

# Digital Personal Workstation

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## Quick Reference Guide

Part Number: ER-B30WW-SR. A01

**Digital Equipment Corporation**

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## **The FCC wants you to know...**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

Any changes or modifications made to this equipment may void the user's authority to operate this equipment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

The user may find the following booklet prepared by the Federal Communications Commission helpful: How to Identify and Resolve Radio-TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington, D.C., 20402. Stock No. 004-00398-5.

All external cables connecting to this basic unit need to be shielded. For cables connecting to option boards, see the option manual or installation instructions.

This digital apparatus does not exceed the Class B limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

This equipment is in the 2nd Class category (information equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council For Interference by Data Processing Equipment and Electronic Office Machines aimed at preventing radio interference in such residential area.

When used near a radio or TV receiver, it may become the cause of radio interference.

Read the instructions for correct handling.

This equipment meets or exceeds requirements for safety in the U.S. (UL 1950), Canada (CSA C22.2 No. 950), and Europe (EN 60950/IEC 950) with Nordic requirements.

This equipment meets or exceeds the ergonomic requirements of ZH1/618 and is certified to bear the GS mark by TUV Rheinland of Germany.



**WARNING:** There is a danger of battery explosion if a lithium battery is incorrectly replaced. To prevent damage to your computer, be sure the + side faces up when installing a new battery. Also, be sure you replace the battery with either a Digital (P/N 12-41474-05), Toshiba (P/N CR2032), or equivalent 3 V dc lithium battery.

Depending on your locality, your computer's battery might be considered hazardous waste. Make sure you follow any state or local statute to properly dispose of the old battery.



**ADVARSEL:** Der er fare for, at et lithiumbatteri eksploderer, hvis det udskiftes ukorrekt. Undgå, at beskadige din computer - HUSK, at + siden skal vende opad, når du installerer et nyt batteri. Du skal udskifte batteriet med enten et Digital (delnummer 12-41474-05), Toshiba (delnummer CR2032), eller tilsvarende 3 V jævnstrøms lithiumbatteri.

Afhængig af dit lokalområde, er det muligt, at din computers batteri betragtes som farligt affald. Husk, at følge evt. miljølove og lokale bestemmelser, når du kasserer det gamle batteri.



**VAROITUS:** Litiumpatterit voivat räjähtää, jos ne asennetaan väärin. Estääksesi tietokoneesi vaurioitumisen varmista, että patteria asentaessasi sen positiivinen (+) puoli on ylöspäin. Tarkista myös, että käyttämäsi uusi patteri on joko Digital (osa no. 12-41474-05), Toshiba (osa no. CR2032) tai vastaavanlainen 3 voltin tasavirtalitiumpattereri.

Asuinpaikastasi riippuen tietokoneesi patteria voidaan pitää ongelmajätteenä. Pidä huoli, että hävität vanhan patterin voimassa olevien lakien ja asetusten mukaisesti.



**WARNING!** Det kan förekomma en batteriexplosion om ett litium-jonbatteri byts ut på felaktigt sätt. Förhindra att datorn skadas genom att se till att plussidan (+) är uppåtvänd när du sätter i ett nytt batteri. Det gamla batteriet får endast bytas ut mot ett Digital-batteri (artikelnummer 12-41454-05), ett Toshiba-batteri (artikelnummer CR2032) eller ett motsvarande litiumbatteri på 3 volt likström.

Datorbatterier anses vara miljöfarligt avfall i många länder. Du måste följa alla lokala bestämmelser när du avyttrar ett gammalt batteri.

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# Preface *P*

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This *Quick Reference Guide* is a troubleshooting guide that can be used for reference when servicing Digital Personal Workstations.

Digital reserves the right to make changes to this *Quick Reference Guide* without notice. Accordingly, the illustrations and procedures in this document might not apply to all Digital Personal Workstations to be serviced since many of the diagnostic tests are designed to test more than one product.



**CAUTION:** Digital recommends that only A+ certified engineers attempt to repair this equipment. All troubleshooting and repair procedures are detailed to support subassembly/module level exchange. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or circuit board modifications might void any warranty or exchange allowances.

# Product Description **1**

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## Introduction

Digital Personal Workstations are high-performance workstations featuring the latest in computing technology. They can be used as stand-alone workstations, as clients, or as servers in a network environment. Developed using the following state-of-the-art technology, these workstations are the most value packed workstations in their class.

- Microprocessor — Pentium Pro® processor at 180 or 200 MHz with 16 KB level 1 and 256 KB level 2 on-chip cache
- Memory — At least 32 MB of EDO DRAM or Fast-Page Parity standard, expandable up to 256 MB using 32 MB EDO SIMMs or 512 MB using 64 MB Fast-Page Parity SIMMs.
- Plug and Play — Optional Plug and Play compatible expansion boards are automatically configured for easy installation
- PCI local bus — The workstation's PCI architecture represents the latest in local bus technology

## Product Description

- Video expansion board — Video expansion board that supports 2D/3D performance. Also contains built-in video playback acceleration to enhance multimedia applications.
- Onboard Ethernet — Single 21142 Ethernet controller for PCI bus: PCI bus clock up to 33 MHz, independent of network clock. Full duplex operation supports IEEE, ANSI, and Ethernet standards. Offers 10Base-T or 10Base-2 network connections or optional 100Base-T Fast Ethernet.
- Onboard audio — ESS 1888 16-bit stereo sound circuit supports business and SoundBlaster Pro applications. 20 voice FM music synthesizer. The internal workstation speaker is connected to the audio system with volume control (selected in the BIOS Setup utility) as the default output device.
- SCSI adapter — 32-bit ultra-wide SCSI (UW-SCSI) adapter that supports 50-pin narrow, 68-pin wide, and 68-pin ultra-wide SCSI devices.

## Digital Personal Workstation Models Without an Operating System

Part Number	Model	Additional Features
SN-B30AX-E1	6180 ST Model 1	Diskette drive, 32 MB EDO RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Model 1 Country Kit, Media Kit
SN-B30WW-E1	6180 ST Model 1	Diskette drive, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, Country Kit Required
SN-B31AX-E1	6200 ST Model 1	Diskette drive, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Model 1 Country Kit, Media Kit
SN-B31WW-E1	6200 ST Model 1	Diskette drive, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, Country Kit Required
SN-B32AX-E1	6200/ MP2 ST Model 1	Diskette drive, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Model 1 Country Kit, Media Kit

*continued*

## Product Description

<b>Part Number</b>	<b>Model</b>	<b>Additional Features</b>
SN-B32WW-E1	6200/ MP2 ST Model 1	Diskette drive, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, Ultra-Wide SCSI Adapter, 256 KB on-chip cache, Country Kit Required
SN-B34WW-EL	6200 ST	Diskette drive, Matrox video, 2 GB Wide SCSI HDD, 32 MB EDO RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, Country Kit Required
SN-B37WW-EL	6200 ST	Diskette drive, AccellPro2000 video, 2 GB Wide SCSI HDD, 32 MB RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, Country Kit Required
SN-B37WW-NL	6200 ST	Diskette drive, AccellPro2000 video, 2 GB Wide SCSI HDD, 64 MB FP/ECC RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, Country Kit Required
SN-B39WW-NL	6200 ST	Diskette drive, Cateyes 4D40 video, 2 GB Wide SCSI HDD, 64 MB FP/ECC RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, Country Kit Required

## Digital Personal Workstation Models with Windows NT 3.51

Part Number	Model	Additional Features
SN-B34AN-EL	6200 ST	Diskette drive, Matrox video, 2 GB Wide SCSI HDD, 32 MB EDO RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit
SN-B37AN-EL	6200 ST	Diskette drive, AccelPro2000 video, 2 GB Wide SCSI HDD, 32 MB EDO RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit
SN-B37AN-NL	6200 ST	Diskette drive, AccelPro2000 video, 2 GB Wide SCSI HDD, 64 MB FP/ECC RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit

## Product Description

# Digital Personal Workstation Models with Windows NT 4.0

<b>Part Number</b>	<b>Model</b>	<b>Additional Features</b>
SN-B34AP-EL	6200 ST	Diskette drive, Matrox video, 2 GB Wide SCSI HDD, 32 MB EDO RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit
SN-B37AP-EL	6200 ST	Diskette drive, AccellPro2000 video, 2 GB Wide SCSI HDD, 32 MB EDO RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit
SN-B37AP-NL	6200 ST	Diskette drive, AccelPro2000 video, 2 GB Wide SCSI HDD, 64 MB FP/ECC RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit
SN-B39AP-NL	6200 ST	Diskette drive, Cateyes 4D40 video, 2 GB Wide SCSI HDD, 64 MB FP/ECC RAM, 8x CD-ROM, 10BaseT/10Base2 Ethernet, 16-bit Audio, 256 KB on-chip cache, Ultra-Wide SCSI Adapter, U.S. Country Kit

## Related Material

The following related material is available:

<b>Document Title</b>	<b>Order Number</b>	<b>Description</b>
Service Maintenance Manual	ER-B30WW-SR	Provides troubleshooting information that can be used when servicing Digital Personal Workstations.
Quick Setup Guide	ER-B30WW-IM (Multilanguage)* ER-B30WW-IJ (Japanese)	Describes how to initially setup Digital Personal Workstations.
System Reference	ER-B30WW-UA (English) ER-B30WW-UJ (Japanese)	Describes how to operate, configure, and upgrade Digital Personal Workstations.
System Solutions	ER-PCDSS-UA (English) ER-PCDSS-UM (Multilanguage)* ER-PCDSS-UJ (Japanese)	Provides end-user troubleshooting information should a Digital Personal Workstation fail to operate after initial setup or after installing optional devices.

*continued*

## Product Description

<b>Document Title</b>	<b>Order Number</b>	<b>Description</b>
System Software	ER-B30WW-GA (English) ER-B30WW-GM (Multilanguage)*	Provides information on the operating system, utilities, and device drivers that came with Digital Personal Workstations.
Warranty and Service	EK-PCHWW-CM (Multilanguage)*	Provides warranty information and a listing of phone numbers for technical support.
Backup Media Kit	QC-04J8A-HW	Digital Personal Workstation Backup Media Kit.

\* Multilanguage includes: English, French, Italian, German, and Spanish.

README files come with the factory installed software and on the supplied backup CD-ROM disk. These files contain useful setup, configuration, and operation information. Read this information first.

## Latest Product Information and Updates

You can access product information and download the latest BIOS, device drivers, and software updates using the Internet at:

- <http://www.alphastation.digital.com>

You can also access software updates through Digital's Bulletin Board Service (BBS) by calling:

**In the United States: (508) 496-8800**

Digital hosts a number of conferences on CompuServe featuring a wide range of topics. Enter GO DEC to reach Digital's main menu page. For information on PC integration, enter: GO DEC PC.

# BIOS Setup Utility **2**

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## Running the BIOS Setup Utility

The BIOS Setup utility enables you to select and store permanently information about the workstation's hardware and software in the battery-backed memory of the CMOS RAM. This information takes effect each time the workstation boots and can be changed any time you run setup.

You should use the BIOS Setup utility if you experience problems with the hard disk or if you need to reconfigure or expand the workstation. In addition, the BIOS Setup utility might need to be used to modify the configuration after adding or removing hardware, or changing workstation settings.



**CAUTION:** The workstation was setup for normal operation at the factory and will operate properly without additional configuring.

It is important for you to read carefully and understand this chapter before attempting to modify the workstation's factory settings. Changing some settings might cause the workstation to operate improperly.

## BIOS Setup Utility

To access the BIOS Setup utility, perform the following steps:

1. Turn on the workstation and allow the Power-On Self Test (POST) to complete.
2. Make a note of any configuration errors listed, and then press [F2] to display the Main menu.
3. Follow the instructions on the monitor screen and any on-line help pop-up screens to configure you workstation.

## Helpful Hints

- Several keyboard keys are assigned to help you select menus and sub-menus, options, change option values, and display help information. These keys are displayed at the bottom of the main menu and from the General Help pop-up screen.
- Item-specific help is available anytime during the setup process and appears at the right of the setup screen when an option is highlighted. This on-line help provides information about a highlighted option.
- Select *Save Changes & Exit* to save all Setup values and exit Setup.
- Select *Exit Without Saving Changes* to exit Setup without recording any changes.
- Select *Get Default Values* to set all Setup options to their default values.
- Select *Load Previous Changes* to restore all CMOS values from the last session.
- Select *Save Changes* to save all selections without exiting Setup.
- Press [Esc] to exit the BIOS Setup utility.

## BIOS Setup Utility Options

The following Help topics list the BIOS options that can be updated or modified by using the BIOS Setup utility, according to the various sub-menus under which they appear.

- **Main Menu Options** — Sets basic workstation configuration options (time, date, video, etc.).
- **Advanced Options** — Sets advanced features to increase workstation performance (COM ports, LPT ports, etc.).
- **Security Options** — Sets passwords and user privileges.
- **Power Options** — Sets power saving options to increase the life of the workstation.
- **Boot Options** — Sets the boot sequence of the workstation.
- **Exit** — Provides options for saving changes and leaving the BIOS Setup utility. Refer to “Navigating,” in the BIOS Setup utility, for additional information.



**NOTE:** The following tables list the BIOS Setup Menu options available for Digital Personal Workstations. Note that an “ \* ” that follows an option in the Settings column indicates the factory default setting.

## BIOS Setup Utility

### Main

Menu Fields	Settings	Comments
System time	Current time	Displays the current time.
System date	Current date	Displays the current date.
Language	English*	Language default.
Diskette drive A	1.44 MB, 3½*	Sets the size and density of diskette drives.
Diskette drive B	2.88 MB, 3½	
	Not Installed*	
	360 KB, 5¼	
	1.2 MB, 5¼	
	720 KB, 3½	

### IDE Adapter 0/1 Master/Slave

Autotype fixed disk	[Press Enter]	Press [Enter] to detect and fill in the installed hard disk drive parameters in the remaining fields.
Type <sup>(1)</sup>	None 1 to 14 Rsrv 16 to 39 User Auto CD	Selecting 1 to 14 and 16 to 39 automatically fills in the remaining fields in this menu.  Selecting User enables the remaining fields to be filled in manually, using the installed hard disk drive's parameters. <sup>(2)</sup>  If a CD-ROM drive is used for the IDE drive, you must select CD. You can select Auto for an HDD.

<sup>(1)</sup> These fields are automatically filled in if the workstation auto-detected an installed hard disk drive.

<sup>(2)</sup> Incorrect settings can cause the workstation to malfunction.

*continued*

Menu Fields	Settings	Comments
Cylinders <sup>(1)</sup>	0 to 4095	Displays the number of cylinders.
Heads <sup>(1)</sup>	1 to 64	Displays the number of heads.
Sectors/ track <sup>(1)</sup>	0 to 63	Displays the number of sectors/track.
Write precomp <sup>(1)</sup>	0 to 4095 None	Displays the number of cylinders that have their write timing changed.
Multi-sector transfers <sup>(1)</sup>	Disabled 2 sectors 4 sectors 8 sectors 16 sectors Auto	Determines the number of sectors per block for multiple sector transfers.  Auto refers to the size the disk returns when queried.
LBA control mode	Disabled Enabled*	Enabling this option causes Logical Block Addressing (LBA) instead of cylinders and heads. Select <b>Disabled</b> for IDE hard disk drives that are up to 528 MB in size. When using an IDE drive larger than 528 MB and an operating system that supports LBA, select <b>Enable</b> . MS-DOS and Windows are examples of operating systems that support LBA.
32-bit I/O	Enabled* Disabled	Enables or disables the 32-bit, hard disk drive data transfer option. Enabling this option speeds up data transfers; ensure that the HDD supports 32-bit I/O transfers.

<sup>(1)</sup> These fields are automatically filled in if the workstation auto-detected an installed hard disk drive.

*continued*

## BIOS Setup Utility

Menu Fields	Settings	Comments
Transfer mode <sup>(1)</sup>	Standard	Selects the method to transfer data to and from the HDD. If you select the user autotype for the HDD, Setup automatically selects the optimum transfer mode.
	Fast PIO1	
	Fast PIO2	
	Fast PIO3	
Video system	Fast PIO4	Sets the video controller type.
	EGA / VGA*	
	CGA 80x25	
	Monochrome	
<b>Memory and Cache:</b>		
Internal cache	Enabled*	Enables or disables the processor's internal cache.
	Disabled	
External cache	Enabled WB*	The workstation's secondary cache operates in write-back mode if you select Enabled WB or write-through mode if you select Enabled WT.
	Enabled WT	
	Disabled	
Cache system BIOS	Enabled*	This option enables the system BIOS to be cached in the internal cache and external cache (if installed). This increases workstation performance because BIOS instructions can be executed in cache instead of RAM.
	Disabled	
		Enabled is the recommended setting.

<sup>(1)</sup> These fields are automatically filled in if the workstation auto-detected an installed hard disk drive.

*continued*

Menu Fields	Settings	Comments
Cache video BIOS	Enabled* Disabled	<p>This option enables the video BIOS to be cached in the internal cache and external cache (if installed). This increases workstation performance because video BIOS instructions can be executed in cache instead of RAM.</p> <p>Enabled is the recommended setting.</p>
System shadow	Enabled*	Always set to Enabled.
Video shadow	Enabled* Disabled	<p>The main logic board reserves an area of DRAM for a copy of video BIOS ROM. This DRAM called "shadow memory" is write-protected and has the same addresses as the video BIOS ROM locations. When video BIOS ROM is shadowed, the ROM information is copied into an appropriate area in DRAM. This increases the workstation's performance because the video BIOS instructions are in fast DRAM instead of ROM.</p> <p>Enabled is the recommended setting.</p>

*continued*

## BIOS Setup Utility

Menu Fields	Settings	Comments
Shadow memory region	Enabled Disabled*	Enables or disables shadowing of individual segments of ROM to increase workstation performance.
C800 - CBFF: CC00 - CFFF: D000 - D3FF: D400 - D7FF: D800 - DBFF: DC00 - DFFF:		<b>CAUTION:</b> Some option ROMs do not operate properly when shadowed.
AT bus space	Disabled*	Memory hole not available; upper memory is contiguous.
	F00000h, 1 MB	Sets the memory hole at address F00000 with 1 MB memory available.
Extended memory report	Compatibility* Non-compatibility	Select the BIOS report mechanism for the amount of external memory.  Select <i>Compatibility</i> when using a conventional operating system.  Select <i>Non-compatibility</i> for extended memory above 64 MB under Windows NT.

*continued*

Menu Fields	Settings	Comments
<b>Boot Options</b>		
Quiet boot	Enabled Disabled*	Enables or disables the display of POST messages. Quiet Boot, when enabled, displays the Digital logo, instead of POST messages.
Setup prompt	Enabled* Disabled	Enables or disables the <F2> setup prompt each time the workstation boots.  If you select <i>Disable</i> , you only disable the prompt informing you when to press <F2> to enter Setup. You can still enter Setup by pressing <F2> before POST completes.
POST errors	Enabled Disabled*	Enabling this option causes the workstation to pause and display a setup entry or resume the boot prompt if an error occurs at boot.  Disabling this option causes the workstation to always attempt to boot regardless of a setup entry or error.

*continued*

## BIOS Setup Utility

Menu Fields	Settings	Comments
Summary screen	Enabled*	Enabling this option causes the workstation to display configuration parameters (in the form of a summary screen) during boot.
	Disabled	
Floppy check	Enabled*	Enabled permits verification of FDD type at boot. Disabled prevents FDD verification and speeds up the boot process.
	Disabled	
<b>Keyboard Features</b>		
NumLock	Auto*	Turns NumLock on or off each time the workstation boots.  If <code>Auto</code> is selected, the workstation will turn on NumLock if it detects a numeric keypad.
	On	
	Off	
Key click	Disabled* Enabled	Enables or disables the audible key click feature.
Keyboard auto-repeat rate	2/sec	Sets the number of times a second to repeat a keystroke while the key is held down.
	6/sec	
	10/sec	
	13.3/sec	
	18.5/sec	
	21.8/sec	
	26.7/sec 30/sec*	
Keyboard auto-repeat delay	1/4 sec	Sets the delay time after a key is held down before it begins to repeat a keystroke.
	1/2 sec*	
	3/4 sec	
	1 sec	
System memory	Not user selectable	Displays the amount of base (conventional) memory each time the workstation boots.

## BIOS Setup Utility

Extended  
memory

Not user  
selectable

Displays the amount of extended  
memory each time the workstation  
boots.

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## BIOS Setup Utility

### Advanced

Menu Fields	Settings	Comments
Plug & Play O/S	Yes No*	Select <b>Yes</b> if using a Plug & Play operating system such as Windows 95. Otherwise, select <b>No</b> .
Reset configuration data	Yes No*	Select <b>Yes</b> to clear the system configuration data if you suspect it is corrupted, which sometimes occurs after a power outage. This option also clears the Plug & Play databases.  After you input correct settings (or accept the default settings), the workstation switches this setting back to <b>No</b> .  If you do not need to clear system configuration data, leave the setting at <b>No</b> .
P6 BIOS update	Enabled* Disabled	Enables or disables P6 BIOS updates.
Large disk access mode	DOS* Other	Select <b>DOS</b> if you have MS-DOS installed.  Select <b>Other</b> if you have another operating system installed.  A large disk drive constitutes one that has more than 1024 cylinders, 16 heads, or 63 tracks per sector.
Integrated Ethernet (if available)	Enabled* Disabled	Enables or disables the onboard Digital 21142 Ethernet controller.

*continued*

Menu Fields	Settings	Comments
<b>Integrated Peripherals</b>		
Mouse port	Disabled Enabled*	Enables or disables the mouse port.
Parallel port	Auto Disabled 3BC, IRQ 7 378, IRQ 7* 278, IRQ 5	Enables or disables the onboard port at the specified address.  <b>NOTE:</b> Two devices cannot share the same IRQ. Also, choosing Disabled makes the parallel port unusable.  Auto is the recommended setting.
Parallel port mode		Sets the onboard parallel port mode.
	Compatible mode	Standard printer connection.
	Bi-directional mode*	PS/2 compatible mode and able to receive data.
	EPP 1.7 EPP 1.9	Enhanced parallel port mode.  Selection based on what EPP version the printer supports.
		Only choose a mode that the parallel port device (such as a printer) supports. Check the parallel port device documentation for this information. If this information cannot be located, use the default setting.
	ECP-DMA1 mode ECP-DMA3 mode	Extended capabilities port mode.

*continued*

## BIOS Setup Utility

Menu Fields	Settings	Comments
Serial port 1	Auto	<p>Enables or disables onboard serial port 1 at the specified address.</p> <p>Select <b>Auto</b> unless interrupts IRQ4 and/or IRQ3 are allocated as a workstation resource.</p> <p>Two devices cannot share the same IRQ. Choosing <b>Disabled</b> makes serial port 1 unusable. If you select <b>Auto</b>, Setup configures COM1 to address = 3F8h and IRQ = 4 if they are available.</p> <p><b>Auto</b> is the recommended setting.</p>
	Disabled	
	3F8, IRQ 4*	
	2F8, IRQ 3	
	3E8, IRQ4 2E8, IRQ3	
Serial port 2	Auto	<p>Enables or disables onboard serial port 2 at the specified address.</p> <p>Select <b>Auto</b> unless interrupts IRQ4 and/or IRQ3 are allocated as a workstation resource.</p> <p>Two devices cannot share the same IRQ. Choosing <b>Disabled</b> makes serial port 2 unusable. If you select <b>Auto</b>, Setup configures COM2 to address = 2F8h and IRQ = 3 if they are available.</p> <p><b>Auto</b> is the recommended setting.</p>
	Disabled	
	3F8, IRQ 4	
	2F8, IRQ 3*	
	3E8, IRQ4 2E8, IRQ3	
Diskette controller	Enabled*	Enables or disables the onboard diskette controller.
	Disabled	
Exchange diskette drives	Disabled*	Logically exchanges physical diskette drive designations.
	Enabled	

*continued*

<b>Menu Fields</b>	<b>Settings</b>	<b>Comments</b>
Diskette write protection	Disabled* Enabled	Enables or disables the selected diskette drive's write protect option.
Local bus IDE adapter	Disabled Both* Primary Secondary	Enables or disables the local bus IDE adapter. Both enables both the primary and secondary adapters. Primary enables only the primary adapter while Secondary enables only the secondary adapter.
Integrated audio (If available)	Enabled* Disabled	Enables or disables the onboard sound chip; it is SoundBlaster PRO compatible.
Audio base I/O	220H* 230H 240H 250H	Onboard ESS 1888 sound controller base address.
MPU Base I/O	310H* 320H	Onboard ESS 1888 sound device MPU I/O address.
Audio DMA	DMA0 DMA1* DMA3 Disabled	Determines the system DMA resource that the sound chip is to use.
Audio IRQ	IRQ5* IRQ7 IRQ10	Determines the system IRQ resource that the sound chip is to use.
System speaker volume	Medium* High Disabled Low	Determines the system speaker output volume.
<b>Advanced Chipset Control</b>		
USB device	Enabled Disabled*	Enables or disables the onboard USB devices.

## Security Options

Menu Fields	Settings	Comments
Supervisor password is	Not user selectable (Disabled)*	Indicates whether or not the supervisor's password is enabled or disabled.
User password is	Not user selectable (Disabled)*	Indicates whether or not the user's password is enabled or disabled.
Set supervisor password	Press [Enter]	<p>Allows a supervisor password to be set.</p> <p>The supervisor password must be set if a user password is to be used.</p> <p><b>NOTE:</b> Entering Setup with a supervisor password provides full access to all BIOS Setup utility menus.</p>
Set user password	Press [Enter]	<p>Allows a user password to be set.</p> <p>This password can be set only if a supervisor password is entered.</p> <p>When the user has entered his or her name but the supervisor is not logged in, only the following information is accessible:</p> <p>Supervisor password is Enabled.</p> <p>User password is Enabled.</p> <p>Set user password [press enter] to enter a user password.</p> <p>Password on boot Enabled/Disabled (which ever is in effect). This option is not allowed to change.</p> <p>Custom sign on banner Enabled/Disabled (which ever is in effect). This option is not allowed to change.</p>

*continued*

## BIOS Setup Utility

Menu Fields	Settings	Comments
Password on boot	Enabled Disabled*	Enables or disables the enter password on boot option.  If you enable this option, a user or supervisor password must be entered in order for the boot process to complete. If a user or supervisor password is not entered, the operating system cannot be accessed.
Custom sign on banner is	Not user selectable (Disabled)*	Indicates whether the custom sign on banner is enabled or disabled.
Custom sign on banner	Press [Enter]	Press [Enter] to enter a custom sign on banner that displays during POST.  For example, the user might enter "Welcome to John's machine." The maximum number of characters is 50.
Diskette access	Supervisor* User	Controls who has access to diskette drives.  If <code>Supervisor</code> is selected, access to the diskette drive is limited to the supervisor, who must enter his or her password. If <code>User</code> is selected, the diskette drive can be accessed by entering either the supervisor or the user password.  Whatever setting is chosen, it only becomes functional if both a <code>Supervisor Password</code> and a <code>User Password</code> have been set (if you choose <code>User</code> for the setting).

*continued*

Menu Fields	Settings	Comments
Fixed disk boot sector	Normal* Write protect	Write protects the boot sector on the hard disk drive.
Network server	Enabled Disabled*	This option keeps the workstation from being accessed during network operation.

## Power

Menu Fields	Settings	Comments
Power management	Enabled Disabled*	Enable this field to use any of the power management options. If this field is enabled and the other fields are disabled, only minimal power reduction is affected.
System standby timer	Disabled* 1 min. 5 min. 10 min. 20 min. 30 min.	After a set period of workstation inactivity, the BIOS places the workstation in a standby state (medium power savings), that is, the monitor and CPU are set to power management. Any mouse or keyboard activity quickly returns the workstation to operation.  Alternately, you can choose to disable this option and thereby not use this feature. Power management must be enabled to use this option.

*continued*

## BIOS Setup Utility

Menu Fields	Settings	Comments
System suspend timer	Disabled* 1 hour 1.5 hour 2 hour 3 hour 6 hour 12 hour	<p>After a set period of workstation inactivity, the BIOS places the workstation in a suspended state (maximum power savings), that is, the monitor and fan are shut off and the CPU and hard disk are powered down. Any mouse or keyboard activity quickly returns the workstation to operation.</p> <p>If you set a timer for the field, you should also set Power Management to Enabled.</p> <p>Alternately, you can choose to disable this option and thereby not use this feature. Power management must be enabled to use this option.</p>
Suspend lock system	Yes No*	<p>When enabled, use a Quick Suspend key sequence to lock both mouse and keyboard and place system in System Suspend. Alternatively, the system goes into Suspend Lock when the system reaches the timeout set in System Suspend Timer.</p> <p>See "Set supervisor password" and "Set user password", if desired, in the Security Options table.</p> <p>Power management must be enabled to use this option.</p> <p>Select Quick Suspend key sequence; set timeout in System Suspend Timer for system inactivity to trigger Suspend Lock.</p> <p>To wake the system up, enter the Supervisor/User password(s).</p>

## Boot

Menu Fields	Settings	Comments
Boot device sequence	1. Diskette Drive*	The numbers refer to the order in which the devices are addressed for the system files needed to boot the system.
	2. Hard Drive*	
	3. CD-ROM Drive*	

## **Flash Utility**

All Digital Personal Workstations have BIOS software in a read-only, non-volatile memory (ROM) chip. This BIOS initializes hardware and boots the operating system when the workstation is turned on. The BIOS also provides access to other services such as keyboard and disk drives.

The workstation comes equipped with flash memory. This means that you can restore the workstation's BIOS simply by running the flash utility. If necessary, you can also upgrade the workstation's BIOS to future releases by running the flash utility along with any flash BIOS update diskette.

You can download BIOS updates along with the flash utility and instructions on how to flash the workstation's BIOS from the Internet or Digital's Bulletin Board Service (BBS).

# System Software **3**

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## Introduction

Digital Personal Workstations come with the Windows NT Workstation operating system and the necessary device drivers pre-installed at the factory. The operating system, utilities, and device drivers are optimized for the workstation's configuration and are ready for use.

This chapter describes:

- The software and documentation that came with the workstation
- The operating system software kit
- The Software Backup CD-ROM disk and supplied software diskettes
- Configuring video, networking, and additional hardware
- How to use the diagnostic software

## System Software

- How to restore the factory installed software using the supplied backup CD-ROM disks
- Other device drivers

## Factory Installed Software

The following table describes the software installed on the hard disk drive:

<b>Software</b>	<b>Description</b>
Operating system	Windows NT Workstation. Associated on-line documentation is included with the operating system.
On-line documentation.	See "On-Line Documentation."
Application software	See "Applications."
Device drivers	These can include drivers, such as video, mouse, and IDE. Some configurations also include audio, network, CD-ROM, or SCSI drivers

## On-Line Documentation

An on-line resource library for product information is supplied with the workstation. This resource library includes Windows-based help files, electronic reference guides, and Readme files. Electronic reference guides are available in Adobe Portable Document Format (PDF). These documents can be displayed and printed exactly as the original. The Adobe Acrobat Reader is pre-installed on the hard disk drive.

The following table lists the on-line documentation available for the workstation and are located in the Digital program group or Digital folder.

<b>On-Line Documentation</b>	<b>Description</b>
<i>System Reference</i>	The on-line System Reference guide describes how to operate, upgrade, and configure the workstation. The guide can be viewed and printed using the Adobe Acrobat Reader.
Using Your Computer	Windows-based on-line help file that describes the workstation's features.
Digital Service and Support	Windows-based on-line help file that describes service, support, and the workstation's warranty.
Readme.txt	Readme.txt files can help set up, operate, and configure the workstation. Read this information first.

## System Software

Other on-line documentation files are available. Many of these relate to specific applications. Check the application program group or the program folder. Also check the applications themselves for the on-line help that is integrated into the applications.

## Applications

The factory installed software includes several applications designed to make the workstation easier to use. The following table lists the software that is available for the workstation. Included in the table is information on where to locate the listed items and a brief description.

<b>Applications</b>	<b>Location</b>	<b>Description</b>
Adobe Acrobat Reader	Select from Program Manager the Adobe program group or select Programs and then the Adobe Reader.	Printed electronic documents can be viewed or printed using the Adobe Acrobat Reader software.
ClientWORKS	Select from Program Manager the ClientWORKS program group or select Programs and then ClientWorks.	ClientWORKS is Digital's client management software designed to help network administrators lower the total cost of ownership by automating asset management tasks and managing workstations remotely.

*continued*

<b>Applications</b>	<b>Location</b>	<b>Description</b>
Netscape	Select from Program Manager the Netscape program group or select Programs and then Netscape.	Netscape Navigator software is used for accessing information on the World Wide Web.
Microsoft Internet Explorer	Select from Program Manager the Microsoft Internet Explorer program group or select Accessories, Internet Tools, and then Internet Explorer. Alternatively, Windows 95 users can select The Internet from the desktop.	Microsoft Internet Explorer is used for accessing information on the World Wide Web (available only in English).
Video Utilities	Select the Control Panel and then Display	These include utilities such as Matrox MGA or the S3 Refresh, whichever is applicable to the workstation. Refresh utilities allows you to set the refresh rate of the display.

## Operating System Kit

Digital Personal Workstations come with an operating system kit, which matches the operating system installed on the workstation's hard disk drive. Use the applicable CD-ROM disk and setup diskettes to restore the workstation's operating system:

*Windows NT Workstation*

Windows NT Workstation: CD-ROM disk, setup diskettes, software license. *Microsoft Windows NT Installation Guide* and other documentation.

*Microsoft Windows NT Installation Guide* describes how to install and use Windows NT, including information about additional networking services.

## Software Backup CD and Supplied Diskettes

Included with the workstation's accessories are a Software Backup CD-ROM disk and some diskettes. These are described in the following table:

*Software Backup CD-ROM disk*

This CD-ROM disk contains the applications, utilities, device drivers, and on-line documentation necessary to restore the workstation. This disk does not contain the operating system. See CD-INFO.TXT on the CD-ROM disk for non-operating system installation and configuration information.

*Windows NT Workstation System Installation diskette*

Use this diskette to boot the CD-ROM drive to install Windows NT Workstation.

<i>Diagnostic diskettes</i>	Use these diskettes to access the hard disk drive if the workstation fails to boot. This software can also be used to help troubleshoot the workstation should problems occur during normal operation. (See "Using Diagnostics.")
<i>ISA Configuration Utility (ICU)</i>	Use the ICU to configure ISA non-Plug and Play or legacy expansion boards for operation with a Windows NT Workstation workstation. Run the ICU before installing non-Plug and Play ISA expansion boards or legacy boards to determine what workstation resources are available. (See "Configuring Additional Hardware.")
<i>SCSI Adaptec Drivers</i>	Use the SCSI drivers to configure SCSI devices for Windows NT Workstation.

## Configuring Video

Before changing the resolution or resetting a monitor type, check the monitor documentation and make the new selections based on what the monitor can support. Use the Control Panel Display option to configure the video and monitor.

*Refer to the Windows NT Workstation Installation Guide and any related on-line help for configuration information.*

## Configuring Networking

For those workstations with onboard network capabilities, configuration information is available on the Software Backup CD-ROM disk.

Check the root directory on the Software Backup CD-ROM disk for the CD-INFO.TXT file. Read this file first for configuration and installation information.

## Configuring Additional Hardware

Adding additional hardware requires configuring the workstation's IRQ and DMA settings. Use the ISA Configuration Utility (ICU) diskette to help determine the available resources.

*If necessary, access the ICU on-line help for complete instructions.*

## Using Diagnostics

For those workstations with the Windows NT Workstation operating system, the factory installed software includes an Administrative Tools group in the Program Manager menu. This program group includes a Windows NT Diagnostics icon for launching the Diagnostic software. Use this software to troubleshoot the workstation.

Digital Personal Workstations also come with two diagnostic diskettes. Use these diskettes to examine the workstation's current configuration, locate faulty components, and troubleshooting. If the workstation fails to boot or if the diagnostic software is inaccessible the Windows NT Workstation operating system, proceed as follows:

1. Insert the diagnostics diskette labeled "For Emergency Use" into the diskette drive and then reboot the workstation:
2. Follow the instructions displayed on the monitor screen.

*Refer to the Readme.txt file on each of the Diagnostics diskettes for installation instructions and for additional information about the Diagnostics package.*

## Restoring the Workstation's Software

Use the following procedures to restore the workstation's operating system, device drivers, and any other utilities or applications.

1. If possible, back up data and any applications.

2. Reformat the hard disk drive, if necessary. Reformat the hard disk drive if it completely failed or if it was replaced with a new one.
3. Install the operating system.

*Refer to the supplied Windows NT Workstation documentation for additional information.*

4. Install the necessary device drivers.

*Refer to the CD-INFO.TXT file on the Software Backup CD-ROM disk for installation and configuration information.*



**NOTE:** Device drivers are subject to change. If necessary, download the latest device drivers using the Internet or through Digital's Bulletin Board service.

5. Install the supplied applications from the Software Backup CD-ROM disk.
6. Install the appropriate applications.

## Additional Device Drivers

Most of the device drivers are installed at the factory. However, if additional device drivers are required and they were not installed at the factory, use the supplied Software Backup CD-ROM disk to install them. Network, IDE, audio, CD-ROM, and video device drivers are available for the following operating systems:

- Windows 95
- Window NT
- Windows for Workgroups
- OS/2

## System Software

- SCO UNIX
- Novell NetWare



**NOTE:** Not all device drivers on the CD-ROM disk are supported.

Check the root directory on the Software Backup CD-ROM disk for the CD-INFO.TXT file. Read this file first for configuration and installation information.

# Troubleshooting **4**

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## Initial Troubleshooting

The following sections provide initial troubleshooting procedures and tables listing specific problems, probable causes, and recommended actions to take if the workstation fails after configuring it or after installing optional hardware or software.

*Refer to the documentation supplied with the additional options if problems are encountered after installation.*

- Keep it simple, only troubleshoot one problem at a time. Also, only make one change at a time. For example, if the IDE hard disk drive fails to boot, do not try all the suggested actions at once. Instead, start with one suggestion such as checking the cables. After securing the cables, try booting the workstation. If it does not work, try another suggestion.
- Look for abnormal workstation, keyboard, and monitor LED indications. For example, make sure the power on LED lights when you turn on the workstation and the drive access indicators light when using either the diskette drive or hard disk drive.

## Troubleshooting

- If there are POST error(s), run the BIOS Setup utility and fix the problem(s) identified by the POST error(s).
- If you installed external devices, make sure all cables are correctly connected to the appropriate devices.
- If you installed devices inside the workstation, make sure nothing was bumped or jarred loose, and that all cable connections are securely in place.
- Make sure all device drivers are installed correctly.
- If the workstation hangs, soft boot the workstation (press the [Ctrl] + [Alt] + [Del] keys). If the workstation fails to boot, turn it off, wait until all disk drives completely spin down, and then turn it back on.
- Pay close attention to any error message that appears on the screen.

If the error message is workstation related, refer to the “Error Messages” section at the end of this chapter.

If the error message is Windows related, refer to any on-line help and the appropriate Windows documentation supplied with the workstation.

- Listen carefully for workstation errors in the form of beeps. Record the number of beeps and their pattern then refer to the “Beep Codes” section at the end of this chapter.

- After the workstation completes the POST, press [F8] to check each line of the AUTOEXEC.NT and CONFIG.NT files. Answer Yes to allow each line to execute. If an error message appears, record it and then refer to the “Error Messages” section at the end of this chapter.
- README files come with the workstation’s factory installed software or as printed material. This README information can help you setup, configure, and operate the workstation.
- Run the diagnostics software. Refer to the following section for information on accessing and running the supplied diagnostics program.
- If the workstation will not boot into Windows, use the Emergency Repair Disk to gain access to the workstation’s hard disk drive. Afterwards, troubleshoot the workstation to correct any problems.

## Pass/Fail Criteria

As a Final Acceptance Test, the following tests should be run to meet the Pass/Fail criteria:

1. **Successful completion of the POST tests.**
2. **Successful completion of the following AMI module tests (one pass):**

System Board	(All Tests)
Memory	(All Tests)
Video	(All Tests)
Hard Disk	(All Tests but the exceptions**)
Floppy Disk	(All Tests)
Keyboard	(All Tests)
COM Ports	(All Tests)
LPT Ports	(All Tests)
Pointer Device	(All Tests)

\*\* sequential, write/read and sequential write/random read tests

3. **Successful bootstrap of the workstation installed operating system.**

Operating system supported:

- Windows NT Workstation

Remove any software that was put on the hard disk drive to enable repair of the workstation before shipping.

When completed, clean the outside of the workstation with cleaning solution.

## Diagnostics

The factory installed software includes an Administrative Tools group in the Program Manager menu. This program group includes a Windows NT Diagnostics icon for launching the Diagnostic software. You can use this software to troubleshoot the workstation.

The supplied diagnostic diskettes can be used to examine the workstation's current configuration, locate faulty components, and troubleshoot the workstation if you are unable to access the diagnostic software from Windows NT Workstation.

To access the diagnostic software:

1. Insert the "For Emergency Use" diskette you received into the diskette drive and then type:

```
A: \_AMIDIAG
```

2. If you are unable to boot from the hard disk drive, you can instead boot directly from the "For Emergency Use" diskette.
3. Once the program begins, follow the instructions displayed on the monitor screen.

*Refer to the README file on the "For Emergency Use" diskette for additional information.*

## ClientWORKS and DMI

ClientWORKS is a Desktop Management Interface (DMI) based software application that has been developed by Digital Equipment Corporation.

ClientWORKS for Windows NT Workstation users can be used to help you, the system manager, or system administrator to identify the workstation's current hardware configuration. This feature is useful, for example, if you need to see if you have sufficient memory or a large enough hard disk drive for the applications you want to run. System managers or system administrators can access ClientWORKS data through Simple Network Management Protocol (SNMP) consoles. This feature means the company can protect its current investment in SNMP software and network monitors. Other features include:

- If there is a known workstation component that needs to be replaced, under Windows NT Workstation, a system manager or administrator can access ClientWORKS and get the Field Replaceable Unit (FRU) part number. This part number can then be relayed to the service provider to expedite ordering.
- Serial numbers can easily be identified.
- The amount and type of workstation memory installed can easily be identified using ClientWORKS. This is especially useful if you need to know the workstation's capabilities prior to loading software.
- A system manager or administrator can use ClientWORKS to remotely access workstation configurations that are attached to a network. This feature enables a system manager or administrator to easily maintain an accurate equipment log.

*Refer to the supplied ClientWORKS factory installed on-line help or the supplied CD-ROM disk for detailed information on using or installing either program.*

## Advanced Troubleshooting

Digital has a Customer Replaceable Unit (CRU) process during the warranty period for:

- Digital monitors with screens less than 20 inches
- Mice
- Keyboards
- Speakers
- Other parts as defined by Digital as CRUs

The Digital CRU process provides for overnight shipment of the part directly to the customer site. The Service provider gives the customer instructions for installing the replacement unit and for returning the defective part. Customers are billed for the specified part if they fail to return the part to Digital within ten days of the replacement unit shipment.

In the following troubleshooting tables, "CRU Process" means that when a process is determined to be broken, the Service provider should use the previously-described CRU process.



**NOTE:** The following troubleshooting suggestions are not in any specific order. They are merely a list of possible problems and solutions.

## Workstation Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
No response when the workstation is turned on.	Workstation is not plugged in.	Turn off the workstation, plug it in, and then turn it back on again.
	No power at the wall outlet.	Use another wall outlet.
	Main logic board failure.	Replace the main logic board.
	Main logic board jumpers/switches incorrectly set.	Set all appropriate jumpers/switches (Refer to Chapter 6).
	CPU has failed.	Replace the CPU.
	Power supply has failed.	Replace the power supply.
	Voltage select switch is set incorrectly.	Make sure the setting on the back of the workstation matches the country's voltage requirements. Refer to the on-line <i>Quick Setup Guide</i> for more information.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Power is on, but there is no screen display.	Brightness and contrast controls are not correctly set.	Adjust the brightness and contrast controls.
	The monitor-off timer has shut the monitor off.	Press [Shift] to reactivate monitor.
	Monitor is off.	Turn on the monitor.
	Monitor cable is incorrectly installed.	Check all monitor connections.
	Incorrect video drivers installed.	Install the correct video drivers.
	Video controller has failed.	Replace the video expansion board.
	Monitor has failed.	To ensure the problem is a monitor failure, if possible, try another monitor. If the new monitor fails to operate, follow the CRU Process to replace the monitor.

*continued*

## Troubleshooting

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<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation operates incorrectly after installing an optional expansion board.	Expansion board installed incorrectly.	Remove the expansion board and reinstall.
	Did not run the ISA Configuration Utility (ICU) to configure a non-Plug and Play expansion board before installation.	Run the ICU to properly configure expansion board and then reboot the workstation. Refer to any supplied ICU and Windows NT Workstation documentation.
	<b>Note:</b> Plug and Play expansion boards are automatically configured.	
	Expansion board has failed.	Remove expansion board and reboot. If workstation boots without errors, replace expansion board.

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*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation operates incorrectly after installing optional SIMMs.	SIMMs installed incorrectly.	Remove SIMMs and reinstall.
	SIMMs have failed.	Remove SIMMs and reinstall.  Make sure two banks are filled at a time with the correct SIMM size, speed, and type. Refer to the <i>System Reference</i> manual for more information.  Replace SIMMs.
Workstation fails to retain setup information.	Workstation battery has failed.	Replace workstation battery.
	CMOS power switch (SW1-7) set to "Discharge."	Set CMOS power switch to "Enabled." (Refer to Chapter 6).
Workstation displays HIMEM.SYS errors.	Unstable memory at the specified address.	Replace faulty SIMM(s).  Run diagnostics.

*continued*

## Troubleshooting

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<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation displays a System Error F002 message	Faulty hardware.	Run the supplied diagnostic software to identify the faulty hardware. Replace the faulty hardware.
"Couldn't Find NTLDR"	NTLDR file is missing from the root directory of the hard disk drive.	<p>Copy the NTLDR file to the hard disk drive's root directory.</p> <p>If using the supplied Windows NT Workstation CD-ROM disk, make the CD-ROM the current drive and then type:</p> <pre>copy\i386\ntldr c:\</pre> <p>at the command line prompt.</p> <p>If using the supplied Windows NT Workstation Setup disks, insert Setup Disk #2 into the diskette drive and then type:</p> <pre>expand ntldr.\$ C:\ntldr</pre> <p>at the command line prompt.</p>

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*continued*

Problem	Possible Cause	Action
"Error 0000001E"	The hard disk drive might have corrupted system files.	<p>Run chkdsk on the hard disk drive to correct any corrupted files. Also make sure the hardware is on the supplied <i>Microsoft Windows NT Hardware Compatibility List</i>.</p> <p>If the problem still exists, replace the hard disk drive.</p>
"Error 0x00000069 or 0x00000067"	Windows NT Workstation unable to communicate with the workstation's hard disk drive controller.	<p>Using the BIOS Setup utility, slow down the DMA transfer rate of the controller.</p> <p>Make sure both ends of the SCSI bus are terminated.</p> <p>Make sure there are no IRQ or memory address conflicts.</p> <p>Make sure NTDETECT.COM is in the root directory of the boot drive partition.</p> <p>Make sure there are no missing Windows NT Workstation system files.</p> <p>If the problem still exists, replace the main logic board.</p>

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
"NMI Hardware Error"	Faulty hardware.	Make sure all main logic board SIMMs, processor, VRM, video memory, and expansion board connectors are clean and properly seated in their respective sockets.  Run the supplied diagnostic software to identify the faulty hardware. Replace any faulty hardware.
Services or subsystems do not start properly.	Improper configuration, files missing or files not installed.	Use the <i>Services</i> or <i>Devices</i> icons in the <i>Control Panel</i> menu to check for status. Also, check the system log in the <i>Event Viewer</i> for entries relating to the problem.  If the problem still exists, reinstall the operating system.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not boot from an IDE hard disk drive.	IDE drive type incorrect.	Run the BIOS Setup utility to identify the correct drive type. See drive type label on drive or consult drive documentation.
	Loose cable connectors.	Secure all cable connections.
	Onboard IDE interface disabled.	Run the BIOS Setup utility and set the Local Bus IDE Adapter to "Enabled."

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not boot from an IDE hard disk drive.	Hard disk boot sector is missing.	<p>Repartition and reformat the hard disk drive.</p> <p><b>Caution:</b> This procedure erases what is currently on the hard disk drive.</p> <p>You might want to try repairing the hard disk drive using a disk drive repair utility. Disk drive repair utilities can be purchased from the local software supplier.</p> <p>If you do repartition and reformat the hard disk drive, proceed as follows for Windows NT Workstation.</p> <p>Boot from a DOS diskette then enter the following commands:</p> <pre>c : cd \dos fdisk</pre> <p>Follow the instructions on the monitor screen to create a new hard disk boot sector.</p>
	There might be a boot sector virus.	Run anti-virus software.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not boot from an IDE hard disk drive.	IDE hard disk is connected to the wrong IDE connector.	Connect the boot disk to the primary IDE connector on the backplane.
	Operating system software is not installed on the IDE hard disk drive.	Install the appropriate operating system.
	IDE hard disk drive is not correctly formatted or the requested partition does not exist.	Format the IDE hard disk drive or partition the IDE hard disk drive using the supplied operating system software.
	There is no software on the requested partition.	Install software on the requested partition.
	IDE hard disk drive jumpers incorrectly set.	Refer to the supplied IDE hard disk drive kit installation instructions.
	IDE hard disk drive has failed.	Replace the IDE hard disk drive.
	IDE hard disk drive ribbon cable has failed.	Replace the ribbon cable.
	IDE controller has failed.	Replace the main logic board.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not recognize an internal or external SCSI device.	SCSI device jumpers incorrectly set.	Refer to the supplied SCSI device kit installation instructions.
	SCSI ID conflicts.	Refer to the supplied SCSI device kit installation instructions on setting SCSI IDs.
	Terminating resistors not removed from the SCSI device.	Remove terminating resistors. Refer to the supplied kit installation instructions.
	SCSI option not enabled in BIOS Setup utility.	Run the BIOS Setup utility and enable SCSI option.
	SCSI cable not terminated.	Terminate each end of the SCSI cable.
	SCSI device not plugged in.	Check power and SCSI cables.
	Loose cable connectors.	Secure all cable connections.

*continued*

Problem	Possible Cause	Action
<p>Workstation does not recognize an internal or external SCSI device.</p>	<p>Hard disk boot sector is missing.</p>	<p>Repartition and reformat the hard disk drive.</p> <p><b>Caution:</b> This procedure erases what is currently on the hard disk drive.</p> <p>You might want to try repairing the hard disk drive using a disk drive repair utility. Disk drive repair utilities can be purchased from the local software supplier.</p> <p>If you do repartition and reformat the hard disk drive, proceed as follows for Windows NT Workstation.</p> <p>Boot from a DOS diskette then enter the following commands:</p> <pre>c: cd\dos fdisk</pre> <p>Follow the instructions on the monitor screen to create a new hard disk boot sector.</p>

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not recognize an internal or external SCSI device.	There might be a boot sector virus.	Run anti-virus software.
	Loose cable connectors.	Secure all cable connections.
	SCSI adapter has failed.	Replace the SCSI adapter.
	SCSI ribbon cable has failed.	Replace the ribbon cable.
	SCSI device has failed.	Replace the SCSI device.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not boot from an internal SCSI hard disk drive.	Workstation not configured for SCSI hard disk drive operation.	Run the BIOS Setup utility and set the IDE controller option to "Disabled." This disables the onboard IDE interface.  <b>Note:</b> If you have both IDE and SCSI hard disk drives installed, the workstation uses the IDE hard disk drive as the boot device.
	Operating system software is not installed on the SCSI hard disk drive.	Install the appropriate operating system.
	Requested partition does not exist.	Partition the SCSI hard disk drive and then reload the operating software.
	SCSI adapter has failed.	Replace the SCSI adapter.
	SCSI ribbon cable has failed.	Replace the ribbon cable.
	SCSI hard disk drive has failed.	Replace the SCSI hard disk drive.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not boot from a target diskette drive.	Onboard diskette controller disabled.	Run the BIOS Setup utility and set the diskette controller option to "Enabled."
	Diskette drive not enabled.	Run the BIOS Setup utility to enable the diskette drive
	BIOS Setup diskette write option enabled.	Enter the user password. If a supervisor password is required, see the system supervisor or system manager.
	Incorrect diskette drive type.	Run the BIOS Setup utility and select the correct drive type.
	Diskette boot option disabled.	Run the BIOS Setup utility and set the proper boot sequence.
	Diskette might not be bootable.	Use a bootable diskette.
	Diskette does not contain start-up files.	Insert a diskette with the correct start-up files.
	Diskette drive is empty.	Insert a diskette that contains an operating system.
	Diskette is worn or damaged.	Try another diskette.
	Loose cable connectors.	Secure all cable connections.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Workstation does not boot from a target diskette drive.	Diskette access requires a supervisor password.	See the supervisor or system manager.
	Diskette access requires a user password.	Enter the user password.
	Diskette controller failed.	Replace main logic board.
	Diskette drive failed.	Replace diskette drive.
No response to keyboard commands.	Keyboard is password protected.	Enter the keyboard password.
	Keyboard is not connected.	Power down the workstation and connect the keyboard.
	Keyboard is connected to the mouse port.	Power down the workstation and connect the keyboard to the keyboard port.
	Workstation operation halted.	Reboot workstation.
	Keyboard has failed.	To ensure the problem is a keyboard failure, if possible, try another keyboard. If the new keyboard fails to operate, follow the CRU Process to replace the keyboard.
	Keyboard controller has failed.	Replace the main logic board.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Keyboard keys type incorrectly.	Incorrect language selected.	Select the correct language.
	Keyboard has failed.	To ensure the problem is a keyboard failure, if possible, try another keyboard. If the new keyboard fails to operate, follow the CRU Process to replace the keyboard.
No response to mouse activity.	Mouse is not connected.	Power down the workstation and connect the mouse.
	Mouse is connected to the keyboard port.	Power down the workstation and connect the mouse to the mouse port.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
No response to mouse activity.	Workstation operation halted.	Reboot workstation.
	Mouse driver not installed.	Install the appropriate mouse driver.
	Onboard mouse controller disabled.	Run the BIOS Setup utility and set the mouse port option to "Enabled."
	Mouse has failed.	To ensure the problem is a mouse failure, if possible, try another mouse. If the new mouse fails to operate, follow the CRU Process to replace the mouse.
	Mouse controller has failed.	Replace the main logic board.
Mouse sticks.	Dirty mouse ball.	Remove mouse ball and clean it.

*continued*

## Disk Drive Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
IDE/SCSI hard disk drive cannot read or write information.	Incorrect disk drive jumper settings.	Refer to the supplied kit installation instructions.
	Loose or incorrectly installed cables.	Make sure all cables are correctly installed.
	IDE/SCSI hard disk drive is not correctly formatted or partitioned.	Format and partition as required using the supplied operating system.
	IDE drive type incorrect.	Run the BIOS Setup utility to identify the correct drive type.
	Onboard IDE interface disabled.	Run the BIOS Setup utility and set the Local Bus IDE Adapter to "Both."
	IDE/SCSI hard disk drive has failed.	Replace the hard disk drive.
	IDE/SCSI controller has failed.	Replace the main logic board (IDE) or the SCSI controller.
	IDE/SCSI ribbon cable has failed.	Replace the ribbon cable.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Target diskette drive cannot read or write information.	Diskette is not formatted.	Format the diskette.
	Diskette is worn or damaged.	Try another diskette.
	Diskette is write-protected.	Slide the write-protect switch so the hole is not visible (3½-inch diskette) or uncover the write-protect notch (5¼-inch diskette).
	Diskette drive is empty.	Insert a diskette.
	Onboard diskette controller disabled.	Run the BIOS Setup utility and set the diskette controller option to "Enabled".
	Diskette write protection is enabled.	Run the BIOS Setup utility and set the diskette write protection to "Disabled."

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Target diskette drive cannot read or write information.	Loose cable connectors.	Secure all cable connections.
	Diskette drive has failed.	Replace the diskette drive.
	Diskette drive controller has failed.	Replace the main logic board.
	Diskette drive ribbon cable has failed.	Replace the ribbon cable.
Target diskette does not format diskettes.	Diskette access requires supervisor password.	Reboot workstation and enter the supervisor password. Afterwards, run BIOS Setup utility and set "Diskette Access" option to "User."
	Diskette write protection is enabled.	Run the BIOS Setup utility and set the diskette write protection to "Disabled."
	Diskette drive has failed.	Replace the diskette drive.

## Monitor Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Monitor power indicator is not on.	Monitor is turned off.	Turn on the monitor.
	Power cord is not connected.	Connect the power cord to the workstation.
	No power at wall outlet.	Use another outlet.
	The monitor-off timer shut off the monitor.	Press [Shift] to reactivate monitor.
	Monitor has failed.	To ensure the problem is a monitor failure, if possible, try another monitor. If the new monitor fails to operate, follow the CRU Process to replace the monitor.
	Video controller has failed.	Replace the video expansion board.
	Power indicator is defective.	Follow the CRU Process to replace the monitor.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
No screen display.	Configuration error.	Run the BIOS Setup utility to configure the workstation for correct video operation.
	Monitor brightness and contrast controls are incorrectly set.	Adjust the monitor brightness and contrast controls.
	The monitor-off timer shut off the monitor.	Press [Shift] to reactivate monitor.
No monitor display while loading Windows video drivers.	Wrong Windows driver loaded.	Load the correct video driver.
Distorted, rolling, or flickering screen display, or wrong/uneven color.	Monitor incorrectly adjusted.	Adjust accordingly.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Distorted, rolling, or flickering screen display, or wrong/uneven color.	Monitor signal cable incorrectly installed.	Straighten any bent connector pins and then reconnect.
Color monitor displaying monochrome.	Workstation was turned on before the monitor was turned on.	Turn off the workstation, turn on the monitor, then turn the workstation back on.
Monitor fails to switch to high-resolution mode.	Appropriate high-resolution video drivers are not installed or incorrectly installed.	Correctly install all appropriate high-resolution video drivers. Refer to the documentation supplied with the monitor.
Monitor display disappears.	Screen display sized incorrectly.	Correctly size screen display.

## Audio Troubleshooting

Problem	Possible Cause	Action
Audio does not work.	Sound, MIDI, mixer drivers not installed.	Check the error messages for the necessary drivers. In Windows Control Panel, select "Drivers", then "Add" and install the necessary driver(s).
	Address contention. Two or more devices might be trying to access the same address.	Check IRQ, I/O address, and DMA settings in Windows NT Workstation or BIOS Setup. Change settings as required.
	Cables loose or not properly connected.	Make sure speaker and microphone plugs are in correct jacks. Reconnect cables.
	Onboard audio controller disabled.	Run the BIOS Setup utility and set the Integrated Audio to "Enabled."
	Bad audio chip or sound card.	Replace the backplane or sound card.
	Main logic board has failed.	Replace the main logic board.
External speakers do not work.	Speakers not connected or improperly connected.	Properly connect the speakers. Refer to the <i>System Reference</i> manual for more information.

*continued*

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
External speakers do not work.	Speaker batteries or ac adapter have failed.	Replace speaker batteries or ac adapter. Refer to the documentation that came with the speakers.
	Speakers have failed.	To ensure the problem is an external speaker failure, if possible, try another set of speakers. If the new speakers fail to operate, follow the CRU Process to replace the external speakers.
Microphone does not work.	Microphone not connected or improperly connected.	Properly connect the microphone. Refer to the <i>System Reference</i> manual for more information.
	Microphone has failed.	To ensure the problem is a microphone failure, if possible, try another microphone. If the new microphone fails to operate, follow the CRU Process to replace the microphone.
Headphone set do not work.	Headphone set not connected or improperly connected.	Properly connect the headphones. Refer to the <i>System Reference</i> manual for more information.
	Headphone set has failed.	To ensure the problem is a headphone set failure, if possible, try another headphone set. If the new headphone set fails to operate, follow the CRU Process to replace the headphone set.

## Network Interface Troubleshooting

Problem	Possible Cause	Action
Power is on, LAN address is installed on workstation; system hangs.	Incorrect software installed or software installed incorrectly.	Contact system administrator or network coordinator.
Network doesn't start.	Network cable not connected or is loose.	Connect cable. Also, make sure no more than one ethernet cable is connected at one time.
	Conflict exists with another device adapter; incorrect IRQ setting.	Check BIOS setup or Windows NT Workstation settings.
	Network cable has failed.	Contact the system administrator or network coordinator.
	Onboard network controller disabled.	Run the BIOS Setup utility and set Integrated Ethernet to "Enabled."
	Onboard network controller has failed.	Replace the backplane.

## CD-ROM Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Cannot access the CD-ROM drive. Error message reading drive x.	Device drivers not installed.	Install correct device drivers.
	No disk in the CD-ROM drive.	Insert a disk.
	CD-ROM drive tray is open.	Close the tray.
	Onboard IDE interface disabled (if IDE CD-ROM)	Run the BIOS Setup utility and set the Local Bus IDE Adapter to "Enabled."
	CD-ROM has failed.	Replace the CD-ROM.
	Cables have failed.	Replace defective cables.

*continued*

## Troubleshooting

<b>Problem</b>	<b>Possible Cause</b>	<b>Action</b>
Power is on but CD-ROM drive indicator shows no activity.	No CD-ROM disk or CD-ROM drive tray is open.	Insert a disk and close the tray.
	Check cable connections.	Make sure cables are correctly connected.
	CD-ROM has failed.	Replace the CD-ROM.
CD-ROM disk is spinning but CD-ROM drive is idle.	Cables have failed.	Replace defective cables.
	Application software not running.	Run application software.

## **Error Messages**

This section lists workstation messages you might see or hear when you turn on power. The workstation messages are grouped as follows:

- POST and boot workstation messages
- POST execution messages
- Beep codes

## POST Messages

The POST displays messages to alert you to errors in hardware, software, and firmware or to provide operating information about the workstation.

Each time the POST displays a message on the screen, the workstation's speaker beeps twice. If an error occurs before the monitor is initialized, specific beep codes sound to alert you to a problem. The following table lists a general grouping of workstation messages. In addition, each message is accompanied by text describing the message and in most cases, a recommended solution to the problem.



**NOTE:** Italics indicate variable parts of a message such as memory addresses, hexadecimal values, and so on. These messages can differ at each occurrence.

## POST and Boot Messages

Message	Description/Solution
Asynchronous Synchronous Burst Synchronous Pipeline Burst Passed	Where <i>nnnn</i> is the amount of workstation cache (in kilobytes) that tested successfully.
Diskette drive A error	Run the BIOS Setup utility. Check all connections. If the problem persists, replace the diskette drive.
Diskette drive B error	
Entering SETUP	BIOS Setup utility runs.
Extended RAM Failed at offset: <i>nnnn</i>	<p>Extended memory failed or configured incorrectly.</p> <p>Make sure SIMMs are installed correctly (Refer to <i>System Reference</i> manual). If the problem persists, replace any faulty SIMMs.</p> <p>Run the BIOS Setup utility and restore all settings to original values.</p>
Extended RAM Passed	Where <i>nnnn</i> is the amount of extended memory (in kilobytes) that tested successfully.
Failing Bits: <i>nnnn</i>	<p><i>nnnn</i> is a map of the bits at the RAM address which failed the memory test.</p> <p>Run the BIOS Setup utility and restore all to original values.</p> <p>If the problem persists, replace any faulty SIMMs.</p>

## Troubleshooting

Fixed Disk 0  
Failure

Run the BIOS Setup utility. Check all connections. If the problem persists, replace the hard disk drive.

Fixed Disk 1  
Failure

Fixed disk controller failure

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*continued*

<b>Message</b>	<b>Description/Solution</b>
Incorrect Drive A type - run SETUP	Diskette drive A and/or B not correctly identified in the BIOS Setup utility.
Incorrect Drive B type - run SETUP	Run the BIOS Setup utility and properly identify diskette drive A and/or B.
Invalid NVRAM media type	NVRAM access failed. Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the main logic board.
Keyboard controller error	Check the keyboard connection. If the connection is secure, the keyboard or keyboard controller might have failed. If the problem persists, replace the main logic board or keyboard.
Keyboard error	
Keyboard locked - Unlock key switch	
Monitor type does not match CMOS - Run SETUP	Run the BIOS Setup utility and set the correct monitor type.
Operating system not found	The operating system cannot be found on drive A or drive C. Run the BIOS Setup utility and correctly identify drive A or drive C. Correctly install the operating system. Refer to the supplied operating system documentation.
Press <F1> to resume, <F2> to Setup	This message appears after any recoverable error message. Press [F1] to reboot or [F2] to enter the BIOS Setup utility to make any necessary changes.
Real time clock error	Battery failed BIOS test. Replace battery and then run the BIOS Setup utility to restore previous configuration information.

<b>Message</b>	<b>Description/Solution</b>
Shadow RAM Failed at offset: <i>nnnn</i>	Shadow RAM failed.  Run the BIOS Setup utility and disable failed shadow memory region.
<i>nnnn</i> Shadow RAM passed	Where <i>nnnn</i> is the amount of shadow RAM (in kilobytes) that tested successfully.
RTC is dead - Replace and run SETUP	Replace the battery and then run the BIOS Setup utility to restore previous configuration information.
System BIOS shadowed	This indicates that the workstation's BIOS was successfully copied to shadow RAM.
System cache error - Cache disabled	RAM cache failed.  Run the BIOS Setup utility and restore all settings to original values.  If the problem persists, replace faulty processor.
System CMOS checksum bad - run SETUP	Correct the address conflict using the BIOS Setup utility. If the problem persists, replace the main logic board.
System RAM failed at offset: <i>nnnn</i>	System RAM failed.  Run the BIOS Setup utility and restore all settings to original values.  If the problem persists, replace any faulty SIMMs.

*continued*

## Troubleshooting

<b>Message</b>	<b>Description/Solution</b>
<code>nnnn System RAM passed</code>	Where <code>nnnn</code> is the amount of system RAM (in kilobytes) that tested successfully.
<code>System timer error</code>	The workstation's timer test failed. Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the main logic board.
<code>UMB upper limit segment address: nnnn</code>	Displays the address of the upper limit of UMB. This indicates the released segments of the BIOS that can be reclaimed by a virtual memory manager.
<code>Video BIOS shadowed</code>	This indicates that the workstation's video BIOS was successfully copied to shadow RAM.

## POST Execution Messages

The following messages appear at the bottom of the screen during POST execution.

Message	Description
230	Unexpected interrupts test
220	Shadow ROMs
210	Test RAM between 512K and 640K
200	Extended memory test
190	Set cache registers
180	Cache configuration
170	Real-time clock test
160	Keyboard test
150	Initial hardware interrupt
140	Co-processor test
130	Serial ports test
120	Parallel ports test
110	Initiate onboard SIO
100	Mouse test
95	CD-ROM initialize
90	Testing diskette drives
80	Testing hard disk drives
30	Setup power management
20	Enable IRQs
10	Setting time of day

## Beep Codes

When POST finds an error and cannot display a message, the workstation's speaker emits a series of beeps to indicate the error and places a value in I/O port 80h. During POST, if the video configuration fails or if an external ROM module fails a checksum test, then the workstation beeps three times (one long beep, and two short beeps).

The following table lists other fatal errors and their associated beep codes. Each code represents the number of short beeps that are grouped together. Fatal errors (errors that lock up the workstation) are generally the result of a failed main logic board or some other add-on component (SIMM, BIOS, workstation battery, etc.).

Beep Code	Error
1	One short beep before boot
1-2	Search for option ROMs
1-2-2-3	BIOS ROM checksum
1-3-1-1	Test DRAM refresh
1-3-1-3	Test keyboard controller
1-3-4-1	Test 512K base address lines
1-3-4-3	Test 512K base memory
1-4-1-1	Test memory bus
2-1-2-3	Check ROM copyright notice
2-2-3-1	Test for unexpected interrupts

# Parts List **5**

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## **Introduction**

The following sections list the Field Replaceable Unit (FRU) part numbers.

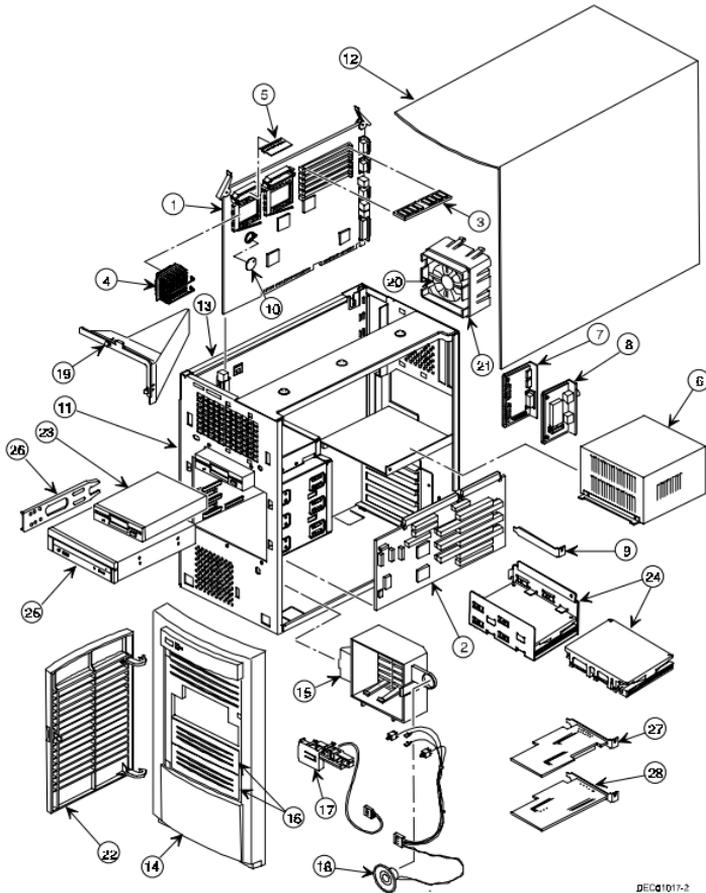
## Parts List

# Digital Personal Workstation FRU List

Figure Legend	Orderable Spare Part	Exchangeable Spare Part	Description
1	54-24564-02		Main logic board
2	54-24556-01		Riser card
3	54-23623-JA		SIMMs, EDO, 8 MB
	54-23170-HA		SIMMs, EDO, 16 MB
	54-21277-KA		SIMMs, EDO, 32 MB
	54-21246-BA		SIMMs, FP, 70 ns, 8 MB
	54-21277-BA		SIMMs, FP, 70 ns, 16 MB
	54-21277-AA		SIMMs, FP, 70 ns, 32 MB
4	54-21913-AA		SIMMs, FB, 70 ns, 64 MB
	90-08268-00		Compound, thermal joint
	70-32528-01		CPU assy, P6-180, with 1" heat sink
	70-32529-01		CPU assy, P6-200, with 1" heat sink (primary CPU)
	70-32529-XX		CPU assy, P6-200, with 1.5" heat sink (second CPU)
5	54-24052-01		Module, voltage regulator
6	30-47661-01		Power supply, 300 W
7	54-24572-01		Audio I/O card
8	54-24558-01		LAN module, 10Base-T
9	74-50747-01		Option filler plate
10	12-41474-05		Battery, 3 VDC lithium, CR2032
N/I <sup>(1)</sup>	54-24526-01		MOD, front panel audio board and wire harness

<sup>(1)</sup> N/I = Not Illustrated

# Parts List



DEC41017-2

Figure 5-1. Digital Personal Workstation

## Parts List

### Enclosure

Figure Legend	Orderable Spare Part	Exchangeable Spare Part	Description
11	70-32678-XX		Enclosure
12	70-32803-01		Cover, L-shape
13	74-50757-01		Side panel, left
14	70-32680-01		Bezel, with filler panels
15	74-50755-01		Guide, option cards
16	74-50860-01		Bezel blank, 5.25" drive, top
	74-50861-01		Bezel blank, 5.25" drive, middle
	74-50862-01		Bezel blank, 5.25" drive, bottom
17	74-50863-01		Control panel
18	17-04372-02		Speaker/LED, switch wire harness assembly
19	74-50811-01		Air duct
20	12-45246-04		Fan
21	74-51236-01		Fan mount, universal
22			Front bezel
N/I <sup>(1)</sup>	74-50752-01		Bracket, EMI shield, 5.25"
N/I <sup>(1)</sup>	90-17008-02		Screw, captive 6-32
N/I <sup>(1)</sup>	74-51171-01		3.5" FDD sheild, blank
N/I <sup>(1)</sup>	74-50914-01		Bezel, 3.5" FDD blank
N/I <sup>(1)</sup>	74-51239-01		Filler, vent cover, bottom front
N/I <sup>(1)</sup>	74-51361-01		Vent cover, top front
N/I <sup>(1)</sup>	74-51362-01		Vent cover, top rear
N/I <sup>(1)</sup>	74-48816-01		Medallion, front panel (DEC logo)
N/I <sup>(1)</sup>	74-50804-01		Rubber feet
N/I <sup>(1)</sup>	74-50911-01		Bracket, I/O expansion

<sup>(1)</sup> N/I = Not Illustrated

## Storage Devices

Figure Legend	Orderable Spare Part	Exchangeable Spare Part	Description
23	PCXRJ-AD		MB floppy disk drive frost white flat bezel
24	RX28C-W		3.5" X 1" 7200 RPM 2 GB wide SCSI HD
	RX29C-W		3.5" X 1.6" 7200 RPM 4 GB wide SCSI HD
	RX28C-E		3.5" X 1" 7200 RPM 2 GB narrow SCSI HD
	RX29C-E		3.5" X 1.6" 7200 RPM 4 GB narrow SCSI HD
	PCXAR-WN		3.5" X 1" 7200 RPM 2 GB ultra wide SCSI HD
	PCXAR-WP		3.5" X 1.6" 7200 RPM 4 GB ultra wide SCSI HD
25			CD-ROM
26	79-49365-01		Holder, drive rail
N/I <sup>(1)</sup>	90-08020-01		Screw, machine 6-32 pan .187 x XRCS (HDD)
N/I <sup>(1)</sup>	90-40217-01		Screw, machine M3 pan 5 mm x XRCS CSZ (FDD)
N/I <sup>(1)</sup>	74-48510-01		Expansion bracket 5.25" to 3.5"

<sup>(1)</sup> N/I = Not Illustrated

## Parts List

### Video and SCSI Adapter Cards

<b>Figure Legend</b>	<b>Orderable Spare Part</b>	<b>Exchangeable Spare Part</b>	<b>Description</b>
27	30-46729-01		Adaptec 2940UW PCI SCSI adapter
28	PCXGA-AA		Matrox Millenium PCI VGA adapter
	SN-PCXAG-AV		Accel Graphics Pro 2000 3D PCI VGA adapter
	30-XXXXX-XX		Digital TGA2 3D PCI graphics VGA adapter
	30-XXXXX-XX		Accel Graphics Viper 3D PCI VGA adapter
	SN-PBXGI-AA		Digital Cateyes/Bobcat graphics adapter

**Cables and Terminator**

<b>Orderable Spare Part</b>	<b>Exchangeable Spare Part</b>	<b>Description</b>
17-03460-13		Cable, assy, flat, 34 pos, 400 mm
17-03461-11		Cable, assy, flat, 40 pos, 310 mm
17-04372-01		Cable, control panel
17-04405-02		Cable, 16 pos, LAN 10
17-04405-04		Cable, 40 pos, LAN 100
17-03895-03		Cable, assy, flat, SCSI, internal
17-04278-02		Cable, audio, IDE CD-ROM
17-TA121-1A		Cable, audio I/O card
17-TA122-1A		Cable, MIDI
17-04144-01		68-pin wide SCSI cable
12-45538-01		68-pin active terminator

## Parts List

### Miscellaneous

Orderable Spare Part	Exchangeable Spare Part	Description
PCXJF-AA		Headset labtec C-10
PCXJB-AD		Microphone goltron
PCXLN-AD		Mouse, 3-button, frost white, single pack
PCXLA-NA		Keyboard, frost white, North America
DE500-AA		10/100Base Ethernet adapter
PCXAN-DA		10/100Base-T upgrade option
PCXJA-AG		Midiland speaker 7W w/ PWR adapter
PCXJA-AF		Midiland speaker 7W w/o PWR adapter
PCXJA-AE		Midiland speaker 10W w/ PWR adapter
PCXJA-AD		Midiland speaker 10W w/o PWR adapter
30-47658-01		Power adapter 12v DC 220V AC for Midiland speakers
30-47657-01		Power adapter 12v DC 240V AC for Midiland speakers
30-47659-01		Power adapter 12v DC 110/120V AC for Midiland speakers
74-49836-01		Bumper for MLB

# Workstation Components

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# 6

## Introduction

The following sections identify the Digital Personal Workstation components including: main logic board components, main logic board connectors (rear panel), backplane components, expansion slots, main logic board jumper locations, and memory configurations.

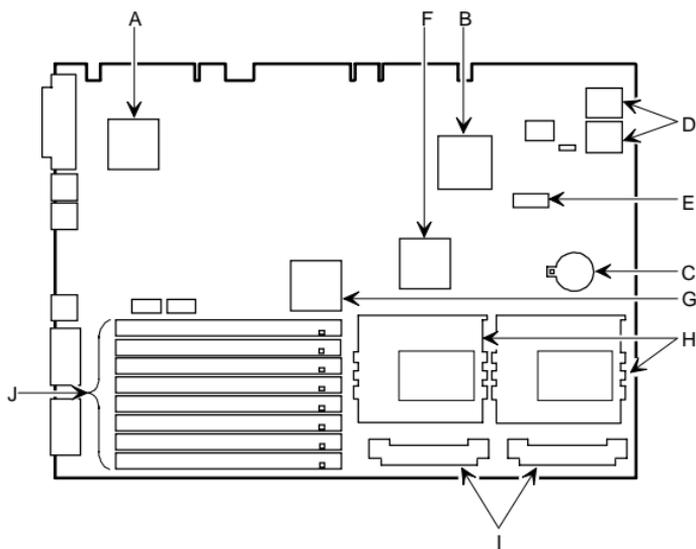
## Main Logic Board Components

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<b>Figure Legend</b>	<b>Component</b>
A	Diskette drive controller
B	PCI/ISA/IDE Xcellerator (PIIX3)
C	Workstation battery
D	Workstation flash and video BIOS
E	Dip switch
F	Intel chip (PCI/memory controller)
G	Intel chip (data bus accelerator)
H	Pentium-Pro processor
I	Voltage regulator module (VRM)
J	Eight 72-pin, 32-bit SIMM sockets

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## Workstation Components



**Figure 6-1. Main Logic Board Components**

## Main Logic Board Connectors (Rear Panel)

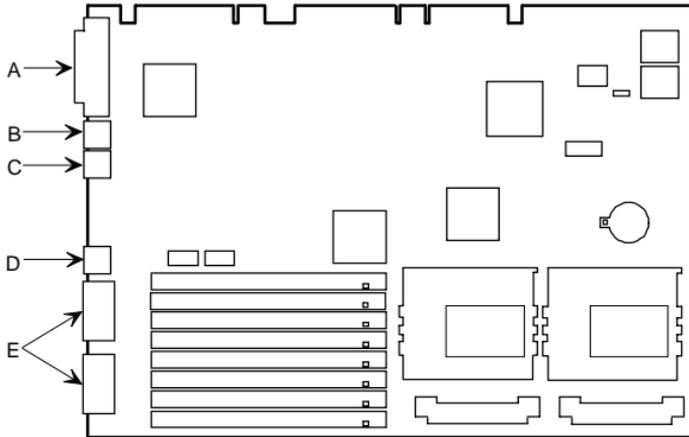
Figure Legend	Connector
A	Parallel port
B	Keyboard port
C	Mouse port
D	Two USB ports
E	Two serial ports



**NOTE:** The workstation's video port is located on the PCI video expansion board that was factory installed into the workstation.

The workstation's external SCSI port is located on the PCI SCSI adapter that was factory installed into the workstation.

## Workstation Components



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**Figure 6-2. Main Logic Board Components (Rear Panel)**

## Backplane Components and Connectors

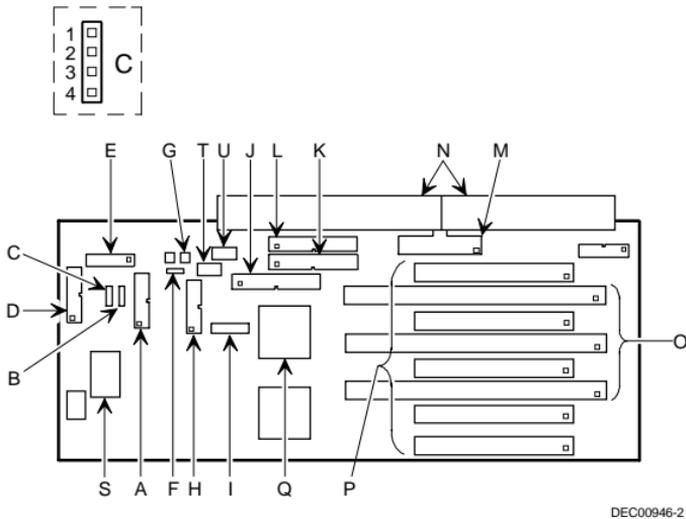
Figure Legend	Connector
A	MIDI/game port
B	CD-ROM audio input connector (CD-IN)
C	Fax/modem audio input in connector (F/M IN) <sup>(1)</sup>
D	Audio in/speaker out connector
E	Control panel connector
F	Hard drive active light connector
G	Fan connector
H	10Base-T/10Base-2 LAN connector
I	10/100Base-T LAN connector
J	Diskette drive connector
K	Secondary PCI IDE drive connector (recommended for an installed CD-ROM drive)
L	Primary PCI IDE drive connector
M	Power connector
N	Main logic board connectors
O	ISA expansion board connectors
P	PCI expansion board connectors
Q	Digital 21142 PCI ethernet controller
R	PCI/PCI bridge controller chip
S	ESS AudioDrive controller
T	5 V dc power connector for Pentium-Pro processor
U	3.3 V dc power connector for Alpha

(1) This connector is used for Fax/Modems with speaker phone capabilities

(2) The WaveTable daughter card connector is located on the MIDI/sound circuit adapter card connected to the workstation bulkhead connector port.

**Fax/Modem Audio Input Connector (F/M IN)**

Item C, Figure 6-3	Description
Pin 1	Audio in (fax/modem)
Pin 2	Ground
Pin 3	Ground
Pin 4	Microphone in (fax/modem)



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**Figure 6-3. Backplane Components and Connectors**

## Expansion Slot Locations

Expansion Slot Designation	Slot Type	Description
PCI1	Primary	Supports half-length 32-bit PCI local bus expansion boards Uses the fifth (top) expansion slot at the rear panel
ISA1		Supports full-length industry-standard 16-bit ISA expansion boards Uses the fourth expansion slot at the rear panel Designated as a shared slot with PCI slot PCI2 <sup>(1)</sup>
PCI2	Primary	Supports full-length 32-bit PCI local bus expansion boards Uses the fourth expansion slot at the rear panel Designated as a shared slot with ISA slot ISA1 <sup>(1)</sup>
ISA2		Supports full-length industry-standard 16-bit ISA expansion boards Uses the third expansion slot at the rear panel Designated as a shared slot with PCI slot PCI3 <sup>(1)</sup>

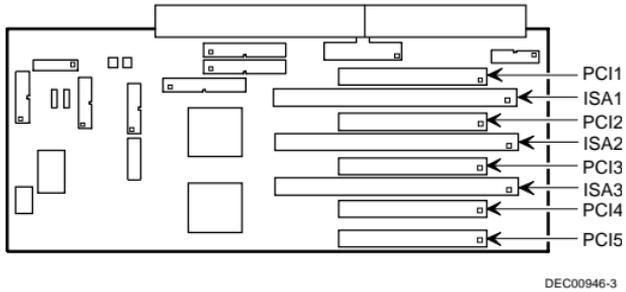
<sup>(1)</sup> Only one expansion board can reside in slot PCI2, 3, or 4 and ISA1, 2, or 3 at any one time. These slots have to share the second, third, and fourth expansion slot openings at the rear panel, thus, a maximum of five expansion boards can be supported at any one time.

*continued*

<b>Expansion Slot Designation</b>	<b>Slot Type</b>	<b>Description</b>
PCI3	Secondary	Supports full-length 32-bit PCI local bus expansion boards Uses the third expansion slot at the rear panel Designated as a shared slot with ISA slot ISA2 <sup>(1)</sup>
ISA3		Supports full-length industry-standard 16-bit ISA expansion boards Uses the second expansion slot at the rear panel Designated as a shared slot with PCI slot PCI4 <sup>(1)</sup>
PCI4	Secondary	Supports full-length 32-bit PCI local bus expansion boards Uses the second expansion slot at the rear panel Designated as a shared slot with ISA slot ISA3 <sup>(1)</sup>
PCI5	Secondary	Supports full-length 32-bit PCI local bus expansion boards Uses the first (bottom) expansion slot at the rear panel

<sup>(1)</sup> Only one expansion board can reside in slot PCI2, 3, or 4 and ISA1, 2, or 3 at any one time. These slots have to share the second, third, and fourth expansion slot openings at the rear panel, thus, a maximum of five expansion boards can be supported at any one time.

## Workstation Components



**Figure 6-4. Expansion Board Slots**

## Main Logic Board Jumper and Switch Settings



**NOTE:** Some switch settings are marked OPEN and CLOSED rather than ON and OFF (OPEN = OFF and CLOSED = ON).

Feature	Function	Setting	Description
Processor/ bus clock speed	66 MHz <sup>(1)</sup>	SW1-1, on <sup>(1)</sup>	Determines the processor and PCI clock speed for the installed processor(s). For example:  200 MHz processor = 66 MHz x 3 180 MHz processor = 60 MHz x 3
	60 MHz	SW1-1, off	
CPU bus speed (60 MHz)	2.5x bus speed	SW1-2, off SW1-3, on SW1-4, on	Processor speed: 150 MHz
	3x bus speed	SW1-2, on SW1-3, off SW1-4, on	Processor speed: 180 MHz
	3.5x bus speed	SW1-2, off SW1-3, off SW1-4, on	Processor speed: 210 MHz
	4x bus speed	SW1-2, on SW1-3, on SW1-4, off	Processor speed: 240 MHz

<sup>(1)</sup> Factory default

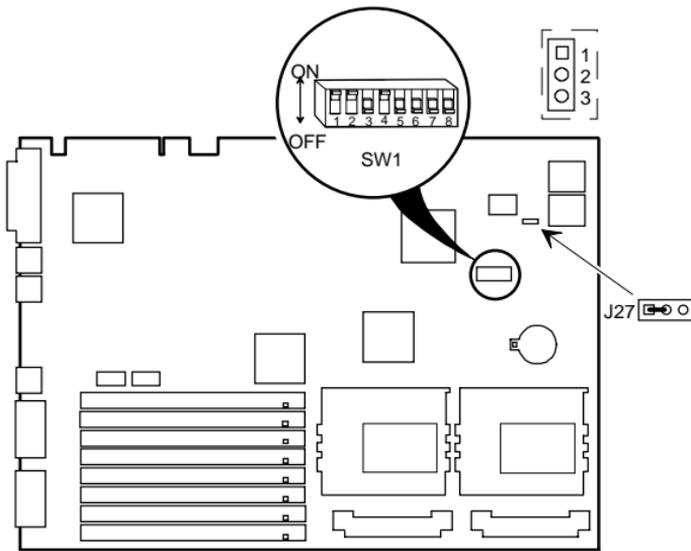
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## Workstation Components

Feature	Function	Setting	Description
CPU bus speed (66 MHz)	2.5x bus speed	SW1-2, off SW1-3, on SW1-4, on	Processor speed: 166 MHz
	3x bus speed <sup>(1)</sup>	SW1-2, on <sup>(1)</sup> SW1-3, off <sup>(1)</sup> SW1-4, on <sup>(1)</sup>	Processor speed: 200 MHz <sup>(1)</sup>
	3.5x bus speed	SW1-2, off SW1-3, off SW1-4, on	Processor speed: 233 MHz
	4x bus speed	SW1-2, on SW1-3, on SW1-4, off	Processor speed: 266 MHz
Password clear	Disabled <sup>(1)</sup>	SW1-5, off <sup>(1)</sup>	If you forget the password, set this switch to ON and then restart the workstation.
	Enabled	SW1-5, on	
Recovery mode	Enabled	SW1-6, on	If the BIOS upgrade failed, refer to the README.TXT file that came with the BIOS upgrade.
	Disabled <sup>(1)</sup>	SW1-6, off <sup>(1)</sup>	
CMOS clear	Enabled	SW1-7, on	Set this switch to on and then restart the workstation to clear all CMOS data. Enter the BIOS Setup utility to enter new or default settings.
	Disabled <sup>(1)</sup>	SW1-7, off <sup>(1)</sup>	
Factory setting	Factory setting	SW1-8, on SW1-8, off <sup>(1)</sup>	Always leave this switch in the OFF position.
Boot block update	Enabled	J27, pins 2 and 3	Disabling this jumper prevents corruption of the boot block when a boot block update is not required.
	Disabled <sup>(1)</sup>	J27, pins 1 and 2 <sup>(1)</sup>	

<sup>(1)</sup> Factory default

## Workstation Components



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**Figure 6-5. Main Logic Board Jumper and Switch Settings**

## **Installing Additional Workstation Memory**

Digital Personal Workstations come with either 32 MB or 64 MB of Extended Data Out (EDO) or Fast-Page parity memory. The workstation supports four memory banks (see Figure 6-6). Each bank contains two 72-pin SIMM connectors. They are labeled as follows:

BANK0 = J13, J14  
BANK1 = J15, J16  
BANK2 = J17, J18  
BANK3 = J19, J20

Workstation memory can be increased up to 256 MB (EDO) or 512 MB (Fast-Page parity) using the eight SIMM sockets on the main logic board.

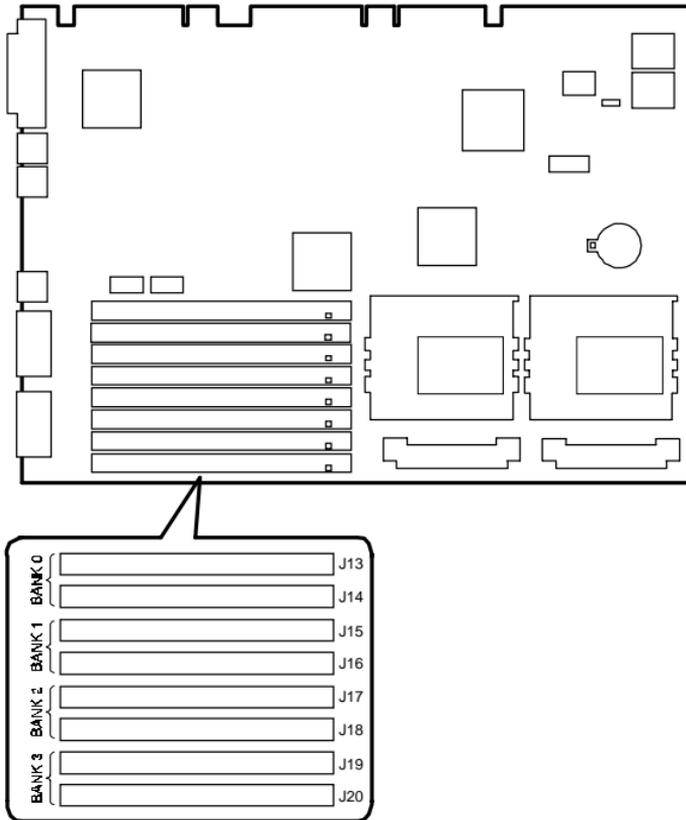
### **EDO Memory**

Digital Personal Workstations support EDO memory in pairs of 8 MB, 16 MB, or 32 MB. 64 MB EDO SIMMs are not available at this time.

### **ECC Memory Support (Fast-Page DRAM)**

The computer supports both Extended Data Out (EDO) and Fast-Page parity memory. If Fast-Page memory (with parity) is used, Error Correcting Code (ECC) functionality is supported. The computer will recognize that a parity bit is available and will automatically enable the ECC mode. Fast-Page memory should be installed in pairs of 8 MB, 32 MB, or 64 MB.

## Workstation Components



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**Figure 6-6. SIMM Socket Locations**

## **Adding EDO SIMMs**

When adding EDO SIMMs:

- SIMM socket pairs must be populated with the same SIMM densities, single or double. For example, SIMM sockets J15 and J16 must be populated with the same densities. However, SIMM sockets J17 and J18 can be populated with SIMMs with a different density than J15 and J16.
- EDO and Fast-Page parity DRAM can be mixed within the memory array. However, only one type can be used per any SIMM socket pair. If different types of memory are used, the workstation will optimize each row for that type of memory.
- 8 = 8 MB EDO SIMM, no parity.
- 16 = 16 MB EDO SIMM, no parity.
- 32 = 32 MB EDO SIMM, no parity.

## Workstation Components

### Memory Configurations (EDO) in MB

Bank 0		Bank 1		Bank 2		Bank 3		Total
J13	J14	J15	J16	J17	J18	J19	J20	
8	8							16
8	8	8	8					32
16	16							32
8	8	8	8	8	8			48
16	16	8	8					48
8	8	8	8	8	8	8	8	64
16	16	8	8	8	8			64
16	16	16	16					64
32	32							64
16	16	16	16	16	16	16	16	128
32	32	16	16	16	16			128
32	32	16	16	8	8	8	8	128
32	32	32	32					128
32	32	32	32	8	8			144
32	32	32	32	8	8	8	8	160
32	32	32	32	16	16			160
32	32	32	32	16	16	8	8	176
32	32	32	32	32	32			192
32	32	32	32	32	32	8	8	208
32	32	32	32	32	32	16	16	224
32	32	32	32	32	32	32	32	256

Table does not list all possible configurations.

## Adding Fast-Page Parity SIMMs

When adding Fast-Page parity SIMMs:

- SIMM socket pairs must be populated with the same SIMM densities, single or double. For example, SIMM sockets J15 and J16 must be populated with the same densities. However, SIMM sockets J17 and J18 can be populated with SIMMs with a different density than J15 and J16.
- EDO and Fast-Page parity DRAM can be mixed within the memory array. However, only one type can be used per any SIMM socket pair. If different types of memory are used, the workstation will optimize each row for that type of memory.
- Parity and non-parity fast-page DRAMs are supported; ECC cannot be implemented without parity DRAM SIMMs. 60 or 70 ns DRAMs are supported.
- 8 = 8 MB SIMM, with parity.
- 16 = 16 MB SIMM, with parity.
- 32 = 32 MB SIMM, with parity.
- 64 = 64 MB SIMM, with parity.

## Workstation Components

### Memory Configurations (Fast-Page Parity) in MB

Bank 0		Bank 1		Bank 2		Bank 3		Total
J13	J14	J15	J16	J17	J18	J19	J20	
8	8							16
8	8	8	8					32
16	16							32
8	8	8	8	8	8			48
16	16	8	8					48
8	8	8	8	8	8	8	8	64
16	16	8	8	8	8			64
16	16	16	16					64
32	32							64
16	16	16	16	16	16	16	16	128
32	32	16	16	16	16			128
32	32	16	16	8	8	8	8	128
32	32	32	32					128
32	32	32	32	8	8			144
32	32	32	32	8	8	8	8	160
32	32	32	32	16	16			160
32	32	32	32	16	16	8	8	176
32	32	32	32	32	32			192
32	32	32	32	32	32	8	8	208
32	32	32	32	32	32	16	16	224
32	32	32	32	32	32	32	32	256
64	64	64	64					256
64	64	64	64	64	64			384
64	64	64	64	64	64	8	8	400
64	64	64	64	64	64	16	16	416
64	64	64	64	64	64	32	32	448
64	64	64	64	64	64	64	64	512

Table does not list all possible configurations.

# Device Mapping **7**

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## **Introduction**

This chapter provides a series of tables listing mapping and address information related to workstation memory and various main logic board devices (keyboard controller, interrupt controller, DMA controller, etc.).

The workstation's memory and address locations are allocated at the factory to operate within a standard PC environment. However, due to the number of optional devices and/or expansion boards that are available, sometimes memory and address locations need to be changed. For example, some network expansion boards require a specific memory location. If that location is already allocated, a memory conflict results and the expansion board will not operate as expected. Note that some memory, I/O and interrupt locations can be changed using the BIOS Setup utility.



**CAUTION:** Before changing any memory or address location, refer to the documentation supplied with the optional device, expansion board, or software application and make sure adequate information is available. If not, contact the option or software manufacturer for further information.

## Full Range Processor Memory Address Map

Range	Function	Size
0 to 9FFFFh	Base memory	640 KB
A0000h to BFFFFh	Video RAM	128 KB
C0000h to C7FFFh	Video BIOS	32 KB
C8000h to DFFFFh	BIOS extension ROM (AT bus used)	96 KB
E0000h to FFFFFh	PnP BIOS/APM BIOS	128 KB
	Extended memory (EDO)	255 MB
	Extended memory (fast-page parity)	511 MB

## I/O Address Map

Range (hexadecimal)	Function
000 - 00F	DMA controller one
020 - 021	Interrupt controller one
040 - 043	Interval timer
060 - 06F	Keyboard controller
070 - 07F	Real-Time Clock (RTC), NMI
080 - 08F	DMA page register
0A0 - 0A1	Interrupt controller two
0C0 - 0CF	DMA controller two
0F0	Clear math co-processor busy
0F1	Reset math co-processor
0F8 - 0FF	Math co-processor
170 - 177	Secondary IDE controller
1F0 - 1F7	Primary IDE controller
220 - 22F	Audio
278 - 27A	LPT2
2E8 - 2EF	COM4

*continued*

## Device Mapping

<b>Range (hexadecimal)</b>	<b>Function</b>
2F8 - 2FF	COM2
378 - 37A	LPT1
388 - 38B	Audio, FM music synthesizer
3BC - 3BE	LPT3
3E8 - 3EF	COM3
3F0 - 3F7	Diskette (floppy disk) controller
3F6 - 3F7	Primary/secondary IDE controller (alt status, device address)
3F8 - 3FF	COM1
4D0	Edge/level control register - INTCNTRL1
4D1	Edge/level control register - INTCNTRL2
CF8 - CFF	PCI configure space control register
26 - 27	Programming chip select

## Interrupt Levels

<b>Interrupt Number</b>	<b>Interrupt Source</b>
IRQ0	Timer tick
IRQ1	Keyboard controller
IRQ2	Cascade interrupt
IRQ3	COM2, COM4, if enabled
IRQ4	COM1, COM3, if enabled
IRQ5	Audio, if enabled
IRQ6	Diskette (floppy disk) drive, if enabled
IRQ7	LPT1, LPT3, if enabled
IRQ8	Real Time Clock (RTC)
IRQ9	(PCI device or reserved) default video
IRQ10	(PCI device or reserved) default SCSI
IRQ11	(PCI device or reserved) default network
IRQ12	Mouse interrupt, if enabled
IRQ13	Math co-processor
IRQ14	IDE primary, if enabled
IRQ15	IDE secondary, if enabled

## DMA Channel Assignment

Channel	Controller	Function
0	1	Refresh
1	1	Audio (if enabled)
2	1	Diskette (floppy disk) controller, if enabled
3	1	ECP
4	2	Cascade DMA
5	2	ECP or not used
6	2	Not used
7	2	Not used

## Service Notes

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# A

## Service Notes

## Service Notes

## Service Notes