

# Memory Upgrade Installation HP Visualize B1000/C3000/C3600 Workstations

## HP Documentation

HP Visualize B1000/C3000 Owner's Guide (A4985-90013)  
HP Visualize C3600 Unix Workstations PA8600 Upgrade Instructions  
HP Visualize B1000/C3000 Unix Workstations Memory DIMMs Removal/Replacement Instructions (A4985-90027)

## Determine System Memory Size

At the Boot Console Interface prompt, type *ma* to get the main menu. Then type *in* to get the information menu. Then type *me* to get the memory information. The memory status table provides the size of the cards installed in each slot and the system memory size.

## Determine the PDC Revision

At the Boot Console Interface prompt, type *in* to get the information menu. Then type *fv* to get the current processor dependent code (PDC) firmware revision number.

## Clearing PDT after Replacing Faulty DIMM

If you replaced a faulty DIMM, at the Boot Console Interface, type *ser* to get the service menu. Select the *pdt clear* command. Select 'Y' to 'Continue? (Y/N)' prompt. This will clear the previous memory error from the Memory Page Deallocation Table (PDT).

## System Shutdown

Perform an orderly shutdown of the HP-UX operating system (by executing `shutdown -h` as root). Reference the Owner's Guide for detailed instructions.

## Power Down

Turn off the system power by pressing the power switch on the front panel. Power off the monitor and any attached peripheral devices. After one minute, disconnect the system power cable and the power cord of any peripheral devices from the ac wall outlets.

## Open the Left Side Panel

Attach the ESD Wrist Strap to the bare metal on the back panel of the system unit using the instructions on the 3M package. Disconnect any terminators or external devices connected to SCSI ports at the back of the workstation. Remove the two T-15 Torx thumbscrews located in the top and bottom right edge of the back of the workstation. Remove the left side panel by grasping the back edge of the panel and rotating the panel outward. Unhinge the panel and pull it away from the workstation. Set the panel and screws aside. Place the workstation on a flat surface with the open side facing up.

## Lift-Up the Power Supply

Place the workstation on a flat surface with the open side facing up. Loosen the two T-15 Torx screws from the corners of the power supply. Using the handle, lift up the power supply and rotate the power supply until the support mechanism clicks into place.

## Remove the Hard Disk Fan

Remove the fan that is located next to the memory cards (DIMMs). Remove the fan by lifting straight up on the handle of the fan bracket. Place the disk fan on the disk cage. You do not need to remove the disk fan power cord from the motherboard.

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## Memory Installation

Locate the DIMMs currently installed on the CPU board. Install additional DIMMs using the Memory Installation Sequence printed on the inside of the box.

Slot #	Installation Sequence
SL0	Load 1st
SL6	Load 7th
SL2	Load 3rd
SL4	Load 5th
SL5	Load 6th
SL3	Load 4th
SL7	Load 8th
SL1	Load 2nd

## Installing a DIMM into a Connector

Make sure the connector tabs are angled out (i.e. away from each other). Insert the gold edge of the DIMM so that the notches in the DIMM line up with the dividers in the slot. The DIMM is keyed to prevent the DIMM from being inserted backwards. With the DIMM positioned correctly, **firmly and evenly** press or seat the card into the connector. **Do not "rocker" the DIMM into the connector!** This may damage the DIMM or the connector. When the DIMM is correctly seated, it will "snap" into the connector. At this point, ensure that the ejector levers are in the up position.

## Verify DIMMs are Seated Correctly

After all the DIMMs have been installed, check to ensure that they are seated evenly and that all the DIMMs are the same height. An incorrectly seated DIMM may stick out above the other.

## Reinstalling the Hard Disk Fan

Install the fan by aligning it with the fan bracket guide and sliding it down into place.

## Lower the Power Supply

Rotate the power supply back into the closed position by grasping the handle with one hand and releasing the power supply support mechanism with the other. Tighten the power supply screws.

## Replace the Left Side Panel

Attach the left side panel by holding it at an angle and aligning its top and bottom hinges with their slots. Rotate the back edge of the panel toward the back of the workstation and press the panel firmly into place. Replace the two T-15 Torx thumbscrews that secure the left side panel to the chassis.

## Reconnect the System Cables

Reconnect the power cables and any other cables that were disconnected. Reconnect all peripheral devices and power cables. Reconnect the terminators.

## Verify the New System Memory

Power up the peripherals first, then power up the system. The system memory is automatically configured to the system by the software. If there is a problem with the memory, then the system displays an error message on the LCD on the front of the system.

If the system turns the monitor on, then press any key within 10 seconds after the following message: *"Processor is booting from first available device. To discontinue, press any key within 10 seconds."* The system will stop at the Boot Console Interface prompt. Type *in* to get the information menu. Then type *me* to get the memory information. The memory status table provides the size of the cards installed in each slot and the system memory size.

If the system has errors or the memory status table does not reflect the expected configuration then the possible error sources are the DIMMs are not seated properly or the DIMMs are not sequenced correctly. If errors exist or the table does not reflect the expected configuration, then repeat the installation procedure but take special care to seat the DIMMs properly and in the correct sequence.