

   Note: *You have to log in to the* ***Reseller*** *site to obtain the 24x7 number.*

Warranty Information

To obtain warranty information, visit the following Intel web site:

http://www.intel.com/support/motherboards/server/sb/cs-010807.htm.

Appendix D: Intel® Server Issue Report Form

Issue Report Form (Rev 3.6)

Note: Filling out this form completely is required for any escalation.

Customer Contact Information:

Customer Support Case#:

Intel® Server Board or System:

(Example: S2400EP, R1000EP)

Server Chassis:

(Example P4000M. If third-party chassis used, indicate make and model.)

Base Board Information: (some information may be found by accessing BIOS and going through the Server Management menu -> System Information)

Baseboard PBA/TA/AA # (Example: 123456-789):

- can be found on the white sticker label on the baseboard.

System BIOS Version:

Intel® Remote Management Module Firmware Version (if applicable):

Intel® Management Module BMC Revision (if applicable):

BMC/mBMC Version:

FRU/SDR Version:

HSC Version:

Has the latest BIOS been tried? (Yes/No):

Has the latest BMC/mBMC been tried? (Yes/No):

Has the latest IMM BMC been tried? (Yes/No):

Has the latest RMM Firmware been tried? (Yes/No):

Has the latest FRU/SDR been tried? (Yes/No):

Has the latest HSC been tried? (Yes/No):

Processor information:

	Type	Speed	Spec.	Thermal Solution
Processor 1				
Processor 2				
Processor 3				
Processor 4				

Thermal solution (Heat sink) examples:

(1U, Passive w/air ducting, Active w/fan, and so on)

Memory:

Manufacturer	Part Number	DRAM Part Number	On Intel tested list?

Add-in adapters (Example: NICs, Management Adapters, Serial Expansion Cards, PCI-Express* Adapters, RAID Controllers, SCSI Controllers, and so on):

Type	Slot	Manufacturer	Model	Firmware

Other third part hardware (Example: Example: KVM, Chassis, and so on):

Description/Use	Manufacturer	Model	Firmware

Storage Devices (Example: SCSI, SATA, SAS, USB, Tape, and so on):

Manufacturer	Model	Type	Size	Firmware	In Hot Swap Bay?

Operating System Information (Example: RedHat* Enterprise Linux, Microsoft* Windows* Server 2003, Service pack 1, OEM CD):

Manufacturer:

Version:

Language version (English, Arabic, Chinese (Simplified)):

Service Pack Level or Kernel Revision:

Distribution (OEM/Retail):

Intel® RAID Controller: (Example SRCU42E)

RAID controller part number (PBA number):

RAID controller firmware version:

Has the latest RAID firmware been tried? (Yes/No):

RAID driver version:

Has the latest RAID driver been tried? (Yes/No):

RAID volumes configuration (disks and RAID level):

RAID volume use (Boot device/Data Volume):

Is BBU (Battery Backup Unit) installed? (Yes/No):

BBU part number:

Detailed description of issue:

Troubleshooting tried:

Steps to replicate the issue:

Issue impact statements:

Do you have any potential Intel system, or component purchases that this issue is holding up? If yes, please provide a brief description below.

Do you have systems already purchased that are not being delivered to your customers because of this issue? If yes, please provide a brief description below.

Have you returned systems or components to your place of purchase because of this issue? If yes, please provide a brief description below.

*All other brands and names are property of their respective owners.