



# Maintaining the Server

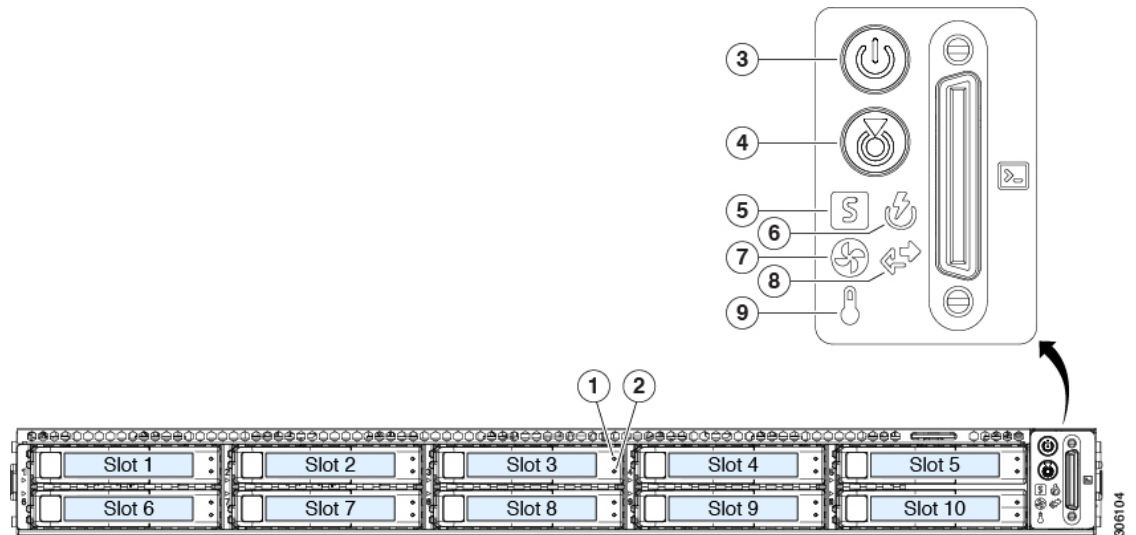
- [Status LEDs and Buttons](#), on page 1
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## Status LEDs and Buttons

This section contains information for interpreting front, rear, and internal LED states.

### Front-Panel LEDs

*Figure 1: Front Panel LEDs*



*Table 1: Front Panel LEDs, Definition of States*

	LED Name	States
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<b>1</b>  <b>SAS</b>	SAS/SATA drive fault  <b>Note</b> NVMe solid state drive (SSD) drive tray LEDs have different behavior than SAS/SATA drive trays.	<ul style="list-style-type: none"> <li>• Off—The hard drive is operating properly.</li> <li>• Amber—Drive fault detected.</li> <li>• Amber, blinking—The device is rebuilding.</li> <li>• Amber, blinking with one-second interval—Drive locate function activated in the software.</li> </ul>
<b>2</b>  <b>SAS</b>	SAS/SATA drive activity LED	<ul style="list-style-type: none"> <li>• Off—There is no hard drive in the hard drive tray (no access, no fault).</li> <li>• Green—The hard drive is ready.</li> <li>• Green, blinking—The hard drive is reading or writing data.</li> </ul>
<b>1</b>  <b>NVMe</b>	NVMe SSD drive fault  <b>Note</b> NVMe solid state drive (SSD) drive tray LEDs have different behavior than SAS/SATA drive trays.	<ul style="list-style-type: none"> <li>• Off—The drive is not in use and can be safely removed.</li> <li>• Green—The drive is in use and functioning properly.</li> <li>• Green, blinking—the driver is initializing following insertion or the driver is unloading following an eject command.</li> <li>• Amber—The drive has failed.</li> <li>• Amber, blinking—A drive Locate command has been issued in the software.</li> </ul>
<b>2</b>  <b>NVMe</b>	NVMe SSD activity	<ul style="list-style-type: none"> <li>• Off—No drive activity.</li> <li>• Green, blinking—There is drive activity.</li> </ul>
<b>3</b>	Power button/LED	<ul style="list-style-type: none"> <li>• Off—There is no AC power to the server.</li> <li>• Amber—The server is in standby power mode. Power is supplied only to the Cisco IMC and some motherboard functions.</li> <li>• Green—The server is in main power mode. Power is supplied to all server components.</li> </ul>
<b>4</b>	Unit identification	<ul style="list-style-type: none"> <li>• Off—The unit identification function is not in use.</li> <li>• Blue, blinking—The unit identification function is activated.</li> </ul>

5	System health	<ul style="list-style-type: none"> <li>• Green—The server is running in normal operating condition.</li> <li>• Green, blinking—The server is performing system initialization and memory check.</li> <li>• Amber, steady—The server is in a degraded operational state (minor fault). For example:             <ul style="list-style-type: none"> <li>• Power supply redundancy is lost.</li> <li>• CPUs are mismatched.</li> <li>• At least one CPU is faulty.</li> <li>• At least one DIMM is faulty.</li> <li>• At least one drive in a RAID configuration failed.</li> </ul> </li> <li>• Amber, 2 blinks—There is a major fault with the system board.</li> <li>• Amber, 3 blinks—There is a major fault with the memory DIMMs.</li> <li>• Amber, 4 blinks—There is a major fault with the CPUs.</li> </ul>
6	Power supply status	<ul style="list-style-type: none"> <li>• Green—All power supplies are operating normally.</li> <li>• Amber, steady—One or more power supplies are in a degraded operational state.</li> <li>• Amber, blinking—One or more power supplies are in a critical fault state.</li> </ul>
7	Fan status	<ul style="list-style-type: none"> <li>• Green—All fan modules are operating properly.</li> <li>• Amber, blinking—One or more fan modules breached the non-recoverable threshold.</li> </ul>
8	Network link activity	<ul style="list-style-type: none"> <li>• Off—The Ethernet LOM port link is idle.</li> <li>• Green—One or more Ethernet LOM ports are link-active, but there is no activity.</li> <li>• Green, blinking—One or more Ethernet LOM ports are link-active, with activity.</li> </ul>
9	Temperature status	<ul style="list-style-type: none"> <li>• Green—The server is operating at normal temperature.</li> <li>• Amber, steady—One or more temperature sensors breached the critical threshold.</li> <li>• Amber, blinking—One or more temperature sensors breached the non-recoverable threshold.</li> </ul>

## Rear-Panel LEDs

Figure 2: Rear Panel LEDs

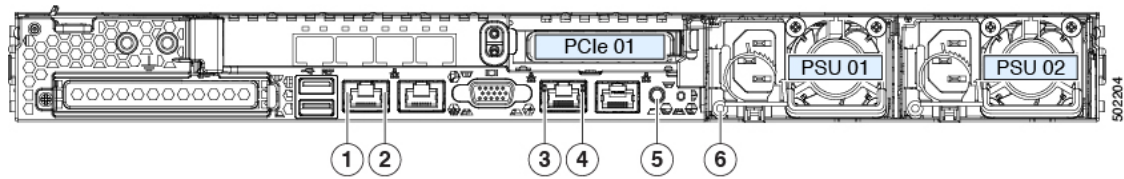


Table 2: Rear Panel LEDs, Definition of States

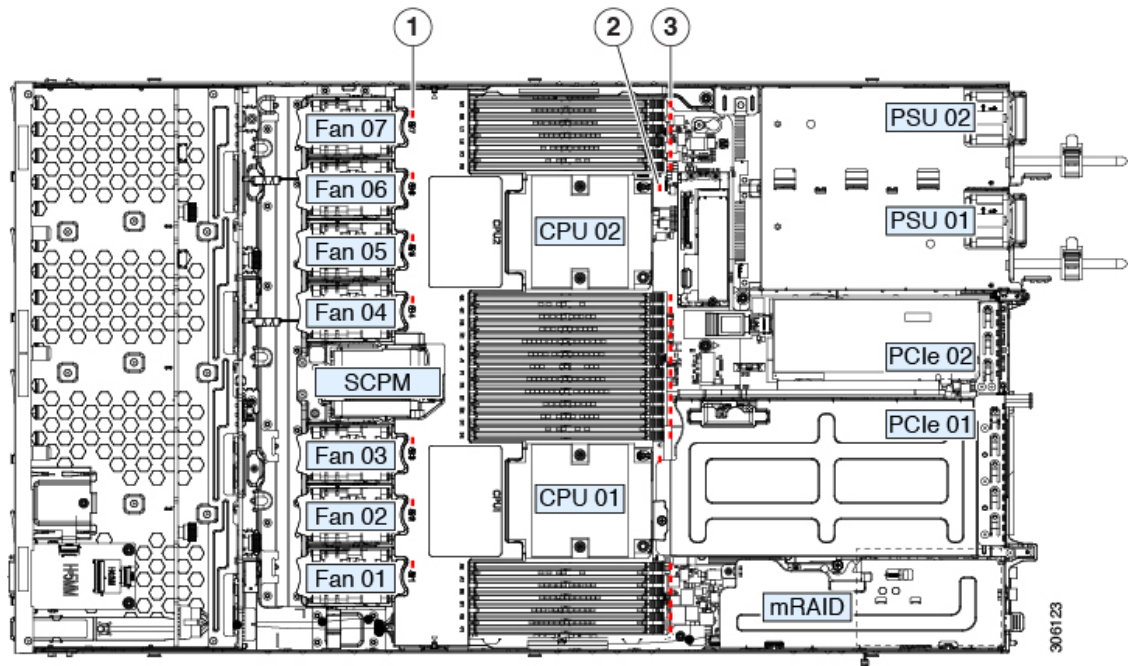
	LED Name	States
1	1-Gb/10-Gb Ethernet link speed (on both LAN1 and LAN2)	<ul style="list-style-type: none"> <li>• Amber—Link speed is 100 Mbps.</li> <li>• Amber—Link speed is 1 Gbps.</li> <li>• Green—Link speed is 10 Gbps.</li> </ul>
2	1-Gb/10-Gb Ethernet link status (on both LAN1 and LAN2)	<ul style="list-style-type: none"> <li>• Off—No link is present.</li> <li>• Green—Link is active.</li> <li>• Green, blinking—Traffic is present on the active link.</li> </ul>
3	1-Gb Ethernet dedicated management link speed	<ul style="list-style-type: none"> <li>• Off—Link speed is 10 Mbps.</li> <li>• Amber—Link speed is 100 Mbps.</li> <li>• Green—Link speed is 1 Gbps.</li> </ul>
4	1-Gb Ethernet dedicated management link status	<ul style="list-style-type: none"> <li>• Off—No link is present.</li> <li>• Green—Link is active.</li> <li>• Green, blinking—Traffic is present on the active link.</li> </ul>
5	Rear unit identification	<ul style="list-style-type: none"> <li>• Off—The unit identification function is not in use.</li> <li>• Blue, blinking—The unit identification function is activated.</li> </ul>

<p>6</p>	<p>Power supply status (one LED each power supply unit)</p>	<p><b>AC power supplies:</b></p> <ul style="list-style-type: none"> <li>• Off—No AC input (12 V main power off, 12 V standby power off).</li> <li>• Green, blinking—12 V main power off; 12 V standby power on.</li> <li>• Green, solid—12 V main power on; 12 V standby power on.</li> <li>• Amber, blinking—Warning threshold detected but 12 V main power on.</li> <li>• Amber, solid—Critical error detected; 12 V main power off (for example, over-current, over-voltage, or over-temperature failure).</li> </ul> <p><b>DC power supplies:</b></p> <ul style="list-style-type: none"> <li>• Off—No DC input (12 V main power off, 12 V standby power off).</li> <li>• Green, blinking—12 V main power off; 12 V standby power on.</li> <li>• Green, solid—12 V main power on; 12 V standby power on.</li> <li>• Amber, blinking—Warning threshold detected but 12 V main power on.</li> <li>• Amber, solid—Critical error detected; 12 V main power off (for example, over-current, over-voltage, or over-temperature failure).</li> </ul>
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## Internal Diagnostic LEDs

The server has internal fault LEDs for CPUs, DIMMs, and fan modules.

Figure 3: Internal Diagnostic LED Locations



<p><b>1</b></p>	<p>Fan module fault LEDs (one behind each fan connector on the motherboard)</p> <ul style="list-style-type: none"> <li>• Amber—Fan has a fault or is not fully seated.</li> <li>• Green—Fan is OK.</li> </ul>	<p><b>3</b></p>	<p>DIMM fault LEDs (one behind each DIMM socket on the motherboard)</p> <p>These LEDs operate only when the server is in standby power mode.</p> <ul style="list-style-type: none"> <li>• Amber—DIMM has a fault.</li> <li>• Off—DIMM is OK.</li> </ul>
<p><b>2</b></p>	<p>CPU fault LEDs (one behind each CPU socket on the motherboard).</p> <p>These LEDs operate only when the server is in standby power mode.</p> <ul style="list-style-type: none"> <li>• Amber—CPU has a fault.</li> <li>• Off—CPU is OK.</li> </ul>	<p>-</p>	

## Preparing For Component Installation

This section includes information and tasks that help prepare the server for component installation.

### Required Equipment For Service Procedures

The following tools and equipment are used to perform the procedures in this chapter:

- T-30 Torx driver (supplied with replacement CPUs for heatsink removal)
- #1 flat-head screwdriver (supplied with replacement CPUs for heatsink removal)
- #1 Phillips-head screwdriver (for M.2 SSD and intrusion switch replacement)
- Electrostatic discharge (ESD) strap or other grounding equipment such as a grounded mat

## Shutting Down and Removing Power From the Server

The server can run in either of two power modes:

- Main power mode—Power is supplied to all server components and any operating system on your drives can run.
- Standby power mode—Power is supplied only to the service processor and certain components. It is safe for the operating system and data to remove power cords from the server in this mode.

**Caution**

After a server is shut down to standby power, electric current is still present in the server. To completely remove power as directed in some service procedures, you must disconnect all power cords from all power supplies in the server.

You can shut down the server by using the front-panel power button or the software management interfaces.

### Shutting Down Using the Power Button

**Step 1** Check the color of the Power button/LED:

- Amber—The server is already in standby mode and you can safely remove power.
- Green—The server is in main power mode and must be shut down before you can safely remove power.

**Step 2** Invoke either a graceful shutdown or a hard shutdown:

**Caution** To avoid data loss or damage to your operating system, you should always invoke a graceful shutdown of the operating system.

- Graceful shutdown—Press and release the **Power** button. The operating system performs a graceful shutdown and the server goes to standby mode, which is indicated by an amber Power button/LED.
- Emergency shutdown—Press and hold the **Power** button for 4 seconds to force the main power off and immediately enter standby mode.

**Step 3** If a service procedure instructs you to completely remove power from the server, disconnect all power cords from the power supplies in the server.

### Shutting Down Using The Cisco IMC GUI

You must log in with user or admin privileges to perform this task.

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**Step 1** In the Navigation pane, click the **Server** tab.

**Step 2** On the Server tab, click **Summary**.

**Step 3** In the Actions area, click **Power Off Server**.

**Step 4** Click **OK**.

The operating system performs a graceful shutdown and the server goes to standby mode, which is indicated by an amber Power button/LED.

**Step 5** If a service procedure instructs you to completely remove power from the server, disconnect all power cords from the power supplies in the server.

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## Shutting Down Using The Cisco IMC CLI

You must log in with user or admin privileges to perform this task.

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**Step 1** At the server prompt, enter:

**Example:**

```
server# scope chassis
```

**Step 2** At the chassis prompt, enter:

**Example:**

```
server/chassis# power shutdown
```

The operating system performs a graceful shutdown and the server goes to standby mode, which is indicated by an amber Power button/LED.

**Step 3** If a service procedure instructs you to completely remove power from the server, disconnect all power cords from the power supplies in the server.

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## Removing the Server Top Cover

**Step 1** Remove the top cover:

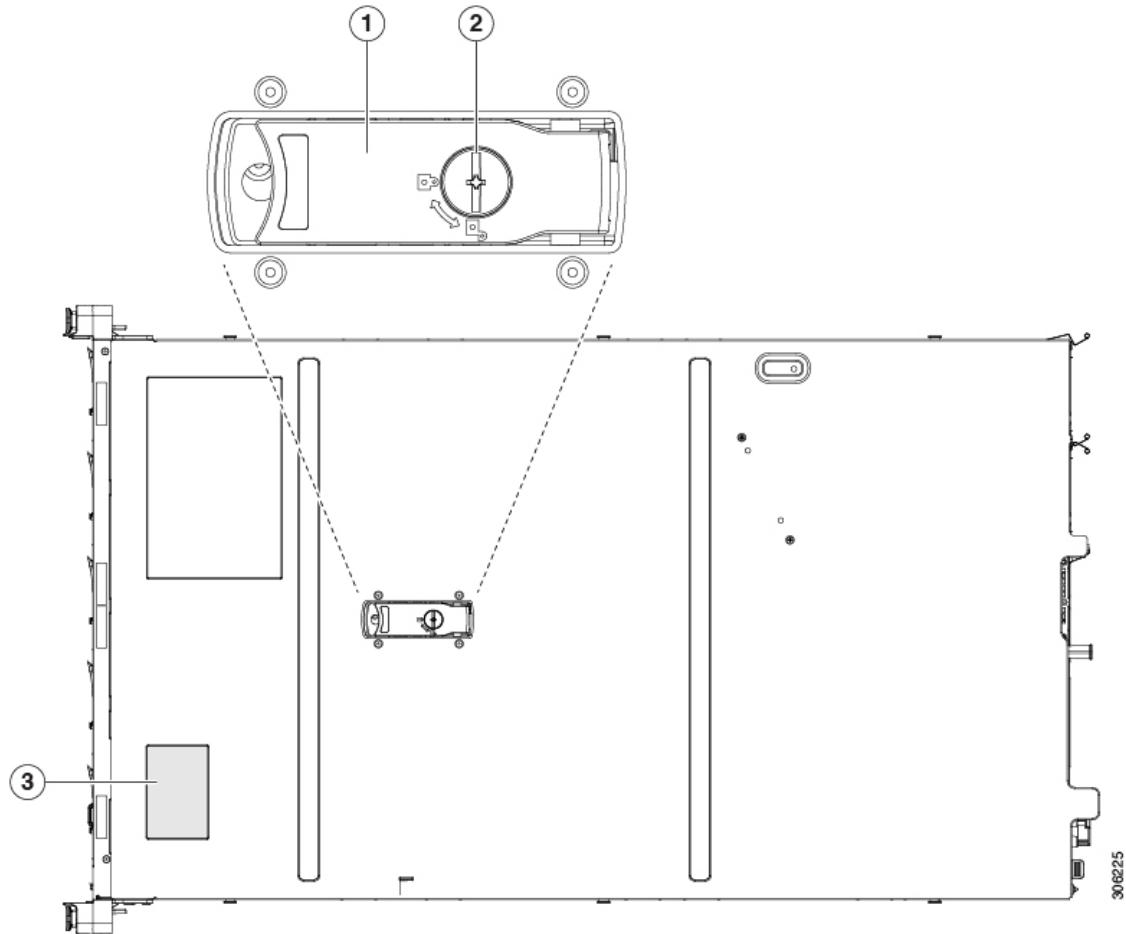
- a) If the cover latch is locked, use a screwdriver to turn the lock 90-degrees counterclockwise to unlock it.
- b) Lift on the end of the latch that has the green finger grip. The cover is pushed back to the open position as you lift the latch.
- c) Lift the top cover straight up from the server and set it aside.

**Step 2** Replace the top cover:

- a) With the latch in the fully open position, place the cover on top of the server about one-half inch (1.27 cm) behind the lip of the front cover panel. The opening in the latch should fit over the peg that sticks up from the fan tray.
- b) Press the cover latch down to the closed position. The cover is pushed forward to the closed position as you push down the latch.
- c) If desired, lock the latch by using a screwdriver to turn the lock 90-degrees clockwise.



Figure 4: Removing the Top Cover



1	Top cover	2	Locking cover latch
		3	Serial number label location

## Serial Number Location

The serial number for the server is printed on a label on the top of the server, near the front. See [Removing the Server Top Cover, on page 8](#).

## Hot Swap vs Hot Plug

Some components can be removed and replaced without shutting down and removing power from the server. This type of replacement has two varieties: hot-swap and hot-plug.

- Hot-swap replacement—You do not have to shut down the component in the software or operating system. This applies to the following components:

- SAS/SATA hard drives
  - SAS/SATA solid state drives
  - Cooling fan modules
  - Power supplies (when redundant as 1+1)
- Hot-plug replacement—You must take the component offline before removing it for the following component:
    - NVMe PCIe solid state drives

## Removing and Replacing Components




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**Warning** Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.

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**Caution** When handling server components, handle them only by carrier edges and use an electrostatic discharge (ESD) wrist-strap or other grounding device to avoid damage.

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**Tip** You can press the unit identification button on the front panel or rear panel to turn on a flashing, blue unit identification LED on both the front and rear panels of the server. This button allows you to locate the specific server that you are servicing when you go to the opposite side of the rack. You can also activate these LEDs remotely by using the Cisco IMC interface.

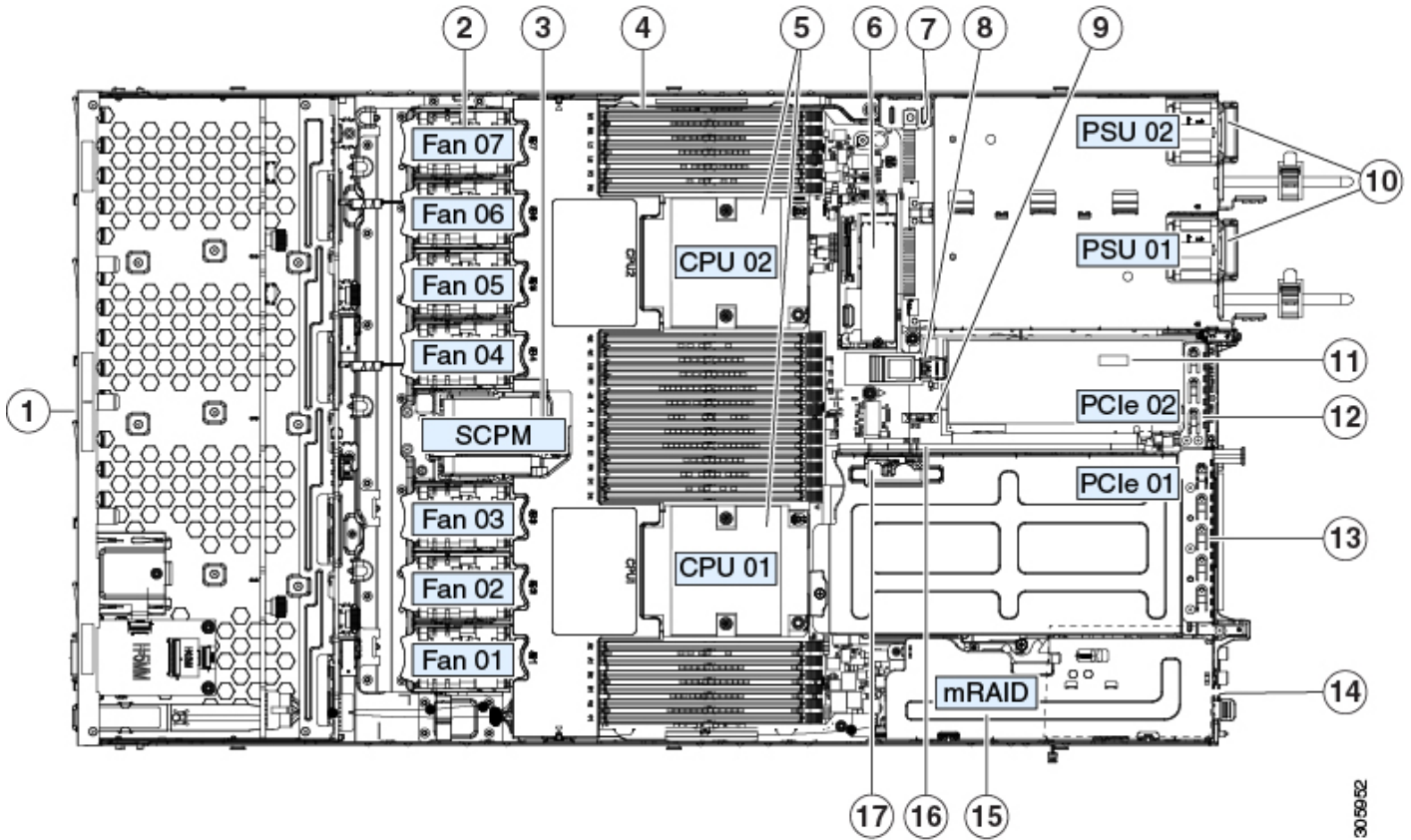
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This section describes how to install and replace server components.

## Serviceable Component Locations

This topic shows the locations of the field-replaceable components and service-related items. The view in the following figure shows the server with the top cover removed.

Figure 5: SE-CL-L3 , Serviceable Component Locations



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<p><b>1</b></p>	<p>Front-loading drive bays 1–10 support SAS/SATA drives.</p> <ul style="list-style-type: none"> <li>• SE-CL-L3 : Drive bays 1 and 2 support NVMe PCIe SSDs.</li> </ul>	<p><b>10</b></p>	<p>Power supplies (hot-swappable when redundant as 1+1)</p>
<p><b>2</b></p>	<p>Cooling fan modules (seven, hot-swappable)</p>	<p><b>11</b></p>	<p>Trusted platform module (TPM) socket on motherboard (not visible in this view)</p>
<p><b>3</b></p>	<p>Supercap unit mounting bracket (RAID backup)</p>	<p><b>12</b></p>	<p>PCIe riser 2/slot 2 (half-height, x16 lane) Includes PCIe cable connectors for front-loading NVMe SSDs (x8 lane)</p>
<p><b>4</b></p>	<p>DIMM sockets on motherboard (12 per CPU)</p>	<p><b>13</b></p>	<p>PCIe riser 1/slot 1 (full-height, x16 lane) Includes socket for Micro-SD card</p>
<p><b>5</b></p>	<p>CPUs and heatsinks (up to two)</p>	<p><b>14</b></p>	<p>Modular LOM (mLOM) card bay on chassis floor (x16 PCIe lane), not visible in this view</p>

6	Mini-storage module socket. Options: <ul style="list-style-type: none"> <li>• SD card module with two SD card slots</li> <li>• M.2 module with slots for either two SATA M.2 drives or two NVMe M.2 drives</li> <li>• Cisco Boot-Optimized M.2 RAID Controller (module with two slots for SATA M.2 drives, plus an integrated SATA RAID controller that can control the two M.2 drives in a RAID 1 array)</li> </ul>	15	Modular RAID (mRAID) riser, can optionally be a riser that supports either: <ul style="list-style-type: none"> <li>• Hardware RAID controller card</li> <li>• Interposer card for embedded SATA RAID</li> </ul>
7	Chassis intrusion switch (optional)	16	PCIe cable connectors for front-loading NVMe SSDs on PCIe riser 2
8	Internal USB 3.0 port on motherboard	17	Micro-SD card socket on PCIe riser 1
9	RTC battery, vertical socket	-	

## Replacing SAS/SATA Hard Drives or Solid State Drives



**Note** You do not have to shut down the server or drive to replace SAS/SATA hard drives or SSDs because they are hot-swappable. To replace an NVMe PCIe SSD drive, which must be shut down before removal, see [Replacing a Front-Loading NVMe SSD, on page 16](#).

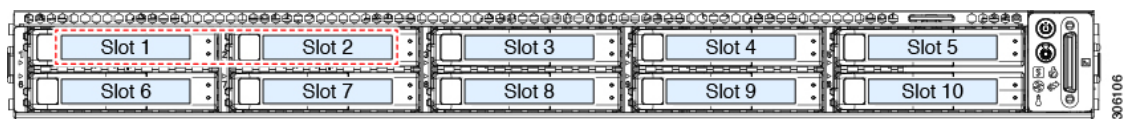
### SAS/SATA Drive Population Guidelines

The server is orderable in the following different version

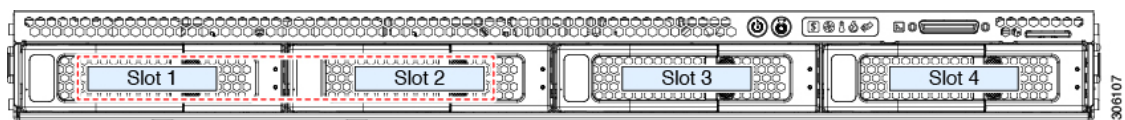
- SE-CL-L3 — Small form-factor (SFF) drives, with 10-drive backplane. Supports up to 10 2.5-inch SAS/SATA drives. Drive bays 1 and 2 support NVMe SSDs.

Drive bay numbering is shown in the following figures.

**Figure 6: Small Form-Factor Drive Versions, Drive Bay Numbering**



**Figure 7: Large Form-Factor Drive Version, Drive Bay Numbering**



Observe these drive population guidelines for optimum performance:

- When populating drives, add drives to the lowest-numbered bays first.

- Keep an empty drive blanking tray in any unused bays to ensure proper airflow.
- You can mix SAS/SATA hard drives and SAS/SATA SSDs in the same server. However, you cannot configure a logical volume (virtual drive) that contains a mix of hard drives and SSDs. That is, when you create a logical volume, it must contain all SAS/SATA hard drives or all SAS/SATA SSDs.

## 4K Sector Format SAS/SATA Drives Considerations

### About this task

- You must boot 4K sector format drives in UEFI mode, not legacy mode. UEFI mode is the system default. Only if the mode has been changed and must be changed back to UEFI mode, see the following procedure.
- Do not configure 4K sector format and 512-byte sector format drives as part of the same RAID volume.
- Operating system support on 4K sector drives is as follows: Windows: Win2012 and Win2012R2; Linux: RHEL 6.5, 6.6, 6.7, 7.0, 7.2; SLES 11 SP3, and SLES 12. ESXi/Vmware is not supported.

### Setting Up UEFI Mode Booting in the BIOS Setup Utility

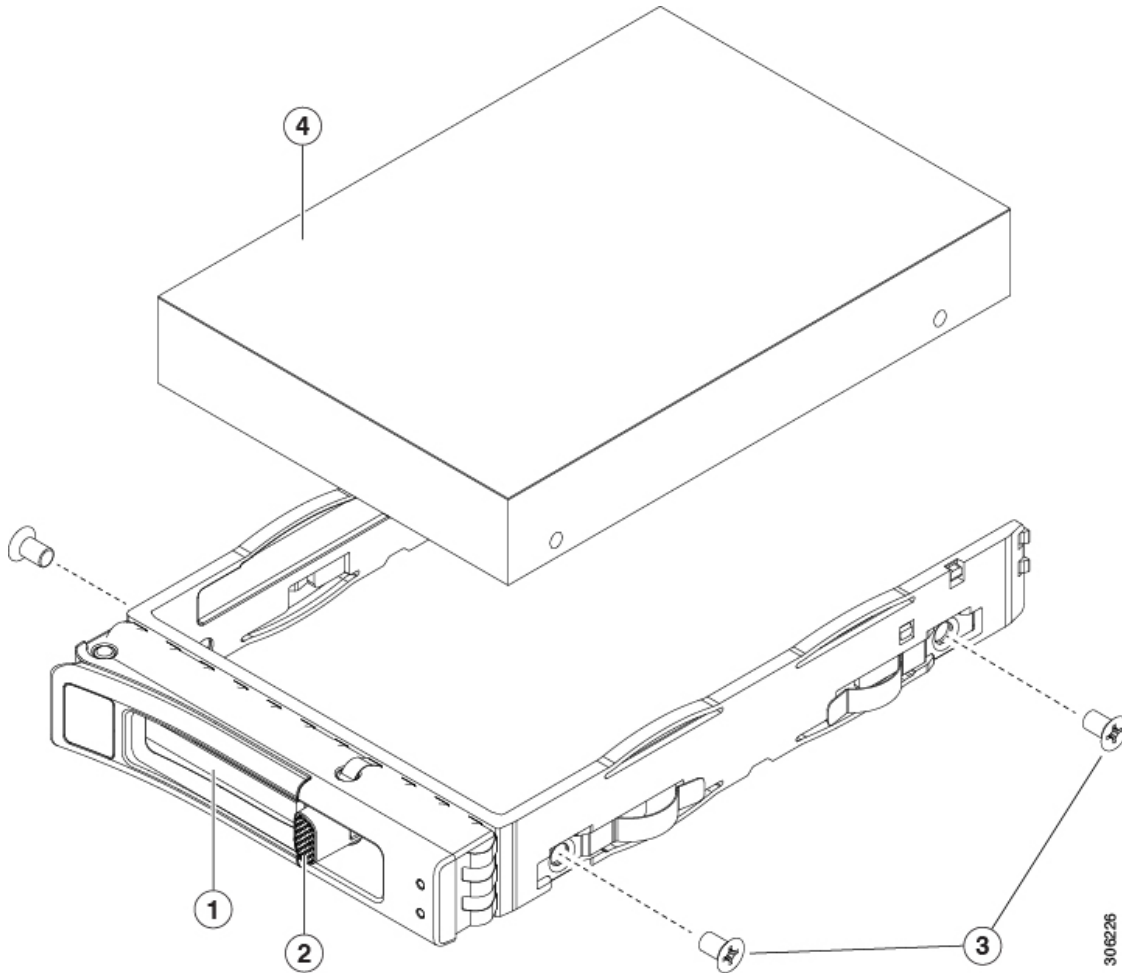
UEFI mode is the system default. Use this procedure if the mode has been changed and must be set back to UEFI mode.

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- Step 1** Enter the BIOS setup utility by pressing the **F2** key when prompted during bootup.
- Step 2** Go to the **Boot Options** tab.
- Step 3** Set **Boot Mode** to **UEFI Mode**.
- Step 4** Under **Boot Option Priorities**, set your OS installation media (such as a virtual DVD) as your **Boot Option #1**.
- Step 5** Press **F10** to save changes and exit the BIOS setup utility. Allow the server to reboot.
- Step 6** After the OS installs, verify the installation:
- a) Enter the BIOS setup utility by pressing the **F2** key when prompted during bootup.
  - b) Go to the **Boot Options** tab.
  - c) Under **Boot Option Priorities**, verify that the OS you installed is listed as your **Boot Option #1**.
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## Replacing a SAS/SATA Drive

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- Step 1** Remove the drive that you are replacing or remove a blank drive tray from the bay:
- a) Press the release button on the face of the drive tray.
  - b) Grasp and open the ejector lever and then pull the drive tray out of the slot.
  - c) If you are replacing an existing drive, remove the four drive-tray screws that secure the drive to the tray and then lift the drive out of the tray.
- Step 2** Install a new drive:
- a) Place a new drive in the empty drive tray and install the four drive-tray screws.
  - b) With the ejector lever on the drive tray open, insert the drive tray into the empty drive bay.
  - c) Push the tray into the slot until it touches the backplane, and then close the ejector lever to lock the drive in place.

Figure 8: Replacing a Drive in a Drive Tray



1	Ejector lever	3	Drive tray screws (two on each side)
2	Release button	4	Drive removed from drive tray

## Replacing a Front-Loading NVMe SSD

This section is for replacing 2.5-inch or 3.5-inch form-factor NVMe solid-state drives (SSDs) in front-panel drive bays.

### Front-Loading NVMe SSD Population Guidelines

The front drive bay support for 2.5-inch NVMe SSDs:

- SE-CL-L3 — Small form-factor (SFF) drives, with 10-drive backplane. Drive bays 1 and 2 support 2.5-inch NVMe SSDs.

## Front-Loading NVMe SSD Requirements and Restrictions

Observe these requirements:

- The server must have two CPUs. PCIe riser 2 is not available in a single-CPU system. PCIe riser 2 has connectors for the cable that connects to the front-panel drive backplane.
- PCIe cable CBL-NVME-C220FF. This is the cable that carries the PCIe signal from the front-panel drive backplane to PCIe riser 2. This cable is for all versions of this server.
- Hot-plug support must be enabled in the system BIOS. If you ordered the system with NVMe drives, hot-plug support is enabled at the factory.

Observe these restrictions:

- NVMe SFF 2.5- and 3.5-inch SSDs support booting only in UEFI mode. Legacy boot is not supported. For instructions on setting up UEFI boot, see [4K Sector Format SAS/SATA Drives Considerations, on page 13](#).
- You cannot control NVMe PCIe SSDs with a SAS RAID controller because NVMe SSDs interface with the server via the PCIe bus.
- UEFI boot is supported in all supported operating systems. Hot-insertion and hot-removal are supported in all supported operating systems except VMWare ESXi.

## Enabling Hot-Plug Support in the System BIOS

Hot-plug (OS-informed hot-insertion and hot-removal) is disabled in the system BIOS by default.

- If the system was ordered with NVMe PCIe SSDs, the setting was enabled at the factory. No action is required.
- If you are adding NVMe PCIe SSDs after-factory, you must enable hot-plug support in the BIOS. See the following procedures.

### Enabling Hot-Plug Support Using the BIOS Setup Utility

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- Step 1** Enter the BIOS setup utility by pressing the **F2** key when prompted during bootup.
  - Step 2** Navigate to **Advanced > PCI Subsystem Settings > NVMe SSD Hot-Plug Support**.
  - Step 3** Set the value to **Enabled**.
  - Step 4** Save your changes and exit the utility.
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### Enabling Hot-Plug Support Using the Cisco IMC GUI

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- Step 1** Use a browser to log in to the Cisco IMC GUI for the server.
  - Step 2** Navigate to **Compute > BIOS > Advanced > PCI Configuration**.
  - Step 3** Set NVMe SSD Hot-Plug Support to **Enabled**.
  - Step 4** Save your changes.
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## Replacing a Front-Loading NVMe SSD

This topic describes how to replace 2.5- or 3.5-inch form-factor NVMe SSDs in the front-panel drive bays.



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**Note** OS-surprise removal is not supported. OS-informed hot-insertion and hot-removal are supported on all supported operating systems except VMware ESXi.

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**Note** OS-informed hot-insertion and hot-removal must be enabled in the system BIOS. See [Enabling Hot-Plug Support in the System BIOS, on page 15](#)

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**Step 1** Remove an existing front-loading NVMe SSD:

- a) Shut down the NVMe SSD to initiate an OS-informed removal. Use your operating system interface to shut down the drive, and then observe the drive-tray LED:
  - Green—The drive is in use and functioning properly. Do not remove.
  - Green, blinking—the driver is unloading following a shutdown command. Do not remove.
  - Off—The drive is not in use and can be safely removed.
- b) Press the release button on the face of the drive tray.
- c) Grasp and open the ejector lever and then pull the drive tray out of the slot.
- d) Remove the four drive tray screws that secure the SSD to the tray and then lift the SSD out of the tray.

**Note** If this is the first time that front-loading NVMe SSDs are being installed in the server, you must install PCIe cable CBL-NVME-C220FF before installing the drive. See [Installing a PCIe Cable For Front-Loading NVMe SSDs, on page 17](#).

**Step 2** Install a new front-loading NVMe SSD:

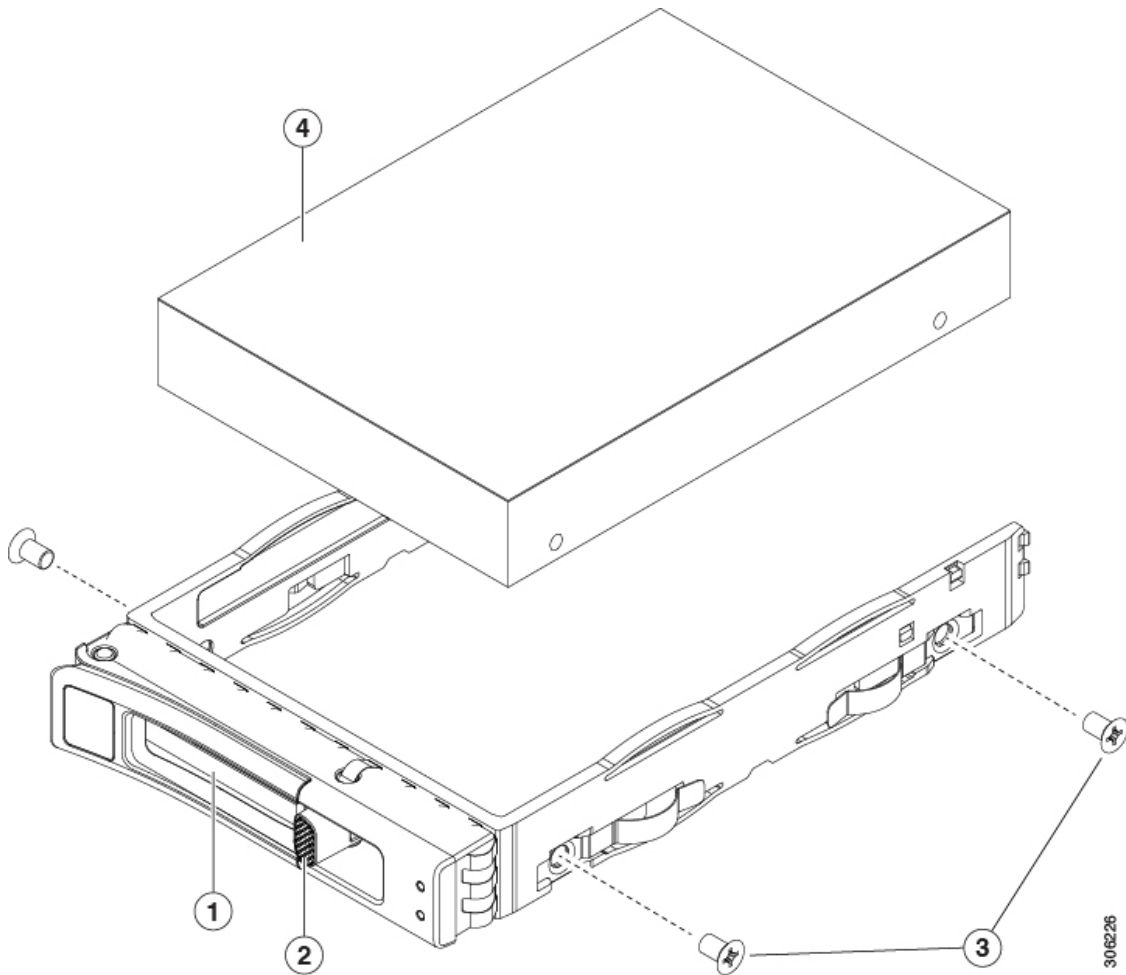
- a) Place a new SSD in the empty drive tray and install the four drive-tray screws.
- b) With the ejector lever on the drive tray open, insert the drive tray into the empty drive bay.
- c) Push the tray into the slot until it touches the backplane, and then close the ejector lever to lock the drive in place.

**Step 3** Observe the drive-tray LED and wait until it returns to solid green before accessing the drive:

- Off—The drive is not in use.
- Green, blinking—the driver is initializing following hot-plug insertion.
- Green—The drive is in use and functioning properly.



Figure 9: Replacing a Drive in a Drive Tray



1	Ejector lever	3	Drive tray screws (two on each side)
2	Release button	4	Drive removed from drive tray

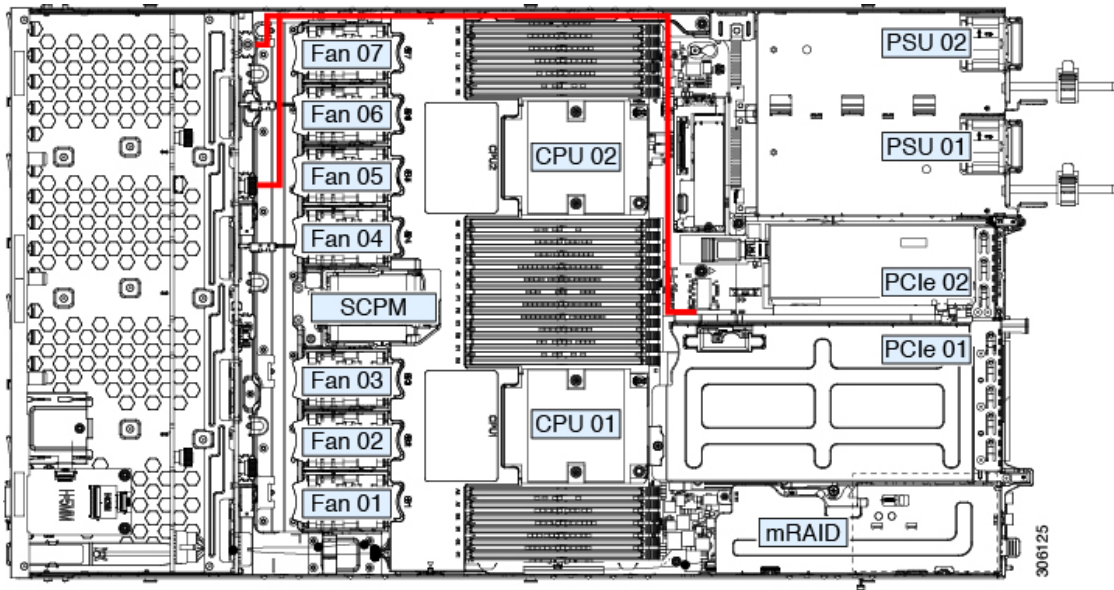
## Installing a PCIe Cable For Front-Loading NVMe SSDs

The front-loading NVMe SSDs interface with the server via the PCIe bus. Cable CBL-NVME-C220FF connects the front-panel drive backplane to the PCIe riser 2 board on the PCIe riser assembly.

- If the server was ordered with 2.5- or 3.5-inch form-factor NVMe SSDs, this cable was preinstalled at the factory. No action is required.
- If you are adding 2.5- or 3.5-inch form-factor NVMe SSDs for the first time, you must order and install the cable as described in the following procedure.

- Step 1** Connect the two connectors on one end of the cable to the PCIE-A1 and PCIE-A2 connectors on the drive backplane.
- Step 2** Route the cables through the chassis cable guides to the rear of the server as shown below.
- Step 3** Connect the single connector on the other end of the cable to the PCIE-FRONT connector on PCIe riser 2.

*Figure 10: PCIe Cabling to Drive Backplane*



## Replacing Fan Modules

The seven fan modules in the server are numbered as shown in the figure 1.



**Tip** Each fan module has a fault LED next to the fan connector on the motherboard. This LED lights green when the fan is correctly seated and is operating OK. The LED lights amber when the fan has a fault or is not correctly seated.



**Caution** You do not have to shut down or remove power from the server to replace fan modules because they are hot-swappable. However, to maintain proper cooling, do not operate the server for more than one minute with any fan module removed.

- Step 1** Remove an existing fan module:
- Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- b) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- c) Grasp the fan module at its front and rear finger-grips. Lift straight up to disengage its connector from the motherboard.

**Step 2**

Install a new fan module:

- a) Set the new fan module in place. The arrow printed on the top of the fan module should point toward the rear of the server.
  - b) Press down gently on the fan module to fully engage it with the connector on the motherboard.
  - c) Replace the top cover to the server.
  - d) Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.
- 

## Replacing CPUs and Heatsinks

This section contains CPU configuration rules and the procedure for replacing CPUs and heatsinks:

### CPU Configuration Rules

This server has two CPU sockets on the motherboard. Each CPU supports six DIM channels (12 DIMM slots). See [DIMM Population Rules and Memory Performance Guidelines, on page 31](#).

- The server operates with two identical CPUs installed.
- The maximum combined memory allowed in the 12 DIMM slots controlled by any one CPU is 768 GB. To populate the 12 DIMM slots with more than 768 GB of combined memory, you must use a high-memory CPU that has a PID that ends with an "M", for example, UCS-CPU-6134M.

### Tools Required For CPU Replacement

You need the following tools and equipment for this procedure:

- T-30 Torx driver—Supplied with replacement CPU.
- #1 flat-head screwdriver—Supplied with replacement CPU.
- CPU assembly tool—Supplied with replacement CPU. Orderable separately as Cisco PID UCS-CPUAT=.
- Heatsink cleaning kit—Supplied with replacement CPU. Orderable separately as Cisco PID UCSX-HSCK=.

One cleaning kit can clean up to four CPUs.

- Thermal interface material (TIM)—Syringe supplied with replacement CPU. Use only if you are reusing your existing heatsink (new heatsinks have a pre-applied pad of TIM). Orderable separately as Cisco PID UCS-CPU-TIM=.

One TIM kit covers one CPU.

## Replacing a CPU and Heatsink



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**Caution** CPUs and their sockets are fragile and must be handled with extreme care to avoid damaging pins. The CPUs must be installed with heatsinks and thermal interface material to ensure cooling. Failure to install a CPU correctly might result in damage to the server.

---

**Step 1** Remove the existing CPU/heatsink assembly from the server:

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

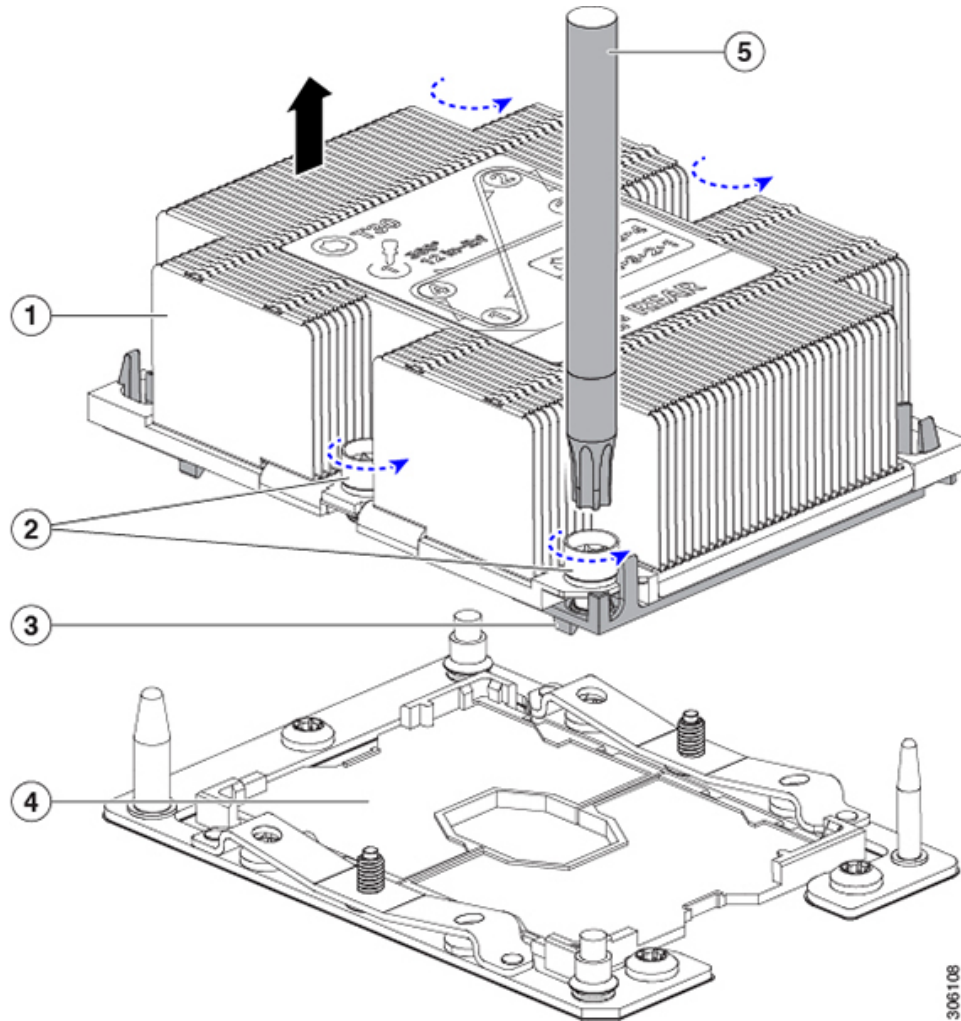
**Caution** If you cannot safely view and access the component, remove the server from the rack.

- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- d) Use the T-30 Torx driver that is supplied with the replacement CPU to loosen the four captive nuts that secure the assembly to the motherboard standoffs.

**Note** Alternate loosening the heatsink nuts evenly so that the heatsink remains level as it is raised. Loosen the heatsink nuts in the order shown on the heatsink label: 4, 3, 2, 1.

- e) Lift straight up on the CPU/heatsink assembly and set it heatsink-down on an antistatic surface.

Figure 11: Removing the CPU/Heatsink Assembly



1	Heatsink	4	CPU socket on motherboard
2	Heatsink captive nuts (two on each side)	5	T-30 Torx driver
3	CPU carrier (below heatsink in this view)	-	

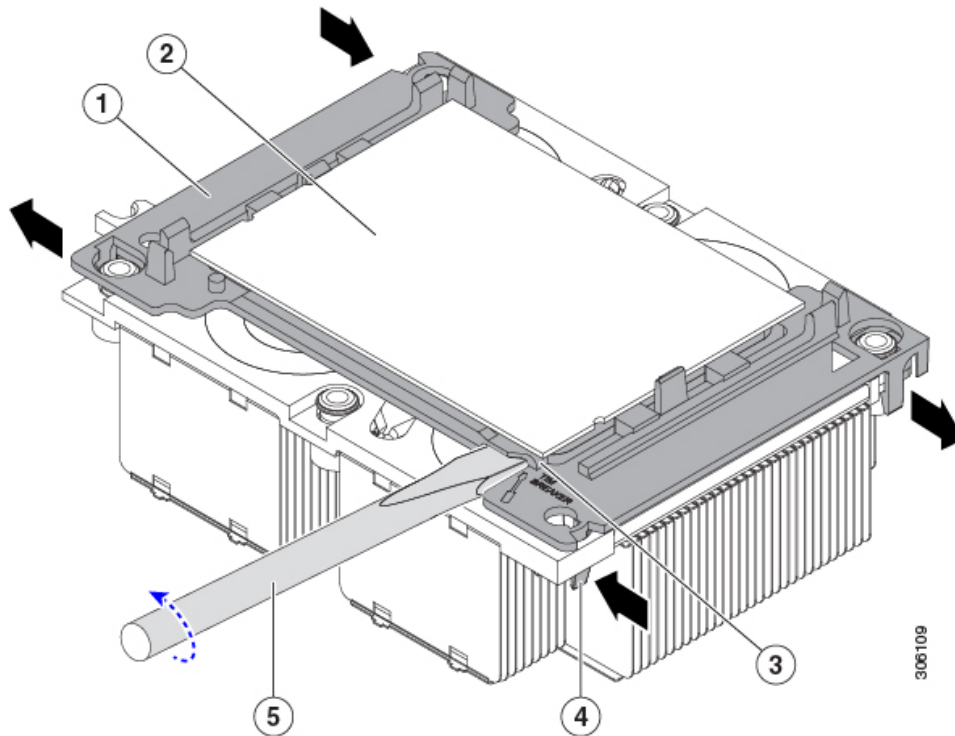
**Step 2**

Separate the heatsink from the CPU assembly (the CPU assembly includes the CPU and the CPU carrier):

- a) Place the heatsink with CPU assembly so that it is oriented upside-down as shown below.

Note the thermal-interface material (TIM) breaker location. TIM BREAKER is stamped on the CPU carrier next to a small slot.

Figure 12: Separating the CPU Assembly From the Heatsink



1	CPU carrier	4	CPU-carrier inner-latch nearest to the TIM breaker slot
2	CPU	5	#1 flat-head screwdriver inserted into TIM breaker slot
3	TIM BREAKER slot in CPU carrier	-	

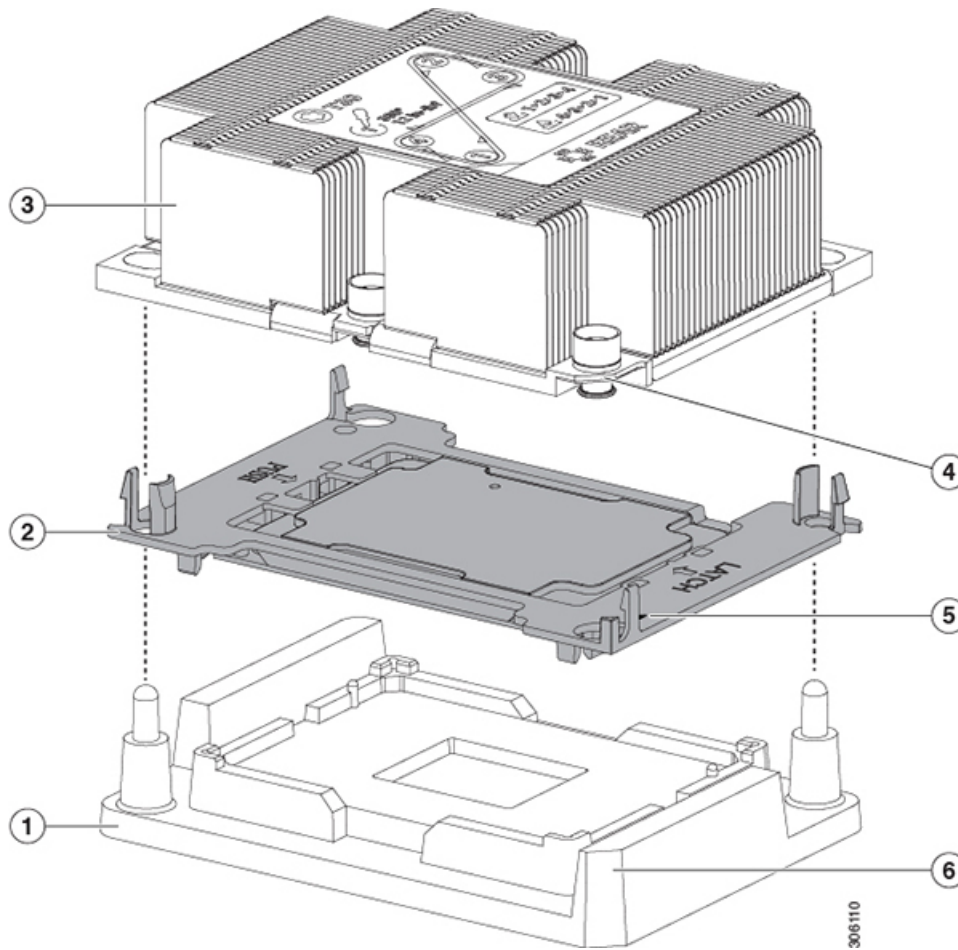
- b) Pinch inward on the CPU-carrier inner-latch that is nearest the TIM breaker slot and then push up to disengage the clip from its slot in the heatsink corner.
- c) Insert the blade of a #1 flat-head screwdriver into the slot marked TIM BREAKER.
  - Caution** In the following step, do not pry on the CPU surface. Use gentle rotation to lift on the plastic surface of the CPU carrier at the TIM breaker slot. Use caution to avoid damaging the heatsink surface.
- d) Gently rotate the screwdriver to lift up on the CPU until the TIM on the heatsink separates from the CPU.
  - Note** Do not allow the screwdriver tip to touch or damage the green CPU substrate.
- e) Pinch the CPU-carrier inner-latch at the corner opposite the TIM breaker and push up to disengage the clip from its slot in the heatsink corner.
- f) On the remaining two corners of the CPU carrier, gently pry outward on the outer-latches and then lift the CPU-assembly from the heatsink.
  - Note** Handle the CPU-assembly by the plastic carrier only. Do not touch the CPU surface. Do not separate the CPU from the carrier.

**Step 3** The new CPU assembly is shipped on a CPU assembly tool. Take the new CPU assembly and CPU assembly tool out of the carton.

If the CPU assembly and CPU assembly tool become separated, note the alignment features shown below for correct orientation. The pin 1 triangle on the CPU carrier must be aligned with the angled corner on the CPU assembly tool.

**Caution** CPUs and their sockets are fragile and must be handled with extreme care to avoid damaging pins.

*Figure 13: CPU Assembly Tool, CPU Assembly, and Heatsink Alignment Features*



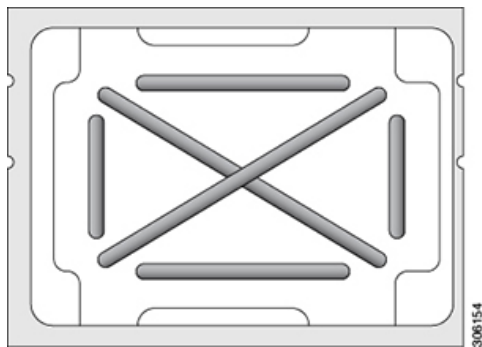
1	CPU assembly tool	4	Angled corner on heatsink (pin 1 alignment feature)
2	CPU assembly (CPU in plastic carrier)	5	Triangle cut into carrier (pin 1 alignment feature)
3	Heatsink	6	Angled corner on CPU assembly tool (pin 1 alignment feature)

**Step 4** Apply new TIM to the heatsink:

**Note** The heatsink must have new TIM on the heatsink-to-CPU surface to ensure proper cooling and performance.

- If you are installing a new heatsink, it is shipped with a pre-applied pad of TIM. Go to step 5.
  - If you are reusing a heatsink, you must remove the old TIM from the heatsink and then apply new TIM to the CPU surface from the supplied syringe. Continue with step a below.
- a) Apply the cleaning solution that is included with the heatsink cleaning kit (UCSX-HSCK=) to the old TIM on the heatsink and let it soak for a least 15 seconds.
  - b) Wipe all of the TIM off the heatsink using the soft cloth that is included with the heatsink cleaning kit. Be careful to avoid scratching the heatsink surface.
  - c) Using the syringe of TIM provided with the new CPU (UCS-CPU-TIM=), apply 4 cubic centimeters of thermal interface material to the top of the CPU. Use the pattern shown below to ensure even coverage.

**Figure 14: Thermal Interface Material Application Pattern**



**Caution** Use only the correct heatsink for your CPUs to ensure proper cooling. There are two different heatsinks: UCSC-HS-C220M5= for standard-performance CPUs 150 W and less; UCSC-HS2-C220M5= for high-performance CPUs above 150 W. Note the wattage described on the heatsink label.

**Step 5** With the CPU assembly on the CPU assembly tool, set the heatsink onto the CPU assembly. Note the pin 1 alignment features for correct orientation. Push down gently until you hear the corner clips of the CPU carrier click onto the heatsink corners.

**Caution** In the following step, use extreme care to avoid touching or damaging the CPU contacts or the CPU socket pins.

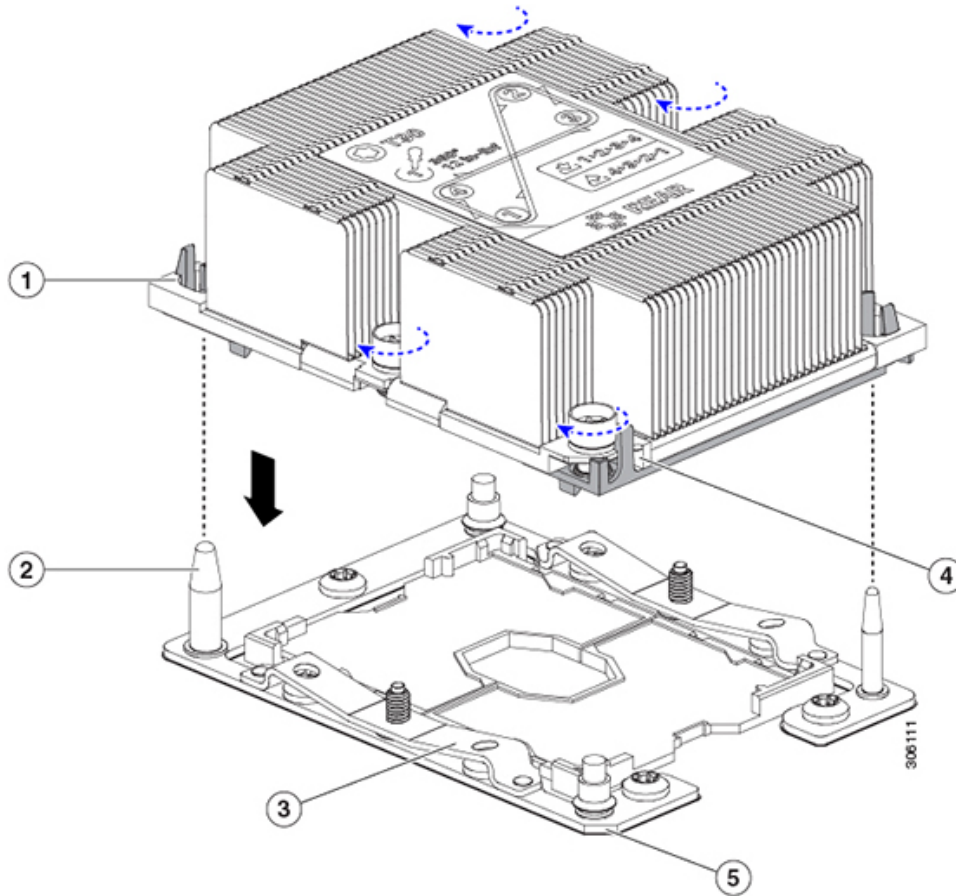
**Step 6** Install the CPU/heatsink assembly to the server:

- a) Lift the heatsink with attached CPU assembly from the CPU assembly tool.
- b) Align the CPU with heatsink over the CPU socket on the motherboard, as shown below.

Note the alignment features. The pin 1 angled corner on the heatsink must align with the pin 1 angled corner on the CPU socket. The CPU-socket posts must align with the guide-holes in the assembly.



Figure 15: Installing the Heatsink/CPU Assembly to the CPU Socket



1	Guide hole in assembly (two)	4	Angled corner on heatsink (pin 1 alignment feature)
2	CPU socket alignment post (two)	5	Angled corner on socket (pin 1 alignment feature)
3	CPU socket leaf spring	-	

- c) Set the heatsink with CPU assembly down onto the CPU socket.
  - d) Use the T-30 Torx driver that is supplied with the replacement CPU to tighten the four captive nuts that secure the heatsink to the motherboard standoffs.
- Caution** Alternate tightening the heatsink nuts evenly so that the heatsink remains level while it is lowered. Tighten the heatsink nuts in the order shown on the heatsink label: 1, 2, 3, 4. The captive nuts must be fully tightened so that the leaf springs on the CPU socket lie flat.
- e) Replace the top cover to the server.
  - f) Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

## Moving an M5 Generation CPU

**Tool required for this procedure:** T-30 Torx driver



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**Caution** When you receive a replacement server for an RMA, it includes dust covers on all CPU sockets. These covers protect the socket pins from damage during shipping. You must transfer these covers to the system that you are returning, as described in this procedure.

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### Step 1

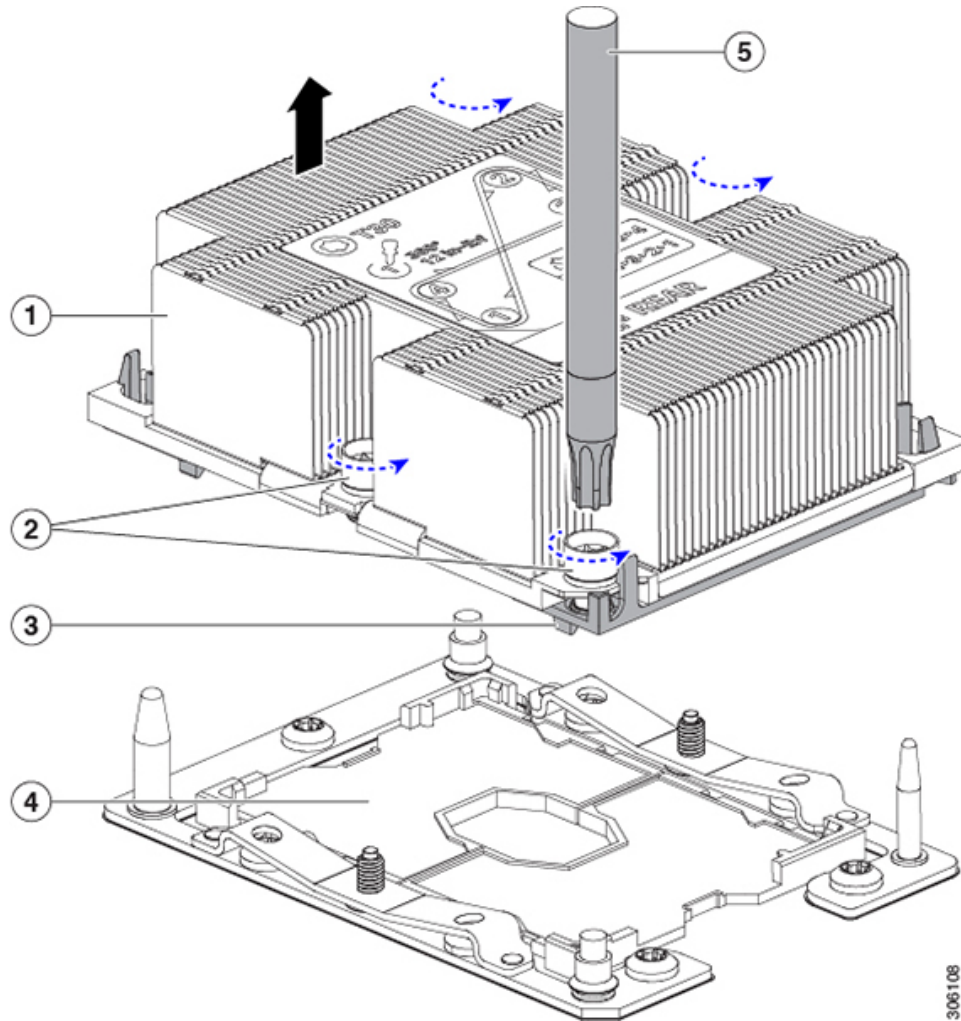
When moving an M5 CPU to a new server, you do not have to separate the heatsink from the CPU. Perform the following steps:

- a) Use a T-30 Torx driver to loosen the four captive nuts that secure the assembly to the board standoffs.

**Note** Alternate loosening the heatsink nuts evenly so that the heatsink remains level as it is raised. Loosen the heatsink nuts in the order shown on the heatsink label: 4, 3, 2, 1.

- b) Lift straight up on the CPU/heatsink assembly to remove it from the board.
- c) Set the CPUs with heatsinks aside on an anti-static surface.

Figure 16: Removing the CPU/Heatsink Assembly



1	Heatsink	4	CPU socket on motherboard
2	Heatsink captive nuts (two on each side)	5	T-30 Torx driver
3	CPU carrier (below heatsink in this view)	-	

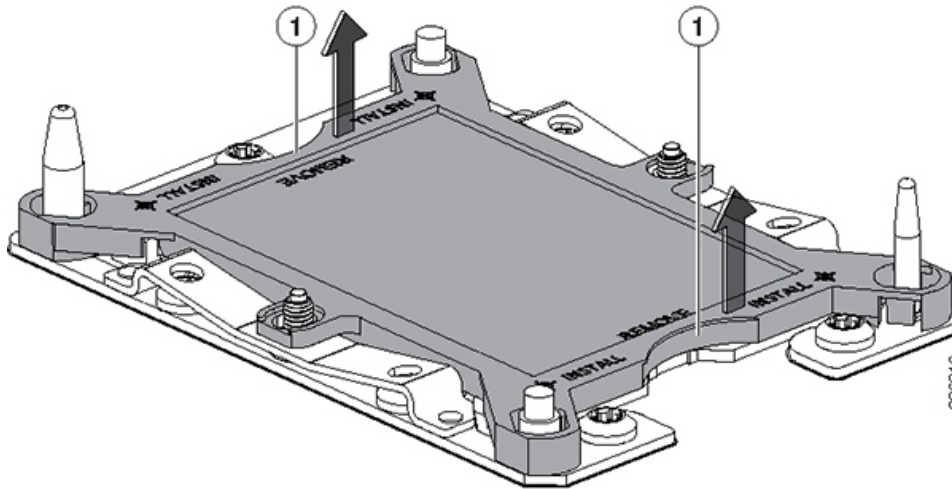
**Step 2**

Transfer the CPU socket covers from the new system to the system that you are returning:

- a) Remove the socket covers from the replacement system. Grasp the two recessed finger-grip areas marked "REMOVE" and lift straight up.

**Note** Keep a firm grasp on the finger-grip areas at both ends of the cover. Do not make contact with the CPU socket pins.

Figure 17: Removing a CPU Socket Dust Cover



1	Finger-grip areas marked "REMOVE"	-	
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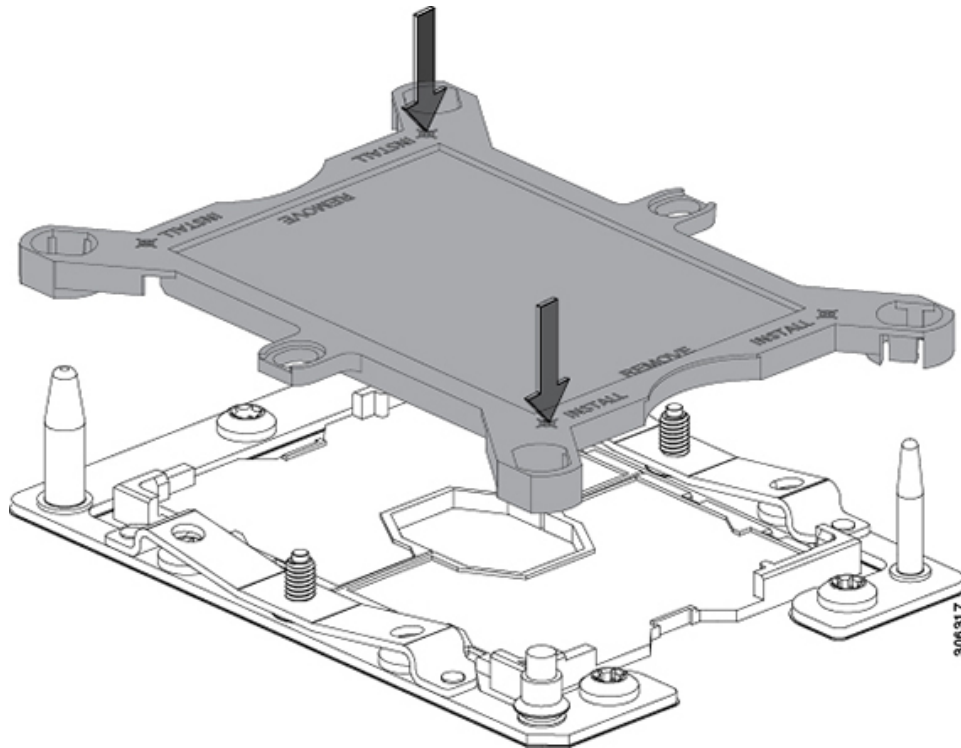
- b) With the wording on the dust cover facing up, set it in place over the CPU socket. Make sure that all alignment posts on the socket plate align with the cutouts on the cover.

**Caution** In the next step, do not press down anywhere on the cover except the two points described. Pressing elsewhere might damage the socket pins.

- c) Press down on the two circular markings next to the word "INSTALL" that are closest to the two threaded posts (see the following figure). Press until you feel and hear a click.

**Note** You must press until you feel and hear a click to ensure that the dust covers do not come loose during shipping.

Figure 18: Installing a CPU Socket Dust Cover



-	Press down on the two circular marks next to the word INSTALL.	-	
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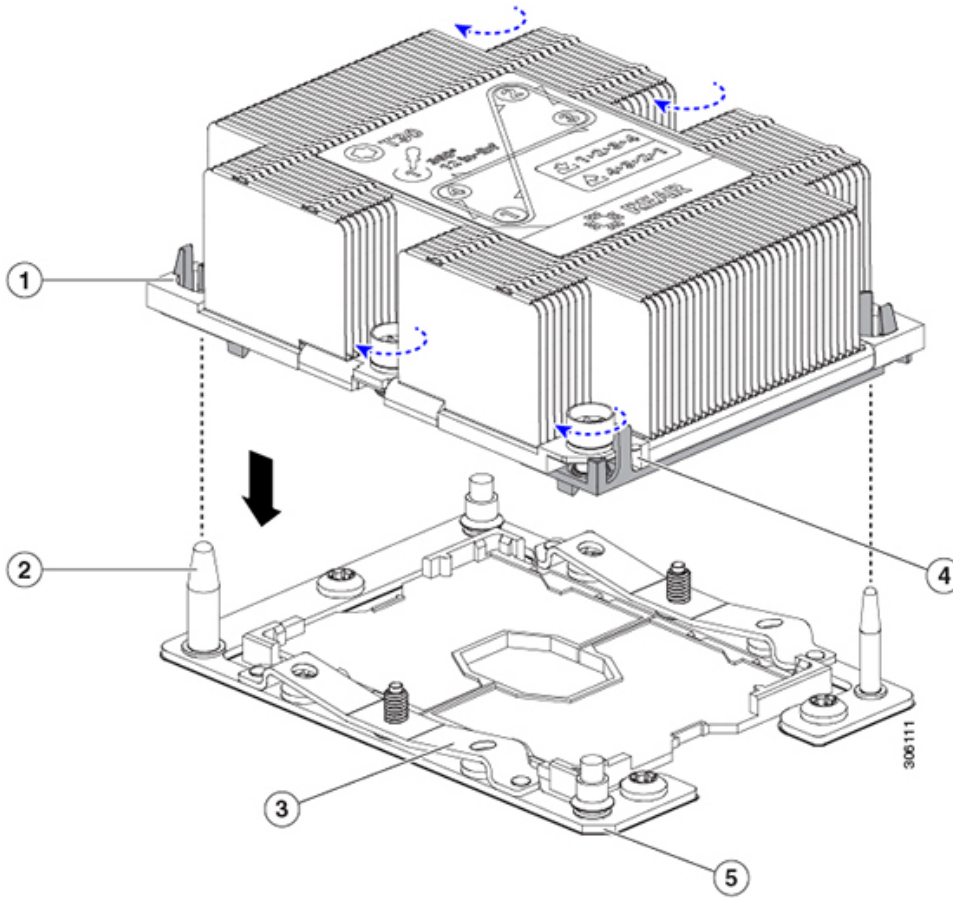
**Step 3**

Install the CPUs to the new system:

- a) On the new board, align the assembly over the CPU socket, as shown below.

Note the alignment features. The pin 1 angled corner on the heatsink must align with the pin 1 angled corner on the CPU socket. The CPU-socket posts must align with the guide-holes in the assembly.

Figure 19: Installing the Heatsink/CPU Assembly to the CPU Socket



1	Guide hole in assembly (two)	4	Angled corner on heatsink (pin 1 alignment feature)
2	CPU socket alignment post (two)	5	Angled corner on socket (pin 1 alignment feature)
3	CPU socket leaf spring	-	

- b) On the new board, set the heatsink with CPU assembly down onto the CPU socket.
- c) Use a T-30 Torx driver to tighten the four captive nuts that secure the heatsink to the board standoffs.

**Note** Alternate tightening the heatsink nuts evenly so that the heatsink remains level while it is lowered. Tighten the heatsink nuts in the order shown on the heatsink label: 1, 2, 3, 4. The captive nuts must be fully tightened so that the leaf springs on the CPU socket lie flat.

# Replacing Memory DIMMs



**Caution** DIMMs and their sockets are fragile and must be handled with care to avoid damage during installation.



**Caution** Cisco does not support third-party DIMMs. Using non-Cisco DIMMs in the server might result in system problems or damage to the motherboard.



**Note** To ensure the best server performance, it is important that you are familiar with memory performance guidelines and population rules before you install or replace DIMMs.

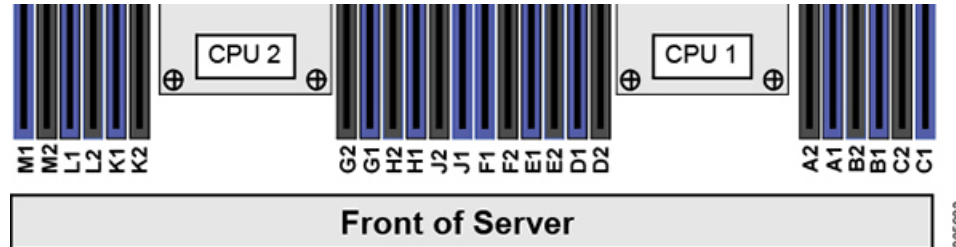
## DIMM Population Rules and Memory Performance Guidelines

This topic describes the rules and guidelines for maximum memory performance.

### DIMM Slot Numbering

The following figure shows the numbering of the DIMM slots on the motherboard.

*Figure 20: DIMM Slot Numbering*



### DIMM Population Rules

Observe the following guidelines when installing or replacing DIMMs for maximum performance:

- Each CPU supports six memory channels.
  - CPU 1 supports channels A, B, C, D, E, F.
  - CPU 2 supports channels G, H, J, K, L, M.
- Each channel has two DIMM sockets (for example, channel A = slots A1, A2).
- In a single-CPU configuration, populate the channels for CPU1 only (A, B, C, D, E, F).
- For optimal performance, populate DIMMs in the order shown in the following table, depending on the number of CPUs and the number of DIMMs per CPU. If your server has two CPUs, balance DIMMs evenly across the two CPUs as shown in the table.



**Note** The table below lists recommended configurations. Using 5, 7, 9, 10, or 11 DIMMs per CPU is not recommended.

**Table 3: DIMM Population Order**

Number of DIMMs per CPU (Recommended Configurations)	Populate CPU 1 Slot		Populate CPU2 Slots	
	Blue #1 Slots	Black #2 Slots	Blue #1 Slots	Black #2 Slots
1	(A1)	-	(G1)	-
2	(A1, B1)	-	(G1, H1)	-
3	(A1, B1, C1)	-	(G1, H1, J1)	-
4	(A1, B1); (D1, E1)	-	(G1, H1); (K1, L1)	-
6	(A1, B1); (C1, D1); (E1, F1)	-	(G1, H1); (J1, K1); (L1, M1)	-
8	(A1, B1); (D1, E1)	(A2, B2); (D2, E2)	(G1, H1); (K1, L1)	(G2, H2); (K2, L2)
12	(A1, B1); (C1, D1); (E1, F1)	(A2, B2); (C2, D2); (E2, F2)	(G1, H1); (J1, K1); (L1, M1)	(G2, H2); (J2, K2); (L2, M2)

- The maximum combined memory allowed in the 12 DIMM slots controlled by any one CPU is 768 GB. To populate the 12 DIMM slots with more than 768 GB of combined memory, you must use a high-memory CPU that has a PID that ends with an "M", for example, UCS-CPU-6134M.
- Memory mirroring reduces the amount of memory available by 50 percent because only one of the two populated channels provides data. When memory mirroring is enabled, you must install DIMMs in even numbers of channels.
- The NVIDIA Tesla P-Series GPU can support more than 1 TB of memory in the server. All other NVIDIA GPUs (M-Series) can support only 1 TB or less of memory in the server.
- Observe the DIMM mixing rules shown in the following table.

**Table 4: DIMM Mixing Rules**

DIMM Parameter	DIMMs in the Same Channel	DIMMs in the Same Bank
DIMM Capacity For example, 8GB, 16GB, 32GB, 64GB, 128GB	You can mix different capacity DIMMs in the same channel (for example, A1, A2).	You cannot mix DIMM capacities in a bank (for example A1, B1). Pairs of DIMMs must be identical (same PID and revision).
DIMM speed For example, 2666 GHz	You can mix speeds, but DIMMs will run at the speed of the slowest DIMMs/CPUs installed in the channel.	You cannot mix DIMM speeds in a bank (for example A1, B1). Pairs of DIMMs must be identical (same PID and revision).



DIMM type RDIMMs or LRDIMMs	You cannot mix DIMM types in a channel.	You cannot mix DIMM types in a bank.
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### Memory Mirroring

The CPUs in the server support memory mirroring only when an even number of channels are populated with DIMMs. If one or three channels are populated with DIMMs, memory mirroring is automatically disabled.

Memory mirroring reduces the amount of memory available by 50 percent because only one of the two populated channels provides data. The second, duplicate channel provides redundancy.

## Replacing DIMMs

### Identifying a Faulty DIMM

Each DIMM socket has a corresponding DIMM fault LED, directly in front of the DIMM socket. See [Internal Diagnostic LEDs, on page 5](#) for the locations of these LEDs. When the server is in standby power mode, these LEDs light amber to indicate a faulty DIMM.

#### Step 1

Remove an existing DIMM:

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
 

**Caution** If you cannot safely view and access the component, remove the server from the rack.
- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- d) Remove the air baffle that covers the front ends of the DIMM slots to provide clearance.
- e) Locate the DIMM that you are removing, and then open the ejector levers at each end of its DIMM slot.

#### Step 2

Install a new DIMM:

- Note** Before installing DIMMs, see the memory population rules for this server: [DIMM Population Rules and Memory Performance Guidelines, on page 31](#).
- a) Align the new DIMM with the empty slot on the motherboard. Use the alignment feature in the DIMM slot to correctly orient the DIMM.
  - b) Push down evenly on the top corners of the DIMM until it is fully seated and the ejector levers on both ends lock into place.
  - c) Replace the top cover to the server.
  - d) Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

## Replacing a Mini-Storage Module

The mini-storage module plugs into a motherboard socket to provide additional internal storage. The module is available in two different versions:

- SD card carrier—provides two SD card sockets.

- M.2 SSD Carrier—provides two M.2 form-factor SSD sockets.



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**Note** The Cisco IMC firmware does not include an out-of-band management interface for the M.2 drives installed in the M.2 version of this mini-storage module (UCS-MSTOR-M2). The M.2 drives are not listed in Cisco IMC inventory, nor can they be managed by Cisco IMC. This is expected behavior.

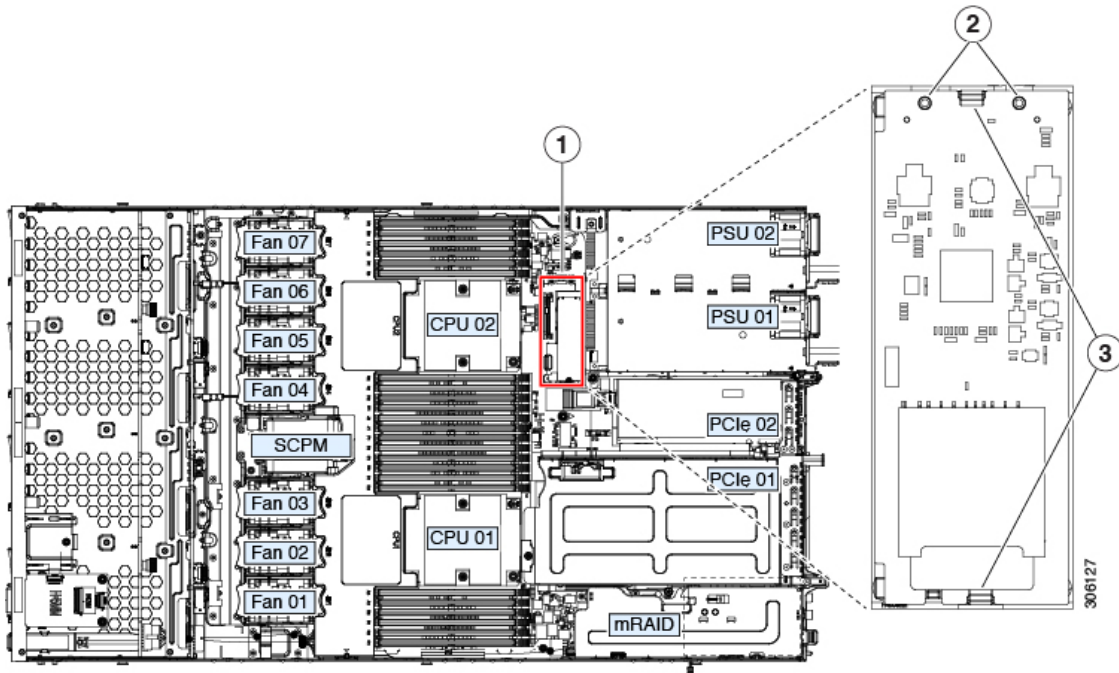
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## Replacing a Mini-Storage Module Carrier

This topic describes how to remove and replace a mini-storage module carrier. The carrier has one media socket on its top and one socket on its underside. Use the following procedure for any type of mini-storage module carrier (SD card or M.2 SSD).

- 
- Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 4** Remove a carrier from its socket:
- Locate the mini-storage module carrier in its socket just in front of power supply 1.
  - At each end of the carrier, push outward on the clip that secures the carrier.
  - Lift both ends of the carrier to disengage it from the socket on the motherboard.
  - Set the carrier on an anti-static surface.
- Step 5** Install a carrier to its socket:
- Position the carrier over socket, with the carrier's connector facing down and at the same end as the motherboard socket. Two alignment pegs must match with two holes on the carrier.
  - Gently push down the socket end of the carrier so that the two pegs go through the two holes on the carrier.
  - Push down on the carrier so that the securing clips click over it at both ends.
- Step 6** Replace the top cover to the server.
- Step 7** Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

Figure 21: Mini-Storage Module Carrier



1	Location of socket on motherboard	3	Securing clips
2	Alignment pegs	-	

## Replacing an M.2 SSD in a Mini-Storage Carrier For M.2

This topic describes how to remove and replace an M.2 SATA or M.2 NVMe SSD in a mini-storage carrier for M.2 (UCS-MSTOR-M2). The carrier has one M.2 SSD socket on its top and one socket on its underside.

### Population Rules For Mini-Storage M.2 SSDs

- Both M.2 SSDs must be either SATA or NVMe; do not mix types in the carrier.
- You can use one or two M.2 SSDs in the carrier.
- M.2 socket 1 is on the top side of the carrier; M.2 socket 2 is on the underside of the carrier (the same side as the carrier's motherboard connector).
- Dual SATA M.2 SSDs can be configured in a RAID 1 array with the BIOS Setup Utility's built in embedded SATA RAID utility. See [Embedded SATA RAID Controller](#).

If M.2 NVMe SSDs are installed in the M.2 module, the embedded SATA controller is automatically disabled.



**Note** You cannot control M.2 SATA SSDs in the server with a HW RAID controller.

- 
- Step 1** Power off the server and then remove the mini-storage module carrier from the server as described in [Replacing a Mini-Storage Module Carrier, on page 34](#).
- Step 2** Remove an M.2 SSD:
- Use a #1 Phillips-head screwdriver to remove the single screw that secures the M.2 SSD to the carrier.
  - Remove the M.2 SSD from its socket on the carrier.
- Step 3** Install a new M.2 SSD:
- Angle the M.2 SSD downward and insert the connector-end into the socket on the carrier. The M.2 SSD's label must face up.
  - Press the M.2 SSD flat against the carrier.
  - Install the single screw that secures the end of the M.2 SSD to the carrier.
- Step 4** Install the mini-storage module carrier back into the server and then power it on as described in [Replacing a Mini-Storage Module Carrier, on page 34](#).
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## Replacing an Internal USB Drive

This section includes procedures for installing a USB drive and for enabling or disabling the internal USB port.

### Replacing a USB Drive



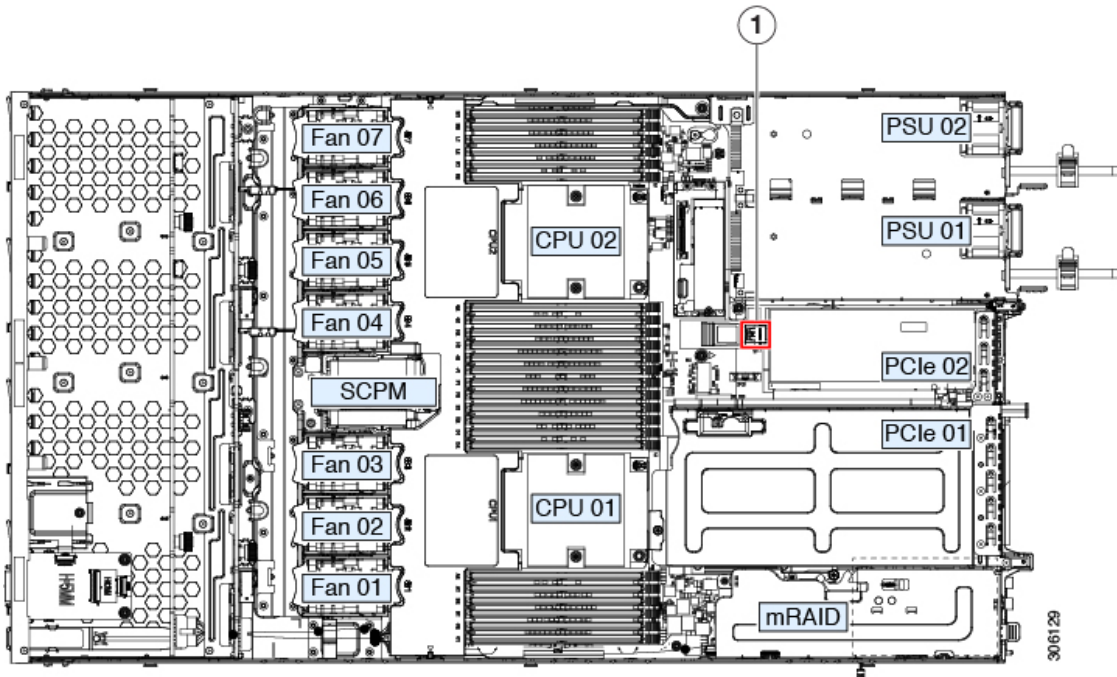
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**Caution** We do not recommend that you hot-swap the internal USB drive while the server is powered on because of the potential for data loss.

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- 
- Step 1** Remove an existing internal USB drive:
- Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
  - Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
  - Locate the USB socket on the motherboard, directly in front of PCIe riser 2.
  - Grasp the USB drive and pull it horizontally to free it from the socket.
- Step 2** Install a new internal USB drive:
- Align the USB drive with the socket.
  - Push the USB drive horizontally to fully engage it with the socket.
  - Replace the top cover to the server.
  - Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

Figure 22: Location of Internal USB Port



1	Location of horizontal USB socket on motherboard	-
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## Enabling or Disabling the Internal USB Port

The factory default is that all USB ports on the server are enabled. However, the internal USB port can be enabled or disabled in the server BIOS.

- Step 1** Enter the BIOS Setup Utility by pressing the **F2** key when prompted during bootup.
- Step 2** Navigate to the **Advanced** tab.
- Step 3** On the Advanced tab, select **USB Configuration**.
- Step 4** On the USB Configuration page, select **USB Ports Configuration**.
- Step 5** Scroll to **USB Port: Internal**, press **Enter**, and then choose either **Enabled** or **Disabled** from the dialog box.
- Step 6** Press **F10** to save and exit the utility.

## Replacing the RTC Battery



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

[Statement 1015]

The real-time clock (RTC) battery retains system settings when the server is disconnected from power. The battery type is CR2032. Cisco supports the industry-standard CR2032 battery, which can be ordered from Cisco (PID N20-MBLIBATT) or purchased from most electronic stores.

**Step 1** Remove the RTC battery:

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- d) Locate the RTC battery. The vertical socket is directly in front of PCIe riser 2.
- e) Remove the battery from the socket on the motherboard. Gently pry the securing clip on one side open to provide clearance, then lift straight up on the battery.

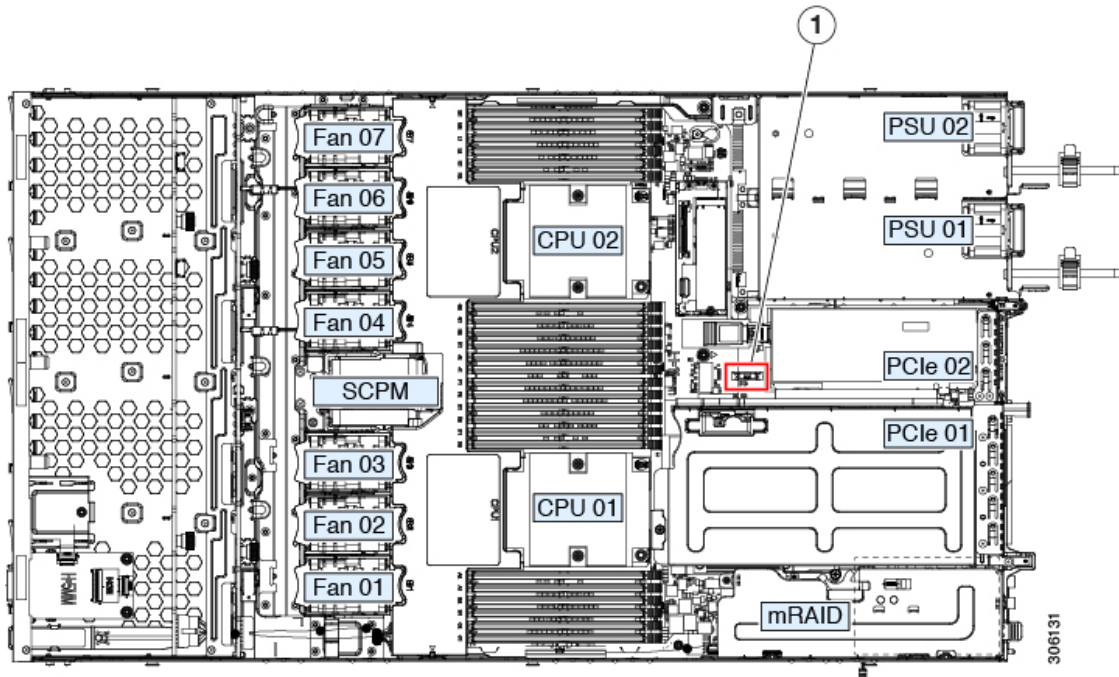
**Step 2** Install a new RTC battery:

- a) Insert the battery into its holder and press down until it clicks in place under the clip.

**Note** The flat, positive side of the battery marked “3V+” should face left as you face the server front.

- b) Replace the top cover to the server.
- c) Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

Figure 23: RTC Battery Location on Motherboard



1	RTC battery in vertical socket	-	
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## Replacing Power Supplies

The server has one power supply.

- See also [Power Specifications](#) for more information about the power supplies.
- See also [Rear-Panel LEDs, on page 4](#) for information about the power supply LEDs.

This section includes procedures for replacing AC power supply units.

- [Replacing AC Power Supplies, on page 39](#)

## Replacing AC Power Supplies



**Note** If you have ordered a server with power supply redundancy (two power supplies), you do not have to power off the server to replace a power supply because they are redundant as 1+1.

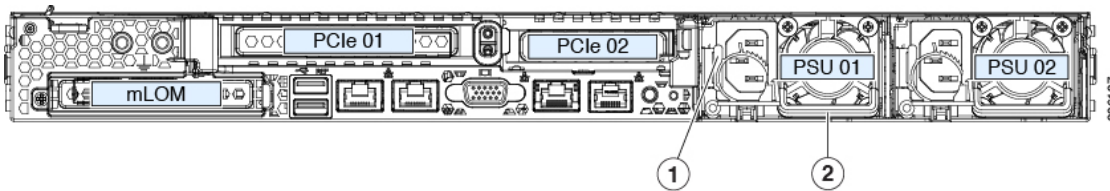


**Note** Do not mix power supply types or wattages in the server. Both power supplies must be identical.

- Step 1** Remove the power supply that you are replacing or a blank panel from an empty bay:
- a) Perform one of the following actions:
    - If your server has only one power supply, shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
    - If your server has two power supplies, you do not have to shut down the server.
  - b) Remove the power cord from the power supply that you are replacing.
  - c) Grasp the power supply handle while pinching the release lever toward the handle.
  - d) Pull the power supply out of the bay.

- Step 2** Install a new power supply:
- a) Grasp the power supply handle and insert the new power supply into the empty bay.
  - b) Push the power supply into the bay until the release lever locks.
  - c) Connect the power cord to the new power supply.
  - d) Only if you shut down the server, press the Power button to boot the server to main power mode.

**Figure 24: Replacing AC Power Supplies**



<b>1</b>	Power supply release lever	<b>2</b>	Power supply handle
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## Replacing a PCIe Card



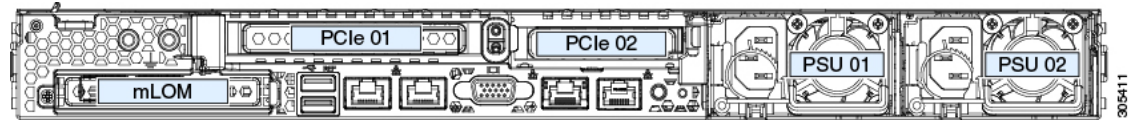
**Note** Cisco supports all PCIe cards qualified and sold by Cisco. PCIe cards not qualified or sold by Cisco are the responsibility of the customer. Although Cisco will always stand behind and support the C-Series rack-mount servers, customers using standard, off-the-shelf, third-party cards must go to the third-party card vendor for support if any issue with that particular card occurs.

## PCIe Slot Specifications

The server contains two PCIe slots on one riser assembly for horizontal installation of PCIe cards. Both slots support the NCSI protocol and 12V standby power.



Figure 25: Rear Panel, Showing PCIe Slot Numbering



The following tables describe the specifications for the slots.

Table 5: PCIe Riser 1/Slot 1

Slot Number	Electrical Lane Width	Connector Length	Maximum Card Length	Card Height (Rear Panel Opening)	NCSI Support
1	Gen-3 x16	x24 connector	¾ length	Full-height	Yes
Micro SD card slot	One socket for Micro SD card				

Table 6: PCIe Riser 2/Slot 2

Slot Number	Electrical Lane Width	Connector Length	Maximum Card Length	Card Height (Rear Panel Opening)	NCSI Support
2	Gen-3 x16	x24 connector	½ length	½ height	Yes
PCIe cable connector for front-panel NVMe SSDs	Gen-3 x8	Other end of cable connects to front drive backplane to support front-panel NVMe SSDs.			



**Note** Riser 2/Slot 2 is not available in single-CPU configurations.

## Replacing a PCIe Card



**Note** If you are installing a Cisco Virtual Interface Card, there are prerequisite considerations. See [Cisco Virtual Interface Card \(VIC\) Considerations, on page 44](#).



**Note** RAID controller cards install into a separate mRAID riser. See [Replacing a SAS Storage Controller Card \(RAID or HBA\), on page 48](#).

### Step 1

Remove an existing PCIe card (or a blank filler panel) from the PCIe riser:

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).

- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

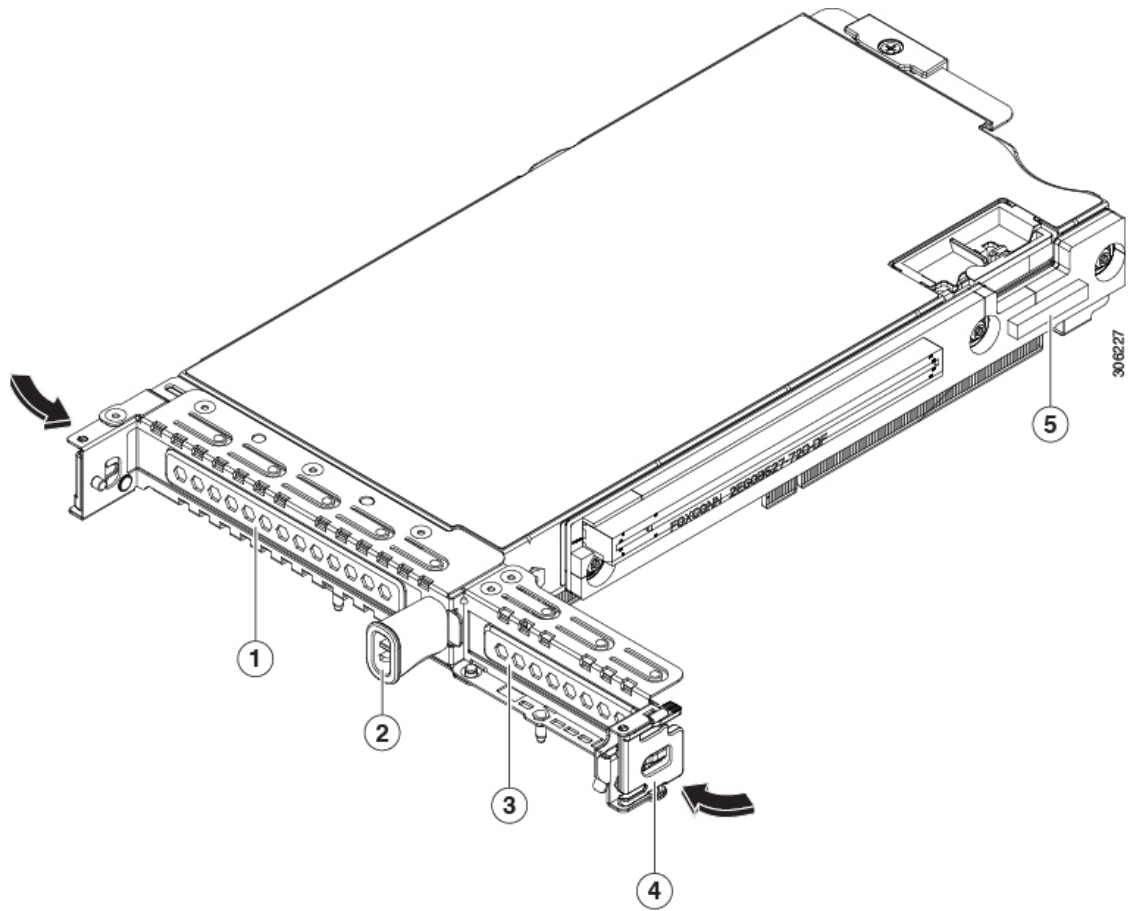
- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- d) Remove any cables from the ports of the PCIe card that you are replacing.
- e) Use two hands to grasp the external riser handle and the blue area at the front of the riser.
- f) Lift straight up to disengage the riser's connectors from the two sockets on the motherboard. Set the riser upside-down on an antistatic surface.
- g) Open the hinged plastic retainer that secures the rear-panel tab of the card.
- h) Pull evenly on both ends of the PCIe card to remove it from the socket on the PCIe riser.

If the riser has no card, remove the blanking panel from the rear opening of the riser.

## Step 2 Install a new PCIe card:

- a) With the hinged tab retainer open, align the new PCIe card with the empty socket on the PCIe riser.  
PCIe riser 1/slot 1 has a long-card guide at the front end of the riser. Use the slot in the long-card guide to help support a full-length card.
- b) Push down evenly on both ends of the card until it is fully seated in the socket.
- c) Ensure that the card's rear panel tab sits flat against the riser rear-panel opening and then close the hinged tab retainer over the card's rear-panel tab.

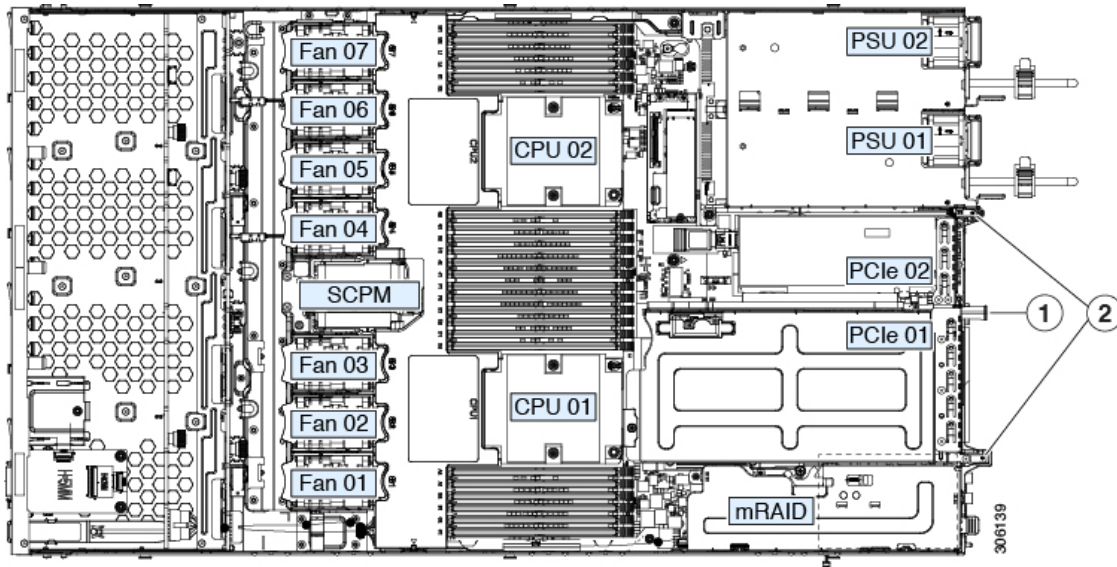
Figure 26: PCIe Riser Assembly



1	PCIe slot 1 rear-panel opening	4	Hinged card retainer (one each slot)
2	External riser handle	5	PCIe connector for cable that supports front-panel NVMe SSDs
3	PCIe slot 2 rear-panel opening		

- d) Position the PCIe riser over its two sockets on the motherboard and over the two chassis alignment channels.

Figure 27: PCIe Riser Alignment Features



1	Blue riser handle	2	Riser alignment features in chassis
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- e) Carefully push down on both ends of the PCIe riser to fully engage its two connectors with the two sockets on the motherboard.
- f) Replace the top cover to the server.
- g) Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

## Cisco Virtual Interface Card (VIC) Considerations

This section describes VIC card support and special considerations for this server.



**Note** If you use the *Cisco Card* NIC mode, you must also make a *VIC Slot* setting that matches where your VIC is installed. The options are Riser1, Riser2, and Flex-LOM.

Table 7: VIC Support and Considerations in This Server

VIC	How Many Supported in Server	Slots That Support VICs	Primary Slot For Cisco UCS Manager Integration	Primary Slot For <i>Cisco Card</i> NIC Mode	Minimum Cisco IMC Firmware
Cisco UCS VIC 1455 UCSC-PCIE-C25Q-04	2 PCIe	PCIe 1 PCIe 2	PCIe 1	PCIe 1	4.0(1)

## Replacing an mLOM Card

The server supports a modular LOM (mLOM) card to provide additional rear-panel connectivity. The horizontal mLOM socket is on the motherboard, under the mRAID riser.

The mLOM socket provides a Gen-3 x16 PCIe lane. The socket remains powered when the server is in 12 V standby power mode and it supports the network communications services interface (NCSI) protocol.

---

**Step 1** Remove any existing mLOM card (or a blanking panel):

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- d) Remove the mRAID riser to provide access to the mLOM socket below the riser.

To remove the mRAID riser, use both hands to grasp the external blue handle on the rear and the blue finger-grip on the front. Lift straight up.

You do not have to disconnect cables from any RAID card or interposer card that is installed in the riser. Carefully move the riser aside only far enough to provide clearance.

- e) Loosen the single captive thumbscrew that secures the mLOM card to the threaded standoff on the chassis floor.
- f) Slide the mLOM card horizontally to free it from the socket, then lift it out of the server.

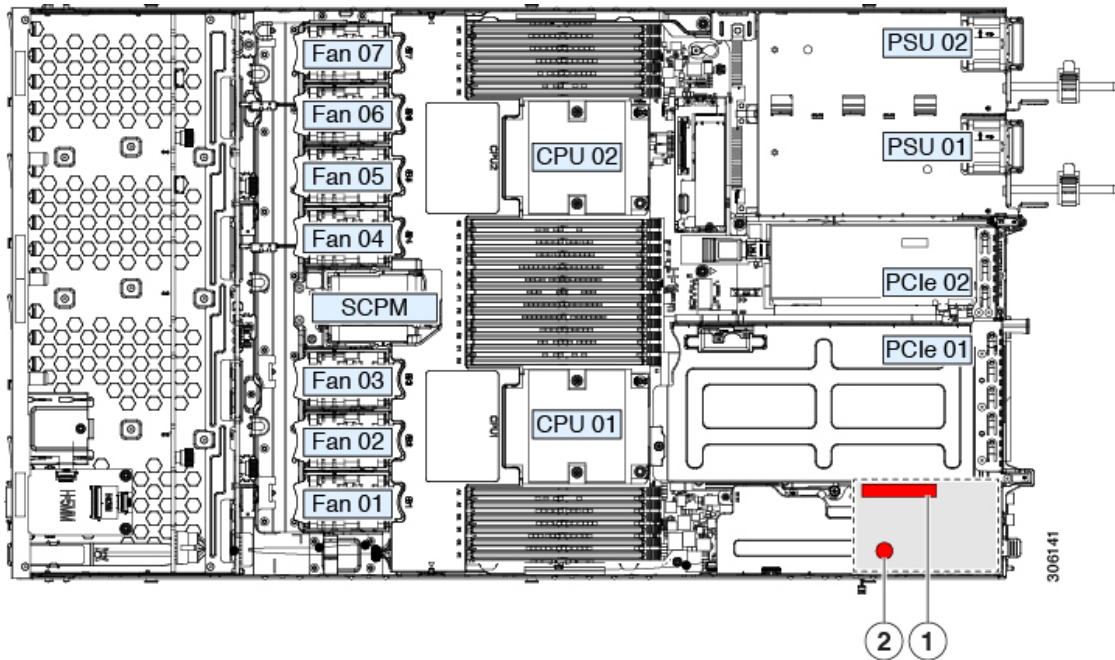
**Step 2** Install a new mLOM card:

- a) Set the mLOM card on the chassis floor so that its connector is aligned with the motherboard socket.
- b) Push the card horizontally to fully engage the card's edge connector with the socket.
- c) Tighten the captive thumbscrew to secure the card to the standoff on the chassis floor.
- d) Return the mRAID riser to its socket.

Carefully align the riser's edge connector with the motherboard socket at the same time you align the two channels on the riser with the two pegs on the inner chassis wall. Press down evenly on both ends of the riser to fully engage its connector with the motherboard socket.

- e) Replace the top cover to the server.
- f) Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

Figure 28: Location of the mLOM Card Socket Below the mRAID Riser



1	Position of horizontal mLOM card socket	2	Position of mLOM card thumbscrew
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## Replacing an mRAID Riser (Riser 3)

The server has a dedicated internal riser that is used for either a Cisco modular storage controller card (RAID or HBA) or the SATA interposer card for embedded software RAID. This riser plugs into a dedicated motherboard socket and provides a horizontal socket for the installed card.

This riser can be ordered as the following options:

- UCSC-XRAIDR-220M5—Replacement unit for this mRAID riser.
- UCSC-MRAID1GB-KIT—Kit for first-time addition of this riser (includes RAID controller, supercap, and supercap cable).

See also [Replacing a SAS Storage Controller Card \(RAID or HBA\)](#), on page 48.

See also [Replacing the Supercap \(RAID Backup\)](#), on page 52.

- UCSC-SATA-KIT-M5—Kit for first-time addition of this riser (includes SATA interposer for embedded software RAID and SATA cables).

See also [Replacing a SATA Interposer Card](#), on page 54.

**Step 1** Prepare the server for component installation:

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).

**Step 2**

Remove the existing mRAID riser:

- a) Using both hands, grasp the external blue handle on the rear of the riser and the blue finger-grip on the front end of the riser.
- b) Lift the riser straight up to disengage it from the motherboard socket.
- c) Set the riser upside down on an antistatic surface.
- d) Remove any card from the riser. Open the blue card-ejector lever that is on the edge of the card and then pull the card straight out from its socket on the riser.

**Step 3**

Install a new mRAID riser:

- a) Install your card into the new riser. Close the card-ejector lever on the card to lock it into the riser.
- b) Connect cables to the installed card.
- c) Align the riser with the socket on the motherboard. At the same time, align the two slots on the back side of the bracket with the two pegs on the inner chassis wall.
- d) Push down gently to engage the riser with the motherboard socket. The metal riser bracket must also engage the two pegs that secure it to the chassis wall.

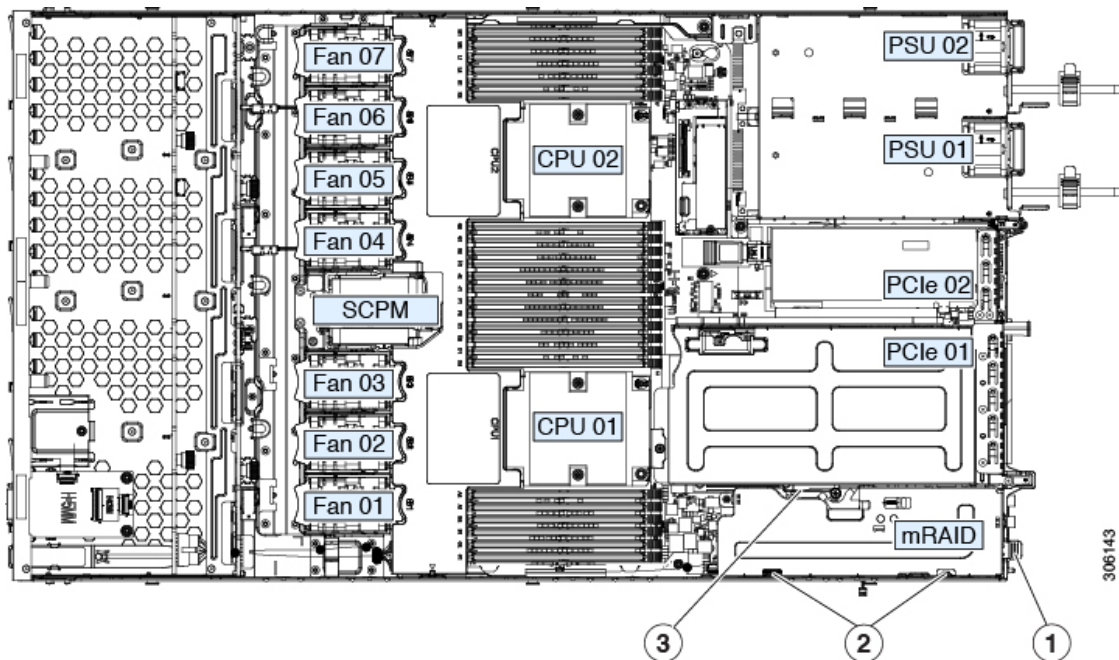
**Step 4**

Replace the top cover to the server.

**Step 5**

Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

**Figure 29: mRAID Riser (Internal Riser 3) Location**



1	External blue handle	3	Card-ejector lever
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2	Two pegs on inner chassis wall	-	
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## Replacing a SAS Storage Controller Card (RAID or HBA) in Riser 3

For hardware-based storage control, the server can use a Cisco modular SAS RAID controller or SAS HBA that plugs into a horizontal socket on a dedicated mRAID riser (internal riser 3).



**Note** You cannot use a hardware RAID controller card and the embedded software RAID controller to control front-panel drives at the same time. See [Embedded SATA RAID Controller](#) for details.

### Storage Controller Card Firmware Compatibility

Firmware on the storage controller (RAID or HBA) must be verified for compatibility with the current Cisco IMC and BIOS versions that are installed on the server. If not compatible, upgrade or downgrade the storage controller firmware using the Cisco Host Upgrade Utility (HUU) for your firmware release to bring it to a compatible level.

See the HUU guide for your Cisco IMC release for instructions on downloading and using the utility to bring server components to compatible levels: [HUU Guides](#).



**Note** **For servers running in standalone mode only:** After you replace controller hardware, you must run the Cisco Host Upgrade Utility (HUU) to update the controller firmware, even if the firmware Current Version is the same as the Update Version. This is necessary to program the controller's suboem-id to the correct value for the server SKU. If you do not do this, drive enumeration might not display correctly in the software. This issue does not affect servers controlled in UCSM mode.

## Replacing a SAS Storage Controller Card (RAID or HBA)

**Step 1** Prepare the server for component installation:

- Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).

**Step 2** Remove the mRAID riser (riser 3) from the server:

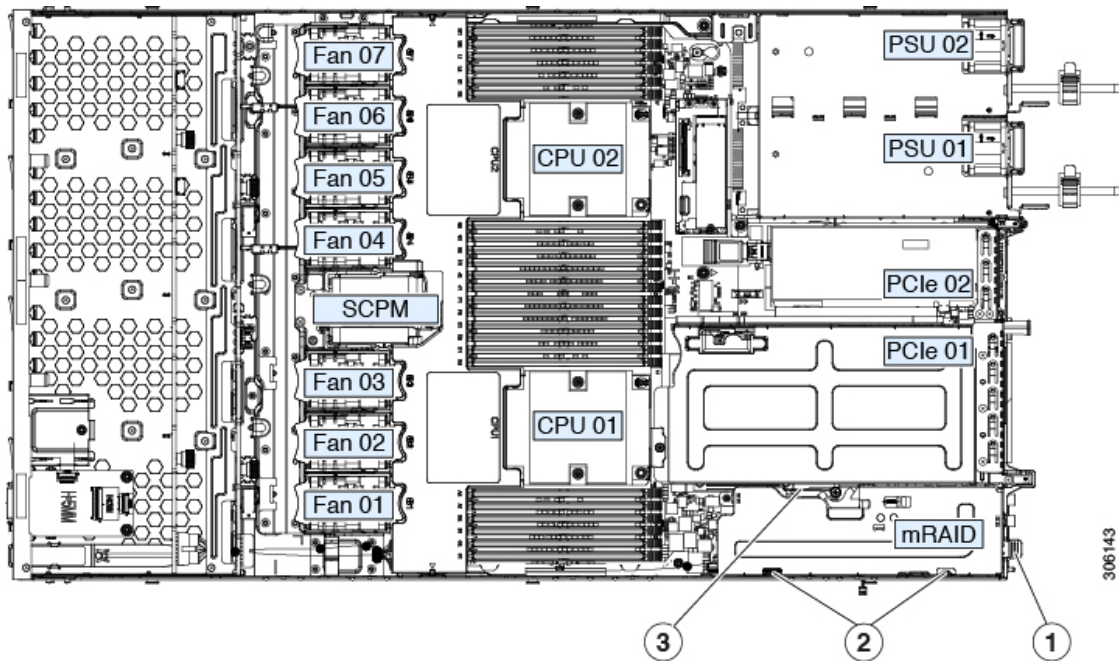
- Using both hands, grasp the external blue handle on the rear of the riser and the blue finger-grip on the front end of the riser.
- Lift the riser straight up to disengage it from the motherboard socket.
- Set the riser upside down on an antistatic surface.



- Step 3** Remove any existing card from the riser:
- Disconnect cables from the existing card.
  - Open the blue card-ejector lever on the back side of the card to eject it from the socket on the riser.
  - Pull the card from the riser and set it aside.
- Step 4** Install a new storage controller card to the riser:
- With the riser upside down, set the card on the riser.
  - Push on both corners of the card to seat its connector in the riser socket.
  - Close the card-ejector lever on the card to lock it into the riser.
  - Connect cables to the installed card.
- Step 5** Return the riser to the server:
- Align the connector on the riser with the socket on the motherboard. At the same time, align the two slots on the back side of the bracket with the two pegs on the inner chassis wall.
  - Push down gently to engage the riser connector with the motherboard socket. The metal riser bracket must also engage the two pegs that secure it to the chassis wall.
- Step 6** Replace the top cover to the server.
- Step 7** Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.
- Step 8** If your server is running in standalone mode, use the Cisco Host Upgrade Utility to update the controller firmware and program the correct suboem-id for the controller.

After you replace controller hardware (APIC-RAID-M5), you must run the Cisco Host Upgrade Utility (HUU) to update the controller firmware, even if the firmware Current Version is the same as the Update Version. This is necessary to program the controller's suboem-id to the correct value for the server SKU. If you do not do this, drive enumeration might not display correctly in the software. This issue does not affect servers controlled in UCSM mode.

**Figure 30: mRAID Riser (Internal Riser 3) Location**



1	External blue handle	3	Card-ejector lever
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2	Two pegs on inner chassis wall	-	
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## Replacing a Boot-Optimized M.2 RAID Controller Module

The Cisco Boot-Optimized M.2 RAID Controller module connects to the mini-storage module socket on the motherboard. It includes slots for two SATA M.2 drives, plus an integrated 6-Gbps SATA RAID controller that can control the SATA M.2 drives in a RAID 1 array.

### Cisco Boot-Optimized M.2 RAID Controller Considerations

Review the following considerations:

- The minimum version of Cisco IMC that support this controller is 4.0(4) and later.
- This controller supports RAID 1 (single volume) and JBOD mode.
- A SATA M.2 drive in slot 1 (the top) is the first SATA device; a SATA M.2 drive in slot 2 (the underside) is the second SATA device.
  - The name of the controller in the software is MSTOR-RAID.
  - A drive in Slot 1 is mapped as drive 253; a drive in slot 2 is mapped as drive 254.
- When using RAID, we recommend that both SATA M.2 drives are the same capacity. If different capacities are used, the smaller capacity of the two drives is used to create a volume and the rest of the drive space is unusable.
 

JBOD mode supports mixed capacity SATA M.2 drives.
- Hot-plug replacement is *not* supported. The server must be powered off.
- Monitoring of the controller and installed SATA M.2 drives can be done using Cisco IMC. They can also be monitored using other utilities such as UEFI HII, PMCLI, XMLAPI, and Redfish.
- The SATA M.2 drives can boot in UEFI mode only. Legacy boot mode is not supported.
- If you replace a single SATA M.2 drive that was part of a RAID volume, rebuild of the volume is auto-initiated after the user accepts the prompt to import the configuration. If you replace both drives of a volume, you must create a RAID volume and manually reinstall any OS.
- We recommend that you erase drive contents before creating volumes on used drives from another server. The configuration utility in the server BIOS includes a SATA secure-erase function.
- The server BIOS includes a configuration utility specific to this controller that you can use to create and delete RAID volumes, view controller properties, and erase the physical drive contents. Access the utility by pressing **F2** when prompted during server boot. Then navigate to **Advanced > Cisco Boot Optimized M.2 RAID Controller**.

### Replacing a Cisco Boot-Optimized M.2 RAID Controller

This topic describes how to remove and replace a Cisco Boot-Optimized M.2 RAID Controller. The controller board has one M.2 socket on its top (Slot 1) and one M.2 socket on its underside (Slot 2).

**Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).

**Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

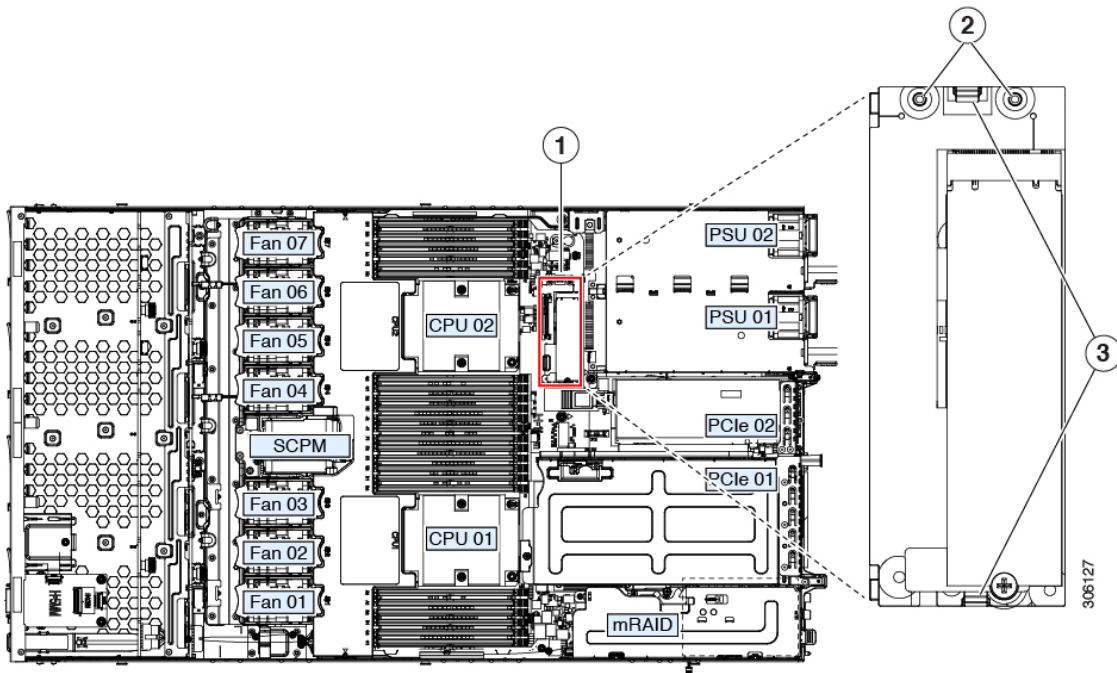
**Caution** If you cannot safely view and access the component, remove the server from the rack.

**Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).

**Step 4** Remove a controller from its motherboard socket:

- a) Locate the controller in its socket just in front of power supply 1.
- b) At each end of the controller board, push outward on the clip that secures the carrier.
- c) Lift both ends of the controller to disengage it from the socket on the motherboard.
- d) Set the carrier on an anti-static surface.

**Figure 31: Cisco Boot-Optimized M.2 RAID Controller on Motherboard**



<b>1</b>	Location of socket on motherboard	<b>3</b>	Securing clips
<b>2</b>	Alignment pegs	-	

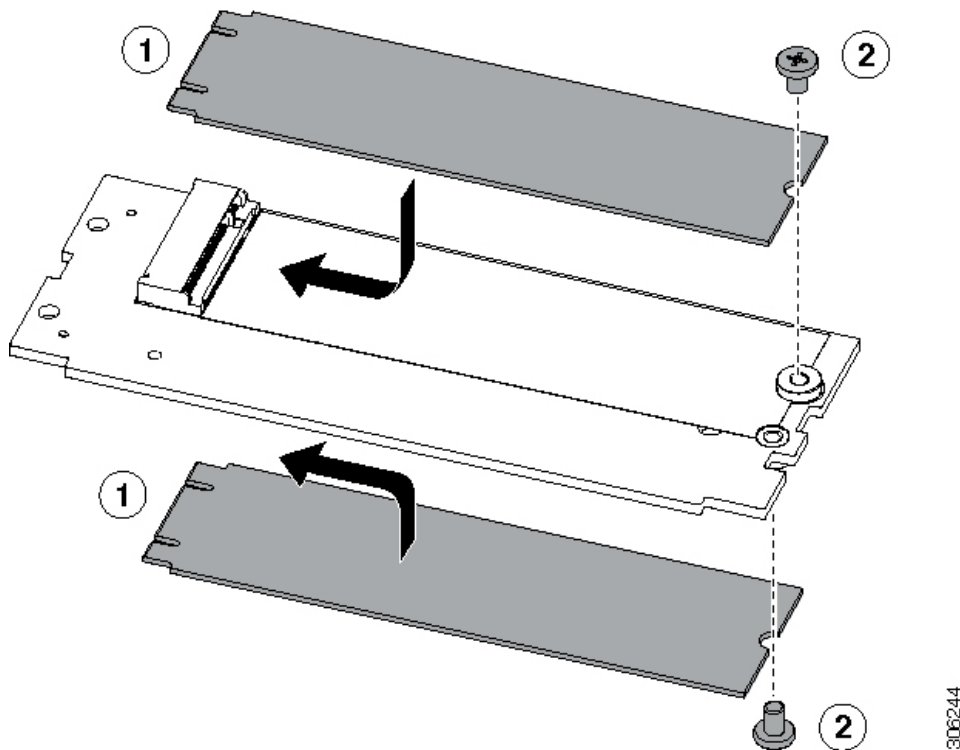
**Step 5** If you are transferring SATA M.2 drives from the old controller to the replacement controller, do that before installing the replacement controller:

**Note** Any previously configured volume and data on the drives are preserved when the M.2 drives are transferred to the new controller. The system will boot the existing OS that is installed on the drives.

- a) Use a #1 Phillips-head screwdriver to remove the single screw that secures the M.2 drive to the carrier.
- b) Lift the M.2 drive from its socket on the carrier.

- c) Position the replacement M.2 drive over the socket on the controller board.
- d) Angle the M.2 drive downward and insert the connector-end into the socket on the carrier. The M.2 drive's label must face up.
- e) Press the M.2 drive flat against the carrier.
- f) Install the single screw that secures the end of the M.2 SSD to the carrier.
- g) Turn the controller over and install the second M.2 drive.

**Figure 32: Cisco Boot-Optimized M.2 RAID Controller, Showing M.2 Drive Installation**



- Step 6** Install the controller to its socket on the motherboard:
- a) Position the controller over socket, with the controller's connector facing down and at the same end as the motherboard socket. Two alignment pegs must match with two holes on the controller.
  - b) Gently push down the socket end of the controller so that the two pegs go through the two holes on the controller.
  - c) Push down on the controller so that the securing clips click over it at both ends.
- Step 7** Replace the top cover to the server.
- Step 8** Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

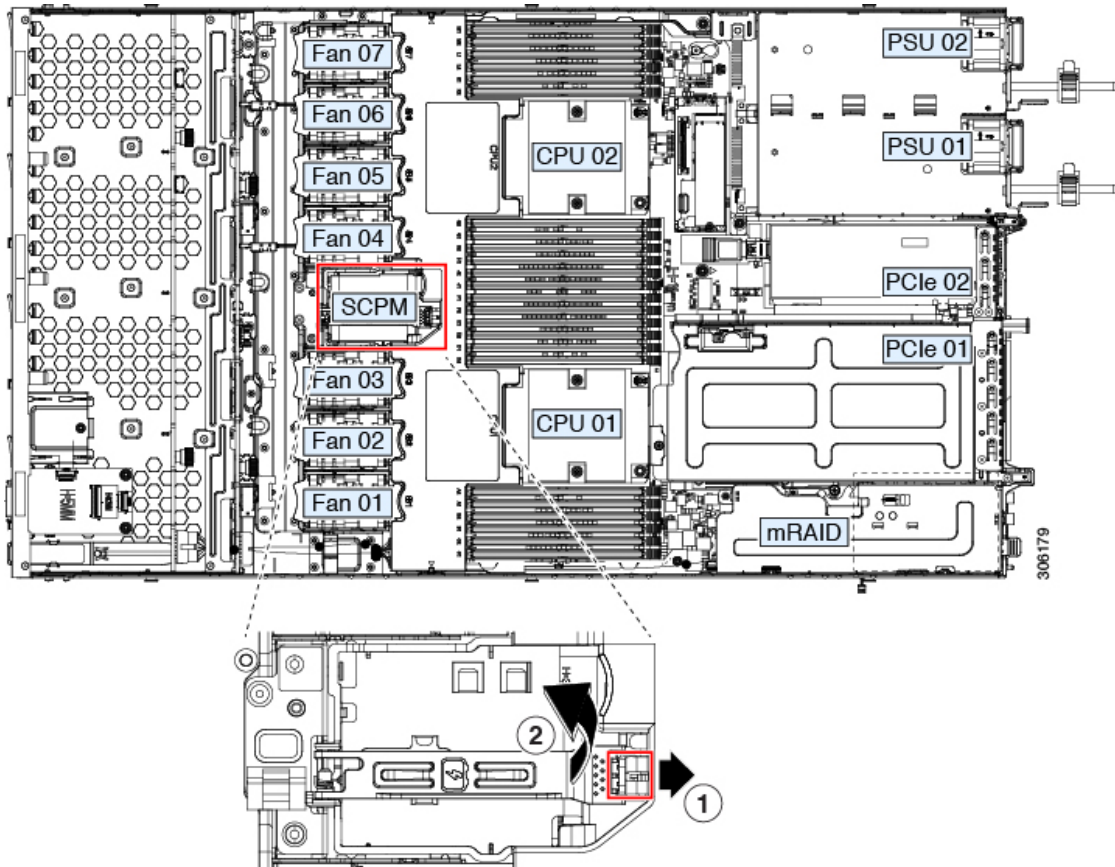
## Replacing the Supercap (RAID Backup)

This server supports installation of one supercap unit. The unit mounts to a bracket that is in the middle of the row of cooling fan modules.

The supercap provides approximately three years of backup for the disk write-back cache DRAM in the case of a sudden power loss by offloading the cache to the NAND flash.

- 
- Step 1** Prepare the server for component installation:
- Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
  - Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.  
**Caution** If you cannot safely view and access the component, remove the server from the rack.
  - Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 2** Remove an existing supercap:
- Disconnect the supercap cable from the existing supercap.
  - Push aside the securing tab to open the hinged latch that secures the supercap to its bracket on the removable air baffle.
  - Lift the supercap free of the bracket and set it aside.
- Step 3** Install a new supercap:
- Set the new supercap into the mounting bracket.
  - Close the hinged plastic clip over the supercap. Push down until the securing tab clicks.
  - Connect the supercap cable from the RAID controller card to the connector on the new supercap cable.
- Step 4** Replace the top cover to the server.
- Step 5** Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

Figure 33: Replacing Supercap



1	Securing tab	2	Hinged latch
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## Replacing a SATA Interposer Card

For software-based storage control that uses the server's embedded SATA controller, the server requires a SATA interposer card that plugs into a horizontal socket on a dedicated mRAID riser (internal riser 3).



**Note** You cannot use a hardware RAID controller card and the embedded software RAID controller at the same time. See [Embedded SATA RAID Controller](#) for details about RAID support.

**Step 1** Prepare the server for component installation:

- a) Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- b) Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- c) Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).

**Step 2** Remove the mRAID riser (riser 3) from the server:

- a) Using both hands, grasp the external blue handle on the rear of the riser and the blue finger-grip on the front end of the riser.
- b) Lift the riser straight up to disengage it from the motherboard socket.
- c) Set the riser upside down on an antistatic surface.

**Step 3** Remove any existing card from the riser:

- a) Disconnect cables from the existing card.
- b) Open the blue card-ejector lever on the back side of the card to eject it from the socket on the riser.
- c) Pull the card from the riser and set it aside.

**Step 4** Install a new card to the riser:

- a) With the riser upside down, set the card on the riser.
- b) Push on both corners of the card to seat its connector in the riser socket.
- c) Close the card-ejector lever on the card to lock it into the riser.

**Step 5** Return the riser to the server:

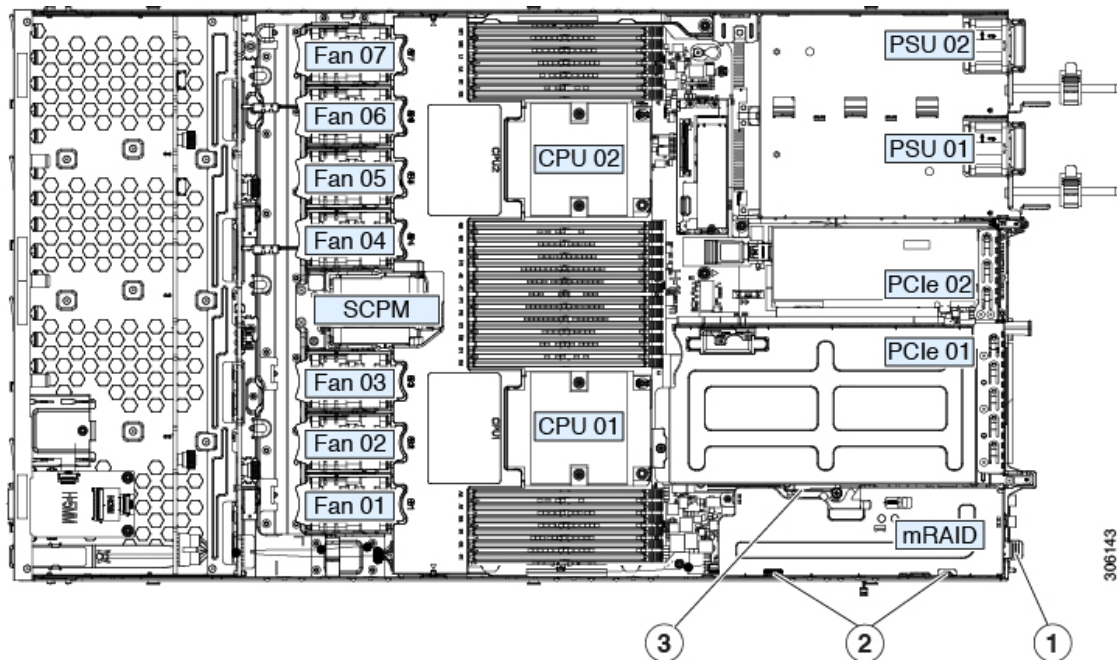
- a) Align the connector on the riser with the socket on the motherboard. At the same time, align the two slots on the back side of the bracket with the two pegs on the inner chassis wall.
- b) Push down gently to engage the riser connector with the motherboard socket. The metal riser bracket must also engage the two pegs that secure it to the chassis wall.

**Step 6** Reconnect the cables to their connectors on the new card.

**Step 7** Replace the top cover to the server.

**Step 8** Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

Figure 34: mRAID Riser (Internal Riser 3) Location



1	External blue handle	3	Card-ejector lever
2	Two pegs on inner chassis wall	-	

## Replacing a Chassis Intrusion Switch

The chassis intrusion switch is an optional security feature that logs an event in the system event log (SEL) whenever the cover is removed from the chassis.

**Step 1** Prepare the server for component installation:

- Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#).
- Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.

**Caution** If you cannot safely view and access the component, remove the server from the rack.

- Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).

**Step 2** Remove an existing intrusion switch:

- Disconnect the intrusion switch cable from the socket on the motherboard.
- Use a #1 Phillips-head screwdriver to loosen and remove the single screw that holds the switch mechanism to the chassis wall.
- Slide the switch mechanism straight up to disengage it from the clips on the chassis.

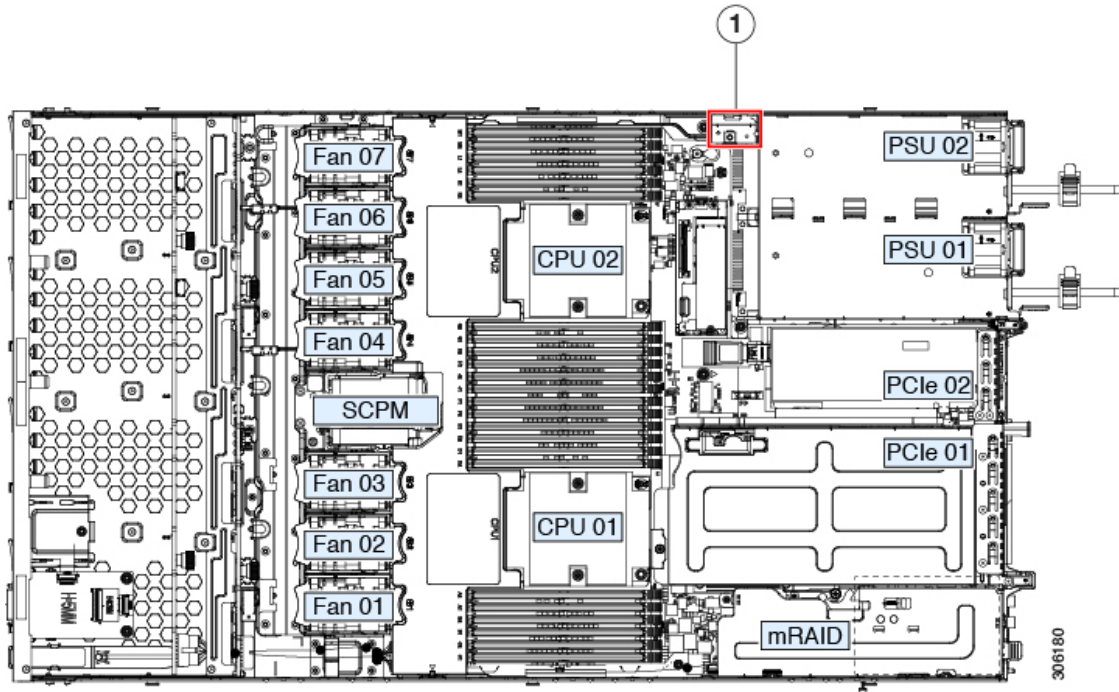


- Step 3** Install a new intrusion switch:
- Slide the switch mechanism down into the clips on the chassis wall so that the screwhole lines up.
  - Use a #1 Phillips-head screwdriver to install the single screw that secures the switch mechanism to the chassis wall.
  - Connect the switch cable to the socket on the motherboard.

**Step 4** Replace the cover to the server.

**Step 5** Replace the server in the rack, replace cables, and then fully power on the server by pressing the Power button.

*Figure 35: Replacing a Chassis Intrusion Switch*



1	Intrusion switch location	-	
---	---------------------------	---	--

## Installing a Trusted Platform Module (TPM)

The trusted platform module (TPM) is a small circuit board that plugs into a motherboard socket and is then permanently secured with a one-way screw. The socket location is on the motherboard below PCIe riser 2.

### TPM Considerations

- This server supports TPM version 2.0.
- Field replacement of a TPM is not supported.

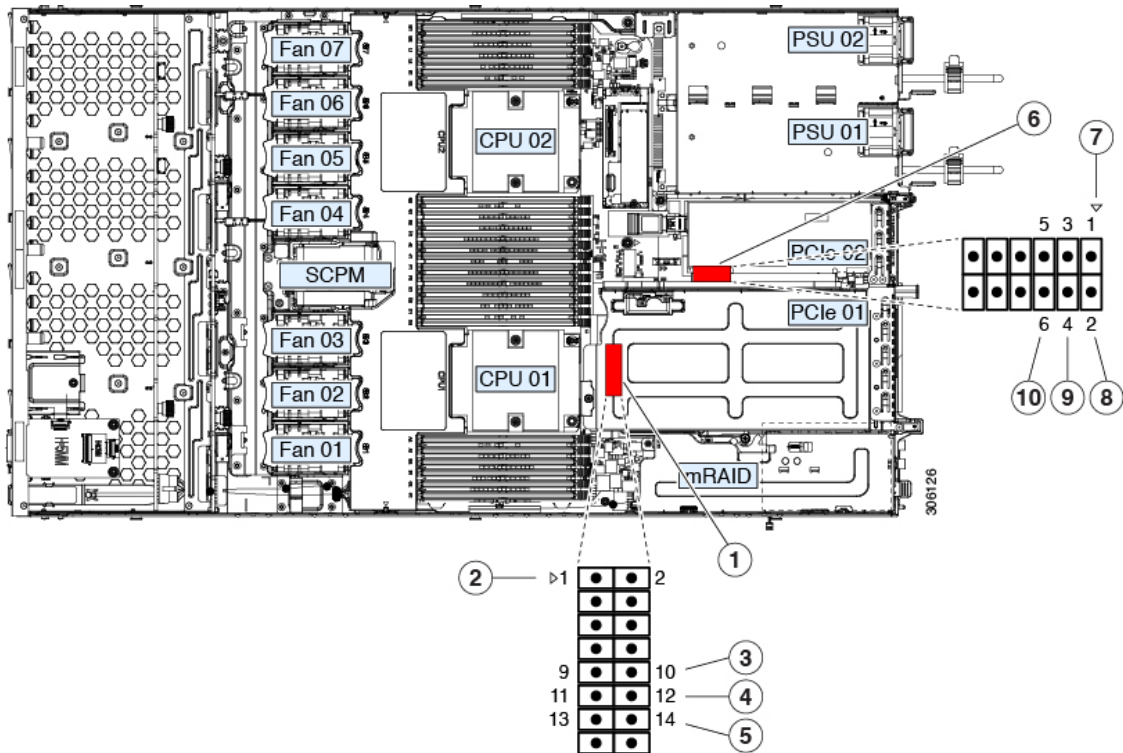
# Service Headers and Jumpers

This server includes two blocks of headers (J38, J39) that you can jumper for certain service and debug functions.

This section contains the following topics:

- Using the Clear CMOS Header (J38, Pins 9 - 10), on page 59
- Using the BIOS Recovery Header (J38, Pins 11 - 12), on page 60
- Using the Clear Password Header (J38, Pins 13 - 14), on page 61
- Using the Boot Alternate Cisco IMC Image Header (J39, Pins 1 - 2), on page 62
- Using the Reset Cisco IMC Password to Default Header (J39, Pins 3 - 4), on page 63
- Using the Reset Cisco IMC to Defaults Header (J39, Pins 5 - 6), on page 64

Figure 36: Location of Service Header Blocks J38 and J39



1	Location of header block J38	6	Location of header block J39
2	J38 pin 1 arrow printed on motherboard	7	J39 pin 1 arrow printed on motherboard
3	Clear CMOS: J38 pins 9 - 10	8	Boot Cisco IMC from alternate image: J39 pins 1 - 2

4	Recover BIOS: J38 pins 11 - 12	9	Reset Cisco IMC password to default: J39 pins 3 - 4
5	Clear password: J38 pins 13 - 14	10	Reset Cisco IMC to defaults: J39 pins 5 - 6

## Using the Clear CMOS Header (J38, Pins 9 - 10)

You can use this header to clear the server's CMOS settings in the case of a system hang. For example, if the server hangs because of incorrect settings and does not boot, use this jumper to invalidate the settings and reboot with defaults.



**Caution** Clearing the CMOS removes any customized settings and might result in data loss. Make a note of any necessary customized settings in the BIOS before you use this clear CMOS procedure.

- 
- Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#). Disconnect power cords from all power supplies.
- Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 4** Locate header block J38 and pins 9-10, as shown in [Service Headers and Jumpers, on page 58](#).
- Step 5** Install a two-pin jumper across pins 9 and 10.
- Step 6** Reinstall the top cover and reconnect AC power cords to the server. The server powers up to standby power mode, indicated when the Power LED on the front panel is amber.
- Step 7** Return the server to main power mode by pressing the Power button on the front panel. The server is in main power mode when the Power LED is green.
- Note** You must allow the entire server to reboot to main power mode to complete the reset. The state of the jumper cannot be determined without the host CPU running.
- Step 8** Press the Power button to shut down the server to standby power mode, and then remove AC power cords from the server to remove all power.
- Step 9** Remove the top cover from the server.
- Step 10** Remove the jumper that you installed.
- Note** If you do not remove the jumper, the CMOS settings are reset to the defaults every time you power-cycle the server.
- Step 11** Replace the top cover, replace the server in the rack, replace power cords and any other cables, and then power on the server by pressing the Power button.
-

## Using the BIOS Recovery Header (J38, Pins 11 - 12)

Depending on which stage the BIOS becomes corrupted, you might see different behavior.

- If the BIOS BootBlock is corrupted, you might see the system get stuck on the following message:

```
Initializing and configuring memory/hardware
```

- If it is a non-BootBlock corruption, a message similar to the following is displayed:

```
****BIOS FLASH IMAGE CORRUPTED****
Flash a valid BIOS capsule file using Cisco IMC WebGUI or CLI interface.
IF Cisco IMC INTERFACE IS NOT AVAILABLE, FOLLOW THE STEPS MENTIONED BELOW.
1. Connect the USB stick with bios.cap file in root folder.
2. Reset the host.
IF THESE STEPS DO NOT RECOVER THE BIOS
1. Power off the system.
2. Mount recovery jumper.
3. Connect the USB stick with bios.cap file in root folder.
4. Power on the system.
Wait for a few seconds if already plugged in the USB stick.
REFER TO SYSTEM MANUAL FOR ANY ISSUES.
```




---

**Note** As indicated by the message shown above, there are two procedures for recovering the BIOS. Try procedure 1 first. If that procedure does not recover the BIOS, use procedure 2.

---

### Procedure 1: Reboot With recovery.cap File

**Step 1** Download the BIOS update package and extract it to a temporary location.

**Step 2** Copy the contents of the extracted recovery folder to the root directory of a USB drive. The recovery folder contains the bios.cap file that is required in this procedure.

**Note** The bios.cap file must be in the root directory of the USB drive. Do not rename this file. The USB drive must be formatted with either the FAT16 or FAT32 file system.

**Step 3** Insert the USB drive into a USB port on the server.

**Step 4** Reboot the server.

**Step 5** Return the server to main power mode by pressing the Power button on the front panel.

The server boots with the updated BIOS boot block. When the BIOS detects a valid bios.cap file on the USB drive, it displays this message:

```
Found a valid recovery file...Transferring to Cisco IMC
System would flash the BIOS image now...
System would restart with recovered image after a few seconds...
```

**Step 6** Wait for server to complete the BIOS update, and then remove the USB drive from the server.

**Note** During the BIOS update, Cisco IMC shuts down the server and the screen goes blank for about 10 minutes. Do not unplug the power cords during this update. Cisco IMC powers on the server after the update is complete.

---

## Procedure 2: Use BIOS Recovery Header and bios.cap Recovery File

---

- Step 1** Download the BIOS update package and extract it to a temporary location.
- Step 2** Copy the contents of the extracted recovery folder to the root directory of a USB drive. The recovery folder contains the bios.cap file that is required in this procedure.
- Note** The bios.cap file must be in the root directory of the USB drive. Do not rename this file. The USB drive must be formatted with either the FAT16 or FAT32 file system.
- Step 3** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#). Disconnect power cords from all power supplies.
- Step 4** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 5** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 6** Locate header block J38 and pins 11-12, as shown in [Service Headers and Jumpers, on page 58](#).
- Step 7** Install a two-pin jumper across pins 11 and 12.
- Step 8** Reconnect AC power cords to the server. The server powers up to standby power mode.
- Step 9** Insert the USB thumb drive that you prepared in Step 2 into a USB port on the server.
- Step 10** Return the server to main power mode by pressing the Power button on the front panel.
- The server boots with the updated BIOS boot block. When the BIOS detects a valid bios.cap file on the USB drive, it displays this message:
- ```
Found a valid recovery file...Transferring to Cisco IMC
System would flash the BIOS image now...
System would restart with recovered image after a few seconds...
```
- Step 11** Wait for server to complete the BIOS update, and then remove the USB drive from the server.
- Note** During the BIOS update, Cisco IMC shuts down the server and the screen goes blank for about 10 minutes. Do not unplug the power cords during this update. Cisco IMC powers on the server after the update is complete.
- Step 12** After the server has fully booted, power off the server again and disconnect all power cords.
- Step 13** Remove the jumper that you installed.
- Note** If you do not remove the jumper, after recovery completion you see the prompt, “Please remove the recovery jumper.”
- Step 14** Replace the top cover, replace the server in the rack, replace power cords and any other cables, and then power on the server by pressing the Power button.
- 

## Using the Clear Password Header (J38, Pins 13 - 14)

You can use this header to clear the administrator password.

---

- Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#). Disconnect power cords from all power supplies.

- Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 4** Locate header block J38 and pins 13-14, as shown in [Service Headers and Jumpers, on page 58](#).
- Step 5** Install a two-pin jumper across pins 13 and 14.
- Step 6** Reinstall the top cover and reconnect AC power cords to the server. The server powers up to standby power mode, indicated when the Power LED on the front panel is amber.
- Step 7** Return the server to main power mode by pressing the Power button on the front panel. The server is in main power mode when the Power LED is green.
- Note** You must allow the entire server to reboot to main power mode to complete the reset. The state of the jumper cannot be determined without the host CPU running.
- Step 8** Press the Power button to shut down the server to standby power mode, and then remove AC power cords from the server to remove all power.
- Step 9** Remove the top cover from the server.
- Step 10** Remove the jumper that you installed.
- Note** If you do not remove the jumper, the password is cleared every time you power-cycle the server.
- Step 11** Replace the top cover, replace the server in the rack, replace power cords and any other cables, and then power on the server by pressing the Power button.

## Using the Boot Alternate Cisco IMC Image Header (J39, Pins 1 - 2)

You can use this Cisco IMC debug header to force the system to boot from an alternate Cisco IMC image.

- Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#). Disconnect power cords from all power supplies.
- Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 4** Locate header block J39, pins 1-2, as shown in [Service Headers and Jumpers, on page 58](#).
- Step 5** Install a two-pin jumper across J39 pins 1 and 2.
- Step 6** Reinstall the top cover and reconnect AC power cords to the server. The server powers up to standby power mode, indicated when the Power LED on the front panel is amber.
- Step 7** Return the server to main power mode by pressing the Power button on the front panel. The server is in main power mode when the Power LED is green.
- Note** When you next log in to Cisco IMC, you see a message similar to the following:
- ```
'Boot from alternate image' debug functionality is enabled.
CIMC will boot from alternate image on next reboot or input power cycle.
```

- Step 8** Press the Power button to shut down the server to standby power mode, and then remove AC power cords from the server to remove all power.
- Step 9** Remove the top cover from the server.
- Step 10** Remove the jumper that you installed.
- Note** If you do not remove the jumper, the server will boot from an alternate Cisco IMC image every time that you power cycle the server or reboot Cisco IMC.
- Step 11** Replace the top cover, replace the server in the rack, replace power cords and any other cables, and then power on the server by pressing the Power button.
- 

## Using the Reset Cisco IMC Password to Default Header (J39, Pins 3 - 4)

You can use this Cisco IMC debug header to force the Cisco IMC password back to the default.

---

- Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#). Disconnect power cords from all power supplies.
- Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 4** Locate header block J39, pins 3-4, as shown in [Service Headers and Jumpers, on page 58](#).
- Step 5** Install a two-pin jumper across J39 pins 3 and 4.
- Step 6** Reinstall the top cover and reconnect AC power cords to the server. The server powers up to standby power mode, indicated when the Power LED on the front panel is amber.
- Step 7** Return the server to main power mode by pressing the Power button on the front panel. The server is in main power mode when the Power LED is green.
- Note** When you next log in to Cisco IMC, you see a message similar to the following:
- ```
'Reset to default CIMC password' debug functionality is enabled.  
On input power cycle, CIMC password will be reset to defaults.
```
- Step 8** Press the Power button to shut down the server to standby power mode, and then remove AC power cords from the server to remove all power.
- Step 9** Remove the top cover from the server.
- Step 10** Remove the jumper that you installed.
- Note** If you do not remove the jumper, the server will reset the Cisco IMC password to the default every time that you power cycle the server. The jumper has no effect if you reboot Cisco IMC.
- Step 11** Replace the top cover, replace the server in the rack, replace power cords and any other cables, and then power on the server by pressing the Power button.
-

## Using the Reset Cisco IMC to Defaults Header (J39, Pins 5 - 6)

You can use this Cisco IMC debug header to force the Cisco IMC settings back to the defaults.

- 
- Step 1** Shut down and remove power from the server as described in [Shutting Down and Removing Power From the Server, on page 7](#). Disconnect power cords from all power supplies.
- Step 2** Slide the server out the front of the rack far enough so that you can remove the top cover. You might have to detach cables from the rear panel to provide clearance.
- Caution** If you cannot safely view and access the component, remove the server from the rack.
- Step 3** Remove the top cover from the server as described in [Removing the Server Top Cover, on page 8](#).
- Step 4** Locate header block J39, pins 5-6, as shown in [Service Headers and Jumpers, on page 58](#).
- Step 5** Install a two-pin jumper across J39 pins 5 and 6.
- Step 6** Reinstall the top cover and reconnect AC power cords to the server. The server powers up to standby power mode, indicated when the Power LED on the front panel is amber.
- Step 7** Return the server to main power mode by pressing the Power button on the front panel. The server is in main power mode when the Power LED is green.
- Note** When you next log in to Cisco IMC, you see a message similar to the following:
- ```
'CIMC reset to factory defaults' debug functionality is enabled.  
On input power cycle, CIMC will be reset to factory defaults.
```
- Step 8** To remove the jumper, press the Power button to shut down the server to standby power mode, and then remove AC power cords from the server to remove all power.
- Step 9** Remove the top cover from the server.
- Step 10** Remove the jumper that you installed.
- Note** If you do not remove the jumper, the server will reset the Cisco IMC to the default settings every time that you power cycle the server. The jumper has no effect if you reboot Cisco IMC.
- Step 11** Replace the top cover, replace the server in the rack, replace power cords and any other cables, and then power on the server by pressing the Power button.
-