



Symptom Charts

How to Use the Symptom Charts

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to the product. Because diagnostic steps are listed on the charts in the order of most likely solution, try the steps in the order presented. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next step.

Note: If a step instructs you to replace a module, and replacing that module does not resolve the symptom, reinstall the original module before you proceed to the next step.

Startup

System is completely dead (no fan array movement and power LED is not illuminated)

1. Verify that the rear system ID button on the back of the logic board aligns with the opening in the chassis back panel. If it does not, realign the logic board.
2. Verify the power outlet is good.
3. Replace the power cord.
4. Disconnect external devices, including the display, and start up the Xserve.
5. Remove both internal PCI riser cards and any installed expansion cards and start up the Xserve.
6. Verify that the power supply is properly connected to the power distribution board.
7. Verify the front panel board cable is properly connected at both ends.
8. Reseat the front panel board.
9. Verify all cable connections to the logic board and drive interconnect backplane.
10. Replace the power supply.
11. Replace the front panel board cable.
12. Replace the front panel board.
13. Replace the drive interconnect backplane.
14. Replace the logic board.