



Maintaining and Troubleshooting the HP ProLiant DL360 G7 server for Modular Messaging

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Chapter 1: Maintaining and Troubleshooting the HP DL360 G7 Server

HP DL360 G7 Server overview

The Avaya Common Servers category includes the HP ProLiant DL360 G7 1U server that supports several Avaya software solutions, some requiring additional hardware and memory requirements beyond the standard configuration. This book covers the standard configuration only—consult specific Avaya product documentation for application-specific or solution-specific server configurations.

How to use this document

This guide contains information for installing the HP ProLiant DL360 G7 Server as part of an Avaya deployment and provides:

- Instructions for how to find the appropriate online server documentation from HP
- References to specific topics in standard HP documentation
- Suggested changes, details, and notes to assist the user in interpreting the manufacturer's documentation and to clarify Avaya's recommended implementation of the equipment
- Additional topics not covered in standard HP documentation but which are necessary for maintaining and troubleshooting the Avaya installation

Downloading HP documentation

Use this procedure to find and download the HP ProLiant DL360 G7 documentation from HP.

Procedure

1. Open a browser and go to <http://www.hp.com/>.
 2. Click on **Support and Drivers**.
 3. Select **See support and troubleshooting information in the Step 1 area**.
 4. In the **Step 2** area of the page type **ProLiant DL360** in the **For product** field.
 5. Select **HP ProLiant DL360 G7 Server series** from the list of search results.
 6. Select **Manuals (guides, supplements, addendums, etc.)**.
 7. Download the document(s) listed in the **HP DL360 G7 document set > Documents to download** section below.
-

HP DL360 document set

Refer to the documents listed below for HP DL360 server information and procedures.

 **Note:**

Download the documents listed in the *Documents to download* section below. Printed copies of the documents listed in the *Documents included in the shipping container* section below ship with the server.

Documents to download

Abbreviation	Title	Part number
SI	Important Safety Information for Server Storage, Power, Networking, and Rack Products	No number
MSG	HP ProLiant DL360 G7 Server Maintenance and Service Guide	608339-003
TG	HP ProLiant Servers Troubleshooting Guide	375445-009
UG	HP ProLiant DL360 G7 Server User Guide	608341-003

 **Note:**

If you want to locate an individual document:

- Go to <http://www.hp.com/>.
- Type `DL360 G7` plus the keywords of the document title in the Search field in the upper-right corner and press `Enter`.

Examples:

- Type `DL360 User Guide` to search for the *HP ProLiant DL360 G7 Server User Guide* document.
- Type `DL360 Maintenance Service` to search for the *HP ProLiant DL360 G7 Server Maintenance and Service Guide* document.

Documents included in the shipping container

Abbreviation	Title	Part number
1URH	1U Rack Hardware Installation Instructions	365 494-004
PCS	Power Cord Strain Relief Kit	407 454-021

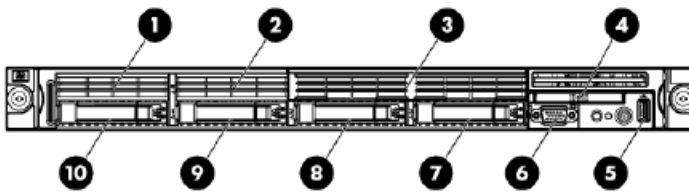
General troubleshooting

The references listed below contain general troubleshooting information.

Topic	Reference	Avaya recommendation
Getting started with server troubleshooting	TG: <i>Getting started</i>	
Common problems	TG: <i>Common problem resolution</i>	
Diagnostic gflowcharts	TG: <i>Diagnostic flowcharts</i>	
HP resources	TG: <i>HP resources for troubleshooting</i>	
Error messages:		
<ul style="list-style-type: none"> • POST error messages and beep codes (separate) 		<ul style="list-style-type: none"> • Review beep codes. If suggested action can be accomplished, replace server. • Memory: ensure that DIMMs are installed

Topic	Reference	Avaya recommendation
alphabetical and numeric lists) • Event list error messages • Insight Diagnostics processor error codes		correctly. Reseat memory if necessary.

Front-panel troubleshooting indicators



*** Note:**

Servers ship with two or more hard disk drives, depending upon product requirements.

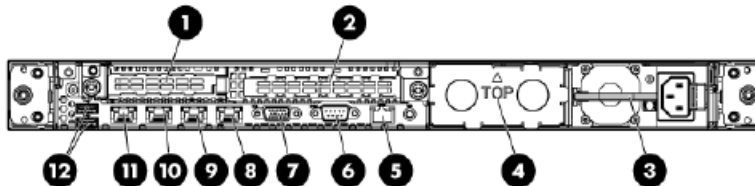
No.	Description
1	Hard disk drive not present.
2	Hard disk drive not present.
3	Activity LED on DVD-RW drive intermittent when DVD is loaded.
4	Systems Insight Display has several LEDs to indicate problems with: <ul style="list-style-type: none"> • Processor • DIMMs • Fans • Temperature • Power supply • Power capacity See UG: <i>Systems Insight Display LEDs</i>
5	Front USB connector
6	Video connector
7	Hard disk drive LEDs

No.	Description
8	Hard disk drive LEDs
9	Hard disk drive LEDs
10	Hard disk drive LEDs

*** Note:**

In addition to the indicators listed above see also UG: *Front panel LEDs and buttons.*

Rear-panel troubleshooting indicators



No.	Description
1	Slot 1 PCIe2 x8 (8, 4, 2, 1) * Note: A half HT faceplate is required, and you might need to remove the full faceplate and replace it with a half faceplate (requires a Phillips screwdriver). If adding a NIC, PCI Slot 1 must be used prior to slot 2 (applies to NICs only).
2	Slot 2 PCIe2 x16 (16, 8, 4, 2, 1), 75W +EXT 75W*
3	Power supply LEDs
4	Optional power supply LEDs
5	iLO 3 connector
6	Serial connector
7	Video connector
8	NIC LEDs
9	NIC LEDs
10	Interface for the private LAN
11	Interface for the corporate LAN

No.	Description
12	USB connectors (2)

 **Note:**

In addition to the indicators listed above see also UG: *Rear panel LEDs and buttons.*

Troubleshooting external server components

Use the checklist below to troubleshoot any of the following external server components:

Part number	Description	Hot-swappable?
700501426	DL360G7 SRVR 146GB 10K SAS 2.5" HDD	Y
700501249	DL360G7 SRVR 146GB 15K SAS 2.5" HDD	Y
700501314	DL360G7 SRVR 300GB 10K SAS 2.5" HDD	Y
700501182	DL360G7 SRVR PWR SUP 460W HE	Y, if redundant
700501312	DL360G7 SRVR AC PWR SUP 750W	Y, if redundant
700501313	DL360G7 SRVR DC PWR SUP 1200W	Y, if redundant

No.	Task	Reference	Avaya recommendation	✓
1	Visually check for hardware LED fault indicators:			
	<ul style="list-style-type: none"> DL360G7 SRVR 146GB 10K SAS 2.5" HDD DL360G7 SRVR 146GB 15K SAS 2.5" HDD DL360G7 SRVR 300GB 10K SAS 2.5" HDD 	<p>MSG: <i>SAS and SATA hard drive LEDs</i> TG: <i>Hard drive LED combinations</i></p>	<p>If the hardware LED indicates a problem, consult the appropriate troubleshooting information.</p>	


No.	Task	Reference	Avaya recommendation	✓
	<ul style="list-style-type: none"> DL360G7 SRVR PWR SUP 460W HE DL360G7 SRVR AC PWR SUP 750W DL360G7 SRVR DC PWR SUP 1200W 	MSG: <i>Rear panel LEDs and buttons</i> MSG: <i>Systems Insight Display LED combinations</i> TG: <i>Power supply problems</i>	If the hardware LED indicates a problem, consult the appropriate troubleshooting information.	
2	If the hardware LED indicates a problem, consult the appropriate troubleshooting information:			
	<ul style="list-style-type: none"> DL360G7 SRVR 146GB 10K SAS 2.5" HDD DL360G7 SRVR 146GB 15K SAS 2.5" HDD DL360G7 SRVR 300GB 10K SAS 2.5" HDD 	TG: <i>Drive problems (hard drives and solid state drives)</i> TG: <i>Hard drive LED combinations</i>	If amber LED b links regularly, replace the HDD.	
	<ul style="list-style-type: none"> DL360G7 SRVR PWR SUP 460W HE DL360G7 SRVR AC PWR SUP 750W DL360G7 SRVR DC PWR SUP 1200W 	TG: <i>Power supply problems</i>	Check for loose connector.	
3	If the part is defective, see <i>Replacing external server components</i> .			

Troubleshooting internal server components

Use the checklist below to troubleshoot any of the following internal server components:

Part number	Description
700501424	DL360G7 DVD-RW DRIVE W/ BRKT

Part number	Description
700501322	DL360G7 SRVR DUAL PORT 1GB NIC
700501425	DL360G7 SRVR FAN FRU
700501318	DL360G7 SRVR 2GB MEMORY DIMM
700501319	DL360G7 SRVR 4GB MEMORY DIMM
700501324	DL360G7 SRVR 650 MAH RAID BATTERY

No.	Task	Reference	Avaya recommendation	✓
1	Visually check for LED fault indicators:			
	<ul style="list-style-type: none"> DL360G7 DVD-RW DRIVE W/ BRKT 	TG: <i>CD-ROM and DVD drive problems</i>	If the hardware LED indicates a problem, consult the appropriate troubleshooting information.	
	<ul style="list-style-type: none"> DL360G7 SRVR DUAL PORT 1GB NIC 	MSG: <i>Rear panel LEDs and buttons</i> MSG: <i>Systems Insight Display LED combinations</i>	 Note: Only refer to Item 2, NIC LEDs. If the hardware LED indicates a problem, consult the appropriate troubleshooting information.	
	<ul style="list-style-type: none"> DL360G7 SRVR FAN FRU 	MSG: <i>Systems Insight Display LED combinations</i>	If the hardware LED indicates a problem, consult the appropriate troubleshooting information.	
	<ul style="list-style-type: none"> DL360G7 SRVR 2GB MEMORY DIMM DL360G7 SRVR 4GB MEMORY DIMM 	MSG: <i>Systems Insight Display LED combinations</i> TG: <i>Memory problems</i>	If the hardware LED indicates a problem, consult the appropriate troubleshooting information.	
	<ul style="list-style-type: none"> DL360G7 SRVR 650 MAH RAID BATTERY 		If the hardware LED indicates a problem, consult the appropriate	

No.	Task	Reference	Avaya recommendation	✓
			troubleshooting information.	
2	If the hardware LED indicates a problem, consult the appropriate troubleshooting information:			
	<ul style="list-style-type: none"> • DL360G7 DVD-RW DRIVE W/ BRKT 	TG: <i>CD-ROM and DVD drive problems</i>	Perform only Steps 3 and 4 in the <i>System does not boot from the drive</i> section. Perform all of the steps in the <i>Data read from the drive is inconsistent, or drive cannot read data</i> and <i>Drive is not detected</i> sections. If problem persists, order replacement drive.	
	<ul style="list-style-type: none"> • DL360G7 SRVR DUAL PORT 1GB NIC 	TG: <i>Expansion board problems</i>	Check NIC indicator LEDs. If problem persists, order replacement NIC.	
	<ul style="list-style-type: none"> • DL360G7 SRVR FAN FRU 	TG: <i>Fan problems</i>	If problem persists, order replacement fan.	
	<ul style="list-style-type: none"> • DL360G7 SRVR 2GB MEMORY DIMM • DL360G7 SRVR 4GB MEMORY DIMM 	TG: <i>Memory problems</i>	If problem persists, order replacement memory.	
	<ul style="list-style-type: none"> • DL360G7 SRVR 650 MAH RAID BATTERY 			
3	If the part is defective, see <i>Replacing internal server components</i> .			

Replacing external components

Use the checklist below to replace any of the following external server components:

Part number	Description	Hot-swappable?
700501426	DL360G7 SRVR 146GB 10K SAS 2.5" HDD drive	Y
700501249	DL360G7 SRVR 146GB 15K SAS 2.5" HDD	Y
700501314	DL360G7 SRVR 300GB 10K SAS 2.5" HDD	Y
700501182	DL360G7 SRVR PWR SUP 460W HE	Y, if redundant
700501312	DL360G7 SRVR AC PWR SUP 750W	Y, if redundant
700501313	DL360G7 SRVR DC PWR SUP 1200W	Y, if redundant

 **Note:**

Hard disk drives and redundant power supplies are hot-swappable; you do not have to power down the server. Replacing a power supply usually does not require removing the server from the rack unless cables or other obstructions prevent removing and replacing the power supply.

No.	Task	Reference	Avaya recommendation	✓
1	Power down server (if necessary)	MSG: <i>Power down the server</i>	Determine whether the replaceable component is hot-swappable.	
2	Slide the server out of the rack (if necessary)	MSG: <i>Extend the server from the rack</i> MSG: <i>Remove the server from the rack</i>	Check that the Cable Management Arm (if present) moves freely out of the way of rear panel components.	
3	Replace the component:			

No.	Task	Reference	Avaya recommendation	✓
	<ul style="list-style-type: none"> DL360G7 SRVR 146GB 10K SAS 2.5" HDD DL360G7 SRVR 146GB 15K SAS 2.5" HDD DL360G7 SRVR 300GB 10K SAS 2.5" HDD 	<p>MSG: Removal and replacement procedures > <i>SAS and SATA hard drive</i></p> <p>MSG: Removal and replacement procedures > <i>Hard drive blank</i></p>		
	<ul style="list-style-type: none"> DL360G7 SRVR PWR SUP 460W HE DL360G7 SRVR AC PWR SUP 750W DL360G7 SRVR DC PWR SUP 1200W 	<p>MSG: Removal and replacement procedures > <i>Hotplug power supply</i></p> <p>MSG: Removal and replacement procedures > <i>Power supply blank</i></p>	Ensure that the replacement power supply matches the specifications of the defective power supply.	
4	Slide the server into the rack (if necessary)	UG: <i>Installing the server into the rack</i>	Check that the Cable Management Arm (if present) moves freely out of the way of rear panel components.	
5	Connect the power cable(s) to the power supply (if necessary)	UG: <i>Powering up and configuring the server</i>		
6	Power up the server (if necessary)	UG: <i>Power up the server</i>		

Replacing internal components


Use the checklist below to replace any of these internal server components:





Part number	Description
700501424	DL360G7 DVD-RW DRIVE W/ BRKT
700501322	DL360G7 SRVR DUAL PORT 1GB NIC
700501425	DL360G7 SRVR FAN FRU



Part number	Description
700501318	DL360G7 SRVR 2GB MEMORY DIMM
700501319	DL360G7 SRVR 4GB MEMORY DIMM
700501324	DL360G7 SRVR 650 MAH RAID BATTERY

 **Note:**

Although not used frequently, Avaya customers are required to have a monitor, keyboard, and mouse available for use by installation and/or servicing technicians.

No.	Task	Reference	Avaya recommendation	✓
1	Have the proper tools	MSG: <i>Required tools</i>		
2	Observe safety warnings	TG: <i>Important safety information</i> MSG: <i>Safety considerations</i>		
3	Power down the server	MSG: Removal and replacement procedures > <i>Power down the server</i>		
4	Slide the server out of the rack	MSG: Removal and replacement procedures > <i>Extend the server from the rack</i> MSG: Removal and replacement procedures > <i>Remove the server from the rack</i>		
5	Remove the cover	MSG: Removal and replacement procedures > <i>Access panel</i>	 Electrostatic alert: Ensure that you are properly grounded before handling internal components.	
6	Replace the component:			
	• DL360G7 DVD-RW DRIVE W/ BRKT	MSG: Removal and replacement procedures: • <i>DVD tray</i> • <i>DVD-ROM or DVD-RW drive</i>	Omit Steps 4 and 5 from both procedures. You do not need to remove the air baffle or the BBWC battery pack.	

No.	Task	Reference	Avaya recommendation	✓
	<ul style="list-style-type: none"> DL360G7 SRVR DUAL PORT 1GB NIC 	MSG: Removal and replacement procedures: <ul style="list-style-type: none"> PCI riser board assembly Expansion boards PCIe riser board 	Mark any cables connected to the NIC and reconnect to the same ports after the NIC is replaced. The NIC requires a half-HT faceplate. You might need to remove the full faceplate and replace it with the half faceplate, which requires a crosshatch (Phillips) screwdriver.  Note: If adding a NICs: populate PCI Slot 1 first, followed by Slot 2.	
	<ul style="list-style-type: none"> DL360G7 SRVR FAN FRU 	MSG: Removal and replacement procedures > <i>Fan module</i>	Refer to the Systems Insight Display LEDs to identify the defective fan.	
	<ul style="list-style-type: none"> DL360G7 SRVR 2GB MEMORY DIMM DL360G7 SRVR 4GB MEMORY DIMM 	MSG: Removal and replacement procedures > <i>DIMMs</i>	Refer to the Systems Insight Display LEDs to identify the defective DIMM.  Caution: When removing the air baffle, ensure that the RAID battery does not fall out of its compartment in the baffle.  Caution: Refer to the information on the top of the air baffle and inside cover for correct DIMM placement.	
	<ul style="list-style-type: none"> DL360G7 SRVR 650 MAH RAID BATTERY 	MSG: Removal and replacement procedures > <i>BBWC battery pack or FBWC capacitor pack</i>	 Caution: Consult the internal label with directions for removing the air	

No.	Task	Reference	Avaya recommendation	✓
			<p>baffle. Be careful that the RAID battery does not fall out of its compartment in the baffle.</p> <p>To remove the cable from the battery, gently rock the connector back and forth and free of the alignment slots.</p> <p> Caution: When replacing the air baffle and facing the front of the server, insert the left side into the alignment slots, then gently flex the baffle so that the right side slides into its alignment slot easily. DO NOT attempt to force or pound the baffle into place.</p> <p> Caution: DO NOT pinch the battery cable when replacing the air baffle.</p>	
7	Replace the cover	MSG: Removal and replacement procedures > <i>Access panel</i>		
8	Slide the server into the rack	RI-SR	Check that the Cable Management Arm (if present) moves freely out of the way of rear panel components.	
9	Connect and secure the power cords	GS: <i>Connecting the Power Cables</i> GS: <i>Securing the Power Cord</i>		
10	Power up the server	GS: <i>Turning on the System</i>		

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