

# Exadata Server X11M Service Manual



G18152-03  
February 2025



Exadata Server X11M Service Manual,

G18152-03

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# Using This Documentation

- **Overview** – Describes how to troubleshoot and maintain the Exadata Server X11M.
- **Audience** – Technicians, system administrators, authorized service providers, and trained hardware service personnel who have been instructed on the hazards within the equipment and are qualified to remove and replace hardware.
- **Required knowledge** – Advanced experience troubleshooting and replacing hardware.

## Product Documentation Library

Documentation and resources for this Exadata Server X11M product and related products are available at [Oracle Help Center](#).

## Feedback

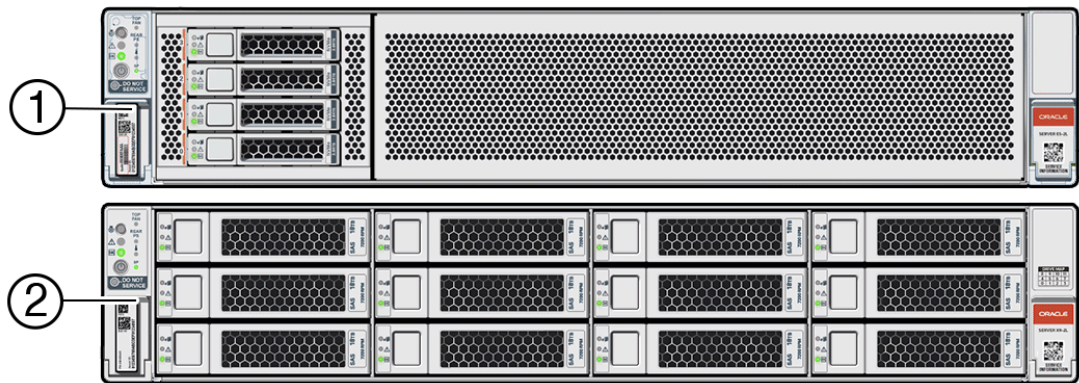
Provide feedback about this documentation at [Oracle Documentation Feedback](#).

# 1

## About Exadata Server X11M

This section includes the server component overview.

The Exadata Server X11M is a (1) or (2) processor socket, AMD® EPYC E6 Turin™ SP5 processor-based, 2U rackmount server. The X11M is available with either a Database Server [1] that supports up to four high performance NVMe drives or a Storage Server [2] that supports up to twelve high capacity SAS-3 drives.



The Exadata Server X11M Database Server configuration is available with a 9-slot PCIe card back panel. The Exadata Server X11M Storage Server configuration is available with a 9-slot PCIe card back panel. The 9-slot PCIe card back panel server configuration supports (2) internal M.2 NVMe SSD modules.

### Note:

Always update the server with the latest firmware, drivers, and other hardware-related software by downloading the latest software release package when you first receive the server, and for every new software release. For information about the software release packages and how to download the software, refer to *Getting Firmware and Software*.

These sections describe server controls, connectors, status indicators, system components, and replaceable components.

## Product Description

The system supports these components and configurations.

Exadata Server X11M is an enterprise-class, two rack unit (2U) server that supports multiple configurations. Each configuration uses the same server but is provisioned differently. Some supported features are specific to individual configurations, while other features are common across configurations. Front and back panel configurations can include Exadata Server X11M provisioned with:

- Database Server configuration  
NVMe storage drives: 4-Drive bay front panel, 9-slot PCIe card back panel
- Storage Server configuration  
SAS storage drives: 12-Drive bay front panel, 9-slot PCIe card back panel

Exadata Server X11M supports the following components:

Feature	Exadata Server X11M System Components
System chassis	2U chassis
Processor	One or two processors with twelve memory channels per processor, 12 DIMMs per processor. Up to two AMD EPYC 9005-series processors (P0 and P1) with the following capabilities are supported (factory installed):  AMD Turin, 96-core, 2.6GHz, 400W processors, 384 MB L3 cache AMD Turin, 32-core, 2.95GHz, 240W processors, 128 MB L3 cache
Memory	Server memory configurations can include the following:  <b>Dual-processor</b> systems support up to twenty-four DDR5 128-GB, 96-GB, 64-GB, and 32-GB RDIMMs, for a maximum of twelve per processor, with speeds up to 6400 MT/sec. Total supported memory is up to 3.0 TB.  24 DDR5 128-GB RDIMMs 6400 MT/sec 3.0 TB 24 DDR5 96-GB RDIMMs 6400 MT/sec 2.3 TB 24 DDR5 64-GB RDIMMs 6400 MT/sec 1.5 TB 24 DDR5 32-GB RDIMMs 6400 MT/sec 512 G  <b>Single-processor</b> systems support up to twelve DDR5 RDIMMs for a maximum of 128-GB, 96-GB, 64-GB, and 32-GB RDIMMs with speeds up to 6400 MT/sec. Total supported memory is up to 1.5 TB.  12 DDR5 128-GB RDIMMs 6400 MT/sec 1.5 TB 12 DDR5 96-GB RDIMMs 6400 MT/sec 1.15 TB 12 DDR5 64-GB RDIMMs 6400 MT/sec 768 G 12 DDR5 32-GB RDIMMs 6400 MT/sec 384 G
<b>Exadata Database Server Storage Drives</b>	Storage drive configuration can comprise either solid state drives (SSDs) or hard disk drives (HDDs). Exadata Server X11M Exadata Storage Server front panel storage drive bays can be provisioned with: <ul style="list-style-type: none"> <li>• NVM-Express (NVMe) solid-state drives (SSDs): Up to four 2.5-inch hot-pluggable PCIe Gen5 NVMe SSDs:  Oracle max 7.68 TB (15.36 TB Max) v3 2.5-inch NVMe PCIe 5.0 SSD Oracle max 3.84 TB (15.36 TB Max) v3 2.5-inch NVMe PCIe 5.0 SSD<sup>1</sup>  Up to four Oracle 30.72 TB QLC 2.5-inch NVMe PCIe 4.0 SSDs</li> <li>• Two hot-pluggable internal M.2 Gen3 NVMe SSDs</li> </ul> Exadata Database Server X11M 4-Drive backplane configuration
<b>Exadata Database Server PCIe cards</b>	Exadata Storage Server PCIe cards <ul style="list-style-type: none"> <li>• One Oracle Dual Port CX7 2x200Gb NICs (Connect X-7 2x200Gbit/Sec PAM4 PCIe Gen5 X16, Ethernet NIC)</li> <li>• Two Oracle Dual Port CX6-LX 2x25Gb NICs (LP ADAPTER, DUAL SFP28 25GBE,</li> <li>• Optional NICs <ul style="list-style-type: none"> <li>– Up to three Oracle Dual Port CX6-LX 2x25Gb NICs (LP ADAPTER, DUAL SFP28 25GBE,CX-6 LX,PCIe4.0x8)</li> <li>– Up to three Oracle Dual Port CX6-DX 2x100Gb NICs (LP ADAPTER, DUAL QSFP56 200GBE,CX-6 DX,PCIe4.0x16)</li> <li>– Up to three Oracle Quad Port QSFP56 4x10Gb NICs</li> </ul> </li> </ul> Exadata Database Server X11M 4-Drive backplane configuration

Feature	Exadata Server X11M System Components
<b>Exadata Storage Server Storage Drives</b>	<p>Storage drive configuration can comprise either solid state drives (SSDs) or hard disk drives (HDDs). Exadata Server X11M Exadata Storage Server front panel storage drive bays can be provisioned with:</p> <ul style="list-style-type: none"> <li>• SAS storage drives: Up to twelve 3.5-inch hot-pluggable SAS-3 hard disk drives (HDDs)</li> <li>• Two hot-pluggable internal M.2 Gen3 NVMe SSDs</li> </ul> <p>Exadata Storage Server X11M 12-Drive backplane configuration</p>
<b>Exadata Storage Server PCIe cards</b>	<p>Exadata Storage Server PCIe cards Optional NICs</p> <ul style="list-style-type: none"> <li>• One Oracle Dual Port CX7 2x200Gb NICs (Connect X-7 2x200Gbit/Sec PAM4 PCIe Gen5 X16, Ethernet NIC)</li> <li>• Up to six Oracle Flash Accelerator F680 PCIe Cards: 6.8 TB, NVMe PCIe 5.0</li> <li>• Up to one HBA, BROADCOM 9500-16i, 12GB SAS PCIe, 16 PORT, INTERNAL</li> </ul> <p>Exadata Storage Server X11M 12-Drive backplane configuration</p>
PCI Express (PCIe) slots	<p>Exadata Database Server X11M 4-Drive backplane configuration</p> <p>Exadata Server X11M 4-Drive backplane configuration:</p> <p>9-slot PCIe card back panel configurations support up to nine half height PCIe cards</p> <p>Exadata Storage Server X11M 12-Drive backplane configuration</p> <p>Exadata Server X11M 12-Drive backplane configuration:</p> <p>9-slot PCIe card back panel configurations support up to nine half height PCIe cards.</p>
9-slot PCIe Configuration	<p>Exadata Storage Server X11M</p> <p>Exadata Database Server X11M</p> <p>9-slot PCIe card back panel: Exadata Server X11M supports up to nine half-height PCIe cards. Up to nine PCIe Gen5 vertical card slots are supported when the low profile Add In Card (AIC) chassis is utilized.</p> <p>Up to nine PCIe card Gen5 slots are supported in dual-processor systems.</p> <ol style="list-style-type: none"> <li>1. Slot 1 - PCIe5 x16 electrical interface</li> <li>2. Slot 2 - PCIe5 x16 electrical interface</li> <li>3. Slot 3 - PCIe5 x8 electrical interface</li> <li>4. Slot 4 - PCIe5 x8 electrical interface</li> <li>5. Slot 5 - PCIe5 x16 electrical interface</li> <li>6. Slot 6 - PCIe5 x8 electrical interface, x16 electrical interface with motherboard PCIe Flyover cable attached</li> <li>7. Slot 7 - PCIe5 x8 electrical interface with motherboard PCIe cable attached<sup>2</sup></li> <li>8. Slot 8 - PCIe5 x8 electrical interface</li> <li>9. Slot 9 - PCIe5 x8 electrical interface, x16 connector</li> </ol>
Power supplies	Two hot-swappable and highly-redundant 1400W power supplies (PS0 and PS1)
Cooling fans	Six hot-swappable fan modules (FM0-5), each containing a 60mm x 56mm counter-rotating dual motor fan for chassis cooling.
I/O ports	<p>NET 0: One 1GbE 100/1000BASE-T RJ-45 Gigabit Ethernet (GbE) port, labeled NET 0</p> <p>NET MGT: One 1GbE 100/1000BASE-T RJ-45 Oracle Integrated Lights Out Manager (ILOM) service processor (SP) network management Ethernet port</p> <p>SER MGT: One RJ-45 serial management Ethernet port</p>
USB port	One USB 3.1 port
Service processor (SP)	One server integrated service processor (SP) provides local or remote management capabilities with Oracle Integrated Lights Out Manager (ILOM), primarily for fan control and thermal monitoring. The service processor (SP) is based on the ASPEED AST2600 chip.

Feature	Exadata Server X11M System Components
Management software	<p>Oracle Integrated Lights Out Manager (ILOM) on the service processor (SP). Refer to <a href="#">Oracle ILOM Documentation</a>.</p> <p>Oracle Hardware Management Pack available as a standalone product for supported operating systems. Refer to Oracle Hardware Management Pack documentation at <a href="#">Servers Documentation - Systems Management</a>.</p> <p><b>BIOS Setup Utility Menus</b> The server supports the Unified Extensible Firmware Interface (UEFI). UEFI provides an interface between system firmware and all supported operating systems. With UEFI BIOS Setup Utility, you can configure platform-specific information, and some of the run-time and boot-time characteristics of your system using a simple graphical interface.</p> <p>If you are managing multiple servers, you can use Oracle Enterprise Manager Ops Center. For information about Ops Center, refer to <a href="#">Oracle Enterprise Manager Ops Center 12c Release 3</a>.</p>

- 1 Connected to x2 PCIe Gen5 links for boot drives.
- 2 If slot 6 is PCIe5 x16 electrical interface, slot 7 is not functional.

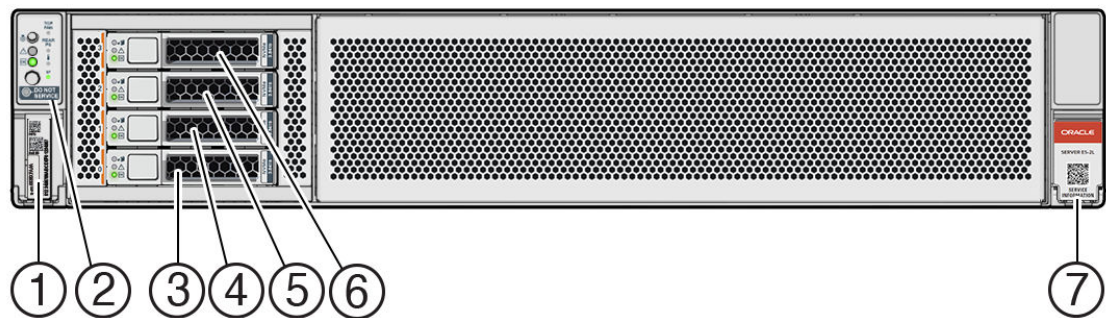
See [System Specifications](#)

## Front Panel Components

The NVMe Storage Drive Configuration supports up to four NVMe storage drives. The SAS Storage Drive Configuration supports up to twelve SAS storage drives.

### NVMe Storage Drive Configuration

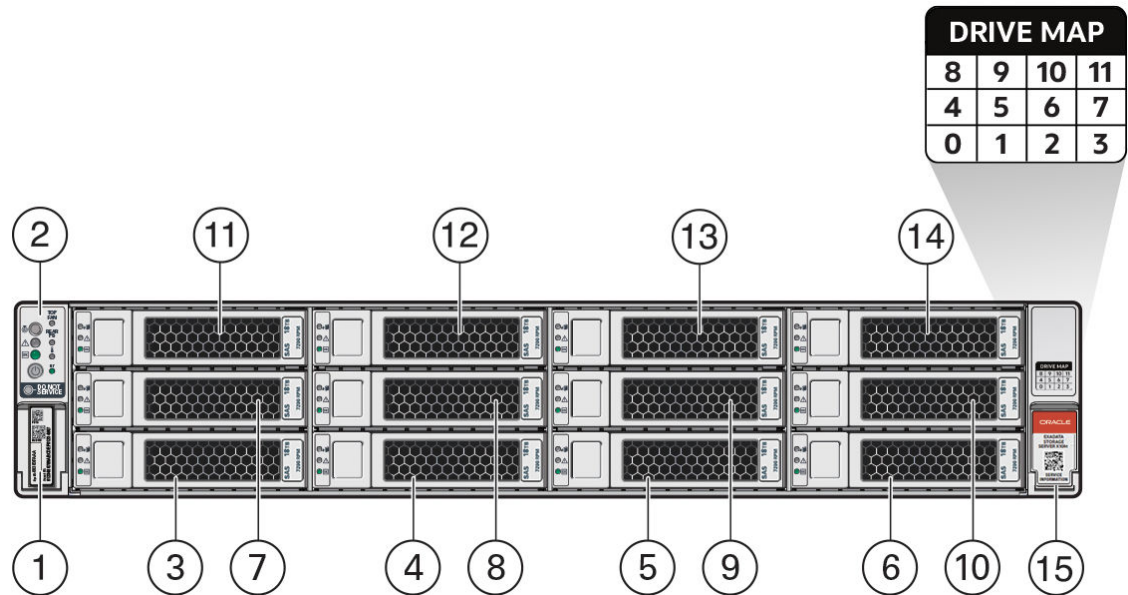
Exadata Server X11M supports up to four 2.5-inch hot-pluggable PCIe Gen4 NVM-Express (NVMe) solid-state drives (SSDs) on the front panel.



Callout	Description
1	Product Serial Number (PSN) label and Radio Frequency Identification (RFID) tag
2	Front LED Indicator Module (FIM)
3	Storage drive 0 NVMe
4	Storage drive 1 NVMe
5	Storage drive 2 NVMe
6	Storage drive 3 NVMe
7	Service Information QR Code

## SAS Storage Drive Configuration

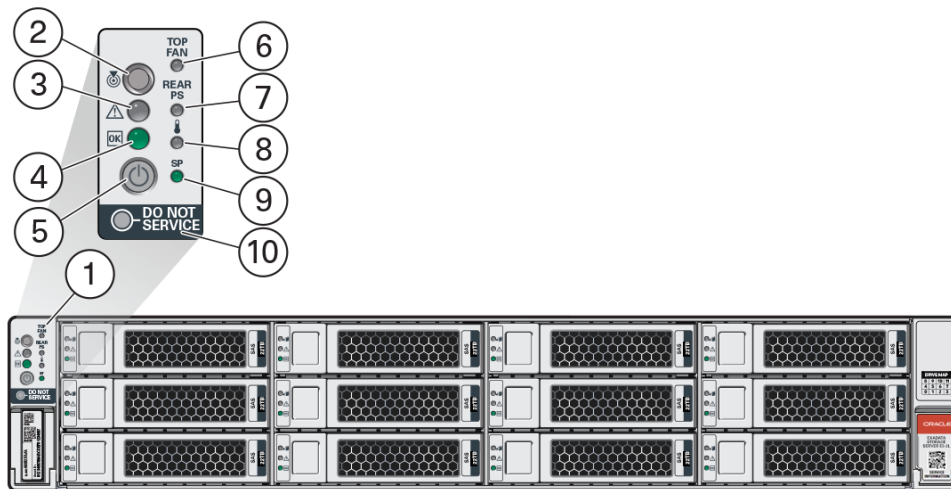
Exadata Server X11M supports up to twelve 3.5-inch hot-pluggable SAS-3 hard disk drives (HDDs) on the front panel.



Callout	Description
1	Product Serial Number (PSN) label and Radio Frequency Identification (RFID) tag
2	Front LED Indicator Module (FIM)
3	Storage drive 0 SAS HDD
4	Storage drive 1 SAS HDD
5	Storage drive 2 SAS HDD
6	Storage drive 3 SAS HDD
7	Storage drive 4 SAS HDD
8	Storage drive 5 SAS HDD
9	Storage drive 6 SAS HDD
10	Storage drive 7 SAS HDD
11	Storage drive 8 SAS HDD
12	Storage drive 9 SAS HDD
13	Storage drive 10 SAS HDD
14	Storage drive 11 SAS HDD
15	Service Information QR Code

## Front LED Indicator Module

Exadata Server X11M NVMe Storage Drive and SAS Storage Drive configurations support a Front LED status indicator module (FIM) on the front panel.



Callout	Description
1	Front LED Indicator Module (FIM)
2	Locate Button/LED: white
3	Fault-Service Action Required LED: amber
4	System OK LED: green
5	On/Standby button
6	TOP FAN Fault-Service Required LED for internal access Fan Modules: amber
7	REAR PS Fault-Service Required LED for back panel Power Supplies: amber
8	Overtemp Fault-Service Required LED: System Over Temperature Warning: amber
9	SP Service Processor OK LED: green
10	DO NOT SERVICE LED: white

### Related Topics

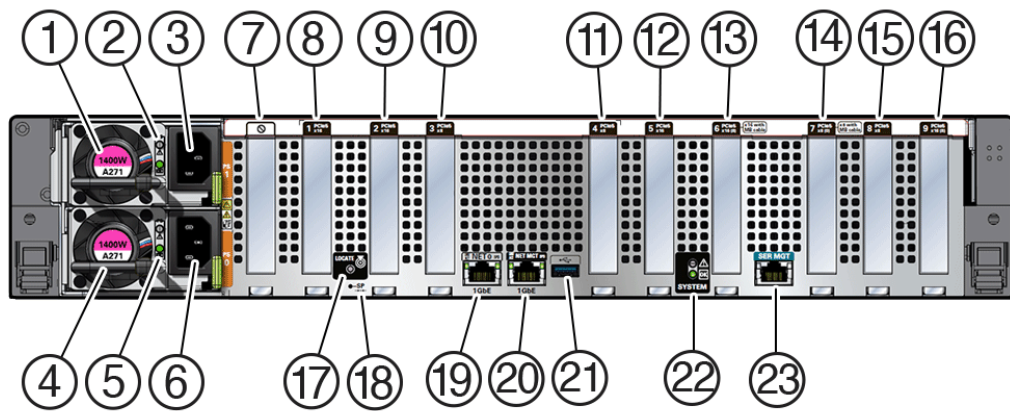
- [System-Level Status Indicators](#)
- [Back Panel Components](#)  
The 9-slot PCIe half height card configuration supports up to nine half height PCIe cards. Using PCIe risers, the full height PCIe configuration supports up to four full height and two half height PCIe cards.

## Back Panel Components

The 9-slot PCIe half height card configuration supports up to nine half height PCIe cards. Using PCIe risers, the full height PCIe configuration supports up to four full height and two half height PCIe cards.

### 9-slot PCIe Card Configuration

Exadata Server X11M, in 9-slot PCIe card back panel half height PCIe configuration, supports up to nine vertically mounted half height PCIe cards.



Callout	Description
1	Power supply (PS1)
2	Power Supply 1 (PS1) status indicators: Fault-Service Required LED: amber; AC OK LED: green
3	Power Supply 1 (PS1) AC Power Inlet (AC1)
4	Power supply (PS0)
5	Power Supply (PS0) status indicators: Fault-Service Required LED: amber; AC OK LED: green
6	Power Supply (PS0) AC Power Inlet (AC0)
7	(Oracle internal use only) Dedicated Root-of-Trust (RoT) card slot
8	PCIe slot 1 (PCIe5, x16 electrical interface)
9	PCIe slot 2 (PCIe5, x16 electrical interface)
10	PCIe slot 3 (PCIe5, x8 electrical interface)
11	PCIe slot 4 (PCIe5, x8 electrical interface)
12	PCIe slot 5 (x16 electrical interface)
13	PCIe slot 6 (PCIe5, x8 electrical interface, x16 electrical interface with MB PCIe Flyover cable)
14	PCIe slot 7 (PCIe5, x8 electrical interface with PCIe Flyover cable)
15	PCIe slot 8 (PCIe5, x8 electrical interface)
16	PCIe slot 9 (PCIe5, x8 electrical interface, x16 electrical connector)
17	LOCATE: Server Locate Button/LED
18	SP: Reset service processor (SP). See <a href="#">Manually Resetting a Server's Service Processor</a> .
19	NET 0: Network (NET) 1GbE 100/1000BASE-T RJ-45 Gigabit Ethernet (GbE) port
20	NET MGT: Oracle Integrated Lights Out Manager (ILOM) service processor (SP) network management (NET MGT) 1GbE RJ-45 100/1000BASE-T port
21	USB 3.1 connector
22	SYSTEM: Fault-Service Required: amber; System OK: green. See <a href="#">System status LEDs</a>
23	SER MGT: Serial management (SER MGT) RJ-45 serial port

Single-processor systems: PCIe slots 1-4 are nonfunctional in single-processor systems.

## Related Topics

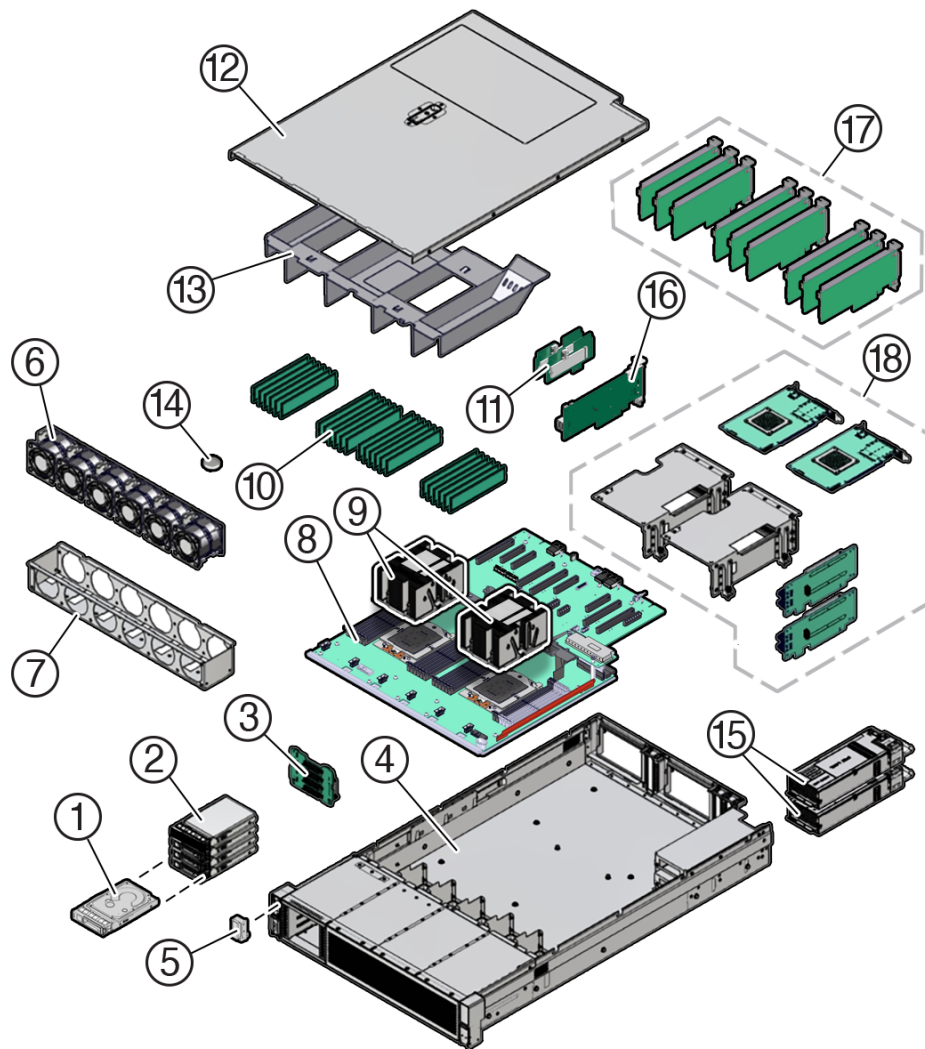
- [Back Panel Connector Locations](#)
- [System-Level Status Indicators](#)

# Illustrated Parts Breakdown

Identify major components of Exadata Server X11M with Database Server and Exadata Server X11M with Storage Server.

## Exadata Server X11M with Database Server

The following figure identifies Exadata Server X11M major components with Database Server.

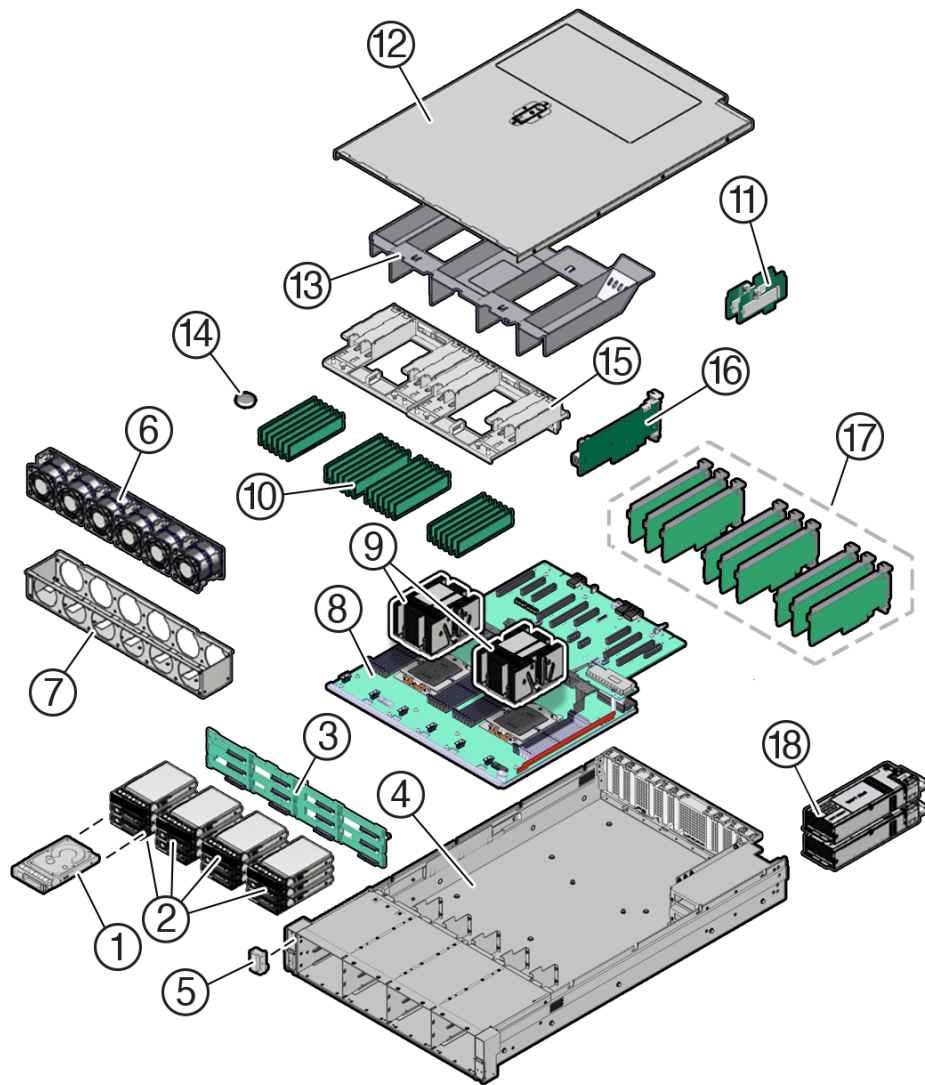


Callout	Description
1	Storage drives, up to four 2.5-inch hot-pluggable PCIe-based NVMe SFF SSDs in Database Server
2	Storage drive bay cage
3	Database Server (DBP)

Callout	Description
4	System chassis
5	Front LED indicator module (FIM)
6	Six fan modules (FM0-5)
7	Fan tray
8	Motherboard assembly (MB)
9	Processors (P0, P1) and heatsinks (Single-processor systems contain only a single processor in socket P0; socket P1 contains a cap to protect processor socket pins.)
10	24 DIMMs (Twelve DIMMs are supported in single-processor systems and the DIMMs must be installed in P0 DIMM sockets.)
11	Internal M.2 SSD memory with two internal M.2 Risers
12	Top cover
13	Air baffle
14	System RTC battery
15	Two power supplies (PS0, PS1)
16	(Optional) Oracle RoT card
17	(Optional) Nine HHHL PCIe cards PCIe slots 1 through 4 are nonfunctional in single-processor systems.

### Exadata Server X11M with Storage Server

The following figure identifies Exadata Server X11M major components with Storage Server.



Callout	Description
1	Storage drives, up to twelve 3.5-inch hot-pluggable SAS-3 LFF HDDs in Storage Server
2	Four storage drive bay cages
3	Storage Server (DBP)
4	System chassis
5	Front LED indicator module and temperature sensor (FIM)
6	Six fan modules (FM0-5)
7	Fan tray
8	Motherboard assembly (MB)
9	Processors (P0, P1) and heatsinks (Single-processor systems contain only a single processor in socket P0; socket P1 contains a cover to protect processor socket pins.)
10	24 DIMMs (Twelve DIMMs are supported in single-processor systems and the DIMMs must be installed in P0 DIMM sockets.)
11	Internal M.2 SSD memory with two internal M.2 Risers
12	Top cover

Callout	Description
13	Air baffle
14	System RTC battery
15	PCIe card shroud (9-slot PCIe card back panel)
16	(Optional) Oracle RoT card
17	Nine HHHH PCIe cards PCIe slots 1 through 4 are nonfunctional in single-processor systems.
18	Two power supplies (PS0, PS1)

## Replaceable Components

This table lists server replaceable components and provides associated links to service replacement instructions.

**Table 1-1 Replaceable Components**

Component Service Instructions	Description	Service Level
<a href="#">Storage drives</a>	Storage drive configurations can be comprised of NVMe solid state drives (SSDs) or SAS-3 hard disk drives (HDDs). Configurations may include up to four 2.5-inch hot-pluggable PCIe-based NVMe SSDs or up to twelve 3.5-inch hot-pluggable SAS-3 HDDs.	Hot service
<a href="#">Power supplies</a>	Two fully redundant AC-powered power supplies. PS0, PS1	Hot service
<a href="#">Fan modules</a>	Six fan modules FM0-5 cool server components.	Hot service
Fan Tray	One Fan Tray. See <a href="#">Fan modules</a>	Cold service
<a href="#">M.2 flash SSDs</a>	Up to two hot-pluggable internal M.2 NVMe SSDs in up to two SSD Risers.	Hot service
<a href="#">DIMMs</a>	Add or replace memory modules in the system.	Cold service
<a href="#">Battery</a>	Lithium coin-cell battery that powers CMOS BIOS and RTC real-time clock.	Cold service
<a href="#">PCIe cards</a>	Optional PCIe Add-in cards (AIC) that can expand server functionality. <sup>1</sup>	Cold service Hot service
<a href="#">PCIe Risers</a>	Two optional PCIe Risers to accommodate Full Height PCIe Cards labeled Riser 2 and Riser 6.	Cold service
<a href="#">Air baffle</a>	Directs cool air towards the system components.	Cold service
<a href="#">Motherboard assembly</a>	Motherboard (MB) Provides connectors for the DIMMs, processors, PCIe risers, and other components.	Cold service
<a href="#">Processor</a>	Processor with heatsink that carries out the instructions of the system.	Cold service
<a href="#">Disk backplane</a>	4 or 12 disk backplane (DBP) provides power and communications connectors for 4 NVMe SFF or 12 SAS-3 LFF storage drives.	Cold service
<a href="#">Front LED indicator module</a>	FIM contains the push-button circuitry and LEDs that are displayed on the front panel.	Cold service

**Table 1-1 (Cont.) Replaceable Components**

<b>Component Service Instructions</b>	<b>Description</b>	<b>Service Level</b>
<a href="#">SAS cables</a>	Provides SAS-3 signals between card located in PCIe slots and the disk backplane.	Cold service

<sup>1</sup> Oracle Flash Accelerator F680 PCIe Card: 6.8 TB, NVMe PCIe 5.0 in Exadata Database Server X11M, Exadata Storage Server X11M, and Exadata Control Plane Server X11M

# 2

## Troubleshooting and Diagnostics

This section includes maintenance-related information and procedures that you can use to troubleshoot and repair server hardware issues.

This section includes information about diagnosing and troubleshooting hardware component faults for Exadata Server X11M. For more information about server diagnostics and troubleshooting, refer to [Oracle x86 Servers Diagnostics and Troubleshooting Guide](#) at [Oracle x86 Servers Administration, Diagnostics, and Applications Documentation](#).

### Diagnosing Server Component Hardware Faults

This section contains maintenance-related information and procedures that you can use to troubleshoot and repair server hardware issues.

When a server hardware fault event occurs, the system lights the Fault-Service Required LED and captures the event in the Oracle ILOM event log. If you set up notifications through Oracle ILOM, you also receive an alert through the notification method you choose. When you become aware of a hardware fault, address it immediately. For details, refer to [Oracle ILOM Documentation](#).

Use the following process to address a hardware fault.

#### 1. Identify the server subsystem containing the fault.

See [Server Status Indicator LEDs](#).

You can use Oracle ILOM to identify a failed component. See [Accessing Oracle ILOM](#).

- To collect system-level information or to verify the system health status from the CLI, type `show /System`. To access subsystem and component health details from the CLI, type `show /System/subsystem-name`.

```
PROCESSORS
MEMORY
POWER
COOLING
STORAGE
NETWORKING
PCI_DEVICES
FIRMWARE
```

- See [Monitoring Component Health and Faults Using Oracle ILOM](#) to identify a failed component.
- For a step-by-step diagnostic procedure, see [Troubleshoot Hardware Faults Using Oracle ILOM Web Interface](#).
- The Oracle ILOM Fault Management Shell enables you to view and manage fault activity on managed servers and other types of devices. For more information about how to use the Oracle ILOM Fault Management Shell, refer to [Oracle x86 Servers Diagnostics and Troubleshooting Guide](#) at [Oracle ILOM Documentation](#).

2. **Review** Exadata Server X11M Product Information and Known Issues for any late-breaking information about the server. Refer to *Oracle AMD-Based Cloud Servers Product Notes*. Review up-to-date information about the server, including hardware-related known issues.
3. **Prepare the server for service using Oracle ILOM.**  
If you determined that the hardware fault requires service (physical access to the server), use Oracle ILOM to take the server offline, activate the Locate button/LED, and if necessary, power off the server. See [Accessing Oracle ILOM](#). See [Preparing for Service](#).
4. **Prepare the service workspace.**  
Before servicing the server, prepare the workspace, ensuring [Electrostatic Discharge Safety](#) (ESD) protection for the server and components. See [Preparing for Service](#).
5. **Service the components.**  
To service [replaceable components](#), see the removal, installation, and replacement procedures in this document.

 **Note:**

Server components must be replaced by Oracle Service personnel. [Contact Oracle Service](#).

6. **Clear the fault in Oracle ILOM.**  
Depending on the component, you might need to clear the fault in Oracle ILOM. Generally, components that have a FRU ID, clear the fault automatically. For details, refer to Oracle Integrated Lights Out Manager (ILOM) documentation at [Oracle ILOM Documentation](#).

## Troubleshoot Hardware Faults Using Oracle ILOM CLI

This procedure uses the basic troubleshooting steps described in Basic Troubleshooting Process.

Use this procedure to troubleshoot hardware faults using the Oracle ILOM command-line interface (CLI) and, if necessary, prepare the server for service.

1. Open a terminal and using a secure method, such as a secure shell, log into the SP using the user name (with administrator privileges) and SP IP address or hostname. For example:

```
ssh username@hostname
```

2. When prompted, enter the password.
3. At the Oracle ILOM prompt (->), enter the command to show any faults. For example:

```
-> show faulty
Target | Property | Value
-----+-----+-----
/SP/faultmgmt/0 | fru | /SYS/MB/P0
/SP/faultmgmt/0/faults/0 | class | fault.cpu.cache.uncorrectable.error
```

In the above example, the displayed fault shows that Processor 0 encountered an uncorrectable cache error.

4. To get more information, enter the command to view Open Problems:

```
-> show System/Open_Problems
```

```
Open Problems (1)
```

Date/Time	Subsystems	Component
Wed May 16 18:00:39 2023	Processor, Last Level Cache, P0(CPU 0)	A non-recoverable cache failure was detected by the device while performing a command. (Probability:100, UUID:f9c9d6d6-5c42-6f7d-c2c0-857962de2ce5, Resource:/SYS/MB/P0, Part Number:N/A, Serial Number:N/A, Reference Document:http://support.oracle.com/msg/ISTOR-1234-5H)

The Open Problems listing provides detailed information, such as the time the event occurred, the component and subsystem name, and a description of the issue. It also includes a link to an Oracle KnowledgeBase article that includes possible problem resolution steps.

 **Tip:**

The System Log provides a chronological list of all the system events and faults that have occurred since the log was last reset and includes additional information, such as severity levels and error counts. To access the System Log, type: `System/Log`

5. Before accessing the physical server, review Known Issues for information related to the issue or the component.

The *Oracle AMD-Based Cloud Server Product Notes* contain up-to-date information about the server, including hardware-related issues. In addition to checking the product notes, the customer should follow the link to the Oracle KnowledgeBase article.

6. To prepare the server for service, see *Preparing for Service*.
7. Service the component.

After servicing the component, you might need to clear the fault in Oracle ILOM. For more information, refer the service procedures for the component. See [Monitoring Component Health and Faults Using Oracle ILOM](#) and [Oracle ILOM Documentation](#).

## Troubleshoot Hardware Faults Using Oracle ILOM Web Interface

Use this procedure to troubleshoot hardware faults using the Oracle ILOM web interface and, if necessary, prepare the server for service. This procedure uses the basic troubleshooting steps described in [Diagnosing Server Component Hardware Faults](#).

 **Note:**

This procedure provides one basic approach to troubleshooting hardware faults. It uses the Oracle ILOM web interface. However, you can perform the procedure using the Oracle ILOM command-line interface (CLI). For more information about the Oracle ILOM web interface and CLI, refer to [Oracle ILOM Documentation](#).

1. Log in to the server SP Oracle ILOM web interface.

Open a browser and direct it using the IP address of the server SP. On the Login screen, enter a user name (with administrator privileges) and password. The Summary Information

page appears. The Status section of the Summary Information page provides information about the server subsystems, including:

- Processors
- Memory
- Power
- Cooling
- Storage
- Networking
- PCI\_Devices
- Firmware

2. In the Status section of the Oracle ILOM Summary Information page, identify the server subsystem that requires service.

The screenshot shows the Oracle ILOM v5.1.0.0 interface. The left navigation pane includes links for Summary, Processors, Memory, Power, Cooling, Storage, Networking, PCI Devices, Firmware, Open Problems (2), System Log, Remote Control, Host Management, System Management, Power Management, and ILOM Administration. The main content area is titled 'Summary Information' and contains a 'General Information' table and a 'Status' section. The 'Status' section shows an overall status of 'Service Required' and a table of subsystems. The 'Processors' subsystem is highlighted with a status of 'OK'.

Subsystem	Status	Details	Inventory
Processors	OK	Processor Architecture: x86 64-bit Processor Summary: Two AMD EPYC 9004 Series	Processors: 2 / 2 (Installed / Maximum)

For example, if a hardware component in the subsystem is in a fault state, the Status column notes the status as Service Required.

3. To identify the faulty component, click the component in the Status section.

The Oracle ILOM page showing the faulty component appears.

4. To get more information, click the Open Problems link.

The Open Problems page provides detailed information, such as the time the event occurred, the component and subsystem name, and a description of the issue. It also includes a link to an Oracle Knowledge Base article.

### Tip:

The System Log provides a chronological list of all the system events and faults that occurred since the log was last reset and includes additional information, such as severity levels and error counts. The System Log also includes information on the devices not reported in the Status section. To access the System Log, in the left panel, click System Log.

5. Before going to the server, review Product Information and [Known Issues](#) for any late-breaking information about the server and for information related to the issue or the component. Review up-to-date information about server hardware-related known issues.

Refer to *Oracle AMD-Based Cloud Servers Product Notes*.

6. [Prepare the server for service.](#)

After servicing the component, you might need to clear the fault in Oracle ILOM. For more information, refer to the service procedure for the component. For details, refer to Oracle Integrated Lights Out Manager (ILOM) documentation at [Oracle ILOM Documentation](#).

7. Service the component.

To service [replaceable components](#), see the removal, installation, and replacement procedures in this document.

8. Return the Server to Operation.

See [Monitoring Component Health and Faults Using Oracle ILOM](#).

## Troubleshoot Power Issues

If your server does not power on, use the information in the following table to troubleshoot the issue.

**Table 2-1 Server Power Issues**

Power Issue	Description	Action	Prevention
AC Power Connection	The AC power cords are the direct connection between the server power supplies and the power sources. The server power supplies need separate stable AC circuits. Insufficient voltage levels or fluctuations in power can cause server power problems. The power supplies operate at a particular voltage and within an acceptable range of voltage fluctuations. Refer to <a href="#">Electrical Requirements</a> .	Verify that both AC power cords are connected to the server. Verify that the correct power is present at the outlets and monitor the power to verify that it is within the acceptable range. Verify proper connection and operation by verifying the power supply (PS) indicator panels, which are located at the back of the server on the power supplies. Lit green AC OK indicators indicate a properly functioning power supply. An amber AC OK indicator indicates that the AC power to the power supply is insufficient.	Use the AC power cord Velcro retaining clips and position the cords to minimize the risk of accidental disconnection. Ensure that the AC circuits that supply power to the server are stable and not overburdened.

**Table 2-1 (Cont.) Server Power Issues**

Power Issue	Description	Action	Prevention
Power Supplies (PS)	<p>The server power supplies (PS0, PS1) provide the necessary server voltages from the AC power outlets. If the power supplies are inoperable, unplugged, or disengaged from the internal connectors, the server cannot power on.</p> <p><b>Note:</b> Use the Velcro straps on the back of the server to secure the power cord connectors to the back of the power supplies. The Velcro retaining straps minimize the risk of accidental disconnection.</p>	<p>Verify that the AC cables are connected to both power supplies. Verify that the power supplies are operational (the PS indicator panel must have a lit green AC OK indicator).</p> <p>Ensure that the power supply is properly installed. A power supply that is not fully engaged with its internal connector does not have power applied and does not have a lit green AC OK indicator</p> <p>When installing a power supply, ensure that it is fully seated and engaged with its connector inside the drive bay. A properly installed power supply has a lit green AC OK indicator.</p>	<p>When a power supply fails, replace it immediately. To ensure redundancy, the server has two power supplies. This redundant configuration prevents server downtime, or an unexpected shutdown, due to a failed power supply.</p> <p>Redundancy allows the server to continue to operate if one of the power supplies fails. However, when a server is being powered by a single power supply, the redundancy no longer exists, and the risk for downtime or an unexpected shutdown increases.</p>
Top Cover	<p>The server top cover maintains the air pressures inside the server, prevents accidental exposure to hazardous voltages, and protects internal components from physical and environmental damage.</p>	<p>Do not operate the server without the top cover installed unless you are hot-plugging a fan module, and then ensure that you complete the operation and replace the cover within 60 seconds. See <a href="#">Servicing Fan Modules</a> and <a href="#">Install the Server Top Cover</a>.</p>	<p>Be careful to avoid bending or otherwise warping the top cover.</p>

## Troubleshoot System Cooling Issues

Maintaining the proper internal operating temperature of the server is crucial to the health of the server. To prevent server shutdown and damage to components, you need to address overtemperature and hardware-related issues as soon as they occur. If your server has a temperature-related fault, use the information in the following table to troubleshoot the issue.

**Table 2-2 Server Cooling Issues**

Cooling Issue	Description	Action	Prevention
External Ambient Temperature Too High	<p>The server fans pull cool air into the server from its external environment. If the ambient temperature is too high, the internal temperature of the server and its components increases. This can cause poor performance and component failure.</p>	<p>Verify the ambient temperature of the server space against the environmental specifications for the server. If the temperature is not within the required operating range, remedy the situation immediately.</p>	<p>Periodically verify the ambient temperature of the server space to ensure that it is within the required range, especially if you made any changes to the server space (for example, added additional servers). The temperature must be consistent and stable.</p>

**Table 2-2 (Cont.) Server Cooling Issues**

Cooling Issue	Description	Action	Prevention
Airflow Blockage	The server cooling system uses fans to pull cool air in from the server front intake vents and exhaust warm air out the server back panel vents. If the front or back vents are blocked, the airflow through the server is disrupted and the cooling system fails to function properly causing the server internal temperature to rise.	Inspect the server front and back panel vents for blockage from dust or debris. Inspect the server interior for improperly installed components or cables that can block the flow of air through the server.	Periodically inspect and clean the server vents using an ESD certified vacuum cleaner.  Ensure that all components, such as cards, cables, fans, air baffles and dividers are properly installed. Never operate the server without the top cover installed.
Cooling Areas Compromised	The air baffle, component filler panels, and server top cover maintain and direct the flow of cool air through the server. These server components must be in place for the server to function as a sealed system.  If these components are not installed correctly, the airflow inside the server can become chaotic and non-directional, which can cause server components to overheat and fail.	Inspect the server interior to ensure that the air baffle is properly installed. Ensure that all external-facing slots (storage drive, PCIe) are occupied with either a component or a component filler panel. Ensure that the server top cover is in place and sits flat and snug on top of the server.	When servicing the server, ensure that the air baffle is installed correctly and that the server has no unoccupied external-facing slots. Never operate the server without the top cover installed.
Hardware Component Failure	Components, such as power supplies and fan modules, are an integral part of the server cooling system.  When one of these components fails, the server internal temperature can rise. This rise in temperature can cause other components to enter into an over-temperature state. Some components, such as processors, might overheat when they are failing, which can also generate an over-temperature event.  To reduce the risk related to component failure, power supplies and fan modules are installed in pairs to provide redundancy. Redundancy ensures that if one component in the pair fails, the other functioning component can continue to maintain the subsystem.	Investigate the cause of the overtemperature event, and replace failed components <i>immediately</i> . See <a href="#">Diagnosing Server Component Hardware Faults</a> .	Component redundancy is provided to allow for component failure in critical subsystems, such as the cooling subsystem.  However, once a component in a redundant system fails, the redundancy no longer exists, and the risk for server shutdown and component failures increases. Therefore, it is important to maintain redundant systems and replace failed components <i>immediately</i> .

## Troubleshoot With Diagnostic Tools

The server and its accompanying software and firmware contain diagnostic tools and features that can help you isolate component problems, monitor the status of a functioning system, and exercise one or more subsystem to disclose more subtle or intermittent hardware-related problems.

Each diagnostic tool has its own specific strength and application. Review the tools listed in this section and determine which tool might be best to use for your situation. After you determine the tool to use, you can access it locally, while at the server, or remotely. The

selection of diagnostic tools available for your server range in complexity from a comprehensive validation test suite (Oracle VTS) to a chronological event log (Oracle ILOM event Log). The selection of diagnostic tools also includes standalone software packages, firmware-based tests, and hardware-based LED indicators.

The following table summarizes the diagnostic tools that you can use when troubleshooting or monitoring your server.

**Table 2-3 Diagnostic Tool Selection**

Diagnostic Tool	Type	What It Does	Accessibility	Remote Capability
Oracle ILOM <a href="#">Oracle ILOM Documentation</a>	SP firmware Oracle Integrated Lights Out Manager (ILOM) management software	Oracle ILOM event Log. Monitors environmental condition and component functionality sensors, generates alerts, performs fault isolation, and provides remote access.	Can function in either Standby power mode or Main power mode and is not OS dependent.  Local Oracle ILOM command-line access using a serial connection  Support for Ethernet access to the SP through a dedicated management port (NET MGT) and optionally through the host NET0 Ethernet port (sideband management)	Remote and local access.  IPMI 2.0-compliant remote management capabilities  Support for remote KVMs (keyboard, video, mouse, and storage) over IP
Hardware-based LED indicators <a href="#">Server Status Indicator LEDs</a>	System indicators and sensors  Hardware and SP firmware	Indicates status of overall system and particular components.	Available when system power is available.	Local, but sensor and indicators are accessible from Oracle ILOM web interface or command-line interface (CLI).
Power-On Self-Test (POST) <a href="#">Oracle x86 Servers Administration, Diagnostics, and Applications Documentation</a>	Host firmware	Tests core components of system: CPUs, memory, and motherboard I/O bridge integrated circuits.	Runs on startup. Available when the operating system is not running.	Local, but can be accessed through Oracle ILOM Remote System Console Plus.
UEFI Diagnostics <a href="#">Oracle x86 Servers Diagnostics and Troubleshooting Guide</a>	SP firmware	Tests and detects problems on all processors, memory, disk drives, and network ports.	Use either the Oracle ILOM web interface or the command-line interface (CLI) to run UEFI diagnostics.	Remote access through Oracle ILOM Remote System Console Plus.
Oracle ILOM SP/ Diag shell <a href="#">Oracle x86 Servers Diagnostics and Troubleshooting Guide</a>	SP firmware	Allows you to run HWdiag commands to check the status of a system and its components, and access HWdiag logs.	Can function on Standby power and when operating system is not running.	Local, but remote serial access is possible if the SP serial port is connected to a network-accessible terminal server.
<a href="#">Oracle Linux commands</a>	Operating system software	Displays system information.	Requires operating system.	Local, and over network.

# Attaching Devices to the Server

Attach devices to the server so you can access diagnostic tools when troubleshooting and servicing the server.

## Attach Devices to the Server

This procedure explains how to connect devices to the server, so that you can locally and remotely interact with the service processor (SP) and the server console. See [Back Panel Connector Locations](#).

1. Attach local Oracle ILOM command-line access using a serial connection.

To access the Oracle ILOM service processor command-line interface (CLI) locally, connect a serial null modem cable to the RJ-45 serial port labeled [SER MGT](#).

To access the system console, connect the RJ-45 cable to a terminal or terminal emulator, log on to Oracle ILOM, and type `start /HOST/console`.

**Note:** The serial management port does not support network connections.

2. Attach Ethernet access to the SP through a dedicated management port (NET MGT).

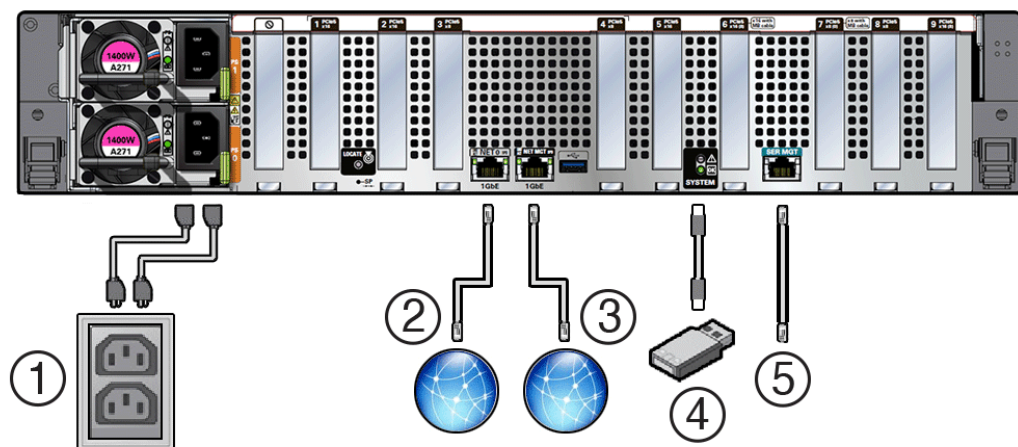
To connect to the Oracle ILOM service processor over the network remotely, connect an Ethernet cable to the [Ethernet port](#) labeled [NET MGT](#).

3. Attach Ethernet access optionally through the host NET0 Ethernet port (sideband management).

Connect an Ethernet cable to the 1GbE [Gigabit Ethernet](#) port connector labeled NET 0 as needed for remote OS support. Refer to [Oracle ILOM Documentation](#).

## Back Panel Connector Locations

The following illustration shows and describes the locations of the back panel connectors. Use this information to set up the server, so that you can access diagnostic tools and manage the server during service.



Callout	Cable Port	Description
1	Power supply 0 input power Power supply 1 input power	<p>The server has two power supply connectors AC0 and AC1, one for each power supply. Do not attach power cables to the power supplies until you finish connecting the data cables to the server.</p> <p>The server goes into Standby power mode, and the Oracle ILOM service processor initializes when the AC power cables are connected to the power source. System messages might be lost after 60 seconds if the server is not connected to a terminal, PC, or workstation.</p> <p><b>Note:</b> Oracle ILOM signals a fault on any installed power supply that is not connected to an AC power source, as it might indicate a loss of redundancy.</p>
2	Ethernet port (NET 0)	The <a href="#">Ethernet port</a> enables you to connect the system to the network. The Gigabit Ethernet port uses an RJ-45 cable for a 1GbE 100/1000BASE-T connection.
3	Network management port (NET MGT)	The service processor <a href="#">NET MGT</a> port is the optional connection to the Oracle ILOM service processor. The service processor NET MGT port uses an RJ-45 cable for a 1GbE 100/1000BASE-T connection.
4	USB port	One USB 3.1 port on Exadata Server X11M back panel. The <a href="#">USB port</a> supports hot-plugging. You can connect and disconnect a USB cable or a peripheral device while the server is running without affecting system operations.
5	Serial management port (SER MGT)	<p>Local Oracle ILOM command-line access using a serial connection: The service processor <a href="#">SER MGT port</a> uses an RJ-45 cable and terminal (or emulator) to provide access to the Oracle ILOM command-line interface (CLI). Using Oracle ILOM, you can configure it to connect to the system console. Refer to <a href="#">Oracle ILOM Documentation</a>.</p> <p><b>Note:</b> The serial management port does not support network connections.</p>

See [Server Status Indicator LEDs](#).

## Configuring Serial Port Sharing

By default, the service processor (SP) controls the serial management (SER MGT) port and uses it to redirect the host serial console output. Using Oracle ILOM, you can assign the host console (COM1) as owner of the SER MGT port output, which allows the host console to output information directly to the SER MGT port. Serial port sharing is useful for Windows kernel debugging, because you can view non-ASCII character traffic output from the host console.

Set up the network on the SP before attempting to change the serial port owner to the host server. If the network is not set up first, and you switch the serial port owner to the host server, you cannot connect using the CLI or web interface to change the serial port owner back to the SP. To return the serial port owner setting to the SP, restore access to the serial port on the server.

If you accidentally lose access to Oracle ILOM, contact Oracle Service and follow the process to return the serial port ownership back to the SP.

You can assign serial port output using either the Oracle ILOM CLI interface or web interface:

### Oracle ILOM CLI interface

1. Open an SSH session, and at the command line, log in to the SP Oracle ILOM CLI. Log in as a user with root or administrator privileges. For example: `ssh root@ipaddress` Where *ipaddress* is the IP address of the server SP.

The Oracle ILOM CLI prompt (->) appears.

2. To set the serial port owner, type: `-> set /SP/serial/portsharing owner=host`

 **Note:**

The serial port sharing value, by default, is `owner=SP`.

3. Connect a serial host to the server.

### Oracle ILOM web interface

1. Log in to the SP Oracle ILOM web interface.  
Open a web browser and direct it using the IP address of the server SP. Log in as root or a user with administrator privileges.
2. On the Summary Information page, select **ILOM Administration** → **Connectivity** from the navigation menu on the left side of the screen.
3. Select the Serial Port tab.

 **Note:**

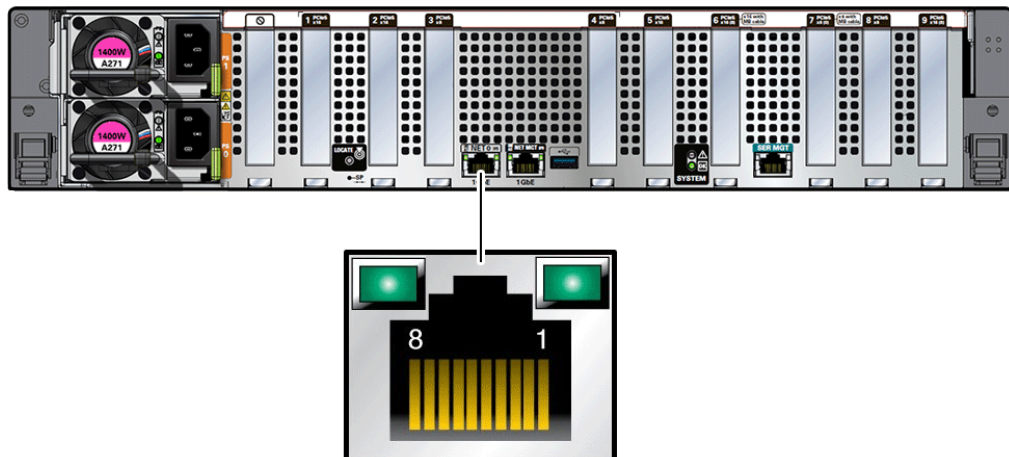
The serial port sharing setting, by default, is `Service Processor`.

4. On the Serial Port Settings page, select `Host Server` as the serial port owner.
5. Click `Save` for the changes to take effect.
6. Connect a serial host to the server.

For details, refer to [Oracle ILOM Documentation](#).

## Net 0 Gigabit Ethernet Port

The server has one auto-negotiating 100/1000BASE-T Gigabit Ethernet (GbE) system domain port labeled **NET 0** that uses a standard RJ-45 connector.



NET 0 GbE Ethernet port transfer rates are shown in the following table.

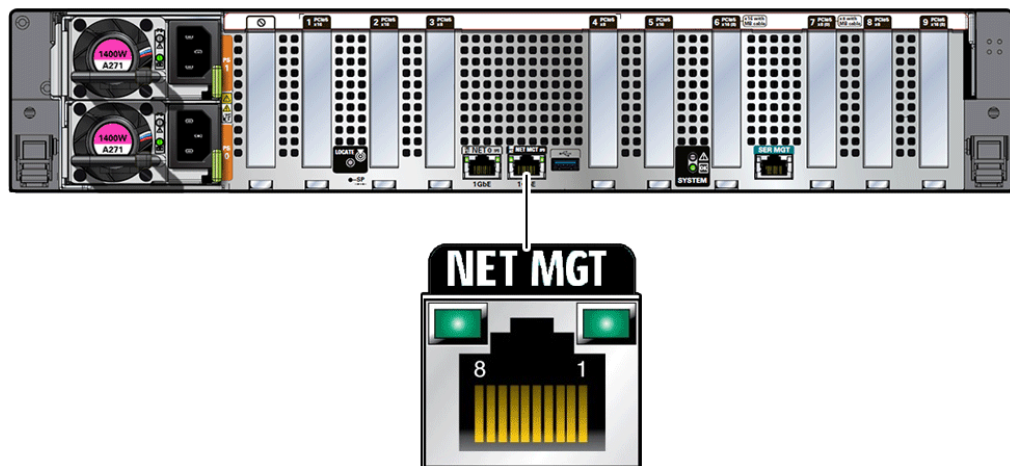
**Table 2-4 Ethernet Port Transfer Rates**

Connection Type	IEEE Terminology	Transfer Rate
Fast Ethernet	100BASE-T	100 Mbps
Gigabit Ethernet	1000BASE-T	1,000 Mbps

## Network Management Port

The server has one 100/1000BASE-T RJ-45 Oracle Integrated Lights Out Manager (ILOM) service processor (SP) network management Ethernet port labeled NET MGT. The auto-negotiating 100/1000BASE-T Ethernet management domain interface port is configured by default to use Dynamic Host Configuration Protocol (DHCP).

SPs with Oracle Integrated Lights Out Manager (ILOM) include support for Ethernet access to the SP through a dedicated Network Management port (NET MGT). Access to the SP is available through a rear panel RJ-45 100/1000BASE-T port labeled NET MGT. The NET MGT port is connected to a system rack switch and can be used for accessing the SP remotely over an Ethernet connection. See [Accessing Oracle ILOM](#).

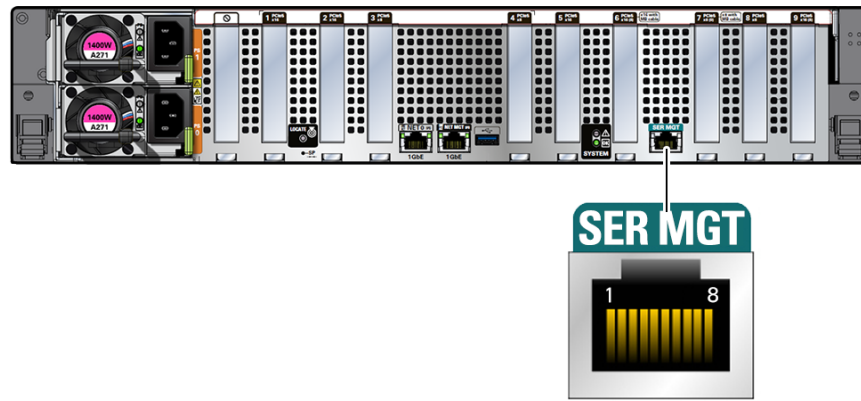


See [Network Management Port Status Indicators](#). For information on configuring this port for managing the server with Oracle ILOM, refer to [Oracle ILOM Documentation](#).

## Serial Management Port

The serial management connector, labeled SER MGT, is an RJ-45 connector that can be accessed from the back panel. This port is the default connection to the server Oracle ILOM SP. Use *only* the SER MGT port for server management. Refer to [Oracle ILOM Documentation](#).

The following figure and table describe the SER MGT port pin signals.



**Table 2-5 Serial Management Port Signals**

Pin	Signal Description	Pin	Signal Description
1	Request to Send	5	Ground
2	Data Terminal Ready	6	Receive Data
3	Transmit Data	7	Data Set Ready
4	Ground	8	Clear to Send

**Table 2-6 Default Serial Connections for Serial Port**

Parameter	Setting
Connector	SER MGT
Rate	115200 baud
Parity	None
Stop bits	1
Data bits	8

If you need to connect to the SER MGT port using a cable with either a DB-9 or a DB-25 connector, use the pin descriptions in the following tables to create a crossover adapter appropriate for your serial connection.

**Table 2-7 RJ-45 to DB-9 Adapter Crossovers Wiring Reference**

Serial Port (RJ-45 Connector) Pin	Serial Port (RJ-45 Connector) Signal Description	DB-25 Adapter Pin	DB-25 Adapter Signal Description
1	RTS	8	CTS
2	DTR	6	DSR
3	TXD	2	RXD
4	Signal ground	5	Signal ground
5	Signal ground	5	Signal ground
6	RXD	3	TXD
7	DSR	4	DTR
8	CTS	7	RTS

Table 2-8 RJ-45 to DB-25 Adapter Crossovers Wiring Reference

Serial Port (RJ-45 Connector) Pin	Serial Port (RJ-45 Connector) Signal Description	DB-25 Adapter Pin	DB-25 Adapter Signal Description
1	RTS	5	CTS
2	DTR	6	DSR
3	TXD	3	RXD
4	Signal ground	7	Signal ground
5	Signal ground	7	Signal ground
6	RXD	2	TXD
7	DSR	20	DTR
8	CTS	4	RTS

## USB Port

The server has a single USB port located on the server back panel for attaching supported USB 3.1-compliant devices.

The USB port supports hot-plugging. You can connect and disconnect a USB cable or a peripheral device while the server is running without affecting system operations.

The USB port is for service operation only and should not be connected 24x7. Enable the USB port in BIOS, as required.

## Manually Resetting a Server's Service Processor

You need a non-conductive stylus no more than 1.5 mm in diameter.

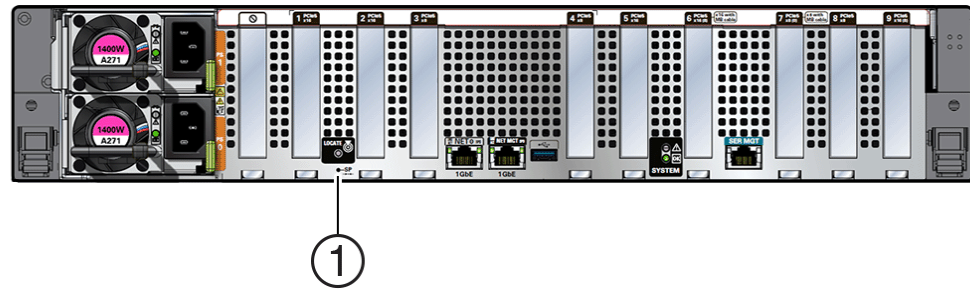
### **Caution:**

Using a conductive tool, such as a metal paper clip or graphite pencil, can cause a short that can cause an immediate host power off, and/or circuit damage.

This section shows the location of the service processor (SP) reset button on the front panel of the server. The button is recessed to prevent accidental pressing. If the service processor becomes inaccessible, you can use a non-conductive stylus to press the SP reset button.

If the Oracle ILOM SP stops running and you cannot reset it using the Oracle ILOM web interface or the Oracle ILOM CLI, use the following procedure to reset the SP from the server back panel.

1. Locate the SP reset pinhole button on the server back panel.



Callout	Description	Icon
1	SP Reset button	SP ↔

- Insert a non-conductive stylus straight into the SP reset pinhole no more than 6.5 mm (the distance to reach and depress the reset button). Care should be taken to not insert the stylus at an angle, to over penetrate, or accidentally touch the sensitive electrical components near the button. The stylus must be non-conductive with a diameter no more than 1.5 mm. To depress the pinhole button, the stylus must reach 6.5 mm into the chassis.
- After initiating the SP reset, the OK LED will fast blink while the SP is rebooting. This can take a few minutes. The host will still operate normally.

 **Note:**

Any Oracle ILOM user sessions running on the SP will be terminated during SP reset. Once the SP has rebooted successfully, you will be able to log into Oracle ILOM.

- After the SP successfully boots, the LED will remain steady on. You can confirm that the SP is working by logging into Oracle ILOM for that system. For details, refer to [Oracle ILOM Documentation](#).

## Accessing Oracle ILOM

You can connect to Oracle ILOM using one of these methods:

- Serial remote host console** – Access the host console remotely
- Serial connection to SER MGT port (CLI only)** – Oracle ILOM command-line interface (CLI) locally using the RJ-45 serial management port (SER MGT)
- Dedicated remote network management connection** – Oracle ILOM CLI or Oracle ILOM web interface remotely using a network port on the server (NET MGT)
- Sideband network management connection** – Refer to "Sideband Network Management Connection" in *Oracle ILOM Administrator's Guide for Configuration and Maintenance*.
- Host-to-ILOM interconnect** – Refer to "Dedicated Interconnect SP Management" in *Oracle ILOM Administrator's Guide for Configuration and Maintenance*.

[Oracle ILOM Documentation](#)

**Prerequisites:** You need to know the IP address or host name of the service processor (SP) to log in to Oracle ILOM CLI or web interface remotely using one of the network ports on the server.

 **Note:**

To enable first time login and access to Oracle ILOM, a default Administrator account and its password are provided with the system. To build a secure environment, change the default password (`changeme`) for the default Administrator account (`root`) after your initial login. If this default Administrator account has since been changed, contact your system administrator for an Oracle ILOM user account with Administrator privileges.

To prevent unauthorized access to Oracle ILOM, create user accounts for each user. For procedures to change the root password and create user accounts, refer to [Oracle ILOM Documentation](#).

If you do not know the IP address of the SP, reset the Oracle ILOM SP. See [Manually Resetting a Server's Service Processor](#). Two issues might occur on the Oracle ILOM service processor (SP):

- You need to reset the Oracle ILOM SP to complete an upgrade or to clear an error. Resetting the server SP automatically disconnects any current Oracle ILOM sessions and renders the SP unmanageable until the reset process is complete.
- As the system administrator, you forgot the `root` account password and need to recover it.

## Access Serial Remote Host Console

To access the host console remotely.

1. Configure serial host console properties in Oracle ILOM as required.

Before you access the host console, you can configure properties in Oracle ILOM to make the serial host console easier to view and to enable logging. Refer to the *Oracle ILOM Administrator's Guide for Configuration and Maintenance* and [Configuring Serial Port Sharing](#).

2. Establish a connection to the Oracle ILOM CLI. Log in to the Oracle ILOM CLI using an account with Administrator privileges.
  - a. Ensure that the server is cabled for a local serial connection to Oracle ILOM. See [Back Panel Connector Locations](#).
  - b. Press Enter on the terminal device that is connected to the server.
  - c. At the Oracle ILOM login prompt, type your user name, and press Enter.
  - d. At the password prompt, type the password associated with your user name, and press Enter.

Oracle ILOM displays a default command prompt (`->`), indicating that you successfully logged in.

3. At the Oracle ILOM command prompt (`->`), type: `start /HOST/console`

The serial console output appears on the screen.

 **Note:**

If the serial console is in use, stop and restart it using the `stop /HOST/console` command followed by the `start /HOST/console` command.

4. To return to the Oracle ILOM console, press `Esc` and then press `Shift 9` to enter the open parenthesis ( character.

### Oracle ILOM command-line interface (CLI)

To establish a connection to the Oracle ILOM CLI locally using the RJ-45 serial management port (SER MGT):

1. Ensure that the server is cabled for a local serial connection to Oracle ILOM. See [Back Panel Connector Locations](#).
2. Press Enter on the terminal device that is connected to the server.
3. At the Oracle ILOM login prompt, type your user name, and press Enter.
4. At the password prompt, type the password associated with your user name, and press Enter.

Oracle ILOM displays a default command prompt (`->`), indicating that you successfully logged in.

### Oracle ILOM CLI remotely using a server network port

To establish a connection to the Oracle ILOM CLI:

1. Ensure that the server is cabled for a remote network management connection to Oracle ILOM. See [Reconnect Power and Data Cables](#).
2. From the command line, initiate a secure shell session, type: `ssh username@hostname`  
Where *username* is the user name of an Oracle ILOM account with Administrator privileges, and *hostname* is either the IP address or hostname (when using DNS) of the server SP.

The Oracle ILOM password prompt appears. `Password:`

3. At the Oracle ILOM password prompt, type your password and press Enter. For example:  
`Password: changeme`

Oracle ILOM displays the default command prompt `->`, indicating that you successfully logged in to the Oracle ILOM CLI.

### Oracle ILOM web interface remotely using a server network port

To establish a connection to the Oracle ILOM web interface:

1. Type the IP address of the server in the address field of your web browser and press Enter.
2. On the Oracle ILOM login screen, type your user name and password, and click `Log In`.

The *Summary Information* page appears, indicating that you successfully logged in to the Oracle ILOM web interface.

## Service Processor Connection and Login

This procedure describes how to cable the server to access its Root-of-Trust circuitry and service processor (SP).

1. For dedicated access to the server Root-of-Trust circuitry, connect an RJ-45 Ethernet cable to the TOR/NET port on the card located on the server back panel. Attach the other end of the cable or connector to your end point.

This provides command-line interface (CLI) access over the network.

 **Note:**

This port is for service use only.

2. For access to the server Oracle ILOM service processor, do one of the following:
  - For dedicated network access to Oracle ILOM, connect an RJ-45 Ethernet cable to the 10/100/1000 Ethernet management port (labeled NET MGT) on the card located on the server back panel. Attach the other end of the RJ-45 Ethernet cable to your switch. This provides command-line interface (CLI) access over the network.
  - For access to either Oracle ILOM or the RoT circuitry, connect an RJ-45 serial console cable to the RJ-45 serial port (labeled TOR/SER) on the card located on the server back panel. Attach the other end of the RJ-45 serial console cable or connector to your end point. This provides CLI access over a local serial connection or terminal server.

3. Ensure that AC power is plugged into the server power supplies.

Standby power is required for SP access, Main power and a running host is not required.

4. Access Oracle ILOM.

If this is the first time you are connecting to Oracle ILOM, do one of the following:

- Access Oracle ILOM using a local serial connection to the command-line interface:
  - a. From the terminal device connected to the server's SER MGT port, press Enter to obtain a prompt.
  - b. At the Oracle ILOM login prompt, type `root` as the username, and then press Enter.
  - c. At the Oracle ILOM password prompt, enter the default password. Type:

Password: `changeme`

Oracle ILOM displays the default command prompt (`->`), indicating that you successfully logged in to the Oracle ILOM CLI.

- Access Oracle ILOM using an Ethernet connection to the command-line interface:

From a terminal device with network access to the server's NET MGT port, initiate a Secure Shell session and log into the Oracle ILOM root account. Type:

```
# ssh root@hostname
```

Where *hostname* is either the IP address or host name (when using DNS) of the server SP.

 **Note:**

By default, Oracle ILOM is configured for DHCP. The DHCP server should list the IP address for your Oracle ILOM host name or SP MAC address.

5. At the Oracle ILOM password prompt, enter the default password.

Type:

Password: changeme

Oracle ILOM displays the default command prompt (->), indicating that you successfully logged in to the Oracle ILOM CLI.

6. Once logged in, change default the root password for security.

 **Note:**

To enable first-time login and access to Oracle ILOM, a default Administrator account (root) and its password are provided with the system. To build a secure environment and enforce user authentication and authorization in Oracle ILOM, you must change the default password (`changeme`) for the default Administrator account (root) after your initial login to Oracle ILOM. If this default Administrator account has since been changed, contact your system administrator for an Oracle ILOM user account with Administrator privileges.

For more information on changing account information, refer to [Oracle ILOM Documentation](#).

## Reset the Server Using Oracle ILOM

For more details, see Controlling System Power and [Oracle ILOM Documentation](#).

1. Log in to the Oracle ILOM web interface or command-line interface (CLI) using an account with admin (a) role privileges.
2. Reset the server:
  - **From Oracle ILOM CLI**, type: `-> reset /System`. When prompted, type `y` to confirm:
 

```
Are you sure you want to reset /System (y/n)? y
Performing hard reset on /System
```
  - **From Oracle ILOM web interface**, select `Host Management` → `Power Control`, and in the `Select Action` list box, select `Graceful Reset`, `Reset`, or `Power On`. Click `Save`, and then click `OK`.
  - **From the local server**, press the `On/Standby` button on the front panel of the server for approximately 1 second to power off the server, and then press the `On/Standby` button again to power on the server.

The power-on self-test (POST) sequence begins.

## Log Out of Oracle ILOM

See the following procedure to log out of Oracle ILOM CLI or web interface.

- To end an Oracle ILOM session:
  - **From the Oracle ILOM CLI** – Type `exit` at the CLI prompt.
  - **Oracle ILOM web interface** – Click the `Log Out` button in the top-right corner of the screen.

## Monitoring Component Health and Faults Using Oracle ILOM

Oracle ILOM interfaces provide easy-to-view information about the health status of system components. From the Oracle ILOM command-line interface (CLI) or web interface, you can collect system-specific information about the server, determine the health state of discrete components, and view any open problems on the server. Oracle ILOM automatically detects system hardware faults and environmental conditions on the server. If a problem occurs on the server, Oracle ILOM automatically does the following:

- Identify the faulted component in the **Open Problems** table. Open problems detected on a host server or system chassis are viewable from either the `/System/Open_problems` CLI target or **Open Problems** web page. To view server open problems, type `show /System/Open_Problems`. Refer to *View Open Problems Detected on a Managed Device* in the *Oracle ILOM User's Guide for System Monitoring and Diagnostics*.
- Record system information about the faulted component or condition in the Oracle ILOM event log. See [Exadata Server X11M Events](#). Refer to *Managing ILOM Log Entries* in the *Oracle ILOM User's Guide for System Monitoring and Diagnostics*.
  - For the event log, type: `show /SP/Logs/event/list`
  - For the system log, type: `show /System/Log/list`
  - For the audit log, type: `show /SP/Logs/audit/list`To scroll through a list, press any key except the `q` key.
- Illuminate the Fault-Service Required LED status indicator on the server front and back panels. See [Server Status Indicator LEDs](#).

See [Server Components](#) for status and fault messages.

To collect system-level information or to verify the system health status from the CLI, type `show /System`. To access subsystem and component health details from the CLI, type `show /System/subsystem-name`.

```
PROCESSORS
MEMORY
POWER
COOLING
STORAGE
NETWORKING
PCI_DEVICES
FIRMWARE
```

For further information about administering open problems that are detected and reported by Oracle ILOM, refer to *Administering Open Problems* in the *Oracle ILOM Administrator's Guide for Configuration and Maintenance Firmware*. Refer to [Oracle ILOM Documentation](#).

## Getting Help

The following sections describe how to get additional help to resolve server-related problems.

## Contacting Support

### [My Oracle Support](#)

If the troubleshooting procedures in this chapter do not solve your problem, use the following table to collect information that you might need to communicate to Oracle Support.

**Table 2-9 System Configuration Information**

System Configuration Information Needed	Your Information
Service contract number	
System model	
Operating environment	
System serial number	
Peripherals attached to the system	
Email address and phone number for you and a secondary contact	
Street address where the system is located	
Superuser password	
Summary of the problem and the work being done when the problem occurred	
<b>Other Useful Information</b>	
IP address	
Server name (system host name)	
Network or internet domain name	
Proxy server configuration	

## Locating the Chassis Serial Number

You might need your server serial number when you ask for service on your system. Record this number for future use. Use one of the following resources or methods to locate your server serial number.

- The serial number is located on the Radio-frequency Identification (RFID) label on the bottom left side of the front panel bezel, below the general status LEDs. For illustrations of the server front panel, see [Front Panel Components](#).
- The serial number is recorded on a label that is attached to the top front surface of the system.
- The serial number is recorded on the yellow Customer Information Sheet (CIS) that is attached to your server packaging.
- Using [Oracle ILOM](#):
  - From the command-line interface (CLI), type the command: `show /System`

- From the web interface, view the serial number on the System Information screen.

## Auto Service Requests

Oracle Auto Service Requests (ASR) is available at no additional cost to customers with Oracle Premier Support. Oracle ASR is the fastest way to restore system availability if a hardware fault occurs. Oracle ASR software is secure and customer installable, with the software and documentation downloadable at [My Oracle Support](#). When you log in to My Oracle Support, refer to the "Oracle Auto Service Request" knowledge article document (ID 1185493.1) for instructions on downloading the Oracle ASR software.

When a hardware fault is detected, Oracle ASR opens a service request with Oracle and transfers electronic fault telemetry data to help expedite the diagnostic process. Oracle diagnostics analyze the telemetry data for known issues and delivers immediate corrective actions. For security, the electronic diagnostic data sent to Oracle includes only what is needed to solve the problem. The software does not use any incoming Internet connections and does not include any remote access mechanisms.

For more information about Oracle ASR, go to [Oracle Premier Support](#).

# 3

## Preparing for Service

This section describes safety considerations and provides prerequisite procedures and information about replacing components in the server.

Before replacing server components, perform the procedures in the following sections.

### Safety Precautions

For your protection, observe the following safety precautions when setting up your equipment:

- Follow all standard cautions, warnings, and instructions marked on the equipment and described in the *Oracle Server Safety and Compliance Guide* and *Important Safety Information for Oracle's Hardware Systems*.
- Ensure that the voltage and frequency of your power source match the voltage and frequency that appear on the equipment electrical rating label.
- Follow the electrostatic discharge safety practices as described in [Electrostatic Discharge Safety](#).
- Disconnect both power supply cords (if necessary) before servicing components.



#### Note:

Power cords must be disconnected when servicing components that require cold service.

### Safety Symbols

The following symbols might appear in this document. Note their meanings.



#### Caution:

**Risk of personal injury or equipment damage.** To avoid personal injury or equipment damage, follow the instructions.



#### Caution:

**Hot surface.** Avoid contact. Surfaces are hot and might cause personal injury if touched.

 **Caution:**

**Hazardous voltages are present.** To reduce the risk of electric shock and danger to personal health, follow the instructions.

## Electrostatic Discharge Safety

Devices that are sensitive to electrostatic discharge (ESD), such as the motherboard, PCIe cards, drives, processors, and memory DIMMs require special handling.

 **Caution:**

The boards and drives contain electronic components that are extremely sensitive to static electricity. Ordinary amounts of static electricity from clothing or the work environment can destroy components. Do not touch the components along their connector edges.

Do the following when handling ESD-sensitive components:

- Use an antistatic wrist strap.

Wear an antistatic wrist strap when handling components such as drive assemblies, boards, or cards. When servicing or removing server components, disconnect the power cords from the server. Attach an antistatic strap to your wrist and to a metal area on the chassis. Following this practice equalizes the electrical potentials between you and the server.

 **Note:**

An antistatic wrist strap is not included in the Accessory Kit for the server. However, antistatic wrist straps are included with optional components.

- Use an antistatic mat.

Place ESD-sensitive components such as the motherboard, DIMMS (memory modules), and other printed circuit board (PCB) cards on an antistatic mat. The following items can be used as an antistatic mat:

- Antistatic bag used to wrap an Oracle replacement part
- Oracle ESD mat (orderable item)
- Disposable ESD mat (shipped with some replacement parts or optional system components)

## FRU Key Identity Properties (KIP) Automated Update

Oracle ILOM includes a key identity properties (KIP) auto-update feature that ensures product information that is used for service entitlement and warranty coverage is accurately maintained by the server at all times, including during hardware replacement activities.

The KIP includes the server product name, product part number (PPN), and product serial number (PSN). The KIP is stored in the FRUID (field-replaceable unit identifiers) container of the three server FRUs that are designated quorum members.

The quorum members include:

- Disk backplane (DBP), designated as a primary quorum member.
- Motherboard (MB), designated as a backup quorum member.
- Power supply (PS), designated as a backup quorum member.

When a server FRU that contains the KIP is removed and a replacement component is installed, the KIP of the replacement component is programmed by Oracle ILOM to contain the same KIP as the other two components.

**Note:**

Only one of the quorum members can be replaced at a time. Automated updates can be completed only when two of the three quorum members contain matching key identity properties.

## Required Service Tools

The server can be serviced with the following tools:

- Antistatic wrist strap
- Antistatic mat(s)
- No. 2 Phillips screwdriver
- Torx (6 lobe) T10, T15, T25, and T30 drivers
- Torque driver 12 in-lbf with T20 Torx bit (processor and heatsink installation)

**Related Topics**

- [Tools and Equipment For Installation](#)

## Preparing the Server for Component Replacement

**Note:**

When you are replace the storage drives or power supplies, not all of the procedures in this section are necessary. For more information, see the replacement procedures for those components.

Before you can remove and install components that are inside the server, you must perform the procedures in some or all of the following sections.

## Powering Down the Server

Gracefully shut down the server host to prevent data from being corrupted. Performing a graceful shutdown ensures that the system is ready for restart. If the server is not responding, or you must shut down the server quickly, perform an immediate shutdown.



### Note:

Some server components, such as storage drives, power supplies, fan modules, and M.2 flash SSDs are hot-pluggable. Components that are hot-pluggable do not require the server to be powered down when performing service procedures.

Determine how you want to power down the server by reviewing the following options.

### Power Down the Server Gracefully Using Oracle ILOM CLI

Performing a graceful shutdown ensures that all of your data is saved and the system is ready for restart.

1. Log in to the server as superuser or equivalent.

Depending on the nature of the problem, you might want to view the system status or the log files or run diagnostics before you shut down the system. Refer to [Oracle ILOM Documentation](#).

2. Notify affected users that the server will be powered down.
3. Save any open files, and quit all running applications.

Refer to your application documentation for specific information about these processes.

4. Log in to the Oracle ILOM command-line interface (CLI) using an Administrator account.  
See [Accessing Oracle ILOM](#).

5. At the Oracle ILOM prompt, shut down the operating system: stop command

```
-> stop /System
```



### Note:

The `stop /System` command does not guarantee a system shutdown. This command is only a request to the host operating system (OS) to perform a system shutdown. To ensure a system shutdown, see [Power Down the Server for Immediate Shutdown Using Oracle ILOM CLI](#).

The host server performs an orderly power shutdown to Standby power mode, and the System OK LED on the front panel begins blinking. See [System-Level Status Indicators](#).

6. Disconnect the power and cables from the server.

See [Disconnect Cables From the Server](#).

 **Caution:**

When you power down the server using Oracle ILOM, the server enters Standby power mode. Power is still directed to the service processor remote management subsystem and power supply fans. To completely power off the server, you must disconnect the power cords from the power supplies.

## Power Down the Server Gracefully Using Oracle ILOM Web Interface

Performing a graceful shutdown ensures that all of your data is saved and the system is ready for restart.

1. Log in to the server as superuser or equivalent.  
Depending on the nature of the problem, you might want to view the system status or the log files or run diagnostics before you shut down the system. Refer to [Oracle ILOM Documentation](#).
2. Notify affected users that the server will be powered down.
3. Save any open files, and quit all running applications.  
Refer to your application documentation for specific information about these processes.
4. Log in to the Oracle ILOM web interface using an Administrator account.  
See [Accessing Oracle ILOM](#).
5. In the left pane, click Host Management → Power Control, and click Graceful Shutdown and Power Off from the Select Action list.
6. Click Save, and then click OK.  
The host server performs an orderly power shutdown to Standby power mode, and the System OK LED on the front panel begins blinking. See [System-Level Status Indicators](#).
7. Disconnect the power cords and data cables from the server.  
See [Disconnect Cables From the Server](#).

 **Caution:**

When you power down the server using Oracle ILOM, the server enters Standby power mode. Power is still directed to the service processor and power supply fans. To completely power off the server, you must disconnect the power cords from the power supplies.

## Power Down the Server Gracefully Using the On/Standby Button

Power down the server using the On/Standby button. Performing a graceful shutdown ensures that all of your data is saved and the system is ready for restart.

1. Press and quickly release the On/Standby button on the front panel.  
This action causes ACPI-enabled operating systems to perform an orderly shutdown of the operating system. Servers not running ACPI-enabled operating systems shut down to Standby power mode immediately.

When main power is off, the System OK LED on the front panel begins blinking, indicating that the server is in Standby power mode. See [System-Level Status Indicators](#).

2. Disconnect the power cords and data cables from the server.

See [Disconnect Cables From the Server](#).

 **Caution:**

When you power down the server using the On/Standby button, the server enters Standby power mode. Power is still directed to the service processor and power supply fans. To completely power off the server, you must disconnect the power cords from the power supplies.

## Power Down the Server for Immediate Shutdown Using Oracle ILOM CLI

 **Caution:**

An immediate power-off might corrupt system data, therefore, use this procedure to power down the server only after attempting the graceful power down procedure.

1. Log in to the Oracle ILOM command-line interface (CLI) using an Administrator account.

See [Accessing Oracle ILOM](#).

Oracle ILOM displays the default command prompt (`->`), indicating that you have successfully logged in to Oracle ILOM.

2. At the CLI prompt, type the following command:

```
-> stop -f /System
```

The server powers down immediately to Standby power mode.

3. Disconnect the power and data cables from the server.

See [Disconnect Cables From the Server](#).

 **Caution:**

When you power down the server using Oracle ILOM, the server enters Standby power mode. Power is still directed to the service processor and power supply fans. To completely power off the server, you must disconnect the power cords from the power supplies.

## Power Down the Server for Immediate Shutdown Using Oracle ILOM Web Interface

 **Caution:**

An immediate power-off might corrupt system data, therefore, use this procedure to power down the server only after attempting the graceful power down procedure.

1. Log in to the Oracle ILOM web interface using an Administrator account.

See [Accessing Oracle ILOM](#).

The Oracle ILOM web interface System Information → Summary Information page appears.

2. In the left pane, click Host Management → Power Control, and click Immediate Power Off in the Select Action list.
3. Click Save, and then click OK.

The server powers down immediately to Standby power mode.

4. Disconnect the power and data cables from the server.

See [Disconnect Cables From the Server](#).

 **Caution:**

When you power down the server using Oracle ILOM, the server enters Standby power mode. Power is still directed to the service processor and power supply fans. To completely power off the server, you must disconnect the power cords from the power supplies.

## Power Down the Server for Immediate Shutdown Using the On/Standby Button

 **Caution:**

An immediate power-off might corrupt system data, therefore, use this procedure to power down the server only after attempting the graceful power down procedure.

1. Press and hold the On/Standby button for four seconds to force the Main power off and to enter Standby power mode.

When the Main power is off, the System OK LED on the front panel begins blinking, indicating that the server is in Standby power mode. See [System-Level Status Indicators](#).

2. Disconnect the power cords and data cables from the server.

See [Disconnect Cables From the Server](#).

 **Caution:**

When you power down the server using the On/Standby button, the server enters Standby power mode. Power is still directed to the service processor and power supply fans. To completely power off the server, you must disconnect the power cords from the power supplies.

## Disconnect Cables From the Server

### **Caution:**

The system supplies Standby power to the circuit boards even when the system is powered off.

1. Label all cables connected to the server.
2. Power down the server.  
See [Powering Down the Server](#).
3. Disconnect the power cords from the rear of the server.
4. Disconnect all data cables from the rear of the server.
5. If your rackmount kit includes a cable management device, remove the cables from it.
6. Depending on the components that you are servicing, either extend the server to the maintenance position, or remove the server from the rack.

## Extend the Server to the Maintenance Position

The following components can be serviced with the server in the maintenance position:

- Fan modules
- Storage drives
- DDR5 DIMMs
- Processors
- M.2 Flash drives and risers
- System battery
- Motherboard
- PCIe cards and cables
- Disk backplane
- SAS cables
- Front indicator module

If the server is installed in a rack with extendable slide-rails, use this procedure to extend the server to the maintenance position.

1. To prevent the rack from tipping forward when the server is extended, extend all rack anti-tilt mechanisms.  
See [Stabilize the Rack](#). Also refer to the *Oracle Rack Cabinet 1242 User's Guide* at [Oracle Rack Cabinet 1242 Documentation Library](#).
2. Verify that no cables will be damaged or will interfere when the server is extended.

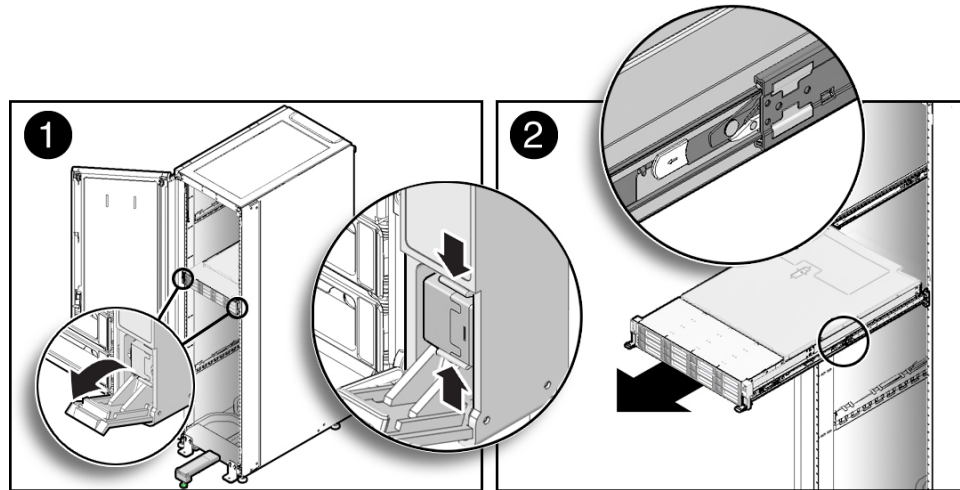
Although the cable management arm (CMA) that is supplied with the server is hinged to accommodate extending the server, ensure that all cables and cords are capable of extending.

3. From the front of the server, open and hold the left and right release latch covers in the open position.

When in an open position, the release latch covers engage the slide-rail release latches [1].

**▲ Caution:**

Deploy any rack anti-tilt mechanism before releasing the slide-rail release latches.



4. While the release latch covers are in the open position, slowly pull the server forward until the slide-rails latch into a locked position [2].

The server is now in the extended maintenance position.

## Remove the Server From the Rack

**▲ Caution:**

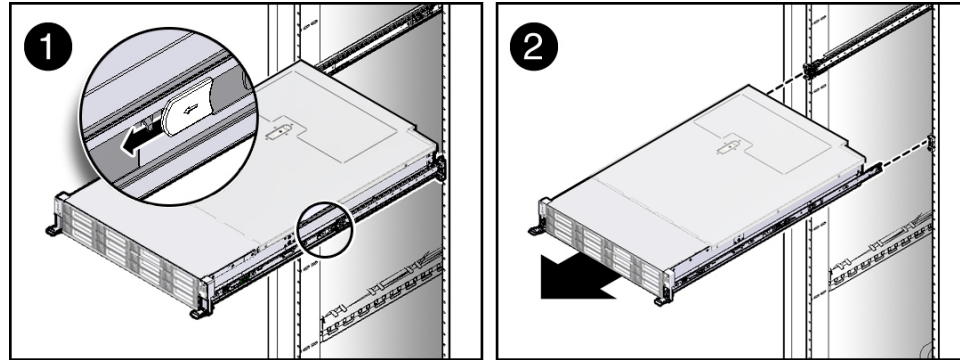
The server weighs approximately 76 lbs (34 kg). A mechanical lift or two people are required to remove the server from the rack and carry the chassis. Use a mechanical lift or two people to remove and transport the chassis.

1. Disconnect all the cables and power cords from the server.
2. Remove the cable management arm (CMA).  
See [Remove the Cable Management Arm](#).
3. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
4. From the front of the server on both sides, pull the gray slide-rail release tabs toward the front of the server, and pull the server out of the rack until it is free of the rack rails [1 and 2].

Use a mechanical lift or two people to remove the chassis from the rack and transport it.  
A slide-rail release tab is located on each slide-rail.

 **Note:**

To pull the gray slide-rail release tab, place your finger in the center of the tab, not on the end, and apply pressure as you pull the tab toward the front of the server.



5. Set the server on a sturdy, ESD safe work surface.

## Take Antistatic Measures

1. Prepare an antistatic surface on which to set parts during removal and installation.

Place electrostatic discharge ESD-sensitive components such as the printed circuit boards on an antistatic mat. You can use the following items as an antistatic mat:

- Antistatic bag used to wrap a replacement part
- Oracle ESD mat (orderable item)
- Disposable ESD mat (shipped with some replacement parts or optional system components)

2. Attach an antistatic wrist strap.

When servicing or removing server components, attach an antistatic strap to your wrist and then to a metal area on the chassis. Then perform procedures for servicing the server.

 **Note:**

An antistatic wrist strap is not included in the Accessory Kit for the server. However, antistatic wrist straps might be included with options and components.

## Remove the Server Top Cover

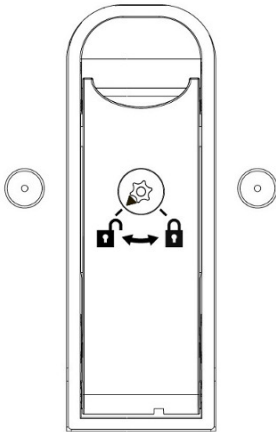
Servicing some components requires that the top cover be removed.

1. Ensure that AC power cords are disconnected from the server power supplies.

 **Note:**

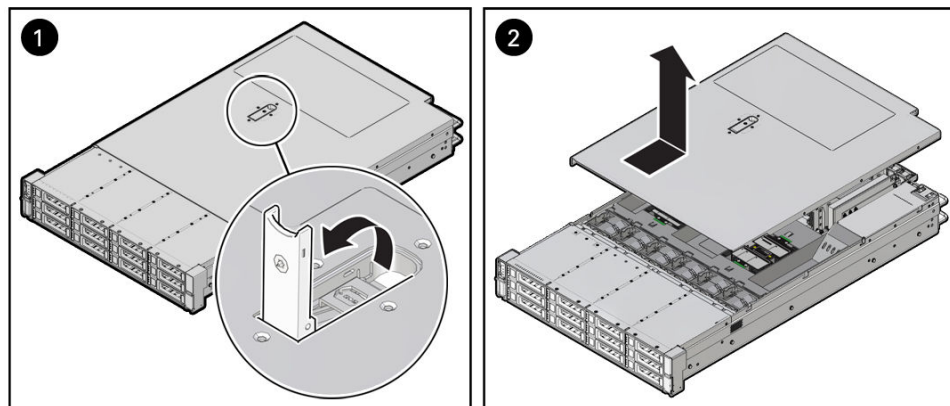
Fan modules and M.2 flash SSDs are hot-pluggable and do not require AC power cables to be disconnected from the server power supplies.

2. If the release button latch is in the locked position, use a Torx T15 screwdriver to turn the release button latch clockwise to the unlocked position.



3. Unlatch the top cover [1].

Lift up on the release button on top of the server cover. Lifting the release button slides the server cover toward the rear of the chassis for easy removal.



4. Lift up and remove the top cover [2].

# 4

## Servicing Storage Drives

This section describes how to service storage drives.

Storage drives are replaceable components that do not require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).



### Note:

The procedures and illustrations in this chapter apply to both NVMe and SAS storage drives, except where noted.

The following sections describe how to remove and replace hard-disk drives (HDDs) and NVMe solid-state drives (SSD) storage drives.

## Storage Drive Hot-Plug Conditions

The SAS hard-disk drives (HDDs) or NVMe solid-state drives (SSDs) that are installed in the server are in most cases hot-pluggable. The hot-plug capability depends on how the drives are configured and whether the drive is an NVMe device. To hot-plug a drive you must take the drive offline before you can remove it. When you take the drive offline, you prevent any application from accessing the drive and remove the logical software links to the drive. For an NVMe storage drive, you must not only take the drive offline, but also power down the drive slot.

The following conditions inhibit the ability to perform hot-plugging of a drive:

- The drive provides the operating system, and the operating system is not mirrored on another drive.
- The drive cannot be logically isolated from the online operations of the server.
- The operating system does not support hot plug for the drive.

If any of these disk drive conditions are true, then you must shut down the system before you replace the drive. See [Powering Down the Server](#).



### Note:

Replacing a drive does not require extending or removing the server from a rack.

## Storage Drive Failure and RAID

A single storage drive failure does not cause a data failure if you configured the storage drives as a mirrored RAID 1 volume (optional). The storage drive can be removed, and when a new storage drive is inserted, the contents are automatically rebuilt from the rest of the array with

no need to reconfigure the RAID parameters. If you configured the replaced storage drive as a hot-spare, the new HDD is automatically configured as a new hot-spare.

See [Configure NVMe RAID Using BRU](#) for server instructions.

## Remove a Storage Drive

1. Prepare the system for the drive removal.

Refer to [Take Antistatic Measures](#).

2. Identify the location of the drive that you want to remove.

For storage drive locations, see either [NVMe Storage Drives](#) or [SAS Storage Drives](#).

If NVMe storage drives are installed in the server front panel, they are labeled NVMe0 through NVMe3. Server operating systems may assign these storage drives different names.

The following table shows sample corresponding names assigned by the operating systems. Example drive names provided in the table assume that the NVMe cabling between the motherboard and the NVMe disk backplane is correct.

Storage Drive Labels	Example Names Assigned by Server Operating Systems
NVMe0	PCIe Slot 100
NVMe1	PCIe Slot 101
NVMe2	PCIe Slot 102
NVMe3	PCIe Slot 103

3. Remove the storage drive.

- If you are removing an HDD or SSD storage drive, type the required operating system commands to stop the server from using the drive; otherwise, proceed to the next step.

The exact commands required depend on the configuration of your drives. Unmount file systems or issue RAID commands, as needed.

### Note:

The blue OK to Remove status indicator LED on the drive might not light, as support for this varies depending on the operating system in use. For information on storage drive status indicators (LEDs), see [Storage Drive Status Indicators](#).

- If you are removing an NVMe storage drive, see the procedures for your operating system.

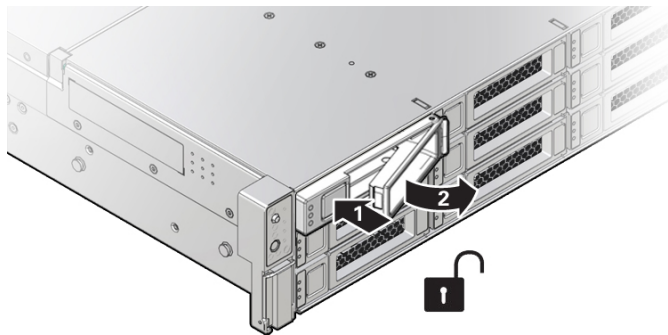
### Note:

NVMe storage drives are supported only on servers that are running Oracle Linux, Oracle Solaris, or Microsoft Windows Server.

- [Removing and Replacing an NVMe Storage Drive Using Oracle Solaris](#)
- [Removing and Replacing an NVMe Storage Drive Using Oracle Linux](#)

– Removing and Replacing an NVMe Storage Drive Using Microsoft Windows Server

4. Push the latch release button to open the drive latch [1, 2].

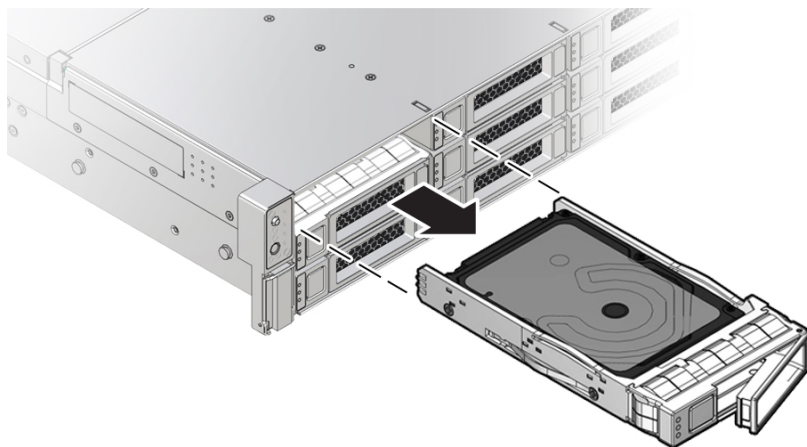


Callout	Description
1	Pressing the latch release button.
2	Opening the latch.

**Caution:**

The latch is not an ejector. Do not open the latch too far to the right. Doing so can damage the latch.

5. Grasp the latch and pull the drive out of the drive slot.



6. Consider your next steps:
  - If you are replacing the drive, continue to [Install a Storage Drive](#).

- If you are not replacing the drive, install a filler in the empty drive slot to maintain proper airflow and perform administrative tasks to configure the server to operate without the drive. See [Remove and Install Filler Panels](#).
  - a. Locate the vacant storage drive module slot in the server, and then ensure that the release lever on the filler panel is fully opened.
  - b. Slide the filler panel into the vacant slot by pressing the middle of the filler panel faceplate with your thumb or finger.

The release lever will close as it makes contact with the chassis. Do not slide the filler panel in all the way. Leave the filler panel out approximately 0.25 to 0.50 inch (6 to 12 mm) from the opening.
  - c. Using your thumb or finger, press on the middle of the filler panel faceplate until the release lever engages with the chassis.
  - d. Close the release lever until it clicks into place and is flush with the front of the server

## Install a Storage Drive

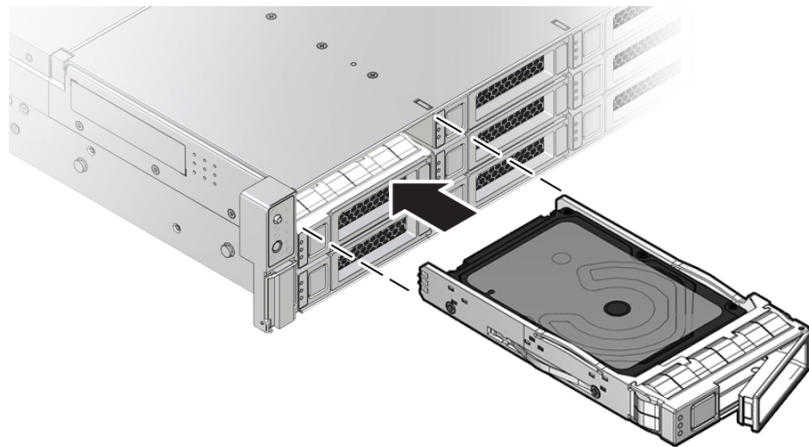
1. Remove the replacement drive from its packaging, and place the drive on an antistatic mat.
2. If necessary, remove the drive filler panel.
  - a. Locate the storage drive filler panel to be removed from the server.
  - b. To unlatch the storage drive filler panel, pull the release lever, and tilt the lever out into a fully opened position.
  - c. To remove the filler panel from the slot, hold the opened release lever, and gently slide the filler panel toward you.

See [Remove and Install Filler Panels](#).

3. Align the replacement drive with the drive slot.

The drive is physically addressed according to the slot in which it is installed. It is important to install a replacement drive in the same slot as the drive that you removed.

4. Slide the drive into the slot until the drive is fully seated.



5. Close the drive latch to lock the drive in place.

6. Perform administrative procedures to reconfigure the drive.

The procedures that you perform at this point depend on how your data is configured. You might need to partition the drive, create file systems, load data from backups, or have the drive updated from a RAID configuration.

## Removing and Replacing Storage Drives Using an OS

The following sections describe how to remove and replace an HDD or SSD storage drive using supported Operating Systems.

### Removing and Replacing an NVMe Storage Drive Using Oracle Linux

The following sections describe how to remove and replace an NVMe storage drive on a server that is running the Oracle Linux operating system.

#### Unmount an NVMe Storage Drive

1. Log in to Oracle Linux that is running on the server.
2. Remove the NVMe storage device path.
  - a. To find the PCIe addresses (Bus Device Function), type:

```
# find /sys/devices | egrep 'nvme[0-9][0-9]'
```

This command returns output similar to the following example, with the PCIe addresses in bold text:

```
/sys/devices/pci0000:d7/0000:d7:02.0/0000:e3:00.0/0000:e4:07.0/0000:e8:00.0/nvme/
nvme10
/sys/devices/pci0000:d7/0000:d7:02.0/0000:e3:00.0/0000:e4:07.0/0000:e8:00.0/
nvme/nvme10/uevent
/sys/devices/pci0000:d7/0000:d7:02.0/0000:e3:00.0/0000:e4:07.0/0000:e8:00.0/
nvme/nvme10/cntlid
```

- b. To obtain the slot number (APIC ID) for the bus address, type the following command to list the PCIe slot numbers with corresponding bus addresses:

```
# egrep -H '\.*' /sys/bus/pci/slots/*/address
```

This command returns output similar to the following example, with the bus addresses for the corresponding NVMe instances in bold text.

#### Note:

In the following output, notice that the instance names for the NVMe drives do not correspond to the NVMe drive labels on the front of the server. That is, `pci/slots/12/address: 0000:b2:00` corresponds to instance `nvme0`; however, on the front of the server, this drive is labeled `NVMe2`. For a table that shows the relationship between the `pci/slot#` and the NVMe storage drive label on the front of the server, see *Server Operating System Names for NVMe Storage Drives*.

```
/sys/bus/pci/slots/10/address:0000:b8:00
/sys/bus/pci/slots/11/address:0000:b6:00
/sys/bus/pci/slots/12/address:0000:b2:00 (instance nvme0, pcie slot 12, drive
label nvme2)
```

```
/sys/bus/pci/slots/13/address:0000:b4:00 (instance nvme1, pcie slot 13, drive label nvme3)
```

- c. Disconnect all users from the NVMe drive and back up the NVMe drive data, as needed.
  - i. Use the `umount` command to unmount any file systems that are mounted on the device.
  - ii. Remove the device from any multiple device (md) and Logical Volume Manager (LVM) volume using the device.
  - iii. If the device uses multipathing, run `multipath -l` and note all the paths to the device. Then, remove the multipathed device using the `multipath -f device` command.
  - iv. Run the `blockdev --flushbufs device` command to flush any outstanding I/O to all paths to the device.
3. To prepare the NVMe drive for removal, that is, to detach the NVMe device driver and power off the NVMe drive slot, type:

```
# echo 0 > /sys/bus/pci/slots/$slot/power
```

Where `$slot` is the slot number obtained in Step 2.b above.
4. Verify that the OK to Remove indicator (LED) on the NVMe drive is lit.

## Remove an NVMe Storage Drive

Perform this procedure to physically remove an NVMe storage drive from the server.

1. Identify the location of the NVMe drive that you want to remove.

For storage drive locations, see [NVMe Storage Drives](#).
2. Verify that the OK to Remove indicator (LED) on the NVMe drive is lit.
3. On the NVMe drive you plan to remove, push the latch release button to open the drive latch.

See [Remove a Storage Drive](#).
4. Grasp the latch and pull the drive out of the drive slot.
5. Consider your next steps:
  - If you are replacing the drive, continue to [Verify Removal of an NVMe Storage Drive](#), and then [Install an NVMe Storage Drive](#).
  - If you are not replacing the drive, install a filler panel in the empty drive slot to maintain proper airflow and perform administrative tasks to configure the server to operate without the drive.

For information on how to install a storage drive filler panel, see [Remove and Install Filler Panels](#).

## Verify Removal of an NVMe Storage Drive

1. To check the NVMe drive enumeration to verify that NVMe drive has been removed, type:

```
# lspci -nnd :0a54
```
2. View the command output and verify that the entry for the slot number that was disabled no longer appears.

This command returns output similar to the following:

```
86:00.0 Non-Volatile memory controller [0108]: Intel Corporation Device [8086:0a54]
8d:00.0 Non-Volatile memory controller [0108]: Intel Corporation Device [8086:0a54]
d9:00.0 Non-Volatile memory controller [0108]: Intel Corporation Device [8086:0a54]
e0:00.0 Non-Volatile memory controller [0108]: Intel Corporation Device [8086:0a54]
```

## Install an NVMe Storage Drive

Perform this procedure to physically install an NVMe storage drive into the server.



### Note:

After you physically remove an NVMe storage drive from the server, wait at least 10 seconds before installing a replacement drive.

1. Remove the replacement drive from its packaging and place the drive on an antistatic mat.
2. If necessary, remove the drive filler panel.
3. Align the replacement drive with the drive slot.  
The drive is physically addressed according to the slot in which it is installed. It is important to install a replacement drive in the same slot as the drive that you removed.
4. Slide the drive into the slot until the drive is fully seated.  
See [Install a Storage Drive](#).
5. Close the drive latch to lock the drive in place.

## Power On an NVMe Storage Drive and Attach a Device Driver

- To power on the slot and attach the device driver, type:  

```
# echo 1 > /sys/bus/pci/slots/$slot/power
```

  
Where *\$slot* is the slot number for the NVMe storage drive.

## Verify Operation of an NVMe Storage Drive

- To verify that an NVMe drive is operating properly, do one of the following:
  - Check the `/var/log/messages` log file.
  - Type: `ls -l /dev/nvme*`

# 5

## Servicing Power Supplies

This section describes how to service power supplies.

Power supplies are replaceable components that do not require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

The power supplies are located at the back of the server.

### Power Supply Overview

The redundant power supply in the server supports concurrent maintenance, which enables you to remove and replace a power supply without shutting down the server, if the other power supply is online and working.

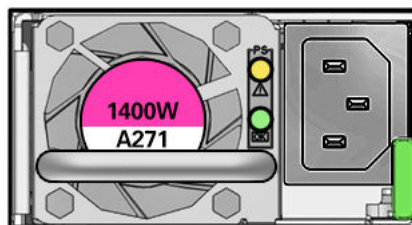
The server supports model A271 and A271a (1400 watt) power supplies. The power supply (PS) provides conversion from the AC lines to the system, accepting 220 volts AC (VAC) only. The PSUs are hot-pluggable, and in most cases provide fully redundant “1+1” power, allowing the system to suffer the loss of a PS or an AC feed with no loss to system availability.

In maximally configured systems, it is possible that the worst-case power consumption of the system could exceed the capacity of a single power supply. Power supplies provide an over-subscription mode (always enabled), which allows the system to operate with fault-tolerance, even with modest excursions beyond the rated capacity of a single PS. This over-subscription support is accomplished using hardware signaling between the PS and motherboard circuitry, which can force the system to throttle processor (CPU) and memory power in the event that a power supply is lost. The resulting power savings is enough to allow the system to continue to run (in a lower-performance state) until the power problem is resolved.

If a power supply fails and you do not have a replacement available, leave the failed power supply installed to ensure proper airflow in the server.

The following status indicators (LEDs) are lit when a power supply fault is detected:

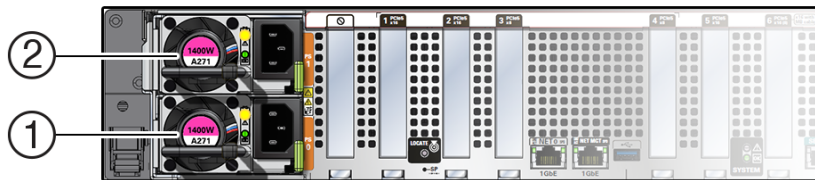
- Front and back panel Fault-Service Required LEDs
- Rear Power Supply Fault-Service Required LED located on the server front panel
- Amber Fault-Service Required LED on the faulty power supply



For more information, see [Power Supply Status Indicators](#).

## Remove a Power Supply

1. Prepare the system for power supply removal.  
See [Take Antistatic Measures](#).
2. Identify which power supply requires replacement.



Callout	Description
2 PS1	Power supply 1
1 PS0	Power supply 0

A lit amber Fault-Service Required LED on a power supply indicates that a failure was detected. You also can use the Oracle ILOM `show faulty` command at the Oracle ILOM command-line prompt (->) to identify a power supply failure.

To list all known faults in the server, log in to the Oracle ILOM Fault Management Shell from the Oracle ILOM service processor and issue the `fmadm faulty` command. Alternatively, log in to Oracle Solaris and issue the `fmadm faulty` command (Solaris root privileges required). For more information about how to use the Oracle ILOM Fault Management Shell and supported commands, refer to the *Oracle ILOM User's Guide for System Monitoring and Diagnostics* at [Oracle ILOM Documentation](#).

### Note:

The fans of a failed power supply still might be spinning when the system is powered on. You can remove a power supply while the fans are still spinning.

3. Gain access to the rear of the server where the failed power supply is located.
4. If the cable management arm (CMA) is installed, disconnect both CMA left-side connectors and move the CMA out of the way.

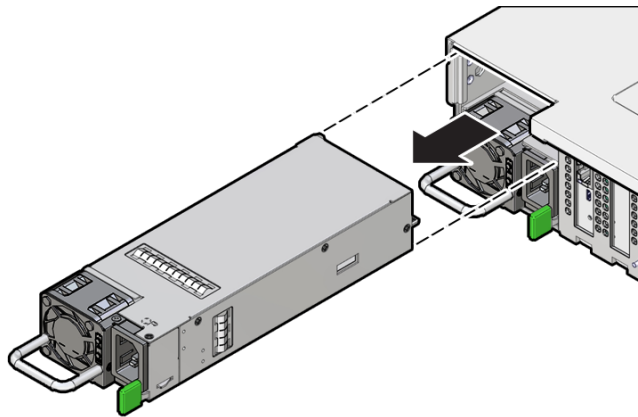
See [Remove the Cable Management Arm](#) for additional CMA information.

### Caution:

When disconnecting the CMA left-side connectors, be sure to use your arm to support the CMA so that it does not hang down under its own weight and stress the right-side connectors. Otherwise, the CMA might be damaged. You must continue to support the CMA until you reconnect both left-side connectors.

5. Disconnect the power cord from the failed power supply.
6. Grasp the power supply handle and push the power supply latch to the left.

Open the power supply handle if the handle is folded flush. Open the velcro straps if present.



7. Pull the power supply out of the chassis.

**Caution:**

When you remove a power supply, be sure to replace it with another power supply within 60 seconds; otherwise, the server might overheat due to improper airflow.

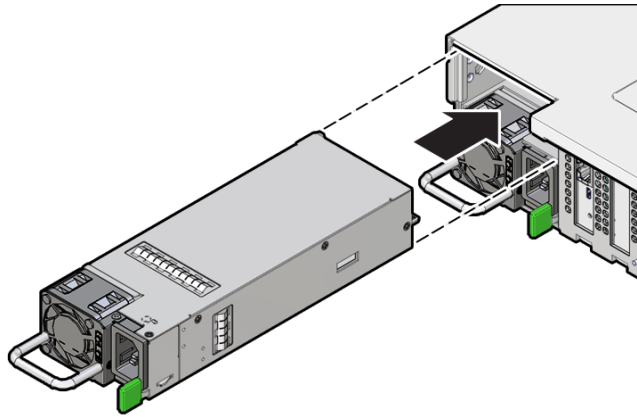
8. Continue to Install a Power Supply.

## Install a Power Supply

**Caution:**

Always replace the failed power supply with the same type model of power supply.

1. Remove the replacement power supply from its packaging, and place it on an antistatic mat.
2. Align and orient the replacement power supply with the empty power supply slot.
3. Slide the power supply into the slot until it is fully seated.  
You will hear an audible click when the power supply fully seats.



4. Reconnect the power cord to the power supply.
5. Verify that the amber Fault-Service Required LED on the replaced power supply and the Fault-Service Required LEDs are not lit on the front and back panels.

 **Note:**

After you replace Power Supply 0, you must reset the Oracle ILOM service processor (SP) to propagate the key identity properties (KIP) data to the new power supply. For instructions on resetting the SP, refer to the *Oracle Integrated Lights Out Manager (ILOM) Configuration and Maintenance Guide* at [Oracle ILOM Documentation](#). Power Supply 1 does not contain KIP data, and therefore does not require an SP reset after replacement.

6. If you disconnected the two CMA left-side connectors, reconnect the connectors or straps. See [Install the Cable Management Arm \(Optional\)](#).

# 6

## Servicing Fan Modules

This section describes how to service fan modules and the fan tray.

Fan modules are replaceable components that do not require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

Fan modules are located in the front of the server.

### Remove a Fan Module

You do not have to power off the server to service fan modules.

#### **Caution:**

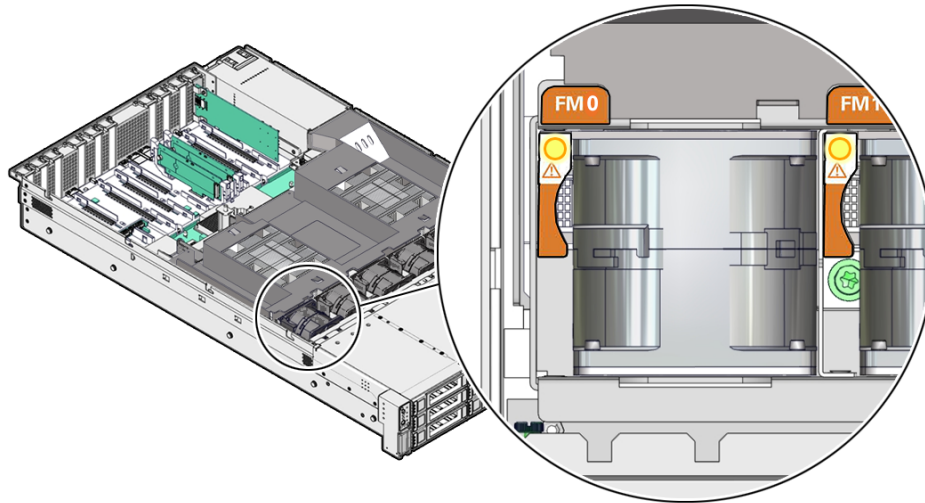
When removing and replacing a fan module in the Exadata Server X11M, you must complete the entire procedure within 60 seconds to maintain adequate cooling in the system. Remove and replace only one fan module at a time. Ensure that you have obtained the replacement fan module and that it is ready for installation before starting the replacement procedure.

Each fan module contains one fan, with two fan motors per fan. The two fan motors provide separate tachometer signals so that the fan module reports two tach signals to Oracle ILOM. Even if only one fan motor is faulted within the fan module, the Oracle ILOM service processor detects that two fan motors have failed to spin while the fan module is removed. If the fan module is not replaced within 60 seconds of removal, Oracle ILOM will take the protective action to shut down the system to prevent thermal damage to the system.

If the cover is not installed within 60 seconds, the system may shutdown due to over-temperature or a PCIe card may overheat, potentially damaging it.

1. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
2. To access the fan modules, remove the server top cover.  
See [Remove the Server Top Cover](#).
3. Identify the faulty fan module.

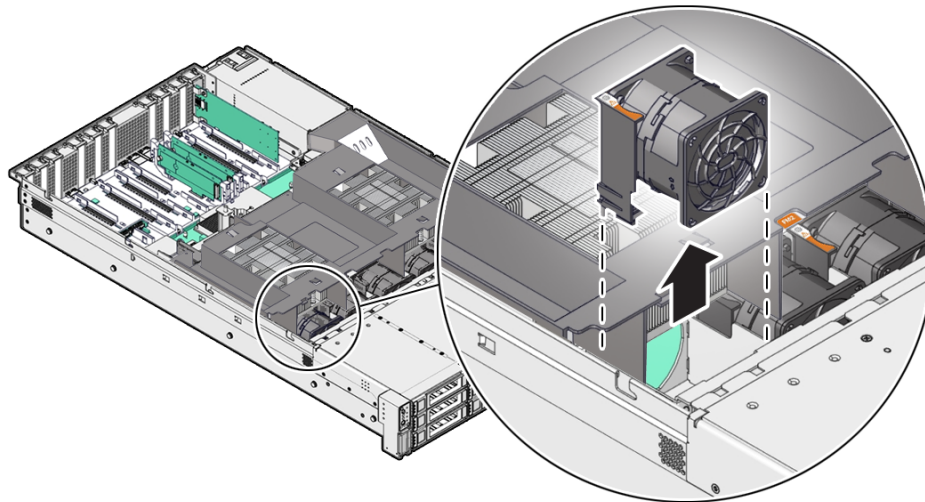
Each fan module has a fan service action required status indicator (LED) that is located next to the module. If the LED is amber, the fan has failed. The location of the fan status LED is shown in the following figure.



#### LED Color and State Meaning

Amber – The fan module is faulty. The front Top Fan LED and the front and back panel Fault-Service Required LEDs are also lit if the system detects a fan module fault.

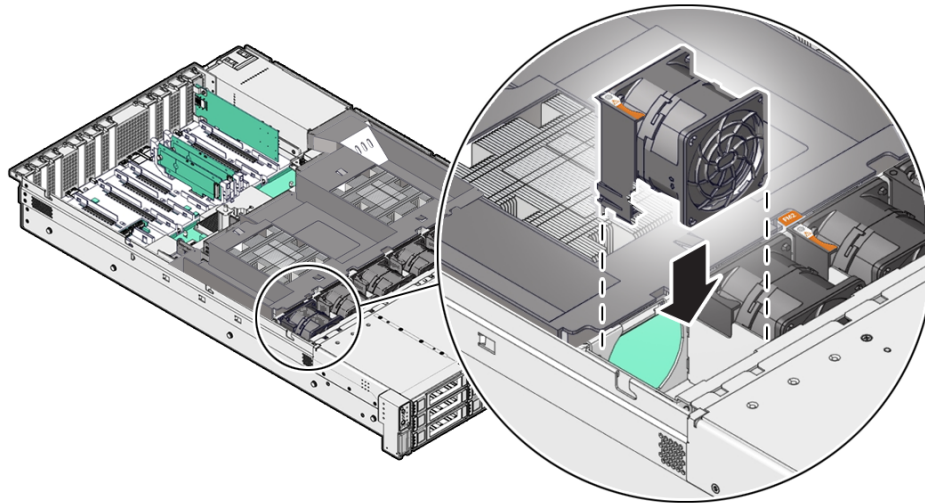
4. Using your forefinger and thumb, lift the fan module straight up and out of the chassis and set it aside on an antistatic mat.



5. Consider your next step:
  - If you removed the fan assembly as part of another procedure, return to that procedure.
  - Otherwise, continue to [Install a Fan Module](#).

## Install a Fan Module

1. Remove the replacement fan module from its packaging, and place it on an antistatic mat.
2. With the server top cover removed, install the replacement fan module into the server.  
The fan modules are keyed to ensure that they are installed in the correct orientation.

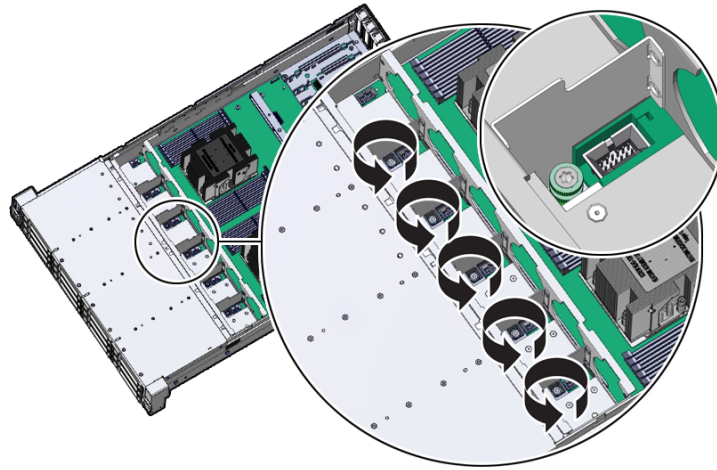


3. Press down on the fan module to fully seat the fan module.
4. Verify that the fan module status indicator (LED) for the replacement fan module is not illuminated.
5. Install the server top cover.  
See [Install the Server Top Cover](#).
6. Verify that the Top Fan Fault LED on the front of the server and the Fault-Service Required LEDs on the front and back of the server are not illuminated.  
See [System-Level Status Indicators](#) for more information about identifying and interpreting system status indicators.
7. Consider your next step:
  - If you installed the fan module as part of another procedure, return to that procedure.
  - Otherwise, return the server to operation. See [Returning the Server to Operation](#).

## Remove the Fan Tray

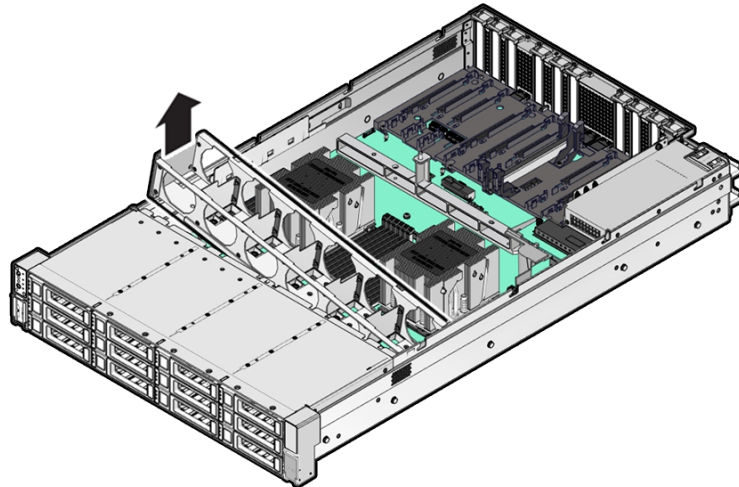
Perform this procedure only when servicing Disk backplane, SAS cables, and Motherboard assembly replaceable components.

1. Remove all fan modules from the fan tray.  
See [Remove a Fan Module](#).
2. Remove the air baffle.  
See [Remove the Air Baffle](#).
3. Using a Torx T25 screwdriver, loosen the five spring-mounted screws that secure the fan tray to the server chassis.

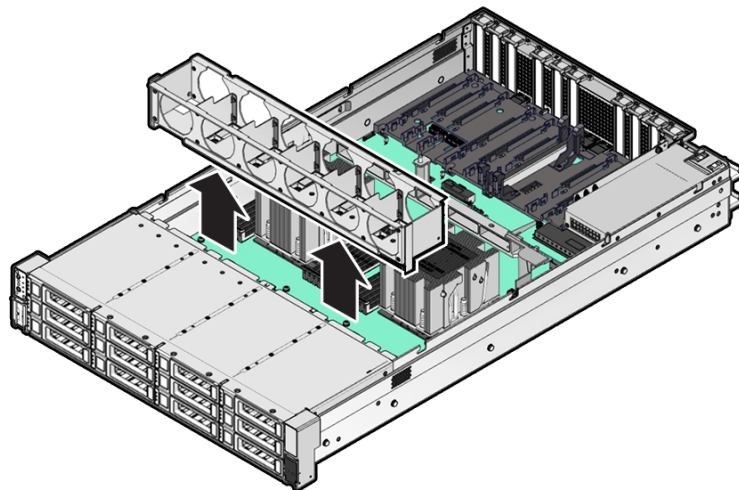


4. When removing the fan tray, slightly tilt the fan tray to the left to decompress the cables, before the operation.

Ensure all motherboard cables are clear of the fan tray and fan tray gasket.



5. Lift the fan tray from the server.



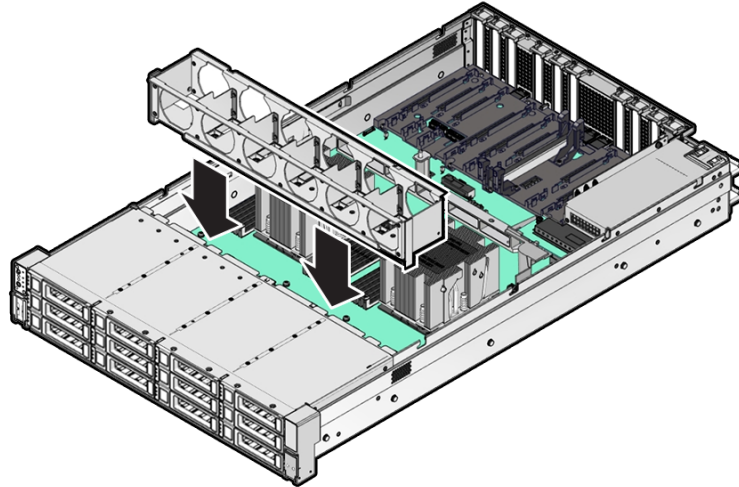
6. Continue with the next step in the service procedure.

## Install the Fan Tray

Perform this procedure only when servicing Disk backplane, SAS cables, and Motherboard assembly replaceable components:

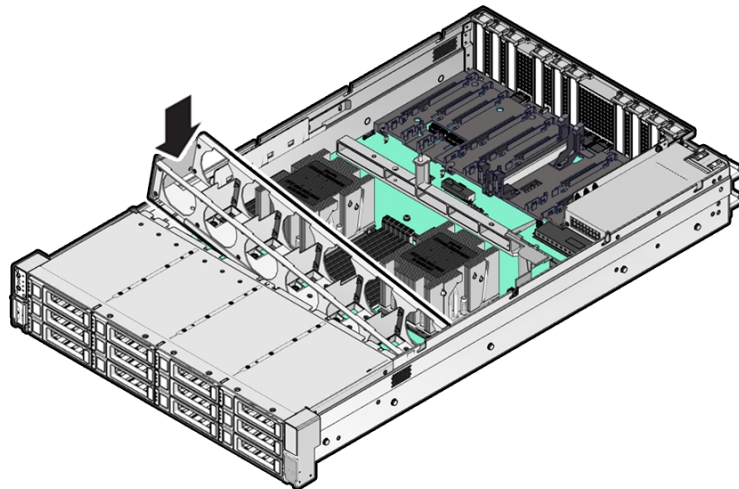
1. Lower the fan tray into the server.

Ensure all motherboard cables are clear of the fan tray and fan tray gasket.

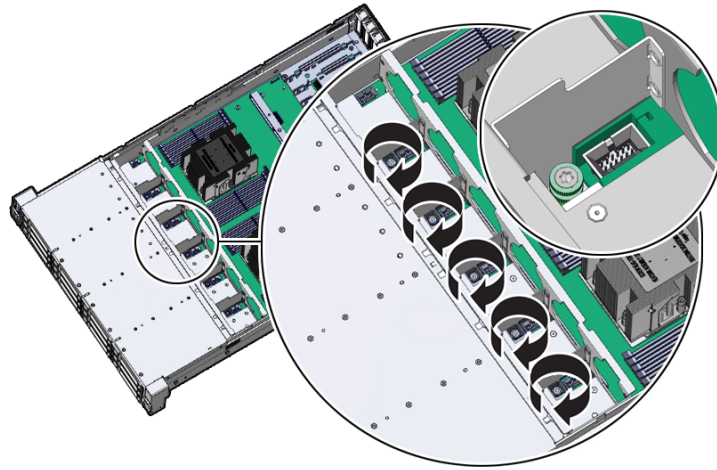


2. When installing the fan tray, the fan tray should first be slightly tilted to the left to compress the cables, before the operation.

Ensure all motherboard cables are clear of the fan tray and fan tray gasket.



3. Using a Torx T25 screwdriver, tighten the five spring-mounted screws that secure the fan tray to the server chassis.



4. Install the fan modules into the fan tray.  
See [Install a Fan Module](#).
5. Install the air baffle.  
See [Install the Air Baffle](#)
6. Continue with the next step in the service procedure.

# 7

## Servicing Internal M.2 Flash SSDs

This section describes how to service M.2 flash solid-state drives (SSDs).

M.2 flash SSDs are replaceable components that do not require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

### **Caution:**

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the component to fail. To avoid damage, ensure that you follow antistatic practices, as described in [Electrostatic Discharge Safety](#).

### **Caution:**

Unless the two M.2 risers are running in a software RAID configuration, removing one riser might result in a system crash and possible data corruption.

### **Caution:**

The lever is not an ejector. Do not open the lever too far. Doing so can damage the lever.

## Remove a Flash Riser Board

The server can contain up to two hot-pluggable flash riser boards (SSDR0, SSDR1). Each flash riser board can contain one M.2 flash SSD.

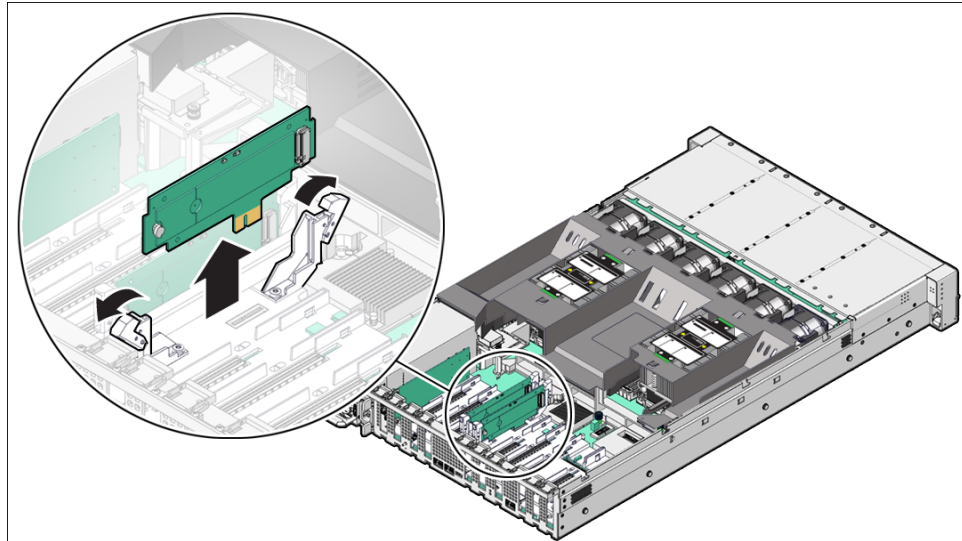
1. Prepare the server for service.
  - a. Extend the server into maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - b. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - c. Remove the server top cover.  
See [Remove the Server Top Cover](#).  
Hot service requires component replacement within 60 seconds.
2. To remove the flash riser board, do the following:
  - a. Rotate both riser board socket levers outward as far as they go.

 **Note:**

The green Power LED indicator located on the riser board is extinguished when you open the socket levers.

- b. Carefully lift the riser board straight up to remove it from the sockets.

Place the riser board on an antistatic mat. If required, perform the procedures for removing the M.2 flash SSD from the flash riser board. See [Identify and Remove an M.2 Flash SSD](#).



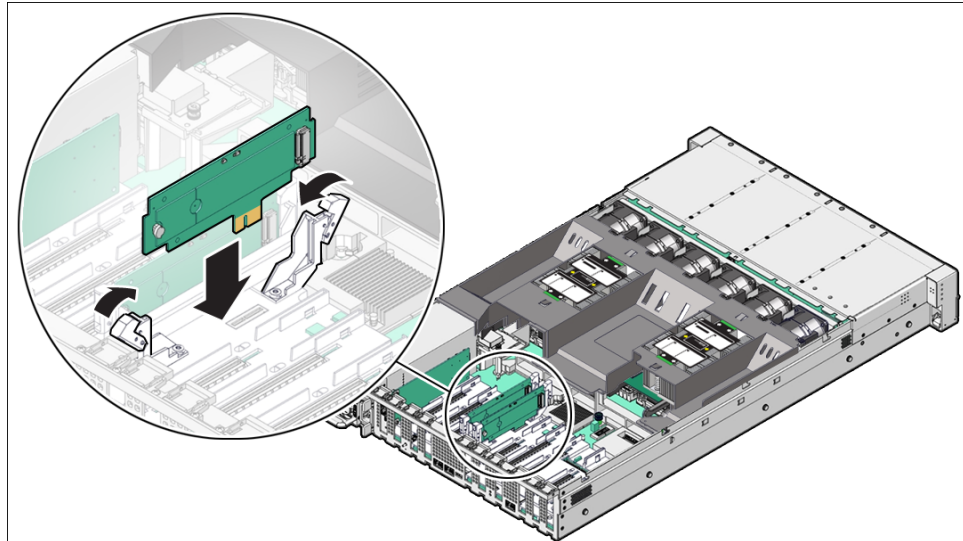
## Install a Flash Riser Board

The system motherboard provides two slots (labeled **SSDR 0** and **SSDR 1**) for flash riser boards. When installing flash riser boards, install the first riser board into slot **SSDR 0** and then into **SSDR 1**.

1. Unpack the replacement flash riser board and place it on an antistatic mat.  
If required, ensure that you have installed an M.2 flash SSD onto the riser board before installing the riser board into the server. See [Install an M.2 Flash SSD](#).
2. Install the flash riser board.
  - a. Ensure that the riser board socket levers are in the open position.
  - b. Align the notch in the replacement riser board with the connector key in the connector socket.  
The notch ensures that the riser board is oriented correctly.
  - c. Push the riser board into the connector socket until the riser board is securely seated in the socket.

 **Caution:**

If the riser board does not easily seat into the connector socket, verify that the notch in the riser board is aligned with the connector key in the connector socket. If the notch is not aligned, damage to the riser board might occur.



- d. Rotate the riser board socket levers inward until the riser board is secured in place.
3. (Optional) Repeat [Step 2](#) to install a second flash riser board into the server.
4. Return the server to operation.
  - a. Install the server top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).

## Identify and Remove an M.2 Flash SSD

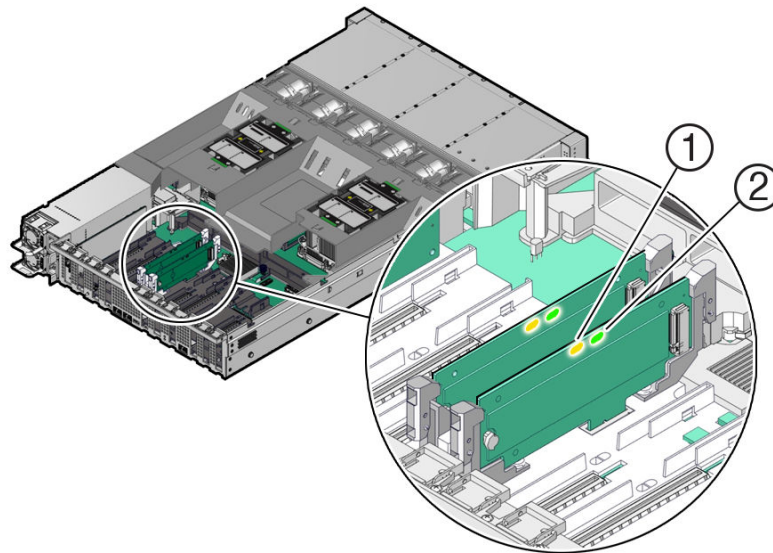
In the standard Exadata Server X11M configuration, the flash riser board contains an M.2 flash SSD in a socket.

1. Prepare the server for service.
  - a. Extend the server into maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - b. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - c. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Identify and note the location of the failed M.2 flash SSD.
  - a. Identify the location of the failed M.2 flash SSD.

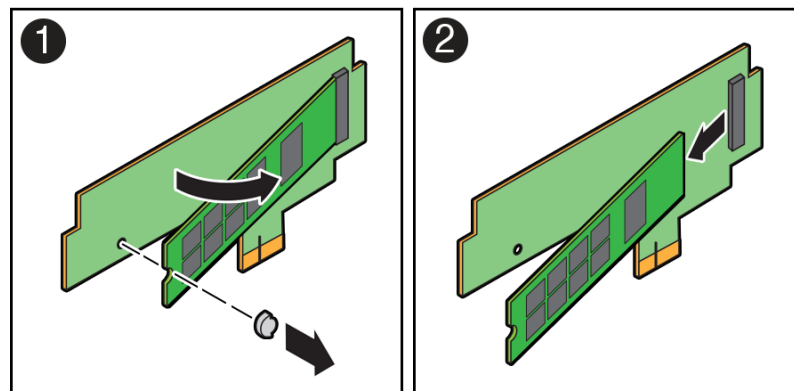
Failed SSDs are identified with a corresponding amber LED that is lit on the flash riser board.

    - If the SSD fault LED is off, then the SSD is operating properly.
    - If the SSD fault LED is on (amber), then the SSD is failed and must be replaced.

The amber SSD fault LED indicator [1] and green Power LED indicator [2] are illuminated only when power is applied to the system. The green Power LED indicator is extinguished when you open the riser board socket levers.



- b. Note the location of the failed M.2 flash SSD.  
Note the faulty SSD location, before replacing the cover, if removing system power for cold service.
3. Remove a Flash Riser Board from the server.
4. Place the riser board on an antistatic mat.
5. Remove the M.2 flash SSD in socket SSD from the riser board.
  - a. Using your fingers, push the plastic retainer clip through the flash riser board to release the M.2 flash SSD from the riser board [1].

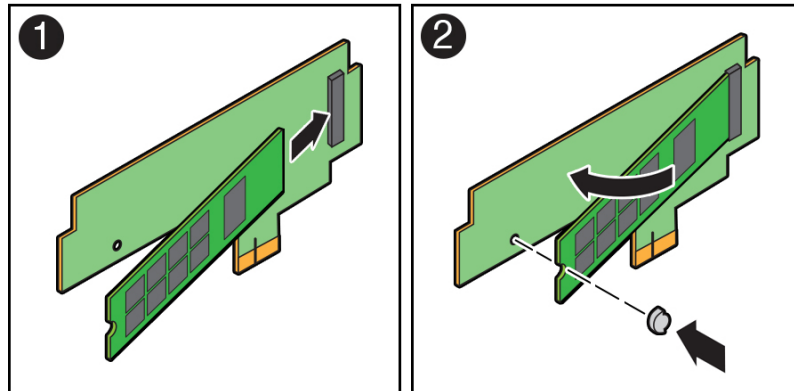


- b. Remove the plastic retainer clip from the M.2 flash SSD [1].
- c. Lift up on the end of the M.2 flash SSD where the plastic retainer clip was removed by one-half to one inch [2].
- d. Gently slide the M.2 flash SSD card back and out of the connector to disengage the SSD contacts from the riser board socket [2].
- e. Place the M.2 flash SSD on an antistatic mat.

## Install an M.2 Flash SSD

In the standard Exadata Server X11M configuration, the flash riser board contains an M.2 flash SSD in a socket.

1. Unpack the replacement M.2 flash SSD and place it on an antistatic mat.
2. Install the M.2 flash SSD into socket SSD on the flash riser board.
  - a. Align and then insert the plastic retainer clip into the slot on the M.2 flash SSD [1].
  - b. Hold the M.2 flash SSD so that the end of the card containing the plastic retainer clip is approximately one-half to one inch above the riser board, and the other end is adjacent to the riser SSD socket [1].



- c. Gently slide the M.2 flash SSD forward and into the connector to engage the flash SSD contacts with the riser board socket [2].
  - d. Using your fingers, push down on the end of the card containing the plastic retainer clip until the M.2 flash SSD snaps into place on the riser board [2].

You hear an audible click when the M.2 flash SSD is secured to the flash riser board.
3. Perform the steps to install the M.2 flash riser board with the replacement flash SSD into the server.

See [Install a Flash Riser Board](#).
4. Return the server to operation.
  - a. Install the server top cover.

See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.

See [Return the Server to the Normal Rack Position](#).

# 8

## Servicing the Air Baffle

This section describes how to service the air baffle.

You must power off the server before servicing the air baffle. The air baffle must be in place during system operation. Remove the air baffle to lift the Motherboard and access the motherboard handle. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

### **Caution:**

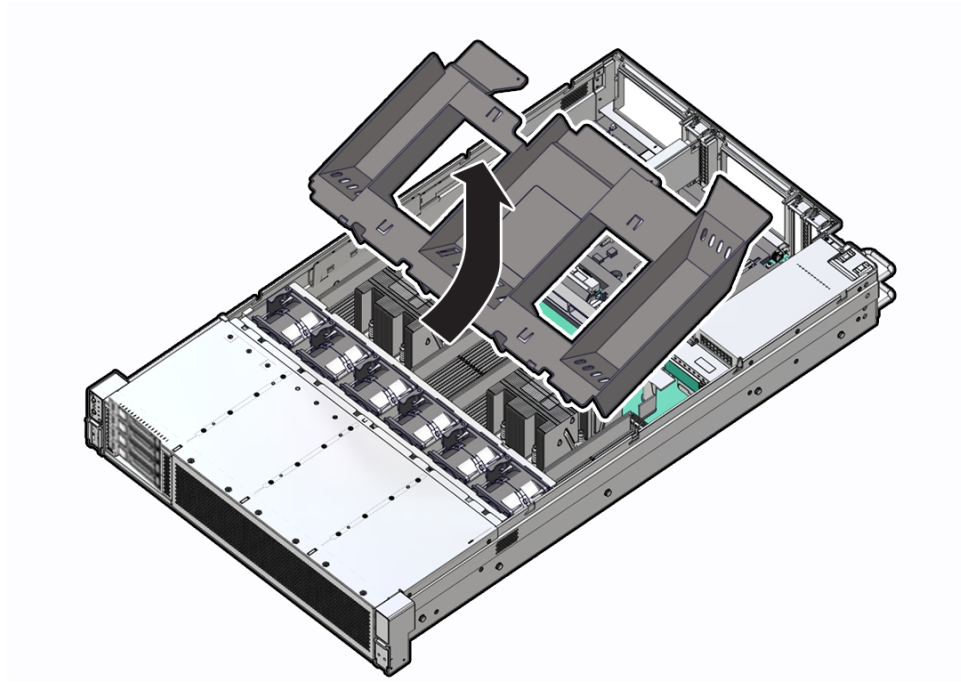
To prevent the system from overheating, ensure that the air baffle is correctly installed before powering on the system.

### **Caution:**

You must disconnect all power cables from the system before performing these procedures.

## Remove the Air Baffle

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Remove the air baffle by lifting the baffle up and out of the server.  
Lift up the air baffle in the rear at a 50 degree angle, and slide slightly rearward to clear the air baffle tabs that prevent the front of the baffle from lifting up.



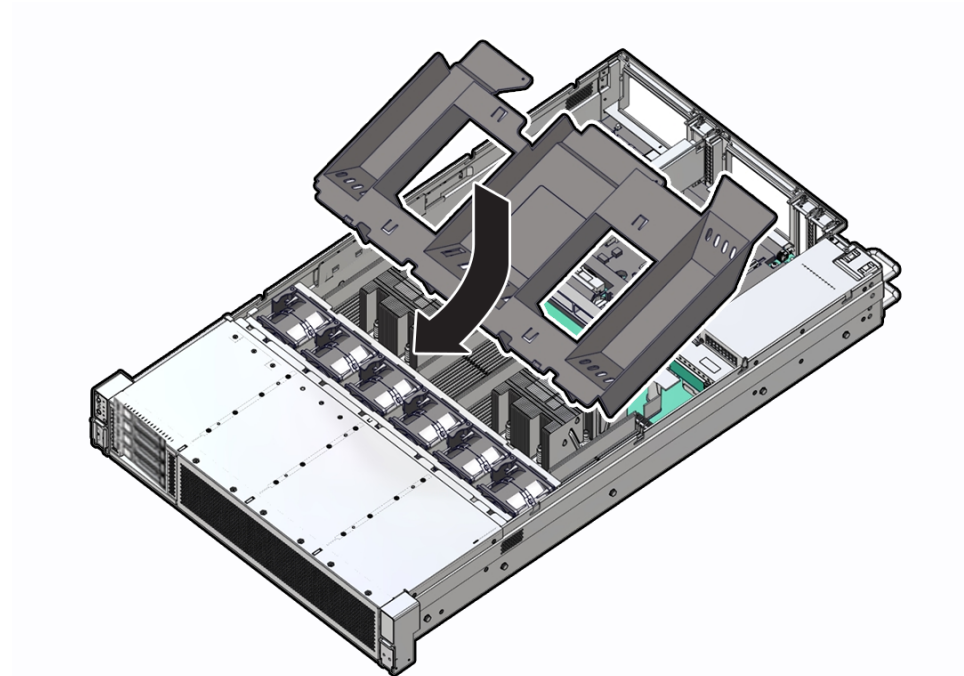
3. Set aside the air baffle.
4. Consider your next step:
  - If you removed the air baffle as part of another procedure, return to that procedure.
  - Otherwise, continue to [Install the Air Baffle](#).

## Install the Air Baffle

1. Install the air baffle by placing it into the server and lowering it to its inserted position.

To install the air baffle, the baffle must fit around the processor heatsinks, then lifted up about 50 degrees. Locate the tabs on the air baffle so that one tab on each side is under

the lip of the fan tray, and the others are on top of the fan tray.



2. Consider your next step:
  - If you removed the air baffle as part of another procedure, return to that procedure.
  - Otherwise, continue to with this procedure.
3. Return the server to operation:
  - a. Install the server top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - c. Reconnect the power cords and data cables to the server.  
See [Reconnect Power and Data Cables](#).
  - d. Power on the server.  
See [Power On the Server](#).
  - e. Verify that the power supply AC OK LED is lit.

# 9

## Servicing DIMMs

This section describes how to service dual in-line memory modules (DIMMs).

DIMMs are replaceable components that require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

### ⚠ Caution:

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the components to fail. To avoid damage, ensure that you follow antistatic practices as described in [Electrostatic Discharge Safety](#).

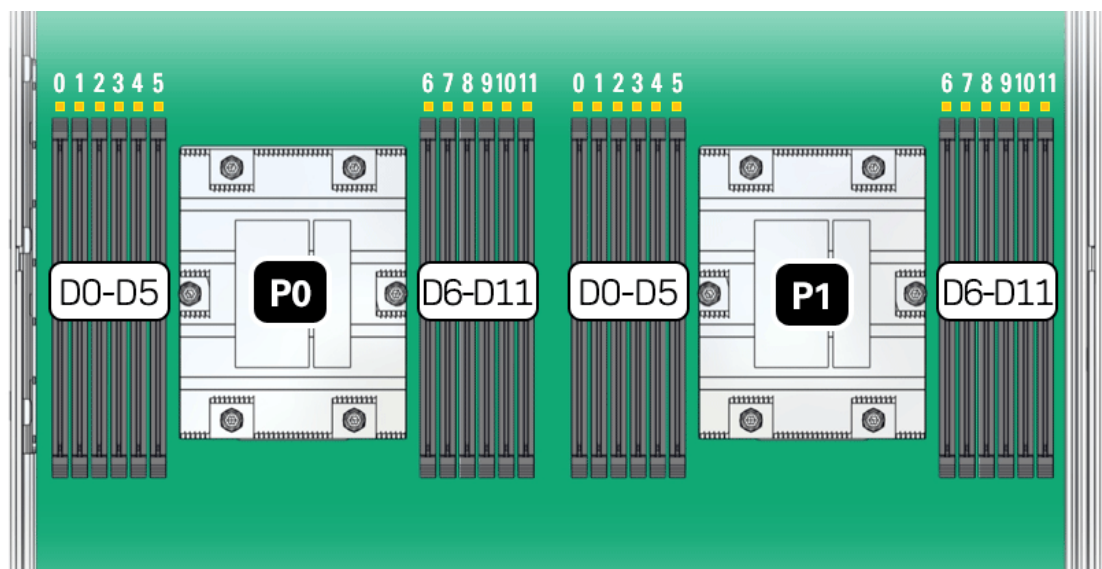
### ⚠ Caution:

Ensure that all power is removed from the server before removing or installing DIMMs, or damage to the DIMMs might occur. You must disconnect all power cables from the system before performing these procedures.

The topics and procedures in this section provide information to assist you when replacing a DIMM or upgrading DIMMs.

## DIMM and Processor Physical Layout

The physical layout of the DIMMs and processor(s) is shown in the following figure. When viewing the server from the front, processor 0 (P0) is on the left.



Each processor, P0 and P1, has twelve DIMM slots (D0-D11), six on each processor side. Each DIMM slot supports a single memory channel, for total of twelve DDR5 memory channels per processor (0-11).

**Table 9-1 Memory Channels and DIMM Slots for P0 and P1**

Memory Channel	DIMM Slot
0	D3
1	D1
2	D0
3	D5
4	D4
5	D2
6	D8
7	D10
8	D11
9	D6
10	D7
11	D9



**Note:**

In single-processor systems, the DIMM slots associated with processor 1 (P1) are nonfunctional and should not be populated with DIMMs.

## DIMM Population Scenarios

There are two scenarios in which you are required to populate DIMMs:

- A DIMM fails and needs to be replaced.  
In this scenario, you can use the Fault Remind button to determine the failed DIMM, and then remove the failed DIMM and replace it. To ensure that system performance is maintained, you must replace the failed DIMM with a DIMM of the same size (in gigabytes) and type (quad-rank or dual-rank). In this scenario, do not change the DIMM configuration.
- You purchased new DIMMs and want to use them to upgrade the server memory.  
In this scenario, you must adhere to the DIMM population rules and follow the recommended DIMM population order for optimal system performance.

## DIMM Population Rules

The population rules for adding DIMMs to Exadata Server X11M are as follows:

- The server supports:
  - Up to 24 DDR5 DIMMs, 12 per processor socket.
  - 32 GB, 64 GB, 96 GB, and 128 GB dual-rank (DR) Registered DIMMs (RDIMMS).

- Up to 3 TB memory when populating the 24 DIMM slots with 128-GB DIMMs.
- 1 DIMM per channel (1DPC). Each DIMM channel is composed of a black slot.
- A maximum supported memory speed of 4800 MT/s.

However, the maximum attainable memory speed could be limited by the maximum speed supported by a specific processor or DIMM. All memory installed in the system operates at the same speed, or frequency.

- Populate all 12 memory DIMMs per processor to achieve the highest system performance. If populating 12 memory DIMMs per processor is not feasible, populate each processor with 1, 2, 4, 6, 8, or 10 DIMMs.
- Populate each memory channel with the same capacity and number of banks.
- Populate processor 0 (P0) and processor 1 (P1) using the same DIMM configuration. Failure to do so will result in lower system performance.
- The server operates properly with a minimum of one DIMM installed per processor. Install one DIMM in slot D5 on each processor.
- Each DIMM is shipped with a label identifying its rank classification (dual or quad). The following identifies the label corresponding to the supported DIMM rank classification:  
Dual-rank RDIMM 2Rx4
- Do not mix DIMM sizes in a server even if they are the same type. For example, you cannot mix 96 GB RDIMMs with 64 GB RDIMMs on the same server.
- Do not mix DIMM types in a server. Load-Reduced (LRDIMMs) are not supported.
- Do not mix DIMM module types within a memory channel. All DIMM module types must be RDIMM module types, with the same ECC configuration.
- Do not mix x4 and x8 DIMMs within a memory channel.
- The server does not support lockstep memory mode, which is also known as double device data correction, or Extended ECC.
- Populate the DIMM slots in the order described in the following sections, which provide an example of how to populate the DIMM slots to achieve optimal system performance.

## Populating DIMMs for Optimal System Performance

Optimal performance is generally achieved by populating the DIMMs so that the memory is symmetrical, or balanced. Symmetry is achieved by adhering to the following guidelines:

- Populate DIMMs of the same size in multiples of twelve (six for each processor).
- The DIMM population for each processor (P0 and P1) must be identical.
- DIMM channels per processor are arranged from left to right (as you face the front of the system) in the following order:

F E D C B A G H I J K L

Table 9-2 DIMM Memory Slot Population Requirements

DIMMs per CPU	Channel Population Order	DIMM Memory Slots CPU-0/1
	<b>Memory Channel:</b>	<b>F E D C B A G H I J K L</b>
12 DIMMs per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 X X X X X X X X X X X X
10 DIMMs per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 <b>E</b> X X X X X X X X X X <b>E</b>
8 DIMMs per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 <b>E</b> X <b>E</b> X X X X X <b>E</b> X <b>E</b>
6 DIMMs per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 <b>E E E</b> X X X X X <b>E E E</b>
4 DIMMs per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 <b>E E E</b> X <b>E</b> X X <b>E</b> X <b>E E E</b>
2 DIMMs per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 <b>E E E E E</b> X X <b>E E E E E</b>
1 DIMM per CPU	Number Installed	D0 D1 D2 D3 D4 D5 D6 D7 D8 D9 D10 D11 <b>E E E E E</b> X <b>E E E E E E</b>


**Note:**

AMD only tests and validates the population ordering documented. Other populations may work but are NOT supported.

Dual or single processor requirements are as follows:

- Populating DIMMs in Dual-Processor Systems for Optimal System Performance
- Populating DIMMs in Single-Processor Systems for Optimal System Performance

### **Populating DIMMs in Dual-Processor Systems for Optimal System Performance**

In dual-processor systems, install DIMMs into DIMM slots starting with processor 0 (P0) D5, alternating between slots associated with processor 0 (P0) and matching slots for processor 1 (P1).

The following list describes the order in which to install DIMMs in a dual-processor system, which correspond to DIMM slot labels D0 through D11.

#### **DIMM population order on dual-processor systems**

1. P0/D5
2. P1/D5
3. P0/D6
4. P1/D6
5. P0/D3
6. P1/D3
7. P0/D8
8. P1/D8
9. P0/D4
10. P1/D4
11. P0/D7
12. P1/D7
13. P0/D1
14. P1/D1
15. P0/D10
16. P1/D10
17. P0/D2
18. P1/D2
19. P0/D9
20. P1/D9
21. P0/D0
22. P1/D0
23. P0/D11
24. P1/D11

### **Populating DIMMs in Single-Processor Systems for Optimal System Performance**

In single-processor systems, install DIMMs only into DIMM slots associated with processor 0 (P0).

The following list describes the order in which to populate DIMMs in a single-processor system, which correspond to DIMM slot labels D0 through D11.

#### **DIMM population order on single-processor systems**

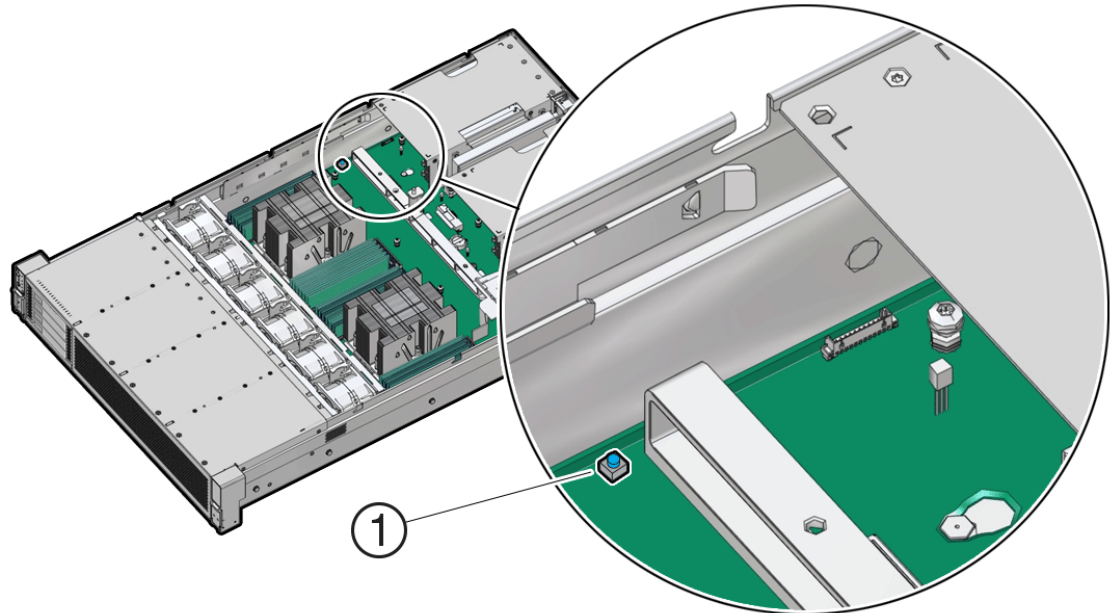
1. P0/D5

2. P0/D6
3. P0/D3
4. P0/D8
5. P0/D4
6. P0/D7
7. P0/D1
8. P0/D10
9. P0/D2
10. P0/D9
11. P0/D0
12. P0/D11

## Using the Server Fault Remind Button

When you press the server Fault Remind button [1], an LED located next to the Fault Remind button lights green which indicates that there is sufficient voltage present in the fault remind circuit to light any fault LEDs that were lit due to a component failure. If this LED does not light when you press the Fault Remind button, it is likely that the capacitor powering the fault remind circuit has lost its charge. This can happen if the Fault Remind button is pressed for several minutes with fault LEDs lit, or if power is removed from the server for more than 15 minutes.

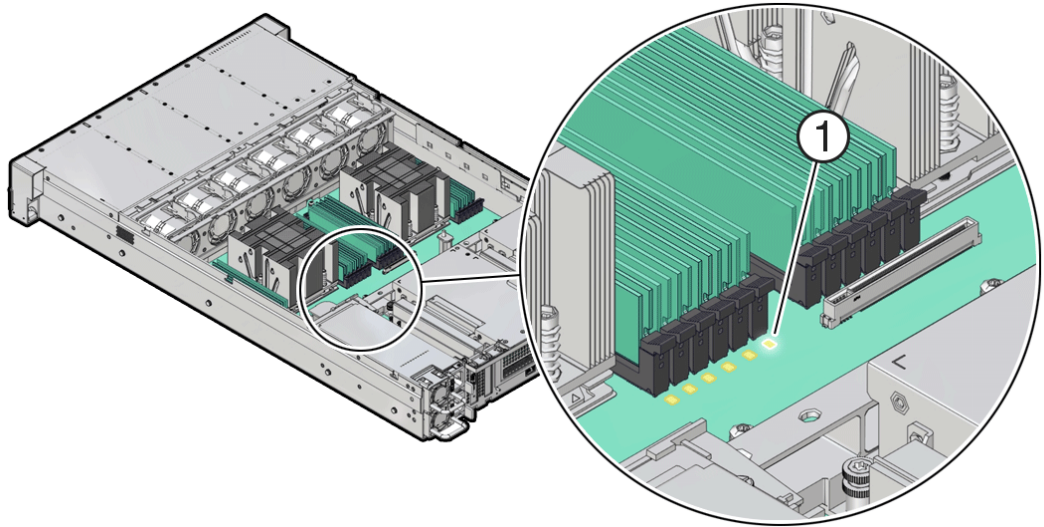
The following figure shows the location of the Fault Remind button on the motherboard.



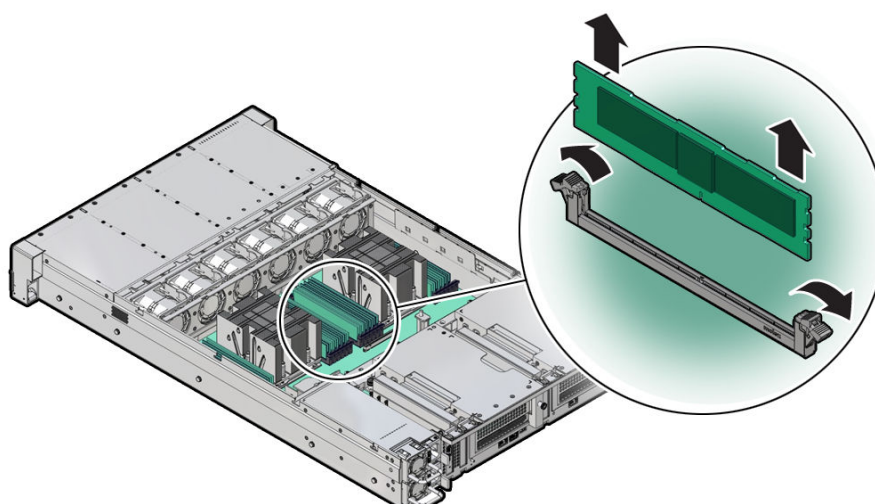
## Identify and Remove a DIMM

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).

- b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
  - f. Remove the air baffle.  
See [Remove the Air Baffle](#).
2. Identify and note the location of the failed DIMM by pressing the Fault Remind button on the motherboard.  
See [Using the Server Fault Remind Button](#).
- Failed DIMMs are identified with a corresponding amber LED on the motherboard.
- If the DIMM Fault LED is off, then the DIMM is operating properly.
  - If the DIMM Fault LED is on (amber), then the DIMM is failed and must be replaced [1].



3. To remove the failed DIMM, do the following:
- a. Rotate both DIMM slot ejectors outward as far as they go.  
The DIMM is partially ejected from the slot.
  - b. Carefully lift the DIMM straight up to remove it from the slot.



4. Replace each failed DIMM with either another DIMM of the same rank size (quad-rank or dual-rank) or leave the slot empty.

For DIMM replacement instructions, see [Install a DIMM](#).

## Install a DIMM

1. Unpack the replacement DIMM and place it on an antistatic mat.
2. Ensure that the replacement DIMM matches the size, type, and rank of the DIMM it is replacing.

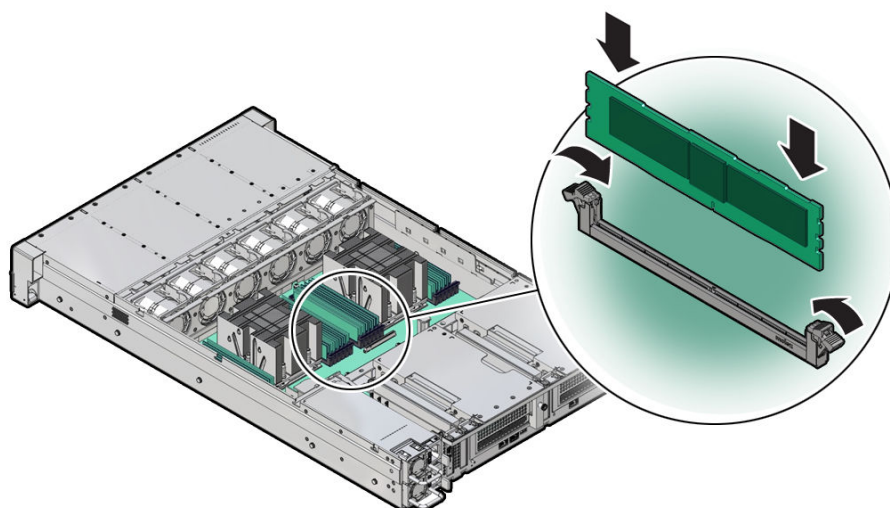
### Note:

See [DIMM Population Rules](#) and [Populating DIMMs for Optimal System Performance](#).

3. Install a DIMM.
  - a. Ensure that the ejector tabs are in the open position.
  - b. Align the notch in the replacement DIMM with the connector key in the connector slot. The notch ensures that the DIMM is oriented correctly.
  - c. Push the DIMM into the connector slot until the ejector tabs lock the DIMM in place. If the DIMM does not easily seat into the connector slot, verify that the notch in the DIMM is aligned with the connector key in the connector slot.

### Caution:

If the notch is not aligned, damage to the DIMM might occur.



4. Repeat [Step 3](#) until all replacement DIMMs are installed.
5. Return the server to operation:
  - a. Install the air baffle.  
See [Install the Air Baffle](#).
  - b. Install the server top cover.  
See [Install the Server Top Cover](#).
  - c. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - d. Reconnect the power cords and data cables to the server.  
See [Reconnect Power and Data Cables](#).
  - e. Power on the server.  
See [Power On the Server](#).
  - f. Verify that the power supply AC OK LED is lit.
6. (Optional) Use Oracle ILOM to clear server DIMM faults.

DIMM faults are automatically cleared after a new DIMM has been installed. If you need to manually clear DIMM faults, refer to [Oracle ILOM Documentation](#).

 **Note:**

If you want to move a failed DIMM to a new DIMM slot or re-seat a DIMM for troubleshooting, you must first manually clear the associated DIMM fault. Otherwise, the DIMM fault might follow the DIMM to the new slot location or reoccur in the current slot location, causing a false DIMM fault condition.

# 10

## Servicing the Battery

This section describes how to service the system battery.

The system battery is a replaceable component that requires you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

The real-time clock (RTC) battery maintains system time when the server is powered off and a time server is unavailable. If the server does not maintain the correct time when the system is powered off and not connected to a network, replace the battery.

### **Caution:**

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the components to fail. To avoid damage, ensure that you follow antistatic practices, as described in [Electrostatic Discharge Safety](#).

### **Caution:**

Ensure that all power is removed from the server before removing or installing the battery. You must disconnect the power cables from the system before performing this procedure.

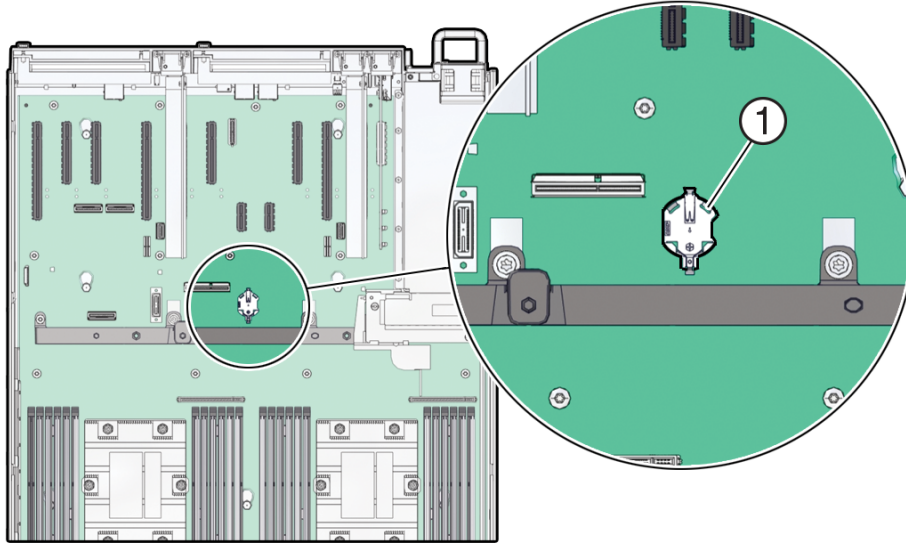
## Remove the Battery

Battery holder types may vary.

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Locate the battery and RTC battery retainer on the server motherboard.

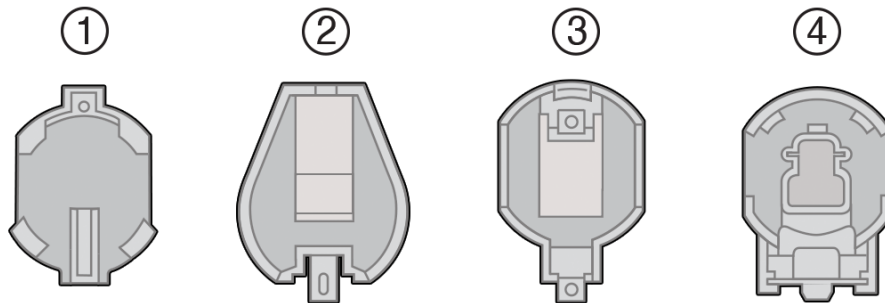
 **Note:**

Coin battery retainer types that are mounted in the RTC battery motherboard location may be different.



3. Remove the battery from the battery holder.

Review the following battery holder (Part number: 8210501) options.



Callout	Description
1	796136-1 Top-Load Battery Connector (TE)
2	1093TR Top-Load Battery Connector
3	1070TR Top-Load Battery Connector
4	S8421 Top-Load Battery Connector

Do one of the following detailed instructions for the type of RTC battery retainer on the server motherboard.

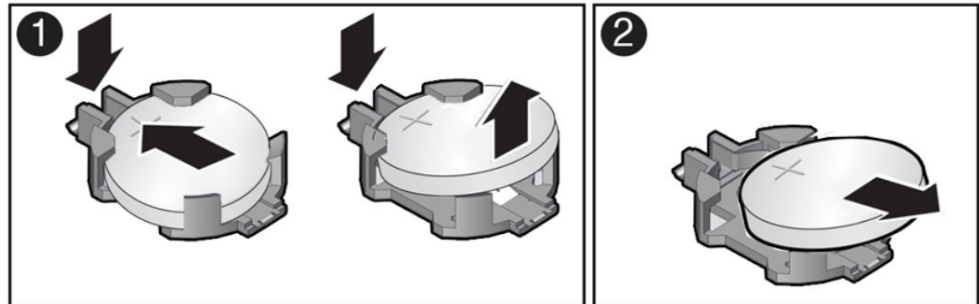
- [1] Remove the battery from the TE Top-Load Battery Connector as follows. Each connector consists of a housing with a positive contact and a negative contact. The floor of the housing is embossed with a '+' to designate the positive contact. The connector features four lips for positive retention of the battery.

- a. Grasp connector. Support the connector by grasping the "positive" end of the connector.

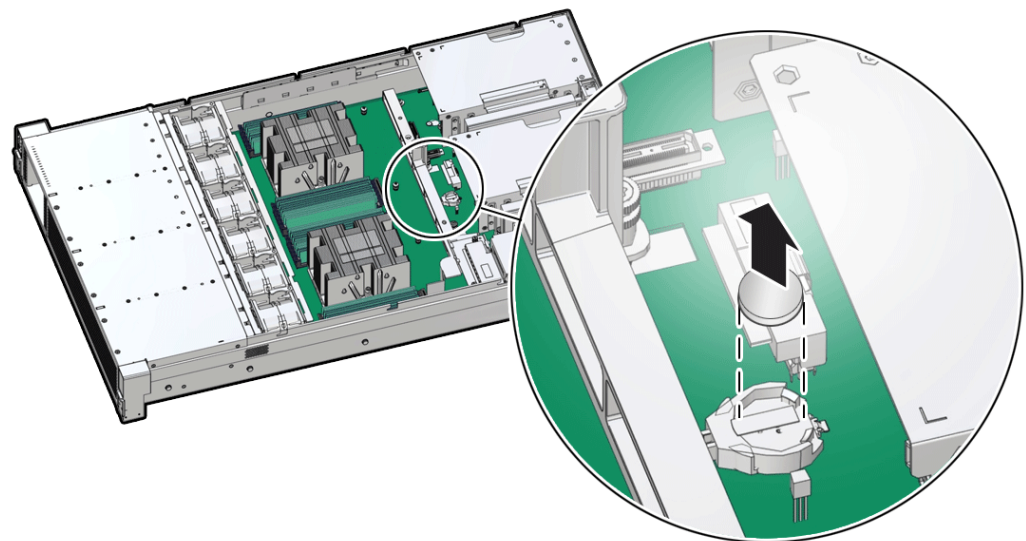
 **Note:**

**CAUTION!** The connector must be supported, otherwise damage to the soldered contacts could occur.

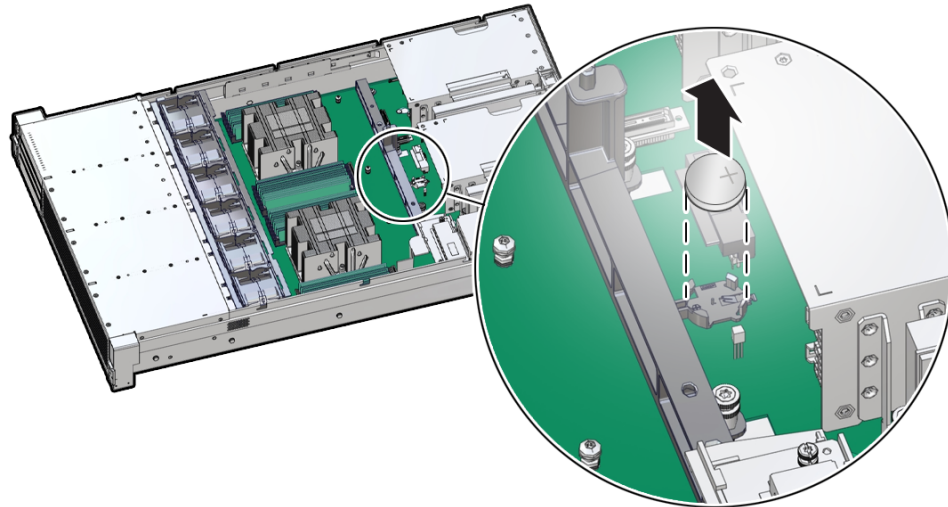
- b. Slide battery under lips at positive end of connector. While supporting the connector, simultaneously push the battery toward the positive end of the connector, and slightly move the lips at the negative end of the connector away from the battery. Hold in this position, and lift the battery.
- c. Pull the battery from the connector.



- [2] Remove the battery from the 1093TR battery connector as follows. Push the coin battery towards the negative spring and then lift up the coin battery to dislodge it from its holder.



- [3] [4] Remove the battery from other Top-Load Battery Connectors as follows.
  - a. To dislodge the battery from the retainer, place your finger under the side of the battery nearest the rear of the server [1].
  - b. Gently lift the battery up and out of the retainer [2].



## Install the Battery

1. Unpack the replacement RTC battery.
  2. Press the new battery into the battery retainer.
    - Install the battery into the Top-Load Battery Connector as follows: Each connector consists of a housing with a positive contact and a negative contact. The floor of the housing is embossed with a '+' to designate the positive contact. The connector features four lips for positive retention of the battery.
- a. Grasp connector. Support the connector by grasping the positive end of the connector.

### Note:

**CAUTION!** The connector must be supported, otherwise damage to the soldered contacts could occur.

- b. Slide battery under lips at positive end of connector. While supporting the connector, hold the battery at an angle with the positive side facing up, and slide the battery under the lips at the positive end of the connector.

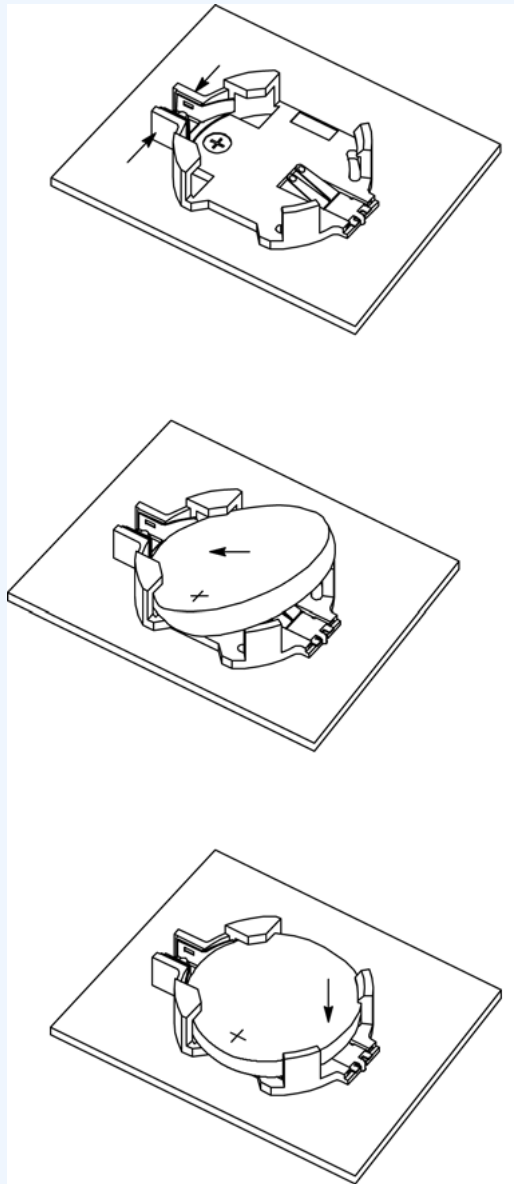
### Note:

Positive side of battery is marked with a '+'.

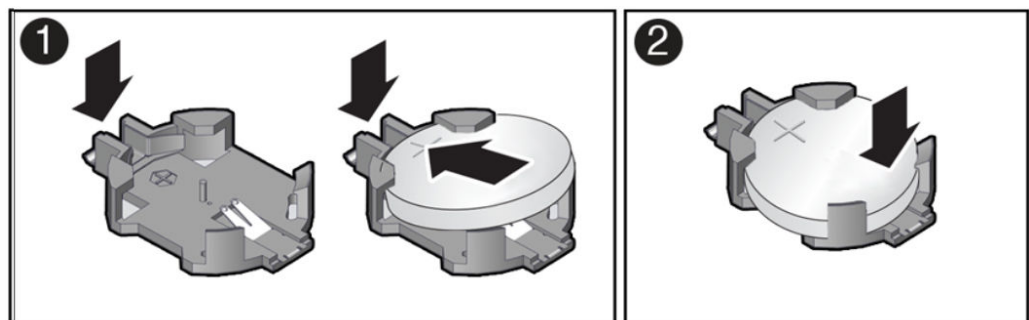
- c. Fully seat battery onto housing floor. Gently push the battery onto the floor of the housing until the battery is fully seated. There should be an audible “snap.”

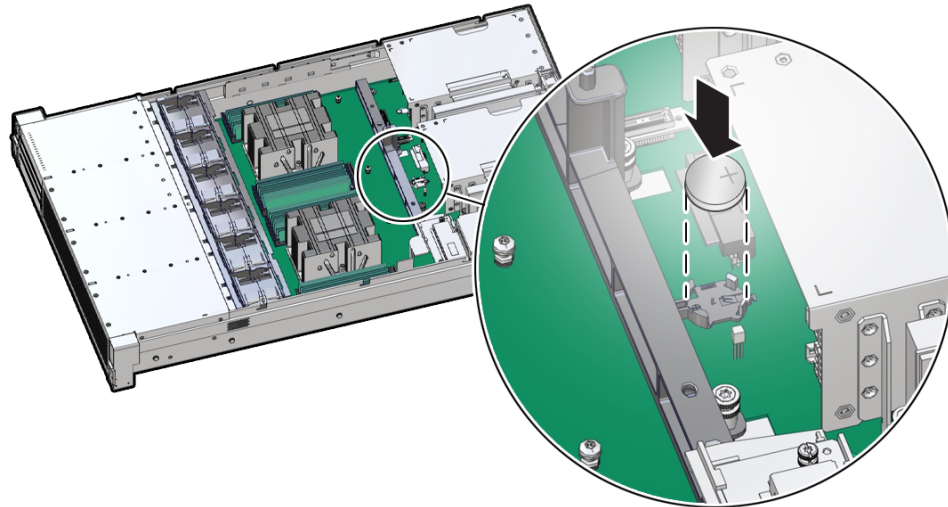
 **Note:**

Insert the battery so that the positive (+) side is facing up.



- Press the new battery into the battery retainer with the positive side (+) facing up.





3. Return the server to operation.
  - a. Install the server top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - c. Reconnect the power cords to the server power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - d. Verify that the System OK LED indicator is lit.

 **Note:**

If the service processor is configured to synchronize with a network time server using the Network Time Protocol (NTP), the Oracle ILOM SP clock is reset as soon as the server is powered on and connected to the network. Otherwise, proceed to the next step.

4. If the service processor is not configured to use NTP, you must do one of the following:
  - Reset the Oracle ILOM clock using Oracle ILOM CLI or web interface. Refer to [Oracle ILOM Documentation](#).
  - Use the BIOS Setup Utility to reprogram the host clock. See [BIOS Setup Utility Menus](#).

# 11

## Servicing PCIe Cards

This section describes how to service PCIe cards and PCIe Risers.

PCIe cards and PCIe risers are replaceable components that require you to power off the server before servicing.<sup>1</sup>

For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#). For complete software and cabling information about your card, refer to your PCIe card documentation. For a complete list of supported PCIe cards, see [Product Description](#).

### **Caution:**

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the components to fail. To avoid damage, ensure that you follow antistatic practices as described in [Electrostatic Discharge Safety](#).

### **Caution:**

Ensure that all power is removed from the server before removing or installing PCIe cards. You must disconnect all power cables from the system before performing these procedures.

## PCIe Slot Locations

The server is designed to support both full height and low profile PCIe cards. Using PCIe risers, the full height PCI slot configuration supports up to 4 full height and 2 half height PCIe cards. The 9-slot PCIe half height configuration supports up to 9 half height PCIe cards. See [Back Panel Components](#) for PCIe slot numbering and supported PCIe configurations.

- All card slots support Half Height, Half Length (HHHL) PCIe cards (Low profile short) at PCIe Gen4 or Gen5.
- Four riser card slots support Full Height, Full Length (FHFL) PCIe cards at PCIe Gen5.
- All PCIe card slots are 75W capable slots. All of the PCIe slots comply with the PCI Express 5.0 specification and can accommodate 75 Watt PCIe cards.
- All PCIe card slots support persistent power.
- All Add-in-Card (AIC) slots support Hot-Plug.<sup>2</sup>
- PCIe card slots 1 through 4 are nonfunctional in single-processor systems.

<sup>1</sup> Hot-Plug support is limited to Exadata storage node configurations only.

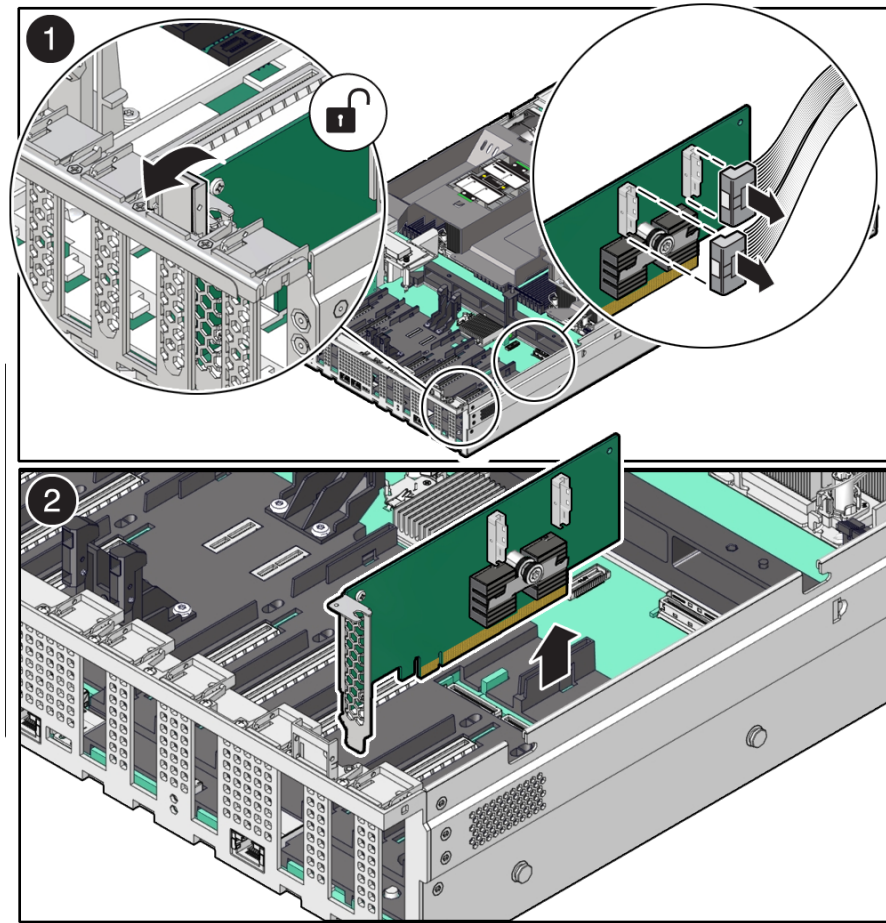
<sup>2</sup> Hot-Plug support is limited to Exadata storage node configurations only.

- The Full Height card chassis configuration uses two PCIe riser cards supporting two Full height 10.5 inch double width GPU cards at x16 PCIe Gen4.
- Each riser also supports a PCIe Gen3 Pensando Ortano/Elba Server Adapter, DSC-200V, 2x200GbE, Dual QSFP56 Smart NIC card.
- PCIe Gen5 card slots can be up to four x16 PCIe slots, or up to six x8 PCIe slots, depending upon the PCIe card slots 6 and 7 motherboard cabling option.
- Full Height PCIe card risers support a 150W SmartNIC in slots 4 and 8, and a 400W GPU in slots 2 and 6.

## Remove a Half Height PCIe Card

Before replacing or installing a PCIe card, refer to the card documentation for specific installation and cabling instructions.

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Locate the PCIe card that you want to remove.  
PCIe slots 1 through 4 are nonfunctional in single-processor systems.  
See [Back Panel Components](#).
3. If necessary, record where the PCIe cards are installed.
4. Unplug all data cables from the PCIe card [1].  
Note the cable connections so that it's easier to properly reconnect the cables.  
If it is difficult to disconnect the cables from the PCIe card when the card is inserted into the PCIe slot, consider performing the procedure in [Step 5](#) before completing this step.
5. Rotate the PCIe card locking mechanism in to an upright position [1], and then lift up on the PCIe card to disengage it from the motherboard connectors [2].



6. Place the PCIe card on an antistatic mat.

**Caution:**

If you are not immediately inserting a replacement PCIe card into the empty slot, insert a PCIe filler panel in the slot to reduce the possibility of radiated electromagnetic interference (EMI). See [Remove and Install Filler Panels](#).

## Install a Half Height PCIe Card

If you are installing an x16 PCIe card in slot 6, you must install the motherboard PCIe Flyover cable in to slot 6 to enable support for a PCIe x16 electrical interface; otherwise, slot 6 supports only a PCIe x8 electrical interface. If you are installing a PCIe card in slot 7, you must install the motherboard PCIe Flyover cable in slot 7 to support a PCIe x8 electrical interface; otherwise, PCIe slot 7 is non-functional. See [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#).

1. Unpack the replacement PCIe card, and place it on an antistatic mat.

Before replacing or installing a PCIe card, refer to the card documentation for specific installation and cabling instructions.

2. Locate the proper PCIe slot for the card you are replacing.

PCIe slots 1 through 4 are nonfunctional in single-processor systems. See [Back Panel Components](#).

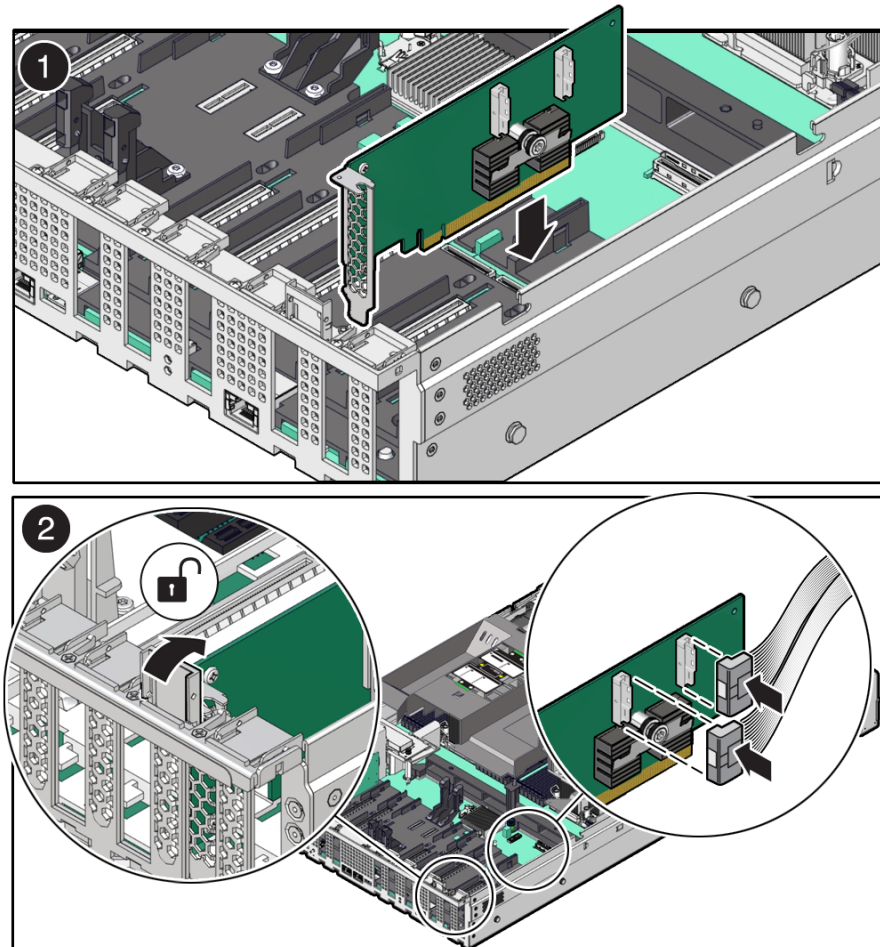
3. If necessary, remove the PCIe filler panel from the slot.

Save this filler panel in case you need to remove the PCIe card from the system.

4. Insert the PCIe card into the correct slot [1], and rotate the PCIe locking mechanism downward to secure the PCIe card in place [2].

You hear an audible click when the PCIe card is secured into the slot.

If it is difficult to reconnect the cables to the PCIe card when the card is inserted into the PCIe slot, consider performing the procedure in [Step 5](#) before completing this step.



5. Reconnect the cables to the PCIe card that you unplugged during the removal procedure [2].

To ensure proper SAS cable connections to the Broadcom 9500-16i, 12GB SAS PCIe, 16 Port, Internal card, see the SAS cabling reference table in [Step 3](#) in [Install SAS Storage Drive Cables](#).

6. Return the server to operation.
  - a. Install the top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).

- c. Connect any required data cables to the PCIe card.  
(Optional) Route data cables through the Cable Management Arm (CMA).
  - d. Reconnect the power cords to the power supplies and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - e. Verify that the System OK LED is lit.
7. Use Oracle ILOM to clear any server PCIe card faults.  
If a PCIe card fault message in Oracle ILOM is not cleared under Open Problems, you must manually clear the fault using Oracle ILOM. Refer to "Clear Faults for Undetected Replaced or Repaired Hardware Components" in the *Oracle ILOM User's Guide for System Monitoring and Diagnostics* at [Oracle ILOM Documentation](#).
  8. To determine whether additional steps are required to complete the installation of the PCIe card, refer to the server product notes for the type of PCIe card you installed.

## Remove a Full Height PCIe Card

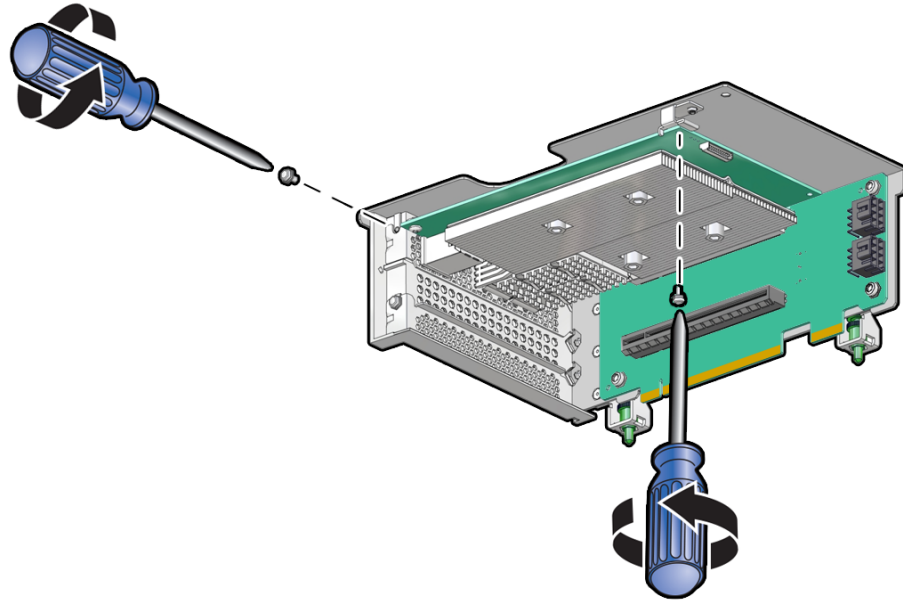
This task also applies to half-height PCIe cards that are being removed from PCIe Risers.



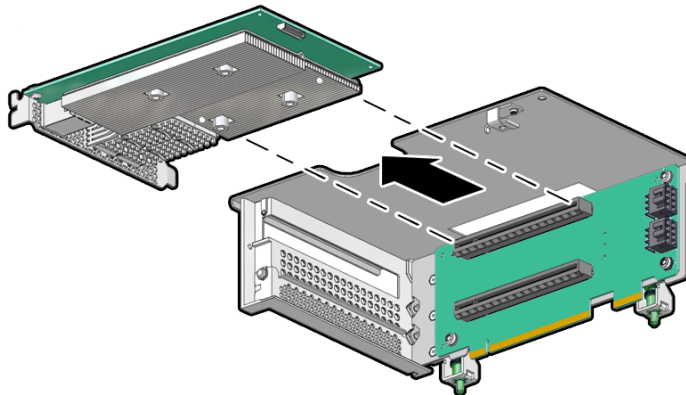
### Note:

Before replacing or installing a PCIe card, refer to the card documentation for specific installation and cabling instructions.

1. Locate the PCIe card that you want to remove, and if necessary, record the PCIe slot where the PCIe card is installed.  
PCIe slots 1 through 4 are nonfunctional in single-processor systems. See [Back Panel Components](#).
2. Remove the PCIe Riser that contains the PCIe card you want to remove.  
See [Remove a PCIe Riser](#).
3. Using a Torx (6 lobe) T10 screwdriver, remove the screw that secures the PCIe card bracket to the PCIe riser.



4. While holding the PCIe Riser in one hand, use your other hand to carefully pull the PCIe card connector out of the PCIe Riser slot.



5. If required, unplug any data cables from the PCIe card.  
Note the cable connections so that it's easier to properly reconnect the cables.
6. Place the PCIe card on an antistatic mat.

**⚠ Caution:**

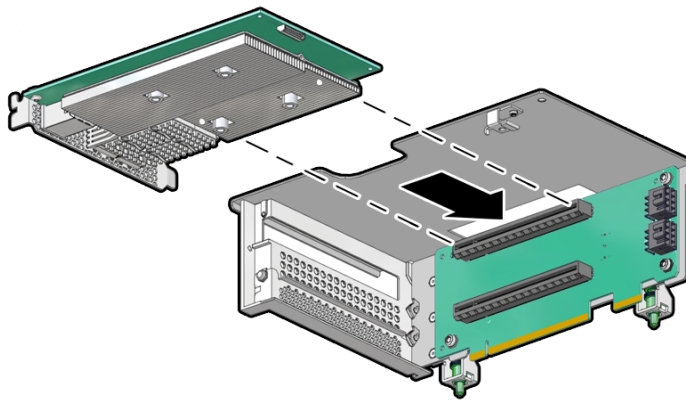
If you are not immediately inserting a replacement PCIe card into the empty slot, insert a PCIe filler panel in the slot to reduce the possibility of radiated electromagnetic interference (EMI). See [Remove and Install Filler Panels](#).

## Install a Full Height PCIe Card

This task also applies to half-height PCIe cards that are being installed in PCIe Risers.

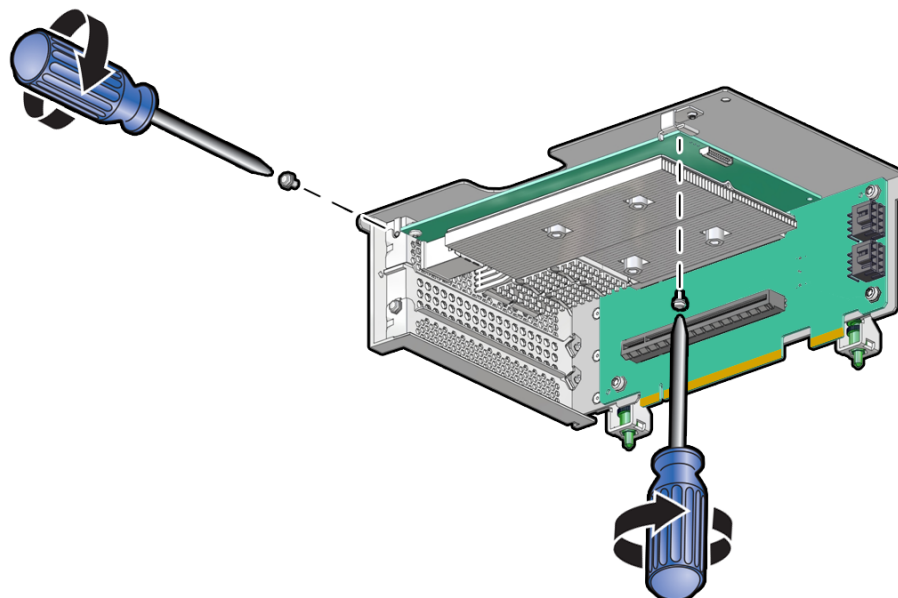
If you are installing a x16 PCIe card in Riser 6, you must install the motherboard PCIe Flyover cable in to slot 6 to enable support for a PCIe x16 electrical interface; otherwise, slot 6 supports only a PCIe x8 electrical interface. See [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#).

1. Unpack the replacement PCIe card, and place it on an antistatic mat.
2. Locate the proper PCIe slot for the card you are replacing.  
PCIe slots 1 through 4 are nonfunctional in single-processor systems. See [Back Panel Components](#).
3. If necessary, remove the PCIe filler panel from the PCIe Riser slot.  
Save this filler panel in case you need to remove the PCIe card from the system.
4. While holding the PCIe Riser in one hand, use your other hand to insert the PCIe card into the correct slot on the PCIe Riser.



You hear an audible click when the PCIe card is secured into the slot.

5. Using a Torx (6 lobe) T10 screwdriver, install and tighten the screw to 8 in-lb (0.9 Nm/9.2 kg-cm) that secures the PCIe card bracket to the PCIe Riser.

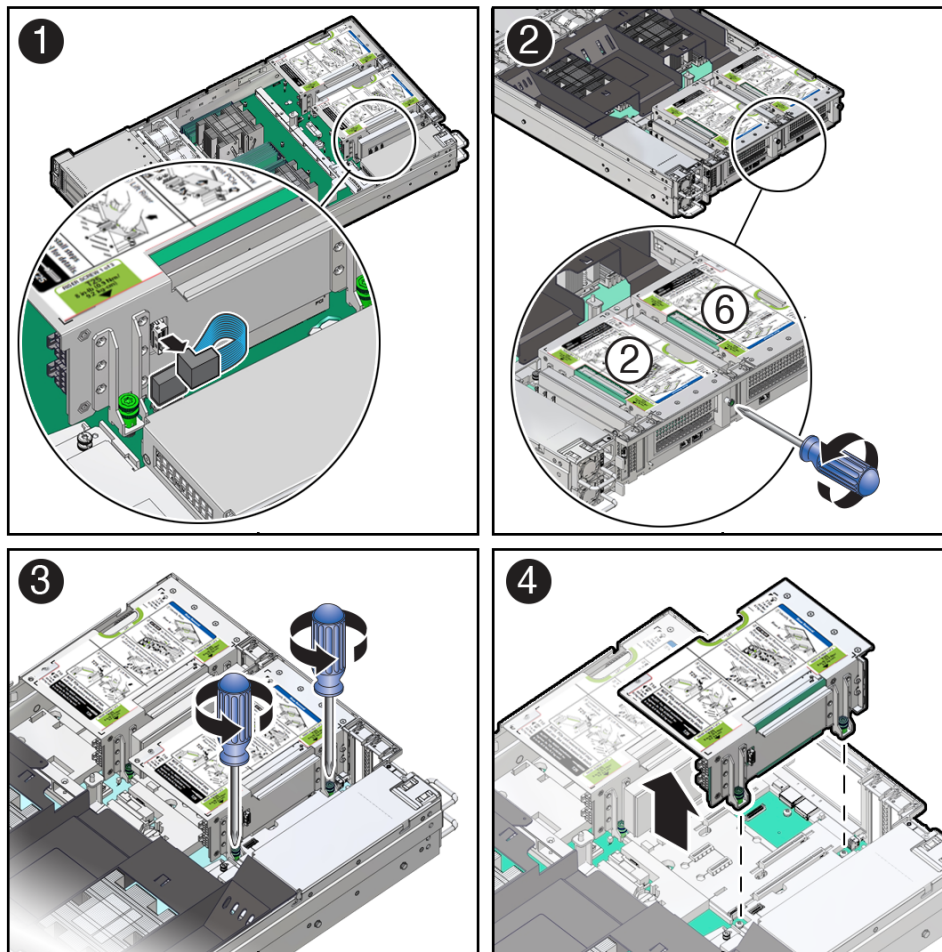


6. Reconnect the cables to the PCIe card that you unplugged during the removal procedure.  
If it is difficult to reconnect the cables to the PCIe card when the card is secured into the PCIe slot, consider performing this procedure prior to inserting the PCIe card in to the PCIe Riser slot.
7. Install the PCIe riser that contains the PCIe card.  
See [Install a PCIe Riser](#).

## Remove a PCIe Riser

This task applies only to the back panel Riser configuration.

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Remove rear panel cables.  
See Full Height PCIe Configuration in [Back Panel Components](#).
  - d. Using a Torx (6 lobe) T25 screwdriver, loosen the rear panel Riser(s) attaching screw [2].
  - e. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - f. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - g. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Identify the proper back panel PCIe slot (Riser 2 or Riser 6) for the Riser you are replacing.  
See Full Height PCIe Configuration in [Back Panel Components](#).
3. Disconnect the data and power cables from the adjacent PCIe card in PCIe slot 1 or 5.  
Then remove the adjacent PCIe card.  
See [Remove a Half Height PCIe Card](#).
4. Disconnect the PCIe Riser signal cable from the side of the riser you are replacing [1].
5. Using a Torx (6 lobe) T25 screwdriver, loosen one screw that secures the PCIe riser to the back panel [2].
6. Using a Torx (6 lobe) T25 screwdriver, loosen the two screws that secure the PCIe riser to the motherboard [3].
7. Lift the PCIe riser from the slot and place it on an antistatic mat [4].



8. If required, remove the installed PCIe card from the Riser PCIe slot.

Hold the Riser in one hand and use your other hand to carefully pull the PCIe card connector out of the PCIe riser slot.

Leave the PCIe data and power cables attached to the PCIe card and place the PCIe card on an antistatic mat. You will need to install the PCIe card in the replacement PCIe riser.

See also [Remove a Full Height PCIe Card](#) and [Remove a Half Height PCIe Card](#).

## Install a PCIe Riser

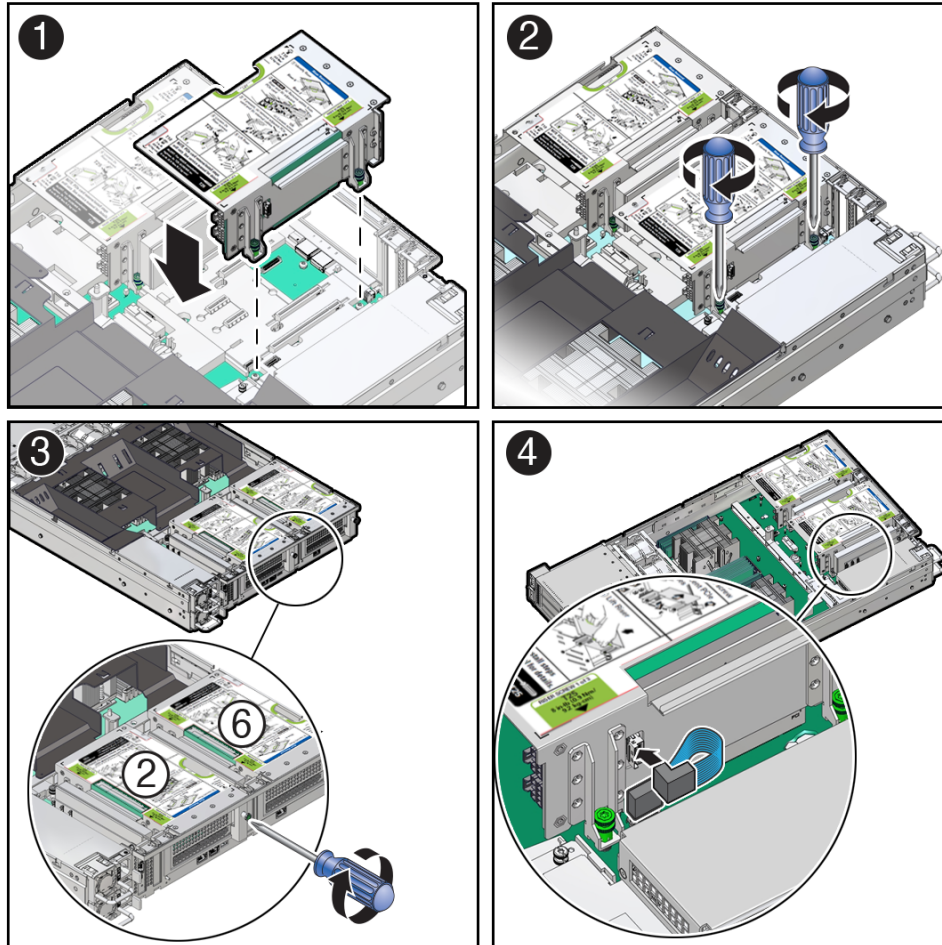
This task applies only to the back panel Riser configuration.

1. Unpack the replacement PCIe Riser, and place it on an antistatic mat.
2. Locate the proper PCIe slot (Riser 2 or Riser 6) for the Riser you are replacing.  
See [Back Panel Components](#).
3. If necessary, remove the PCIe filler panel from the PCIe slot on the PCIe riser.  
Save this filler panel in case you need to remove the PCIe Riser from the system.
4. While holding the PCIe riser, insert supported full height or half height PCIe cards into PCIe slots on the PCIe riser.

See [Install a Full Height PCIe Card](#). See [Install a Half Height PCIe Card](#).

5. Reconnect the cables to the PCIe card that you unplugged during the removal procedure.  
If it is difficult to reconnect the cables to the PCIe card when the card is inserted into the PCIe slot, consider performing this procedure prior to inserting the PCIe card in to the PCIe Riser slot.
6. Using a Torx (6 lobe) T10 screwdriver, install and tighten the screw to 8 in-lb (0.9 Nm/9.2 kg-cm) that secures the PCIe card bracket to the PCIe riser.
7. Lower the PCIe riser in to the proper PCIe slot and press down until the riser is firmly seated in the PCIe connector [1].

You hear an audible click when the PCIe card is secured into the slot.



8. Using a Torx (6 lobe) T25 screwdriver, tighten two captive screws to 8 in-lb (0.9 Nm/9.2 kg-cm) to secure the PCIe riser to the motherboard [2] and the rear panel of the server [3].
9. Reconnect the PCIe Riser signal cable between the motherboard and PCIe riser [4].
10. If required, reinstall the adjacent half height PCIe card that was removed from PCIe slot 1 or 5.  
See [Install a Half Height PCIe Card](#).
11. Return the server to operation.
  - a. Install the top cover.  
See [Install the Server Top Cover](#).

- b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - c. Connect any required data cables to the PCIe card.  
Route data cables through the Cable Management Arm.
  - d. Reconnect the power cords to the power supplies and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - e. Verify that the System OK LED is lit. [Server Status Indicator LEDs](#)
12. Use Oracle ILOM to clear any server PCIe card faults.  
If a PCIe card fault message in Oracle ILOM is not cleared under Open Problems, you must manually clear the fault using Oracle ILOM. Refer to "Clear Faults for Undetected Replaced or Repaired Hardware Components" in the *Oracle ILOM User's Guide for System Monitoring and Diagnostics* at [Oracle ILOM Documentation](#).
  13. To determine whether additional steps are required to complete the installation of the PCIe card, refer to the server product notes for the type of PCIe card you installed.

## Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable

Using the PCIe Flyover cable, server PCIe slots 6 and 7 can be configured to support either a PCIe x16 (slot 6) or PCIe x8 (slot 7) electrical interface. PCIe slot 6 supports a PCIe x8 electrical interface and PCIe slot 7 is non-functional when the PCIe Flyover PCIe cable is not installed in the server. Installing the cable in slot 6 configures the slot as a PCIe x16 electrical interface. Installing the cable in slot 7 configures the slot as a PCIe x8 electrical interface.

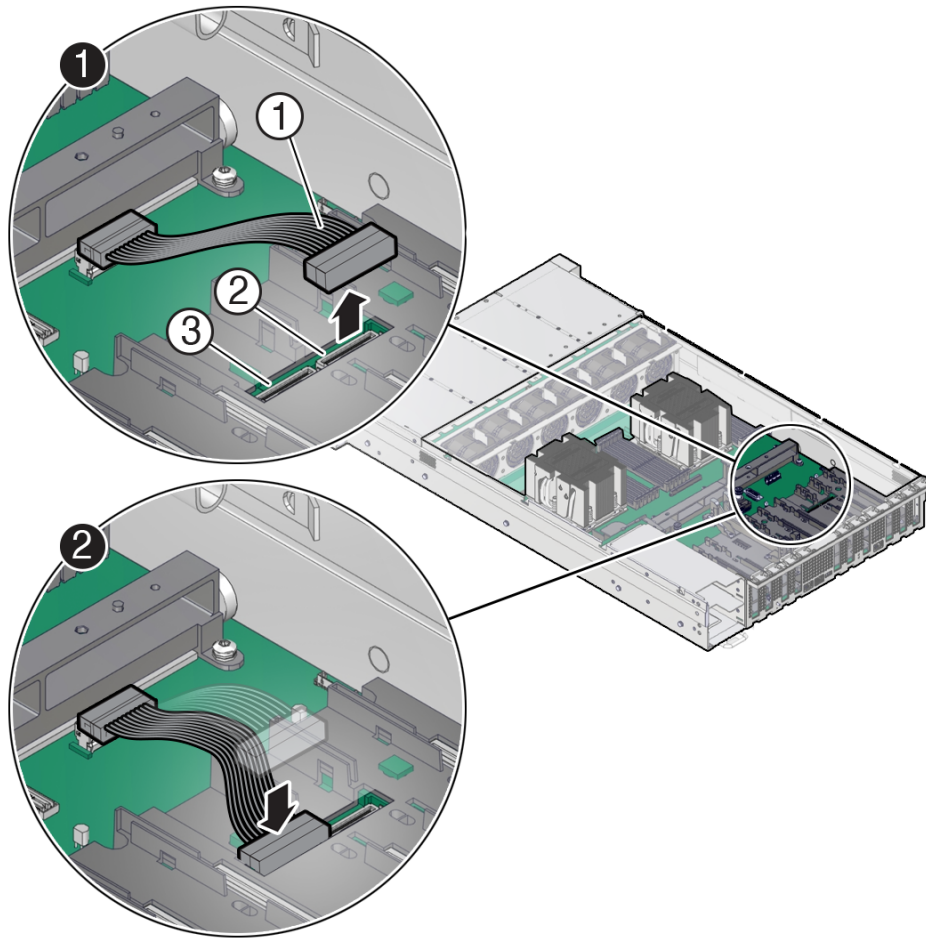


### Note:

The PCIe Flyover cable is factory installed in either PCIe slot 6 or slot 7. You must switch the cable to the desired PCIe slot prior to installing a PCIe card or PCIe Riser 6.

1. Determine where you want to install the PCIe card or Riser.  
See [Rules For Configuring PCIe Slots 6 and 7](#).  
Rules For Configuring PCIe Slots 6 and 7
  - If you are installing an x16 PCIe card in slot 6, you must install the PCIe Flyover cable in to slot 6 to enable support for a PCIe x16 electrical interface; otherwise, slot 6 supports only a PCIe x8 electrical interface.
  - If you are installing a PCIe card in slot 7, you must install the PCIe Flyover cable in slot 7 to support a PCIe x8 electrical interface; otherwise, PCIe slot 7 is non-functional.
  - If you are installing Riser 6 and it contains a PCIe x16 card, you must install the PCIe Flyover cable in to slot 6 to enable a PCIe x16 electrical interface for the Riser; otherwise, slot 6 supports only a PCIe x8 electrical interface.
2. Perform one of the following.
  - Connect the PCIe Flyover cable between the motherboard connector and PCIe slot 6.
  - Connect the PCIe Flyover cable between the motherboard connector and PCIe slot 7.

3. Press and hold the button on the connector to disengage the locking mechanism, then gently pull the connector from the motherboard [1].



Callout	Description
1	PCIe Flyover cable
2	PCIe slot 7 electrical interface connector
3	PCIe slot 6 electrical interface connector

4. Install the connector in the desired slot and press down on the connector until it is fully seated in the slot [2].
5. Continue by installing the PCIe card or Riser 6.  
See [Install a Half Height PCIe Card](#) or [Install a PCIe Riser](#).

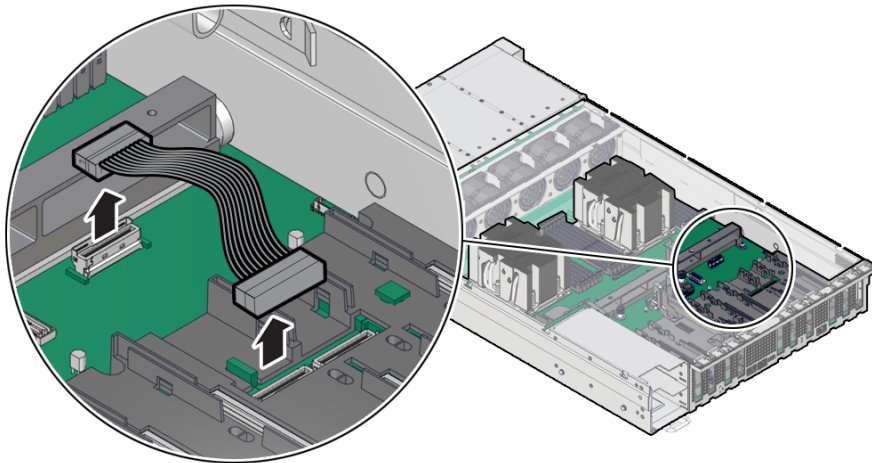
## Remove the PCIe Flyover Cable

Before removing the PCIe Flyover cable, review the rules for configuring the PCIe electrical interfaces. See [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#).

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).

- b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Locate the PCIe Flyover cable in the server.  

The PCIe Flyover cable is installed on the rear left side of the system, between the motherboard handle and behind PCIe slots 6 and 7. The PCIe Flyover cable is connected to either the PCIe slot 6 or slot 7 electrical interface connector. Note which PCIe electrical interface is being used.
  3. If necessary, remove PCI Riser 6 to ease access to the PCIe Flyover cable.  
See [Remove a PCIe Riser](#).
  4. Disconnect and remove the PCIe Flyover cable.



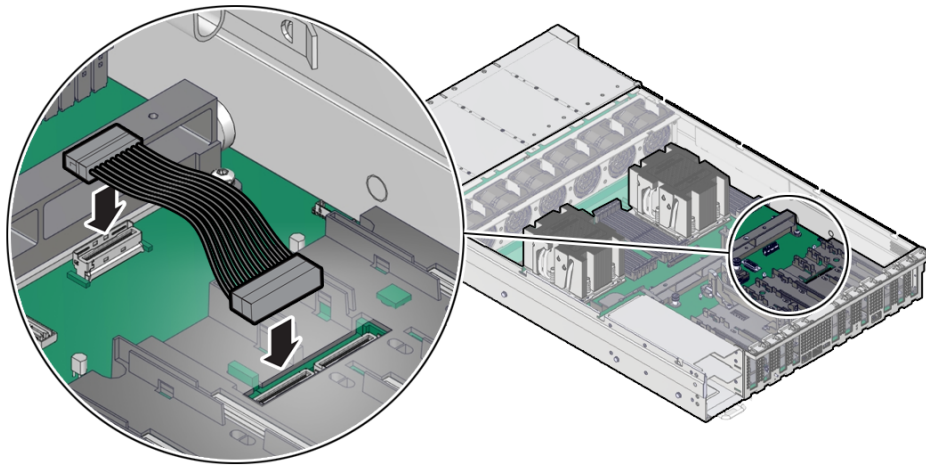
At each end of the cable, press and hold the metal clip to disengage the locking mechanism, then gently lift the PCIe Flyover cable from the electrical interface connector.

## Install the PCIe Flyover Cable

Before installing the PCIe Flyover cable, review the rules for configuring the PCIe electrical interfaces. See [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#).

1. Unpack the replacement PCIe Flyover cable and place it on an antistatic mat.
2. Connect the PCIe Flyover cable to the motherboard connector and to either the PCIe slot 6 or slot 7 PCIe electrical interface connector.

For information on which PCIe slot to connect the PCIe Flyover cable, see [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#).



Plug each end of the cable into its connector until you hear an audible click.

3. If necessary, reinstall PCI Riser 6.  
See [Install a PCIe Riser](#).
4. Return the server to operation.
  - a. Install the top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - c. Reconnect the power cords to the power supplies and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - d. Verify that the System OK LED is lit.

# 12

## Servicing the Motherboard Assembly

This section describes how to service the motherboard assembly.

The motherboard assembly is a replaceable component that requires you to power off the server before servicing. The motherboard includes a Power Distribution Board (PDB) in the assembly. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

### **Caution:**

Ensure that all power is removed from the server before removing or installing the motherboard. You must disconnect the power cables before performing these procedures.

### **Caution:**

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the component to fail. To avoid damage, ensure that you follow electrostatic discharge safety measures and antistatic practices. See [Electrostatic Discharge Safety](#).

## Remove the Motherboard Assembly

### **Caution:**

Use the Oracle ILOM backup utility prior to removing the motherboard. This utility backs up the Oracle ILOM configuration of the service processor. Refer to [Oracle ILOM Documentation](#).

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Remove rear panel cables.  
See [Back Panel Components](#).
  - d. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).

- e. Attach an antistatic wrist strap to your wrist, and then to a metal area of the chassis.  
See [Take Antistatic Measures](#).
  - f. Remove the server top cover.  
Use a Torx T15 screwdriver to unlock.  
See [Remove the Server Top Cover](#).
2. Remove the following reusable components:
- Air baffle  
Remove the air baffle (sitting over the two processors) by lifting the baffle up and out of the server. Lift up the air baffle in the rear at a 50 degree angle, and slide slightly rearward to clear the air baffle tabs that prevent the front of the baffle from lifting up. Set aside the air baffle.  
See [Remove the Air Baffle](#).
  - Fan modules  
See [Remove a Fan Module](#).
  - Fan tray  
See [Remove the Fan Tray](#).
  - PCIe cards  
See [Remove a Half Height PCIe Card](#).  
See [Remove a Full Height PCIe Card](#).
  - SAS storage drive cables (if present)  
See [Remove SAS Storage Drive Cables](#).
  - Power supplies  
See [Remove a Power Supply](#).

 **Caution:**

During the motherboard removal procedure, it is important to label power supplies with the slot numbers from which they were removed (PS0, PS1). This is required because the power supplies must be reinstalled into the slots from which they were removed; otherwise, the server key identity properties (KIP) data might be lost. When a server requires service, the KIP is used by Oracle to verify that the warranty on the server has not expired. For more information on KIP, see [FRU Key Identity Properties \(KIP\) Automated Update](#).

3. Disconnect the following cables from the motherboard:

 **Note:**

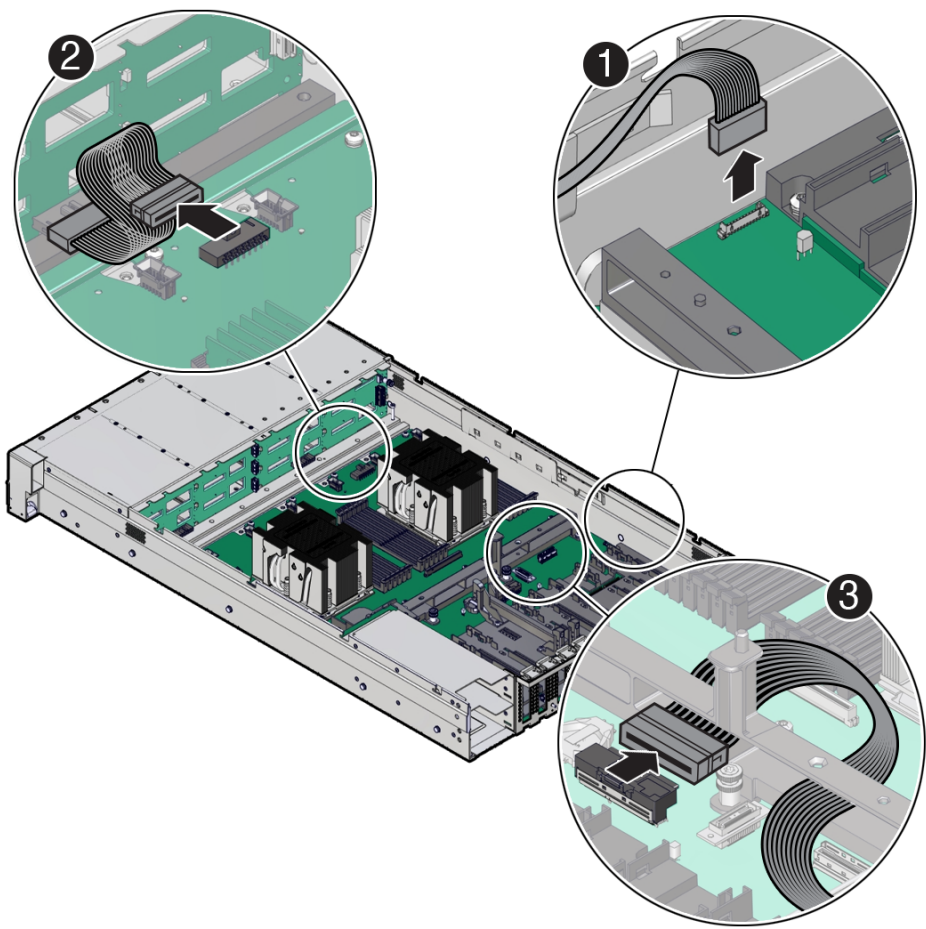
Label any unlabeled cables to ease reconnecting them after the replacement motherboard is installed.

- a. Front LED indicator module (FIM) ribbon cable

- See [Servicing the Front LED Indicator Module](#).
- b. Disk backplane auxiliary signal (DBP SIG) cable
- See [Servicing the Disk Backplane](#).
- c. Disk backplane power (DBP PWR) cable
- Disconnect the power cable from the motherboard and the disk backplane connections. Remove the cable guide holding the cables. See [Servicing the Disk Backplane](#).

 **Note:**

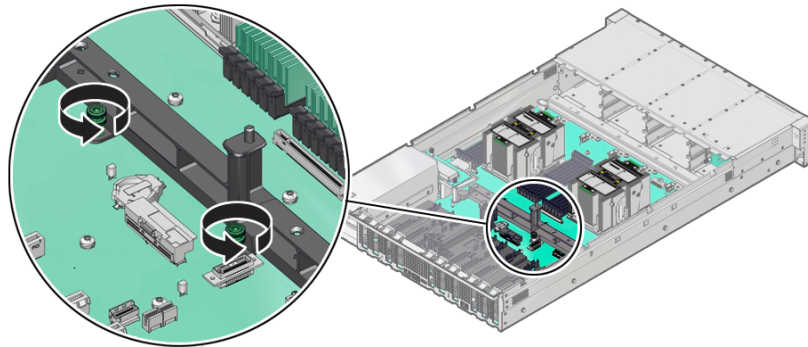
The NVMe four-disk backplane uses a single power cable; the SAS twelve-disk backplane uses two power cables.



Callout	Description
1	Front LED indicator module (FIM) ribbon cable
2	Disk backplane auxiliary signal (DBP SIG) cable
3	Disk backplane power (DBP PWR) cable

4. Using a Torx T25 screwdriver, fully loosen the two captive screws that secure the motherboard mid-wall to the chassis.

If you are not able to remove the motherboard, loosen the third screw in the midwall motherboard handle. After removing the motherboard, tighten the same screw.



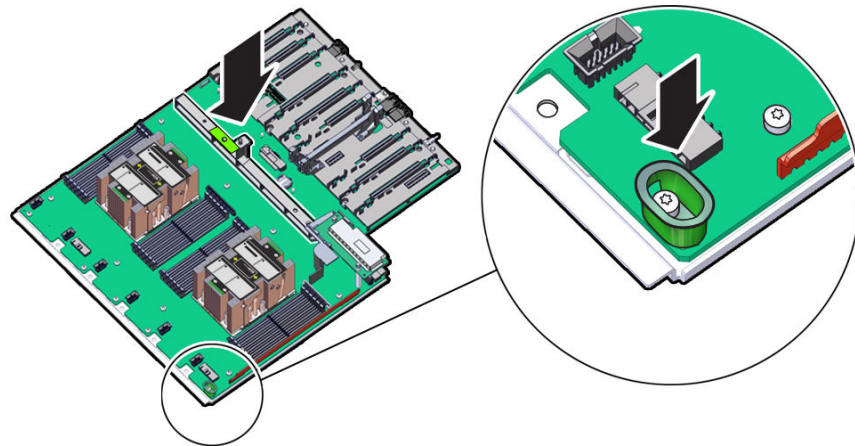
5. With the server in the extended maintenance position, remove the motherboard from the server with all reusable components that populate the motherboard in place.

 **Note:**

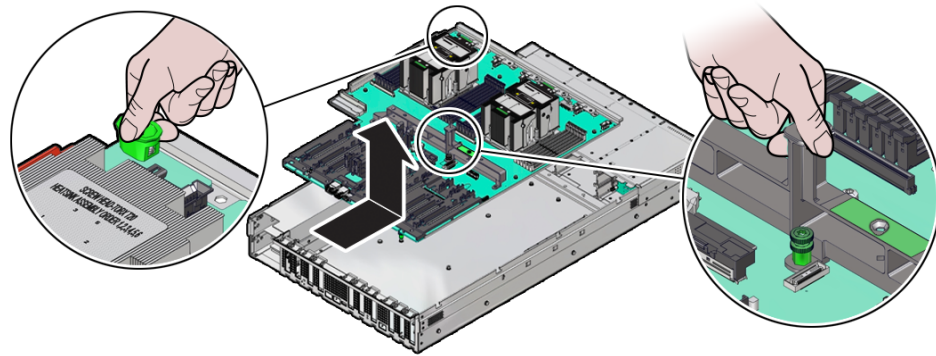
Move all cables out of the way so they do not interfere with the procedure. Be careful not to damage or break off the rear Locate light pipe LED indicator.

- a. Grasp the midwall motherboard handle labeled **MB Handle**.

Hold the motherboard with the midwall motherboard handle and the small plastic motherboard handle.



- b. Carefully slide the motherboard forward, and while holding the motherboard mid-wall handle and small plastic motherboard handle, lift it out of the chassis.

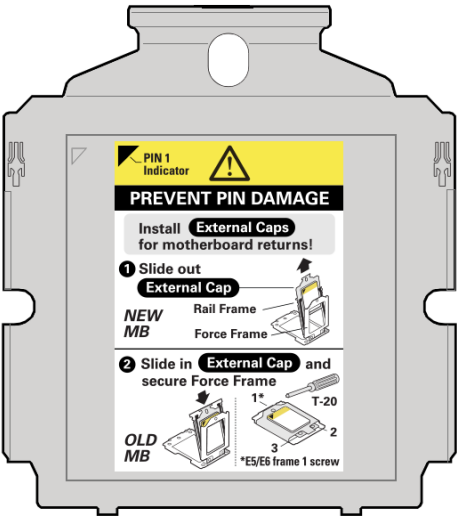


- c. Place the motherboard assembly on an antistatic mat, and next to the replacement motherboard.
6. Remove the following reusable components from the old motherboard and install them onto the replacement motherboard.
  - DIMMs  
See [Identify and Remove a DIMM](#) and [Install a DIMM](#).

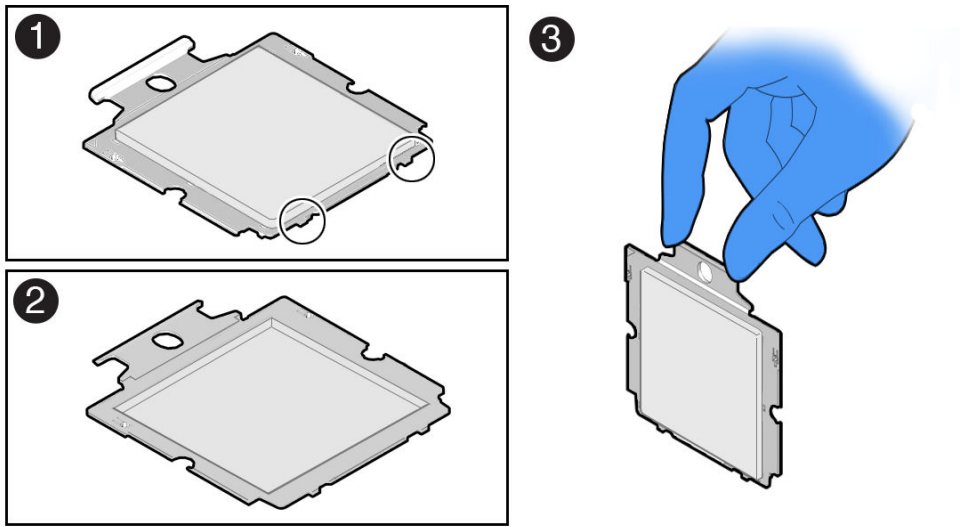
 **Note:**

Install the DIMMs only in the slots (connectors) that correspond to the slots from which they were removed. Performing a one-to-one replacement of the DIMMs significantly reduces the possibility that the DIMMs will be installed in the wrong slots. If you do not reinstall the DIMMs in the same slots, server performance might suffer and some DIMMs might not be used by the server.

- M.2 flash riser SSDs  
See [Remove a Flash Riser Board](#) and [Install a Flash Riser Board](#).
  - Processor/heatsink assemblies  
Remove all processor/heatsink assemblies from the failed motherboard.  
See [Identify and Remove a Processor](#).
  - Motherboard (Flyover) PCIe cable  
See [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#).
7. Remove the External Cap from the new replacement motherboard and install the processors.  
The external cap is used to protect the socket pins if the processor is not installed. The following figure shows the External Cap.



Note the orientation and correct handling of the External Cap.

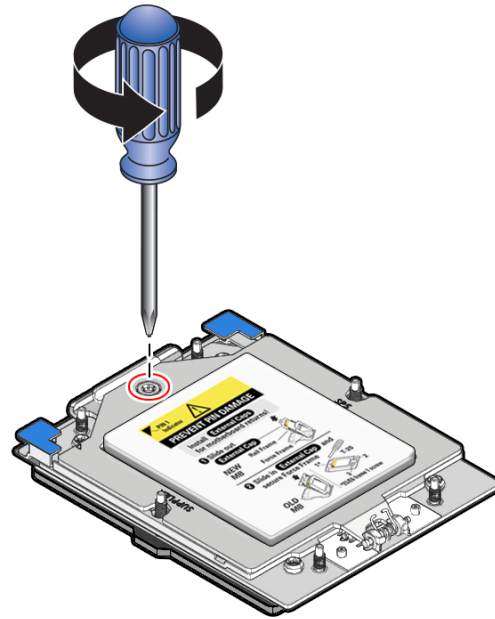


Callout	Description
1	Top of External Cap (insertion tabs are circled)
2	Bottom of External Cap (contacts the socket)
3	Use of the External Cap handle

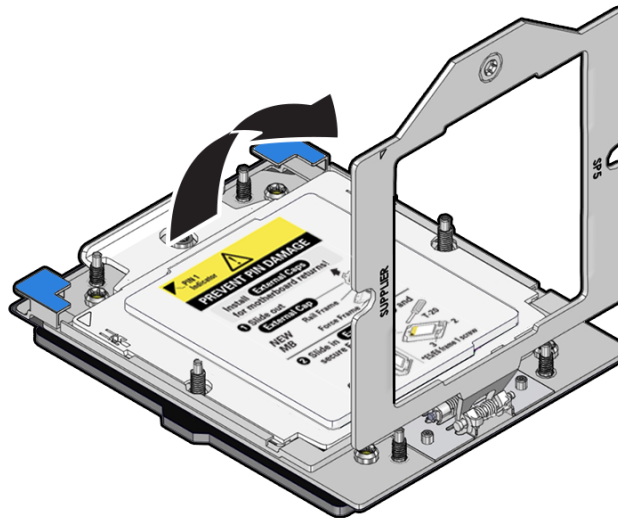
See [Processor Overview](#) for processor frame and socket information.

On the new replacement motherboard:

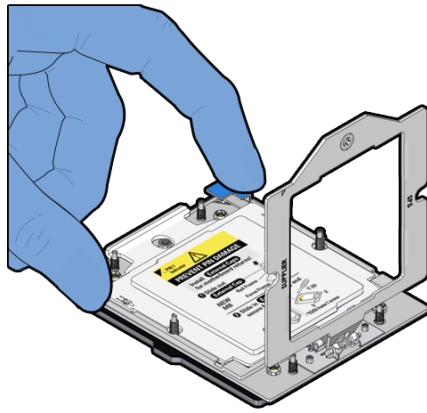
- a. Unscrew the socket Force Frame.  
Using a Torx T20 screwdriver, fully loosen the captive Force Frame Retention Screw that secures the Force Frame to the socket. Apply counter-pressure to the force frame when opening.



- b. Lift the force frame to the open position.



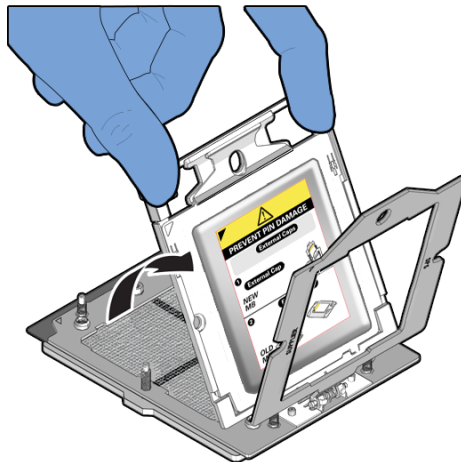
- c. On the socket, open the Rail Frame.  
Squeeze the blue tabs to release the rail frame.



Lift the processor rail frame by holding its lift tabs and rotating the rail frame to its near vertical position.

 **Note:**

The rail frame is spring-loaded. Hold on to the rail frame as it releases from the socket frame, when rotating it to the vertical position.

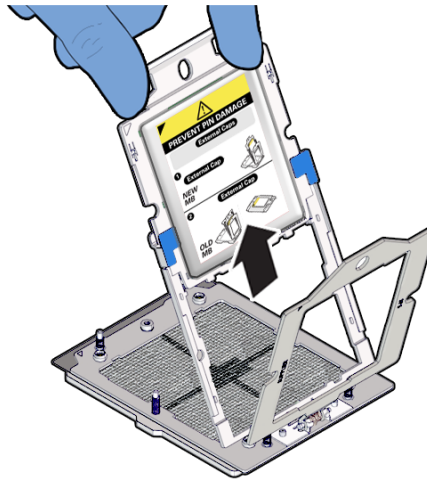


- d. Remove the External Cap by its handle.  
Do not re-install the socket External Cap.

 **Caution:**

Return the motherboard if the pins are damaged. The processor socket pins are very fragile. A light touch can bend the processor socket pins beyond repair.

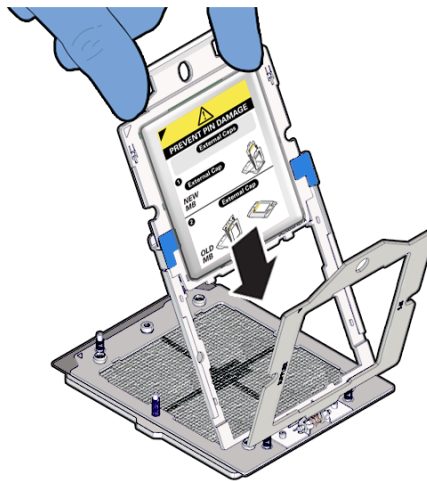
Holding the socket cover external cap by its handle, slide the External Cap up and out of the Rail Frame.



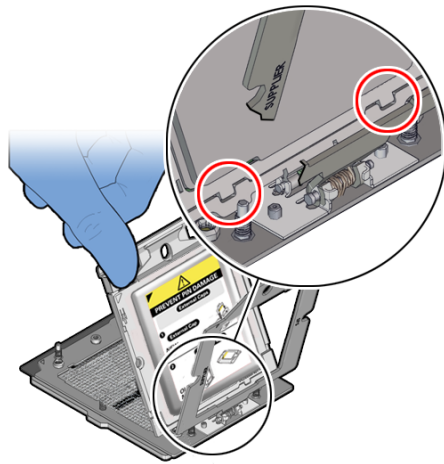
Retain the external cap to be placed on the processor socket (in the Rail Frame) of the motherboard being replaced. This will prevent damage during shipping back to the Service Center for motherboard failure analysis.

- e. Install an External Cap on a Processor 0 or Processor 1 socket for motherboard returns.

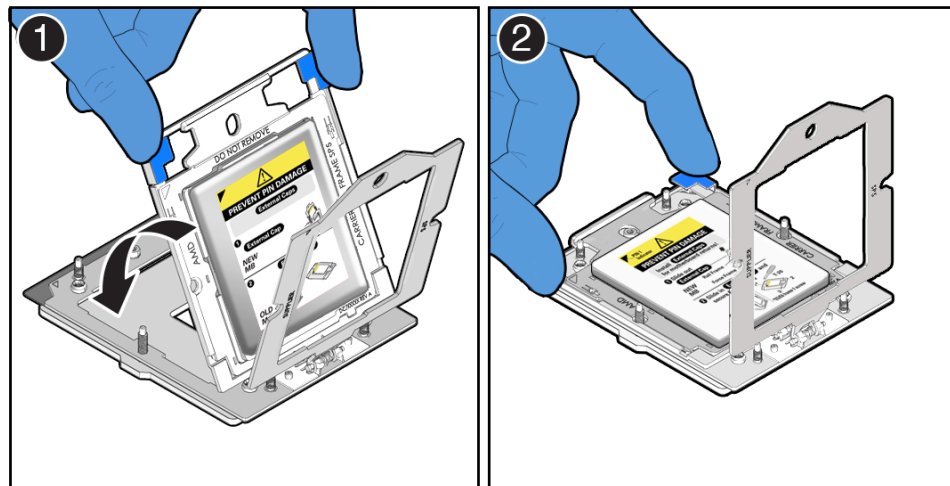
Install the protective lid by sliding it in the rail frame and pressing down. Holding the External Cap you removed from the new motherboard by its handle, slide it into the processor rail frame on the old motherboard.



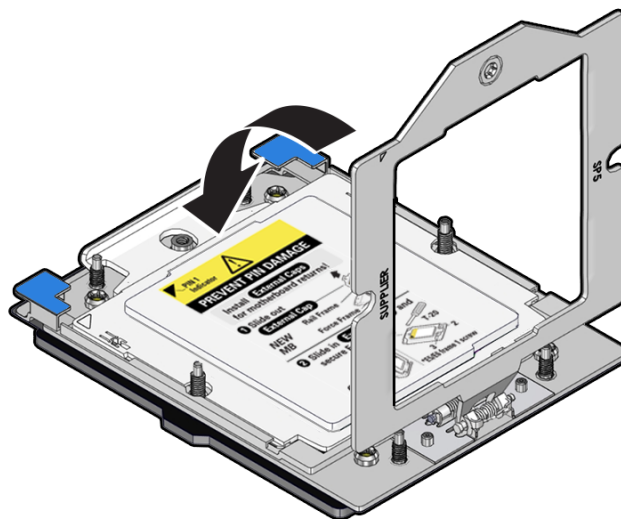
Slide the External Cap until the two insertion tabs at the bottom of the External Cap are inserted into the slots in the rail frame.



- f. Grasping the rail frame edge [1], rotate the rail frame to the closed position [2].

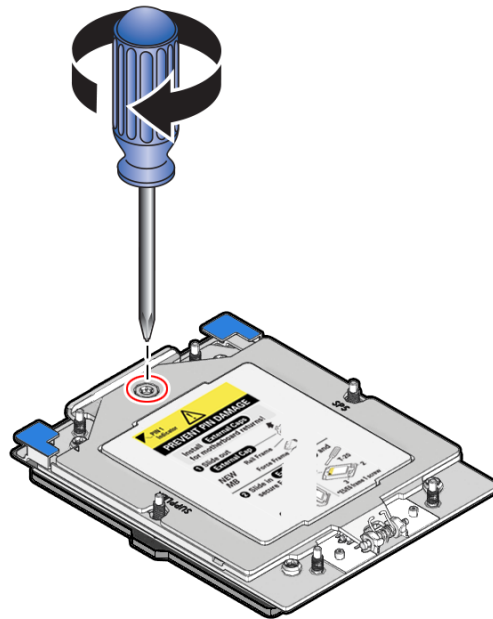


- g. Rotate the force frame to its closed position on the socket stiffener frame.



- h. Using a 12 in-lb (inch-pound) (1.35 Nm/13.5 kg-cm) driver with a Torx T20 bit, fully tighten the captive screw that secures the force frame to the socket stiffener frame.

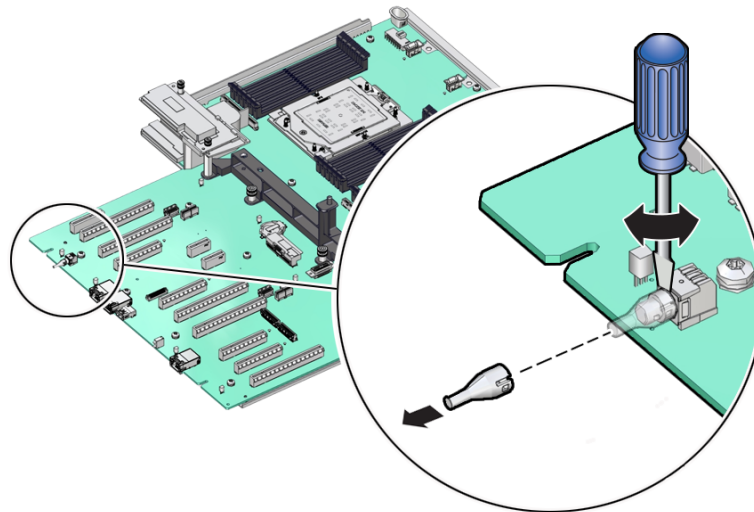
Use one hand to hold down the spring-loaded force frame until the screw is tightened.



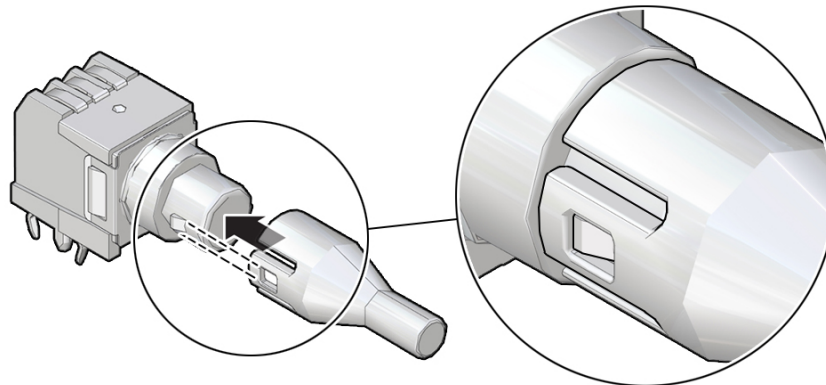
8. Install a processor into the socket on the replacement motherboard.  
Install a processor into the socket Processor 0 or Processor 1 from which you removed the processor External Cap. See [Install a Processor](#).
9. Repeat steps 7 and 8 to remove the second processor External Cap from the replacement motherboard and install the second processor.
10. Check to see if the replacement motherboard has a locate light pipe installed.
  - If it does, no action is necessary.
  - If it does not, perform the following steps.
    - a. Check to see if the replacement motherboard came with a light pipe. A replacement light pipe would be in a separate plastic bag.
      - If you find a replacement light pipe, skip to Step 10.b.
      - If you do not find a replacement light pipe, perform the following steps to remove the light pipe from the faulty motherboard.
        - i. Insert a flat tool such as a screwdriver or penknife blade between the light pipe housing and the light pipe.

**▲ Caution:**

**Equipment damage.** The light pipe is fragile. Handle it carefully.



- ii. Twist the tool back and forth to release the light pipe from the housing.
- iii. Pull the light pipe away from the housing.
- b. Install the light pipe on the replacement motherboard.
  - i. Match the rectangular holes on the outside of the light pipe with the retaining clips on the housing.



- ii. Push the light pipe onto the housing until the clips latch in the holes.

## Install the Motherboard Assembly

1. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).

2. Carefully lift and place the motherboard assembly into the chassis.

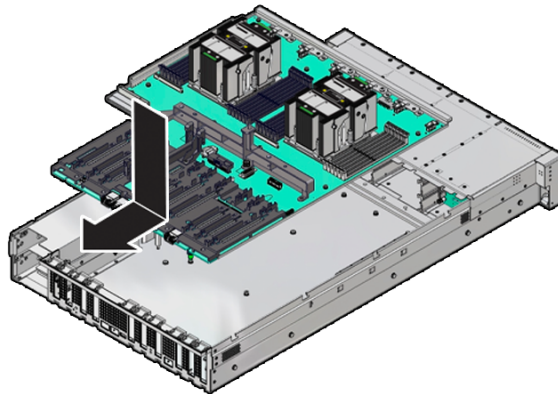
Use the motherboard handle two holding points to grasp the motherboard.

While holding the motherboard mid-wall handle and small plastic motherboard handle, tilt the motherboard to the right side to fit it under the power supply assembly, and level the

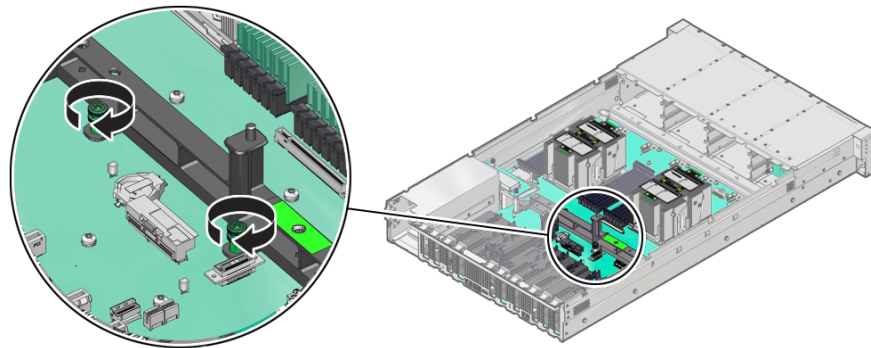
motherboard and place it into the server chassis. Slide the motherboard to the back of the server to engage the raised standoffs.

**Caution:**

Be careful not to damage the rear Locate Button/LED when placing the motherboard into the chassis.



3. Using a Torx T25 screwdriver, tighten the two captive screws to secure the motherboard mid-wall to the chassis.



4. Reconnect the following cables to the motherboard:

- a. Disk backplane power (DBP PWR) cable

Reconnect the power cable to the motherboard and the disk backplane. Reinstall the cable guide holding the cables

**Note:**

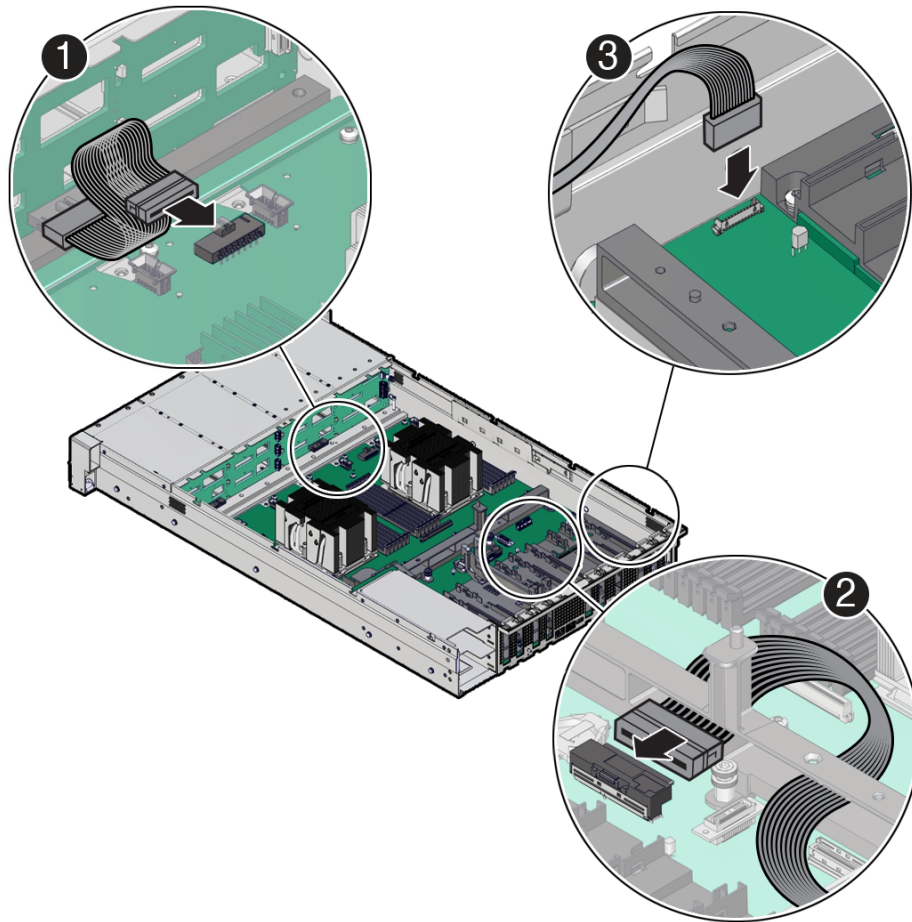
NVMe four-disk backplanes use single power cables. SAS twelve-disk backplanes use two power cables.

See [Servicing the Disk Backplane](#).

- b. Disk backplane auxiliary signal (DBP SIG) cable

See [Servicing the Disk Backplane](#).

- c. Front LED indicator module (FIM) ribbon cable  
See [Servicing the Front LED Indicator Module](#).



Callout	Description
1	Disk backplane power (DBP PWR) cable
2	Disk backplane auxiliary signal (DBP SIG) cable
3	Front LED indicator module (FIM) ribbon cable

5. Reinstall the following components:

**⚠ Caution:**

When reinstalling power supplies, it is important to reinstall them into the slots from which they were removed during the motherboard removal procedure; otherwise, the server key identity properties (KIP) data might be lost. When a server requires service, the KIP is used by Oracle to verify that the warranty on the server has not expired. For more information on KIP, see [FRU Key Identity Properties \(KIP\) Automated Update](#).

- Power supplies  
See [Install a Power Supply](#).

- PCIe cards and motherboard PCIe cable  
See [Configure PCIe Electrical Interfaces Using the PCIe Flyover Cable](#)  
See [Install a Half Height PCIe Card](#).  
See [Install a Full Height PCIe Card](#).
  - SAS storage drive cables (if present)  
See [Install SAS Storage Drive Cables](#).
  - Fan tray  
See [Install the Fan Tray](#).
  - Fan modules  
See [Install a Fan Module](#).
  - Air baffle  
To install the air baffle, the baffle must fit around the processor heatsinks, then lifted up about 50 degrees. Locate the tabs on the air baffle so that one tab on each side is under the lip of the fan tray, and the others are on top of the fan tray.  
See [Install the Air Baffle](#).
6. Return the server to operation.
- a. Install the server top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - c. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - d. Verify that the power supply AC OK LED is lit.

 **Note:**

**IMPORTANT:** After replacing the motherboard, you might need to manually program the product serial number (PSN) into the new motherboard. This is necessary because the motherboard is a secondary member of a select group (or quorum) of components used for maintaining the PSN for service entitlement. If you replace more than one of the quorum members during a service procedure, a secondary quorum member might need to be programmed with the PSN. See [FRU Key Identity Properties \(KIP\) Automated Update](#).

# 13

## Servicing Processors

This section describes how to service processors.

Processors are replaceable components that require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

### **Caution:**

Ensure that all power is removed from the server before removing or installing a processor. You must disconnect the power cables from the system before performing these procedures.

### **Caution:**

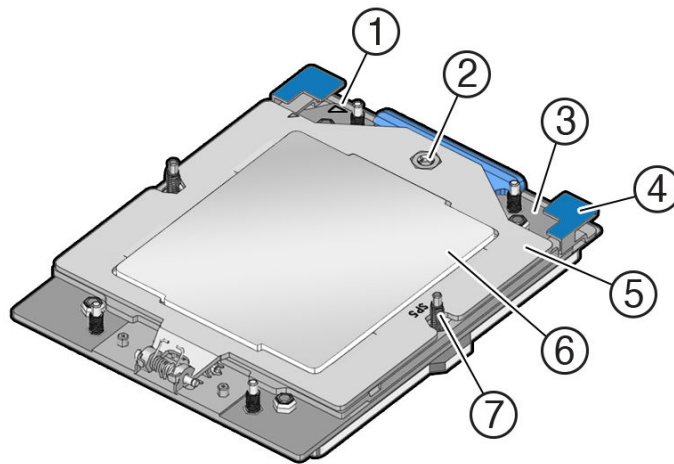
These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the component to fail. To avoid damage, ensure that you follow electrostatic discharge safety measures and antistatic practices. See [Electrostatic Discharge Safety](#).

### **Note:**

On single-processor systems, processor socket 1 (P1) is shipped without a heatsink and with an External Cap. To protect the delicate processor socket pins, do not remove the External Cap that was installed on the motherboard.

## Processor Overview

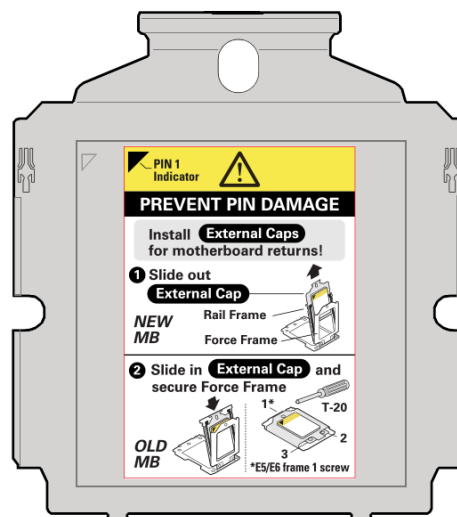
Socket components in the processor assembly have a pin 1 indicator to aid in assembly.



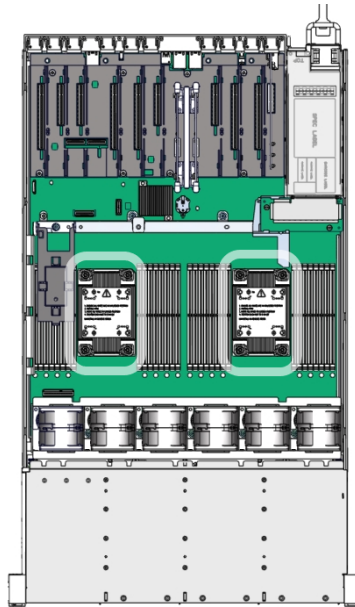
Callout	Description
1	Pin 1 orientation
2	Force Frame Retention Screw (captive)
3	Rail Frame (socket stiffener frame)
4	Release Tabs (2x)
5	Force Frame (retention frame)
6	Processor Package (carrier frame holding preinstalled processor)
7	Heatsink Attachment Studs (6x)

### External Cap

The external cap is used to protect the socket pins if the processor is not installed. The following figure shows the External Cap.



Two processor sockets are located on the server motherboard.



## Identify and Remove a Processor

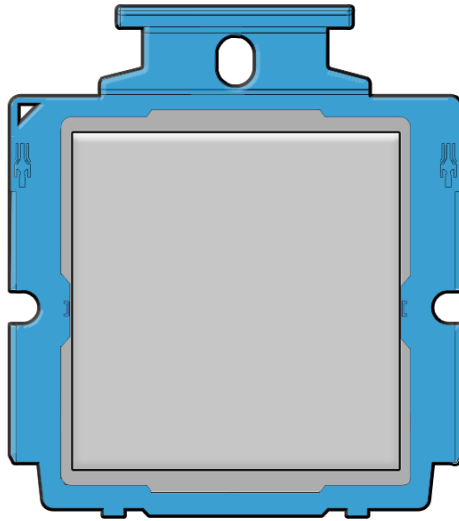
- Use ESD gloves (not latex or vinyl), if possible, when handling the processor.
- Obtain a torque driver set to 12 in-lb (inch-pound) (1.35 Nm/13.5 kg-cm) force with T20 Torx bit for processor and heatsink removal.
- Be careful not to touch the processor socket pins.

### ▲ Caution:

The processor socket pins are very fragile. A light touch can bend the processor socket pins beyond repair.

- Remove thermal grease from the processor and any on the socket assembly before removing the carrier with the processor.
- If thermal grease falls into the socket, there is no way to remove it without damaging the socket.
- Do not allow the thin layer of thermal grease between the heatsink and the processor to contaminate the workspace or other components.
- Failure to remove and replace thermal grease with new thermal grease can result in processor overheating.

- Never remove the processor from the carrier. Replacement processors come with a carrier package.



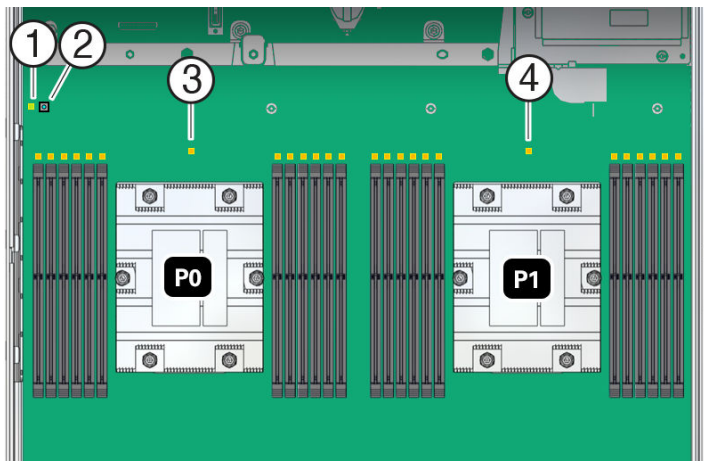
- Whenever you remove a processor on a usable motherboard, replace it with another processor and reinstall the processor heatsink; otherwise, the server might overheat due to improper airflow. See [Install a Processor](#).
1. Prepare the server for service.
    - a. Power off the server.  
See [Powering Down the Server](#).
    - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
    - c. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
    - d. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
    - e. Remove the server top cover.  
Use a Torx T15 screwdriver to unlock the release button latch.  
See [Remove the Server Top Cover](#).
    - f. Remove the air baffle.  
Remove the air baffle (sitting over the two processors) by lifting the baffle up and out of the server. Lift up the air baffle in the rear at a 50 degree angle, and slide slightly rearward to clear the air baffle tabs that prevent the front of the baffle from lifting up. Set aside the air baffle.  
See [Remove the Air Baffle](#).
  2. Identify the location of the failed processor by pressing the Fault Remind button on the motherboard.

 **Note:**

When you press the Fault Remind button, an LED located next to the Fault Remind button illuminates green, indicating that there is sufficient voltage in the fault remind circuit to illuminate any fault LEDs that were illuminated due to a failure. If this LED fails to illuminate when you press the Fault Remind button, it is likely that the capacitor powering the fault remind circuit lost its charge. This can happen if you press the Fault Remind button for a long time with fault LEDs illuminated, or if power was removed from the server for more than 15 minutes.

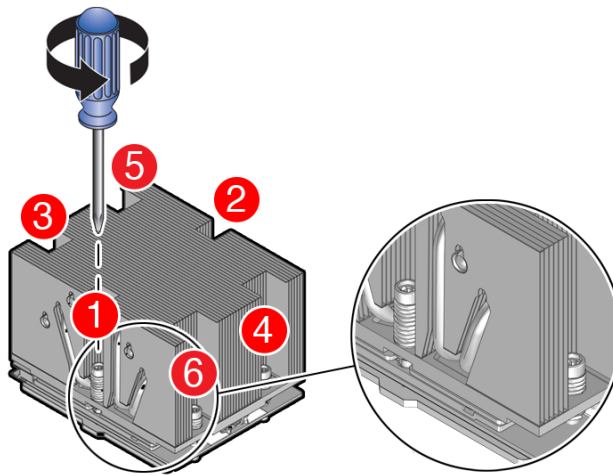
The processor fault LED for the failed processor illuminates. The processor fault LEDs are located next to the processors. See Motherboard Status Indicators.

- If the processor fault LED is off, the processor is operating properly.
- If the processor fault LED is illuminated (amber), the processor failed and you must replace it.



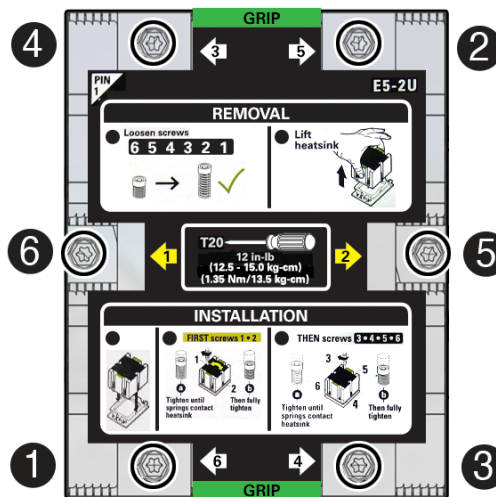
Callout	Description
1	Fault Remind circuit power LED - green
2	Fault Remind button
3	Processor 0 fault LED - amber
4	Processor 1 fault LED - amber

3. Using a Torx T20 screwdriver, loosen the six captive screws that secure the heatsink to the socket.



Loosen in reverse order 6-1, then go back and disengage completely.

- a. Loosen captive screws 6,5,4,3,2,1 in the order shown in the illustration.
- b. Disengage captive screws 6,5,4,3,2,1 in the order shown in the illustration.



Use a torque driver set to 12 in-lb (inch-pound) (1.35 Nm/13.5 kg-cm) force with T20 Torx bit.

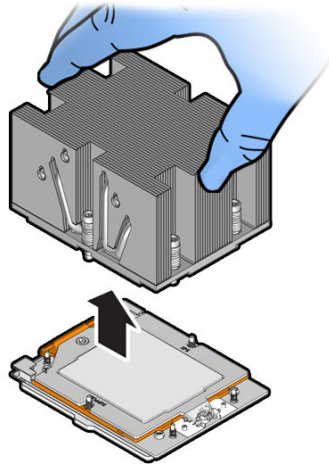
4. Lift the heatsink from the socket.

**Caution:**

There is a thin layer of thermal grease between the heatsink and the processor. Do not allow the thermal grease to contaminate the workspace or other components.

 **Note:**

Always grip the heatsink along the axis of the fins to prevent damage.



5. Place the heatsink, facing up, on a work surface.
6. Remove Thermal Grease.

Clean off the thermal interface material (TIM) using the supplied alcohol wipes.

If reusing a processor, do not remove it from the processor carrier.

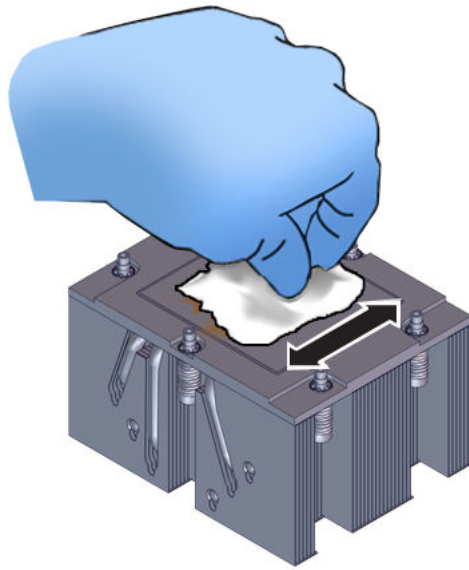
Follow these steps if you plan on reusing either the heatsink or processor.

- a. Gather Thermal Grease Removal Materials required.
  - i. 1. Techwipes or similar low-lint and low-abrasion wipe
  - ii. 2. Isopropyl alcohol (90% or above recommended)
  - iii. 3. Torx T20 screwdriver
  - iv. 4. SP5 socket protective lid

 **Note:**

Some thermal greases may be classified as hazardous waste and should be disposed of in proper hazardous waste collection bins.

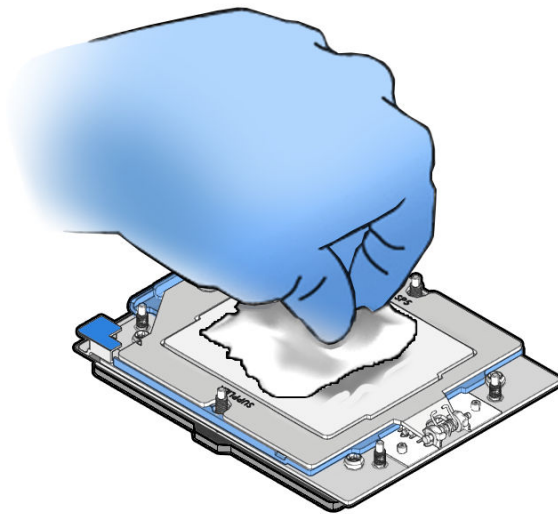
- b. Wipe the heatsink with a dry wipe to remove most of the thermal grease. Then add a small amount of isopropyl alcohol to a wipe and rub until there is no grease remaining.



**Caution:**

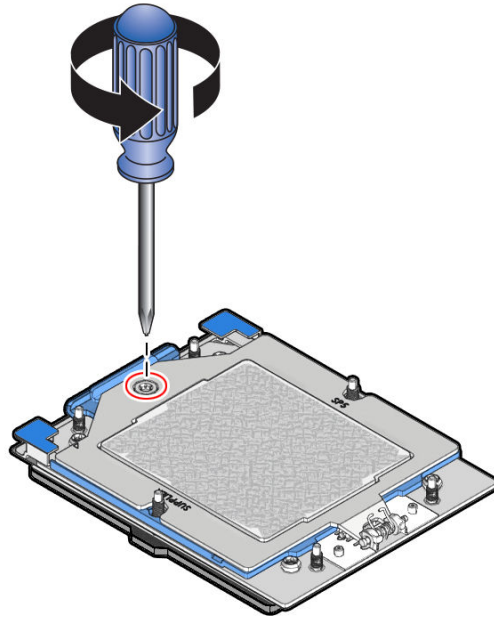
Failure to clean thermal grease from the heatsink could result in the accidental contamination of the processor socket or other components. Be careful not to get the grease on your fingers, as this could result in contamination of components.

- c. Wipe the processor lid with a dry wipe to remove most of the thermal grease.

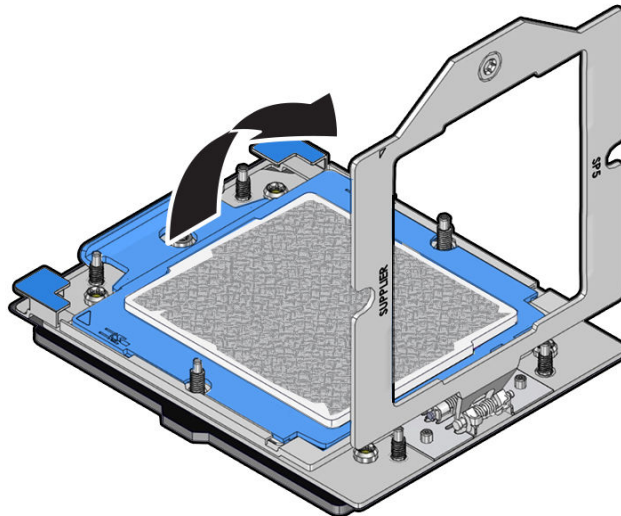


- d. Unscrew the socket Force Frame.

Using a Torx T20 screwdriver, loosen the captive Force Frame Retention Screw that secures the Force Frame to the socket.

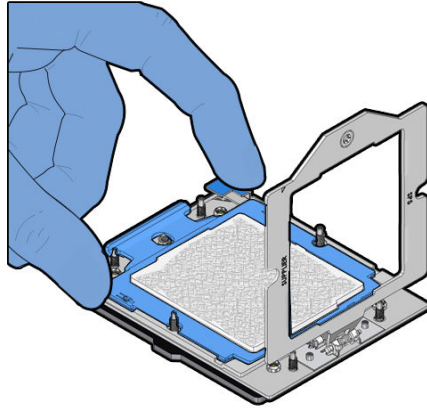


- e. Lift the Force Frame to the open position.  
Apply counter-pressure to the Force Frame when opening.



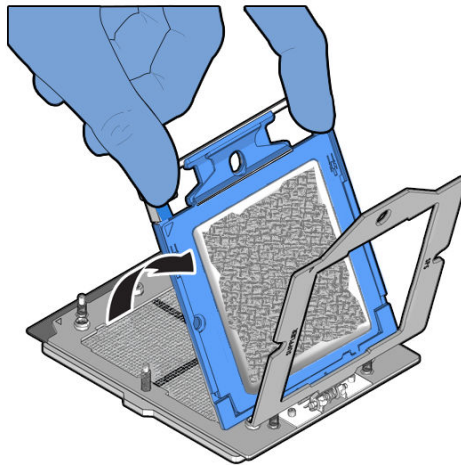
- f. Open the Rail Frame.

Squeeze the blue tabs to release the Rail Frame.



- g. Lift the Rail Frame and slide out the carrier frame package.

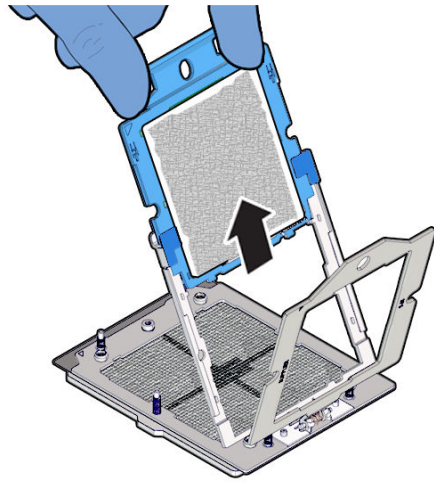
Lift the Rail Frame by holding its lift tabs and rotating the Rail Frame to its near vertical position.



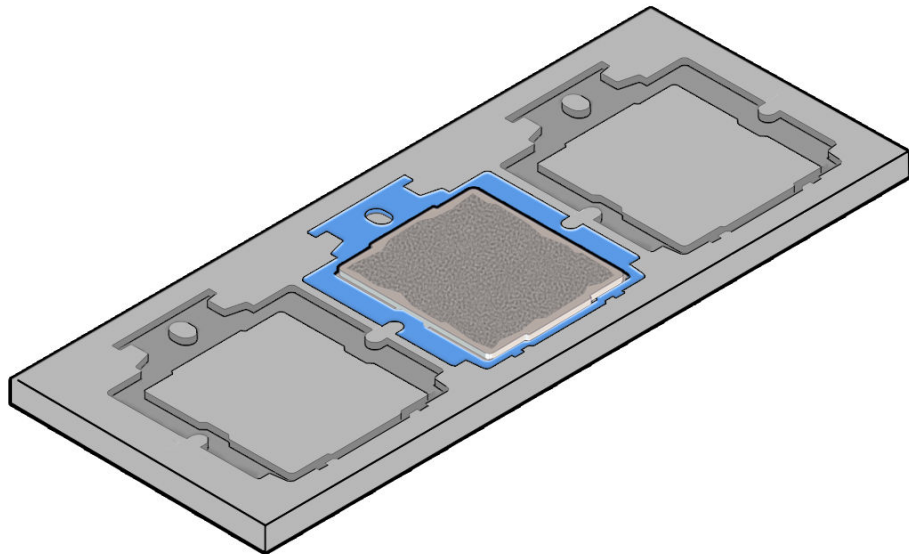
 **Note:**

The Rail Frame is spring-loaded. Hold on to the Rail Frame as it releases from the socket frame, when rotating it to the vertical position.

- h. Holding the processor carrier by its handle, slide the carrier out of the Rail Frame.

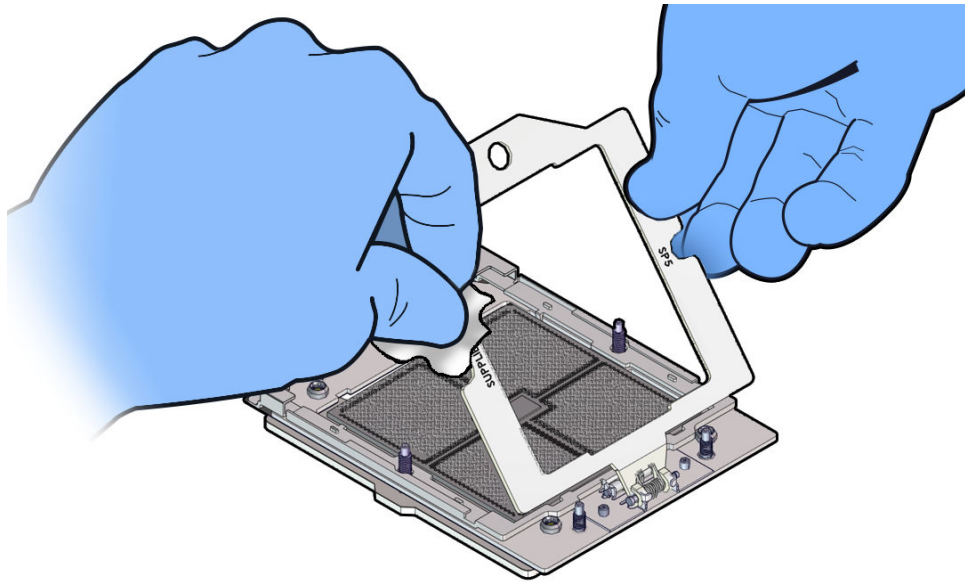


- i. Place the carrier frame package in an appropriate tray.



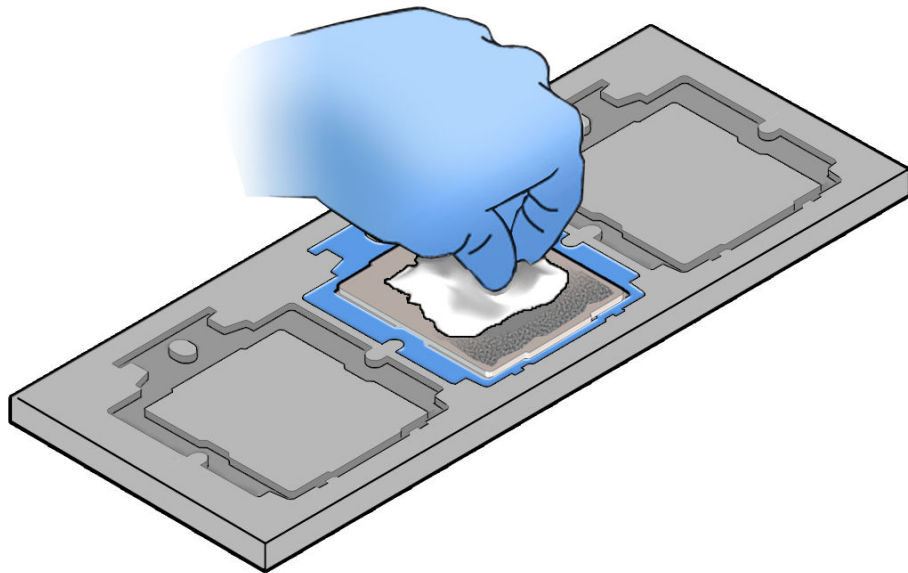
- j. Wipe the Force Frame (retention frame) with a dry wipe followed by a wipe with a small amount of isopropyl alcohol.

Clean off the thermal interface material (TIM) as needed, wipe the outside and inside of the Force Frame with a dry wipe followed by a wipe with a small amount of isopropyl alcohol.



- k. Wipe the processor lid and carrier frame with a dry wipe followed by a wipe with a small amount of isopropyl alcohol.

Clean off the thermal interface material (TIM) from the processor using the supplied alcohol wipes.



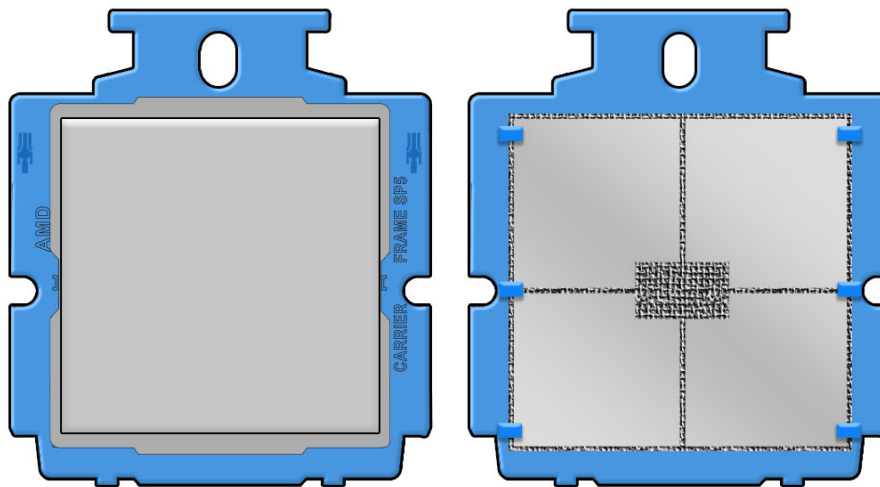
## Install a Processor

- Use ESD gloves (not latex or vinyl), if possible, when handling the processor.
- Obtain a torque driver set to 12 in-lb (inch-pound) (1.35 Nm/13.5 kg-cm) force with T20 Torx bit for processor and heatsink installation.
- Be careful not to touch the processor socket pins.

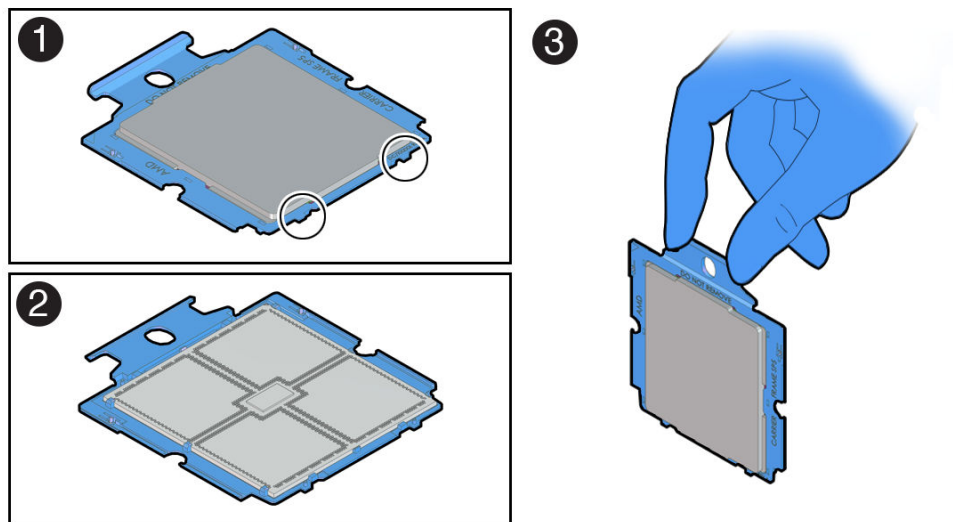
**⚠ Caution:**

The processor socket pins are very fragile. A light touch can bend the processor socket pins beyond repair.

- If you are replacing a processor, ensure that the replacement processor is identical to the processor that was removed. For a list of supported processors, see [Product Description](#).
- 1. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See Take Antistatic Measures.
- 2. Open the new processor package.  
Ensure that the replacement processor is identical to the processor that was removed.  
The processor is preinstalled on the processor carrier.



Note the orientation and correct handling of the processor package.

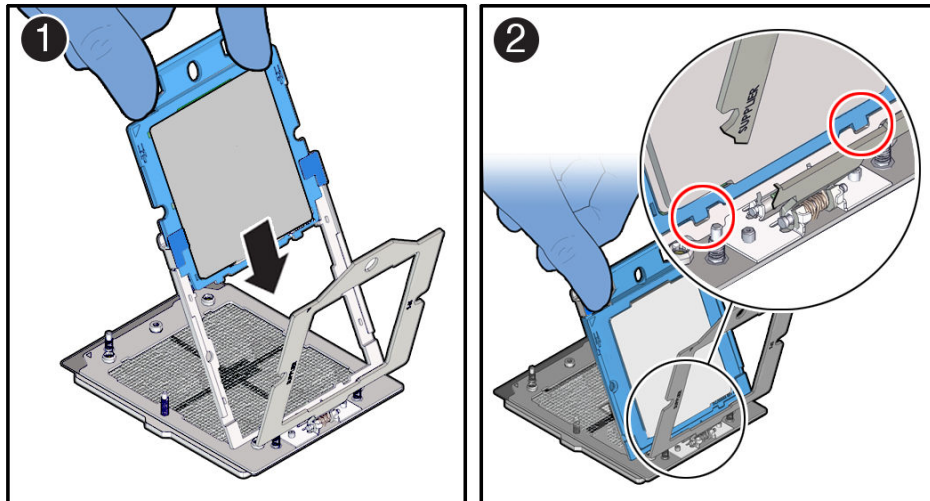


**Callout Description**

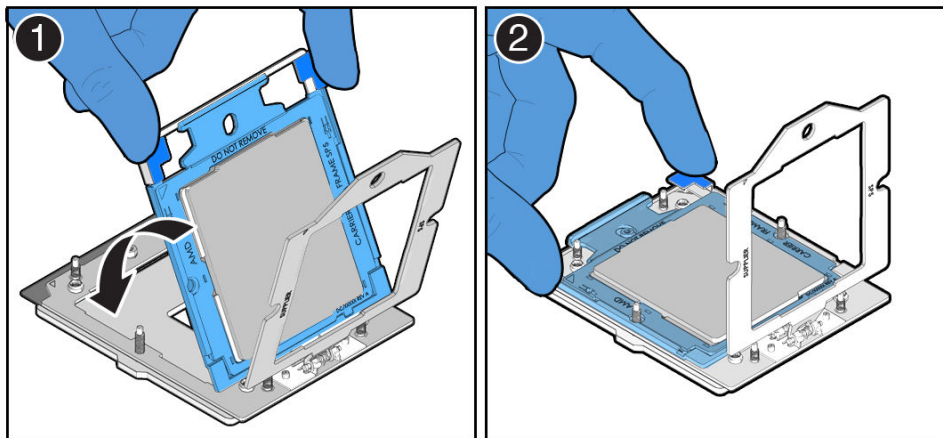
- |   |                                                       |
|---|-------------------------------------------------------|
| 1 | Top of processor carrier (insertion tabs are circled) |
|---|-------------------------------------------------------|

Callout	Description
2	Bottom of processor carrier (contacts the socket)
3	Use of the processor carrier handle

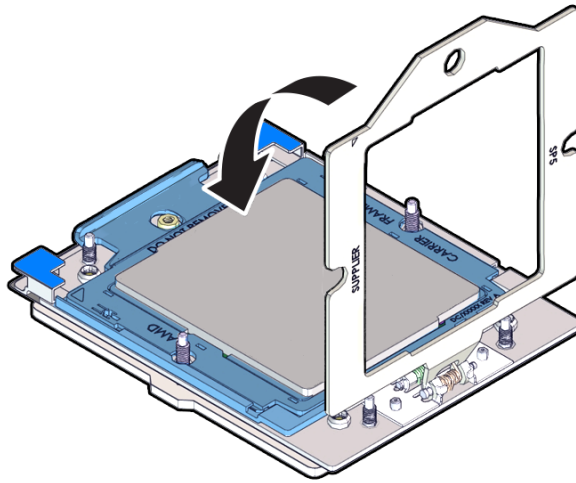
3. Holding the processor carrier by its handle [1], slide it into the Rail Frame. Ensure the two insertion tabs at the bottom of the processor carrier are inserted into the slots in the Rail Frame [2].



4. Grasping the Rail Frame edge [1], rotate the Rail Frame to the closed position [2].

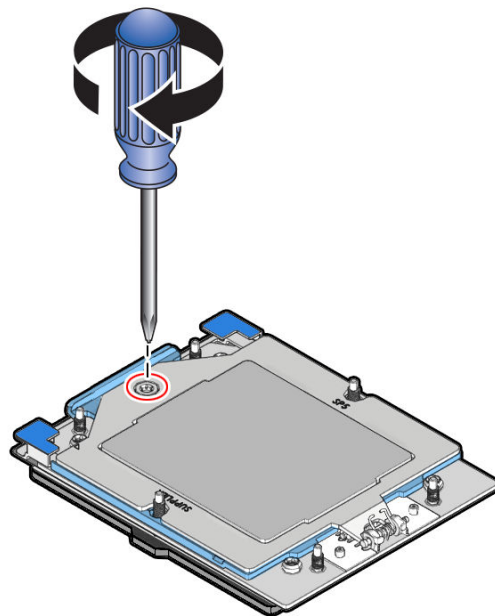


5. Rotate the Force Frame to its closed position on the socket stiffener frame.



6. Using a 12 in-lb (inch-pound) (1.35 Nm/13.5 kg-cm) driver with a Torx T20 bit, fully tighten the captive screw that secures the Force Frame to the socket stiffener frame.

Use one hand to hold down the spring-loaded Force Frame until the screw is tightened.



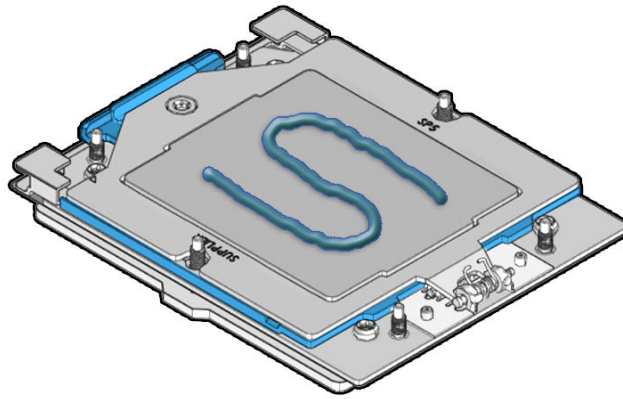
7. Apply Thermal Grease.

Using the supplied syringe, evenly apply all of thermal interface material (TIM) in an "S" pattern centered on the top of the processor.

Keep the "S" pattern inside a half inch of the processor edge so the grease doesn't overflow and contaminate other parts of the processor housing.

 **Note:**

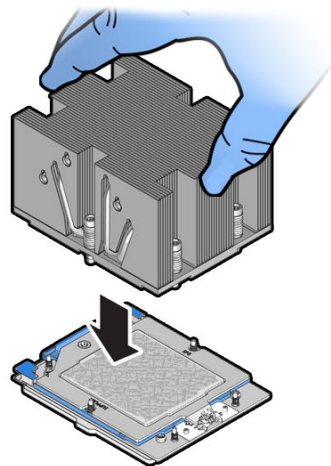
Do not distribute the TIM. The pressure of the heatsink will do so for you when you install the heatsink.



8. Lower the heatsink (see the following note) on to the six socket heatsink attachment studs. Screws 1 and 2 are slightly longer than screws 3, 4, 5, and 6. Carefully lower the module.

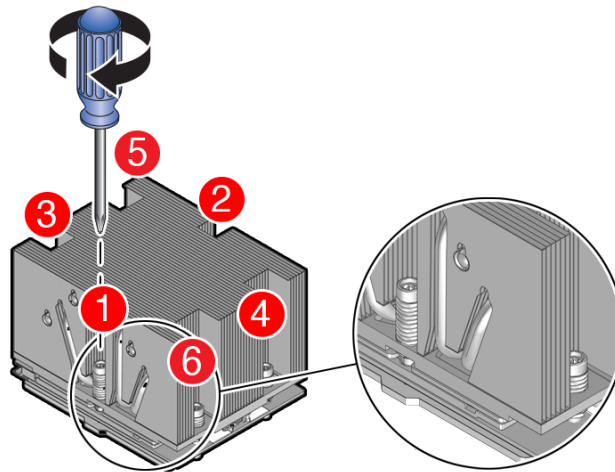
 **Note:**

The heatsink is keyed to go on only one way. The captive screws that attach to the pin 1 end of the socket stiffener frame are closer together than the captive screws that attach at the opposite end of the stiffener frame.

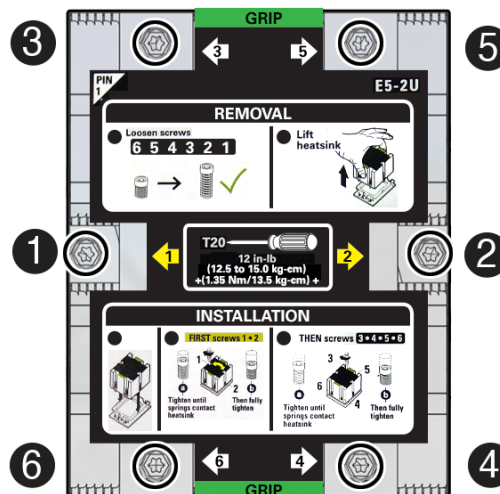


9. Tighten captive screws 1, 2, 3, 4, 5 and 6 in the order shown.

Using a 12 in-lbf (1.35 Nm/13.5 kg-cm) torque driver with a Torx T20 bit, tighten the heatsink module to the socket, as shown in the following illustration.



- a. Engage captive screws 1, 2, 3, 4, 5 and 6 in the order shown in the illustration.
- b. Tighten captive screws 1, 2, 3, 4, 5 and 6 in the order shown in the illustration from 12 in-lbf (13.5 kg-cm) to 13.02 in-lbf (15.0 kg-cm).



10. Return the server to operation.
  - a. Install the air baffle.  
See [Install the Air Baffle](#).
  - b. Install the server top cover.  
See [Install the Server Top Cover](#).
  - c. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - d. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - e. Verify that the power supply AC OK LED is lit.

**11. Use Oracle ILOM to clear server processor faults.**

- a. To show server faults: log in to the server as root using the Oracle ILOM CLI, and type the following command to list all known faults on the server:

```
-> show /SP/faultmgmt
```

The server lists all known faults, for example:

```
-> show /SP/faultmgmt
Targets:
  shell
  0 (/SYS/MB/P0)
Properties:
Commands:
  cd
  show
```

Alternatively, log in to the Oracle ILOM service processor from the Oracle ILOM Fault Management Shell and issue the `fmadm faulty` command. For more information about how to use the Oracle ILOM Fault Management Shell and supported commands, see the *Oracle ILOM User's Guide for System Monitoring and Diagnostics* at [Oracle ILOM Documentation](#).

- b. To clear the fault identified in previous step, type the following command: set command

```
-> set /SYS/MB/P0 clear_fault_action=true
```

For example:

```
-> set /SYS/MB/P0 clear_fault_action=true
Are you sure you want to clear /SYS/MB/P0 (y/n)? y
Set 'clear_fault_action' to 'true'
```

Alternatively, to clear all known faults in the server, log in to the Oracle ILOM service processor from the Oracle ILOM Fault Management Shell and issue the `fmadm repair` command.

For more information about how to use the Oracle ILOM Fault Management Shell and supported commands, see the *Oracle ILOM User's Guide for System Monitoring and Diagnostics* at [Oracle ILOM Documentation](#).

# Servicing the Disk Backplane

This section describes how to service the 4-Drive backplane and 12-Drive backplane.

The disk backplane (DBP) is a replaceable component that requires you to power off the server before servicing. Perform the 4-Drive backplane or 12-Drive backplane procedures. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

 **Caution:**

Ensure that all power is removed from the server before removing or installing the disk backplane. You must disconnect the power cables before performing this procedure.

 **Caution:**

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the component to fail. To avoid damage, ensure that you follow electrostatic discharge safety measures and antistatic practices. See [Electrostatic Discharge Safety](#).

## Remove the 4-Drive Backplane

To remove the storage drive cage and 4-Drive disk backplane (DBP):

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
  - f. Remove the air baffle.  
See [Remove the Air Baffle](#).
  - g. Remove the fan modules from the server.

See [Remove a Fan Module](#).

- h. Remove the fan tray from the server.

See [Remove the Fan Tray](#).

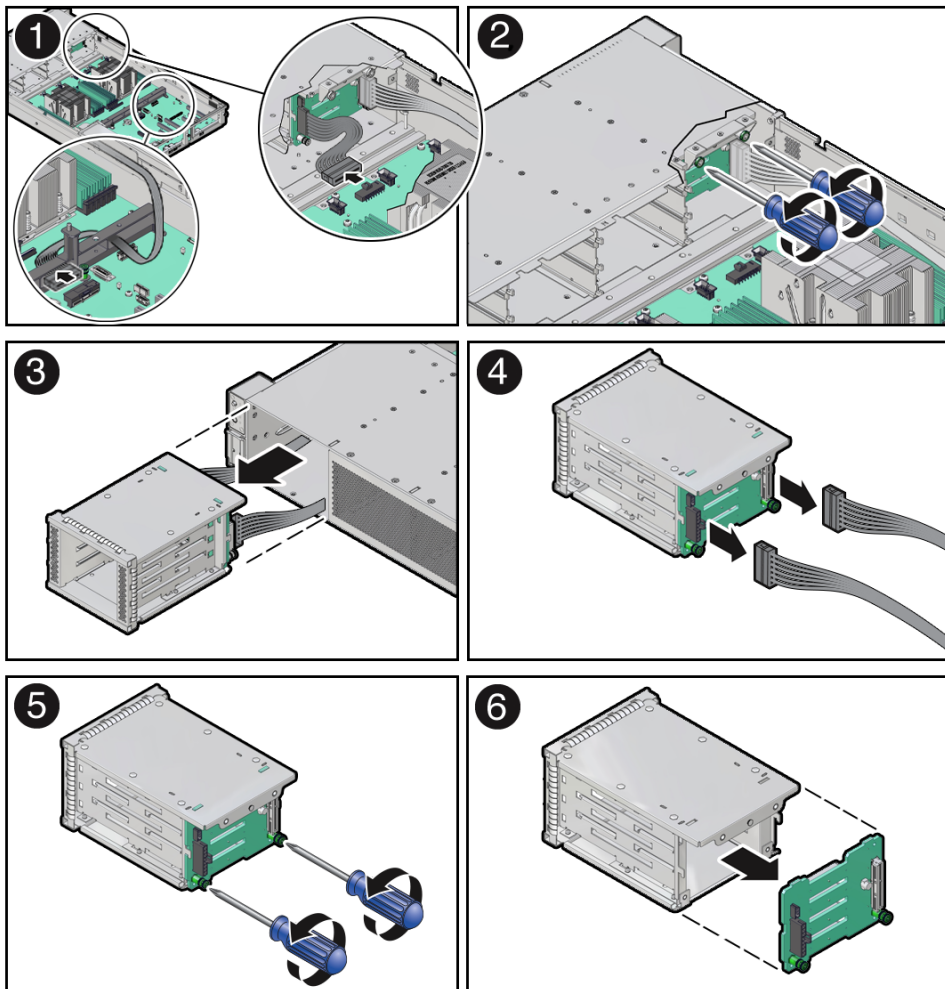
2. Remove all NVMe storage drives from the server front panel and set them aside on an antistatic mat.

See [Remove a Storage Drive](#).

 **Note:**

Make a note of each storage drive location so that you can reinstall each storage drive in the same location.

3. Remove the storage drive cage from the chassis.



- a. Disconnect the DBP power cable and the DBP auxiliary signal cable from the motherboard connectors, and remove the DBP auxiliary signal cable from the left-side cable trough [1].

 **Note:**

Do not disconnect the DBP power cable and DBP auxiliary signal cable from the disk backplane at this time.

- b. Using a Torx T15 screwdriver, loosen the two spring-mounted screws that secure the storage drive cage in to the chassis [2].
  - c. Ensure that the DBP power cable and DBP auxiliary signal cable are free from snagging motherboard components and gently pull the storage drive cage with cables attached through the front panel of the chassis [3].  
See also [Remove the Disk Backplane Signal Cable](#).
4. Remove the 4-Drive disk backplane from the storage drive cage.
    - a. Disconnect the DBP power cable and the DBP auxiliary signal cable from the disk backplane and set them aside [4].

 **Note:**

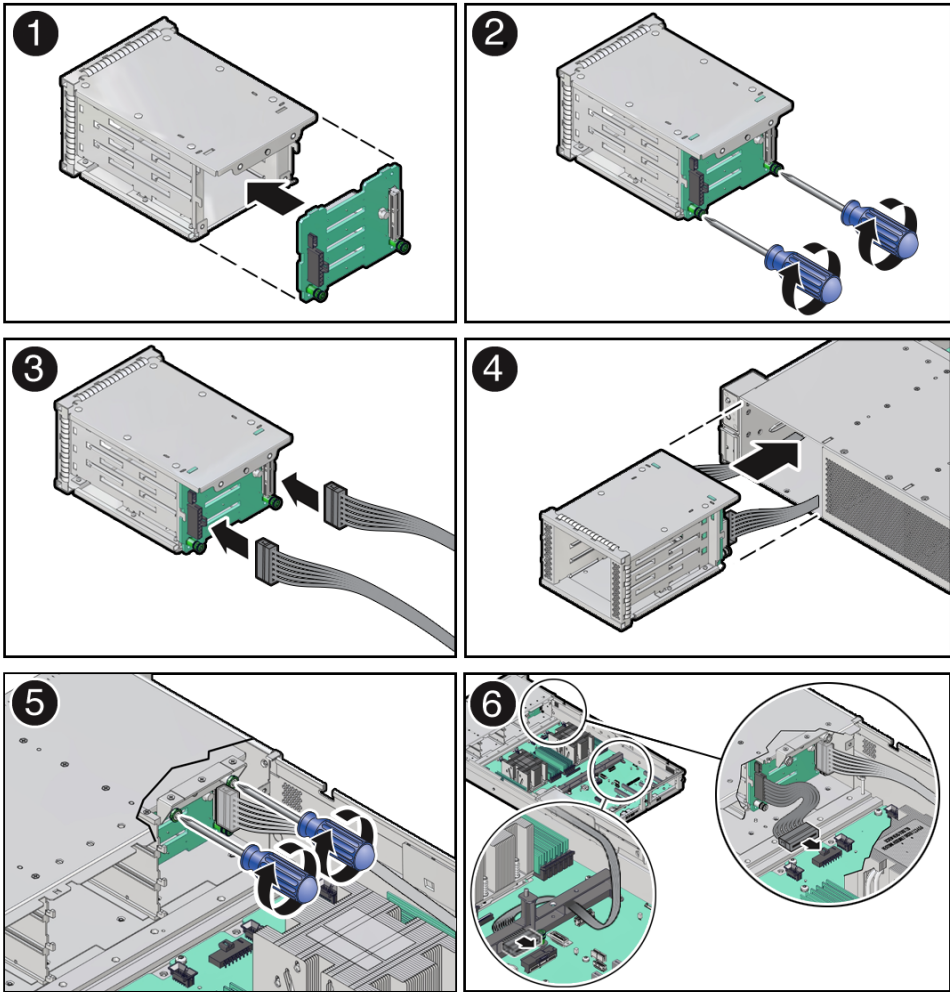
Press and hold the button on the connector to disengage the locking mechanism, then gently pull the connector from the disk backplane.

- b. Using a Torx T15 screwdriver, loosen the two spring-mounted screws that secure the disk backplane to the storage drive cage [5].
- c. Gently remove the disk backplane from the storage drive cage [6].
- d. Place the disk backplane on an antistatic mat.

## Install the 4-Drive Backplane

To install the 4-Drive disk backplane (DBP) and storage drive cage:

1. Install the 4-Drive disk backplane on to the storage drive cage.
  - a. Align the replacement disk backplane with the rear of the storage drive cage. Using a Torx T15 screwdriver, tighten the two spring-mounted screws to secure the disk backplane to the storage drive cage [1, 2].



- b. Reconnect the DBP power cable and the DBP auxiliary signal cable to the disk backplane [3].
2. Install the storage drive cage in to the chassis.
  - a. Align the storage drive cage with the opening in the front panel of the server. Pull the attached DBP power cable and DBP auxiliary signal cable through the opening while gently pushing the storage drive cage in to the chassis until it is fully seated in the chassis [4].
  - b. Using a Torx T15 screwdriver, tighten the two spring-mounted screws to secure the storage drive cage to the chassis [5].
  - c. Gently insert the DBP auxiliary signal cable in to the left-side cable trough. Reconnect the DBP auxiliary signal cable and DBP power cable to the motherboard connectors [6].

See also [Install the Disk Backplane Signal Cable](#).
  - d. Reinstall the storage drives in to the front
3. Reinstall all NVMe storage drives into the server front panel storage drive cage.

See [Install a Storage Drive](#).
4. Return the server to operation.
  - a. Install the fan tray.

- See [Install the Fan Tray](#).
- b. Install the fan modules.  
See [Install a Fan Module](#).
- c. Install the air baffle.  
See [Install the Air Baffle](#).
- d. Install the server top cover.  
See [Install the Server Top Cover](#).
- e. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
- f. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
- g. Verify that the power supply AC OK LED is lit.

 **Note:**

**IMPORTANT:** When the disk backplane is replaced, the key identity properties (KIP) of the backplane is programmed by Oracle ILOM to contain the same KIP as the other quorum member components. If you removed other quorum member components, you might need to manually program the product serial number (PSN) into the new backplane. For more information, see [FRU Key Identity Properties \(KIP\) Automated Update](#).

## Remove the 12-Drive Backplane

To remove the 12-Drive backplane (DBP):

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
  - f. Remove the air baffle.  
See [Remove the Air Baffle](#).
  - g. Remove the fan modules from the server.  
See [Remove a Fan Module](#).

- h. Remove the fan tray from the server.

See [Remove the Fan Tray](#).

- 2. Pull each storage drive out far enough to disengage it from the backplane.

See [Remove a Storage Drive](#).

 **Note:**

It is not necessary to completely remove the storage drives from the server; simply pull them out far enough to disengage them from the backplane. If you do remove the storage drives from the server, make a note of their locations so that you can reinstall them in the same locations.

- 3. Disconnect the cables from the disk backplane.

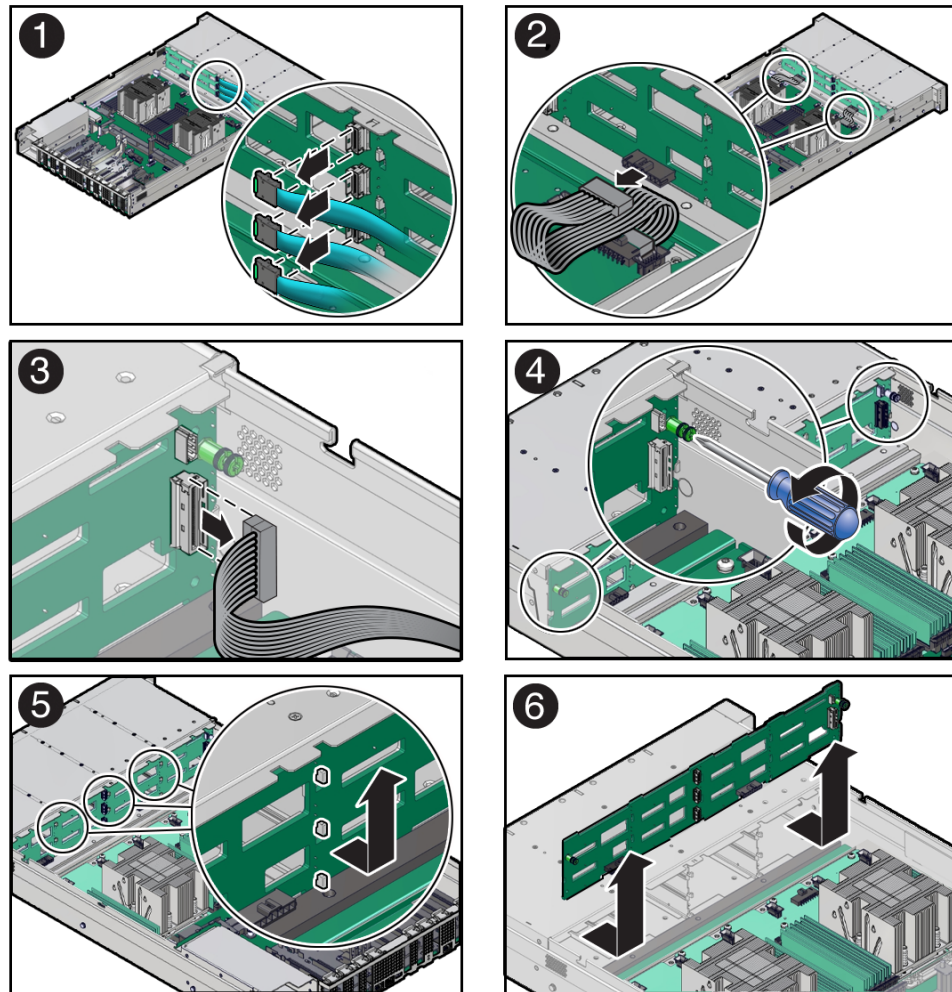
Ensure all cables are moved out of the way so they do not interfere with the disk backplane removal procedure.

- a. Disconnect the three SAS cables from the 12-Drive backplane [1].

See also [Remove SAS Storage Drive Cables](#).

- b. Disconnect the two power cables from the 12-Drive backplane [2].

Press and hold the button on the connector to disengage the locking mechanism, then gently pull the connector from the disk backplane. Note the cable connections in order to ease proper reconnection of the cables.



- c. Disconnect the DBP auxiliary signal cable from the 12-Drive backplane [3].

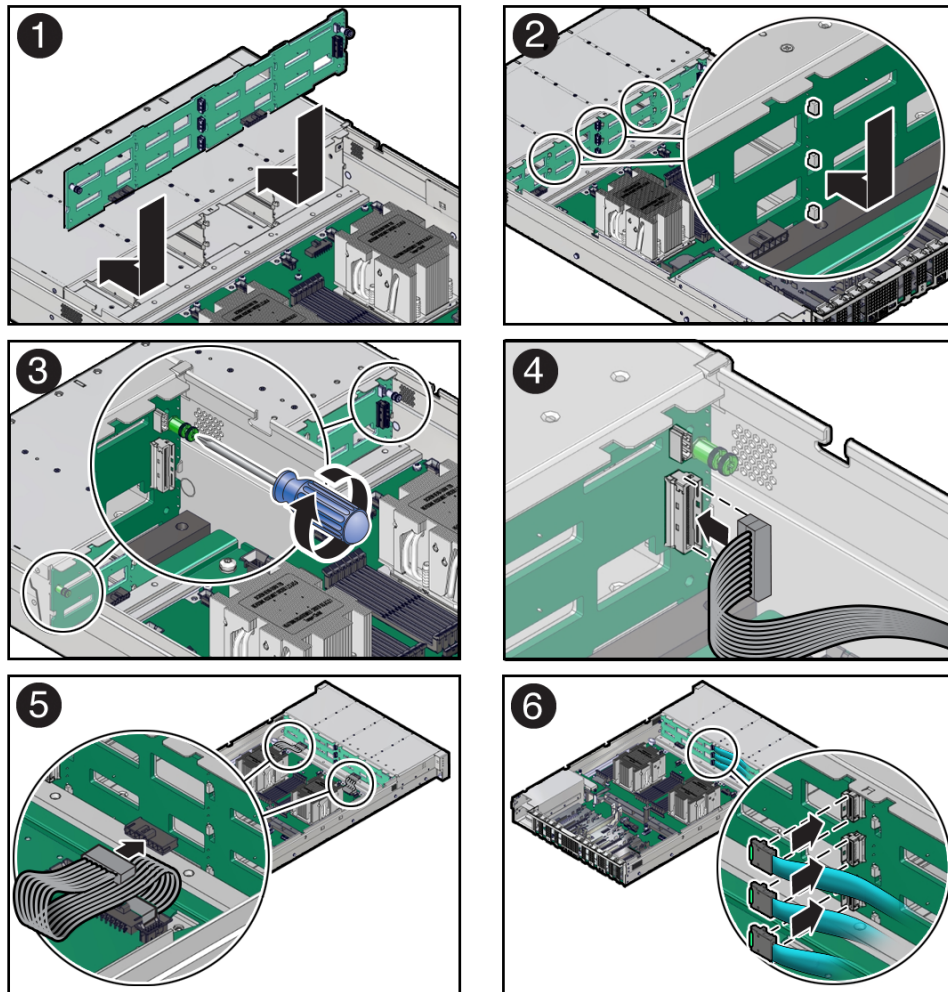
See also [Remove the Disk Backplane Signal Cable](#).

4. Using a Torx T15 screwdriver, loosen the right-side and left-side spring-mounted screws that secure the 12-Drive backplane to the chassis [4].
5. Lift the 12-Drive backplane up to release it from the standoff hooks and out of the chassis [5 and 6].
6. Place the 12-Drive backplane on an antistatic mat.

## Install the 12-Drive Backplane

To install the 12-Drive backplane (DBP):

1. Lower the 12-Drive backplane into the server, and position it to engage the standoff hooks [1 and 2].



2. Using a Torx T15 screwdriver, tighten the right-side and left-side spring-mounted screws to secure the 12-Drive backplane to the chassis [3].
3. Reconnect the cables to the disk backplane.
  - a. Reconnect the DBP auxiliary signal cable to the 12-Drive backplane [4].  
See also [Install the Disk Backplane Signal Cable](#).
  - b. Reconnect the two power cables to the disk backplane [5].
  - c. Reconnect the three SAS cables to the 12-Drive backplane [6].  
To ensure proper SAS cable connections, see the SAS cabling reference table in [Step 3](#) in [Install SAS Storage Drive Cables](#).
4. Return the server to operation.
  - a. Install the fan tray.  
See [Install the Fan Tray](#).
  - b. Install the fan modules.  
See [Install a Fan Module](#).
  - c. Install the air baffle.  
See [Install the Air Baffle](#).
  - d. Install the server top cover.

See [Install the Server Top Cover](#).

- e. Install all storage drives into the storage drive cage.  
When reinstalling storage drives, start with the top row and go from left to right.  
See [Install a Storage Drive](#).
- f. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
- g. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
- h. Verify that the power supply AC OK LED is lit.

 **Note:**

**IMPORTANT:** When the disk backplane is replaced, the key identity properties (KIP) of the backplane is programmed by Oracle ILOM to contain the same KIP as the other quorum member components. If you removed other quorum member components, you might need to manually program the product serial number (PSN) into the new backplane. For more information, see [FRU Key Identity Properties \(KIP\) Automated Update](#).

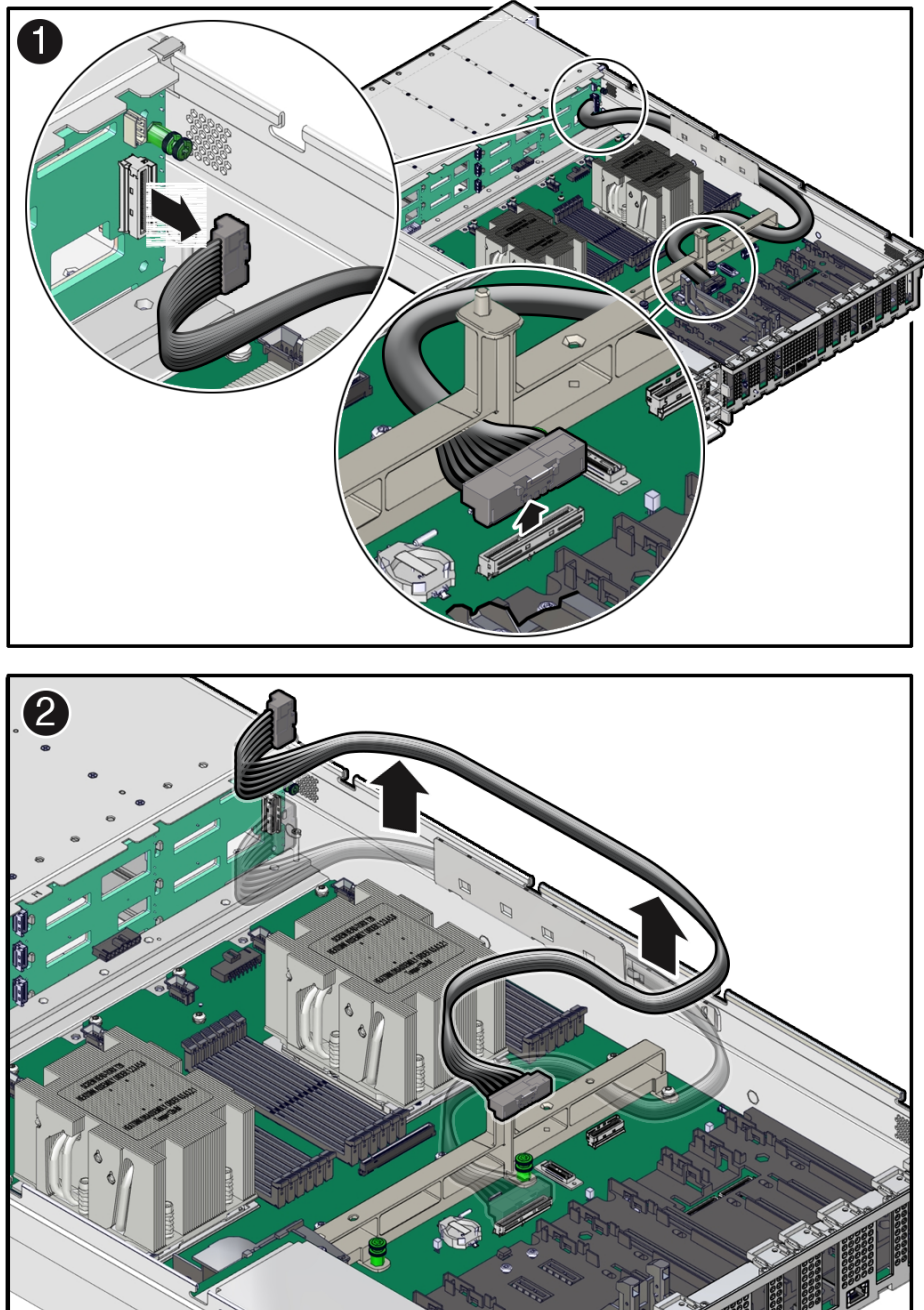
## Remove the Disk Backplane Signal Cable

Before removing the disk backplane signal cable, review the procedures for removing the 4 or 12 disk backplane from the server. See [Remove the 4-Drive Backplane](#) and [Remove the 12-Drive Backplane](#).

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
  - f. Remove the air baffle.  
See [Remove the Air Baffle](#).
  - g. Remove the fan modules from the server.  
See [Remove a Fan Module](#).
  - h. Remove the fan tray from the server.  
See [Remove the Fan Tray](#).

2. Locate the disk backplane signal cable.

The disk backplane signal cable is connected between the 4 or 12 disk backplane and the motherboard connector, which is located between PCIe slot 4 and the motherboard handle. The signal cable is routed from the disk backplane, through the left-side cable trough, and then through the motherboard handle before connecting to the motherboard [1, 2].



3. Disconnect and remove the disk backplane signal cable from the server.

a. Disconnect the signal cable from the disk backplane and the motherboard [1].

At each end of the signal cable, press and hold the connector to disengage the locking mechanism, then gently lift the connector from the disk backplane and motherboard.



**Note:**

For information on disconnecting the disk backplane signal cable from the 4-disk backplane, see [Remove the 4-Drive Backplane](#).

- b. Remove the cable from the server.

Gently direct the cable through the motherboard handle and then lift the cable from the left-side cable trough [2].

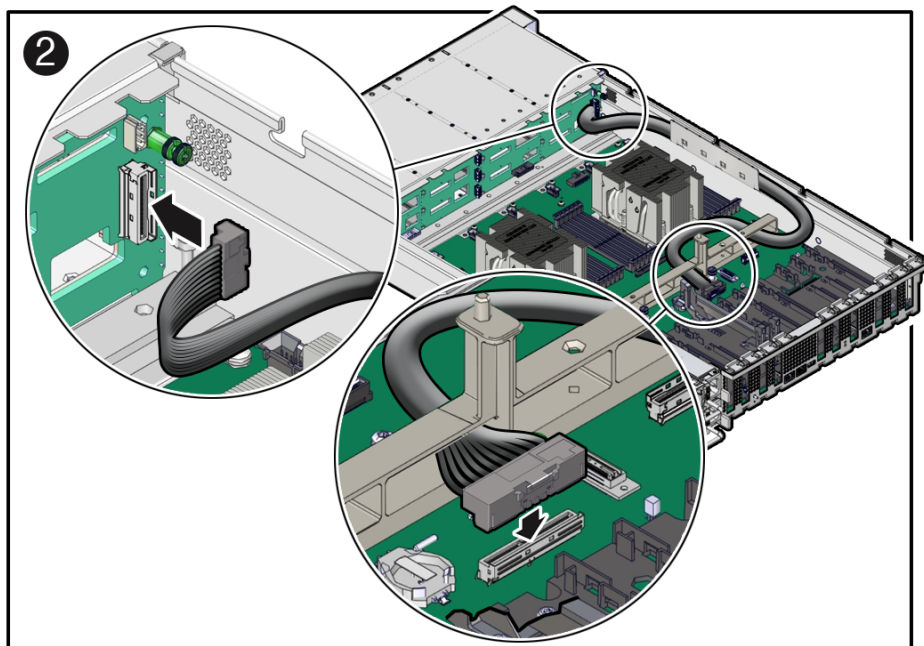
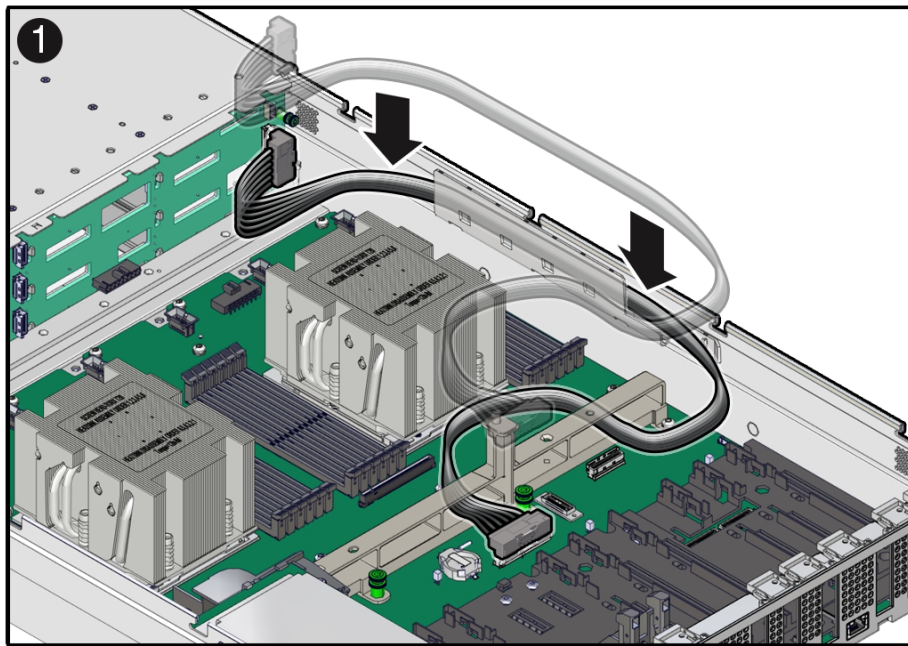
Ensure that the disk backplane signal cable is free from snagging motherboard components and other cables in the server. You might need to remove the SAS cables from the left-side cable trough before removing the disk backplane signal cable. See [Remove SAS Storage Drive Cables](#).

## Install the Disk Backplane Signal Cable

Before installing the disk backplane signal cable, review the procedures for installing the 4 or 12 disk backplane in the server. See [Install the 4-Drive Backplane](#) and [Install the 12-Drive Backplane](#).

1. Unpack the replacement disk backplane signal cable and place it on an antistatic mat.
2. Install the disk backplane signal cable between the disk backplane and motherboard connectors [1].

Route the signal cable through the left-side cable trough and then through the motherboard handle.



Ensure that the disk backplane signal cable is free from snagging motherboard components and other cables in the server. You might need to remove the SAS cables from the left-side cable trough before installing the disk backplane signal cable. See [Remove SAS Storage Drive Cables](#).

3. Reconnect the disk backplane signal cable to the disk backplane and the motherboard. Plug each end of the cable into its connector until you hear an audible click [2].

 **Note:**

For information on reconnecting the disk backplane signal cable to the 4-disk backplane, see [Install the 4-Drive Backplane](#).

4. If necessary, reinstall SAS cables in the left-side cable trough.  
See [Install SAS Storage Drive Cables](#).
5. Return the server to operation.
  - a. Install the fan tray.  
See [Install the Fan Tray](#).
  - b. Install the fan modules.  
See [Install a Fan Module](#).
  - c. Install the air baffle.  
See [Install the Air Baffle](#).
  - d. Install the server top cover.  
See [Install the Server Top Cover](#).
  - e. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - f. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - g. Verify that the power supply AC OK LED is lit.

# Servicing the Front LED Indicator Module

This section describes how to service the front LED indicator module.

The front LED indicator module is a replaceable component that requires you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

 **Caution:**

Ensure that all power is removed from the server before removing or installing a front LED indicator module. You must disconnect the power cables before performing this procedure.

 **Caution:**

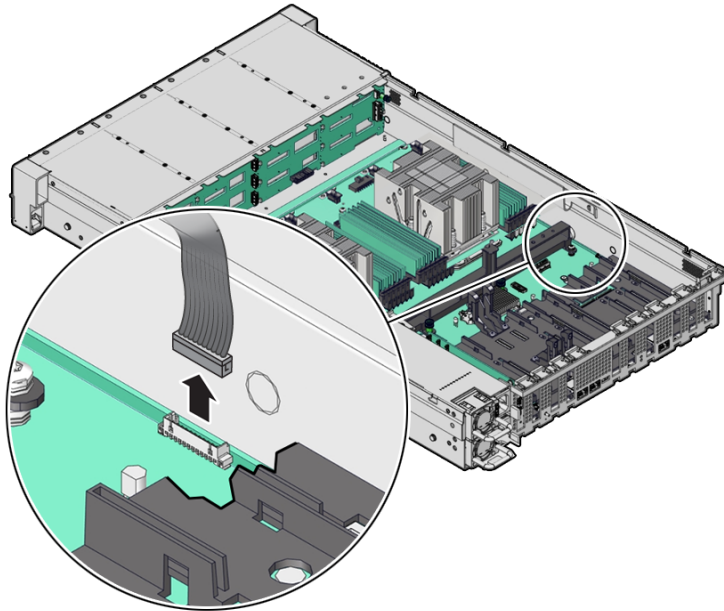
These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the component to fail. To avoid damage, ensure that you follow electrostatic discharge safety measures and antistatic practices. See [Electrostatic Discharge Safety](#).

## Remove the Front LED Indicator Module

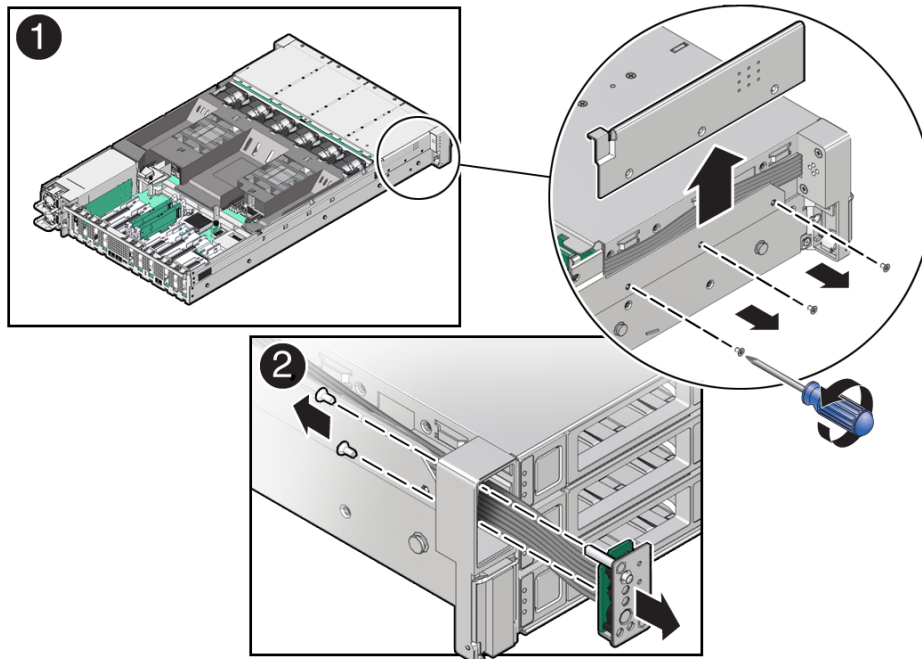
1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server into the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
2. Disconnect the LED indicator module cable from the motherboard.

 **Note:**

To ease removal of the LED indicator module cable, you might need to lift the disk backplane auxiliary signal cable and SAS cable (if present) from the left-side cable trough.



3. Remove the three No. 2 Phillips screws that secure the FIM cable cover to the chassis [1].

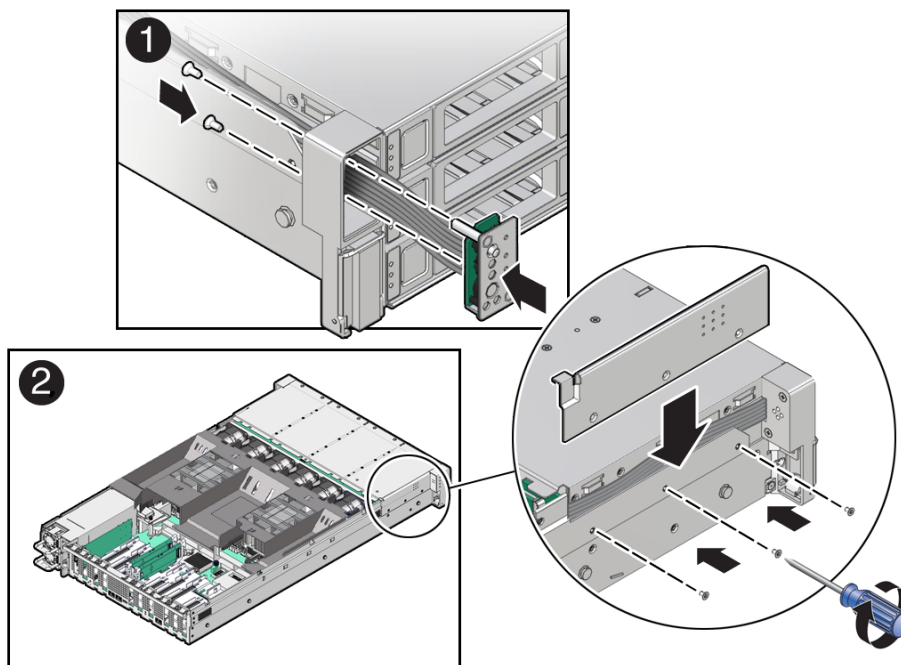


4. Lift up and remove the FIM cable cover from the FIM cable cover slot [1].  
Set aside the FIM cable cover.
5. Remove the front LED indicator module [2].

- a. Remove the two No. 2 Phillips screws that secure the LED indicator module to the server front panel.
- b. Remove the LED indicator module and cable from the server front panel.  
Remove the LED indicator module cable by carefully pulling the cable through the left-side cable trough.

## Install the Front LED Indicator Module

1. Install the front LED indicator module.
  - a. Push the LED indicator module and cable through the LED housing on the server front panel [1].

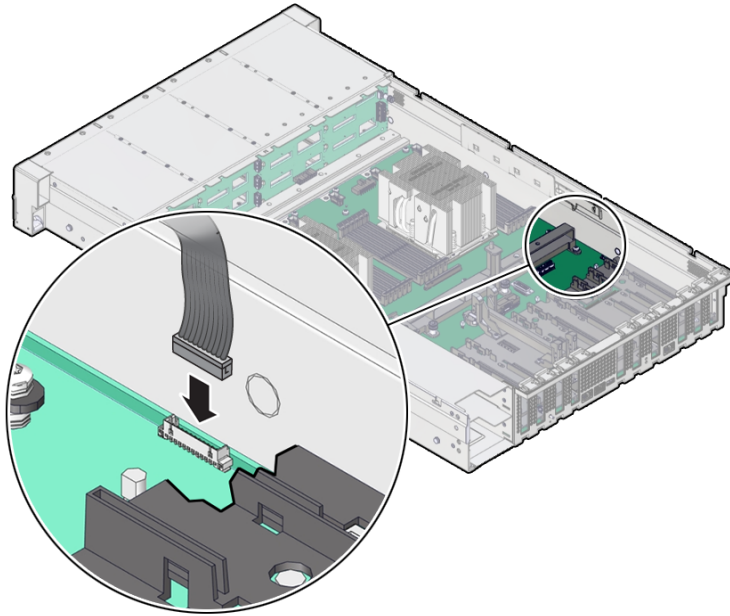


- b. Install the LED indicator module cable by carefully pulling the cable through the left-side cable trough.

### Note:

To ease installation of the LED indicator module cable, you might need to lift the disk backplane auxiliary signal cable and SAS cable (if present) from the left-side cable trough.

- c. Insert and tighten the two No. 2 Phillips screws to secure the LED indicator module to the server front panel [1].
  - d. Install the FIM cable cover to the chassis by inserting it into the FIM cable cover slot [2].
  - e. Install the three No. 2 Phillips screws to secure the FIM cable cover to the chassis [2].
2. Reconnect the LED indicator module cable to the motherboard.



3. Return the server to operation.
  - a. Install the server top cover.  
See [Install the Server Top Cover](#).
  - b. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
  - c. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
  - d. Verify that the power supply AC OK LED is lit.

# 16

## Servicing SAS Cables

This section describes how to service SAS cables.

SAS interface cables are replaceable components that require you to power off the server before servicing. For more information about replaceable components, see [Illustrated Parts Breakdown](#) and [Replaceable Components](#).

### **Caution:**

The system supplies power to the cables even when the server is powered off. To avoid personal injury or damage to the server, you must disconnect power cords before servicing the cables.

### **Caution:**

These procedures require that you handle components that are sensitive to electrostatic discharge. This sensitivity can cause the component to fail. To avoid damage, ensure that you follow electrostatic discharge safety measures and antistatic practices. See [Electrostatic Discharge Safety](#).

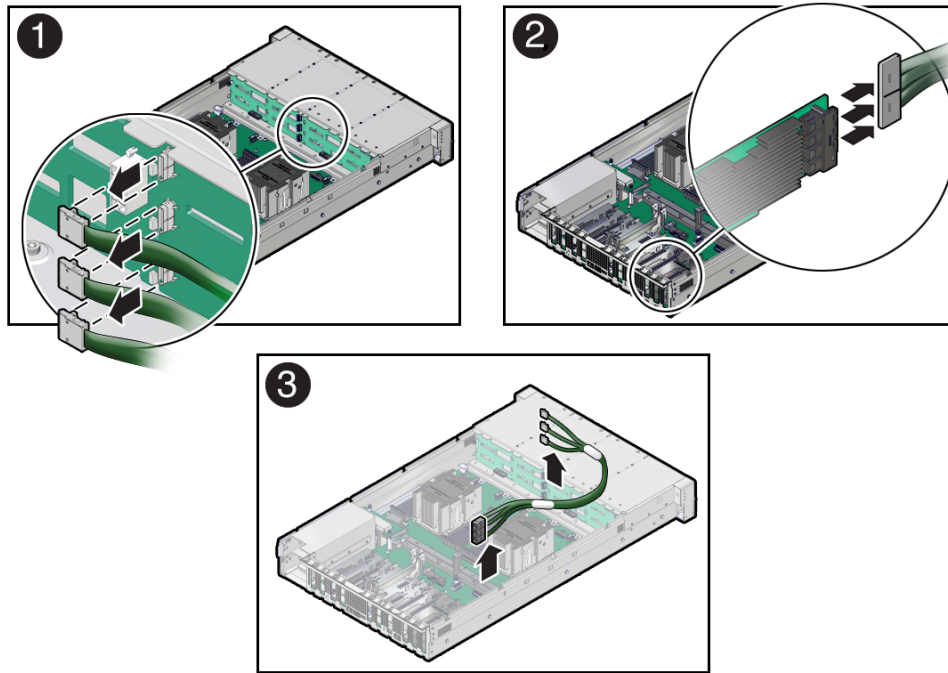
## Remove SAS Storage Drive Cables

1. Prepare the server for service.
  - a. Power off the server.  
See [Powering Down the Server](#).
  - b. Disconnect the power cords from the power supplies.  
See [Disconnect Cables From the Server](#).
  - c. Extend the server to the maintenance position.  
See [Extend the Server to the Maintenance Position](#).
  - d. Attach an antistatic wrist strap to your wrist, and then to a metal area on the chassis.  
See [Take Antistatic Measures](#).
  - e. Remove the server top cover.  
See [Remove the Server Top Cover](#).
  - f. Remove the air baffle.  
See [Remove the Air Baffle](#).
  - g. Remove fan modules.  
See [Remove a Fan Module](#).
  - h. Remove the fan tray from the server.

See [Remove the Fan Tray](#).

2. Disconnect the SAS cables from the disk backplane [1].

Press and hold the button on the connector to disengage the locking mechanism, then gently pull the connector from the disk backplane.



3. Disconnect the SAS cables from the Broadcom 9500-16i, 12GB SAS PCIe, 16 Port, Internal card in PCIe slot 9 [2].

Press each latch, and then pull out to disengage the cable from each connector.

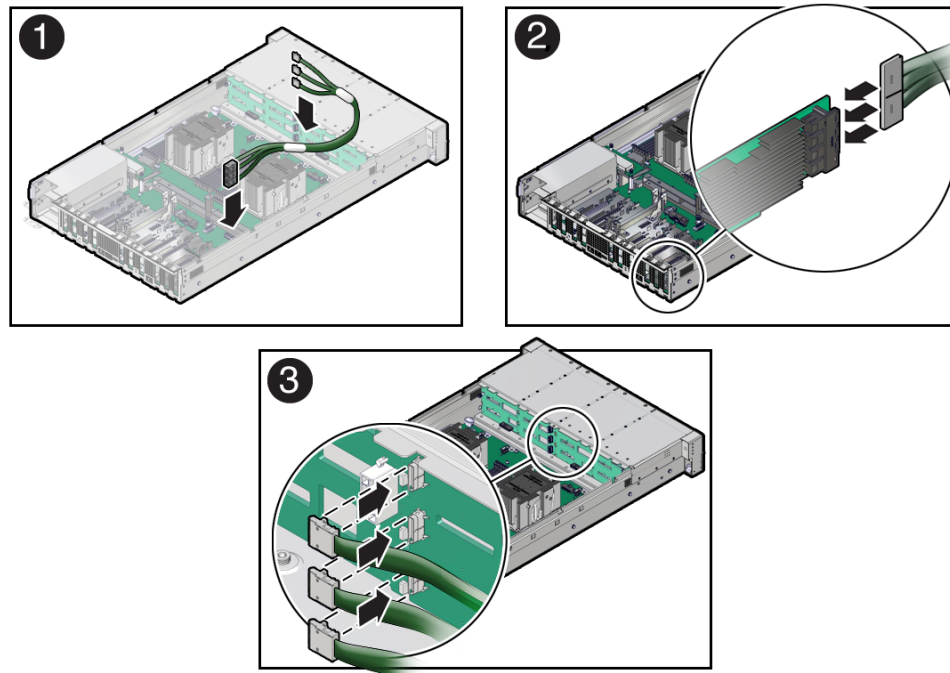
4. Remove the SAS cables from the server [3].

Carefully remove the SAS cable bundles from the server. Be careful not to snag the cables on the server components.

## Install SAS Storage Drive Cables

1. Install the SAS cables between the disk backplane and the rear PCIe slots [1].

Route the SAS cable bundle through the left-side cable trough.



2. Reconnect the SAS cables to the Broadcom 9500-16i, 12GB SAS PCIe, 16 Port, Internal card in PCIe slot 9 [2].

Plug each cable into its SAS connector until you hear an audible click. To ensure proper SAS cable connections, see the SAS cable connections table in [Step 3](#).

**Note:**

SAS cable assembly, part number 8211223 [F] is required to connect the HBA card to the disk backplane.

3. Reconnect the SAS cables to the disk backplane [3].

Plug each cable into its SAS connector until you hear an audible click.

When attaching SAS cables, ensure that you match the numbers on the SAS cables with the SAS connectors on the disk backplane and on the HBA card. Use the following table to ensure proper SAS connections between the disk backplane and the HBA card.

HBA Card	PCIe Slot Location	HBA Connector	Disk Backplane Connector	SAS Storage Drives
Broadcom 9500-16i, 12GB SAS PCIe, 16 Port, Internal	9	C0 - 1	1	0, 1, 2, 3
		C0 - 2	2	4, 5, 6, 7
		C1 - 3	3	8, 9, 10, 11

4. Return the server to operation.
  - a. Install the fan tray.  
See [Install the Fan Tray](#).
  - b. Install the fan modules.  
See [Install a Fan Module](#).

- c. Install the air baffle.  
See [Install the Air Baffle](#).
- d. Install the server top cover.  
See [Install the Server Top Cover](#).
- e. Return the server to the normal rack position.  
See [Return the Server to the Normal Rack Position](#).
- f. Reconnect the power cords to the power supplies, and power on the server.  
See [Reconnect Power and Data Cables](#) and [Power On the Server](#).
- g. Verify that the power supply AC OK LED is lit.

# Returning the Server to Operation

This section describes safety considerations and provides procedures and information after replacing components in the server.

After replacing components inside of the server, perform the procedures in the following sections.

## Server Filler Panel Requirements

The server might be shipped with module-replacement filler panels for storage drives and PCIe cards. These filler panels are installed at the factory and must remain in the server until you replace them with a purchased option.

Before you can install an optional server component into the server, you must remove the filler panel from the location into which you intend to install the component. When you remove a storage drive or a PCIe card from the server, you must install either a replacement for the component removed or a filler panel.

## Remove and Install Filler Panels

Perform the following procedures as required to remove and install server filler panels for storage drives and PCIe cards.

**Note:** In single-processor systems, PCIe slots 1 through 4 are nonfunctional. Therefore, you do not need to remove the filler panels for these slots.

1. Remove the Storage drive filler panel.
  - a. Locate the storage drive filler panel to be removed from the server.
  - b. To unlatch the storage drive filler panel, pull the release lever, and tilt the lever out into a fully opened position.
  - c. To remove the filler panel from the slot, hold the opened release lever, and gently slide the filler panel toward you.
2. Install the Storage drive filler panel.
  - a. Locate the vacant storage drive module slot in the server, and then ensure that the release lever on the filler panel is fully opened.
  - b. Slide the filler panel into the vacant slot by pressing the middle of the filler panel faceplate with your thumb or finger.

The release lever will close as it makes contact with the chassis. Do not slide the filler panel in all the way. Leave the filler panel out approximately 0.25 to 0.50 inch (6 to 12 mm) from the opening.
  - c. Using your thumb or finger, press on the middle of the filler panel faceplate until the release lever engages with the chassis.
  - d. Close the release lever until it clicks into place and is flush with the front of the server
3. Remove the PCIe slot filler panel.

- a. Remove the server top cover.
  - b. To remove the PCIe slot filler panel, rotate the PCIe locking mechanism in to an upright position, and lift and remove the PCIe slot filler panel where you want to install the PCIe card.
4. Install the PCIe slot filler panel.
    - a. Remove the server top cover.
    - b. Press the PCIe filler panel into the vacant PCIe slot, and rotate the PCIe locking mechanism downward to secure the PCIe slot filler panel. You hear an audible click when the PCIe filler panel is secured into the slot.

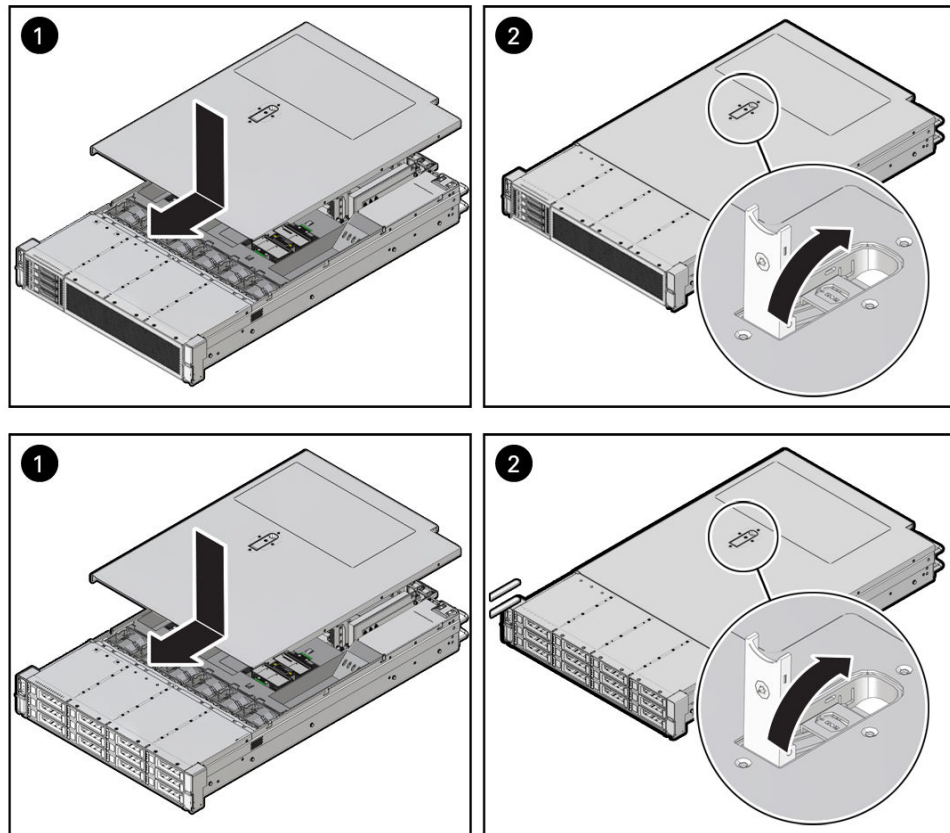
## Install the Server Top Cover

1. Place the top cover on the chassis [1].

Set the cover down so that it hangs over the back of the server by about 1 inch (25 mm) and the side latches align with the cutouts in the chassis.
2. Check both sides of the chassis to ensure that the top cover is fully down and flush with the chassis.

If the cover is not fully down and flush with the chassis, slide the cover towards the back of the chassis to position the cover in the correct position.
3. Gently slide the cover toward the front of the chassis until it latches into place with an audible click [2].

As you slide the cover toward the front of the server, the release button on the top of the server automatically rotates downward to the closed position. Latch the top cover by pushing down on the button until it is flush with the cover and you hear an audible click. An audible click indicates that the cover is latched.



4. Use a Torx T15 screwdriver to turn the release button latch counter-clockwise to the locked position.

## Remove Antistatic Measures

- Remove any antistatic straps or conductors from the server chassis.

## Reinstall the Server Into the Rack

After servicing the system, reinstall it into the rack.

### ▲ Caution:

Deploy any rack anti-tilt mechanisms before installing the server into the rack.

### ▲ Caution:

The server weighs approximately 76 lbs (34 kg). Two people are required to carry the chassis and install it in the rack.  
Use a mechanical lift or two people to transport the chassis and install it in the rack.

1. Lift the server from the antistatic mat, and reinstall the server into the rack.

See [Rackmounting the Server](#).

2. If the cable management arm (CMA) is not installed, because you removed the server completely out of the rack, install the CMA.

See [Install the Cable Management Arm \(Optional\)](#).

3. If the cables are disconnected from the back of the server, because you removed the server completely out of the rack, reconnect the cables.
  - For instructions to reconnect cables to the back of the server, see [Reconnect Power and Data Cables](#).
  - To identify the location of cable connectors on the back of the server, refer to [Back Panel Connector Locations](#).

## Return the Server to the Normal Rack Position

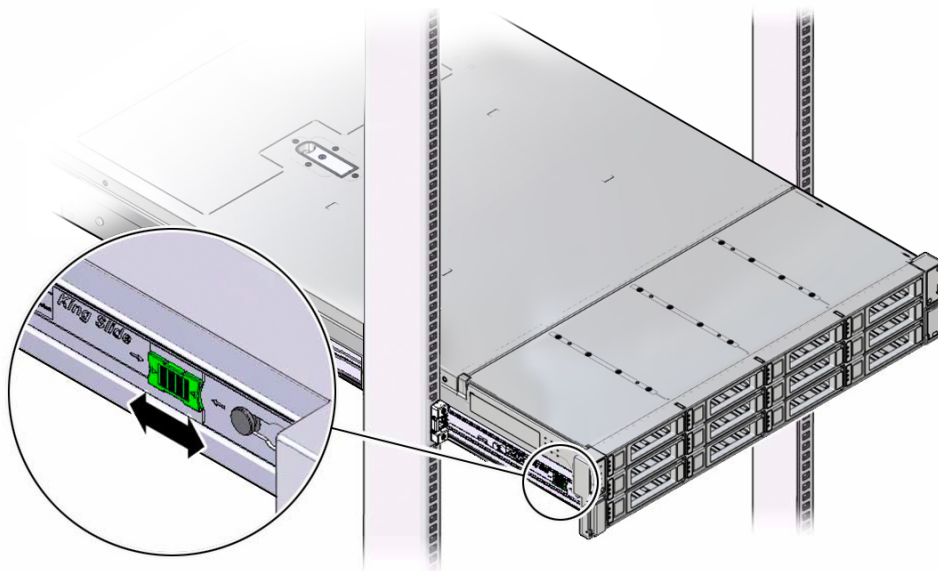
If the server is in the extended maintenance position, use this procedure to return the server to the normal rack position.

1. Push the server back into the rack, as described in the following steps.
  - a. Simultaneously pull and hold the two green release tabs (one on each side of the slide rails on the server) toward the front of the server, while you push the server into the rack.

Verify that the cable management arm (CMA) retracts without binding.

### Note:

To pull the green release tab, place your finger in the center of the tab, not on the end, and apply pressure as you pull the tab toward the front of the server.



- b. Continue pushing the server into the rack until the slide-rail locks (on the front of the server) engage the slide-rail assemblies.

You hear an audible click when the server is in the normal rack position.

2. If the CMA is not installed, because you removed the server completely out of the rack, install the CMA.

For installation instructions for the CMA, see [Install the Cable Management Arm \(Optional\)](#).

3. If the cables are disconnected from the back of the server, because you extended the server out of the rack, reconnect the cables.
  - For instructions to reconnect cables to the back of the server, see [Reconnect Power and Data Cables](#).
  - To identify the location of cable connectors on the back of the server, refer to [Back Panel Connector Locations](#).

## Reconnect Power and Data Cables

1. Reconnect the data cables to the back of the server, as appropriate.

### Note:

If the cable management arm (CMA) is in the way, extend the server approximately 13 cm (5 inches) out of the front of the rack.

2. Reconnect the power cables to the power supplies.
3. If necessary, reinstall the cables into the cable management arm and secure them with Velcro straps.
4. Power on the server.

See [Power On the Server](#).

## Power On the Server

As soon as the power cords are connected, Standby power is applied. In Standby power mode:

- The System OK LED on the server front panel blinks slowly.
- The SP OK LED indicator is steady on.
- The AC power supply LED indicator lights are steady on.

Depending on the firmware configuration, the system might boot. If it does not boot, perform the following procedure.

- Power on the server to Main power mode by performing one of the following actions:
  - Press the On/Standby button on the front bezel.
  - Log in to the Oracle ILOM web interface, click Host Management → Power Control, and select Power On from the Select Action list.
  - Log in to the Oracle ILOM command-line interface (CLI), and type the following command at the Oracle ILOM prompt:

```
-> start /System
```

When the server is powered on to Main power mode and the power-on self-test (POST) code checkpoint tests are complete, the green System OK LED status indicator on the front panel of the server lights and remains lit.

## Known Service Issues

This section describes important operating notes and known service issues for Exadata Server X11M.

You can find detailed information about Exadata Server X11M supported hardware in [Product Description](#). For the most updated information about supported firmware and operating systems, important operating notes, and known issues, refer to *Oracle AMD-Based Cloud Servers Product Notes*.

Information about the latest firmware and Software Release, including tools, drivers, component firmware versions, and bug fixes is available in the ReadMe file for each Software Release. Some product features are enabled only when the latest versions of patches or firmware are installed. You must install the latest software version for optimal performance, security, and stability.

# Appendices: Server Reference

These appendices contain Exadata Server X11M service references.

# A




## Server Status Indicator LEDs

These sections describe Exadata Server X11M status indicators (LEDs) located on the front and back panels, including indicators located on components and ports.



### System-Level Status Indicators

System-level status indicators (LEDs) are located on both the server front panel and the back panel. For the location of the status indicators, see [Front Panel Components](#) and [Back Panel Components](#). The following table describes these indicators.

**Table A-1 System-Level Status Indicators**

Status Indicator Name	Icon	Color	State and Meaning
Locate Button/LED	  Front and back panel	White	Indicates the location of the server. OFF – Server is operating normally. FAST BLINK (250 ms) – Use Oracle ILOM to activate this LED indicator to enable you to locate a particular system quickly and easily. Pressing the Locate button toggles the LED indicator fast blink on or off.
Service Fault-Service Required	  Front and back panel	Amber	Indicates the fault state of the server. OFF – The server is operating normally. STEADY ON – A fault is present on the server. This LED indicator lights whenever a fault indicator lights for a replaceable component on the server. <b>Note:</b> When this LED indicator is lit, a system console message might appear that includes a recommended service action.
OK System OK	  Front and back panel	Green	Indicates the operational state of the chassis. OFF – AC power is not present or the Oracle ILOM boot is not complete. STANDBY BLINK (on for 100 ms, off for 2900 ms) – Standby power is on, but the chassis power is off and the Oracle ILOM SP is running. SLOW BLINK (1000 ms) – Startup sequence was initiated on the host. This pattern begins soon after you power on the server. This status indicates either: power-on self-test (POST) code checkpoint tests are running on the server host system, or the host is transitioning from the powered-on state to the standby state on shutdown. STEADY ON – The server is powered on, and all host POST code checkpoint tests are complete. The server is in one of the following states: the server host is booting the operating system (OS), or the server host is running the OS.


**Table A-1 (Cont.) System-Level Status Indicators**

Status Indicator Name	Icon	Color	State and Meaning
SP OK	<b>SP</b> Front panel	Green	Indicates the state of the service processor. OFF – Service processor (SP) is not running. SLOW BLINK – SP is booting. STEADY ON – SP is fully operational.
Top Fan	<b>TOP FAN</b> Front panel	Amber	Indicates that one or more of the internal fan modules failed. OFF – Indicates steady state; no service is required. STEADY ON – Indicates service required.
Rear Power Supply Fault	<b>REAR PS</b> Front panel	Amber	Indicates that one of the server power supplies failed. PS0 and PS1 are located on the server back panel. OFF – Indicates steady state; no service is required. STEADY ON – Indicates service required; service the power supply.
Temp-Fault System Over Temperature Warning	 Front panel	Amber	Indicates a warning for an overtemperature condition. OFF – Normal operation; no service is required. STEADY ON – The system is experiencing an overtemperature warning condition. <b>Note:</b> This is a warning indication, not a fatal overtemperature. Failure to correct this might result in the system overheating and shutting down unexpectedly.
DO NOT SERVICE	 Front panel	White	Indicates that the system is not ready to service. OFF – Normal operation. STEADY ON – The system is not ready for service. <b>Note:</b> The DO NOT SERVICE indicator is application specific. This indicator is only illuminated on demand by the Host application.


## Power Supply Status Indicators

There are two status indicators (LEDs) on each power supply. Power supply status indicators are visible from the back of the server.

**Table A-2 Power Supply Status Indicators**

Status Indicator Name	Icon	Color	State and Meaning
AC OK/ DC OK		Green	OFF – No AC power is present. SLOW BLINK – Normal operation. Input power is within specification. DC output voltage is not enabled. STEADY ON – Normal operation. Input AC power and DC output voltage are within specification.


**Table A-2 (Cont.) Power Supply Status Indicators**

Status Indicator Name	Icon	Color	State and Meaning
Fault-Service Required		Amber	OFF – Normal operation. No service action is required. STEADY ON – The power supply (PS) detected a PS fan failure, PS overtemperature, PS overcurrent, or PS overvoltage or undervoltage.

## Fan Module Status Indicators

Each fan module has one status indicator (LED). Fan LEDs are located on the chassis fan tray adjacent to and aligned with the fan modules, and are visible when the server top cover is removed.




**Table A-3 Fan Module Status Indicators**

Status Indicator Name	Icon	Color	State and Meaning
Fan Module Fault		Amber	OFF – The fan module is correctly installed and operating within specification. STEADY ON – The fan module is faulty. The front TOP FAN LED and the front and back panel Fault-Service Required LEDs are also lit if the system detects a fan module fault.

## Storage Drive Status Indicators

There are three status indicators (LEDs) on each drive.

**Table A-4 Storage Drive Status Indicators**

Status Indicator Name	Icon	Color	State and Meaning
OK/Activity		Green	OFF – Power is off or installed drive is not recognized by the system. STEADY ON – The drive is engaged and is receiving power. RANDOM BLINK – There is disk activity. Status indicator LED blinks on and off to indicate activity.
Fault-Service Required		Amber	OFF – The storage drive is operating normally. STEADY ON – The system detected a fault with the storage drive.
OK to Remove		Blue	STEADY ON – The storage drive can be removed safely during a hot-plug operation. OFF – The storage drive is not prepared for removal.

## Network Management Port Status Indicators

The server has one 100/1000BASE-T Ethernet management domain interface, labeled **NET MGT**. There are two status indicators (LEDs) on this port. NET MGT indicators are visible from the back of the server.

**Table A-5 Network Management Port Status Indicators**

Status Indicator Name	Location	Color	State and Meaning
Activity	Top left	Green	ON – Link up. OFF – No link or down link. BLINKING – Packet activity.
Link speed	Top right	Green	ON – 1000BASE-T link. OFF – 100BASE-T link.

## Ethernet Port Status Indicators

The server has one Ethernet port labeled 1GbE (NET 0). Two NET 0 status indicators (LEDs) are visible from the back of the server.

See 100/1000BASE-T [Gigabit Ethernet port](#).

**Table A-6 Ethernet Port Status Indicators**

Status Indicator Name	Location	Color	State and Meaning
Activity	Bottom left	Green	ON – Link up. OFF – No activity. BLINKING – Packet activity.
Link speed	Bottom right	Bi-colored: Amber/ Green	OFF – 100BASE-T link (if link up). Green ON – 1000BASE-T link.

## Motherboard Status Indicators

The motherboard contains the following status indicators (LEDs).

**Table A-7 Motherboard Status Indicators**

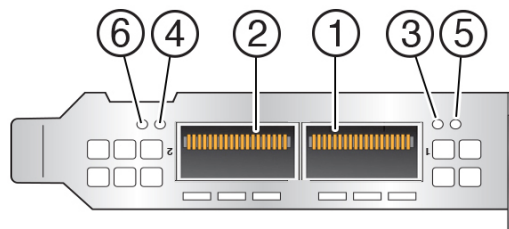
Status Indicator	Description
DIMM Fault Status Indicators	Each of the 24 DIMM slots on the motherboard has an amber fault status indicator (LED) associated with it. If Oracle ILOM determines that a DIMM is faulty, pressing the Fault Remind button on the motherboard I/O card signals the service processor to light the fault LED associated with the failed DIMM. See <a href="#">Servicing DIMMs</a> .

**Table A-7 (Cont.) Motherboard Status Indicators**

Status Indicator	Description
Processor Fault Status Indicators	The motherboard includes a fault status indicator (LED) adjacent to each of the two processor sockets. These LEDs indicate when a processor fails. Pressing the Fault Remind button on the motherboard I/O card signals the service processor to light the fault status indicators associated with the failed processors. See <a href="#">Servicing Processors</a> .
Fault Remind Status Indicator	This status indicator (LED) is located next to the Fault Remind button and is powered from the super capacitor that powers the fault LEDs on the motherboard. This LED lights to indicate that the fault remind circuitry is working properly in cases where no components failed and, as a result, none of the component fault LEDs illuminate. See <a href="#">Using the Server Fault Remind Button</a> .
STBY PWRGD Status Indicator	This green status indicator (LED) is labeled STBY PWRGD and is located on the motherboard near the back of the server.  STBY PWRGD LED lights to inform a service technician that the motherboard is receiving Standby power from at least one of the power supplies. This LED helps prevent service actions on the server internal components while the AC power cords are installed and power is being supplied to the server.

## Mellanox ConnectX-6 Dx SmartNIC Status Indicators

The Mellanox ConnectX-6 Dx Dual Port RoCE SmartNIC status indicators are defined as follows:

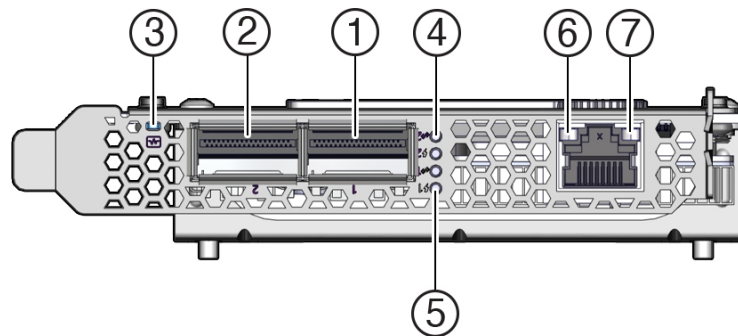


Callout	Description
1	Port 1
2	Port 2
3	Port 1 status indicator: <ul style="list-style-type: none"> <li>• OFF = Link has not been established</li> <li>• SOLID GREEN = Valid link has been established</li> <li>• BLINKING GREEN = Link activity</li> <li>• BLINKING AMBER = 1 Hz blink indicates a beacon command is being run to locate the adapter card; 4 Hz blink indicates a problem with the physical link</li> </ul>

Callout	Description
4	Port 2 status indicator: <ul style="list-style-type: none"> <li>• OFF = Link has not been established</li> <li>• SOLID GREEN = Valid link has been established</li> <li>• BLINKING GREEN = Link activity</li> <li>• BLINKING AMBER = 1 Hz blink indicates a beacon command is being run to locate the adapter card; 4 Hz blink indicates a problem with the physical link</li> </ul>
5 & 6	Not used.

## Pensando Ortano DSC SmartNIC Status Indicators

The Pensando Ortano DSC SmartNIC status indicators are defined as follows:



Callout	Description
1	Port 1
2	Port 2
3	Card status indicator: <ul style="list-style-type: none"> <li>• Off = System is not powered on.</li> <li>• Solid amber = Powered on, software booting</li> <li>• Solid green = Normal operation</li> </ul>
4	Port 2 activity/link indicators: <ul style="list-style-type: none"> <li>• Port 2 activity indicator (top most as shown in illustration):               <ul style="list-style-type: none"> <li>– Off = No activity</li> <li>– Blinking = Link activity</li> </ul> </li> <li>• Port 2 link indicator (second down as shown in illustration):               <ul style="list-style-type: none"> <li>– Off = Link has not been established</li> <li>– Solid green = Valid link has been established</li> </ul> </li> </ul>
5	Port 1 activity/link indicators: <ul style="list-style-type: none"> <li>• Port 1 activity indicator (third down as shown in illustration):               <ul style="list-style-type: none"> <li>– Off = No activity</li> <li>– Blinking = Link activity</li> </ul> </li> <li>• Port 1 link indicator (bottom most as shown in illustration):               <ul style="list-style-type: none"> <li>– Off = Link has not been established</li> <li>– Solid green = Valid link has been established</li> </ul> </li> </ul>

Callout	Description
6	Management port activity indicator: <ul style="list-style-type: none"> <li>Off = No activity</li> <li>Blinking green = Link activity</li> </ul>
7	Management port link indicator: <ul style="list-style-type: none"> <li>Off = 100BASE-T link</li> <li>Solid green = 1000BASE-T link</li> </ul>

## Boot Process and Normal Operating State Indicators

A normal server boot process involves two indicators, the service processor SP OK LED indicator and the System OK LED indicator.

When AC power is connected to the server, the server boots into standby power mode:

1. The SP OK LED blinks slowly (0.5 seconds on, 0.5 seconds off) while the SP is starting, and the System OK LED remains off until the SP is ready.
2. After a few minutes, the main System OK LED slowly flashes the standby blink pattern (0.1 seconds on, 2.9 seconds off), indicating that the SP (and Oracle ILOM) is ready for use. In Standby power mode, the server is not initialized or fully powered on at this point.

When powering on the server (either by the On/Standby button or Oracle ILOM), the server boots to full power mode:

1. The System OK LED blinks slowly (0.5 seconds on, 0.5 seconds off), and the SP OK LED remains lit (no blinking).
2. When the server successfully boots, the System OK LED remains lit. When the System OK LED and the SP OK LED indicators remain lit, the server is in Main power mode.



### Note:

The green System OK LED indicator and the green SP OK indicator remain lit (no blinking) when the server is in a normal operating state.

# B

## System Specifications

These sections describe specifications for Exadata Server X11M.

### Server Physical Specifications

The following table lists physical specifications for Exadata Server X11M.

**Table B-1 Physical Specifications**

Dimension	Server Specification	Measurements
Height	2-rack unit (2U) nominal	86.9 mm (3.42 inches)
Width	Server chassis	445 mm (17.52 inches)
Depth	Maximum overall	756 mm (29.76 inches)
Weight	Fully populated server	34 kg (76 lbs)

Dimensions do not include PSU handles.

### Electrical Requirements

The server uses high-line AC power. The server can operate effectively over a range of voltages and frequencies.

The following table contains the power supply specifications for Exadata Server X11M.



**Note:**

The power dissipation numbers listed in the following table are the maximum rated power numbers for the power supply used in the server. The numbers are not a rating of the actual power consumption of the server. For up-to-date information about server power consumption, go to [Oracle Power Calculator](#).

**Table B-2 Electrical Requirements**

Parameter	Exadata Server X11M Specification
Electrical ratings	200-240V~, 10A, 50/60Hz (x2)
Voltage (nominal)	200-240 VAC
Input current (maximum)	10.0A at 200-240 VAC
Frequency (nominal)	50/60 Hz (47-63 Hz range)
Maximum power consumption	1400W at AC 200V-240V
Maximum heat output	11,600 BTU/Hr

**Table B-3 Power Supply Specifications**

Parameter	Power Supply Specification
Exadata Server X11M	Two hot-swappable and highly-redundant 1400W A271 or A271A power supplies (PS0 and PS1)
A271 Power Supply	A271 - Delta Electronics, Model AWF2DC1400W, Input rated 200 - 240 V~, 10A Max, 50/60 Hz. Output: V1 rated 12.1 Vdc, 116A Max., Vsb rated 12.1 Vdc, 3A Max, 1400W maximum
A271A Power Supply	A271A - Flextronics, Model SUN-S-1400ADU00, Input rated 200 - 240 V~, 10A Max, 50/60 Hz. Output: V1 rated 12.1 Vdc, 116A Max., Vsb rated 12.1 Vdc, 3A Max, 1400W maximum

**Note:**

The A271 and A271A power supplies are functionally identical. Either are supported in the system.

**Caution:**

Servers must have a reliable power source. Damage to the server might occur if the input voltage levels or input power frequency ranges are exceeded. Electrical disturbances, such as the following, might damage the system:

- Fluctuations caused by brownouts
- Wide and rapid variations in input voltage levels or input power frequency
- Electrical storms
- Faults in the distribution system, such as defective wiring

To protect your server from such disturbances, use a dedicated power distribution system, power-conditioning equipment, and lightning arresters or power cables for protection from electrical storms.

See the following additional power specifications.

## Facility Power Guidelines

Electrical work and installations must comply with applicable local, state, or national electrical codes. To determine the type of power that is supplied to the building, contact your facilities manager or qualified electrician.

To prevent failures:

- Design the input power sources to ensure adequate power is provided to the power distribution units (PDUs).
- Use dedicated AC breaker panels for all power circuits that supply power to the PDU.
- When planning for power distribution requirements, balance the power load between available AC supply branch circuits.

- In the United States and Canada, ensure that the current load of the overall system AC input does not exceed 80 percent of the branch circuit AC current rating.

PDU power cords for Oracle racks are 4 meters (13.12 feet) long, and 1 to 1.5 meters (3.3 to 4.9 feet) of the cord might be routed in the rack cabinet. The installation site AC power receptacle must be within 2 meters (6.6 feet) of the rack.

## Grounding Guidelines

Use the following guidelines for grounding the server:

- The rack must use grounding type power cords. For example, Exadata Server X11M uses three-wire, grounding-type power cords.
- Always connect the grounding-type power cords to grounded power outlets.
- Because different grounding methods are used, depending on location, verify the grounding type. For the correct grounding method, refer to local electrical codes.
- Ensure that a facility administrator or qualified electrical engineer verifies the grounding method for the building and performs the grounding work.

## Circuit Breaker and UPS Guidelines

To prevent failures:

- Ensure that the design of your power system provides adequate power to the server.
- Use dedicated AC breaker panels for all power circuits that supply power to the server.
- Ensure that electrical work and installations comply with applicable local, state, or national electrical codes.
- Ensure that the electrical circuits are grounded to Earth.
- Provide a stable power source, such as an uninterruptible power supply (UPS) to reduce the possibility of component failures. If computer equipment is subjected to repeated power interruptions and fluctuations, then it is susceptible to a higher rate of component failure.

## Environmental Requirements

The following table describes environmental specifications for Exadata Server X11M.



### Caution:

Set conditions to the optimal temperature and humidity ranges to minimize the chance of downtime due to component failure. Operating the servers for extended periods at or near the operating range limits, or installing them in an environment where they remain at or near nonoperating range limits could significantly increase hardware component failure.

**Table B-4 Environmental Requirements**

Specification	Operating	Nonoperating
Ambient temperature (does not apply to removable media)	Maximum range: 5°C to 35°C (41°F to 95°F) up to 900 meters (2,953 feet) Optimal: 21°C to 23°C (69.8°F to 73.4°F) Maximum ambient operating temperature is derated by 1 degree C per 300 meters of elevation above 900 meters, to a maximum altitude of 3,000 meters.	–40°C to 68°C (–40°F to 154°F)
Relative humidity	10% to 90% noncondensing, short term – 5°C to 55°C (23°F to 113°F) 5% to 90% noncondensing, with a maximum of 0.024 kg of water per kg of dry air (0.053 lbs water/2.205 lbs dry air)	Maximum wet bulb of 93% noncondensing 35°C (95°F)
Altitude	Up to 3,000 meters (9,840 feet) In China markets, regulations might limit installations to a maximum altitude of 2,000 meters (6,562 feet).	Maximum 12,000 meters (39,370 feet)
Acoustic noise	Fan speed % Pulse Width Modulation (PWM) Acoustic noise emission declaration based on the measured Sound Power LWAd (1Bel = 10 dB) 4-Drive Sound Power (Bels) 50% PWM: 8.4, 60% PWM: 8.8, 70% PWM: 9.1, 80% PWM: 9.6, 90% PWM: 9.8 100% PWM: 10.1 12-drive Sound Power (Bels) 40% PWM: 7.9, 50% PWM: 8.58, 60% PWM: 8.96, 70% PWM: 9.3, 80% PWM: 9.5	Not applicable
Vibration	0.15 G (z-axis) 0.10 G (x-, y-axes), 5-500Hz swept sine IEC 60068-2-6 Test FC	0.5 G (z-axis), 0.25 G (x-, y-axes), 5-500Hz swept sine IEC 60068-2-6 Test FC
Shock	3.5 G, 11 ms half-sine IEC 60068-2-27 Test Ea	Roll-off: 1.25-inch roll-off free fall, front to back rolling directions Threshold: 13-mm threshold height at 0.65 m/s impact velocity ETE-1010-02 Rev A

## Humidity Guidelines

The server ambient relative humidity range of 45 to 50 percent is acceptable for safe data processing operations and is the recommended optimal range. An ambient relative humidity optimal range of 45 to 50 percent can:

- Help protect computer systems from corrosion problems associated with high humidity levels.
- Provide the greatest operating time buffer in the event of air conditioner control failure.

<sup>1</sup> Most computer equipment can operate in a wide range (20 to 80 percent).

- Help to avoid failures or temporary malfunctions caused by intermittent interference from static discharges that might occur when relative humidity is too low. Electrostatic discharge (ESD) is easily generated and not easily dissipated in areas where the relative humidity level is below 35 percent. ESD risk becomes critical when relative humidity levels drop below 30 percent.

## Temperature Guidelines

An ambient temperature range of 21° to 23° Celsius (70° to 74° Fahrenheit) is optimal for server reliability and operator comfort. Most computer equipment can operate in a wide temperature range, but approximately 22° Celsius (72° Fahrenheit) is recommended because it is easier to maintain safe humidity levels. Operating in this temperature range provides a safety buffer in the event that the air conditioning system is not running for a period of time.

## Ventilation and Cooling Requirements

Always provide adequate space in front of and behind the rack to allow for proper ventilation of rackmounted servers. Do not obstruct the front or back of the rack with equipment or objects that might prevent air from flowing through the rack. Rackmountable servers and equipment, including Exadata Server X11M, draw cool air in through the front of the rack and release warm air out the back of the rack. There is no airflow requirement for the left and right sides due to front-to-back cooling.

If the rack is not completely filled with components, then cover the empty sections with filler panels. Gaps between components can adversely affect airflow and cooling in the rack.

The servers function while installed in a natural convection airflow. Follow these environmental specifications for optimal ventilation:

- Ensure that air intake is in the front of the system, and the air outlet is in the back. Take care to prevent recirculation of exhaust air in a rack or cabinet.
- Allow a minimum clearance of 123.2 cm (48.5 inches) in the front of the system, and 91.4 cm (36 inches) in the back.
- Ensure that airflow is unobstructed through the chassis.

Exadata Server X11M uses internal fans that can achieve between **130 CFM to 160 CFM** (depending on configuration), within the specified range of operating conditions.

- Ensure that ventilation openings, such as cabinet doors for both the inlet and exhaust of the server, are unobstructed. For example, Oracle Rack Cabinet 1242 is optimized for cooling. Both the front and back doors have 80 percent perforations that provide a high level of airflow through the rack.
- Ensure that the front and back clearances between the cabinet doors is a minimum of 2.5 cm (1 inch) at the front of the server and 8 cm (3.15 inches) at the back of the server when mounted. To improve cooling performance, these clearance values are based on the inlet and exhaust impedance (available open area) and assume a uniform distribution of the open area across the inlet and exhaust areas.

 **Note:**

The combination of inlet and exhaust restrictions, such as cabinet doors and the distance of the server from the doors, can affect the cooling performance of the server. You must evaluate these restrictions. Server placement is particularly important for high-temperature environments.

- Manage cables to minimize interference with the server exhaust vent.

## Agency Compliance

Exadata Server X11M complies with the following specifications.

**Table B-5 Agency Compliance**

Category	Relevant Standards
Regulations <sup>1 2 3</sup>	<ul style="list-style-type: none"> <li>• Product Safety: UL/CSA 60950-1, EN 60950-1, IEC 60950-1 CB Scheme with all country differences</li> <li>• Product Safety: UL/CSA 62368-1, EN 62368-1, IEC 62368-1 CB Scheme with all country differences</li> <li>• EMC               <ul style="list-style-type: none"> <li>– EMC: Emissions: FCC 47 CFR 15, ICES-003, EN55032, KS C 9832, EN61000-3-2, EN61000-3-3</li> <li>– Immunity: EN 55035, KS C 9835</li> </ul> </li> </ul>
Certifications	<ul style="list-style-type: none"> <li>• North America Safety (NRTL)</li> <li>• (CE) European Union</li> <li>• International CB Scheme</li> <li>• BIS (India)</li> <li>• BSMI (Taiwan)</li> <li>• KC (Korea)</li> <li>• RCM (Australia)</li> <li>• VCCI (Japan)</li> <li>• UKCA (United Kingdom)</li> </ul>
European Union Directives	<ul style="list-style-type: none"> <li>• 2014/35/EU Low Voltage Directive</li> <li>• 2014/30/EU EMC Directive</li> <li>• 2011/65/EU RoHS Directive</li> <li>• 2012/19/EU WEEE Directive</li> <li>• 2009/125/EC Ecodesign Energy Related Products (ErP) Directive with implementing EU Regulation 2019/424 for servers and storage</li> </ul>

<sup>1</sup> All standards and certifications referenced are to the latest official version. For additional detail, contact your sales representative.

<sup>2</sup> Other country regulations/certifications may apply.

<sup>3</sup> Regulatory and certification compliance were obtained for the shelf-level systems only.

Refer to safety information in [Oracle Server Safety and Compliance Guide](#) and in *Important Safety Information for Oracle's Hardware Systems*.

## 480GB NVMe M.2 Solid State Drive Specification

This section provides the specification for 480GB NVMe M.2 Solid State Drives.

The following tables list 480GB NVMe M.2 Solid State Drive specifications for Exadata Server X11M.

- 480GB, M.2, NVMe Solid State Drive 8214990 Specification
- 480GB, M.2, NVMe Solid State Drive 8214991 Specification

#### 480GB, M.2, NVMe Solid State Drive 8214990 Specification

NVMe Storage Drive 8214990 specifications are listed in the following table.

**Table B-6 480GB, M.2, NVMe Solid State Drive 8214990 Specification**

Specification	Value
Device name	Product Identifier: MICRON_7450_MTFDKBA480TFR Oracle Part Number: 8214990 Device Identification: <ul style="list-style-type: none"> <li>• PCIe Vendor ID: 0x1344</li> <li>• PCIe Device ID: 0x51C3</li> <li>• Subsystem PCIe Vendor ID: 0x1344</li> <li>• Subsystem ID 0x1100</li> </ul>
Manufacturing name	Micron 7450 480GB M.2 NVMe Solid State Drive
Form factors	M.2 2280 M key
PCIe interface	PCIe Gen4 Interface, single port, x4 lanes
Features	NVMe PCIe Gen4 Interface NVMe-MI (MCTP) VPD per NVMe-MI Ver 1.0a specification
Product Compliance	<ul style="list-style-type: none"> <li>• NVM Express Specification Rev. 1.4.b</li> <li>• PCI Express Base Specification Rev. 4.0</li> <li>• Enterprise SSD Form Factor Version 1.0a</li> <li>• NVMe-MI Rev 1.1b</li> </ul>
Product ecological compliance	RoHS
Certifications and declarations	cUL-us, CE, TUV-GS, CB, CE, BSMI, KCC, Morocco, VCCI, RCM, FCC, IC

**Table B-7 Drive Usage Information**

Usage	Description
Operating temperature (composite device temperature reported via SMART)	0 to 70 degrees Celsius
Non-Operating temperature	-40 to 85 degrees Celsius
Maximum temperature (SMART trip)	Warning at 77 degrees Celsius (composite), thermal throttling when approaching critical 85 degrees Celsius. Thermal Shutdown at 93 degrees Celsius
Error rates	Uncorrectable Bit Error Rate (UBER): 1 sector per 10 <sup>17</sup> bits read
Data retention	3 months powered off at 40 degrees Celsius at end of rated endurance
Endurance	Drive Writes Per Day (DWPD) for 5 years: 1 PBW (at 4KB Random Write) 0.8 PB Refer to the JEDEC JESD218A standard for SSD device life and endurance measurement techniques.

**Table B-8 Drive Reliability**

Attribute	Value
Component Design Life (Useful life)	5 years
MTBF	2,000,000 hours
Expected AFR (Annualized Failure Rate)	0.44% for normal 24x7 operating conditions

**Table B-9 Drive Capacity and Performance**

Attribute	Value
Capacity, formatted	Default Formatted Capacity: 480,103,981,056 bytes Sector Size (LBA size): 512 bytes per sector
Capacity, unformatted	Unformatted Capacity (Total User Addressable LBA): 937,703,088 (max 480 GB)
Capacity, raw NAND	512 GiB
Random 4 KB Read	Random 4KB Read - 280k IOPs Typical 4 KB Random Read QD=1, Worker=1: 80us
Random 4 KB Write	Random 4 KB Write 40K IOPs Typical 4 KB Random Write QD=1, Worker=1: 15us
Sequential Read	128 KB, QD 128, Worker=1: 5.0 GB/s
Sequential Write	128 KB, QD 128, Worker=1: 0.7 GB/s
Interface data transfer rate	Interface Data Rate: PCIe Gen 4 Data Transfer Rate 16 GT/sec Interface drivers/receivers SFF: 1x4 lanes

**Table B-10 Drive Electrical Specifications**

Attribute	Value
Power On to Ready	20 seconds (CSTS.Ready=1 ; may not be ready for IO)
Supply Voltage / Tolerance	3.3 V +5%/-5%
Inrush Current	3.3 V, 2.5 A
Power Consumption	Active Read: 7 W Active Write: 5.7 W Idle < 2.9 W
Power Requirements	Refer to vendor product specification.

**Table B-11 Drive Physical Characteristics**

Attribute	Value
Height	3.80 mm +/-0.18 mm
Width	22.00 mm +/-0.15 mm
Length	80.00 mm +/- 0.15 mm
Mass	Up to 11 g

**Table B-12 Drive Characteristics**

Attribute	Value
Minimum operating system versions	Refer to the server product notes for minimum operating system versions, hardware, firmware, and software compatibility.
Life monitoring capability	<p>Provides alerts for proactive replacement of the drive before the endurance is depleted. Provides endurance remaining in NVMe SMART logs. SSD supports the standard method defined by NVMe for Solid State Drive to report NAND wear through the “Get Log” command SMART/Health Information Percentage Used field. The units are whole percentage of wear.</p> <p>Percentage Used: Contains a vendor specific estimate of the percentage of NVM subsystem life used based on the actual usage and the manufacturer’s prediction of NVM life. A value of 100 indicates that the estimated endurance of the NVM in the NVM subsystem has been consumed, but may not indicate an NVM subsystem failure. The value is allowed to exceed 100. Percentages greater than 254 are represented as 255. This value is updated once per power-on hour (when the controller is not in a sleep state).</p> <p>Refer to the JEDEC JESD218A standard for SSD device life and endurance measurement techniques.</p>
Enhanced power-loss data protection	Energy storage components complete buffered writes to the persistent flash storage in case of a sudden power loss.
Power loss protection capacitor self-test	Supports testing of the power loss capacitor. Power is monitored using SMART (Self-Monitoring, Analysis, and Reporting Technology) attribute critical warning.
Out-of-Band Management (SMBUS)	Managed through the SMBUS. Provides out-of-band management by means of SMBUS interface. SMBUS access includes NVMe-MI, the VPD page and temperature sensor.
Management utilities	For more information about management utilities, refer to the server documentation.

**480GB, M.2, NVMe Solid State Drive 8214991 Specification**

NVMe Storage Drive 8214991 specifications are listed in the following table.

**Table B-13 480GB, M.2, NVMe Solid State Drive 8214991 Specification**

Specification	Value
Device name	<p>Product Identifier: SAMSUNG MZVL2480HBJD-00A07</p> <p>Oracle Part Number: 8214991</p> <p>Device Identification:</p> <ul style="list-style-type: none"> <li>• PCIe Vendor ID: 0x144D</li> <li>• PCIe Device ID: 0xA80A</li> <li>• Subsystem PCIe Vendor ID: 0x144D</li> <li>• Subsystem ID 0xA81C</li> </ul>
Manufacturing name	Samsung PM9A3 480GB M.2 NVMe Solid-State Drive
Form factors	M.2 2280 M key
PCIe interface	PCIe Gen4 Interface, Single port x4 lanes

**Table B-13 (Cont.) 480GB, M.2, NVMe Solid State Drive 8214991 Specification**

Specification	Value
Features	NVMe PCIe Gen4 Interface NVMe-MI VPD is blank "FFs" as supplied TCG Opal 2.0 compliant
Product Compliance	<ul style="list-style-type: none"> <li>NVM Express Specification Rev. 1.4</li> <li>PCI Express Base Specification Rev. 4.0</li> <li>Enterprise SSD Form Factor Version 1.0a</li> <li>NVMe-MI Rev 1.1 (excluding VPD data)</li> </ul>
Product ecological compliance	RoHS
Certifications and declarations	cUL, CE, TUV-GS, CB, BSMI, KC, VCCI, Morocco, RCM, FCC, IC

**Table B-14 Drive Usage Information**

Attribute	Value
Operating temperature (Composite, as reported via SMART)	0 to 70 degrees Celsius
Non-Operating temperature	-40 to 85 degrees Celsius
Maximum temperature (SMART trip)	Warning at 77 degrees Celsius (composite). Thermal throttling in stages until critical 85 degrees Celsius. Thermal Shutdown at 99 degrees Celsius.
Error rates	Uncorrectable Bit Error Rate (UBER): 1 sector per 10 <sup>17</sup> bits read
Data retention	3 months powered off at 40 degrees Celsius at end of rated endurance
Endurance	Drive Writes Per Day (DWPD) for 5 years: 1 PBW (at 4KB Random Write): 0.8 PB Refer to the JEDEC JESD218A standard for SSD device life and endurance measurement techniques.

**Table B-15 Drive Reliability**

Attribute	Value
Component Design Life (Useful life)	5 years
MTBF	2,000,000 hours
Expected AFR (Annualized Failure Rate)	0.44% for normal 24x7 operating conditions

**Table B-16 Drive Capacity and Performance**

Attribute	Value
Capacity, formatted	Default Formatted Capacity: 480,103,981,056 bytes Sector Size (LBA size): 512 bytes per sector
Capacity, unformatted	Unformatted Capacity (Total User Addressable LBA): 937,703,088 (max 480 GB)

**Table B-16 (Cont.) Drive Capacity and Performance**

Attribute	Value
Capacity, raw NAND	512 GiB
Random 4 KB Read	4 KB Random Read - 130K IOPS (up to) Latency - QD=1, 1 thread, 75us (Typical)
Random 4 KB Write	4 KB Random Write - 20K IOPS (up to) Latency - QD=1, 1 thread, 50us (Typical)
Sequential Read	128 KB, QD 64, 1 thread: 1.5 GB/s (up to)
Sequential Write	128 KB, QD 64, 1 thread: 400 MB/s (up to)
Interface data transfer rate	Interface Data Rate: PCIe Gen 4 Data Transfer Rate 16 GT/sec Interface drivers/receivers SFF: 1x4 lanes

**Table B-17 Drive Electrical Specifications**

Attribute	Value
Power On to Ready	5 seconds (CSTS. Ready =1; may not be ready for IO)
Supply Voltage / Tolerance	3.3 V +5%/-5%
Inrush Current	3.3 V, 1.0 A
Power Consumption	< 8.2 W Active Read: 3.6 W Active Write: 3.4 W Idle < 2.5 W
Power Requirements	Refer to vendor product specification.

**Table B-18 Drive Physical Characteristics**

Attribute	Value
Height	3.80 mm +/-0.18 mm
Width	22.00 mm +/-0.15 mm
Length	80.00 mm +/-0.15 mm
Mass	15 g Max

**Table B-19 Drive Characteristics**

Attribute	Value
Minimum operating system versions	Refer to the server product notes for minimum operating system versions, hardware, firmware, and software compatibility.

**Table B-19 (Cont.) Drive Characteristics**

Attribute	Value
Life monitoring capability	<p>Provides alerts for proactive replacement of the drive before the endurance is depleted. Provides endurance remaining in NVMe SMART logs. SSD supports the standard method defined by NVMe for Solid State Drive to report NAND wear through the “Get Log” command SMART/Health Information Percentage Used field. The units are whole percentage of wear.</p> <p>Percentage Used: Contains a vendor specific estimate of the percentage of NVM subsystem life used based on the actual usage and the manufacturer’s prediction of NVM life. A value of 100 indicates that the estimated endurance of the NVM in the NVM subsystem has been consumed, but may not indicate an NVM subsystem failure. The value is allowed to exceed 100. Percentages greater than 254 are represented as 255. This value is updated once per power-on hour (when the controller is not in a sleep state).</p> <p>Refer to the JEDEC JESD218A standard for SSD device life and endurance measurement techniques.</p>
Enhanced power-loss data protection	Energy storage components complete buffered writes to the persistent flash storage in case of a sudden power loss.
Power loss protection capacitor self-test	Supports testing of the power loss capacitor. Power is monitored using SMART (Self-Monitoring, Analysis, and Reporting Technology) attribute critical warning.
Out-of-Band Management (SMBUS)	Managed through the SMBUS. Provides out-of-band management by means of SMBUS interface. SMBUS access includes NVMe-MI, the VPD page and temperature sensor. On this device the VPD is supplied as blank “FFs”.
Management utilities	For more information about management utilities, refer to the server documentation.

## 22TB Hard Disk Drive Specification

This section provides the specification for 22TB Hard Disk Drives.

The following tables list 22TB Hard Disk Drive (HDD) specifications.

**Table B-20 22TB HDD Power Requirements**

Condition	+5 VDC (+/-5%)	+12 VDC (+/-5%)
Motor start (Surge current 20 sec) Amp. peak	0.94 A	2.00 A
Idle power (Average)	0.41 A	0.33 A
Maximum peak operational power	1.09 A	2.00 A (10.0 W max workload)

**Table B-21 22TB HDD Drive Physical Characteristics**

Attribute	Value
Height	26.1 mm, 1.03 in.
Width	101.6 +/-0.25 mm, 4.00 +/-0.006 in.

**Table B-21 (Cont.) 22TB HDD Drive Physical Characteristics**

Attribute	Value
Depth	147 mm, 5.787 +/-0.006 in.
Weight	Up to 0.670 kg, 23.6336 oz

**Table B-22 22TB HDD Drive Usage**

Usage	Description
Useful life	5 years Minimum
Expected annualized failure rate (AFR) for normal 24/7 operating conditions	0.35%
Operating temperature (Case)	0 to 50 degrees Celsius <b>Note</b> - Derating of AFR applies above 40 degrees Celsius.
Maximum temperature	60 degrees Celsius (maximum sustained temperature) <b>Note</b> - Drive may be rendered unusable above 65 degrees Celsius.
Other environmental factors	Conforms to IEC standards

**Table B-23 22TB HDD Drive Capacity and Performance**

Attribute	Value
Capacity, formatted	22,000,969,973,760 bytes (512 bytes per sector)
Average latency	4.16 msec (7,200 rpm)
Seek times (read/write)	Typical
Single track seek	0.25/0.35 msec
Average seek	6.79/7.82 msec
Maximum seek	13.63/14.68 msec
Random 2 KB reads per sec	Typical
Queue=1, 100% Volume (RR)	87 IOPS
Queue=32, 100% Volume (RR)	210 IOPS
HDA data transfer rate	Typical
Sustained sequential read	257 MiB/s (OD) / 151 MiB/s (ID)
Interface data transfer rate	12 Gbps/6 Gbps/3 Gbps/1.5 Gbps (auto negotiation, dual port, full duplex) SAS-3
Maximum instantaneous data transfer rate	1200 Mbytes per sec (12 Gbps mode)
Power On to Ready	25 sec (typical)
Spin down	30 sec (typical)

# C

## Server Installation Information

Overview of the Exadata Server X11M installation procedure.

### Receiving and Unpacking Requirements

When the server is unloaded at your site:

- Leave the server in its shipping carton until it arrives at its installation location.
- Use a separate area to remove the packaging material to reduce particle contamination before the server is taken to the data center.
- Ensure that there is enough clearance and clear pathways to move the server from the unpacking area to the installation location.
- Ensure that the entire access route to the installation location is free of raised-pattern flooring that causes vibration.

### Maintenance Space Requirements

The maintenance area for the rackmounted Exadata Server X11M must have the required access space. The following table lists the maintenance access requirements for the server when it is installed in a rack.

**Table C-1 Maintenance Space Requirements**

Location	Maintenance Access Requirement
Back of the server	91.4 cm (36 inches)
Area above the rack	91.4 cm (36 inches)
Front of the server	123.2 cm (48.5 inches)

### Rack Space Requirements

Exadata Server X11M is a 2U server. For physical dimensions, see [Server Physical Specifications](#).

You can install the server into a four-post rack cabinet that conforms to ANSI/EIA 310-D-1992 or IEC 60297 standards, such as Oracle Rack Cabinet 1242. See [Rack Compatibility](#).

The minimum ceiling height for the cabinet is 230 cm (90 inches), measured from the true floor or raised floor, whichever is higher. An additional 91.4 cm (36 inches) of ceiling height is required for top clearance. The space above the cabinet and its surroundings must not restrict the movement of cool air between the air conditioner and the cabinet, or the movement of hot air coming out of the top of the cabinet.

## Rack Compatibility

The rack into which you install Exadata Server X11M must meet the requirements listed in the following table. Oracle Rack Cabinet 1242 and Sun Rack II are compatible with Exadata Server X11M. For information about the racks, see [Rackmounting the Server](#).

**Table C-2 Rack Compatibility**

Item	Requirement
Structure	Four-post rack: (mounting at both front and back) Supported rack types: square hole (9.5 mm) and round hole (M6 or 1/4-20 threaded only). Two-post racks are not compatible.
Rack horizontal opening and unit vertical pitch	Conforms to ANSI/EIA 310-D-1992 or IEC 60297 standards.
Distance between front and back mounting planes	Minimum 61 cm and maximum 91.5 cm (24 inches to 36 inches).
Clearance depth in front of front mounting plane	Distance to front cabinet door is at least 2.54 cm (1 inch).
Clearance depth behind front mounting plane	Distance to back cabinet door is at least 90 cm (35.43 inches) with the cable management arm, or 80 cm (31.5 inches) without the cable management arm.
Clearance width between front and back mounting planes	Distance between structural supports and cable troughs is at least 45.6 cm (18 inches).
Minimum clearance for service access	Clearance, front of server: 123.2 cm (48.5 inches) Clearance, back of server: 91.4 cm (36 inches)

The following table contains Oracle Rack Cabinet 1242 rack specifications:

**Table C-3 Oracle Rack Cabinet 1242 Rack Specifications**

Requirement	Specification
Usable rack units	42
Height	199.9 cm (78.74 inches)
Width (with side panels)	60 cm (23.62 inches)
Maximum dynamic load	1005 kg (2215 lbs)

The following table contains Sun Rack II Model 1242 and Sun Rack II Model 1042 rack specifications:

**Table C-4 Sun Rack II Model 1242 and Sun Rack II Model 1042 Rack Specifications**

Requirement	Specification
Usable rack units	42
Height	199.8 cm (78.66 inches)
Width (with side panels)	60 cm (23.62 inches)
Depth Model 1242	120 cm (47.24 inches)

**Table C-4 (Cont.) Sun Rack II Model 1242 and Sun Rack II Model 1042 Rack Specifications**

Requirement	Specification
Depth Model 1042	105.8 cm (41.66 inches)
Weight Model 1242	150.6 kg (332 lbs)
Weight Model 1042	123.4 kg (272 lbs)
Maximum dynamic load	1005 kg (2215 lbs)

**Note:**

Depth is measured from front door handle to back door handle.

## Installation Procedure

This topic provides an overview of the Exadata Server X11M installation procedure. Review the entire installation procedure and find links to more information about each step.

The following list summarizes the tasks that you must perform to properly install Exadata Server X11M.

1. Review Known Issues for any late-breaking information about the server. Refer to *Oracle AMD-Based Cloud Servers Product Notes*.
2. Confirm Installation Prerequisites. Prepare to install the server.
3. Install the server into a rack.  
[Rackmount the server](#). To rackmount the server, secure the rack to the floor, stabilize the rack, and install the mounting brackets and slide rails. Install the server hardware.
4. Connect to the system. Attach cables and power cords to the server.
5. Power on the server.
6. Connect to Oracle Integrated Lights Out Manager (ILOM).
7. Install the operating system.

## Installation Prerequisites

Prepare to install the server. Before you start the Rackmount Procedures or [Reinstall the Server Into the Rack](#), ensure that the following tasks are complete.

1. Review the server:
  - [Features](#)
  - [Components](#)
  - [Specifications](#)
  - [Site requirements](#)
  - [Management](#)
2. Confirm that your site meets the required electrical and environmental requirements. See [Site Planning Checklists](#).

3. Familiarize yourself with safety precautions and electrostatic discharge (ESD).
4. Before installing the server, read the safety information in Oracle Server Safety and Compliance Guide and in *Important Safety Information for Oracle's Hardware Systems*.
5. Assemble the required tools and equipment for installation.
6. Confirm that you received all the items you ordered. See [Shipping Inventory](#).
7. Install any separately shipped optional components.

## Safety Precautions

This section describes safety precautions you must follow when installing the server into a rack.

**▲ Caution:**

Observe these safety precautions:

**Leveling feet position:** When unpacking the rack at the installation site, or when repackaging and moving the rack to a new location, verify that the leveling feet are up before moving the rack.

**Shipping brackets:** The rack shipping brackets are not for use for bracing or anchoring the rack during seismic events.

**Stabilize rack:** Deploy the anti-tilt bar on the equipment rack before starting an installation.

**Equipment loading:** Always load equipment into a rack from the bottom up so that the rack does not become top-heavy and tip over. Deploy your rack anti-tilt bar to prevent the rack from tipping during equipment installation.

**Lifting equipment:** Exadata Server X11M weighs up to 76 lbs (34 kg). Two people are needed to mount the server into the rack enclosure.



**Communicate instructions:** When performing a two-person procedure, communicate your intentions clearly to the other person before, during, and after each step to minimize confusion.

**Elevated operating ambient temperature:** If you install the server in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment might be higher than the room ambient temperature. Install the equipment in an environment compatible with the maximum ambient temperature (T<sub>ma</sub>) specified for the server. For server environmental requirements, see Environmental Requirements.

**Reduced airflow:** Install the equipment in a rack so that it does not compromise the amount of airflow required for safe operation of the equipment.

**Mechanical loading:** Mount the equipment in the rack so that it does not cause a hazardous condition due to uneven mechanical loading.

**Circuit overloading:** Consider the connection of the equipment to the supply circuit and the effect that overloading the circuits might have on over-current protection and supply wiring. Also consider the equipment nameplate power ratings used when you address this concern.

**Reliable earthing:** Maintain reliable earthing of rackmounted equipment. Pay attention to supply connections other than direct connections to the branch circuit (for example, use of power strips).

**Mounted equipment:** Do not use slide-rail-mounted equipment as a shelf or a workspace.

## ESD Precautions

Electronic equipment is susceptible to damage by static electricity. To prevent electrostatic discharge (ESD) when you install or service the server:

- Use a grounded antistatic wrist strap, foot strap, or equivalent safety equipment.
- Place components on an antistatic surface, such as an antistatic discharge mat or an antistatic bag.
- Wear an antistatic grounding wrist strap connected to a metal surface on the chassis when you work on system components.

### **Caution:**

**Equipment damage:** Electrostatic damage can permanently disable the system or require repair by authorized service technicians.

Before installing the server, read the safety information in [Oracle Server Safety and Compliance Guide](#) and in *Important Safety Information for Oracle's Hardware Systems*.

## Tools and Equipment For Installation

To install and maintain the server, you must have the following service tools:

- Phillips (+) No. 1, No. 2
- Torx (6 Lobe) T15, T20, T25, T30
- Antistatic wrist strap
- Antistatic mat

You must provide a system console device, such as a laptop (running terminal emulation software), workstation, or terminal server.

## Shipping Inventory

Inspect the shipping cartons for evidence of physical damage. If a shipping carton appears damaged, request that the carrier agent be present when the carton is opened. Keep all contents and packing material for the agent inspection.

The carton contains these components:

- Power cords, packaged separately with the country kit
- Rackmount kit, containing rack rails, mounting brackets, screws, and the Rackmounting Template
- Legal and safety documents

## Rackmounting the Server

To rackmount the server, secure the rack to the floor, stabilize the rack, and install the mounting brackets and slide rails. Then, install the server into the rack.



**Note:**

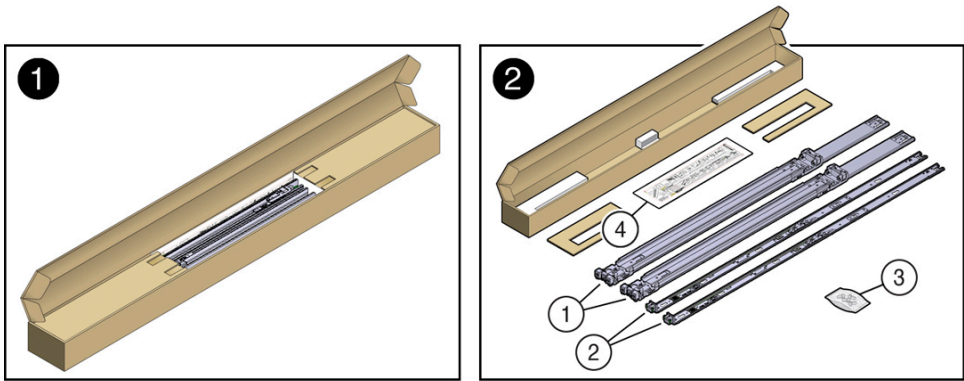
**Rack Mount Instructions**

- A) Elevated Operating Ambient - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (T<sub>ma</sub>) specified by the manufacturer.
- B) Reduced Air Flow - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.
- C) Mechanical Loading - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
- D) Circuit Overloading - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
- E) Reliable Earthing - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).

Equipment is intended for installation in Restricted Access Area

## Rackmount Kit Contents

The following figure shows the Rackmount Kit contents. For additional instructions on how to install your server in a four-post rack using the slide-rail and cable management arm options, refer to the Rackmounting Template.



Call Out	Description
1	Slide-rails
2	Mounting brackets
3	Four M4 x 5 fine-pitch mounting bracket securing screws (optional)

Call Out	Description
4	Rackmounting Template

## Stabilize the Rack

### **Caution:**

To reduce the risk of personal injury, stabilize the rack cabinet, and extend the anti-tilt bar before you install the server.

Refer to your rack documentation for detailed instructions for the following steps.

1. Open and remove the front and back doors from the rack cabinet, only if they impinge on the mounting bay.
2. To prevent the rack cabinet from tipping during the installation, fully extend the rack cabinet anti-tilt bar, which is located at the bottom front of the rack cabinet.
3. If the rack includes leveling feet beneath the rack cabinet to prevent the rack from rolling, extend these leveling feet fully downward and lock to the floor.

### **Caution:**

When moving the rack cabinet to a new location, verify that the leveling feet are up before moving the rack.

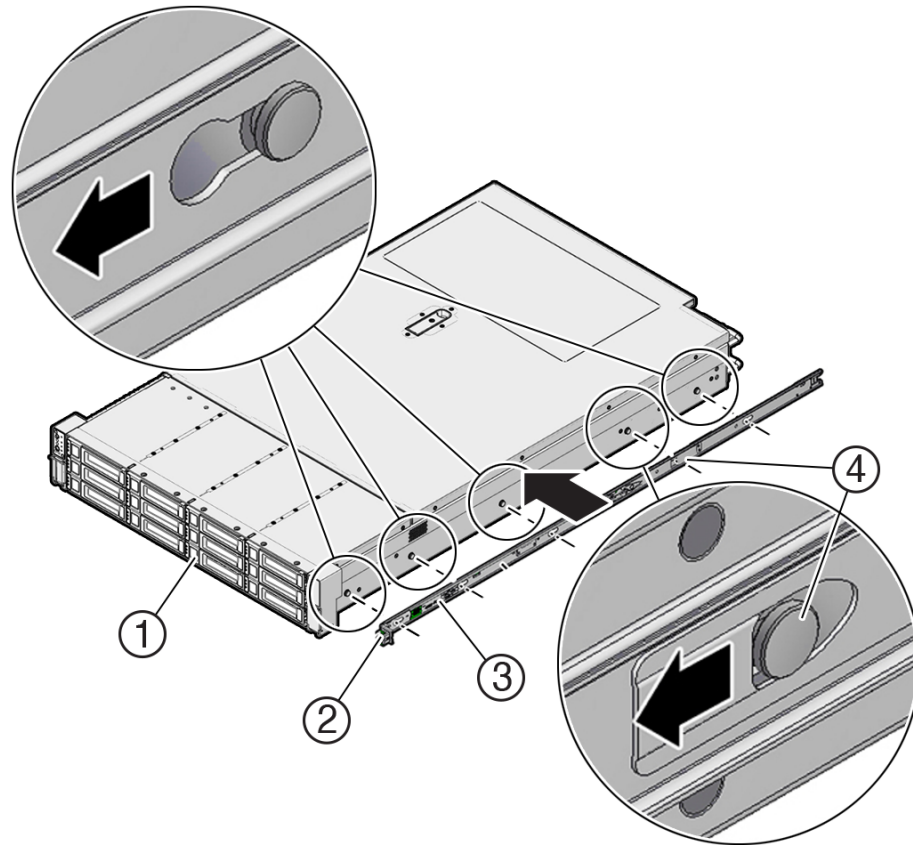
### Related Rack Documentation

- [Oracle Rack Cabinet 1242 Documentation](#)
- [Oracle Sun Rack II 1242 Documentation](#)
- [Oracle Sun Rack II 1042 Documentation](#)

## Install Mounting Brackets on the Server

To install the mounting brackets on the sides of the server:

1. Position a mounting bracket against the chassis so that the slide-rail lock is at the server front, and the five keyhole openings on the mounting bracket are aligned with the five locating pins on the side of the chassis.



Call Out	Description
1	Chassis front
2	Slide-rail lock
3	Mounting bracket
4	Mounting bracket clip

2. When the heads of the five chassis locating pins protrude through the five keyhole openings in the mounting bracket, pull the mounting bracket toward the front of the chassis until the mounting bracket clip locks into place with an audible click.
3. Verify that the back locating pin is engaged with the mounting bracket clip.
4. Repeat Step 1 through Step 3 to install the other mounting bracket on the other side of the server.

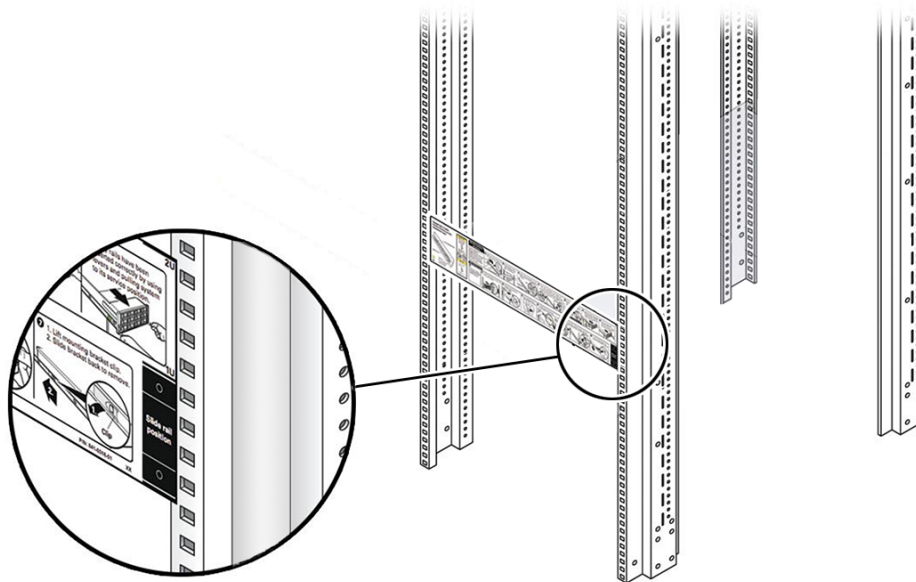
## Mark the Rackmount Location

Identify the location in the rack where you want to place the server. Exadata Server X11M requires two rack units (2U). Use the Rackmounting Template to identify the correct mounting holes for the slide-rails.

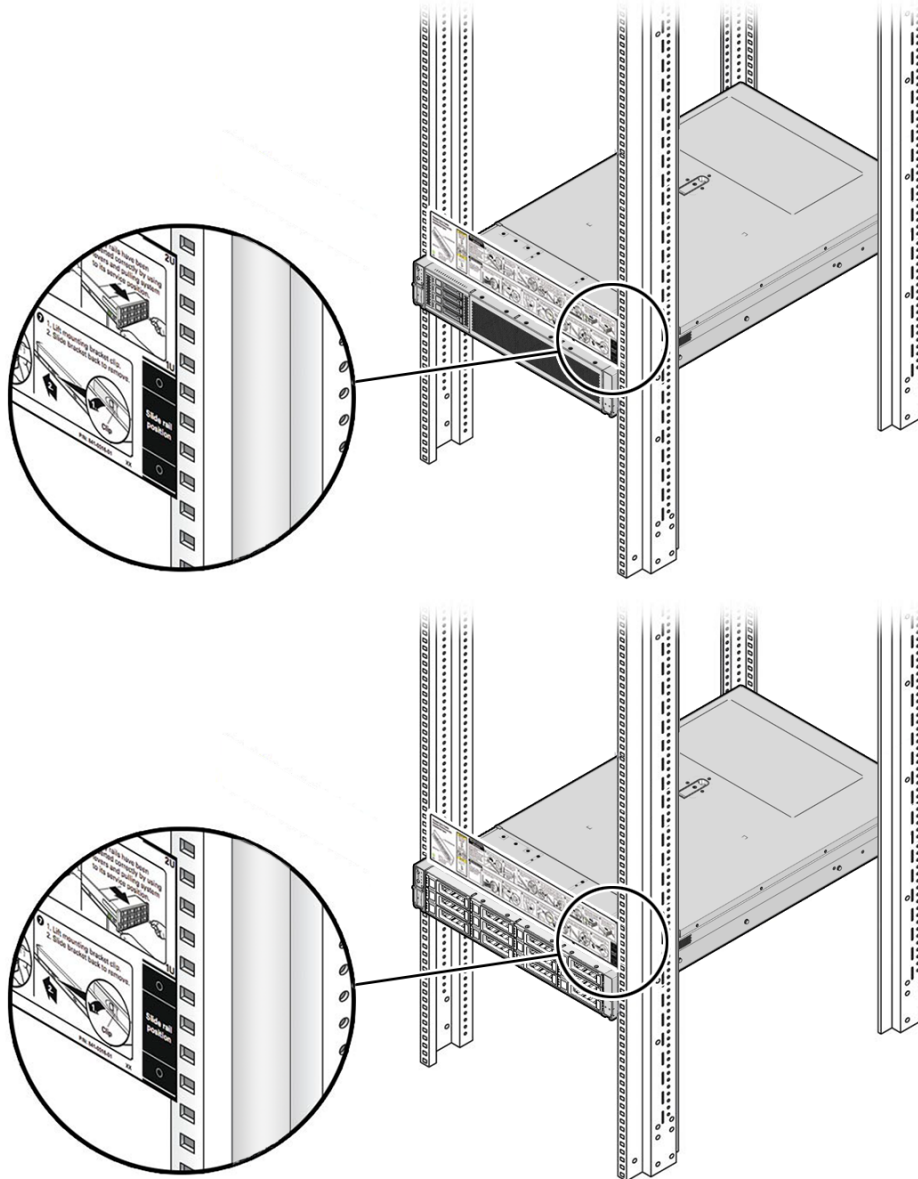
**▲ Caution:**

Always load equipment into a rack from the bottom up so that the rack does not become top-heavy and tip over. Extend the rack anti-tilt bar to prevent the rack from tipping during equipment installation.

1. Ensure that there is at least two rack units (2U) of vertical space in the rack cabinet to install the server. See [Rack Compatibility](#).
2. Place the Rackmounting Template against the front rails, and measure up from the bottom of the Rackmounting Template. The bottom edge of the Rackmounting Template card corresponds to the bottom edge of the server.



3. Mark the mounting holes for the front slide-rails.

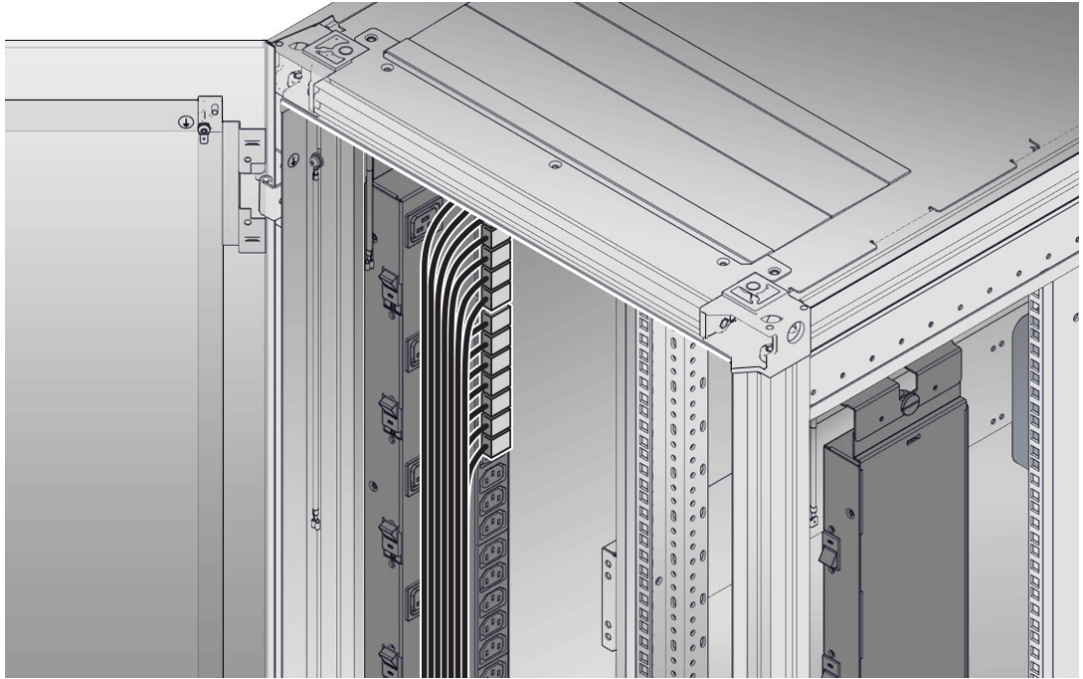


4. Mark the mounting holes for the back slide-rails.

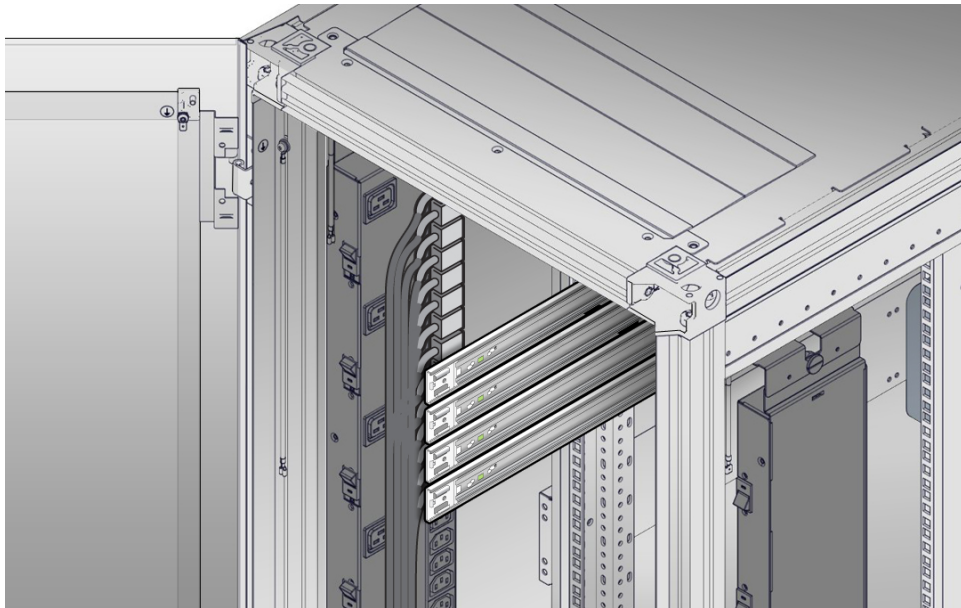
## Install AC Power Cables and Slide-Rails

1. Before you install the slide-rails into the rack, install server right-angle AC power cables into the left-side and right-side PDU electrical sockets.

Use part number 7079727 - Pwrcord, Jmpr, Bulk, SR2, 2m, C14RA, 10A, C13, 2-meter, right-angle AC power cable for this procedure.



2. Install the slide-rails into the rack.  
See [Attach the Slide-Rails](#).



## Attach the Slide-Rails

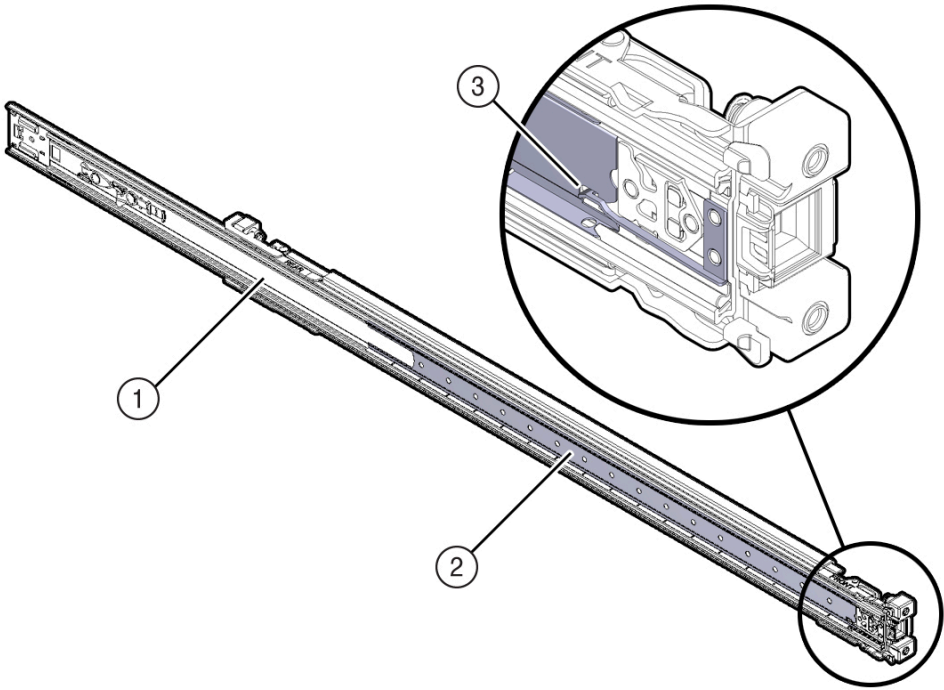
Use this procedure to attach slide-rail assemblies to the rack.



**Note:**

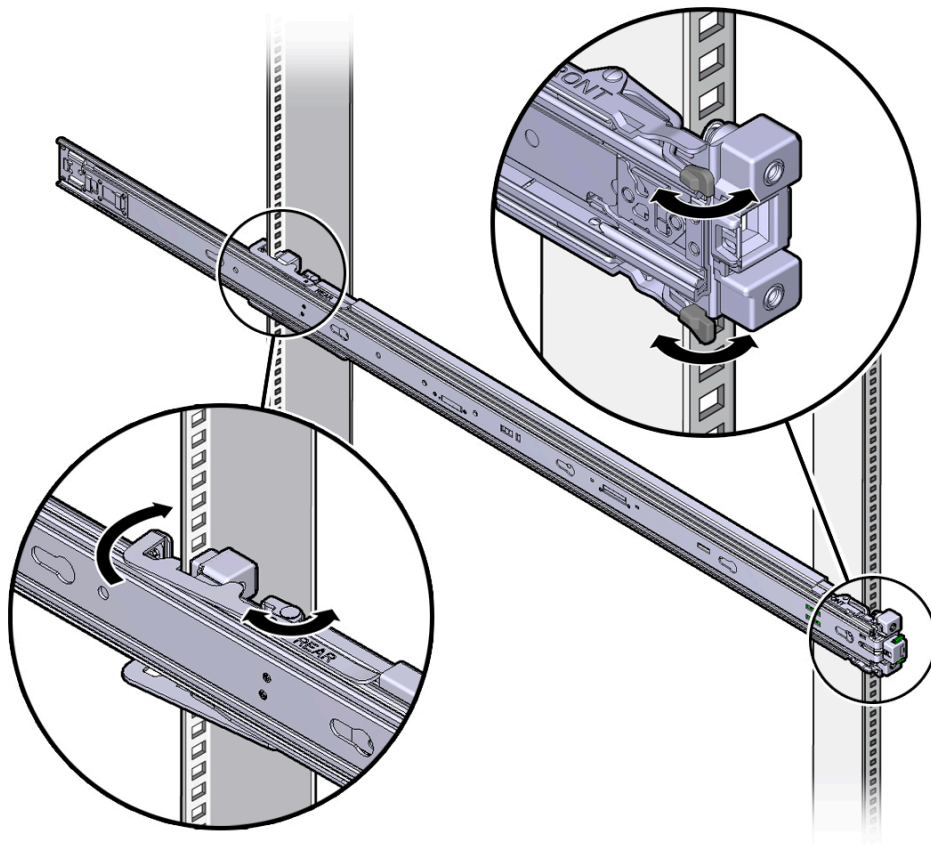
Before you install the slide-rails, be sure to install the server right-angle AC power cables (part number 7079727 - Pwrcord, Jmpr, Bulk, SR2, 2m, C14RA, 10A, C13). In the 1000 mm rack, the standard rail kit slide-rails obstruct access to the front of the 15kVA, 22kVA, and 24kVA Power Distribution Unit (PDU) electrical sockets. If you use the standard AC power cables, first plug them in, and then install the slide-rails into the rack. After you install the slide-rails, you cannot disconnect or remove the standard AC power cables from the PDU but you can remove them from the system.

1. Orient the slide-rail assembly so that the ball-bearing track is forward and locked in place.



Call Out	Description
1	Slide-rail
2	Ball-bearing track
3	Ball-bearing locking mechanism

2. Starting with either the left or right side of the rack, align the back of the slide-rail assembly against the inside of the back rack rail, and push until the assembly locks into place with an audible click.



3. Align the front of the slide-rail assembly against the outside of the front rack rail, and push until the assembly locks into place with an audible click.
4. Repeat Step 1 through Step 3 to attach the slide-rail assembly to the other side of the rack.

## Install the Server Into the Slide-Rail Assemblies

Use this procedure to install the server chassis with mounting brackets into the slide-rail assemblies that are mounted to the rack.

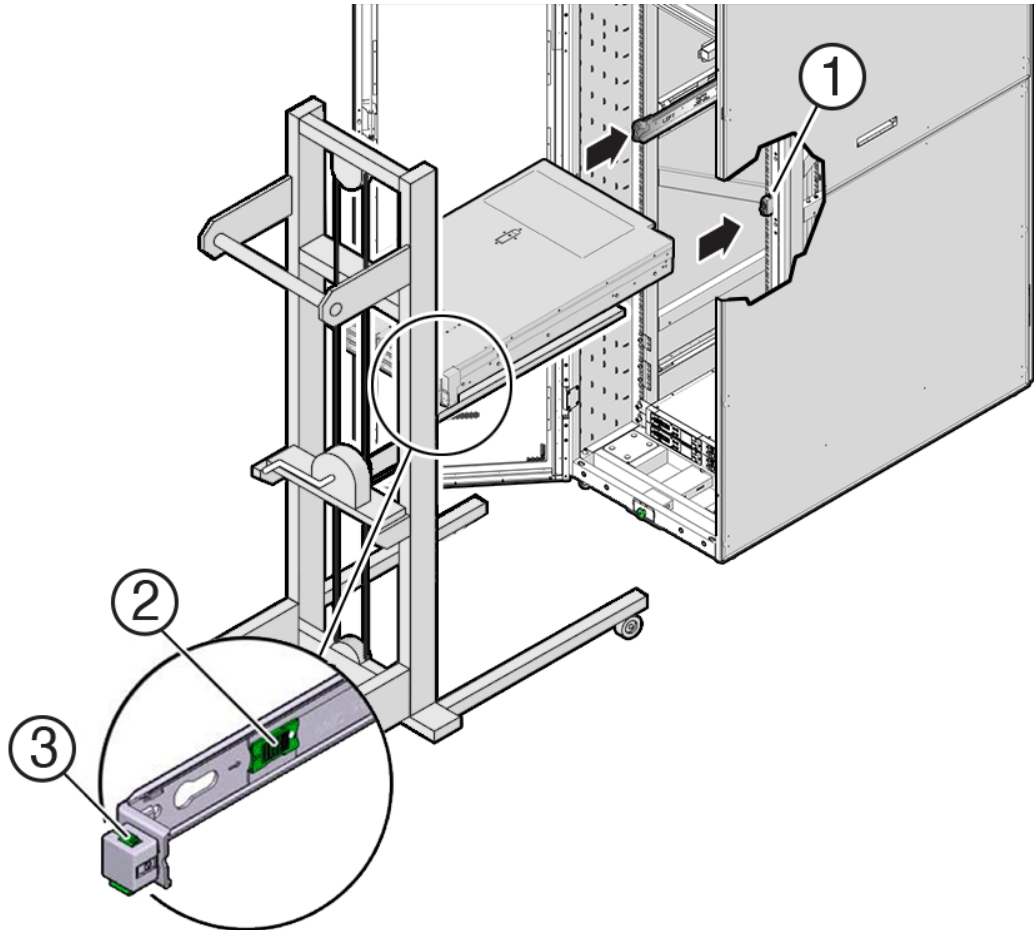
### **Caution:**

**Personal Injury or Equipment Damage:** This procedure requires a minimum of two people because of the weight of the server. Attempting this procedure alone could result in equipment damage or personal injury.

Always load equipment into a rack from the bottom up so that the rack does not become top-heavy and tip over. Extend the rack anti-tilt bar to prevent the rack from tipping during equipment installation.

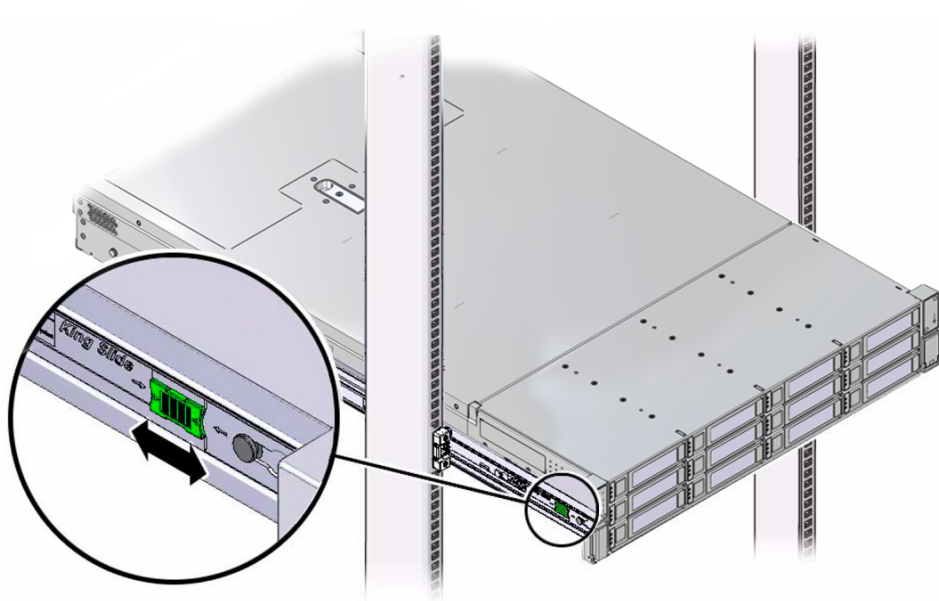
1. Push the slide-rails as far as possible into the slide-rail assemblies in the rack.
2. Position the server so that the back ends of the mounting brackets are aligned with the slide-rail assemblies that are mounted in the rack.

3. Insert the mounting brackets into the slide-rails, and then push the server into the rack until the mounting brackets are flush with the slide-rail stops (approximately 30 cm or 12 inches).



Call Out	Description
1	Inserting mounting bracket into slide-rail
2	Slide-rail release button
3	Slide-rail lock

4. Simultaneously push and hold the green slide-rail release buttons on each mounting bracket while you push the server into the rack. Continue pushing the server into the rack until the slide-rail locks (on the front of the mounting brackets) engage the slide-rail assemblies with an audible click.



**⚠ Caution:**

Before you install the optional cable management arm verify that the server is securely mounted in the rack and that the slide-rail locks are engaged with the mounting brackets.

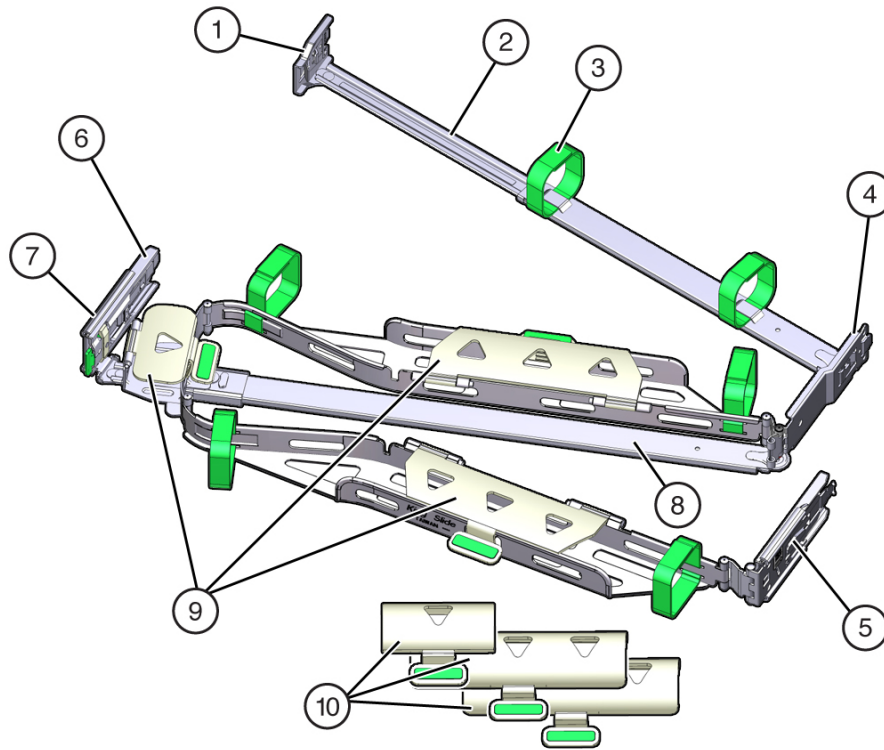
## Install the Cable Management Arm (Optional)

Follow this procedure to install the cable management arm (CMA), which you can use to manage cables connected to the back of the server.

**✎ Note:**

Before you install the CMA, ensure that the right-angle AC power cables are long enough to connect to the rackmounted servers when routed through the CMA.

1. Unpack the CMA, which contains the following components.



Call Out	Description
1	Connector A
2	Front slide bar
3	Velcro straps (6)
4	Connector B
5	Connector C
6	Connector D
7	Slide-rail latching bracket (used with connector D)
8	Back slide bar
9	Server flat cable covers
10	Server round cable covers (optional)

2. Prepare the CMA for installation.
  - a. Ensure that you install the flat cable covers for your server on the CMA.
  - b. Ensure that the six Velcro straps are threaded into the CMA.

 **Note:**

Ensure that the two Velcro straps located on the front slide bar are threaded through the opening in the top of the slide bar, as shown in the illustration in Step 1. This prevents the Velcro straps from interfering with the expansion and contraction of the slide bar when the server is extended out of the rack and returned to the rack.

- c. To make it easier to install the CMA, extend the server approximately 13 cm (5 inches) out of the front of the rack.
- d. Take the CMA to the back of the equipment rack, and ensure that you have adequate room to work at the back of the server.

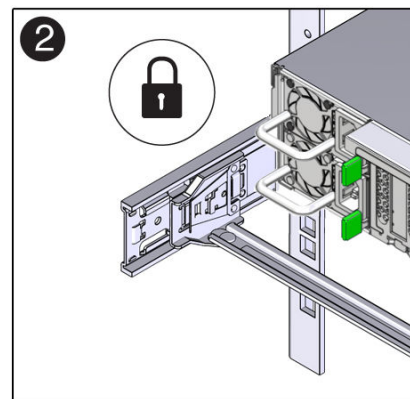
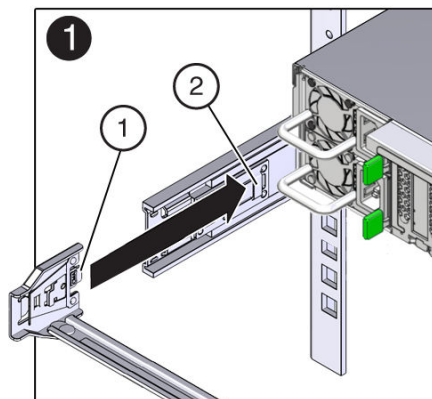
 **Note:**

References to "left" or "right" in this procedure assume that you are facing the back of the equipment rack.

 **Note:**

Throughout this installation procedure, support the CMA and do not allow it to hang under its own weight until it is secured at all four attachment points.

- 3. To install CMA connector A into the left slide-rail:
  - a. Insert CMA connector A into the front slot on the left slide-rail until it locks into place with an audible click [1 and 2].  
The connector A tab (callout 1) goes into the slide-rail front slot (callout 2).
  - b. Gently tug on the left side of the front slide bar to verify that connector A is properly seated.



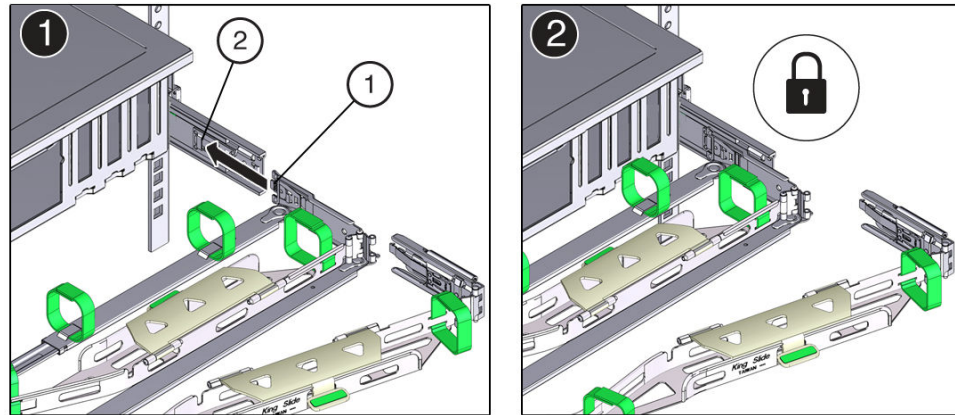
Call Out	Description
1	Connector A tab
2	Left slide-rail front slot

4. To install CMA connector B into the right slide-rail:

- a. Insert CMA connector B into the front slot on the right slide-rail until it locks into place with an audible click [1 and 2].

The connector B tab (callout 1) goes into the slide-rail front slot (callout 2).

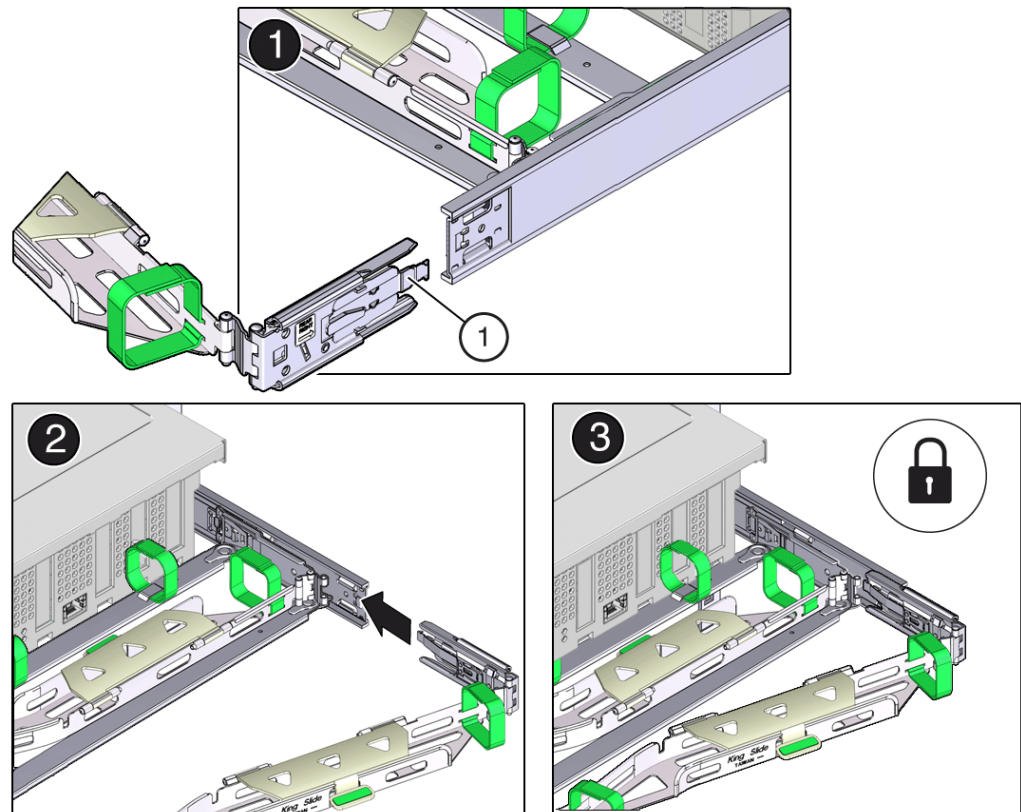
- b. Gently tug on the right side of the front slide bar to verify that connector B is properly seated.



Call Out	Description
1	Connector B tab
2	Right slide-rail front slot

5. To install CMA connector C into the right slide-rail:

- a. Align connector C with the slide-rail so that the locking spring (callout 1) is positioned inside (server side) of the right slide-rail [1].

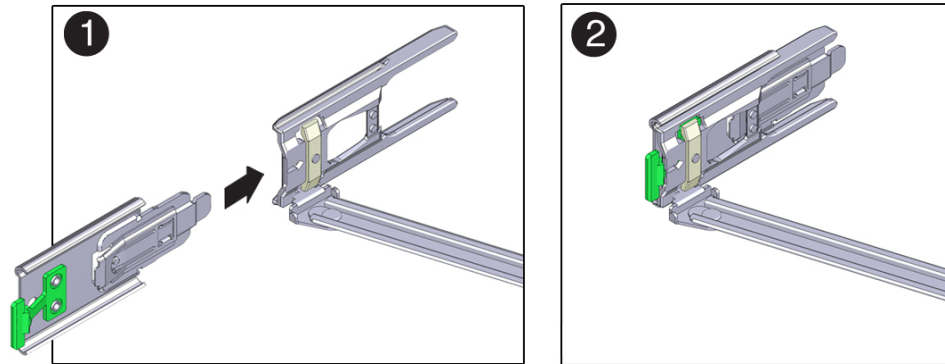


Call Out	Description
1	Connector C locking spring

- b. Insert connector C into the right slide-rail until it locks into place with an audible click [2 and 3].
  - c. Gently tug on the right side of the CMA back slide bar to verify that connector C is properly seated.
6. To prepare CMA connector D for installation, remove the tape that secures the slide-rail latching bracket to connector D, and ensure that the latching bracket is properly aligned with connector D [1 and 2].

 **Note:**

The CMA is shipped with the slide-rail latching bracket taped to connector D. You must remove the tape before you install this connector.



7. To install CMA connector D into the left slide-rail:

- a. While holding the slide-rail latching bracket in place, insert connector D and its associated slide-rail latching bracket into the left slide-rail until connector D locks into place with an audible click [1 and 2].

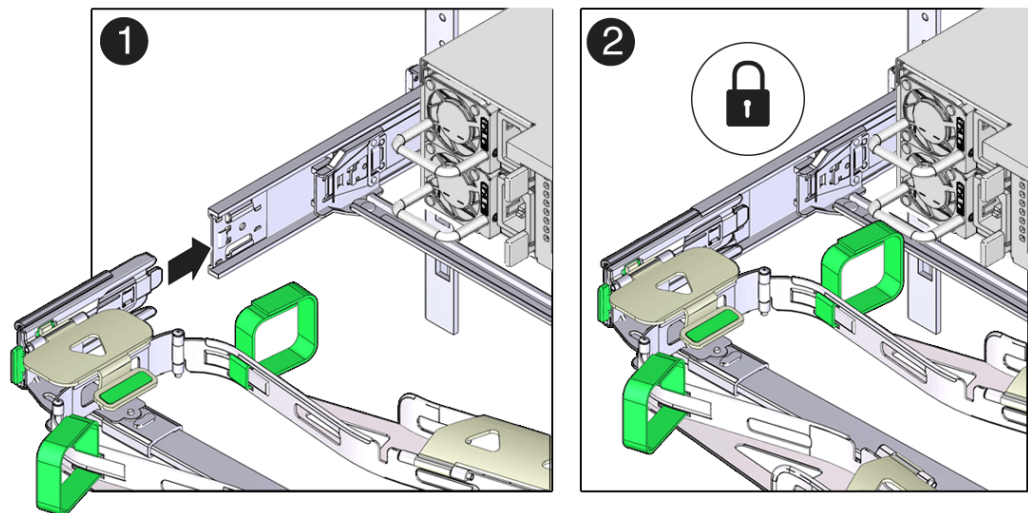
 **Note:**

When inserting connector D into the slide-rail, the preferred and easier method is to install connector D and the latching bracket as one assembly into the slide-rail.

- b. Gently tug on the left side of the CMA back slide bar to verify that connector D is properly seated.

 **Note:**

The slide-rail latching bracket has a green release tab. Use the tab to release and remove the latching bracket so that you can remove connector D.



8. Gently tug on the four CMA connection points to ensure that the CMA connectors are fully seated before you allow the CMA to hang by its own weight.

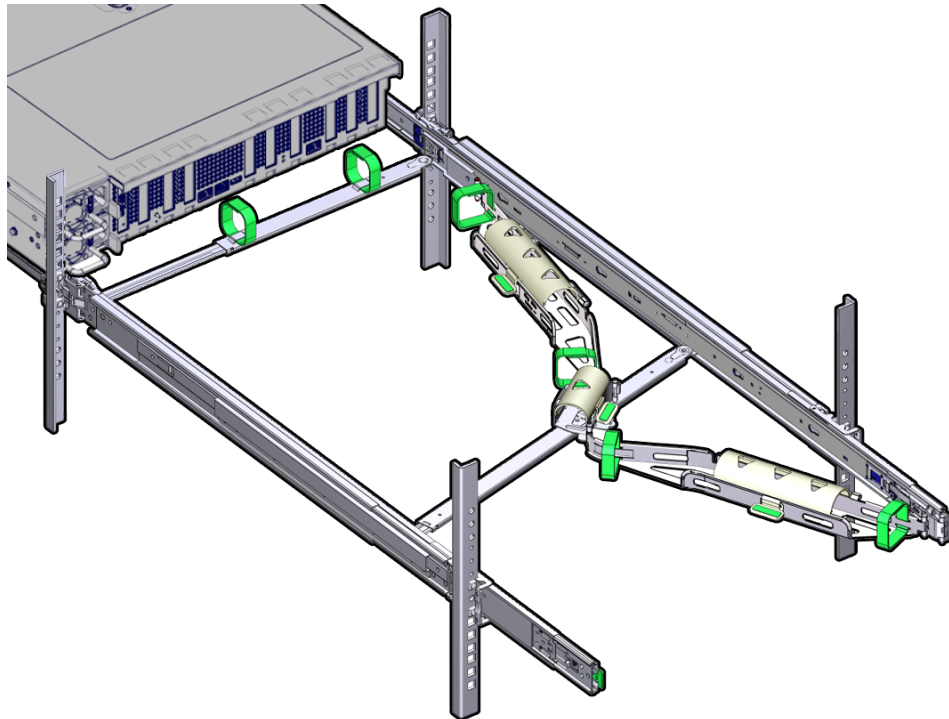
9. To verify that the slide-rails and the CMA are operating properly before routing cables through the CMA:
  - a. Ensure that the rack anti-tilt bar is extended to prevent the rack from tipping forward when the server is extended.

**Caution:**

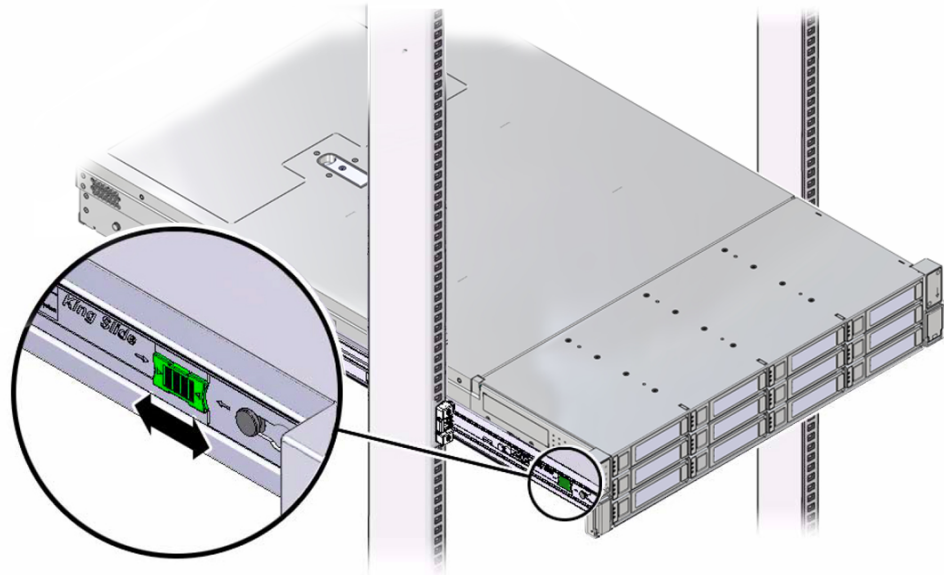
To reduce the risk of personal injury, stabilize the rack cabinet and extend the anti-tilt bar before extending the server from the rack.

For instructions to stabilize the rack, see [Stabilize the Rack](#).

- b. Slowly pull the server out of the rack until the slide-rails reach their stops.
- c. Inspect the attached cables for any binding or kinks.
- d. Verify that the CMA extends fully with the slide-rails.



10. To return the server to the rack:
  - a. Simultaneously pull and hold the two green release tabs (one on each side of the server) toward the front of the server while you push the server into the rack. As you push the server into the rack, verify that the CMA retracts without binding.
  - b. To pull the green release tabs, place your finger in the center of each tab, not on the end, and apply pressure as you pull the tab toward the front of the server.



- c. Continue pushing the server into the rack until the slide-rail locks (on the front of the server) engage the slide-rail assemblies.

You hear a click when the server is in the normal rack position.

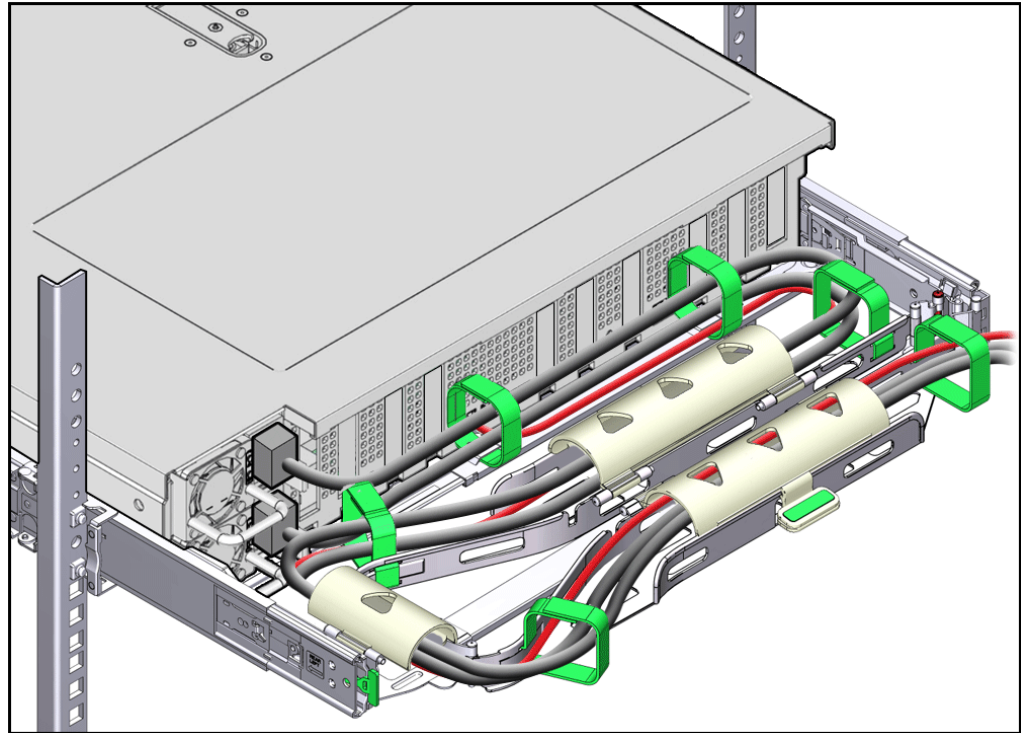
11. Connect cables to the server, as required.

See [Reconnect Power and Data Cables](#).

12. Open the CMA cable covers, route the server cables through the CMA cable troughs (in the order specified in the following steps), close the cable covers, and secure the cables with the six Velcro straps.
  - a. First through the front-most cable trough.
  - b. Then through the small cable trough.
  - c. Then through the back-most cable trough.

#### ⚠ Caution:

When securing the cables with the Velcro straps located on the front slide bar, ensure that the Velcro straps do not wrap around the bottom of the slide bar. Otherwise, expansion and contraction of the slide bar might be hindered when the server is extended from the rack and returned to the rack.



13. Ensure that the secured cables do not extend above the top or below the bottom of the server to which they are attached.  
  
Otherwise, the cables might snag on other equipment installed in the rack when the server is extended from the rack or returned to the rack.
14. If necessary, bundle the cables with additional Velcro straps to ensure that they stay clear of other equipment.

 **Note:**

If you need to install additional Velcro straps, wrap the straps around the cables only, not around any of the CMA components. Otherwise, expansion and contraction of the CMA slide bars might be hindered when the server is extended from the rack and returned to the rack.

## Remove the Cable Management Arm

Follow this procedure to remove the cable management arm (CMA).

Before you begin this procedure, refer to the illustration provided in [Step 1](#) in the procedure [Install the Cable Management Arm \(Optional\)](#) to identify CMA connectors A, B, C, and D. Disconnect the CMA connectors in the reverse order in which you installed them, that is, disconnect connector D first, followed by C, B, and A.

Throughout this procedure, after you disconnect any of the CMA four connectors, do not allow the CMA to hang under its own weight.



**Note:**

References to “left” or “right” in this procedure assume that you are facing the back of the equipment rack.

1. To prevent the rack from tipping forward when the server is extended, ensure that the rack anti-tilt bar is extended.



**Caution:**

To reduce the risk of personal injury, stabilize the rack cabinet and extend the anti-tilt bar before extending the server from the rack.

For instructions to stabilize the rack, see [Stabilize the Rack](#).

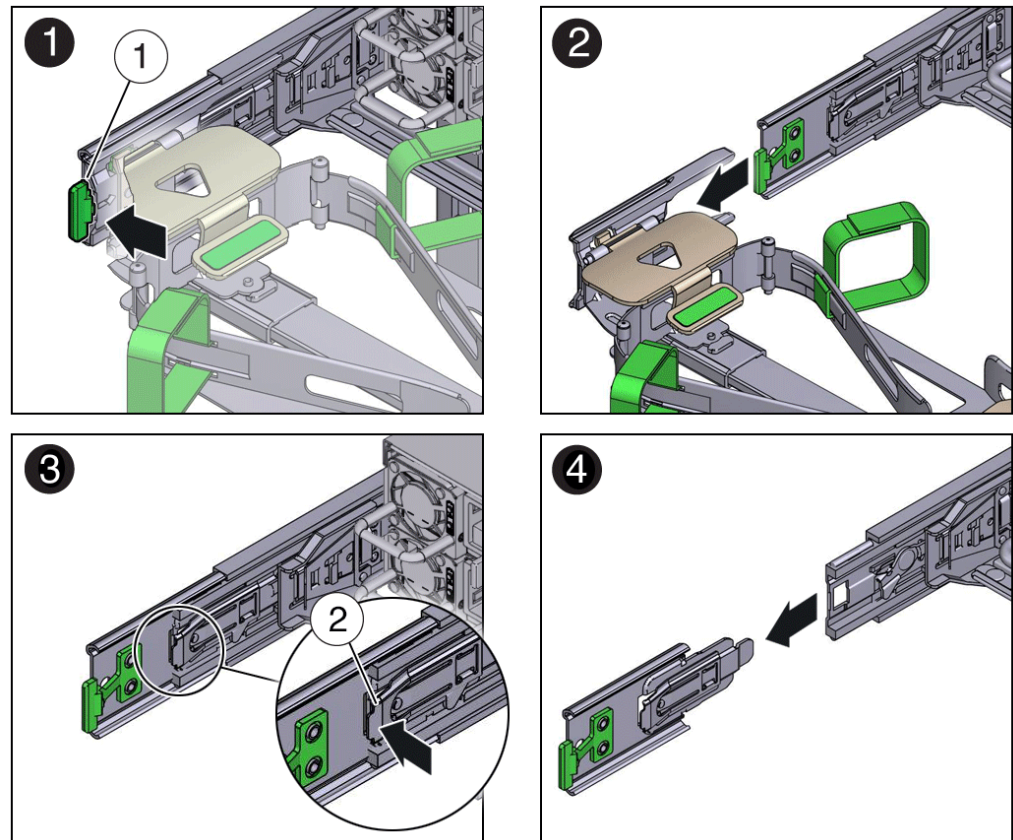
2. To make it easier to remove the CMA, extend the server approximately 13 cm (5 inches) out of the front of the rack.
3. To remove the cables from the CMA:
  - a. Disconnect all cables from the back of the server.
  - b. If applicable, remove any additional Velcro straps that were installed to bundle the cables.
  - c. Unwrap the six Velcro straps that are securing the cables.
  - d. Open the three cable covers to the fully opened position.
  - e. Remove the cables from the CMA and set them aside.
4. To disconnect connector D:
  - a. Press the green release tab (callout 1) on the slide-rail latching bracket toward the left and slide the connector D out of the left slide-rail [1 and 2].

When you slide connector D out of the left slide-rail, the slide-rail latching bracket portion of the connector remains in place. You disconnect connector D in the next step.



**Note:**

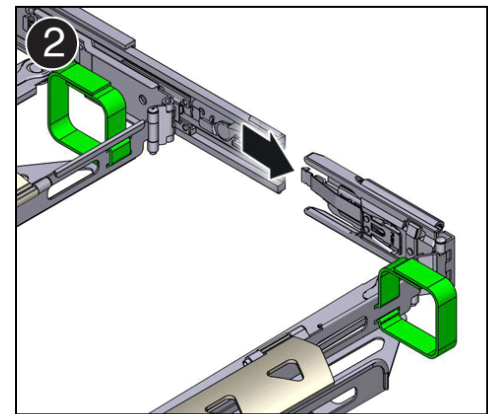
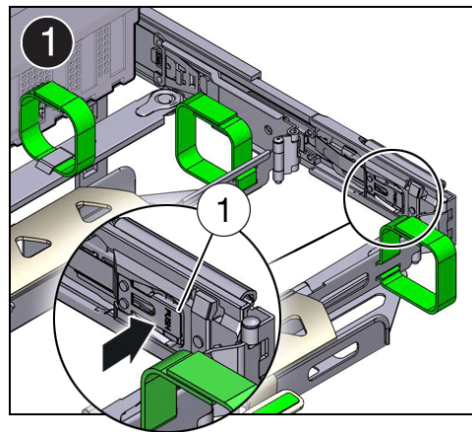
After you disconnect connector D, do not allow the CMA to hang under its own weight. Throughout the remainder of this procedure, the CMA must be supported until all the remaining connectors are disconnected and the CMA can be placed on a flat surface.



Call Out	Description
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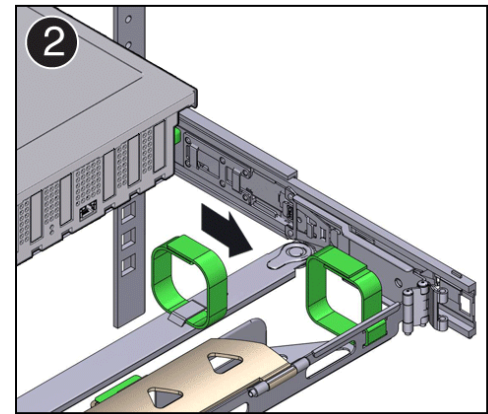
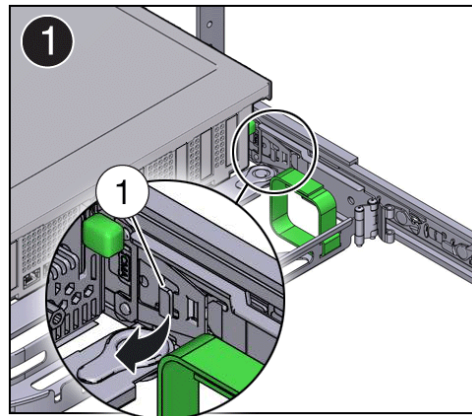
1	Connector D release tab (green)
2	Slide-rail latching bracket release tab (labeled PUSH)

- b. Use your right hand to support the CMA and use your left thumb to push in (toward the left) on the slide-rail latching bracket release tab labeled PUSH (callout 2), and pull the latching bracket out of the left slide-rail and put it aside [3 and 4].
  5. To disconnect connector C:
    - a. Place your left arm under the CMA to support it.
    - b. Use your right thumb to push in (toward the right) on the connector C release tab labeled PUSH (callout 1), and pull connector C out of the right slide-rail [1 and 2].



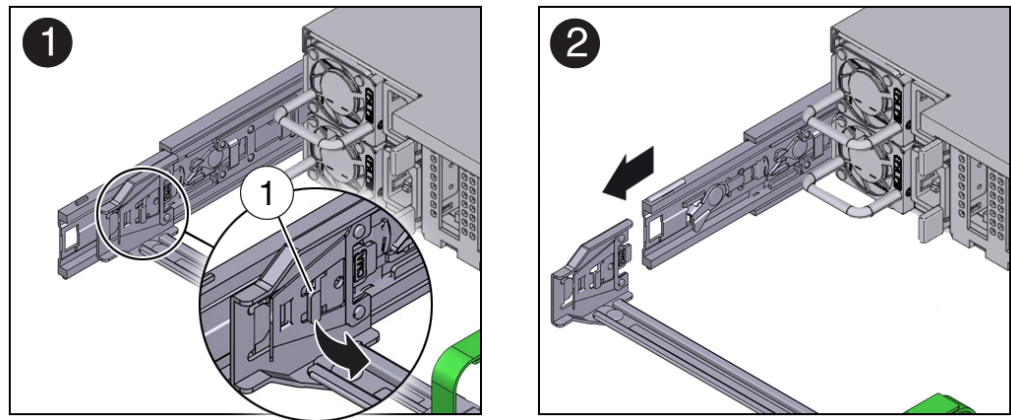
Call Out	Description
1	Connector C release tab (labeled PUSH)

6. To disconnect connector B:
  - a. Place your right arm under the CMA to support it and grasp the back end of connector B with your right hand.
  - b. Use your left thumb to pull the connector B release lever to the left, away from the right slide-rail (callout 1), and use your right hand to pull the connector out of the slide-rail [1 and 2].



Call Out	Description
1	Connector B release lever

7. To disconnect connector A:
  - a. Place your left arm under the CMA to support it and grasp the back end of connector A with your left hand.
  - b. Use your right thumb to pull the connector A release lever to the right, away from the left slide-rail (callout 1), and use your left hand to pull the connector out of the slide-rail [1 and 2].



Call Out	Description
1	Connector A release lever

8. Remove the CMA from the rack and place it on a flat surface.
9. Go to the front of the server and push it back into the rack.

## Operating System Installation Process

Each operating system has specific steps to follow to complete the installation. Refer to the OS documentation. The general process for all operating system installations is as follows.

1. Review the server Known Issues.
2. Confirm the server supported operating system version.
3. Install the server hardware.
4. Connect to the system.
5. Select the installation method.
6. Select the installation target.
7. Install the operating system.
8. Configure the operating system.

## Configure NVMe RAID Using BRU

### BRU on Oracle AMD Platforms

On Exadata Server X11M, BRU is employed in "Native" mode, which is based on Linux RAID metadata version 1.2. Oracle AMD platforms do not support IMSM (Intel® Matrix Storage Manager) containers and metadata, which are Intel VROC features.

### Enabling/Disabling BRU

By default, BRU is disabled in UEFI. There is no BRU enable/disable switch in the UEFI menus. BRU is enabled by modifying the UEFI configuration in Oracle ILOM 'expert mode'. You must stop the system to perform this procedure.

BRU (Boot RAID on UEFI) enables Exadata Server X11M to boot from NVMe RAID1 devices. BRU replaces the boot device discovery functionality provided by Intel® VROC (Virtual RAID on CPU). Note that BRU is not a feature-for-feature replacement of VROC. BRU does not

provide RAID device configuration and management capability. The RAID1 boot devices used by BRU are created with Linux mdadm utility. The underlying RAID functionality is managed with Linux mdadm utility and md driver.

The Configure NVMe RAID1 Boot Devices procedure configures a RAID1 volume so that you can install Oracle Linux. Boot RAID on UEFI (BRU), implements a UEFI driver that identifies a bootable NVMe M.2 RAID1 volume in the UEFI environment. On Exadata Server X11M, BRU uses native Linux RAID1 metadata (version 1.2) and is fully compatible with mdadm utilities in Linux.



#### Note:

Please note that Windows© and VMware© do not support booting from BRU devices. This procedure applies only to Exadata Server X11M with Oracle Linux and installed NVMe M.2 SSD boot devices.

1. Access the host console locally or through Oracle ILOM.

For instructions, see Accessing Oracle ILOM.

2. Create a RAID1 with Oracle Linux mdadm.

Assuming the system has two NVMe M.2 drives containing namespace of the same size (for information about creating NVMe namespaces, see "man -s 1 nvme").

- a. Type: `# nvme list`

```
# nvme list
          Node          SN          Model          Namespace
Usage      Format  FW Rev
-----
          /dev/nvme0n1 S435NF0KA01142 SAMSUNG MZ1LB960HAJQ-00007 1
960.20GB/960.20GB 512B+0B EDA7202Q
          /dev/nvme0n1 S435NF0KA01137 SAMSUNG MZ1LB960HAJQ-00007 1
960.20GB/960.20GB 512B+0B EDA7202Q
#
```

- b. Create a RAID1 from the namespaces, specifying metadata version 1.2

```
# mdadm --create /dev/md0 --level=1 --raid-devices 2 /dev/
nvme0n1 /dev/nvme1n1 --metadata=1.2
```

- c. Shutdown the Oracle Linux OS.

Use the recommended Oracle Linux OS shutdown command. `# /etc/shutdown`

- d. Stop the system.

```
-> stop /SYS
Are you sure you want to stop /SYS (y/n)? y
Stopping /SYS ->
```

- e. Enable BRU. See "Enabling BRU" steps.

3. Enable expert\_mode in the SP Shell:

```
-> set /System/BIOS/Config expert_mode=enabled
Set 'expert_mode' to 'enabled'
->
```

4. Dump uefi configuration file to remote system:

```
-> dump -destination scp://username@remote_host.us.foo.com/var/tmp/
ueficfg.xml /System/BIOS/Config

Enter remote user password: *****

Dump successful.

->
```

5. On the remote host, use a text editor to modify ueficfg.xml; find the 'Block RAID in UEFI' heading, change the Block\_RAID\_in\_UEFI value from 'Disable' to 'Enable'.

- a. Change this

```
<Block_RAID_in_UEFI>
<!-- Block RAID in UEFI -->
<!-- Description: Enable/Disable Block RAID in UEFI -->
<!-- Possible Values: "Disable", "Enable" -->
<!-- Expert Mode --> <Block_RAID_in_UEFI>Disable</Block_RAID_in_UEFI>
</Block_RAID_in_UEFI>
```

To this:

```
<Block_RAID_in_UEFI>
<!-- Block RAID in UEFI -->
<!-- Description: Enable/Disable Block RAID in UEFI -->
<!-- Possible Values: "Disable", "Enable" -->
<Block_RAID_in_UEFI>Enable</Block_RAID_in_UEFI>
</Block_RAID_in_UEFI>
```

- b. Save the file.

6. From the SP, reload the modified UEFI configuration file:

```
-> load -source scp://username@remote_host.us.foo.com/var/tmp/ueficfg.xml /
System/BIOS/Config

Enter remote user password: *****

Load successful.

->
```

7. Disable ILOM expert mode.

```
-> set /System/BIOS/Config expert_mode=disabled

Set 'expert_mode' to 'disabled'

->
```

8. Restart the system

```
-> start /SYS
Are you sure you want to start /SYS (y/n)? y
Starting /SYS
->
```

For more details, see Controlling System Power.

The power-on self-test (POST) sequence begins.

9. This completes the RAID configuration.

You can now install an operating system on the volume that you created.

# D

## Site Planning Checklists

This topic provides checklists for site preparation.

- Data Center Room Considerations
- Facility Power Considerations
- Rackmount Considerations
- Safety Checklist Considerations
- Auto Service Request Considerations
- Logistics Checklist Considerations

Review the server site requirements, specifications, and components. Complete the following checklists to ensure that your site meets the physical, electrical, and environmental requirements of Exadata Server X11M before you receive the server.

Review the following facility requirements before you install the server.

**Table D-1 Data Center Room Considerations**

Data Center Room Considerations	Yes	No	N/A	Comment
Has the access route been checked for clearances of the packaged equipment?				
Do all the doors and entryways conform to the width and height requirements for transportation, including the width of the unpacked unit?				
Are there any ramps, stairs, or thresholds that are in the moving path for the new hardware?				
Have you confirmed that the access route is free of any obstacles that would expose the device to shock?				
If there are stairs, then is a loading elevator accessible for moving the equipment?				
Has the rack location been allocated?				
Is there a vacant space in the rack for the new server?				
Does the floor layout meet the equipment maintenance access requirements?				
Have cabinet stabilization measures been implemented?				
Will the hardware location require any non-standard cable lengths?				
Is the floor to ceiling height a minimum of 2914 mm or 2.9 m (9.6 feet)?				

Complete the following checklist to ensure that the data center environment requirements are met for the server.

**Table D-2 Data Center Environment Checklist**

<b>Data Center Environmental Considerations</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
Does the computer room air handling meet temperature and humidity requirements?				
Does the installation floor layout satisfy the ventilation requirements?				
Will the equipment be positioned so that the exhaust air of one rack does not enter the air intake of another rack?				
Are the perforated floor tiles each rated at 400 CFM or greater?				
Do the data center air conditioners provide sufficient front to back airflow?				
Is airflow adequate to prevent hot spots?				
Can the data center continuously satisfy environmental requirements?				
Can more vented floor tiles be obtained if required?				

Complete the following checklist to ensure that the facility power requirements are met for the data center where the server is installed.

**Table D-3 Facility Power Checklist**

<b>Facility Power Considerations</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
Do you know the required operating voltage and electric current level of the server and peripherals?				
Are enough power outlets provided within 2 meters (6.5 feet) for each rack?				
Do the power outlets have appropriate socket receptacles?				
Will optional ground cables be attached to the rack?				
Are the circuit breakers for the equipment suitable for voltage and current-carrying capacities?				
Does the power frequency meet the equipment specifications?				
Will system power be delivered from two separate power grids?				
Is there a UPS to power the equipment?				
Do you have the minimum required power sources to support the power load for the new hardware? Use kilowatt (kW)/kilovolt (kVA) to express power load.				

Complete the following checklist before you install the server into a rack.

**Table D-4 Rackmount Checklist**

<b>Rackmount Considerations</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
Is the distance between the front and back mounting planes between a minimum of 610 mm and a maximum 915 mm (24 inches to 36 inches)?				
Is the minimum clearance for service: <ul style="list-style-type: none"> <li>• Front of server: 123.2 cm (48.5 inches)</li> <li>• Back of server: 91.4 cm (36 inches)</li> </ul>				
Is the rack a four-post rack (mounting at both front and back)? Two-post racks are not compatible.				
Do the horizontal opening and unit vertical pitch of the rack conform to ANSI/EIA 310-D-1992 or IEC 60297 standards?				
Does the rack have RETMA rail support?				
Does the rack support Oracle cable management arms (CMAs)?				
Does the rack support installation of Oracle vented and solid filler panels?				
Is there sufficient space for cable harnesses and the power distribution units (PDUs) in the rack, if required?				
Can a label with the server serial number be printed and attached to the target rack?				
Did you label the network cables that will connect to the server?				
Does the rack support installation of standard Oracle PDUs? If not, then complete this checklist.				
Can the customer provide an equivalent pair of PDUs?				
Can the customer provide two PDUs with capacity of 110kVA per PDU?				
Can the customer provide a single PDU and its circuits to support the power requirements in case a PDU fails?				
Can the customer ensure that power loads are evenly distributed across all circuits of a single PDU?				

Complete the following checklist to ensure that the safety requirements are met for the data center where the server will be installed.

**Table D-5 Safety Checklist Considerations**

<b>Safety Checklist Considerations</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comment</b>
Is there a fire protection system in the data center room?				
Is the computer room adequately equipped to extinguish a fire?				

**Table D-5 (Cont.) Safety Checklist Considerations**

Safety Checklist Considerations	Yes	No	N/A	Comment
Is antistatic flooring installed?				
Is the floor below the raised floor free of obstacles and blockage?				

Complete the following checklist if you are planning to use Oracle Auto Service Request with the server.

**Table D-6 Auto Service Request Considerations**

Auto Service Request Considerations	Yes	No	N/A	Comment
Do you have a My Oracle Support Online Account to register Auto Service Request?				
Do you have your My Oracle Support Customer Support Identifier (CSI) number?				
Do you have the host name and IP address for the server that will have Auto Service Request Manager?				
Will the system need a proxy server? If so, what is the host name and IP address for the proxy server?				
Do you have the Technical Contact information for Auto Service Request? This information must include the first name, last name, and e-mail address of the contact.				

Complete the following checklist to ensure that the logistics requirements are met for the data center where the server will be installed.

**Table D-7 Logistics Checklist Considerations**

Logistics Checklist Considerations	Yes	No	N/A	Comment
Do you have contact information for the data center personnel?				
Is there security or access control for the data center?				
Are there any security background checks or security clearances required for vendor personnel to access the data center? If yes, then do you have a recommended agency?				
Are there any additional security access issues?				
Is computer room access available for installation personnel?				
Are laptops, cell phones, and cameras allowed in the data center?				
Does the building have a delivery dock?				
Is there a delivery/unpacking/staging area, and is it protected from environmental elements?				

**Table D-7 (Cont.) Logistics Checklist Considerations**

Logistics Checklist Considerations	Yes	No	N/A	Comment
Is the unpacking area air-conditioned to avoid thermal shock for various hardware components?				
Will sufficient moving personnel be available to install the hardware?				
Are you prepared for uncrating and trash removal?				
Are there any restrictions on delivery truck length, width, or height?				
Are cardboard boxes and other packing material allowed in the computer room?				
Is there a time constraint on dock access? If yes, then provide time constraints.				
Is a tail lift required of the delivery carrier to unload the equipment at the delivery dock?				
Will any of the following items be required to place equipment in the computer room? Stair walkers Lifters Ramps Steel plates Floor covers				
Does the delivery carrier require any special equipment, such as non-floor damaging rollers, transport dollies, pallet jacks, or fork lifts?				

# E

## Server Components

These sections describe Exadata Server X11M component names, status, and indicator states. The tables in this section identify the system components and describe the naming conventions applied to the components of Exadata Server X11M. Each section corresponds to an IPMI entity ID and lists sensors, indicators, and replaceable units related to that entity.

The tables contain the following fields:

- **Component Name** – Shows the user-visible component name used in management interfaces to refer to a specific sensor, indicator, or replaceable unit. The IPMI name is a shortened form of the component name, and is indicated by the **boldface** portion of the component name.
- **IPMI Type** – Indicates the type of sensor, indicator, or replaceable unit represented.
- **Description** – Describes the particular component name reference.
- **Values** – Defines the states of the sensor, indicator, or replaceable unit entity, and any specific units or values that are expected, if applicable.

This section includes information for the following server components.

## System Chassis Components

The following table lists the system chassis components.

**Table E-1 System Chassis Components**

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
<b>/SYS</b>	FRU	Product information only	
<b>/SYS/UUID</b>	FRU	Unique system ID	Derived from host MAC address. Used for PXE boot and licensing.
<b>/SYS/ACPI</b>	State sensor	Advanced Configuration and Power Interface	01h-ACPI_ON_WORKING 20h-ACPI_SOFT_OFF
<b>/SYS/VPS</b>	Threshold sensor	Virtual power consumption sensor	Watts
<b>/SYS/VPS_CPUS</b>	Threshold sensor	Virtual power sensor - CPU power consumption	Watts
<b>/SYS/VPS_MEMORY</b>	Threshold sensor	Virtual power sensor - memory power consumption	Watts
<b>/SYS/VPS_FANS</b>	Threshold sensor	Virtual power sensor - fan power consumption	Watts
<b>/SYS/T_AMB</b>	Threshold sensor	Ambient temperature on system motherboard	Degrees Celsius

Table E-1 (Cont.) System Chassis Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/TEMP_FAULT	Indicator	Temperature Fault LED	Color: Amber Location: Front panel Off: Normal On: Chassis overtemp fault
/SYS/OK	Indicator	System OK LED	Color: Green Location: Front and back panels Off: Power is off. Standby blink: Host is off, awaiting Power On. Slow blink: Startup sequence initiated on host. On: Host is booting OS or running the OS.
/SYS/SERVICE	Indicator	Fault-Service Required LED	Color: Amber Location: Front and back panels Off: Normal On: Server requires service.
/SYS/LOCATE	Indicator	Locate Button/LED	Color: White Location: Front and back panels Off: Normal Fast blink: Locate function is activated; self-extinguishes after 30 minutes.
/SYS/PS_FAULT	Indicator	Rear Power Supply Fault LED	Color: Amber Location: Front panel Off: Normal On: General power supply fault
/SYS/FAN_FAULT	Indicator	Top Fan Fault LED	Color: Amber Location: Front panel Off: Normal On: General fan fault
/SYS/DO_NOT_SERVICE	Indicator	Do Not Service LED Color: White Location: Front panel Off: Normal On: Do not service this cell	

## Power Unit Components

The following table lists the power unit components.

Table E-2 Power Unit Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/PDB	FRU	Power distribution board FRU	
/SYS/PS[0-1]	FRU	Power supply FRU	
/SYS/PS[0-1]/PRSNT	Discrete sensor	Power supply is present. <i>(Hidden)</i>	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/PS[0-1]/STATE	State sensor	Power supply state sensor Multistate, power supply sensor type, per IPMI	Presence detected Failure detected Predictive failure Power supply input lost Power supply input lost or out-of-range Power supply input out-of-range Configuration error
/SYS/PS[0-1]/P_IN	Threshold sensor	Input power draw	Watts
/SYS/PS[0-1]/P_OUT	Threshold sensor	Output power	Watts
/SYS/PS[0-1]/V_IN	Threshold sensor	Power supply input voltage	Volts
/SYS/PS[0-1]/V_12V	Threshold sensor	Power supply 12V output voltage	Volts
/SYS/PS[0-1]/V_12V_STBY	Threshold sensor	Power supply 12V standby output voltage	Volts
/SYS/PS[0-1]/T_IN	Threshold sensor	PSU input temperature	Degrees Celsius
/SYS/PS[0-1]/T_OUT	Threshold sensor	PSU output temperature	Degrees Celsius

## Cooling Unit Components

The system has six 60-mm fan modules with two fans in each module. The following table lists the system cooling unit components.

Table E-3 Cooling Unit Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/MB/FM[0-5]	FRU	Fan module FRU	
/SYS/MB/FM[0-5]/F[0- x]	FRU	Individual fan	
/SYS/MB/FM[0-5] / PRSNT	Discrete sensor	Fan module is present.	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT

Table E-3 (Cont.) Cooling Unit Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/MB/FM[0-5] /F[0-x]/ TACH	Threshold sensor	Fan module fan speed	RPM
/SYS/MB/FM[0-5] / SERVICE	Indicator	Fan Fault-Service Required LED	Color: Amber Location: Motherboard Off: Normal On: Fan module was diagnosed as faulty.

## Disk Backplane Components

The following table lists the disk backplane (DBP) components.

Table E-4 Disk Backplane Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/DBP	FRU	Disk backplane FRU	
/SYS/DBP/PRSNT	Discrete sensor	Disk backplane presence ( <i>Hidden</i> )	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/DBP/HDD[0- x]	FRU	Hard disk drives (HDD)	
/SYS/DBP/HDD[0- x] / PRSNT	Discrete sensor	Hard disk drive presence ( <i>Hidden</i> )	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/DBP/HDD[0- x] / STATE	State sensor	Hard disk drive state	01h-FAULT_STATUS 02h-IDENTITY 04h-INSTALLED 20h-SLOT_POWER_OFF
/SYS/DBP/HDD[0- x] / SERVICE	Indicator	Fault-Service Required LED	Color: Amber Location: HDD Off: Normal On: HDD was diagnosed as failed
/SYS/DBP/HDD[0- x] / OK2RM	Indicator	Hard disk drive OK to remove	Color: Blue Location: HDD Off: Normal On: HDD is OK to remove
/SYS/DBP/HDD[0- x] / NVME	FRU	NVMe drive FRU	
/SYS/DBP/HDD[0- x] / NVME/PRSNT	Discrete sensor	NVMe device presence	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/VREG_DBP_ERR	Discrete sensor	Disk backplane voltage regulator-down (VRD) error ( <i>Hidden</i> )	01h-DEASSERTED 02h-ASSERTED

Table E-4 (Cont.) Disk Backplane Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/VREG_USB_ERR	Discrete sensor	Universal Serial Bus (USB) VRD error (Hidden)	01h-DEASSERTED 02h-ASSERTED

## Drive Components

The following table lists the hard disk drive (HDD) and solid state drive (SSD) components.

Table E-5 Drive Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/DBP/HDD[0- x]	FRU	Hard disk drive FRU	From host
/SYS/DBP/HDD[0- x]/ PRSNT	Discrete sensor	Hard disk drive presence	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/DBP/HDD[0- x]/ STATE	Discrete sensor	Writable multistate, slot/connector sensor type, per IPMI	01h-FAULT_STATUS 02h-IDENTITY 04h-INSTALLED 20h-SLOT_POWER_OFF
/SYS/DBP/HDD[0- x]/ SERVICE	Indicator	Hard disk drive Fault-Service Required LED	Color: Amber Location: HDD Off: Normal On: Hard disk drive was diagnosed as faulty.
/SYS/DBP/HDD[0- x]/ OK2RM	Indicator	Hard disk drive OK to Remove LED	Color: Blue Location: HDD Off: Normal On: Drive is ready to remove.
/SYS/DBP/HDD[0- 3]/ NVME	FRU	NVMe drive FRU	
/SYS/DBP/HDD[0- 3]/ NVME/PRSNT	Discrete sensor	NVMe device presence	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/SSDR[0-1]	FRU	Internal M.2 SSD riser (2) FRU	
/SYS/MB/SSDR[0-1]/ PRSNT	Discrete sensor	Solid-state drive (SSD) riser presence (2 risers)	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/SSDR[0-1]/ SSD[0-1]	FRU	Internal SSD drive FRU	
/SYS/MB/SSDR[0-1]/ SSD[0-1]/PRSNT	Discrete sensor	SSD drive presence (1 SSD per riser on 2U) (Hidden)	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/SSDR[0-1]/ SSD[0-1]/STATE	State sensor	SSD drive state	04h-INSTALLED 20h-SLOT POWER OFF

Table E-5 (Cont.) Drive Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/MB/SSDR[0-1]/SSD[0-1]/NVME	FRU	Internal SSD that is NVM Express FRU	
/SYS/MB/SSDR[0-1]/SSD[0-1]/NVME/PRSNT	Discrete sensor	Indicates the SSD is PCIe (NVMeExpress)	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT

## Processor Components

The following table lists the processor (CPU) components.

Table E-6 Processor Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/MB/P[0- x]	FRU	Host CPU FRU	
/SYS/MB/P[0-1 ]/PRSNT	Discrete sensor	Host CPU is present.	01h-ENTITY_PRESENT 02h-ENTITY_ABSENT
/SYS/MB/P[0- x]/SERVICE	Indicator	Host CPU Fault-Service Required LED	Color: Amber Location: Motherboard Off: Normal On: Processor was diagnosed as faulty.

## Memory Device Components

The following table lists the memory device components.

Table E-7 Memory Device Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/MB/P[0- x]/D[0-11]	FRU	Host CPU DIMM FRU	
/SYS/MB/P[0-1 ]/D[0-11]/PRSNT	Discrete sensor	Host CPU DIMM is present.	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/P[0- x]/D[0-11]/SERVICE	Indicator	Host CPU DIMM Fault-Service Required LED	Color: Amber Location: Motherboard Off: Normal On: DIMM was diagnosed as faulty.
/SYS/MB/P[0-1]/D[0-11]/TEMP	Discrete sensor	Host CPU DIMM temperature sensor ( <i>Hidden</i> )	

# System Motherboard Components

The following table lists the system motherboard components.

**Table E-8 System Motherboard Components**

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/MB	FRU	General host system motherboard FRU	
/SYS/MB/NET[0 ]	FRU	Host Ethernet FRU	
/SYS/MB/PCIE[1-9]	FRU	PCIe slot	
/SYS/MB/PCIE[1-9]/ PRSNT	Discrete Sensor	PCIe slot is occupied.	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/PCIE[1-9]/ P_ENABLE_STATE	Indicator	PCIe slot power indicator	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/RISER[2-6]	FRU	PCIe Riser card FRU at Slot 2 and Slot 6 (Database Full Height card configuration)	
/SYS/MB/RISER[2-6]/ PRSNT	Discrete Sensor	PCIe Riser Card at Slot 2 or Slot 6 is present	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/RISER2/ PCIE[2, 4]	FRU	PCIE Slot on RISER2 Slot 2 - x16 CEM slot Slot 4 - x1 CEM slot for SMART NIC	
/SYS//SYS/MB/RISER2/ PCIE[2, 4]/PRSNT	Discrete Sensor	Option card inserted into PCIe Slots on Riser 2	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS//SYS/MB/RISER2/ PCIE[2, 4]/ P_ENABLE_STATE	State Sensor	PCIe slots on Riser 2 Power Enable State	02h-SLOT POWER ENABLED 01h-SLOT POWER DISABLED
/SYS//SYS/MB/RISER6/ PCIE[6, 8]/PRSNT	Discrete Sensor	Option card inserted into PCIe Slots on Riser 6	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS//SYS/MB/RISER6/ PCIE[6, 8]/ P_ENABLE_STATE	State Sensor	PCIe slots on Riser 6 Power Enable State	02h-SLOT POWER ENABLED 01h-SLOT POWER DISABLED
/SYS/MB/ROT	FRU	Root of Trust FRU Optional card is present in slot 1 (only supported slot)	
/SYS//SYS/MB/ROT/ PRSNT	Discrete Sensor	Root of Trust is Present	01h-ENTITY_ABSENT 02h-ENTITY_PRESENT
/SYS/MB/ T_IN_ZONE[0-3]	Threshold sensor	Cooling zone input temperature sensor	Degrees Celsius
/SYS/MB/ T_OUT_ZONE[0-3]	Threshold sensor	Cooling zone output temperature sensor	Degrees Celsius
/SYS/SP	FRU	Service processor FRU	

Table E-8 (Cont.) System Motherboard Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description	Values (if applicable)
/SYS/SP/OK	Indicator		SP OK LED Color: Green Location: Front panel On: SP is operating. Off: SP requires service.
/SYS/SP/NET[0-1]	FRU	SP Ethernet FRU	

## System Firmware Components

The following table lists the system firmware components.

Table E-9 System Firmware Components

Component Name (Oracle ILOM CLI Targets)	IPMI Type	Description
/SYS/MB/BIOS	FRU	BIOS FRU
/SYS/MB/CPLD	FRU	Motherboard complex programmable logic device (CPLD)/field programmable gate array (FPGA) firmware version

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