



Sun Netra™ CP3220 Blade Server Getting Started Guide

Where to Find Documentation

- For installation instructions and technical details, refer to the *Sun Netra CP3220 Blade Server User's Guide* (820-1982)
- For software and firmware installation and upgrade instructions, refer to the *Sun Netra CP3220 Blade Server Product Notes* (820-1980).

You can find these documents and safety documents at:

<http://docs.sun.com/app/docs/prod/cp3220.brd#hic>

Safety Considerations

For general safety information, refer to *Important Safety Information for Sun Hardware Systems* (816-7190), which shipped with the blade server. For additional blade-specific safety information, refer to the *Sun Netra CP3220 Blade Server Safety and Compliance Manual* (820-1983).

Contacting Sun Technical Support

If you have technical questions about this product that are not answered in this document, go to:

<http://www.sun.com/service/contacting>

When you call Sun Services, be sure to indicate that the blade server was purchased separately and is not associated with a system. Have the blade server identification information ready when you call. The blade server part number, serial number, and revision level can be found on labels on the blade server. If possible, have the blade server in front of you when you contact Sun Services.

When Returning a Blade Server to Sun Services

You *must* get Return Material Authorization (RMA) numbers from Sun Services or the World Wide Solution Center for each part you intend to return. Ensure that these RMA numbers are on the boxes containing the returned parts.

If Sun Services asks for a system serial number, be sure to indicate that the blade server was purchased separately and is not associated with a system. Sun Services will give you specific details on the return procedure for your geographic area.

Remove any installed advanced mezzanine card (AMC), peripheral mezzanine card (PMC), or PMC I/O modules (PIMs) before returning the blade server to Sun Services. Refer to the *Sun Netra CP3220 Blade Server User's Guide* (819-4962) for instructions.

Remove the serial EEPROM before returning the Sun Netra CP3220 blade server. The serial EEPROM holds specific network address data, as well as configuration data specific to your installation. If you need to replace the blade server, remove the serial EEPROM from the original blade server and install it on the new blade server. Refer to the *Sun Netra CP3220 Blade Server User's Guide* (820-1982) for EEPROM removal and replacement instructions.

Sun Welcomes Your Comments

Sun is interested in improving its documentation and welcomes your comments and suggestions. You can submit your comments by going to:

<http://www.sun.com/hwdocs/feedback>

Please include the title and part number of your document with your feedback:

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