



Hewlett Packard
Enterprise

HPE Apollo 4520 Gen9 Chassis Maintenance and Service Guide

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Customer self repair

Hewlett Packard Enterprise products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period Hewlett Packard Enterprise (or Hewlett Packard Enterprise service providers or service partners) identifies that the repair can be accomplished by the use of a CSR part, Hewlett Packard Enterprise will ship that part directly to you for replacement. There are two categories of CSR parts:

- **Mandatory**—Parts for which customer self repair is mandatory. If you request Hewlett Packard Enterprise to replace these parts, you will be charged for the travel and labor costs of this service.
- **Optional**—Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that Hewlett Packard Enterprise replace them for you, there may or may not be additional charges, depending on the type of warranty service designated for your product.

NOTE: Some Hewlett Packard Enterprise parts are not designed for customer self repair. In order to satisfy the customer warranty, Hewlett Packard Enterprise requires that an authorized service provider replace the part. These parts are identified as "No" in the Illustrated Parts Catalog.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the Hewlett Packard Enterprise Support Center and a technician will help you over the telephone. Hewlett Packard Enterprise specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to Hewlett Packard Enterprise. In cases where it is required to return the defective part to Hewlett Packard Enterprise, you must ship the defective part back to Hewlett Packard Enterprise within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in Hewlett Packard Enterprise billing you for the replacement. With a customer self repair, Hewlett Packard Enterprise will pay all shipping and part return costs and determine the courier/carrier to be used.

For more information about the Hewlett Packard Enterprise CSR program, contact your local service provider. For the North American program, go to the [Hewlett Packard Enterprise CSR website](#)

Parts only warranty service

Your Hewlett Packard Enterprise Limited Warranty may include a parts only warranty service. Under the terms of parts only warranty service, Hewlett Packard Enterprise will provide replacement parts free of charge.

For parts only warranty service, CSR part replacement is mandatory. If you request Hewlett Packard Enterprise to replace these parts, you will be charged for the travel and labor costs of this service.

Réparation par le client (CSR)

Les produits Hewlett Packard Enterprise comportent de nombreuses pièces CSR (Customer Self Repair = réparation par le client) afin de minimiser les délais de réparation et faciliter le remplacement des pièces défectueuses. Si pendant la période de diagnostic, Hewlett Packard Enterprise (ou ses partenaires ou mainteneurs agréés) détermine que la réparation peut être effectuée à l'aide d'une pièce CSR, Hewlett Packard Enterprise vous l'envoie directement. Il existe deux catégories de pièces CSR :

- **Obligatoire**—Pièces pour lesquelles la réparation par le client est obligatoire. Si vous demandez à Hewlett Packard Enterprise de remplacer ces pièces, les coûts de déplacement et main d'œuvre du service vous seront facturés.
- **Facultatif**—Pièces pour lesquelles la réparation par le client est facultative. Ces pièces sont également conçues pour permettre au client d'effectuer lui-même la réparation. Toutefois, si vous demandez à Hewlett Packard Enterprise de remplacer ces pièces, l'intervention peut ou non vous être facturée, selon le type de garantie applicable à votre produit.

REMARQUE: Certaines pièces Hewlett Packard Enterprise ne sont pas conçues pour permettre au client d'effectuer lui-même la réparation. Pour que la garantie puisse s'appliquer, Hewlett Packard Enterprise exige que le remplacement de la pièce soit effectué par un Mainteneur Agréé. Ces pièces sont identifiées par la mention "Non" dans le Catalogue illustré.

Les pièces CSR sont livrées le jour ouvré suivant, dans la limite des stocks disponibles et selon votre situation géographique. Si votre situation géographique le permet et que vous demandez une livraison le jour même ou dans les 4 heures, celle-ci vous sera facturée. Pour toute assistance, appelez le Centre d'assistance Hewlett Packard Enterprise pour qu'un technicien vous aide au téléphone. Dans les documents envoyés avec la pièce de rechange CSR, Hewlett Packard Enterprise précise s'il est nécessaire de lui retourner la pièce défectueuse. Si c'est le cas, vous devez le faire dans le délai indiqué, généralement cinq (5) jours ouvrés. La pièce et sa documentation doivent être retournées dans l'emballage fourni. Si vous ne retournez pas la pièce défectueuse, Hewlett Packard Enterprise se réserve le droit de vous facturer les coûts de remplacement. Dans le cas d'une pièce CSR, Hewlett Packard Enterprise supporte l'ensemble des frais d'expédition et de retour, et détermine la société de courses ou le transporteur à utiliser.

Pour plus d'informations sur le programme CSR de Hewlett Packard Enterprise, contactez votre Mainteneur Agréé local. Pour plus d'informations sur ce programme en Amérique du Nord, consultez le site [**Web Hewlett Packard Enterprise**](#).

Service de garantie "pièces seules"

Votre garantie limitée Hewlett Packard Enterprise peut inclure un service de garantie "pièces seules". Dans ce cas, les pièces de rechange fournies par Hewlett Packard Enterprise ne sont pas facturées.

Dans le cadre de ce service, la réparation des pièces CSR par le client est obligatoire. Si vous demandez à Hewlett Packard Enterprise de remplacer ces pièces, les coûts de déplacement et main d'œuvre du service vous seront facturés.

Riparazione da parte del cliente

Per abbreviare i tempi di riparazione e garantire una maggiore flessibilità nella sostituzione di parti difettose, i prodotti Hewlett Packard Enterprise sono realizzati con numerosi componenti che possono essere riparati direttamente dal cliente (CSR, Customer Self Repair). Se in fase di diagnostica Hewlett Packard Enterprise (o un centro di servizi o di assistenza Hewlett Packard Enterprise) identifica il guasto come riparabile mediante un ricambio CSR, Hewlett Packard Enterprise lo spedisce direttamente al cliente per la sostituzione. Vi sono due categorie di parti CSR:

- **Obbligatorie**—Parti che devono essere necessariamente riparate dal cliente. Se il cliente ne affida la riparazione ad Hewlett Packard Enterprise, deve sostenere le spese di spedizione e di manodopera per il servizio.
- **Opzionali**—Parti la cui riparazione da parte del cliente è facoltativa. Si tratta comunque di componenti progettati per questo scopo. Se tuttavia il cliente ne richiede la sostituzione ad Hewlett Packard Enterprise, potrebbe dover sostenere spese aggiuntive a seconda del tipo di garanzia previsto per il prodotto.

NOTA: alcuni componenti Hewlett Packard Enterprise non sono progettati per la riparazione da parte del cliente. Per rispettare la garanzia, Hewlett Packard Enterprise richiede che queste parti siano sostituite da

un centro di assistenza autorizzato. Tali parti sono identificate da un "No" nel Catalogo illustrato dei componenti.

In base alla disponibilità e alla località geografica, le parti CSR vengono spedite con consegna entro il giorno lavorativo seguente. La consegna nel giorno stesso o entro quattro ore è offerta con un supplemento di costo solo in alcune zone. In caso di necessità si può richiedere l'assistenza telefonica di un addetto del centro di supporto tecnico Hewlett Packard Enterprise. Nel materiale fornito con una parte di ricambio CSR, Hewlett Packard Enterprise specifica se il cliente deve restituire dei componenti. Qualora sia richiesta la resa ad Hewlett Packard Enterprise del componente difettoso, lo si deve spedire ad Hewlett Packard Enterprise entro un determinato periodo di tempo, generalmente cinque (5) giorni lavorativi. Il componente difettoso deve essere restituito con la documentazione associata nell'imballo di spedizione fornito. La mancata restituzione del componente può comportare la fatturazione del ricambio da parte di Hewlett Packard Enterprise. Nel caso di riparazione da parte del cliente, Hewlett Packard Enterprise sostiene tutte le spese di spedizione e resa e sceglie il corriere/vettore da utilizzare.

Per ulteriori informazioni sul programma CSR di Hewlett Packard Enterprise, contattare il centro di assistenza di zona. Per il programma in Nord America fare riferimento **al sito Web**.

Servizio di garanzia per i soli componenti

La garanzia limitata Hewlett Packard Enterprise può includere un servizio di garanzia per i soli componenti. Nei termini di garanzia del servizio per i soli componenti, Hewlett Packard Enterprise fornirà gratuitamente le parti di ricambio.

Per il servizio di garanzia per i soli componenti è obbligatoria la formula CSR che prevede la riparazione da parte del cliente. Se il cliente invece richiede la sostituzione ad Hewlett Packard Enterprise dovrà sostenere le spese di spedizione e di manodopera per il servizio.

Customer Self Repair

Hewlett Packard Enterprise Produkte enthalten viele CSR-Teile (Customer Self Repair), um Reparaturzeiten zu minimieren und höhere Flexibilität beim Austausch defekter Bauteile zu ermöglichen. Wenn Hewlett Packard Enterprise (oder ein Hewlett Packard Enterprise Servicepartner) bei der Diagnose feststellt, dass das Produkt mithilfe eines CSR-Teils repariert werden kann, sendet Ihnen Hewlett Packard Enterprise dieses Bauteil zum Austausch direkt zu. CSR-Teile werden in zwei Kategorien unterteilt:

- **Zwingend**—Teile, für die das Customer Self Repair-Verfahren zwingend vorgegeben ist. Wenn Sie den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.
- **Optional**—Teile, für die das Customer Self Repair-Verfahren optional ist. Diese Teile sind auch für Customer Self Repair ausgelegt. Wenn Sie jedoch den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen möchten, können bei diesem Service je nach den für Ihr Produkt vorgesehenen Garantiebedingungen zusätzliche Kosten anfallen.

HINWEIS: Einige Hewlett Packard Enterprise Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantieanspruch des Kunden zu erfüllen, muss das Teil von einem Hewlett Packard Enterprise Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.

CSR-Teile werden abhängig von der Verfügbarkeit und vom Lieferziel am folgenden Geschäftstag geliefert. Für bestimmte Standorte ist eine Lieferung am selben Tag oder innerhalb von vier Stunden gegen einen Aufpreis verfügbar. Wenn Sie Hilfe benötigen, können Sie das Hewlett Packard Enterprise Support Center anrufen und sich von einem Mitarbeiter per Telefon helfen lassen. Den Materialien von Hewlett Packard Enterprise, die mit einem CSR-Ersatzteil geliefert werden, können Sie entnehmen, ob das defekte Teil an Hewlett Packard Enterprise zurückgeschickt werden muss. Wenn es erforderlich ist, das defekte Teil an Hewlett Packard Enterprise zurückzuschicken, müssen Sie dies innerhalb eines vorgegebenen Zeitraums tun, in der Regel innerhalb von fünf (5) Geschäftstagen. Das defekte Teil muss mit der zugehörigen Dokumentation in der Verpackung zurückgeschickt werden, die im Lieferumfang enthalten ist. Wenn Sie das defekte Teil nicht zurückschicken, kann Hewlett Packard Enterprise Ihnen das

Ersatzteil in Rechnung stellen. Im Falle von Customer Self Repair kommt Hewlett Packard Enterprise für alle Kosten für die Lieferung und Rücksendung auf und bestimmt den Kurier-/Frachtdienst.

Weitere Informationen über das Hewlett Packard Enterprise Customer Self Repair Programm erhalten Sie von Ihrem Servicepartner vor Ort. Informationen über das CSR-Programm in Nordamerika finden Sie auf der **Hewlett Packard Enterprise Website unter**.

Parts-only Warranty Service (Garantieservice ausschließlich für Teile)

Ihre Hewlett Packard Enterprise Garantie umfasst möglicherweise einen Parts-only Warranty Service (Garantieservice ausschließlich für Teile). Gemäß den Bestimmungen des Parts-only Warranty Service stellt Hewlett Packard Enterprise Ersatzteile kostenlos zur Verfügung.

Für den Parts-only Warranty Service ist das CSR-Verfahren zwingend vorgegeben. Wenn Sie den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.

Reparaciones del propio cliente

Los productos de Hewlett Packard Enterprise incluyen muchos componentes que el propio usuario puede reemplazar (Customer Self Repair, CSR) para minimizar el tiempo de reparación y ofrecer una mayor flexibilidad a la hora de realizar sustituciones de componentes defectuosos. Si, durante la fase de diagnóstico, Hewlett Packard Enterprise (o los proveedores o socios de servicio de Hewlett Packard Enterprise) identifica que una reparación puede llevarse a cabo mediante el uso de un componente CSR, Hewlett Packard Enterprise le enviará dicho componente directamente para que realice su sustitución. Los componentes CSR se clasifican en dos categorías:

- **Obligatorio**—Componentes cuya reparación por parte del usuario es obligatoria. Si solicita a Hewlett Packard Enterprise que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.
- **Opcional**—Componentes cuya reparación por parte del usuario es opcional. Estos componentes también están diseñados para que puedan ser reparados por el usuario. Sin embargo, si precisa que Hewlett Packard Enterprise realice su sustitución, puede o no conllevar costes adicionales, dependiendo del tipo de servicio de garantía correspondiente al producto.

NOTA: Algunos componentes de Hewlett Packard Enterprise no están diseñados para que puedan ser reparados por el usuario. Para que el usuario haga valer su garantía, Hewlett Packard Enterprise pone como condición que un proveedor de servicios autorizado realice la sustitución de estos componentes. Dichos componentes se identifican con la palabra "No" en el catálogo ilustrado de componentes.

Según la disponibilidad y la situación geográfica, los componentes CSR se enviarán para que lleguen a su destino al siguiente día laborable. Si la situación geográfica lo permite, se puede solicitar la entrega en el mismo día o en cuatro horas con un coste adicional. Si precisa asistencia técnica, puede llamar al Centro de asistencia técnica de Hewlett Packard Enterprise y recibirá ayuda telefónica por parte de un técnico. Con el envío de materiales para la sustitución de componentes CSR, Hewlett Packard Enterprise especificará si los componentes defectuosos deberán devolverse a Hewlett Packard Enterprise. En aquellos casos en los que sea necesario devolver algún componente a Hewlett Packard Enterprise, deberá hacerlo en el periodo de tiempo especificado, normalmente cinco días laborables. Los componentes defectuosos deberán devolverse con toda la documentación relacionada y con el embalaje de envío. Si no enviara el componente defectuoso requerido, Hewlett Packard Enterprise podrá cobrarle por el de sustitución. En el caso de todas sustituciones que lleve a cabo el cliente, Hewlett Packard Enterprise se hará cargo de todos los gastos de envío y devolución de componentes y escogerá la empresa de transporte que se utilice para dicho servicio.

Para obtener más información acerca del programa de Reparaciones del propio cliente de Hewlett Packard Enterprise, póngase en contacto con su proveedor de servicios local. Si está interesado en el programa para Norteamérica, visite **la página web de Hewlett Packard Enterprise CSR**.

Servicio de garantía exclusivo de componentes

La garantía limitada de Hewlett Packard Enterprise puede que incluya un servicio de garantía exclusivo de componentes. Según las condiciones de este servicio exclusivo de componentes, Hewlett Packard Enterprise le facilitará los componentes de repuesto sin cargo adicional alguno.

Para este servicio de garantía exclusivo de componentes, es obligatoria la sustitución de componentes por parte del usuario (CSR). Si solicita a Hewlett Packard Enterprise que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.

Customer Self Repair

Veel onderdelen in Hewlett Packard Enterprise producten zijn door de klant zelf te repareren, waardoor de reparatieduur tot een minimum beperkt kan blijven en de flexibiliteit in het vervangen van defecte onderdelen groter is. Deze onderdelen worden CSR-onderdelen (Customer Self Repair) genoemd. Als Hewlett Packard Enterprise (of een Hewlett Packard Enterprise Service Partner) bij de diagnose vaststelt dat de reparatie kan worden uitgevoerd met een CSR-onderdeel, verzendt Hewlett Packard Enterprise dat onderdeel rechtstreeks naar u, zodat u het defecte onderdeel daarmee kunt vervangen. Er zijn twee categorieën CSR-onderdelen:

- **Verplicht**—Onderdelen waarvoor reparatie door de klant verplicht is. Als u Hewlett Packard Enterprise verzoekt deze onderdelen voor u te vervangen, worden u voor deze service reiskosten en arbeidsloon in rekening gebracht.
- **Optioneel**—Onderdelen waarvoor reparatie door de klant optioneel is. Ook deze onderdelen zijn ontworpen voor reparatie door de klant. Als u echter Hewlett Packard Enterprise verzoekt deze onderdelen voor u te vervangen, kunnen daarvoor extra kosten in rekening worden gebracht, afhankelijk van het type garantieservice voor het product.

OPMERKING: Sommige Hewlett Packard Enterprise onderdelen zijn niet ontwikkeld voor reparatie door de klant. In verband met de garanti voorwaarden moet het onderdeel door een geautoriseerde Service Partner worden vervangen. Deze onderdelen worden in de geïllustreerde onderdelencatalogus aangemerkt met "Nee".

Afhankelijk van de leverbaarheid en de locatie worden CSR-onderdelen verzonden voor levering op de eerstvolgende werkdag. Levering op dezelfde dag of binnen vier uur kan tegen meerkosten worden aangeboden, indien dit mogelijk is gezien de locatie. Indien assistentie is gewenst, belt u het Hewlett Packard Enterprise Support Center om via de telefoon ondersteuning van een technicus te ontvangen. Hewlett Packard Enterprise vermeldt in de documentatie bij het vervangende CSR-onderdeel of het defecte onderdeel aan Hewlett Packard Enterprise moet worden geretourneerd. Als het defecte onderdeel aan Hewlett Packard Enterprise moet worden teruggezonden, moet u het defecte onderdeel binnen een bepaalde periode, gewoonlijk vijf (5) werkdagen, retourneren aan Hewlett Packard Enterprise. Het defecte onderdeel moet met de bijbehorende documentatie worden geretourneerd in het meegeleverde verpakkingsmateriaal. Als u het defecte onderdeel niet terugzendt, kan Hewlett Packard Enterprise u voor het vervangende onderdeel kosten in rekening brengen. Bij reparatie door de klant betaalt Hewlett Packard Enterprise alle verzendkosten voor het vervangende en geretourneerde onderdeel en kiest Hewlett Packard Enterprise zelf welke koerier/transportonderneming hiervoor wordt gebruikt.

Neem contact op met een Service Partner voor meer informatie over het Customer Self Repair programma van Hewlett Packard Enterprise. Informatie over Service Partners vindt u op de **Hewlett Packard Enterprise website**.

Garantieservice "Parts Only"

Het is mogelijk dat de Hewlett Packard Enterprise garantie alleen de garantieservice "Parts Only" omvat. Volgens de bepalingen van de Parts Only garantieservice zal Hewlett Packard Enterprise kosteloos vervangende onderdelen ter beschikking stellen.

Voor de Parts Only garantieservice is vervanging door CSR-onderdelen verplicht. Als u Hewlett Packard Enterprise verzoekt deze onderdelen voor u te vervangen, worden u voor deze service reiskosten en arbeidsloon in rekening gebracht

Reparo feito pelo cliente

Os produtos da Hewlett Packard Enterprise são projetados com muitas peças para reparo feito pelo cliente (CSR) de modo a minimizar o tempo de reparo e permitir maior flexibilidade na substituição de peças com defeito. Se, durante o período de diagnóstico, a Hewlett Packard Enterprise (ou fornecedores/parceiros da Hewlett Packard Enterprise) concluir que o reparo pode ser efetuado pelo uso de uma peça CSR, a Hewlett Packard Enterprise enviará a peça diretamente ao cliente. Há duas categorias de peças CSR:

- **Obrigatória**—Peças cujo reparo feito pelo cliente é obrigatório. Se desejar que a Hewlett Packard Enterprise substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.
- **Opcional**—Peças cujo reparo feito pelo cliente é opcional. Essas peças também são projetadas para o reparo feito pelo cliente. No entanto, se desejar que a Hewlett Packard Enterprise as substitua, pode haver ou não a cobrança de taxa adicional, dependendo do tipo de serviço de garantia destinado ao produto.

OBSERVAÇÃO: Algumas peças da Hewlett Packard Enterprise não são projetadas para o reparo feito pelo cliente. A fim de cumprir a garantia do cliente, a Hewlett Packard Enterprise exige que um técnico autorizado substitua a peça. Essas peças estão identificadas com a marca "No" (Não), no catálogo de peças ilustrado.

Conforme a disponibilidade e o local geográfico, as peças CSR serão enviadas no primeiro dia útil após o pedido. Onde as condições geográficas permitirem, a entrega no mesmo dia ou em quatro horas pode ser feita mediante uma taxa adicional. Se precisar de auxílio, entre em contato com o Centro de suporte técnico da Hewlett Packard Enterprise para que um técnico o ajude por telefone. A Hewlett Packard Enterprise especifica nos materiais fornecidos com a peça CSR de reposição se a peça com defeito deve ser devolvida à Hewlett Packard Enterprise. Nos casos em que isso for necessário, é preciso enviar a peça com defeito à Hewlett Packard Enterprise, você deverá enviar a peça com defeito de volta para a Hewlett Packard Enterprise dentro do período de tempo definido, normalmente em 5 (cinco) dias úteis. A peça com defeito deve ser enviada com a documentação correspondente no material de transporte fornecido. Caso não o faça, a Hewlett Packard Enterprise poderá cobrar a reposição. Para as peças de reparo feito pelo cliente, a Hewlett Packard Enterprise paga todas as despesas de transporte e de devolução da peça e determina a transportadora/serviço postal a ser utilizado.

Para obter mais informações sobre o programa de reparo feito pelo cliente da Hewlett Packard Enterprise, entre em contato com o fornecedor de serviços local. Para o programa norte-americano, **visite o site da Hewlett Packard Enterprise**.

Serviço de garantia apenas para peças

A garantia limitada da Hewlett Packard Enterprise pode incluir um serviço de garantia apenas para peças. Segundo os termos do serviço de garantia apenas para peças, a Hewlett Packard Enterprise fornece as peças de reposição sem cobrar nenhuma taxa.

No caso desse serviço, a substituição de peças CSR é obrigatória. Se desejar que a Hewlett Packard Enterprise substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.

カスタマーセルフリペア

修理時間を短縮し、故障部品の交換における高い柔軟性を確保するために、Hewlett Packard Enterprise製品には多数のカスタマーセルフリペア (CSR) 部品があります。診断の際に、CSR部品を使用すれば修理ができるとHewlett Packard Enterprise (Hewlett Packard EnterpriseまたはHewlett Packard Enterprise正規保守代理店) が判断した場合、Hewlett Packard Enterpriseはその部品を直接、お客様に発送し、お客様に交換していただきます。CSR部品には以下の2種類があります。

- **必須** - カスタマーセルフリペアが必須の部品。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、その修理サービスに関する交通費および人件費がお客様に請求されます。
- **任意** - カスタマーセルフリペアが任意である部品。この部品もカスタマーセルフリペア用です。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、お買い上げの製品に適用される保証サービス内容の範囲内においては、別途費用を負担していただくことなく保証サービスを受けることができます。

注：Hewlett Packard Enterprise製品の一部の部品は、カスタマーセルフリペアの対象外です。製品の保証を継続するためには、Hewlett Packard EnterpriseまたはHewlett Packard Enterprise正規保守代理店による交換作業が必須となります。部品カタログには、当該部品がカスタマーセルフリペア除外品である旨が記載されています。

部品供給が可能な場合、地域によっては、CSR部品を翌営業日に届くように発送します。また、地域によっては、追加費用を負担いただくことにより同日または4時間以内に届くように発送することも可能な場合があります。サポートが必要なときは、Hewlett Packard Enterpriseサポートセンターに電話していただければ、技術者が電話でアドバイスします。交換用のCSR部品または同梱物には、故障部品をHewlett Packard Enterpriseに返送する必要があるかどうかが表示されています。故障部品をHewlett Packard Enterpriseに返送する必要がある場合は、指定期限内（通常は5営業日以内）に故障部品をHewlett Packard Enterpriseに返送してください。故障部品を返送する場合は、届いた時の梱包箱に関連書類とともに入れてください。故障部品を返送しない場合、Hewlett Packard Enterpriseから部品費用が請求されます。カスタマーセルフリペアの際には、Hewlett Packard Enterpriseは送料および部品返送費を全額負担し、使用する宅配便会社や運送会社を指定します。

部品のみ保証サービス

Hewlett Packard Enterprise保証サービスには、部品のみ保証サービスが適用される場合があります。このサービスでは、交換部品は無償で提供されます。

部品のみ保証サービスにおいては、CSR部品をお客様により交換作業していただくことが必須になります。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、その修理サービスに関する交通費および人件費がお客様のご負担となります。

客户自行维修

Hewlett Packard Enterprise 产品提供许多客户自行维修 (CSR) 部件，以尽可能缩短维修时间和在更换缺陷部件方面提供更大的灵活性。如果在诊断期间 Hewlett Packard Enterprise (或Hewlett Packard Enterprise 服务提供商或服务合作伙伴) 确定可以通过使用 CSR 部件完成维修，Hewlett Packard Enterprise 将直接把该部件发送给您进行更换。有两类 CSR 部件：

- **强制性的** — 要求客户必须自行维修的部件。如果您请求 Hewlett Packard Enterprise 更换这些部件，则必须为该服务支付差旅费和人工费用。
- **可选的** — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 Hewlett Packard Enterprise 为您更换这些部件，则根据为您的产品指定的保修服务类型，Hewlett Packard Enterprise 可能收取或不再收取任何附加费用。

注：某些 Hewlett Packard Enterprise 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，Hewlett Packard Enterprise 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

CSR 部件将在下一个工作日发运（取决于备货情况和允许的地理范围）。在允许的地理范围内，可在当天或四小时内发运，但要收取额外费用。如果需要帮助，您可以致电 Hewlett Packard Enterprise 技术支持中心，将会有技术人员通过电话为您提供帮助。Hewlett Packard Enterprise 会在随更换的 CSR 部件发运的材料中指明是否必须将有缺陷的部件返还给 Hewlett Packard Enterprise。如果要求您将有缺陷的部件返还给 Hewlett Packard Enterprise，那么您必须在规定的期限内（通常是五 (5) 个工作日）将缺陷部件发给 Hewlett Packard Enterprise。有缺陷的部件必须随所提供的发运材料中的相关文件一起返还。如果未能送还有缺陷的部件，Hewlett Packard Enterprise 可能会要求您支付更换费用。客户自行维修时，Hewlett Packard Enterprise 将承担所有相关运输和部件返回费用，并指定快递商/承运商。

有关 Hewlett Packard Enterprise 客户自行维修计划的详细信息，请与您当地的服务提供商联系。有关北美地区的计划，请访问 Hewlett Packard Enterprise 网站 (<http://www.hpe.com/support/selfrepair>)。

仅部件保修服务

您的 Hewlett Packard Enterprise 有限保修服务可能涉及仅部件保修服务。根据仅部件保修服务条款的规定，Hewlett Packard Enterprise 将免费提供更换的部件。

仅部件保修服务要求进行 CSR 部件更换。如果您请求 Hewlett Packard Enterprise 更换这些部件，则必须为该服务支付差旅费和人工费用。

客戶自行維修

Hewlett Packard Enterprise 產品設計了許多「客戶自行維修」(CSR) 的零件以減少維修時間，並且使得更換瑕疵零件時能有更大的彈性。如果在診斷期間，Hewlett Packard Enterprise (或 Hewlett Packard Enterprise 服務供應商或維修夥伴) 辨認出此項維修工作可以藉由使用 CSR 零件來完成，則 Hewlett Packard Enterprise 將直接寄送該零件給您作更換。CSR 零件分為兩種類別：

- **強制的** — 客戶自行維修所使用的零件是強制性的。如果您要求 Hewlett Packard Enterprise 更換這些零件，Hewlett Packard Enterprise 將會向您收取此服務所需的外出費用與勞動成本。
- **選購的** — 客戶自行維修所使用的零件是選購的。這些零件也設計用於客戶自行維修之用。不過，如果您要求 Hewlett Packard Enterprise 為您更換，則可能需要也可能不需要負擔額外的費用，端視針對此產品指定的保固服務類型而定。

備註：某些 Hewlett Packard Enterprise 零件沒有消費者可自行維修的設計。為符合客戶保固，Hewlett Packard Enterprise 需要授權的服務供應商更換零件。這些零件在圖示的零件目錄中，被標示為「否」。

基於材料取得及環境允許的情況下，CSR 零件將於下一個工作日以快遞寄送。在環境的允許下當天或四小時內送達，則可能需要額外的費用。若您需要協助，可致電 Hewlett Packard Enterprise 支援中心，會有一位技術人員透過電話來協助您。不論損壞的零件是否必須退回，Hewlett Packard Enterprise 皆會在與 CSR 替換零件一起運送的材料中註明。若要將損壞的零件退回 Hewlett Packard Enterprise，您必須在指定的一段時間內（通常為五 (5) 個工作天），將損壞的零件寄回 Hewlett Packard Enterprise。損壞的零件必須與寄送資料中隨附的相關技術文件一併退還。如果無法退還損壞的零件，Hewlett Packard Enterprise 可能要向您收取替換費用。針對客戶自行維修情形，Hewlett Packard Enterprise 將負責所有運費及零件退還費用，並指定使用何家快遞/貨運公司。

如需 Hewlett Packard Enterprise 的 CSR 方案詳細資訊，請連絡您當地的服務供應商。至於北美方案，請參閱 Hewlett Packard Enterprise 的 CSR 網站 <http://www.hpe.com/support/selfrepair>。

僅限零件的保固服務

您的「Hewlett Packard Enterprise 有限保固」可能包含僅限零件的保固服務。在僅限零件的保固服務情況下，Hewlett Packard Enterprise 將免費提供替換零件。

針對僅限零件的保固服務，CSR 零件替換是強制性的。如果您要求 Hewlett Packard Enterprise 更換這些零件，Hewlett Packard Enterprise 將會向您收取此服務所需的外出費用與勞動成本。

고객 셀프 수리

Hewlett Packard Enterprise 제품은 수리 시간을 최소화하고 결함이 있는 부품 교체 시 더욱 융통성을 발휘할 수 있도록 하기 위해 고객 셀프 수리(CSR) 부품을 다량 사용하여 설계되었습니다. 진단 기간 동안 Hewlett Packard Enterprise(또는 Hewlett Packard Enterprise 서비스 공급업체 또는 서비스 협력업체)에서 CSR 부품을 사용하여 수리가 가능하다고 판단되면 Hewlett Packard Enterprise는 해당 부품을 바로 사용자에게 보내어 사용자가 교체할 수 있도록 합니다. CSR 부품에는 두 가지 종류가 있습니다.

- **필수** - 고객 셀프 수리가 의무 사항인 필수 부품. 사용자가 Hewlett Packard Enterprise에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.
- **선택 사항** - 고객 셀프 수리가 선택 사항인 부품. 이 부품들도 고객 셀프 수리가 가능하도록 설계되었습니다. 하지만 사용자가 Hewlett Packard Enterprise에 이 부품의 교체를 요청할 경우 사용자가 구입한 제품에 해당하는 보증 서비스 유형에 따라 추가 비용 없이 교체가 가능할 수 있습니다.

참고: 일부 Hewlett Packard Enterprise 제품은 고객 셀프 수리가 불가능하도록 설계되었습니다. Hewlett Packard Enterprise는 만족스러운 고객 보증을 위해 공인 서비스 제공업체를 통해 부품을 교체하도록 하고 있습니다. 이러한 부품들은 Illustrated Parts Catalog에 "No"라고 표시되어 있습니다.

CSR 부품은 재고 상태와 지리적 조건이 허용하는 경우 다음 영업일 납품이 가능하도록 배송이 이루어집니다. 지리적 조건이 허용하는 경우 추가 비용이 청구되는 조건으로 당일 또는 4시간 배송이 가능할 수도 있습니다. 도움이 필요하시면 Hewlett Packard Enterprise Support Center로 전화하십시오. 전문 기술자가 전화로 도움을 줄 것입니다. Hewlett Packard Enterprise는 결함이 발생한 부품을 Hewlett Packard Enterprise로 반환해야 하는지 여부를 CSR 교체 부품과 함께 배송된 자료에 지정합니다. 결함이 발생한 부품을 Hewlett Packard Enterprise로 반환해야 하는 경우에는 지정된 기간 내(통상 영업일 기준 5일)에 Hewlett Packard Enterprise로 반환해야 합니다. 이때 결함이 발생한 부품은 재공된 포장 재료에 넣어 관련 설명서와 함께 반환해야 합니다. 결함이 발생한 부품을 반환하지 않는 경우 Hewlett Packard Enterprise가 교체 부품에 대해 비용을 청구할 수 있습니다. 고객 셀프 수리의 경우, Hewlett Packard Enterprise는 모든 운송 및 부품 반환 비용을 부담하며 이용할 운송업체 및 택배 서비스를 결정합니다.

Hewlett Packard Enterprise CSR 프로그램에 대한 자세한 내용은 가까운 서비스 제공업체에 문의하십시오. 북미 지역의 프로그램에 대해서는 Hewlett Packard Enterprise CSR 웹 사이트(<http://www.hpe.com/support/selfrepair>)를 참조하십시오.

부품 제공 보증 서비스

Hewlett Packard Enterprise 제한 보증에는 부품 제공 보증 서비스가 포함될 수 있습니다. 이러한 경우 Hewlett Packard Enterprise는 부품 제공 보증 서비스의 조건에 따라 교체 부품만을 무료로 제공합니다.

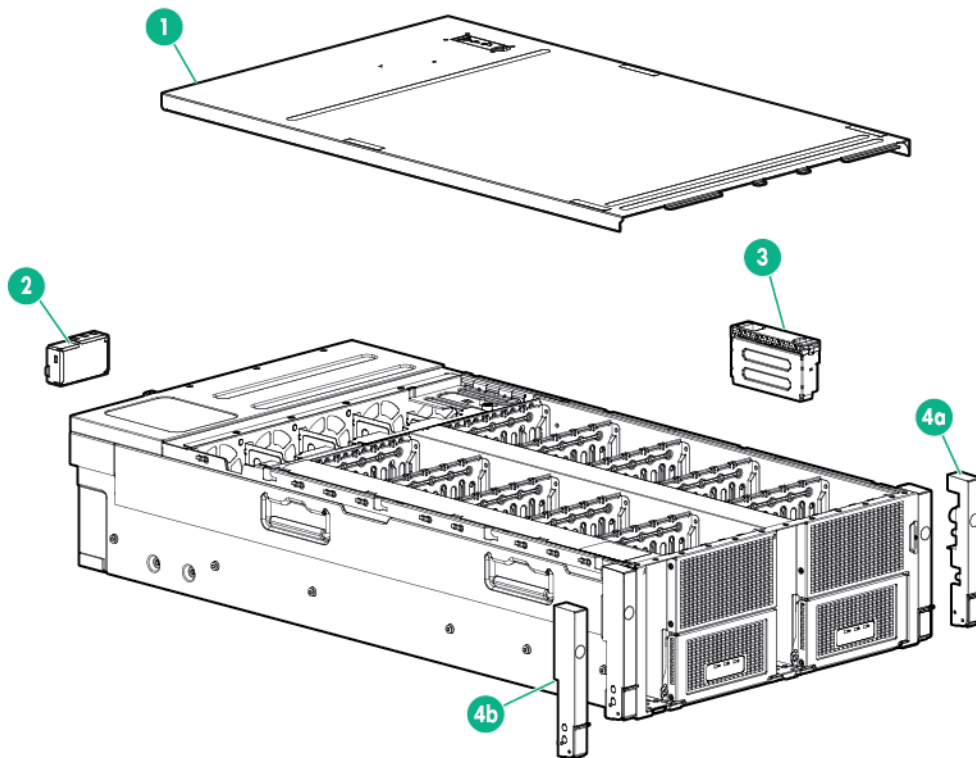
부품 제공 보증 서비스 제공 시 CSR 부품 교체는 의무 사항입니다. 사용자가 Hewlett Packard Enterprise에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.

Illustrated parts catalog

This chapter lists the hardware spare parts supported by the chassis.

Mechanical components

Hewlett Packard Enterprise continually improves and changes product parts. For complete and current supported parts information, see the Hewlett Packard Enterprise PartSurfer website (<http://www.hpe.com/info/partssurfer>).



Item	Description	Spare part number	Customer self repair
1	Access panel	810832-001	Mandatory ¹
2	Power supply bay blank	810837-001	Mandatory ¹
3	Drive blank, LFF	827363-001	Mandatory ¹
4	Bezel ears	—	—
	a) Bezel ear, right	810839-001	Optional ²
	b) Bezel ear, left	810840-001	Optional ²

¹Mandatory—Parts for which customer self repair is mandatory. If you request Hewlett Packard Enterprise to replace these parts, you will be charged for the travel and labor costs of this service.

²Optional—Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that Hewlett Packard Enterprise replace them for you, there may or may not be additional charges, depending on the type of warranty service designated for your product.

³No—Some Hewlett Packard Enterprise parts are not designed for customer self repair. In order to satisfy the customer warranty, Hewlett Packard Enterprise requires that an authorized service provider replace the part. These parts are identified as "No" in the Illustrated Parts Catalog.

¹Obligatoire—Pièces pour lesquelles le client doit procéder lui-même aux réparations. Si vous demandez à Hewlett Packard Enterprise de procéder au remplacement de ces pièces, les frais de transport et de main d'œuvre pour ce service vous seront facturés.

²Facultatif—Pièces pour lesquelles une réparation par le client est facultative. Ces pièces sont également conçues pour que le client puisse procéder lui-même aux réparations. Cependant, les frais supplémentaires engendrés par le remplacement de ces pièces par Hewlett Packard Enterprise dépendent du type de service de garantie désigné pour votre produit.

³Non—Certaines pièces Hewlett Packard Enterprise ne sont pas conçues pour être remplacées par le client. Afin de se conformer aux exigences de la garantie la garantie du client, Hewlett Packard Enterprise demande à un fournisseur de services agréé de procéder au remplacement de la pièce. Ces pièces sont signalées par le mot « Non » dans le Catalogue de pièces illustré.

¹Obbligatorio—Parti per le quali il cliente è tenuto a effettuare autonomamente la riparazione. Se si richiede l'intervento di Hewlett Packard Enterprise per la sostituzione di queste parti, al cliente verranno addebitate le spese di viaggio e manodopera dell'operazione.

²Facoltativo—Parti per le quali la riparazione in autonomia da parte del cliente è facoltativa. Queste parti sono progettate per consentire anche la riparazione da parte del cliente. Tuttavia, se il cliente richiede l'intervento di Hewlett Packard Enterprise per la sostituzione, potrebbero essere addebitate spese aggiuntive a seconda del tipo di garanzia in assistenza previsto per il prodotto.

³No—Alcune parti Hewlett Packard Enterprise non sono progettate la riparazione in autonomia da parte del cliente. In base a quanto previsto dalla garanzia per il cliente, Hewlett Packard Enterprise richiede l'intervento di un tecnico autorizzato per la sostituzione della parte. Queste parti sono contrassegnate con "No" nel catalogo parti illustrato.

¹Zwingend—Teile, für die das Customer Self Repair-Verfahren zwingend vorgegeben ist. Wenn Sie den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.

²Optional—Teile, für die das Customer Self Repair-Verfahren optional ist. Diese Teile sind auch für Customer Self Repair ausgelegt. Wenn Sie jedoch den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen möchten, können bei diesem Service je nach den für Ihr Produkt vorgesehenen Garantiebedingungen zusätzliche Kosten anfallen.

³Nein—Einige Hewlett Packard Enterprise Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantieanspruch des Kunden zu erfüllen, muss das Teil von einem Hewlett Packard Enterprise Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.

¹Obbligatorio—Componentes cuya reparación por parte del usuario es obligatoria. Si solicita a Hewlett Packard Enterprise que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.

²Opcional—Componentes cuya reparación por parte del usuario es opcional. Estos componentes también están diseñados para que puedan ser reparados por el usuario. Sin embargo, si precisa que Hewlett Packard Enterprise realice su sustitución, puede o no conllevar costes adicionales, dependiendo del tipo de servicio de garantía correspondiente al producto.

³No—Algunos componentes de Hewlett Packard Enterprise no están diseñados para que puedan ser reparados por el usuario. Para que el usuario haga valer su garantía, Hewlett Packard Enterprise pone como condición que un proveedor de servicios autorizado realice la sustitución de estos componentes. Dichos componentes se identifican con la palabra "No" en el catálogo ilustrado de componentes.

¹Verplicht—Onderdelen die de klant zelf moet vervangen. Als u Hewlett Packard Enterprise vraagt deze onderdelen te vervangen, worden er reis- en arbeidskosten voor deze service in rekening gebracht.

²Optioneel—Onderdelen die de klant zelf kan vervangen. Deze onderdelen zijn ook ontworpen om door de klant zelf te worden vervangen. Als u Hewlett Packard Enterprise verzoekt om deze te vervangen, kan het zijn dat hiervoor extra kosten in rekening worden gebracht, afhankelijk van het soort garantie dat op uw product van toepassing is.

³Geen—Sommige onderdelen van Hewlett Packard Enterprise zijn niet ontworpen om door de klant zelf te worden vervangen. Om te voldoen aan de garantievoorwaarden eist Hewlett Packard Enterprise dat een geautoriseerde serviceverlener het onderdeel vervangt. Deze onderdelen worden aangeduid met 'Geen' in de geïllustreerde onderdelencatalogus.

¹Obrigatório—Peças cujo reparo feito pelo cliente é obrigatório. Se desejar que a Hewlett Packard Enterprise substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.

²Opcional—Peças cujo reparo feito pelo cliente é opcional. Essas peças também são projetadas para o reparo feito pelo cliente. No entanto, se desejar que a Hewlett Packard Enterprise as substitua, pode haver ou não a cobrança de taxa adicional, dependendo do tipo de serviço de garantia destinado ao produto.

³Não—Algumas peças da Hewlett Packard Enterprise não são projetadas para o reparo feito pelo cliente. A fim de cumprir a garantia do cliente, a Hewlett Packard Enterprise exige que um técnico autorizado substitua a peça. Essas peças estão identificadas com a marca "No" (Não), no catálogo de peças ilustrado.

¹Mandatory : 必須 — カスタマーセルフリペアが必須の部品。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、その修理サービスに関する交通費および人件費がお客様に請求されます。

²Optional : 任意 — カスタマーセルフリペアが任意である部品。この部品もカスタマーセルフリペア用です。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、お買い上げの製品に適用される保証サービス内容の範囲内においては、別途費用を負担していただくことなく保証サービスを受けることができます。

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¹Mandatory — 客户必须自行维修的部件。如果您请求 Hewlett Packard Enterprise 更换这些部件，则必须为该服务支付差旅费和人工费用。

²Optional — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 Hewlett Packard Enterprise 为您更换这些部件，则根据为您的产品指定的保修服务类型，Hewlett Packard Enterprise 可能收取或不再收取任何附加费用。

³No — 某些 Hewlett Packard Enterprise 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，Hewlett Packard Enterprise 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

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³No — 某些 Hewlett Packard Enterprise 零件沒有消費者可自行維修的設計。為符合客戶保固，Hewlett Packard Enterprise 需要授權的服務供應商更換零件。這些零件在圖示的零件目錄中，被標示為「否」。

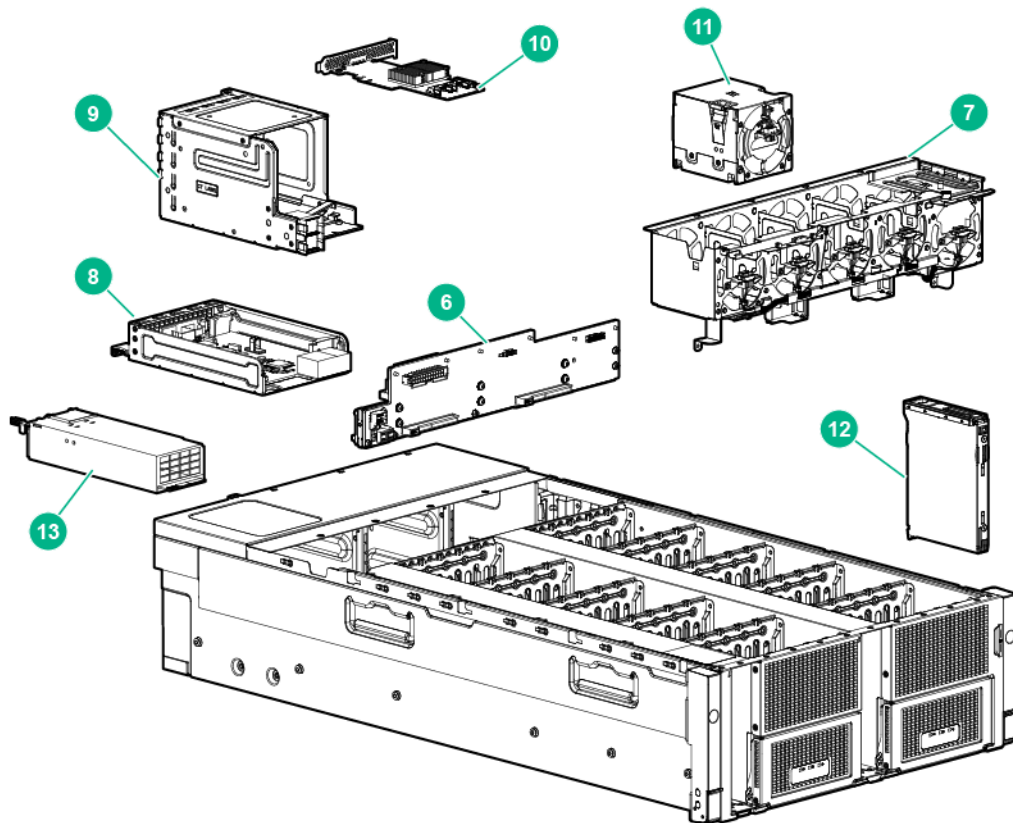
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³No — 일부 Hewlett Packard Enterprise 부품은 고객 셀프 수리가 불가능하도록 설계되었습니다. Hewlett Packard Enterprise는 만족스러운 고객 보증을 위해 공인 서비스 제공업체를 통해 부품을 교체하도록 요구하고 있습니다. 이러한 부품들은 Illustrated Parts Catalog에 "No"라고 표시되어 있습니다.

System components

Hewlett Packard Enterprise continually improves and changes product parts. For complete and current supported parts information, see the Hewlett Packard Enterprise PartSurfer website (<http://www.hpe.com/info/partssurfer>).



Item	Description	Spare part number	Customer self repair
6	Midplane assembly	810826-001	Optional ²
7	Fan cage with Discovery services, left ear	810825-001	Optional ²
8	Management module	810836-001	Mandatory ¹
9	I/O module assembly	810833-001	Mandatory ¹
10	HPE H240 Smart Host Bus Adapter I/O module option	779134-001	Mandatory ¹
11	System fan	810834-001	Mandatory ¹
12	Drives, LFF	—	—
	a) 6.00-TB, 6G SAS, 7,200 rpm, MDL HDD	797518-001	Mandatory ¹
	b) 4.00-TB, 6G SAS, 7,200 rpm, dual port, MDL HDD ¹	797520-001	Mandatory ¹
	c) 3.00-TB 6G SAS 7,200 rpm, low-profile, MDL HDD ¹	797525-001	Mandatory ¹
	d) 2.00-TB 6G SAS 7,200 rpm, low-profile, MDL HDD ¹	797526-001	Mandatory ¹
	e) 1.00-TB 6G SAS 7,200 rpm, low-profile, MDL HDD ¹	797527-001	Mandatory ¹

Table Continued

Item	Description	Spare part number	Customer self repair
	f) 600-GB 12G SAS, 15,000 rpm, low-profile, HDD ¹	797536-001	Mandatory ¹
	g) 300-GB 12G SAS, 15,000 rpm, low-profile, ENT HDD ¹	797537-001	Mandatory ¹
	h) 450-GB 12G SAS, 15,000 rpm, low-profile, ENT HDD ¹	797538-001	Mandatory ¹
	i) 400-GB 12G SAS ME, low-profile, EM SSD ¹	797539-001	Mandatory ¹
	j) 800-GB 12G SAS ME, low-profile, EM SSD ¹	797540-001	Mandatory ¹
	k) 400-GB 6G SAS LE, low-profile, EL SSD ¹	797541-001	Mandatory ¹
	l) 800-GB 6G SAS LE, low-profile, EL SSD ¹	797542-001	Mandatory ¹
	m) 1.60-TB 6G SAS LE, low-profile, EL SSD ¹	797543-001	Mandatory ¹
	n) 800-GB 12G SAS VE, low-profile, EV SSD ¹	797544-001	Mandatory ¹
	o) 1.60-TB 12G SAS VE, low-profile, EV SSD ¹	797545-001	Mandatory ¹
13	Power supplies, hot-plug	—	—
	a) 800 W Flexible slot, Platinum Plus	754381-001	Mandatory ¹
	b) 800 W Flexible slot, -48 VDC ¹	754382-001	Mandatory ¹
	c) 800 W Common slot, Titanium ¹	754378-001	Mandatory ¹
	d) 800 W Flexible slot, 380 VDC ¹	754379-001	Mandatory ¹
	e) 1400 W Flexible slot, Platinum Plus ¹	754383-001	Mandatory ¹
14	AC power cord ¹	142258-001	Mandatory ¹
15	System cable kit ¹	806984-001	Optional ²
	a) Fan cable	—	—
	b) Discovery services cable, left bezel ear	—	—
	c) Discovery services cable, midplane	—	—
	d) Front panel/LED board cable	—	—
16	Expander Module SAS 4520 ¹	847405-001	Optional ²
17	Mini-SAS cable kit ¹	810838-001	Optional ²
	a) Mini-SAS x4 to x4, port 1A, 1B	—	—
	b) Mini-SAS x4 to x4, port 2A, 2B	—	—
	c) Mini-SAS x8 to x4, port 1A, 1B	—	—
	d) Mini-SAS x8 to x4, port 2A, 2B	—	—
	e) Mini-SAS x8 to x4, port 1A, 2A	—	—

¹ * Not shown

All processors in this HPE ProLiant server must have the same cache size, speed, number of cores, and rated maximum power consumption.

¹Mandatory—Parts for which customer self repair is mandatory. If you request Hewlett Packard Enterprise to replace these parts, you will be charged for the travel and labor costs of this service.

²Optional—Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that Hewlett Packard Enterprise replace them for you, there may or may not be additional charges, depending on the type of warranty service designated for your product.

³No—Some Hewlett Packard Enterprise parts are not designed for customer self repair. In order to satisfy the customer warranty, Hewlett Packard Enterprise requires that an authorized service provider replace the part. These parts are identified as "No" in the Illustrated Parts Catalog.

¹Obligatoire—Pièces pour lesquelles le client doit procéder lui-même aux réparations. Si vous demandez à Hewlett Packard Enterprise de procéder au remplacement de ces pièces, les frais de transport et de main d'œuvre pour ce service vous seront facturés.

²Facultatif—Pièces pour lesquelles une réparation par le client est facultative. Ces pièces sont également conçues pour que le client puisse procéder lui-même aux réparations. Cependant, les frais supplémentaires engendrés par le remplacement de ces pièces par Hewlett Packard Enterprise dépendent du type de service de garantie désigné pour votre produit.

³Non—Certaines pièces Hewlett Packard Enterprise ne sont pas conçues pour être remplacées par le client. Afin de se conformer aux exigences de la garantie la garantie du client, Hewlett Packard Enterprise demande à un fournisseur de services agréé de procéder au remplacement de la pièce. Ces pièces sont signalées par le mot « Non » dans le Catalogue de pièces illustré.

¹Obbligatorio—Parti per le quali il cliente è tenuto a effettuare autonomamente la riparazione. Se si richiede l'intervento di Hewlett Packard Enterprise per la sostituzione di queste parti, al cliente verranno addebitate le spese di viaggio e manodopera dell'operazione.

²Facoltativo—Parti per le quali la riparazione in autonomia da parte del cliente è facoltativa. Queste parti sono progettate per consentire anche la riparazione da parte del cliente. Tuttavia, se il cliente richiede l'intervento di Hewlett Packard Enterprise per la sostituzione, potrebbero essere addebitate spese aggiuntive a seconda del tipo di garanzia in assistenza previsto per il prodotto.

³No—Alcune parti Hewlett Packard Enterprise non sono progettate la riparazione in autonomia da parte del cliente. In base a quanto previsto dalla garanzia per il cliente, Hewlett Packard Enterprise richiede l'intervento di un tecnico autorizzato per la sostituzione della parte. Queste parti sono contrassegnate con "No" nel catalogo parti illustrato.

¹Zwingend—Teile, für die das Customer Self Repair-Verfahren zwingend vorgegeben ist. Wenn Sie den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.

²Optional—Teile, für die das Customer Self Repair-Verfahren optional ist. Diese Teile sind auch für Customer Self Repair ausgelegt. Wenn Sie jedoch den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen möchten, können bei diesem Service je nach den für Ihr Produkt vorgesehenen Garantiebedingungen zusätzliche Kosten anfallen.

³Nein—Einige Hewlett Packard Enterprise Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantieanspruch des Kunden zu erfüllen, muss das Teil von einem Hewlett Packard Enterprise Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.

¹Obligatorio—Componentes cuya reparación por parte del usuario es obligatoria. Si solicita a Hewlett Packard Enterprise que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.

²Opcional—Componentes cuya reparación por parte del usuario es opcional. Estos componentes también están diseñados para que puedan ser reparados por el usuario. Sin embargo, si precisa que Hewlett Packard Enterprise realice su sustitución, puede o no conllevar costes adicionales, dependiendo del tipo de servicio de garantía correspondiente al producto.

³No—Algunos componentes de Hewlett Packard Enterprise no están diseñados para que puedan ser reparados por el usuario. Para que el usuario haga valer su garantía, Hewlett Packard Enterprise pone

como condición que un proveedor de servicios autorizado realice la sustitución de estos componentes. Dichos componentes se identifican con la palabra "No" en el catálogo ilustrado de componentes.

¹Verplicht—Onderdelen die de klant zelf moet vervangen. Als u Hewlett Packard Enterprise vraagt deze onderdelen te vervangen, worden er reis- en arbeidskosten voor deze service in rekening gebracht.

²Optioneel—Onderdelen die de klant zelf kan vervangen. Deze onderdelen zijn ook ontworpen om door de klant zelf te worden vervangen. Als u Hewlett Packard Enterprise verzoekt om deze te vervangen, kan het zijn dat hiervoor extra kosten in rekening worden gebracht, afhankelijk van het soort garantie dat op uw product van toepassing is.

³Geen—Sommige onderdelen van Hewlett Packard Enterprise zijn niet ontworpen om door de klant zelf te worden vervangen. Om te voldoen aan de garantievoorwaarden eist Hewlett Packard Enterprise dat een geautoriseerde serviceverlener het onderdeel vervangt. Deze onderdelen worden aangeduid met 'Geen' in de geïllustreerde onderdelencatalogus.

¹Obrigatório—Peças cujo reparo feito pelo cliente é obrigatório. Se desejar que a Hewlett Packard Enterprise substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.

²Opcional—Peças cujo reparo feito pelo cliente é opcional. Essas peças também são projetadas para o reparo feito pelo cliente. No entanto, se desejar que a Hewlett Packard Enterprise as substitua, pode haver ou não a cobrança de taxa adicional, dependendo do tipo de serviço de garantia destinado ao produto.

³Não—Algumas peças da Hewlett Packard Enterprise não são projetadas para o reparo feito pelo cliente. A fim de cumprir a garantia do cliente, a Hewlett Packard Enterprise exige que um técnico autorizado substitua a peça. Essas peças estão identificadas com a marca "No" (Não), no catálogo de peças ilustrado.

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Removal and replacement procedures

This chapter provides detailed instructions on how to remove and replace component spare parts.

Required tools

You need the following items for some procedures:

- T-10 Torx screwdriver
- T-15 Torx screwdriver
- **HPE Insight Diagnostics**

Preparation procedures

To access some components and perform certain service procedures, you must perform one or more of the following procedures:

- **Power down the server.**

If you must remove the chassis from a rack or a non-hot-plug component from the chassis or server, then you must power down the servers. If only one server needs to be serviced, you only need to power down that server.

If you are going to service the management module, you must power down all servers in the chassis.

- **Remove the chassis from the rack.**
- **Remove the server from the chassis.**

If the rack environment, cabling configuration, or the chassis location in the rack creates unstable conditions, then remove the server from the chassis.

- **Remove the access panel.**
- **Install the access panel.**
- **Open the cable management arm.**
- **Disconnect the cable management arm.**

Power down the server

Before powering down the server for any upgrade or maintenance procedures, perform a backup of critical server data and programs.

ⓘ **IMPORTANT:**

When the server is in standby mode, auxiliary power is still being provided to the system.

To power down the server, use one of the following methods:

- Press and release the Power On/Standby button.

This method initiates a controlled shutdown of applications and the OS before the server enters standby mode.

- Press and hold the Power On/Standby button for more than 4 seconds to force the server to enter standby mode.

This method forces the server to enter standby mode without properly exiting applications and the OS. If an application stops responding, you can use this method to force a shutdown.

- Use a virtual power button selection through iLO.

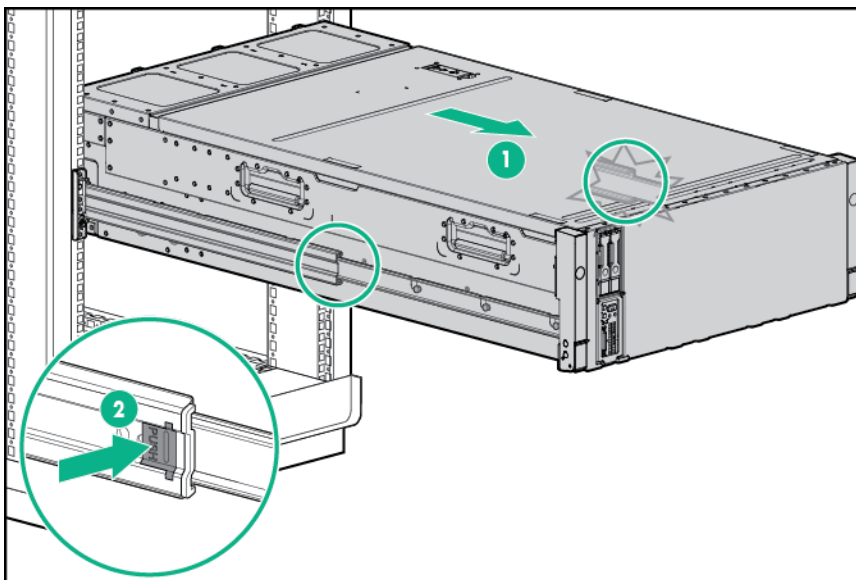
This method initiates a controlled remote shutdown of applications and the OS before the server enters standby mode.

Before proceeding, verify that the server is in standby mode by observing that the system power LED is amber.

Extend the chassis from the rack

Procedure

Extend the chassis from the rack as indicated.



Remove the chassis from the rack

⚠ WARNING:

The chassis is very heavy. To reduce the risk of personal injury or damage to the equipment:

- Observe local occupational health and safety requirements and guidelines for manual material handling.
- Remove all installed components from the chassis before installing or moving the chassis.
- Use caution and get help to lift and stabilize the chassis during installation or removal, especially when the chassis is not fastened to the rack.

**WARNING:**

To reduce the risk of personal injury or damage to the equipment, you must adequately support the chassis during installation and removal.

**WARNING:**

Always have at least two people to lift the chassis into the rack. If the chassis is being loaded into the rack above chest level, an additional person must assist with aligning the chassis with the rails while the other people support the weight of the chassis.

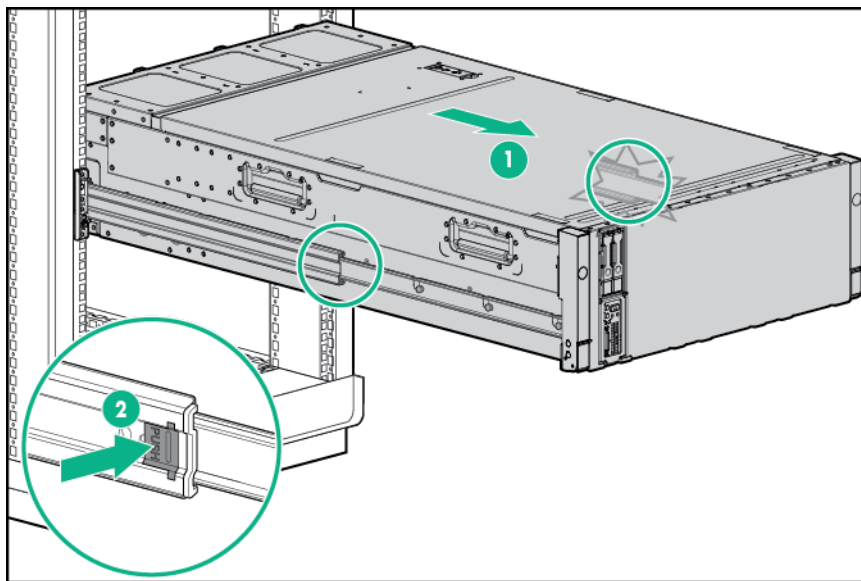
Procedure

1. **Power down all servers.**
2. **Disconnect the cable management arm.**
3. Disconnect all peripheral devices from the chassis.
4. **Remove the power supplies.**
5. Remove the **system fans.**
6. **Remove the I/O modules.**
7. **Remove all servers from the chassis.**

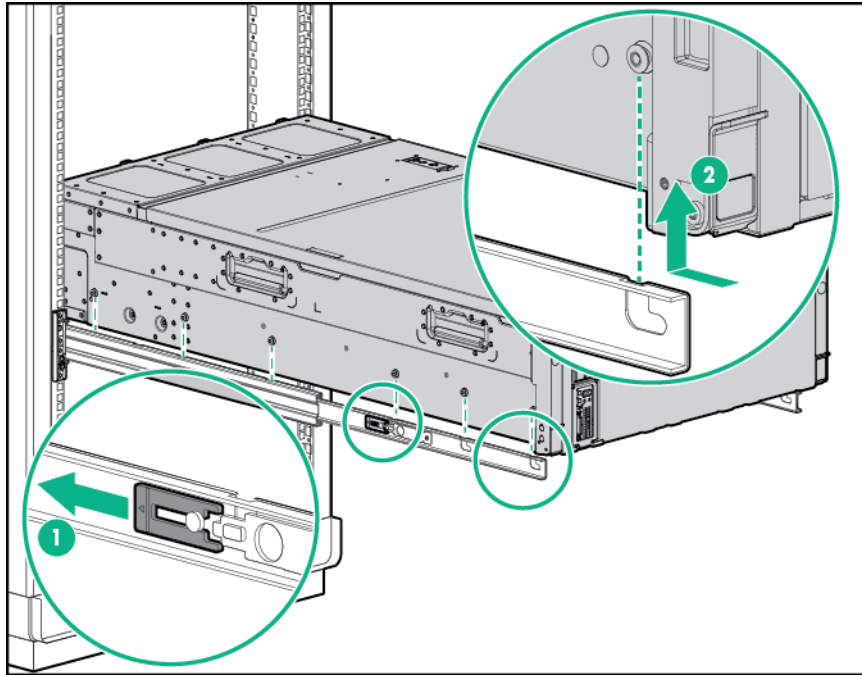
**IMPORTANT:**

Label the drives before removing them. The drives must be returned to their original locations.

8. **Remove all drives.**
9. Remove the chassis from the rack:
 - a. Extend the chassis from the rack, and then push and hold the release levers, moving the chassis forward until it stops.



- b. Move the release tabs forward, and then lift the chassis out of the rack.



10. Place the chassis on a flat, sturdy surface to support the chassis.

Remove the server from the chassis

⚠ CAUTION:

Before removing the server, verify that the backup LED is not flashing.

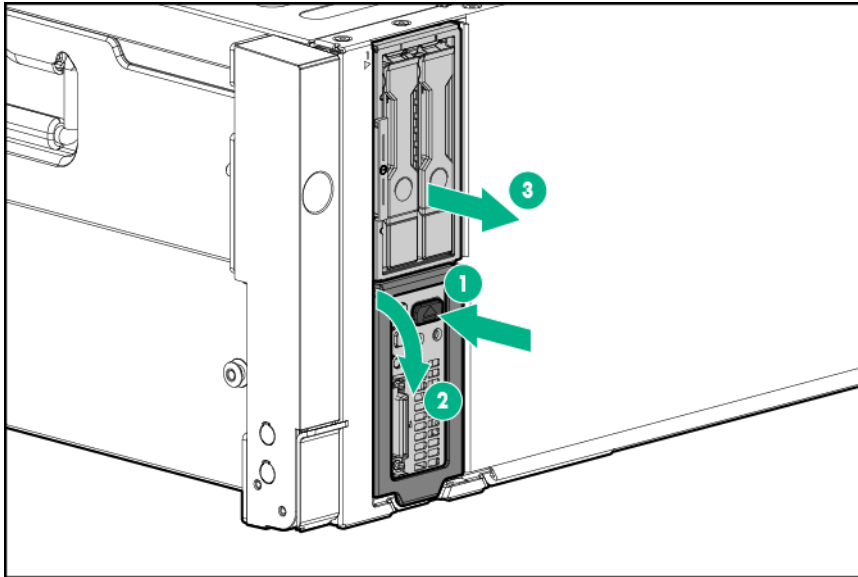
Procedure

1. **Power down the server.**
-

⚠ CAUTION:

To avoid damage to the server, always support the bottom of the server when removing it from the chassis.

2. Remove the server from the chassis.



⚠ CAUTION:

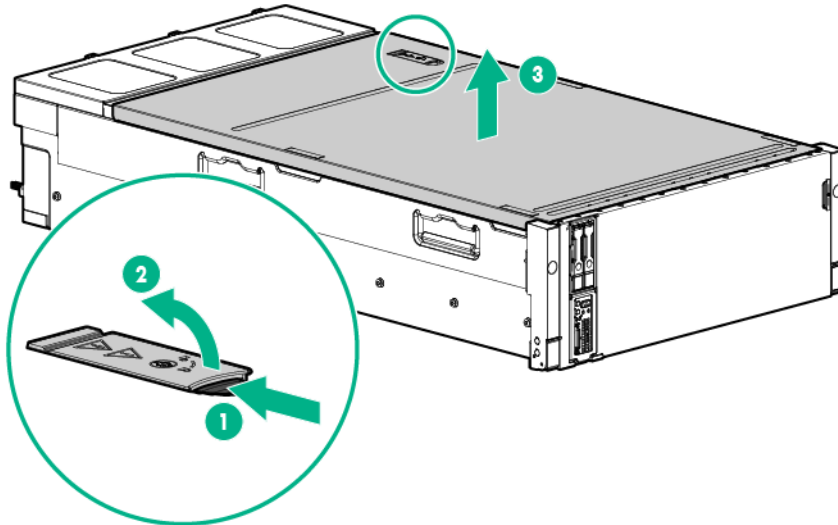
To avoid damage to the device, do not use the removal handle to carry it.

3. Place the server on a flat, level work surface.

Remove the access panel

Procedure

1. Release the access panel latch.
2. Slide the access panel back about 1.5 cm (0.5 in).
3. Lift and remove the access panel.



Install the access panel



WARNING:

To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.



CAUTION:

To prevent damage to electrical components, properly ground the server before beginning any installation procedure. Improper grounding can cause ESD.



CAUTION:

Do not operate the chassis with the access panel open or removed. Operating the chassis in this manner results in improper airflow and improper cooling that can lead to thermal damage.

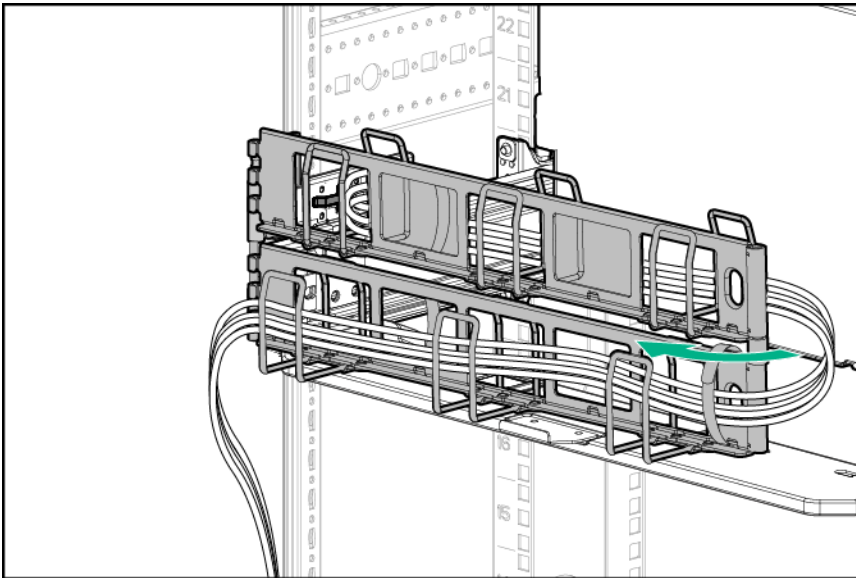
Procedure

1. Place the access panel on top of the chassis.
2. Slide the access panel toward the front of the chassis. The access panel locks into position.

Open the cable management arm

Procedure

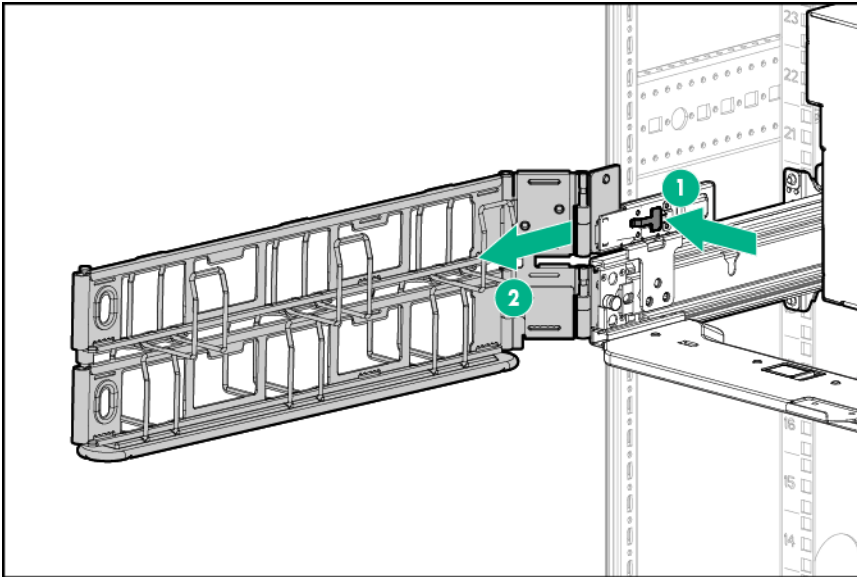
To open the cable management arm, lift it up as you swing it open.



Disconnect the cable management arm

Procedure

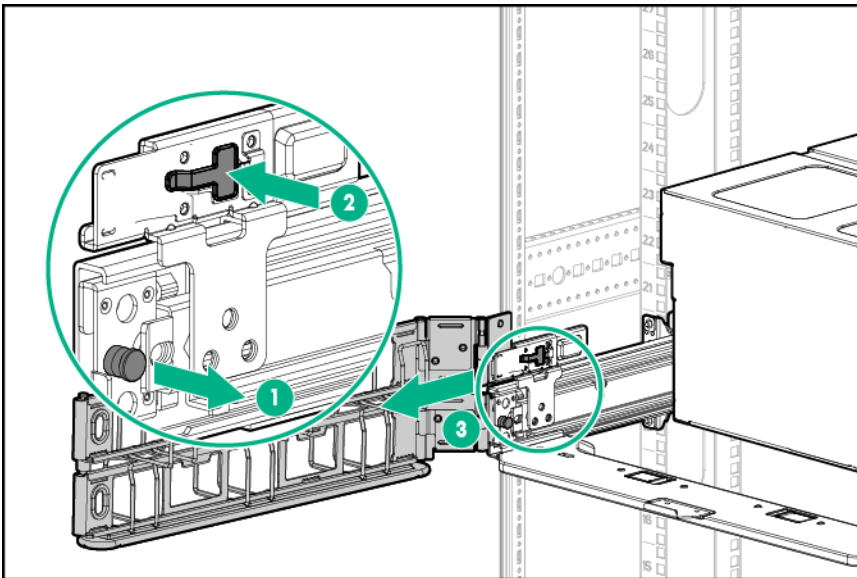
Disconnect the cable management arm as indicated.



Remove the cable management arm

Procedure

Remove the cable management arm as indicated.



Safety considerations

Before performing service procedures, review all the safety information.

Preventing electrostatic discharge

To prevent damaging the system, be aware of the precautions you must follow when setting up the system or handling parts. A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

Procedure

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

Symbols on equipment

The following symbols might be found on the equipment to indicate the presence of potentially hazardous conditions.



This symbol indicates the presence of hazardous energy circuits or electric shock hazards. Refer all servicing to qualified personnel.

WARNING: To reduce the risk of injury from electric shock hazards, do not open this enclosure. Refer all maintenance, upgrades, and servicing to qualified personnel.



This symbol indicates the presence of electric shock hazards. The area contains no user or field serviceable parts. Do not open for any reason.

WARNING: To reduce the risk of injury from electric shock hazards, do not open this enclosure.



This symbol on an RJ-45 receptacle indicates a network interface connection.

WARNING: To reduce the risk of electric shock, fire, or damage to the equipment, do not plug telephone or telecommunications connectors into this receptacle.



This symbol indicates the presence of a hot surface or hot component. If this surface is contacted, the potential for injury exists.

WARNING: To reduce the risk of injury from a hot component, allow the surface to cool before touching.



This symbol indicates that the component exceeds the recommended weight for one individual to handle safely.

99.79 kg

220.00 lb

WARNING: To reduce the risk of personal injury or damage to the equipment, observe local occupational health and safety requirements and guidelines for manual material handling.



These symbols, on power supplies or systems, indicate that the equipment is supplied by multiple sources of power.

WARNING: To reduce the risk of injury from electric shock, remove all power cords to disconnect power from the system completely.

System warnings and cautions

Before installing a server, be sure that you understand the following warnings and cautions.



WARNING:

To reduce the risk of electric shock or damage to the equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
 - Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
 - Unplug the power cord from the power supply to disconnect power to the equipment.
 - Do not route the power cord where it can be walked on or pinched by items placed against it. Pay particular attention to the plug, electrical outlet, and the point where the cord extends from the server.
-



WARNING:

To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.



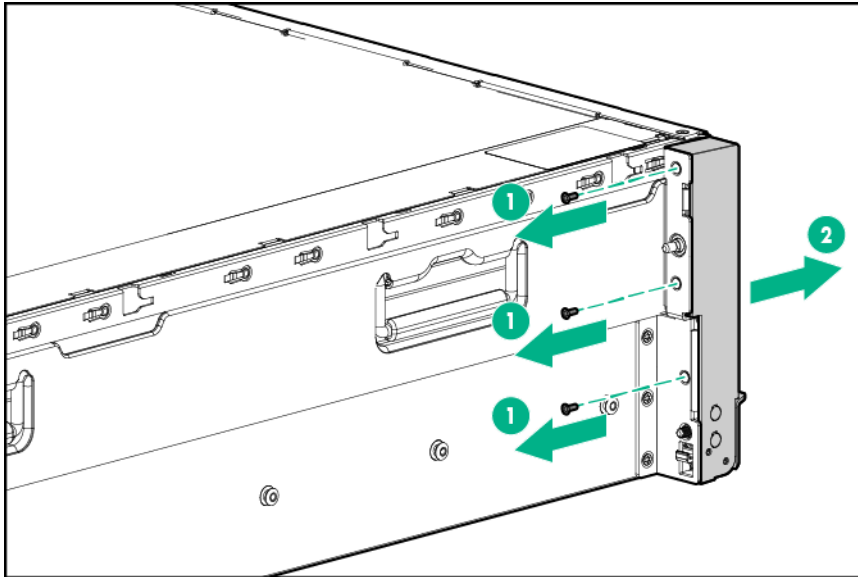
CAUTION:

Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

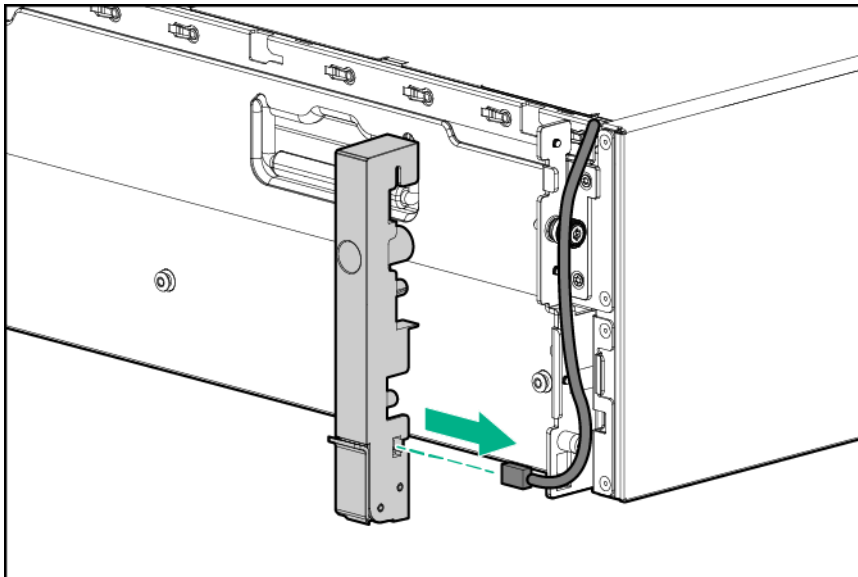
Removing and replacing the left bezel ear

Procedure

1. Power down the servers.
2. Extend the chassis from the rack.
3. Remove the left bezel ear.



4. Disconnect the Discovery services cable from the bezel ear.

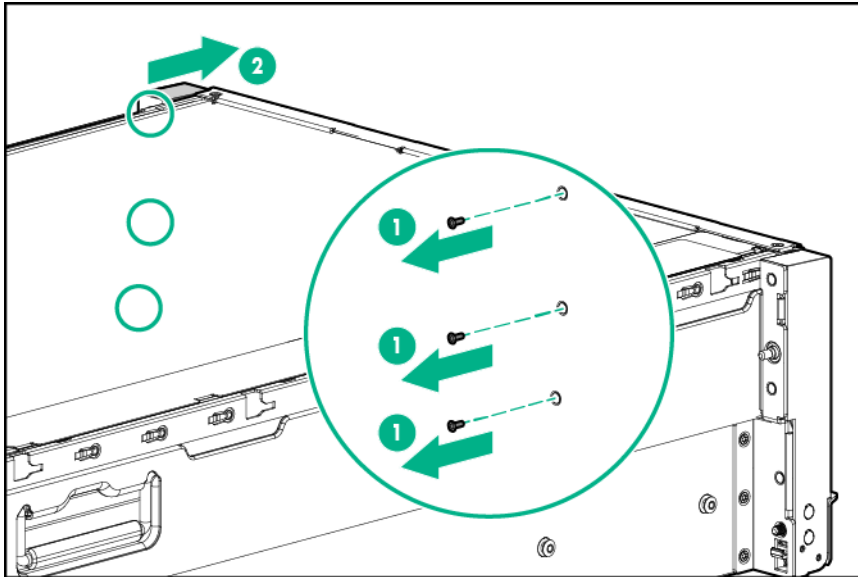


To replace the component, reverse the removal procedure.

Removing and replacing the right bezel ear

Procedure

1. **Power down the servers.**
2. **Extend the chassis from the rack.**
3. Remove the right bezel ear.



To replace the component, reverse the removal procedure.

Removing and replacing a power supply

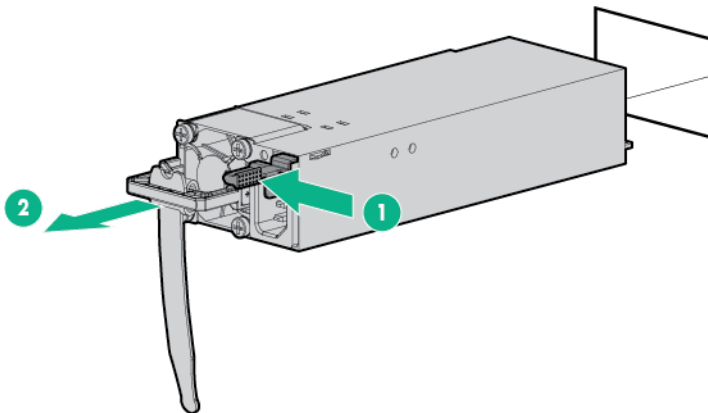
Prerequisites

Before removing the component, be sure to do the following:

- Verify the status of the power supply to be replaced by reviewing the **Power supply LEDs** on page 58.
- Be sure that your configuration can support your actions. If the proper redundancy is not in place, power down the server before beginning this procedure.

Procedure

1. **Open the cable management arm** on page 27.
2. Disconnect the AC power cord from the AC outlet and the power supply.
3. Remove the power supply.



To replace the component, reverse the removal procedure.

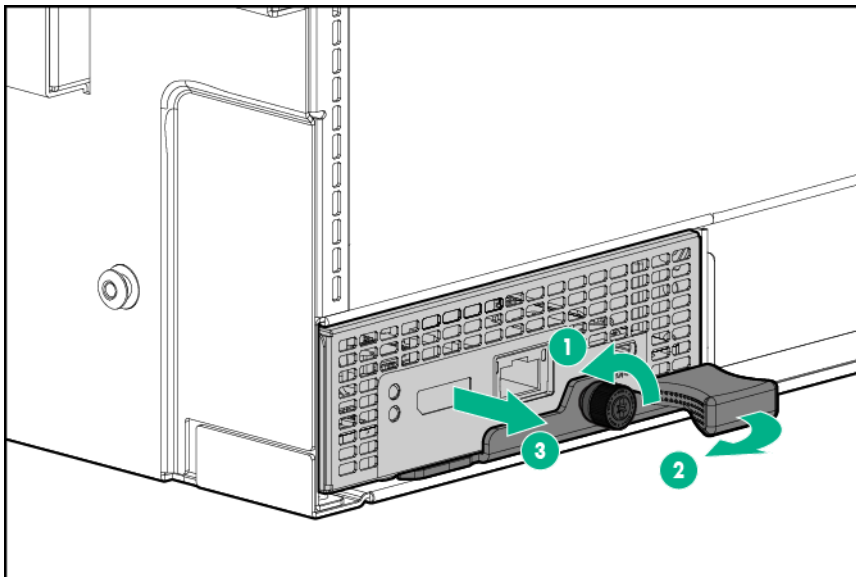
Removing and replacing the management module

⚠ CAUTION:

To avoid loss of data, back up all data and power down the node before removing the management module.

Procedure

1. **Power down the servers.**
2. **Open the cable management arm.**
3. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
4. Remove the management module.

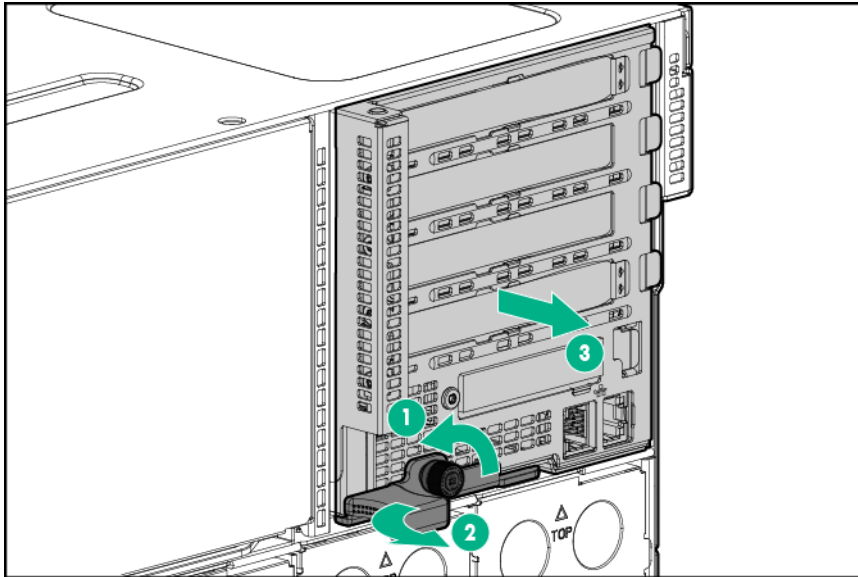


To replace the component, reverse the removal procedure.

Removing and replacing the I/O module

Procedure

1. **Power down the servers.**
2. **Open the cable management arm.**
3. Disconnect any cables connected to the I/O module.
4. Remove the I/O module.



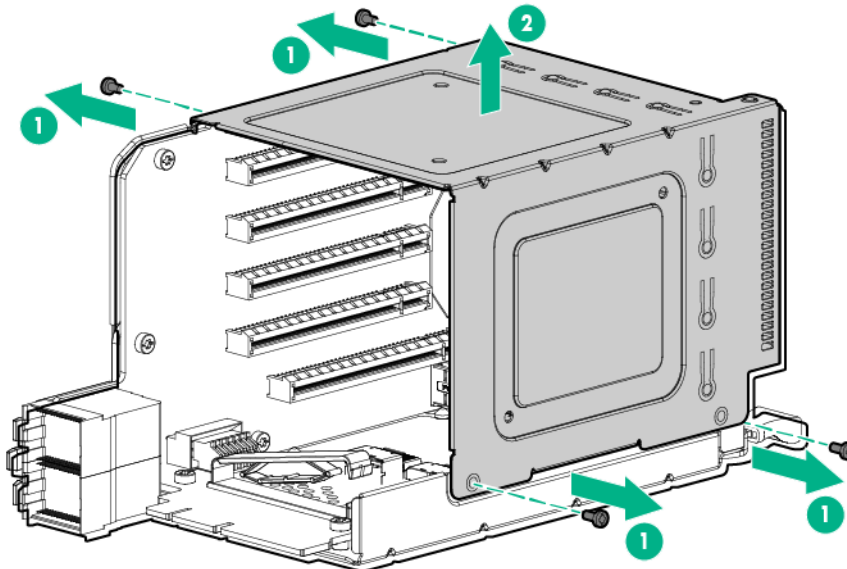
To replace the component, reverse the removal procedure.

Removing and replacing the expansion board

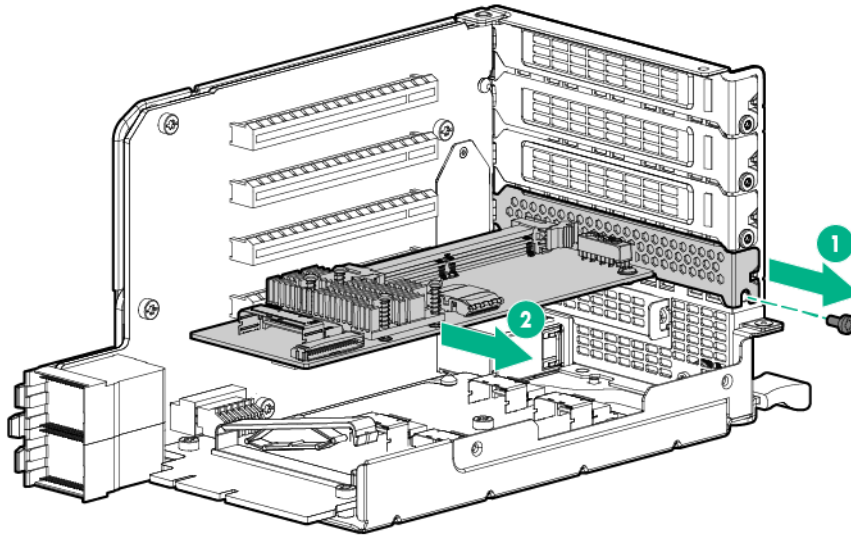
This server supports both PCIe expansion boards and a FlexibleLOM in the I/O module.

Procedure

1. **Power down the servers.**
2. **Open the cable management arm.**
3. Disconnect any cables connected to the I/O module.
4. **Remove the I/O module.**
5. Remove the I/O module access panel.



6. Remove the PCIe expansion board.



To replace the component, reverse the removal procedure.

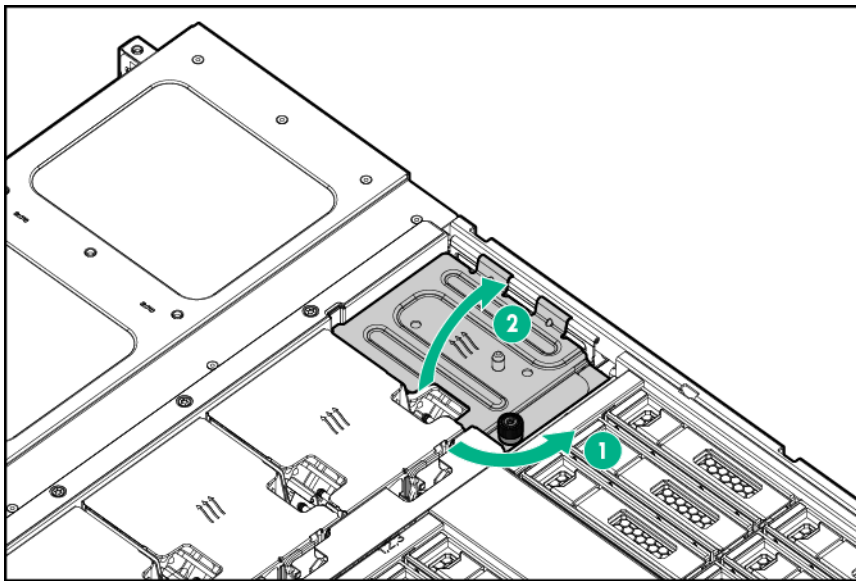
Removing and replacing the system fan

⚠ CAUTION:

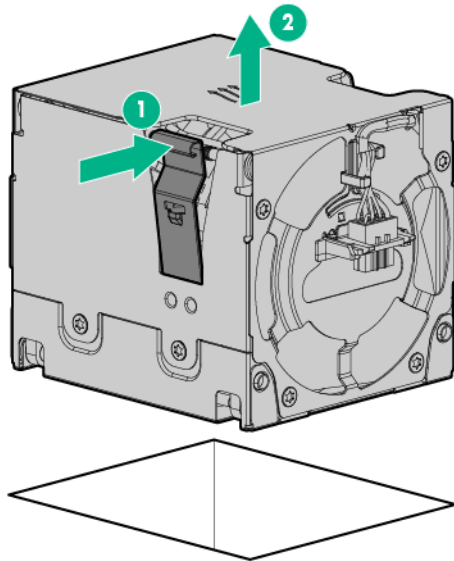
To avoid server shutdown, a fan must be replaced within 60 seconds of being removed.

Procedure

1. **Extend the chassis from the rack.**
2. **Remove the access panel.**
3. To remove a fan from bay 5, open the fan door. For all other fans, proceed to step 4.



4. Squeeze the two release tabs on the system fan together to release it from the chassis.
5. Remove the system fan from the chassis.



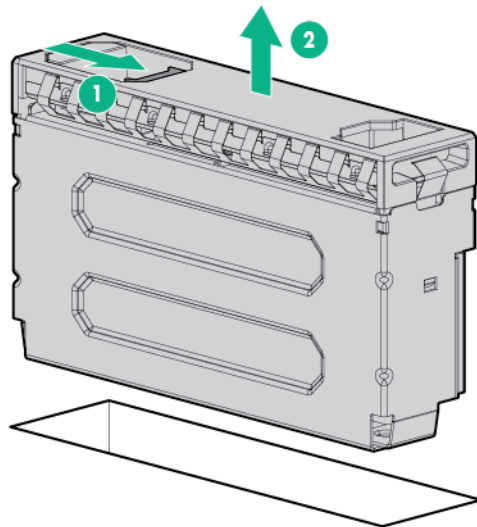
To replace the component, reverse the removal procedure.

Removing and replacing the drive blank

⚠ CAUTION:
To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

Procedure

1. **Extend the chassis from the rack.**
2. **Remove the access panel.**
3. Remove the drive blank.



To replace the component, slide the component into the bay until it clicks.

Removing and replacing a drive

Procedure

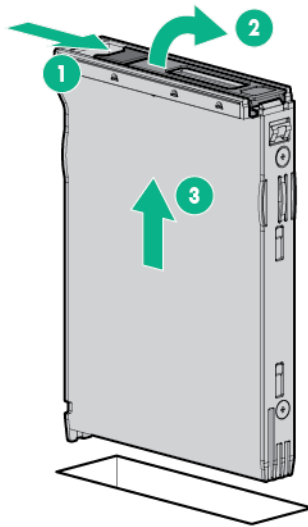
1. Determine the status of the drive from the **drive LED definitions**.
2. Back up all data on the drive.
3. **Extend the chassis from the rack.**
4. **Remove the access panel.**



IMPORTANT:

Label the drives before removing them. The drives must be returned to their original locations.

5. Remove the drive.



CAUTION:

To avoid damage to the device, do not use the removal handle to carry it.



CAUTION:

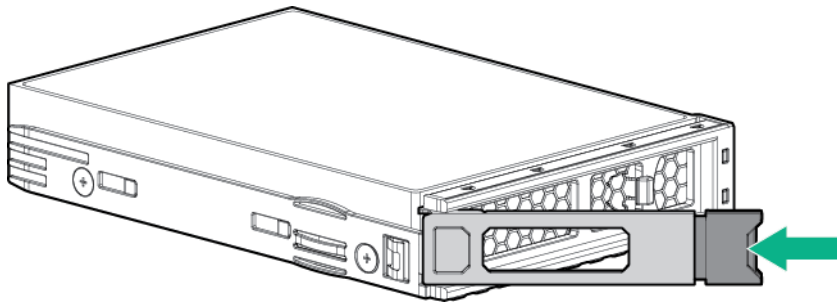
To prevent improper cooling and thermal damage, do not operate the server or the enclosure unless all drive and device bays are populated with either a component or a blank.



WARNING:

To reduce the risk of injury from electric shock, do not install more than one drive carrier at a time.

6. Prepare the low-profile LFF hot-plug drive for installation.



7. Install the low profile LFF hot-plug drive in the chassis.



8. Determine the status of the drives using the drive LEDs located on the storage display LEDs.

Removing and replacing the drive backplane

Procedure

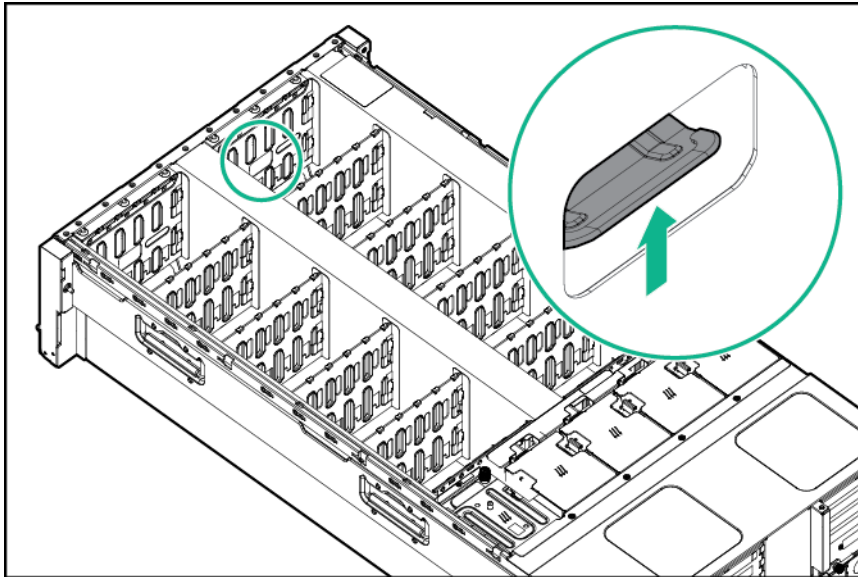
1. **Power down the server** associated with the drive backplane to be replaced.



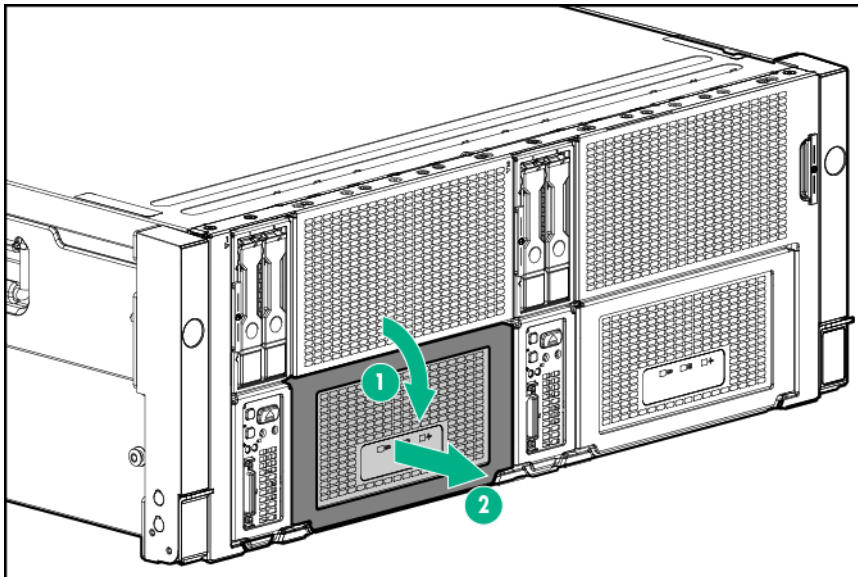
IMPORTANT:

Label the drives before removing them. The drives must be returned to their original locations.

2. **Extend the chassis from the rack.**
3. **Remove the access panel.**
4. Release the drive backplane.



5. Remove the drive backplane.



To replace the component, reverse the removal procedure.

Removing and replacing the Discovery services cable

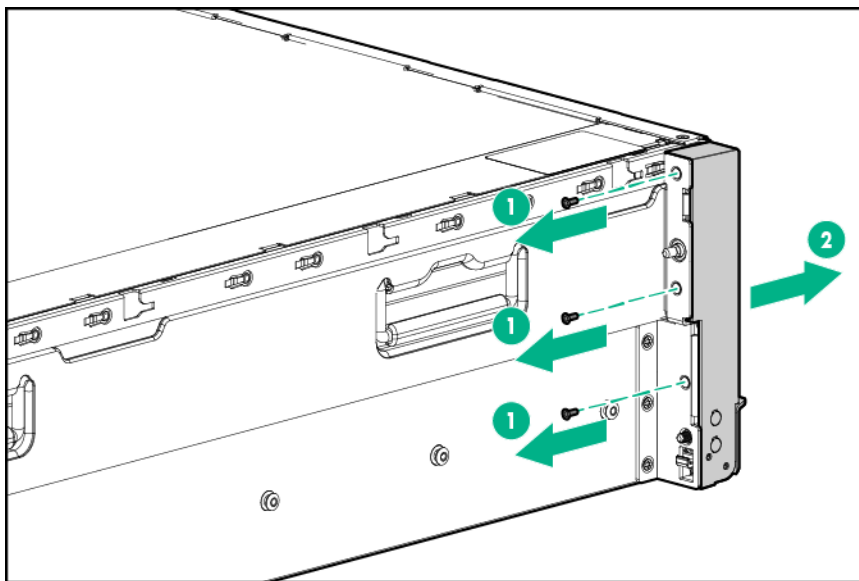
Procedure

1. **Power down the server** on page 22.
2. **Disconnect the cable management arm** on page 27.
3. Disconnect all cables from the rear of the chassis.
4. **Remove the access panel** on page 26.
5. Remove all power supplies (**Removing and replacing a power supply** on page 32).
6. Remove all I/O modules (**Removing and replacing the I/O module** on page 33).

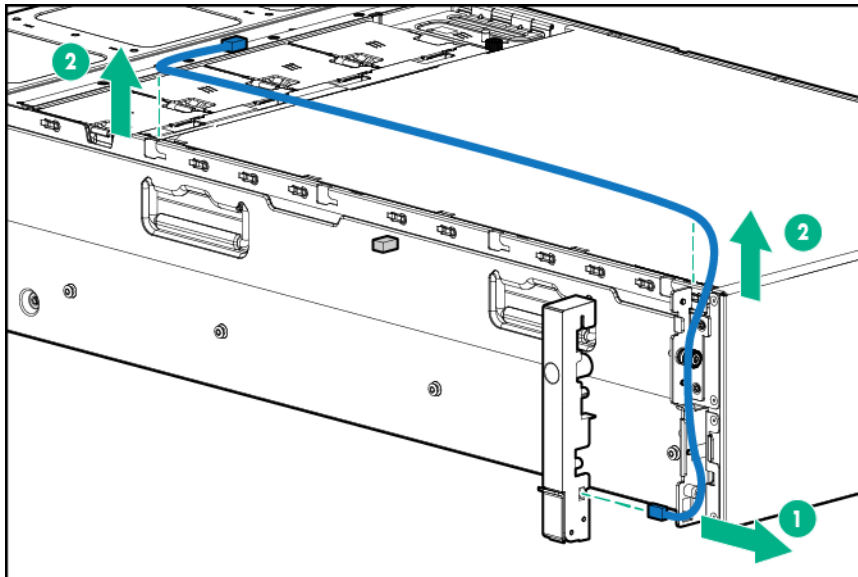
7. Remove all system fans (**Removing and replacing the system fan** on page 35).
8. Remove all drives (**Removing and replacing a drive** on page 37).
9. **Remove the chassis from the rack** on page 23.
10. Place the chassis on a flat, sturdy surface to support the chassis.
11. Disconnect and remove the Discovery services cable.



12. Remove the left bezel ear.



13. Disconnect the Discovery services cable from the bezel ear.



To replace the component, reverse the removal procedure.

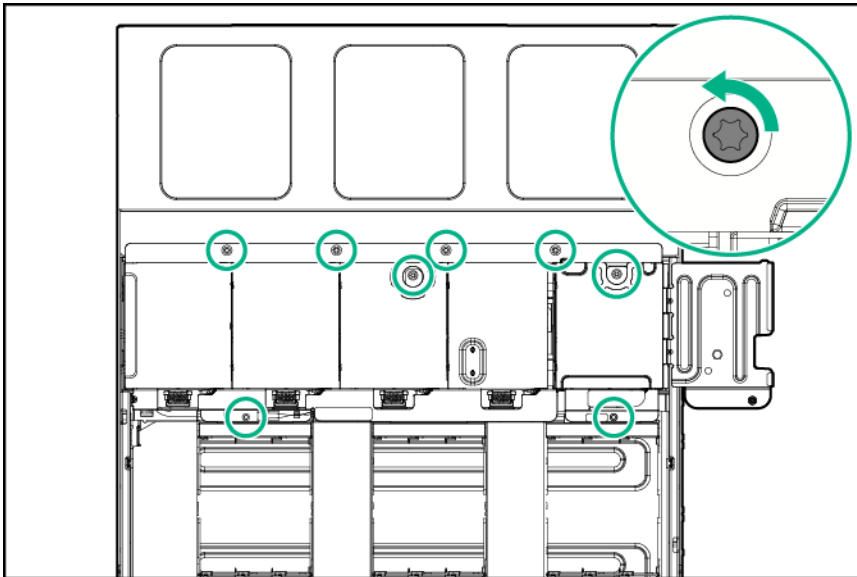
Removing and replacing fan cage with Discovery Services Ear

Procedure

1. **Power down the servers.**
2. **Disconnect the cable management arm.**
3. Disconnect all cables from the rear of the chassis.
4. **Remove the access panel.**
5. **Remove all power supplies.**
6. **Remove all I/O modules.**
7. **Remove all system fans.**
8. **Remove all drives.**
9. **Remove the chassis from the rack.**
10. Place the chassis on a flat, sturdy surface to support the chassis.
11. Disconnect the Discovery Services Cable.



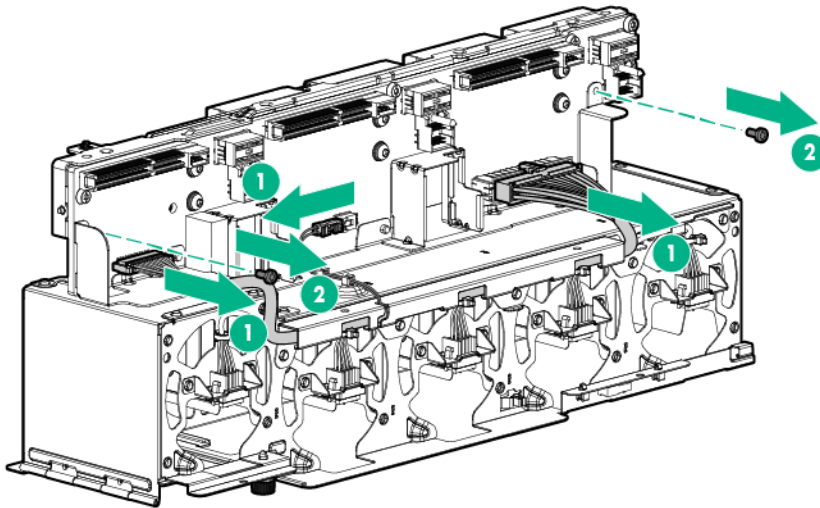
12. Remove the six fan cage screws and disengage the two captive midplane assembly screws located beneath the fan bays. To disengage the two captive midplane assembly screws, a long T-15 screwdriver is required.



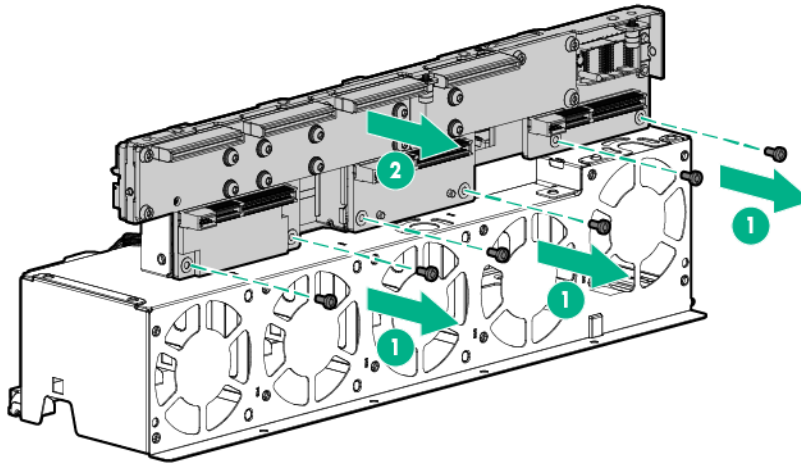
13. Remove the fan cage and midplane assembly from the chassis.



14. Disconnect the fan cable and the Discovery Services cable from the midplane assembly.



15. Remove the midplane assembly from the fan cage.



To replace the component, reverse the removal procedure.

Removing and replacing a midplane assembly

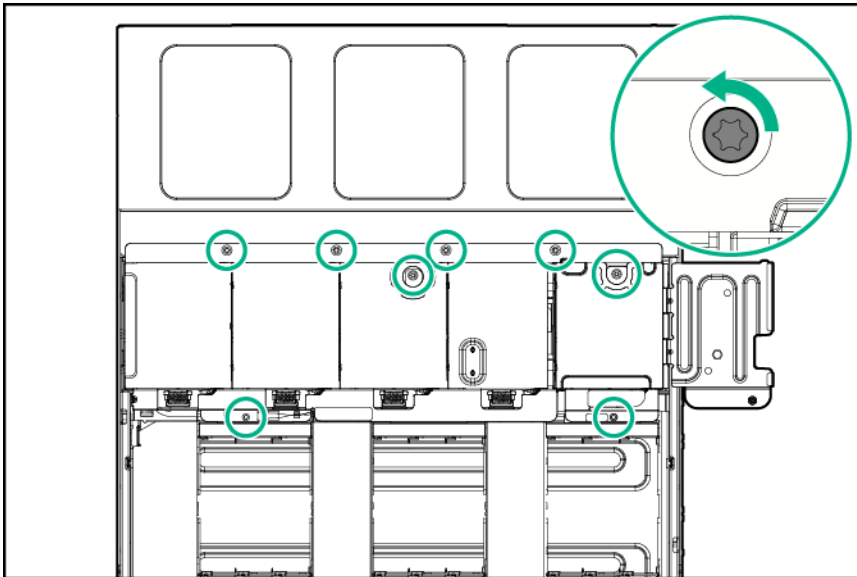
- ⓘ **IMPORTANT:**
All components must be removed to service the midplane assembly.

Procedure

1. **Power down the server** on page 22.
2. **Disconnect the cable management arm** on page 27.
3. Disconnect all cables from the rear of the chassis.
4. Remove the following components:
 - a. **Power supplies**
 - b. **System fans**
 - c. **I/O modules**
 - d. **Management module**
 - e. **Drives**
 - f. **Servers**
 - g. **Drive backplanes**
5. **Remove the chassis from the rack** on page 23.
6. Place the chassis on a flat, sturdy surface to support the chassis.
7. Disconnect the Discovery Services Cable.



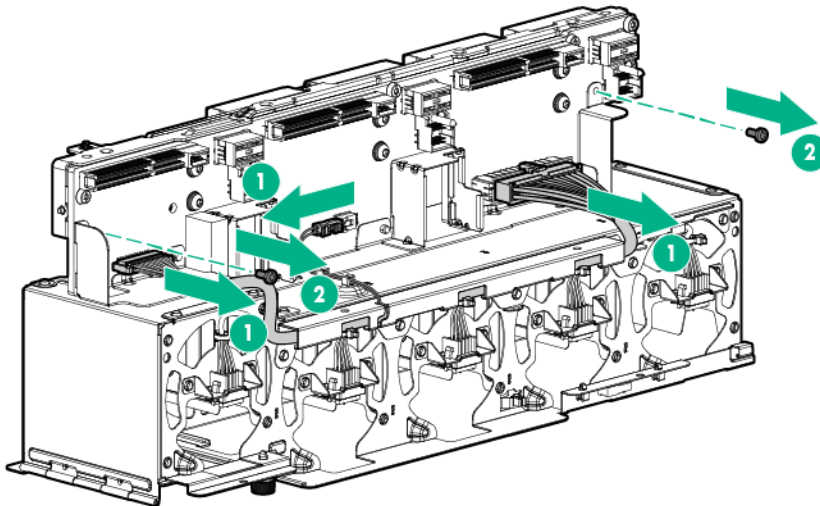
8. Remove the six fan cage screws and disengage the two captive midplane assembly screws located beneath the fan bays. To disengage the two captive midplane assembly screws, a long T-15 screwdriver is required.



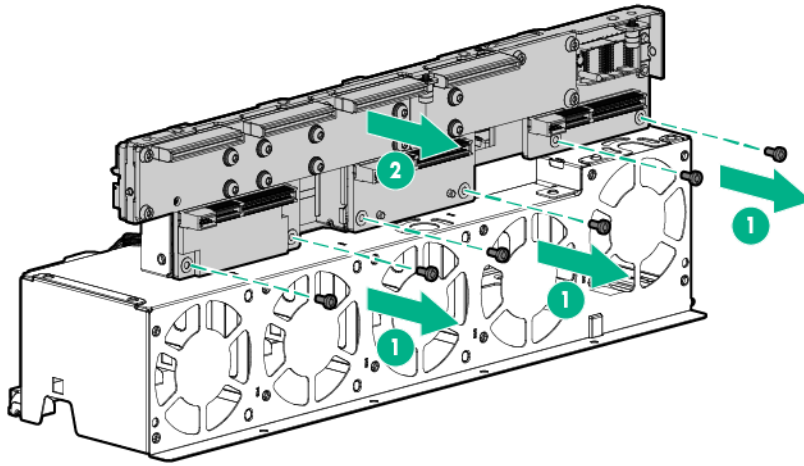
9. Remove the fan cage and midplane assembly from the chassis.



10. Disconnect the fan cable and the Discovery Services cable from the midplane assembly.



11. Remove the midplane assembly from the fan cage.



To replace the component, reverse the removal procedure. Be sure to align the midplane using the guides provided.

Troubleshooting

Troubleshooting resources

The HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting provides procedures for resolving common problems and comprehensive courses of action for fault isolation and identification, issue resolution, and software maintenance on ProLiant servers and server blades. To view the guide, select a language:

- [English](#)
- [French](#)
- [Spanish](#)
- [German](#)
- [Japanese](#)
- [Simplified Chinese](#)

The HPE ProLiant Gen9 Troubleshooting Guide, Volume II: Error Messages provides a list of error messages and information to assist with interpreting and resolving error messages on ProLiant servers and server blades. To view the guide, select a language:

- [English](#)
- [French](#)
- [Spanish](#)
- [German](#)
- [Japanese](#)
- [Simplified Chinese](#)

Diagnostic tools

Product QuickSpecs

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

HPE iLO

iLO is a remote server management processor embedded on the system boards of HPE ProLiant and Synergy servers. iLO enables the monitoring and controlling of servers from remote locations. HPE iLO management is a powerful tool that provides multiple ways to configure, update, monitor, and repair servers remotely. iLO (Standard) comes preconfigured on HPE servers **without an additional cost or license**.

Features that enhance server administrator productivity are licensed. For more information, see the iLO documentation on the [Hewlett Packard Enterprise website](#).

Active Health System

The HPE Active Health System provides the following features:

- Combined diagnostics tools/scanners
- Always on, continuous monitoring for increased stability and shorter downtimes
- Rich configuration history
- Health and service alerts
- Easy export and upload to Service and Support

The Active Health System monitors and records changes in the server hardware and system configuration. The Active Health System assists in diagnosing problems and delivering rapid resolution if server failures occur.

The Active Health System collects the following types of data:

- Server model
- Serial number
- Processor model and speed
- Storage capacity and speed
- Memory capacity and speed
- Firmware/BIOS

Active Health System does not collect information about Active Health System users' operations, finances, customers, employees, partners, or data center, such as IP addresses, host names, user names, and passwords. Active Health System does not parse or change operating system data from third-party error event log activities, such as content created or passed through by the operating system.

The data that is collected is managed according to the Hewlett Packard Enterprise Data Privacy policy. For more information, see the [Hewlett Packard Enterprise website](#).

The Active Health System, in conjunction with the system monitoring provided by Agentless Management or SNMP Pass-thru, provides continuous monitoring of hardware and configuration changes, system status, and service alerts for various server components.

The Agentless Management Service is available in the SPP, which can be downloaded from the [Hewlett Packard Enterprise website](#). The Active Health System log can be downloaded manually from iLO 4 or HPE Intelligent Provisioning and sent to Hewlett Packard Enterprise.

For more information, see the following documents:

- *iLO User Guide* on the [Hewlett Packard Enterprise website](#)
- *Intelligent Provisioning User Guide* on the [Hewlett Packard Enterprise website](#)

HPE ProLiant Pre-boot Health Summary

If the server will not start up, you can use iLO to display diagnostic information on an external monitor. This feature is supported on servers that support external video and have a UID button or an SUV connector. When power is available to the server but the server is not powered on, iLO runs on auxiliary power and can take control of the server video adapter to display the HPE ProLiant Pre-boot Health Summary.

For additional information, see the following documents:

- *iLO 4 User Guide* — See the [Hewlett Packard Enterprise website](#).
- ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting — See [Troubleshooting resources](#).

UEFI System Utilities

The UEFI System Utilities is embedded in the system ROM. The UEFI System Utilities enable you to perform a wide range of configuration activities, including:

- Configuring system devices and installed options
- Enabling and disabling system features
- Displaying system information
- Selecting the primary boot controller
- Configuring memory options
- Selecting a language
- Launching other pre-boot environments such as the Embedded UEFI Shell and Intelligent Provisioning

For more information on the UEFI System Utilities, see the *UEFI System Utilities User Guide for HPE ProLiant Gen10 Servers* on the [Hewlett Packard Enterprise website](#).

Scan the QR code located at the bottom of the screen to access mobile-ready online help for the UEFI System Utilities and UEFI Shell. For on-screen help, press **F1**.

Using UEFI System Utilities

To use the UEFI System Utilities, use the following keys.

Action	Key
Access System Utilities	F9 during server POST
Navigate menus	Up and Down arrows
Select items	Enter
Save selections	F10
Access Help for a highlighted configuration option ¹	F1

¹ Scan the QR code on the screen to access online help for the UEFI System Utilities and UEFI Shell.

Embedded Diagnostics option

The system BIOS in all ProLiant Gen10 servers includes an Embedded Diagnostics option in the ROM. The Embedded Diagnostics option can run comprehensive diagnostics of the server hardware, including processors, memory, drives, and other server components.

For more information on the Embedded Diagnostics option, see the *HPE UEFI System Utilities User Guide for HPE ProLiant Gen10 Servers* on the [Hewlett Packard Enterprise website](#).

Re-entering the server serial number and product ID

After you replace the system board, you must re-enter the server serial number and the product ID.

Procedure

1. During the server startup sequence, press the **F9** key to access UEFI System Utilities.
2. Select the **System Configuration > BIOS/Platform Configuration (RBSU) > Advanced Options > Advanced System ROM Options > Serial Number**, and then press the **Enter** key.
3. Enter the serial number and press the **Enter** key.

The following message appears:

```
The serial number should only be modified by qualified service personnel.
This value should always match the serial number located on the chassis.
```

4. To clear the warning, press the **Enter** key.
5. Enter the serial number and press the **Enter** key.
6. Select **Product ID**.

The following warning appears:

```
Warning: The Product ID should ONLY be modified by qualified service
personnel. This value should always match the Product ID located on the
chassis.
```

7. Enter the product ID and press the **Enter** key.
8. To confirm exiting System Utilities, press the **F10** key.

The server automatically reboots.

Insight Diagnostics

The Insight Diagnostics is a proactive server management tool, available in both offline, and online versions. The Insight Diagnostics provide diagnostics and troubleshooting capabilities to assist IT administrators who verify server installations, troubleshoot problems, and perform repair validation.

The Insight Diagnostics Offline Edition performs various in-depth system and component testing while the OS is not running. To run this utility, boot the server using **Intelligent Provisioning**.

The Insight Diagnostics Online Edition is a web-based application that captures system configuration and other related data needed for effective server management. Available in Microsoft Windows and Linux versions, the utility helps to ensure proper system operation.

For more information or to download the utility, see the **[Hewlett Packard Enterprise website](#)**. The Insight Diagnostics Online Edition is also available in the **SPP**.

HPE Insight Diagnostics survey functionality

HPE Insight Diagnostics provides survey functionality that gathers critical hardware and software information on ProLiant servers.

This functionality supports operating systems that are supported by the server. For operating systems supported by the server, see the **[Hewlett Packard Enterprise website](#)**.

If a significant change occurs between data-gathering intervals, the survey function marks the previous information and overwrites the survey data files to reflect the latest changes in the configuration.

Survey functionality is installed with every Intelligent Provisioning-assisted Insight Diagnostics installation, or it can be installed through the **SPP**.

Intelligent Provisioning

Intelligent Provisioning is a single-server deployment tool embedded in ProLiant Gen8 and later servers that simplifies ProLiant server setup, providing a reliable and consistent way to deploy ProLiant server configurations. This server does not support operating system installations but does support maintenance-related tasks using the Perform Maintenance window.

For more information about Intelligent Provisioning software, see the **[Hewlett Packard Enterprise website](#)**. For Intelligent Provisioning recovery media downloads, see the Resources tab on the **[Hewlett Packard Enterprise website](#)**. For consolidated drive and firmware update packages, see the Smart Update: Server Firmware and Driver Updates page on the **[Hewlett Packard Enterprise website](#)**.

Service Pack for ProLiant

The SPP is a comprehensive systems software (drivers and firmware) solution delivered as a single package with major server releases. This solution uses HP SUM as the deployment tool and is tested on all supported ProLiant servers including ProLiant Gen8 and later servers.

SPP can be used in an online mode on a Windows or Linux hosted operating system, or in an offline mode where the server is booted to an operating system included on the ISO file so that the server can be updated automatically with no user interaction or updated in interactive mode.

For more information or to download SPP, see one of the following pages on the Hewlett Packard Enterprise website:

- **[Service Pack for ProLiant download page](#)**
- **[Smart Update: Server Firmware and Driver Updates page](#)**

HPE Insight Remote Support

Hewlett Packard Enterprise strongly recommends that you register your device for remote support to enable enhanced delivery of your Hewlett Packard Enterprise warranty, HPE support services, or Hewlett Packard Enterprise contractual support agreement. Insight Remote Support supplements your monitoring continuously to ensure maximum system availability by providing intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution, based on your product's service level. Notifications can be sent to your authorized Hewlett Packard Enterprise Channel Partner for onsite service, if configured and available in your country.

For more information, see *Insight Remote Support and Insight Online Setup Guide for ProLiant Servers and BladeSystem c-Class Enclosures* on the [Hewlett Packard Enterprise website](#). Insight Remote Support is available as part of Hewlett Packard Enterprise Warranty, HPE support services, or Hewlett Packard Enterprise contractual support agreement.

USB support

Hewlett Packard Enterprise provides both standard USB 2.0 support and legacy USB 2.0 support. Standard support is provided by the OS through the appropriate USB device drivers. Before the OS loads, Hewlett Packard Enterprise provides support for USB devices through legacy USB support, which is enabled by default in the system ROM.

Legacy USB support provides USB functionality in environments where USB support is not available normally. Specifically, Hewlett Packard Enterprise provides legacy USB functionality for the following:

- POST (system boot)
- UEFI System Utilities
- Pre-boot UEFI shell
- DOS
- Operating environments which do not provide native USB support

External USB functionality

Hewlett Packard Enterprise provides external USB support to enable local connection of USB devices for server administration, configuration, and diagnostic procedures.

For additional security, external USB functionality can be disabled through USB options in UEFI System Utilities.

HPE Smart Storage Administrator

The HPE SSA is a configuration and management tool for HPE Smart Array controllers. Starting with HPE ProLiant Gen8 servers, HPE SSA replaces ACU with an enhanced GUI and additional configuration features.

The HPE SSA exists in three interface formats: the HPE SSA GUI, the HPE SSA CLI, and HPE SSA Scripting. Although all formats provide support for configuration tasks, some of the advanced tasks are available in only one format.

Some HPE SSA features include the following:

- Supports online array capacity expansion, logical drive extension, assignment of online spares, and RAID or stripe size migration
- Provides diagnostic and SmartSSD Wear Gauge functionality on the Diagnostics tab
- For supported controllers, provides access to additional features.

For more information about HPE SSA, see the [Hewlett Packard Enterprise website](#).

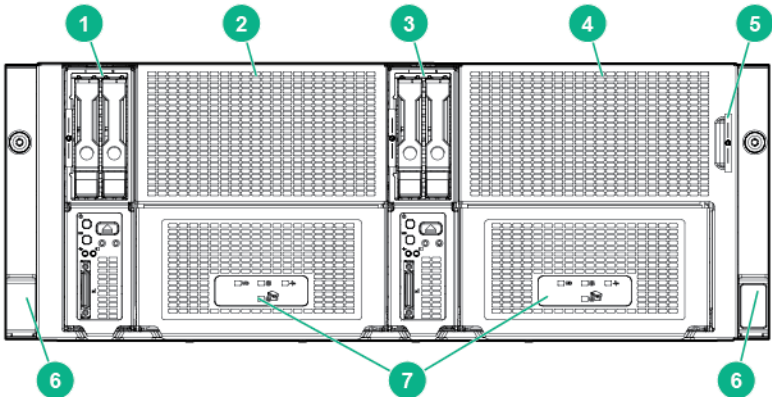
Automatic Server Recovery

ASR is a feature that causes the system to restart when a catastrophic operating system error occurs, such as a blue screen, ABEND (does not apply to HPE ProLiant DL980 Servers), or panic. A system fail-safe timer, the ASR timer, starts when the System Management driver, also known as the Health Driver, is loaded. When the operating system is functioning properly, the system periodically resets the timer. However, when the operating system fails, the timer expires and restarts the server.

ASR increases server availability by restarting the server within a specified time after a system hang. At the same time, the SIM console notifies you by sending a message to a designated pager number that ASR has restarted the system. You can disable ASR from the System Management Homepage or through RBSU.

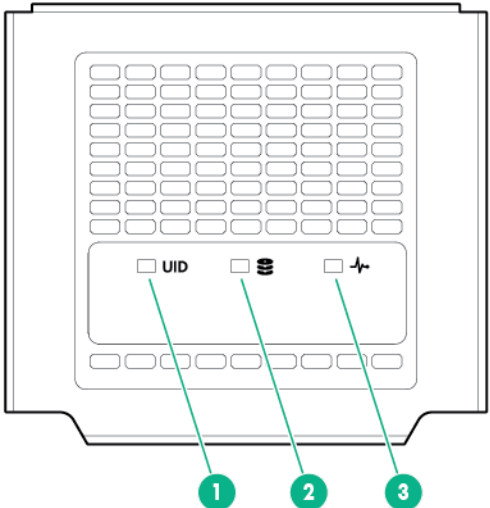
Identifying components and LEDs

Front panel components



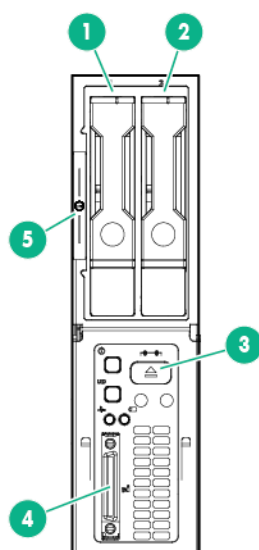
Item	Description
1	Server bay 1
2	Server bay 1 LFF drives
3	Server bay 2
4	Server bay 2 LFF drives
5	Chassis serial label pull tab
6	Quick-release levers (2)
7	Storage LED display

Storage display LEDs



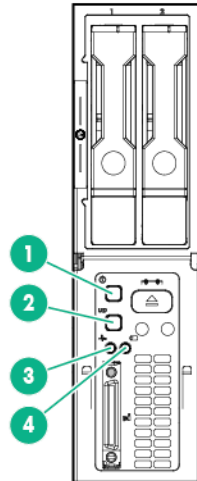
Item	LED description	LED state
1	UID LED	Off = Normal operating mode Solid blue = One or more drives is in locate mode. Flashing blue = Firmware update is in progress.
2	Drive health LED	Off = No drives are configured. Solid green = One or more drives are members of a logical drive. Flashing green = One or more drives are rebuilding or performing a RAID migration, stripe size migration, capacity expansion, logical drive extension, or erasing. Flashing amber = One or more drives are predicted to fail. Solid amber = One or more drives have failed.
3	Backplane health LED	Green = Backplane health is normal. Amber = Backplane error detected

Server front panel components



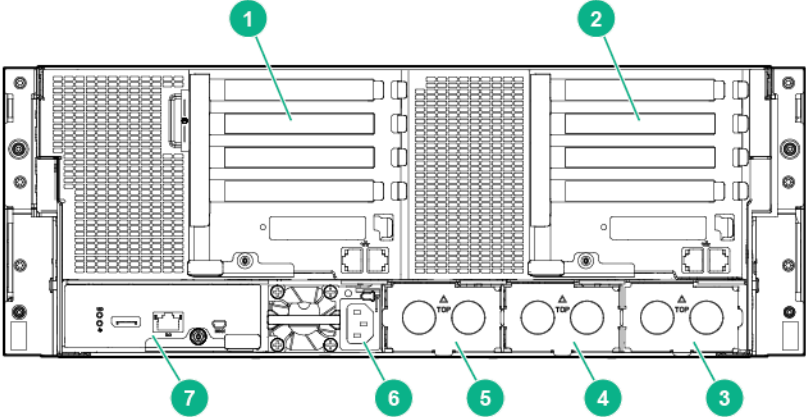
Item	Description
1	Drive bay 1
2	Drive bay 2
3	Server ejector button
4	SUV cable connector
5	Server serial label pull tab

Server front panel LEDs and buttons



Item	Description	Status
1	Power On/Standby button and system power LED	<p>Solid green = System on</p> <p>Flashing green (1 Hz/cycle per sec) = Performing power on sequence</p> <p>Solid amber = System in standby</p> <p>Off = No power present</p>
2	UID button/LED	<p>Solid blue = Activated</p> <p>Flashing blue:</p> <ul style="list-style-type: none"> • 1 Hz/cycle per sec = Remote management or firmware upgrade in progress • 4 Hz/cycle per sec = iLO manual reboot sequence initiated • 8 Hz/cycle per sec = iLO manual reboot sequence in progress <p>Off = Deactivated</p>
3	Server health LED	<p>Solid green = Normal</p> <p>Flashing green (1 Hz/cycle per sec) = iLO is rebooting</p> <p>Flashing amber = System degraded</p> <p>Flashing red (1 Hz/cycle per sec) = System critical</p>
4	Server backup LED	<p>Off = Normal operations. No backup in progress.</p> <p>Flashing white = Backup in progress. Do not remove drives or associated system components, and do not power down the server.</p>

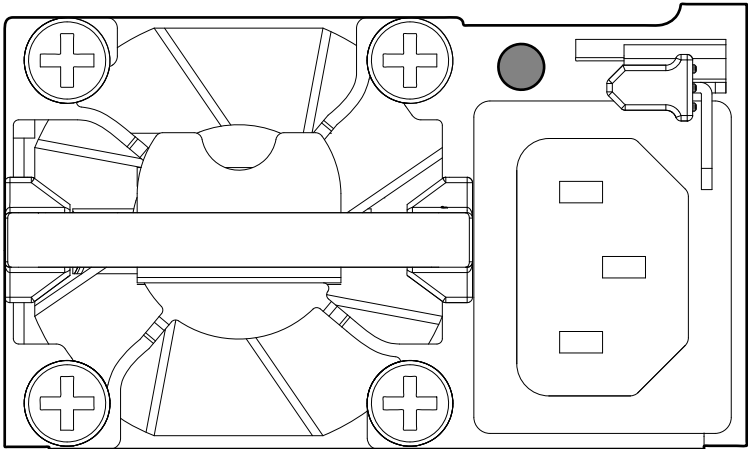
Rear panel components



Item	Description
1	Server bay 2 I/O module
2	Server bay 1 I/O module
3	Power supply bay 4
4	Power supply bay 3
5	Power supply bay 2
6	Power supply bay 1
7	Management module

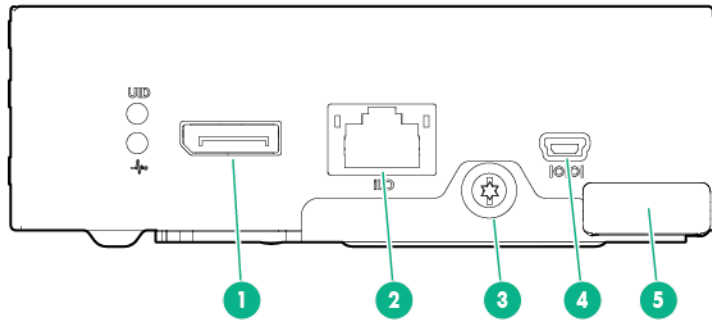
Power supply LEDs

The power supply LED is located on each power supply.



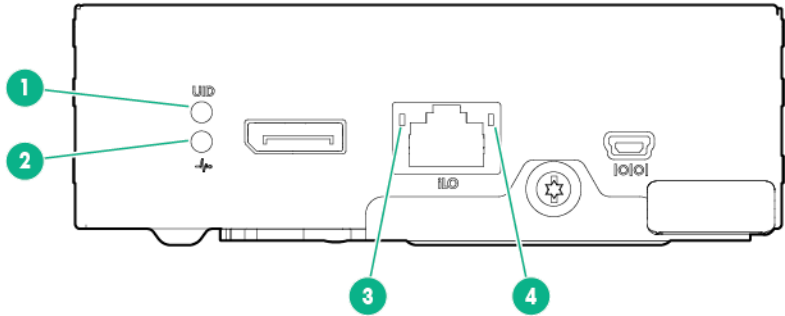
LED Status	Description
Off	System is off or power supply has failed.
Solid Green	Normal

Management module components



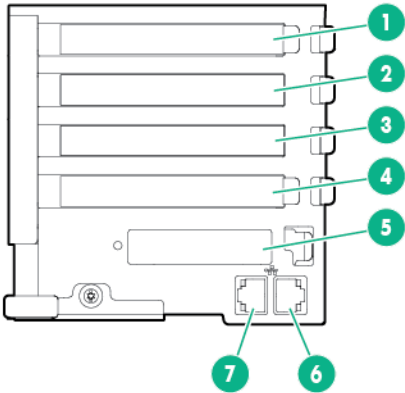
Item	Description
1	HPE APM connector
2	HPE iLO connector
3	Management module thumbscrew
4	Reserved
5	Management module release lever

Management module LEDs



Item	Description
1	Management module UID LED
2	Management module health LED
3	iLO link LED
4	iLO activity LED

I/O module components



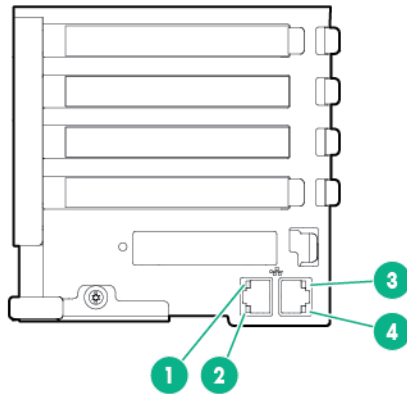
Item	Description
1	PCIe expansion slot 4
2	PCIe expansion slot 3
3	PCIe expansion slot 2
4	PCIe expansion slot 1

Table Continued

Item	Description
5	FlexibleLOM slot
6	NIC 2
7	NIC 1

The FlexibleLOM slot is not available on the I/O module with the x16 PCIe riser option.

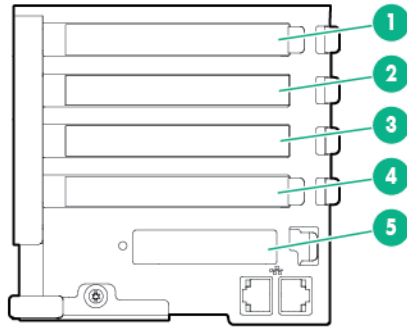
I/O module LEDs



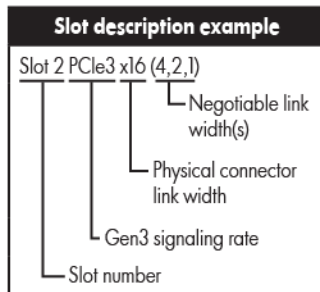
Item	Description
1	NIC 1 activity LED
2	NIC 1 link LED
3	NIC 2 activity LED
4	NIC 2 link LED

PCIe slot definitions (standard I/O module)

Processor 2 must be installed to support options installed in PCIe expansion slots 3 and 4.

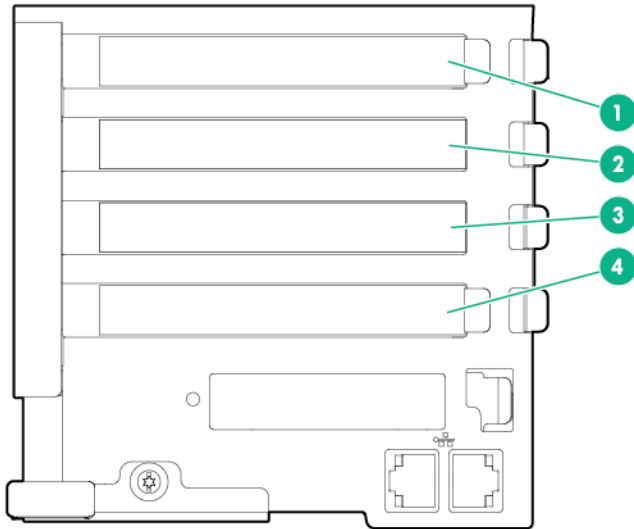


Item	Description
1	PCIe expansion slot 4 — PCIe3 x8 (8, 4, 2, 1)
2	PCIe expansion slot 3 — PCIe3 x8 (8, 4, 2, 1)
3	PCIe expansion slot 2 — PCIe3 x8 (8, 4, 2, 1)
4	PCIe expansion slot 1 — PCIe3 x8 (8, 4, 2, 1)
5	FlexibleLOM slot — PCIe3 x8

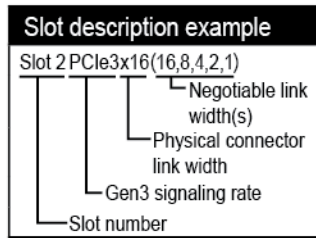


PCIe slot definitions (I/O module with x16 riser option)

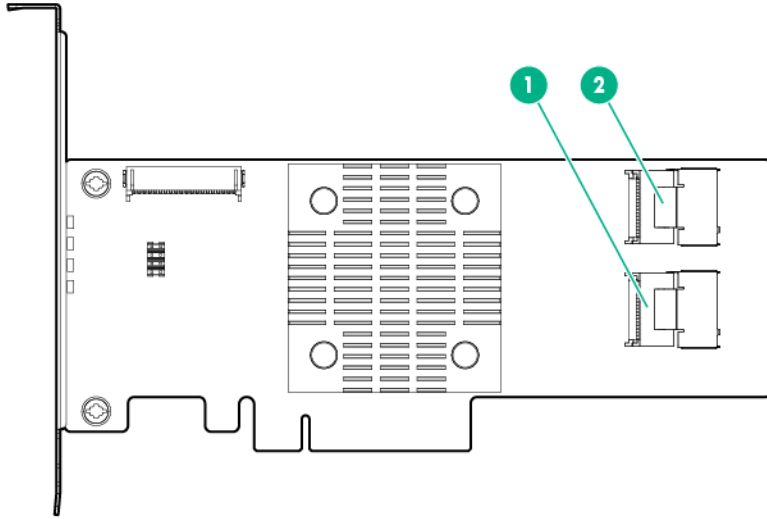
Processor 2 must be installed to support options installed in PCIe expansion slots 3 and 4.



Item	Description
1	PCIe expansion slot 4 — PCIe3 x8 (8, 4, 2, 1)
2	PCIe expansion slot 3 — PCIe3 x8 (8, 4, 2, 1)
3	PCIe expansion slot 2 — PCIe3 x16 (16, 8, 4, 2, 1)
4	PCIe expansion slot 1 — PCIe3 x8 (8, 4, 2, 1)

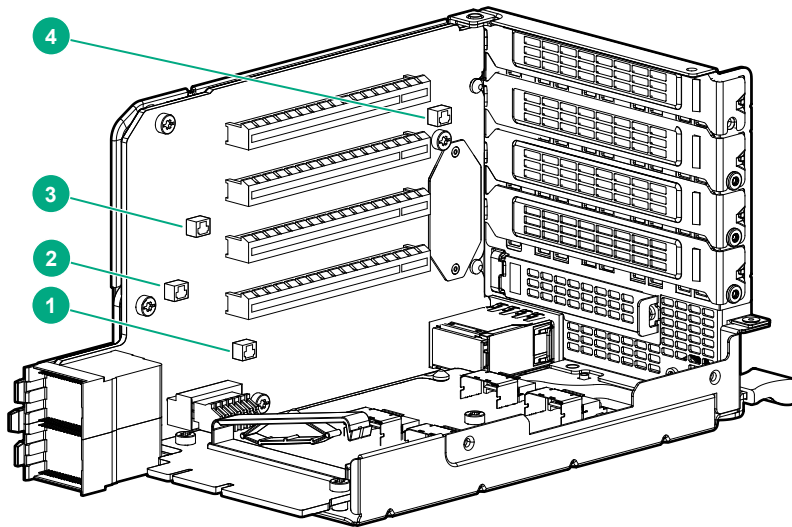


HPE H240 Smart Host Bus Adapter port identification



Item	Description
1	Port 2i
2	Port 1i

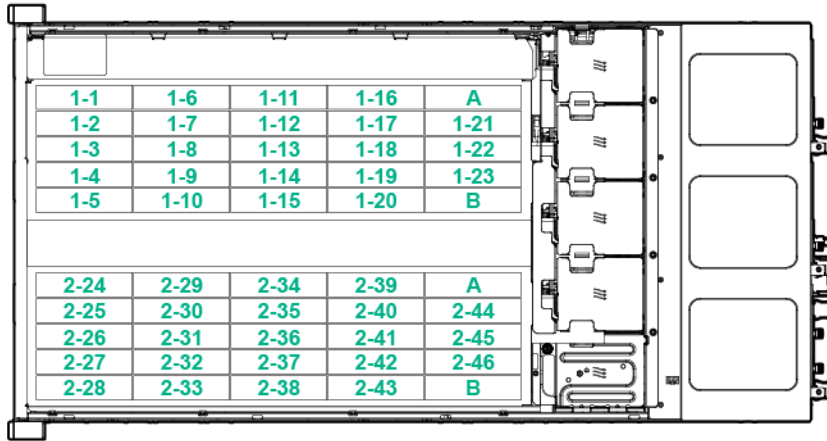
I/O module power connector identification



Item	Description
1	PCIe expansion slot 1 power connector
2	PCIe expansion slot 2 power connector
3	PCIe expansion slot 3 power connector
4	PCIe expansion slot 4 power connector

LFF drive bay identification

This chassis supports 23 LFF drives and 2 expander modules (numbered A and B) per server. The first digit in the illustration represents the server associated with the drive and the second set of digits represent the drive bay number.



Expander module LEDs



State	Description
Green	Expander module health is good
Amber	Expander module fault detected

Expander link mapping

All 46 hard drives are accessible from either server 1 or server 2:

- Expander A in backplane 1 connects to node 1 I/O module ports 1A/1B.
- Expander B in backplane 1 connects to node 2 I/O module ports 2A/2B.
- Expander A in backplane 2 connects to node 2 I/O module ports 1A/1B.
- Expander B in backplane 2 connects to node 1 I/O module ports 2A/2B.

Cabling

Cabling the chassis

After all system hardware is installed, cable the components.



WARNING:

To reduce the risk of electric shock or injury due to high-current electrical energy, be sure that all power is completely disconnected at the source before beginning any power connections to the power bus bars or power bus box.



WARNING:

Be sure that all circuit breakers are locked in the off position before connecting any power components.



CAUTION:

To avoid damaging the fiber cables, do not drape cables from one side of the rack to the other and do not run cables over a hard corner or edge.

Procedure

1. Connect the network cables to the Ethernet ports on the I/O module (**I/O module components** on page 60).
2. Connect a network cable to the iLO connector on the management module (**Management module components** on page 59).
3. Connect the APM cable to the APM connector on the management module (**Management module components** on page 59).

Installing the cable management arm

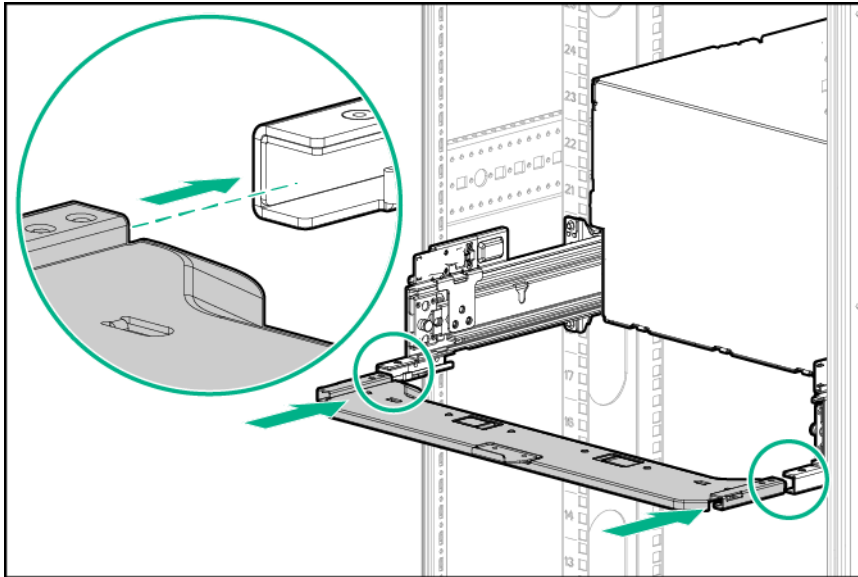


IMPORTANT:

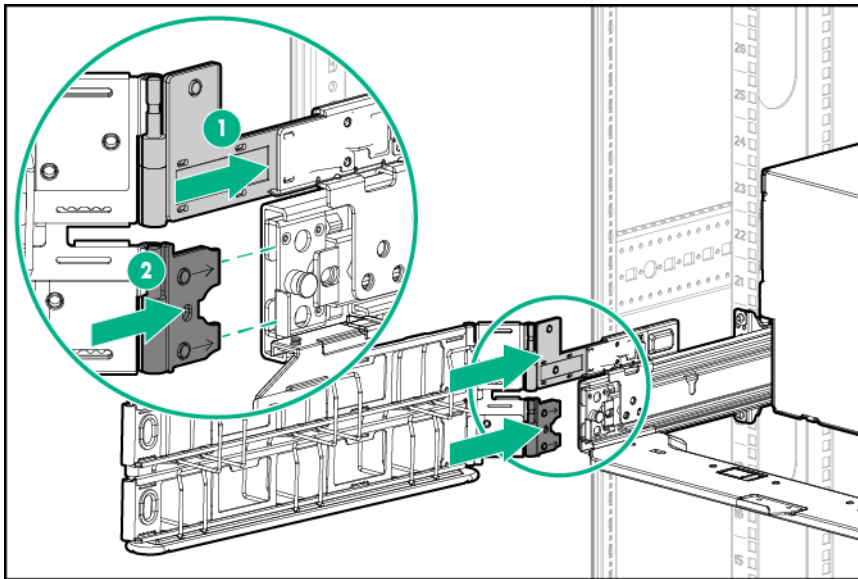
If you need to hinge the cable management arm on the rear right-hand side of the rack, see the instructions in "**Converting the cable management arm for opposite side mounting** on page 68." Perform these steps to convert the arm to a right-hand swing and install the arm on the right side of the rack.

Procedure

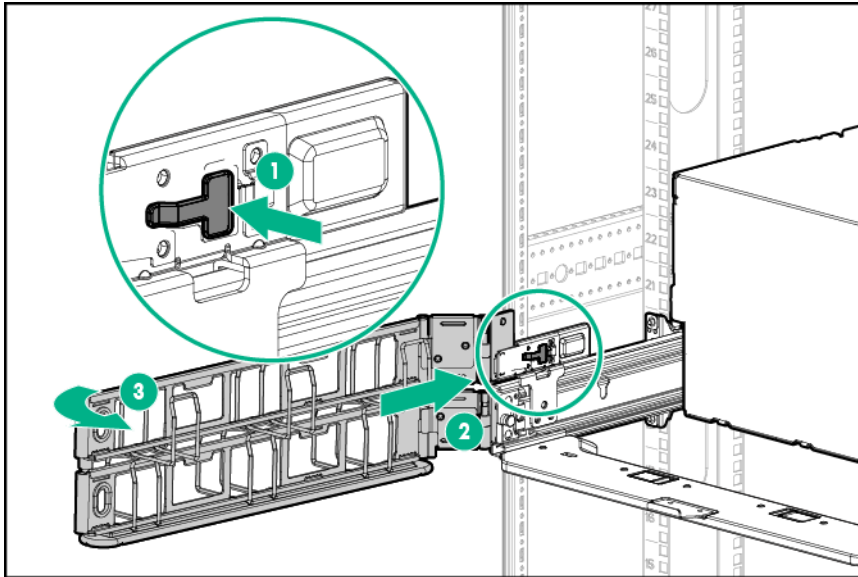
1. Install the rack rail brace.



2. Align and install the cable management arm.



3. Press the latch and slide the cable management arm into place.



Converting the cable management arm for opposite side mounting

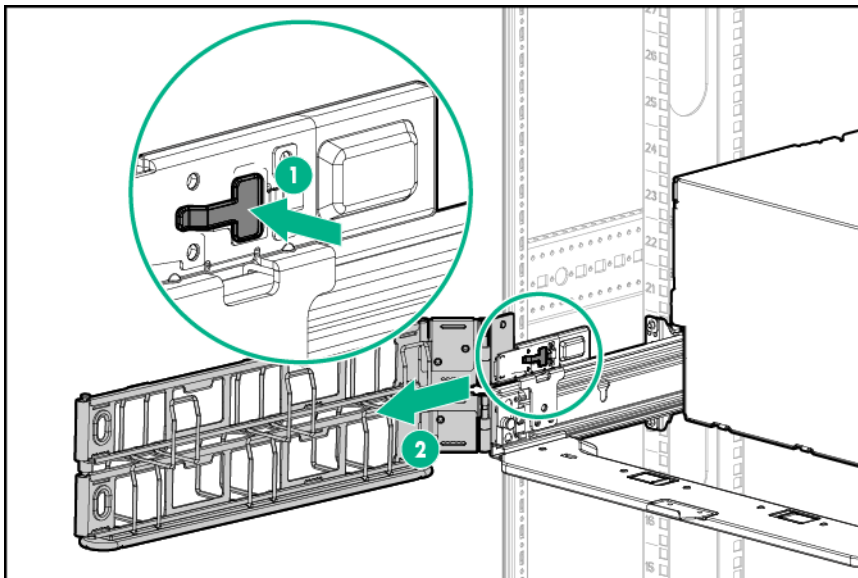
The cable management arm is designed for ambidextrous implementation. You can convert the arm for right-hand swing.

! **IMPORTANT:**
When converting the cable arm, always be sure to orient the arm with the cable trough facing upward.

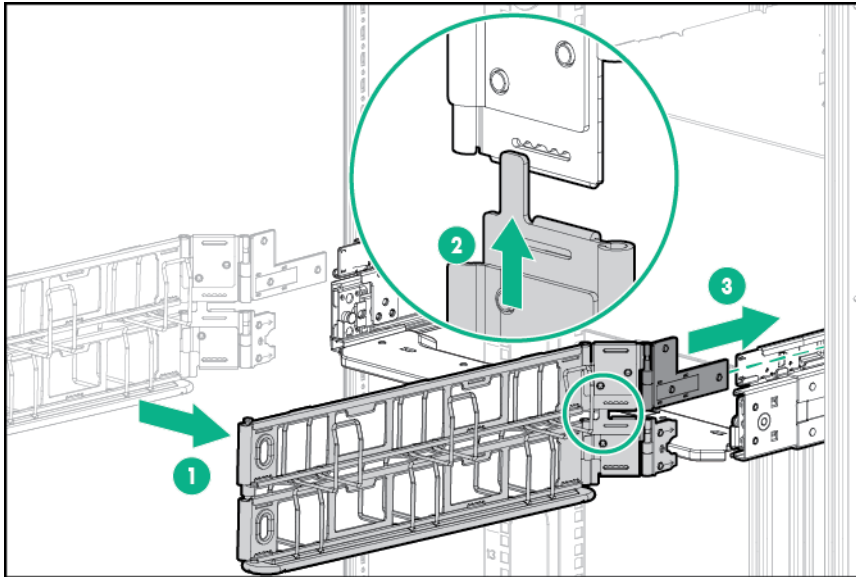
NOTE: To access some components on the rear of the product, you may need to remove the cable management arm.

Procedure

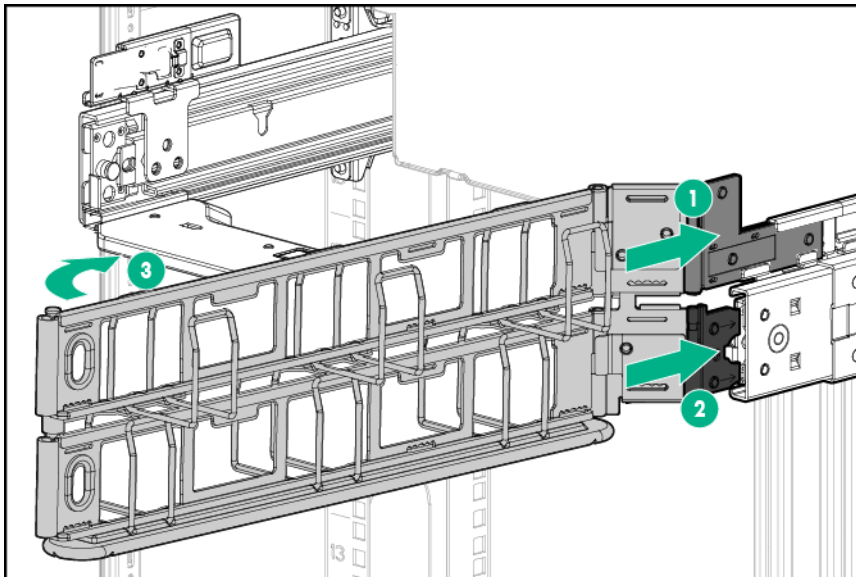
1. Press the latch to release the cable management arm and remove the cable management arm.



2. Move the cable management arm to the right rack rail and align the tab for opposite side mounting.



3. Align and install the cable management arm on the right rack rail.



I/O module option cabling

The chassis supports two I/O modules. Each I/O module contains four PCIe slots and one FlexibleLOM slot. Each PCIe slot has a power connector. For power connector locations, see [I/O module power connector identification](#) on page 64.

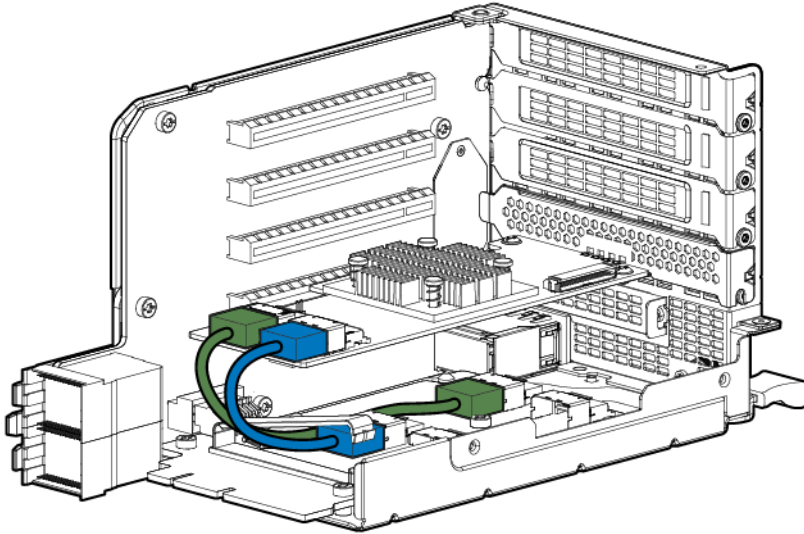
This section describes the cable routing for the options installed in the I/O modules.

HPE H240 Smart Host Bus Adapter cabling

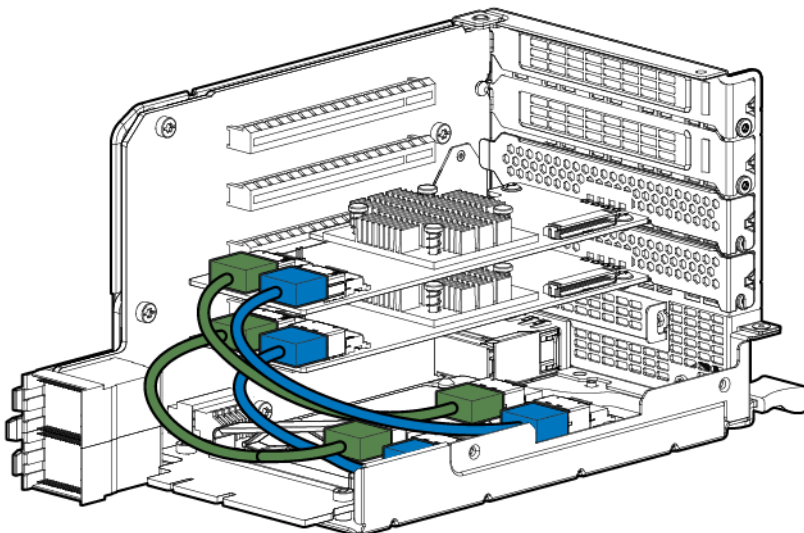
The HPE Apollo 4520 Gen9 Chassis supports single and dual installation for the HPE H240 Smart Host Bus Adapter. The dual installation of the HPE H240 Smart Host Bus Adapter supports Multipath I/O (MPIO) redundancy at the server (node) level and at the HPE H240 Smart Host Bus Adapter controller level. RAID mode is not supported.

When an I/O module with the x16 riser option is installed, PCIe slot 2 is reserved for x16 options and the HPE H240 Smart Host Bus Adapter options must be installed in PCIe slots 1 and 3.

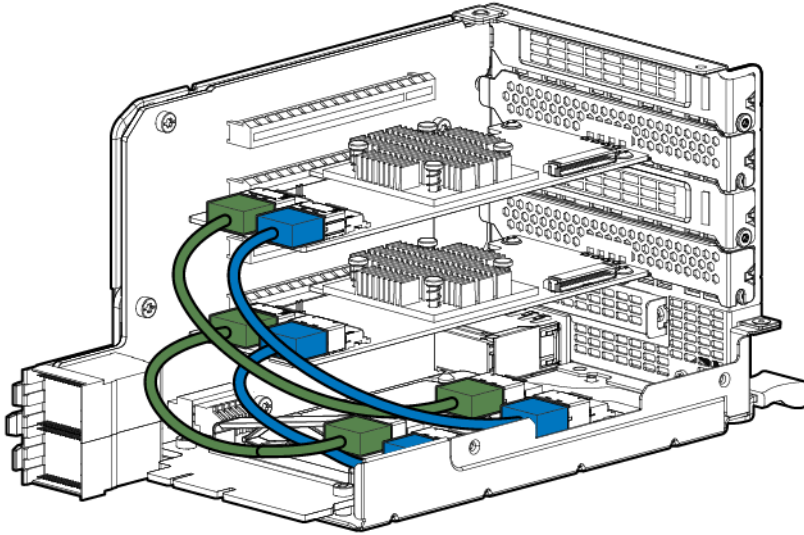
- Single-board option (standard I/O module and I/O module with x16 riser option)



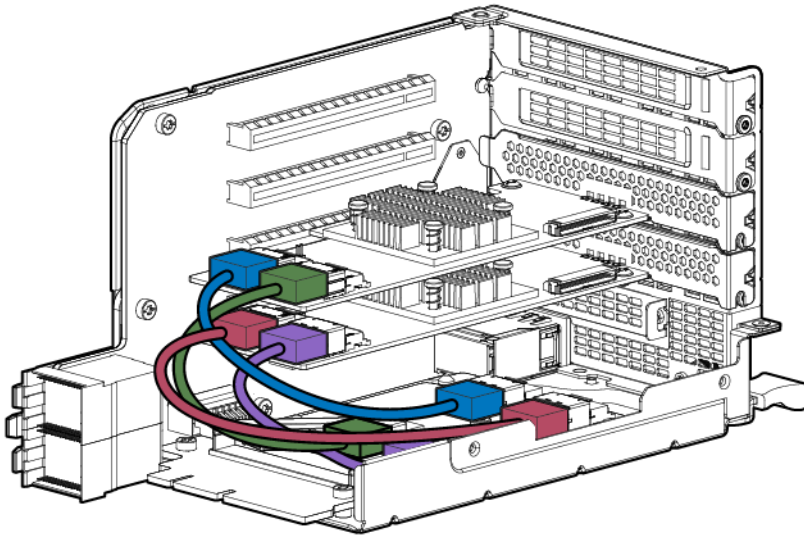
- Dual-board option (standard I/O module)



- Dual-board option (I/O module with the x16 riser option)



- Dual-board option (MPIO)



Specifications

Environmental specifications

Specification	Value
Temperature range¹	
Operating	10°C to 35°C (50°F to 95°F)
Shipping	-40°C to 70°C (-40°F to 158°F)
Maximum wet bulb temperature	28°C (82.4°F)
Relative humidity (noncondensing)²	
Operating	10% to 90%
Nonoperating	5% to 95%

¹ All temperature ratings shown are for sea level. An altitude derating of 1°C per 300 m (1.8°F per 1,000 ft) to 3,048 m (10,000 ft) is applicable. No direct sunlight allowed.

² Storage maximum humidity of 95% is based on a maximum temperature of 45°C (113°F). Altitude maximum for storage corresponds to a pressure minimum of 70 kPa.

Chassis specifications

Specification	Value
Height	18.96 cm (7.46 in)
Depth	84.91 cm (33.43 in)
Width	44.33 cm (17.45 in)
Weight (fully loaded, with three XL450 servers)	99.79 kg (220.00 lb)
Weight, empty	43.09 kg (95.00 lb)

Power supply specifications

Depending on installed options, the server is configured with one of the following power supplies:

- **[HPE 800W Flex Slot Platinum Hot-plug Power Supply](#)** on page 73
- **[HPE 800W Flex Slot -48VDC Hot-plug Power Supply](#)** on page 73
- **[HPE 800W Flex Slot Titanium Plus Hot-plug Power Supply](#)** on page 75
- **[HPE 800W Flex Slot Universal Hot-plug Power Supply](#)** on page 76
- **[HPE 1400W Flex Slot Platinum Plus Hot-plug Power Supply](#)** on page 76

For detailed power supply specifications, see the QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/proliant/powersupply>).

HPE 800W Flex Slot Platinum Hot-plug Power Supply

Specification	Value
Input requirements	
Rated input voltage	100 to 127 VAC 200 to 240 VAC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240VDC
Rated input current	9.4 A at 100 VAC 4.5 A at 200 VAC 3.8 A at 240 VDC for China only
Maximum rated input power	940 W at 100 VAC 900 W at 200 VAC 912 W at 240 VDC for China only
BTUs per hour	3207 at 100 VAC 3071 at 200 VAC 3112 at 240 for China only
Power supply output	
Rated steady-state power	800 W at 100 VAC to 127 VAC input 800 W at 200 VAC to 240 VAC input 800 W at 240 VDC input for China only
Maximum peak power	800 W at 100 VAC to 127 VAC input 800 W at 200 VAC to 240 VAC input 800 W at 240 VDC input for China only

HPE 800W Flex Slot -48VDC Hot-plug Power Supply

Specification	Value
Input requirements	

Table Continued

Rated input voltage	-40 VDC to -72 VDC -48 VDC nominal input
Rated input current	26 A at -40 VDC input 19 A at -48 VDC input, nominal input 12.4 A at -72 VDC input
Rated input power (W)	936 W at -40 VDC input 912 W at -48 VDC input, nominal input 900 W at -72 VDC input
Rated input power (BTUs per hour)	3194 at -40 VDC input 3112 at -48 VDC input, nominal input 3071 at -72 VDC input
Power supply output	
Rated steady-state power (W)	800 W at -40 VDC to -72 VDC
Maximum peak power (W)	800 W at -40 VDC to -72 VDC



WARNING:

To reduce the risk of electric shock or energy hazards:

- This equipment must be installed by trained service personnel, as defined by the NEC and IEC 60950-1, Second Edition, the standard for Safety of Information Technology Equipment.
- Connect the equipment to a reliably grounded Secondary circuit source. A Secondary circuit has no direct connection to a Primary circuit and derives its power from a transformer, converter, or equivalent isolation device.
- The branch circuit overcurrent protection must be rated 27 A.

**CAUTION:**

This equipment is designed to permit the connection of the earthed conductor of the DC supply circuit to the earthing conductor at the equipment.

If this connection is made, all of the following must be met:

- This equipment must be connected directly to the DC supply system earthing electrode conductor or to a bonding jumper from an earthing terminal bar or bus to which the DC supply system earthing electrode conductor is connected.
- This equipment must be located in the same immediate area (such as adjacent cabinets) as any other equipment that has a connection between the earthed conductor of the same DC supply circuit and the earthing conductor, and also the point of earthing of the DC system. The DC system must be earthed elsewhere.
- The DC supply source is to be located within the same premises as the equipment.
- Switching or disconnecting devices must not be in the earthed circuit conductor between the DC source and the point of connection of the earthing electrode conductor.

HPE 800W Flex Slot Titanium Plus Hot-plug Power Supply

Specification	Value
Input requirements	
Rated input voltage	200 to 240 V AC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240 VDC
Rated input current	4.35 A at 200 VAC 3.62 A at 240 VAC 3.62 A at 240 VDC for China only
Maximum rated input power	870 W at 200 VAC 870 W at 240 VAC 870 W at 240 VDC for China only
BTUs per hour	2969 at 200 VAC 2969 at 240 VAC 2969 at 240 VDC for China only
Power supply output	

Table Continued

Rated steady-state power	800 W at 200 VAC to 240 VAC input 800 W at 240 VDC input for China only
Maximum peak power	800 W at 200 VAC to 240 VAC input 800 W at 240 VDC input for China only

HPE 800W Flex Slot Universal Hot-plug Power Supply

Specification	Value
Input requirements	
Rated input voltage	200 V to 277 V AC 380 VDC
Rated input frequency	50 Hz–60 Hz
Rated input current	4.5 A at 200 V AC 3.2 A at 277 V AC 2.3 A at 380 VDC
Maximum rated input power	900 W at 200 VAC 887 W at 277 VAC 874 W at 380 VDC
BTUs per hour	3071 at 200 VAC 3026 at 277 VAC 2982 at 380 VDC
Power supply output	
Rated steady-state power	800 W at 200 VAC to 277 VAC input 800 W at 380 VDC input
Maximum peak power	800 W at 200 VAC to 277 VAC input 800 W at 380 VDC input

HPE 1400W Flex Slot Platinum Plus Hot-plug Power Supply

Specification	Value
Input requirements	

Table Continued

Rated input voltage	200 to 240 VAC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240 VDC
Rated input current	8.0 A at 200 VAC 6.7 A at 240 VAC 6.7 A at 240 VDC for China only
Maximum rated input power	1600 W at 200 VAC 1600 W at 240 VAC 1600 W at 240 VDC for China only
BTUs per hour	5459 at 200 VAC 5459 at 240 VAC 5459 at 240 VDC for China only
Power supply output	
Rated steady-state power	1400 W at 200 VAC to 240 VAC input 1400 W at 240 VDC input for China only
Maximum peak power	1400 W at 200 VAC to 240 VAC input 1400 W at 240 VDC input for China only

Hot-plug power supply calculations

For hot-plug power supply specifications and calculators to determine electrical and heat loading for the server, see the Hewlett Packard Enterprise Power Advisor website (<http://www.hpe.com/info/poweradvisor/online>).

Acronyms and abbreviations

ABEND

abnormal end

AC

alternating current

APM

advanced power management

ASR

Automatic Server Recovery

CSR

Customer Self Repair

DC

direct current

DP

dual port (drive connection)

EM

enterprise mainstream (HPE SSD endurance class)

ENT

electrical nonmetallic tubing

ESD

electrostatic discharge

EV

enterprise value (HPE SSD endurance class)

HDD

hard disk drive or hard drive

HPE APM

HPE Advanced Power Manager

HPE SSA

HPE Smart Storage Administrator

iLO

Integrated Lights-Out

IML

Integrated Management Log

LFF

large form factor

LOM

LAN on Motherboard
MDL
midline (HPE Midline drive family)
MLC
multilevel cell (NAND memory type used in SSDs)
NAND
Not AND
PCIe
Peripheral Component Interconnect Express
POST
Power-On Self-Test
QR code
quick response code
RBSU
ROM-Based Setup Utility
SAS
serial attached SCSI
SATA
serial ATA
SIM
Systems Insight Manager
SPP
Service Pack for ProLiant
SSD
solid-state drive
SUV
serial, USB, video
UEFI
Unified Extensible Firmware Interface
UID
unit identification
USB
universal serial bus
VDC
voltage direct-current

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