



# Technical Manual

English

# CXP3535 Color Server for the DocuColor 3535

Version 1.0

**Draft**

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This product is covered by one or more of the following U.S. patents:

RE37,376	5,325,217	5,532,728	5,742,743	5,996,499	6,158,345	6,353,216
4,558,302	5,339,176	5,561,691	5,764,374	5,998,067	6,159,659	6,366,339
4,743,091	5,343,059	5,568,595	5,764,381	6,003,442	6,164,637	6,371,026
4,992,864	5,355,446	5,576,754	5,771,794	6,014,471	6,180,325	6,377,739
5,049,901	5,359,451	5,579,115	5,785,309	6,016,752	6,181,362	6,387,597
5,079,721	5,359,458	5,592,309	5,813,346	6,031,932	6,181,439	6,396,422
5,103,407	5,367,360	5,594,556	5,818,498	6,043,865	6,186,068	6,396,618
5,111,308	5,384,648	5,600,448	5,854,883	6,060,208	6,189,452	6,407,849
5,113,249	5,384,899	5,608,822	5,861,904	6,063,528	6,191,882	6,414,755
5,122,871	5,412,491	5,615,282	5,861,992	6,063,546	6,204,874	6,422,801
5,124,547	5,412,737	5,625,766	5,875,288	6,072,518	6,208,369	6,435,091
5,132,723	5,420,702	5,636,330	5,894,342	6,090,529	6,214,276	6,441,914
5,150,225	5,420,722	5,649,220	5,900,981	6,096,461	6,217,965	6,450,092
5,153,769	5,459,505	5,650,076	5,934,196	6,098,544	6,260,482	6,456,396
5,155,782	5,473,733	5,652,804	5,942,137	6,107,011	6,266,080	6,476,931
5,157,516	5,481,379	5,680,129	5,946,426	6,112,663	6,266,134	6,477,955
5,208,818	5,488,906	5,691,823	5,947,028	6,115,056	6,267,054	6,509,903
5,208,888	5,497,252	5,691,828	5,958,647	6,121,996	6,268,948	
5,247,174	5,508,828	5,696,393	5,966,504	6,130,702	6,283,589	
5,249,067	5,509,561	5,699,174	5,969,872	6,134,393	6,295,076	
5,283,140	5,517,359	5,699,740	5,973,801	6,136,509	6,299,572	
5,291,273	5,519,852	5,708,736	5,986,819	6,137,580	6,318,266	
5,323,248	5,526,143	5,713,287	5,995,475	6,147,789	6,352,816	

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# Environment Management System (EMS)

## EMS Overview

Creo is committed to the Environment Management System (EMS) and according to this policy, we are obliged to keep customers and service engineers informed about the principles of handling company products, while emphasizing on the environmental conservation.

The Triple-R principles are: **Reduce, Reuse** and **Recycle**.

Any item that can be recycled should be recycled and any item that can be reused should be reused in order to reduce the quantities of landfill that are sent to the local municipalities.

## Recycling

Items such as: Paper, Plastic, Electronic Parts, Glass – should be sent for recycling, after usage.

## Packaging Materials

Packaging Materials will be kept at the customer's premises. If these should be disposed of, they should be sent to a plant for recycling of the Paper, Cartons and Wood.

## End of Product Life span

The product should be sent for recycling to a recognized company in each country.

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# Using This Manual

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## Who Should Use This Manual

This manual is intended for use by Xerox representatives, including installation and service personnel (see the table below), using or administering the CXP3535 Color Server for the Xerox DocuColor3535 printer, Version 1.0. This manual is designed to accompany the representative during all stages of installation and servicing.

The CXP3535 Color Server is installed and serviced exclusively by specially trained and certified technicians.

The table below illustrates which chapters are relevant to the service representative, analyst, and system administrator.

Technical Manual Chapter	Service Representative	Analyst	System Administrator
<i>Chapter 1, First Time Setup and Configuration</i>	✓	✓	✓
<i>Chapter 2, Software Reinstallation and Configuration</i>			✓
<i>Chapter 3, Diagnostics and Troubleshooting</i>	✓	✓	
<i>Chapter 4, Hardware Maintenance and Repairs</i>	✓		

This manual assumes that:

- All the hardware, software, and network components of your Creo system are installed, configured, and operating correctly.
- Files submitted to the Creo system are free of common errors usually resolved during preflight, such as missing fonts and PostScript errors.

## Conventions Used in This Manual

This section describes the terminology and symbols used in this manual.

### Terminology

Clear	Place the mouse pointer over the check box for the specified option, and click the left mouse button so that the X or check mark is removed from the check box.
Click	Place the mouse pointer over the specified option or button and press and release the left mouse button.
Double-click	Place the mouse pointer over the specified option or button and quickly press and release the left mouse button twice.
Enter	Type the information and press the ENTER or RETURN key.
Point	Position the mouse pointer over a submenu or menu command. For example, point to the <b>File</b> menu.
Press	Press the specified key or key combination on your keyboard. For example, press CTRL+ALT+DEL.
Right-click	Place the mouse pointer over an area of the application window. Then press and release the right mouse button to display the shortcut menu. For more information about using shortcut menus, see your Windows documentation.
Select	Place the mouse pointer over the check box for the specified option, then click the left mouse button so that an X or check mark appears in the check box. Or: Place the mouse pointer over the specified box or button. Then click the left mouse button.
Type	Type the information. Do not press the ENTER or RETURN key.

## Symbols



**DANGER:** This symbol indicates an imminently hazardous situation, which, if not avoided, will result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.



**WARNING:** This symbol indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.



**CAUTION:** This symbol indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. This may also alert you to unsafe practices or potential property-damage-only accidents.



**Attention:** This symbol alerts you to things that may cause loss of data or damage to your computer hardware.



**Important:** This symbol indicates things that may cause process delays or reduce functionality, reliability, or quality.



**Note:** A note provides additional information that you may need to consider.

## For More Information



The reference symbol tells you that related information on the topic is available in another Creo document.

Visit Creo at [www.creo.com](http://www.creo.com) for documentation, training courses, downloads, and service and support contacts.

# Safety Information (Multilingual)

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## Safety Precaution Symbols



**DANGER:** This symbol indicates an imminently hazardous situation, which, if not avoided, will result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.

**GEFAHR:** Dies zeigt eine unmittelbar bevorstehende gefährliche Situation an, die, wenn sie nicht vermieden wird, zum Tode oder zu ernstesten Verletzungen führt. Dies warnt Sie nur dann vor einem Unfall mit Eigentumsschaden, wenn persönliche Verletzungsrisiken damit verbunden sind.

**PELIGRO:** Esto indica una situación inminentemente peligrosa, que, si no se evita, puede provocar la muerte o serias lesiones. Esto no le advierte de la posibilidad de accidentes con daño a la propiedad a no ser que hayan riesgos de heridas asociados.

**DANGER:** Ce symbole indique une situation dangereuse qui provoquera des blessures graves voire mortelles. Il n'indique pas la possibilité de dommage au matériel à moins qu'il y ait des risques de blessure associés.

**PERICOLO:** Questo simbolo indica una situazione pericolosa che, se non evitata, potrebbe causare la morte o ferite gravi. Non si è allertati per un incidente di danni materiali a meno che i rischi di ferita personale siano associati all'incidente.

**GEVAAR:** U wordt gewaarschuwd een mogelijk gevaarlijke actie niet uit te voeren, die als deze niet wordt vermeden, kan resulteren in overlijden of serieus letsel. Deze waarschuwing geldt niet voor beschadiging aan de apparatuur, mits persoonlijk letsel is verbonden aan het uitvoeren van deze gevaarlijke actie.

**PERIGO:** Isto indica uma situação iminentemente perigosa que, se não evitada, irá resultar em morte ou sérios ferimentos. Isto não lhe alerta sobre um acidente de danos em propriedade a menos que riscos de danos pessoais estiverem associados com o acidente.



**WARNING:** This symbol indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury. This does not alert you to a property damage accident unless personal injury risks are associated with the accident.

**WARNUNG:** Dies zeigt eine potentiell gefährliche Situation an, die, wenn sie nicht vermieden wird, zum Tode oder zu ernsten Verletzungen führt. Dies warnt Sie nur dann vor einem Unfall mit Eigentumsschaden, wenn persönliche Verletzungsrisiken damit verbunden sind.

**ADVERTENCIA:** Esto indica una situación inminentemente peligrosa, que, si no se evita, puede provocar la muerte o serias lesiones. Esto no le advierte de la posibilidad de accidentes con daño a la propiedad a no ser que hayan riesgos de heridas asociados.

**AVERTISSEMENT:** Ce symbole indique une situation dangereuse qui pourrait provoquer des blessures graves voire mortelles. Il n'indique pas la possibilité de dommage au matériel à moins qu'il y ait des risques de blessure associés.

**AVVERTIMENTO:** Questo simbolo indica una situazione potenzialmente pericolosa che, se non evitata, potrebbe causare la morte o ferite gravi. Non si è allertati per un incidente di danni materiali a meno che i rischi di ferita personale siano associati all'incidente.

**WAARSCHUWING:** U wordt gewaarschuwd een mogelijk gevaarlijke actie niet uit te voeren, die als deze niet wordt vermeden, kan resulteren in overlijden of serieus letsel. Deze waarschuwing geldt niet voor beschadiging aan de apparatuur, mits persoonlijk letsel is verbonden aan het uitvoeren van deze gevaarlijke actie.

**AVISO:** Isto indica uma situação potencialmente perigosa que, se não evitada, pode resultar em morte ou sérios ferimentos. Isto não lhe alerta sobre um acidente de danos em propriedade a menos que riscos de danos pessoais estiverem associados com o acidente.



**CAUTION:** This symbol indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury. This may also alert you to unsafe practices or potential property-damage-only accidents.

**VORSICHT:** Dies zeigt eine unmittelbare bevorstehende gefährliche Situation an, die, wenn sie nicht vermieden wird, zum Tode oder zu ernstern Verletzungen führt. Dies warnt Sie auch vor gefährlichen Gewohnheiten oder potentiellen Unfällen mit nur Eigentumsschaden.

**CUIDADO:** Esto indica una situación inminentemente peligrosa, que, si no se evita, puede provocar la muerte o serias lesiones. Este le puede advertir también de prácticas no seguras o accidentes con posibilidad de daño sólo a la propiedad.

**ATTENTION:** Ce symbole indique une situation dangereuse qui pourrait provoquer des blessures mineures. Il peut également indiquer une pratique hasardeuse ou un dommage éventuel au matériel.

**PRECAUZIONE:** Questo simbolo indica una situazione potenzialmente pericolosa che, se non evitata, può causare piccole o moderate ferite. Si potrebbe anche essere allertati su procedure non sicure o potenziali incidenti per soli danni materiali.

**VOORZICHTIG:** U wordt gewaarschuwd een mogelijk gevaarlijke actie niet uit te voeren, die als deze niet wordt vermeden, kan resulteren in ondergeschikt of gematigd letsel. Dit kan ook een waarschuwing zijn voor onveilige handelingen of handelingen die alleen mogelijke beschadigingen van eigendommen kunnen veroorzaken.

**CUIDADO:** Isto indica uma situação potencialmente perigosa que, se não evitada, pode resultar em ferimentos mínimos ou moderados. Isto pode também alertá-lo com relação a práticas inseguras ou acidentes relacionados somente a danos em propriedade.

## Safety Precautions

The following sections contain safety information regarding avoiding personal injury, before and while servicing the CXP3535 Color Server.

### General Safety

#### **Follow these rules to ensure general safety:**

- Lift up the CXP3535 Color Server using the handle and not using the front panel. Lifting it up using the front panel may result in major injury.
- Before opening the CXP3535 Color Server covers, ensure that the unit has been switched off.  
Switching off, only the ON/OFF power button, will leave some circuits energized. For complete disconnection from the supply, the main power cable must also be disconnected from the power source.

### Battery Replacement

- Only qualified service personnel should replace the battery.
- Handle and dispose of the used batteries according to Lithium battery manufacturer's instructions.

### Static Electricity

When handling static-sensitive electrical devices (such as: electronic boards, disk drives, or memory modules):

- Use a field service grounding kit (chain, mat, and wrist strap).
- After removing the component from the system or from its protective wrapper, place it on a grounded anti-static mat and not on a carpet or any other unshielded surface.
- After removing a board from a station, store it in an anti-static bag.

## Sicherheitsmaßnahmen

Die folgenden Abschnitte enthalten Sicherheitsinformationen zur Vermeidung von persönlichen Verletzungen vor und während der Wartung des CXP3535 Color Server.

### Allgemeine Sicherheit

**Befolgen Sie diese Regeln, um allgemeine Sicherheit zu gewährleisten:**

- Heben Sie den CXP3535 Color Server nur am Griff hoch und berühren Sie nicht die Frontblende. Wenn Sie ihn an der Vorderblende hochheben, kann dies zu schweren Verletzungen führen.
- Bevor Sie die Schutzabdeckung des CXP3535 Color Server öffnen, stellen Sie sicher, dass die Einheit ausgeschaltet wurde. Wenn Sie das Gerät nur mit der ON/OFF-Schalttaste ausschalten, bleiben einige Stromkreise aktiviert. Um eine vollständige Trennung von der Stromversorgung zu erreichen, muss der Hauptlastschalter von der Stromquelle getrennt sein.

### Batterieaustausch

- Die Batterie sollte nur von qualifiziertem Kundendienstpersonal ausgetauscht werden.
- Handhaben und entsorgen Sie die verbrauchten Batterien entsprechend den Anweisungen des Lithiumbatterie-Herstellers.

### Reibungselektrizität

Beim Umgang mit statik-empfindlichen elektrischen Geräten (wie z.B.: elektronische Karten, Plattenlaufwerke oder Speichermodule):

- Benutzen Sie einen Erdungsmontagesatz für den Außendienst (Kette, Matte und Manschetten).
- Nach dem Entfernen des Teils aus dem System oder aus seiner Schutzhülle stellen Sie es auf eine geerdete anti-statische Matte und nicht auf einen Teppich oder auf andere ungeschützte Oberflächen.
- Nachdem Sie die Steckkarte aus einer Station entfernt haben, bewahren Sie sie in einer anti-statischen Tüte auf.

# Medidas Preventivas de Seguridad

Las secciones a continuación contienen información de seguridad para evitar lesiones, antes y durante la prestación de servicio de mantenimiento y reparaciones del CXP3535 Color Server.

## Seguridad General

### **Siga las siguientes reglas para garantizar la seguridad general:**

- Levante el CXP3535 Color Server utilizando el mango y no el panel frontal. Al levantarlo utilizando el panel frontal se pueden ocasionar serias lesiones.
- Antes de abrir las cubiertas del CXP3535 Color Server, asegúrese de que la unidad ha sido apagada.  
Si se apaga utilizando el botón ON/OFF solamente, algunos circuitos permanecen activados. Para una desconexión completa del suministro de energía, el cable de alimentación principal se debe desconectar de la fuente de alimentación.

## Sustitución de la batería

- Sólo un ingeniero de mantenimiento y reparaciones debe reemplazar la batería.
- Manipule y deshágase de las baterías usadas de acuerdo a las instrucciones del fabricante de la batería de litio.

## Electricidad estática

Cuando se manejan dispositivos eléctricos sensibles a electricidad estática (como por ejemplo: placas electrónicas, unidades de disco, o módulos de memoria):

- Use un kit de puesta a tierra para reparaciones y mantenimiento en terreno (cadena, felpudo y banda de muñeca).
- Después de sacar el componente del sistema o de su lugar de envoltura de protección, colóquelo en un felpudo antiestático puesto a tierra y no en una alfombra o cualquier otra superficie no protegida.
- Después de sacar una placa de una estación, almacénela en una bolsa antiestática.

## Mesures de sécurité

Les sections suivantes contiennent des informations sur les mesures de sécurité à prendre pour éviter les blessures personnelles, avant et pendant l'entretien du CXP3535 Color Server.

### Mesures générales de sécurité

#### **Suivez ces règles pour garantir une sécurité générale :**

- Soulevez le CXP3535 Color Server par la poignée et non par le panneau frontal. L'utilisation du panneau frontal pour soulever le dispositif peut entraîner des blessures graves.
- Avant d'ouvrir les couvercles du CXP3535 Color Server, vérifiez que l'unité a été éteinte.  
Si vous ne mettez hors tension que l'interrupteur ON/OFF, certains circuits resteront sous tension. Pour une déconnexion totale de l'alimentation en courant, le câble d'alimentation principale doit aussi être déconnecté du bloc d'alimentation.

### Remplacement de la batterie

- Le remplacement de la batterie est une opération réservée au personnel de service qualifié.
- Manipulez et jetez les batteries utilisées selon les instructions du fabricant de batterie au Lithium.

### Electricité statique

Lors de la manipulation des périphériques électriques sensibles à l'énergie statique (tels que : les cartes électroniques, les lecteurs de disque ou les barrettes de mémoire) :

- Utilisez une trousse de mise à terre (une chaîne, une carquette et un bracelet anti-statique).
- Après avoir enlevé le composant du système ou de son emballage de protection, placez-le sur une carquette anti-statique mise à la terre et non sur une carquette ou sur n'importe quelle autre surface non protégée.
- Après l'enlèvement d'une carte d'un poste, conservez-la dans un emballage anti-statique.

## Precauzioni di Sicurezza

Le seguenti sezioni contengono informazioni di sicurezza riguardanti l'evitamento di lesioni personali, prima e durante l'uso del CXP3535 Color Server.

### Sicurezza generale

#### **Seguite queste istruzioni per assicurare la sicurezza generale:**

- Alzate il CXP3535 Color Server usando la maniglia e non usando il pannello frontale. Alzandolo usando il pannello frontale potrebbe causare una grave lesione.
- Prima di aprire la copertura del CXP3535 Color Server, assicuratevi che l'unità sia stata spenta.  
Spegnendo l'unità, solo il pulsante ON/OFF lascerà qualche circuito alimentato. Per arrivare a una sconnessione completa dalle fonti di alimentazione, il cavo di alimentazione principale deve essere staccato dal connettore di alimentazione.

### Sostituzione della Batteria

- La batteria dovrebbe essere cambiata solo dal personale di assistenza qualificato.
- Disfatevi delle batterie usate a seconda delle istruzioni del fabbricante riguardanti batterie Lithium.

### Elettricità Statica

Quando gestite dispositivi di sensibilità elettro-statica (come: schede elettroniche, dischi rigidi o moduli di memoria):

- Usate un campo di servizio di attrezzatura messa a terra (catena, stuoia, cinghia da polso).
- Dopo avere rimosso il componente dal sistema o dal cartoccio protettivo, mettetela su una stuoia anti-statica a terra e non su un tappeto o ogni altra superficie non protetta.
- Dopo avere rimosso una scheda dalla stazione, custoditela in una borsa anti-statica.

## Veiligheidsmaatregelen

In de volgende secties worden veiligheidsmaatregelen behandeld om persoonlijk letselt voor en tijdens het bedienen van de CXP3535 Color Server te voorkomen.

### Algemene veiligheid

**Volg onderstaande regels op om uw algemene veiligheid te verzekeren:**

- Gebruik het handvat om de CXP3535 Color Server op te tillen, en niet het voorpaneel. Wanneer u het voorpaneel gebruikt bij het optillen kan dit resulteren in ernstig letsel.
- Zorg ervoor dat de CXP3535 Color Server is uitgeschakeld voordat u de deksels opent.  
Wanneer u alleen de ON/OFF schakelaar uitschakeld zullen bepaalde electriciteitscircuits geactiveerd blijven. Om de stroomtoevoer volledig af te sluiten moet de electriciteitskabel uit het stopcontact zijn.

### De batterij vervangen

- De batterij mag alleen door bevoegd servicepersoneel worden vervangen.
- Volg de instructies van de fabrikant op voor het vervangen en het wegwerpen van gebruikte lithium batterijen.

### Statische electriciteit

Wanneer u met elektrisch statisch geladen onderdelen omgaat (zoals: elektronische kaarten, harde schijven of geheugenmodi):

- Gebruik een onderhoudsaardingpakket (ketting, mat, en een polsbandje).
- Nadat u het onderdeel van het systeem verwijderd of uit zijn beschermend omhulsel neemt, plaatst u dit op een geaarde anti-statische mat en niet op een vloerkleed of enig andere onbeschermd oppervlakte.
- Nadat u een kaart van een station heeft verwijderd plaatst u deze in een anti-statisch zak.

## Precauções de segurança

As seguintes sessões contêm informações de segurança com respeito a como evitar feridas corporais, antes e no decorrer do uso do CXP3535 Color Server.

### Segurança geral

#### **Siga as seguintes regras para assegurar uma segurança geral:**

- Levante o CXP3535 Color Server usando o cabo e não o painel frontal. Ao levantá-lo através do painel frontal pode causar sérios danos.
- Antes de abrir as tampas do CXP3535 Color Server, certifique-se de que a unidade foi desligada.  
Ao desligar somente com o botão ON/OFF fará com que alguns circuitos sejam ativados. Para uma desconexão completa da fonte de alimentação, o cabo de alimentação principal também deve ser desconectado da fonte de alimentação.

### Troca de bateria

- A bateria deve ser substituída somente por uma equipe de serviço qualificada.
- Manipule e jogue fora as baterias usadas de acordo com as instruções do fabricante de baterias de Lítio.

### Eletricidade estática

Ao lidar com dispositivos sensíveis à energia estática (como: placas eletrônicas, unidades de disco ou módulos de memória):

- Utilize um kit de aterramento de serviço (cadeia, esteira e faixa de pulso).
- Após a remoção do componente do sistema ou do seu invólucro de proteção, coloque-o em uma esteira anti-estática e não em um tapete ou qualquer outra superfície desprotegida.
- Após remover uma placa de uma estação, armazene-a em uma bolsa anti-estática.

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# 1

## First Time Setup and Configuration

Hardware Installation Procedures.....	18
Installing the Windows 2000 Professional Operating System .....	24
Installing the Creo Application Software.....	25
Configuration Wizard (First Time Software Setup) .....	28

## 1.1 Hardware Installation Procedures



**Important:** Installation must be performed only by authorized service personnel.

### 1.1.1 Unpacking the System Components

The following sections will lead you through procedures for unpacking, and correct placement of the CXP3535 Color Server.

### 1.1.2 Before Unpacking

Place the shipping package as close as possible to the final installation site. Before unpacking the CXP3535 Color Server, make sure that the unpacking site is large enough to allow easy maneuvering.

#### Unpacking Diagram

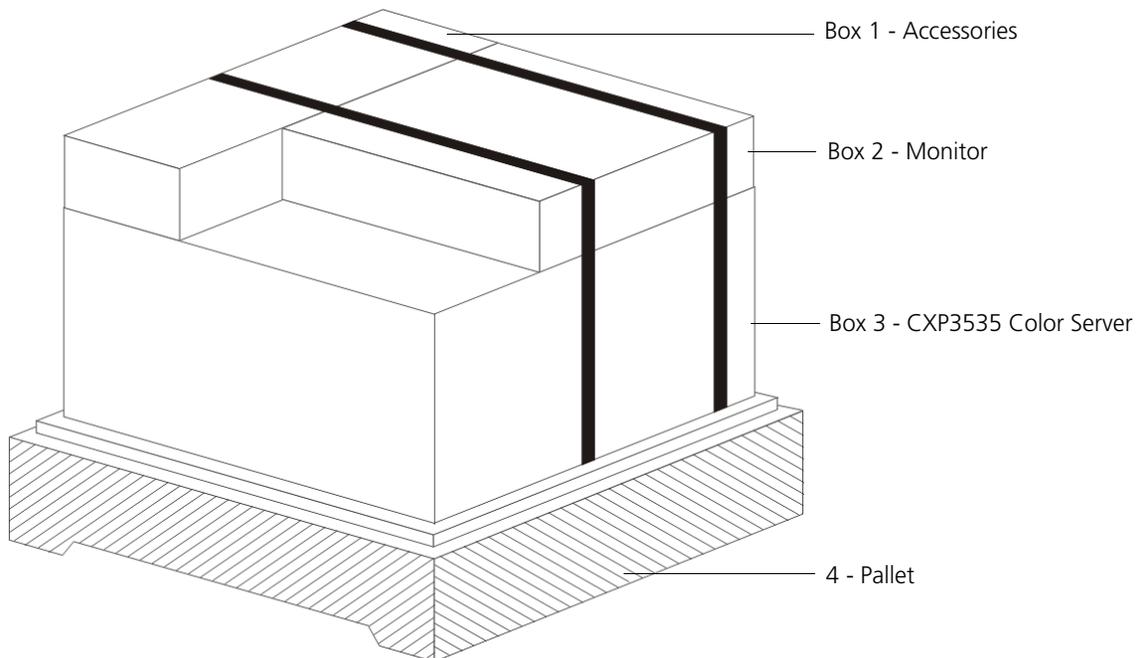


Figure 1: Unpacking the CXP3535 Color Server

## 1.1.3 Unpacking Instructions

### To unpack the CXP3535 Color Server:

1. Cut the three plastic bands that secure the outer carton (not shown) to the pallet (4).



**Caution:** Take care before cutting the bands. They are tight and spring apart when cut.

2. Open the upper flaps of the outer carton and lift it up and off the pallet.

3. Cut the two plastic bands that secure the three boxes to the pallet.



**Caution:** Take care before cutting the bands. They are tight and spring apart when cut.

4. Remove the three boxes (1), (2), and (3) from the pallet (4). Open the boxes and remove the contents.

## 1.1.4 Connecting the CXP3535 Color Server System Cables

Figure 2 on page 21 shows the input/output connectors (ports) on the rear of the CXP3535 Color Server.

### To connect the CXP3535 Color Server cables:



**Note:** The AC power connection should be performed according to the *Xerox Installation and Planning Guide*.



**WARNING:** Before connecting the CXP3535 Color Server to the AC power socket, see *Safety Information (Multilingual)* on page 5.

1. Connect the monitor, keyboard, mouse, scanner, X-RiteColor® DTP34L Quickcal Densitometer, monitor, and network cable to the CXP3535 Color Server as follows:

Port	Device
Mouse	Mouse (PS2)
Keyboard	Keyboard (PS2)
Serial 1	X-RiteColor DTP34L Quickcal Densitometer
Serial 2	Optional
Parallel	Optional
USB	Optional
Ethernet (NET)	10/100/1000 Cable
DDI 1	Printer DDI 1
DDI 2	Printer DDI 2
VGA (Video Graphic Adapter)	Monitor
LAN (SCAN)	Printer scanner

2. Connect the two printer cables (68 to 80 pin) from the DocuColor 3535 printer ports (DDI 1 and DDI 2) to the CXP3535 Color Server ports DDI 1 (C, K) and DDI 2 (Y, M).
3. Connect the leakage interrupter wiring (GFI) to the AC power socket at the rear of the CXP3535 Color Server.
4. Connect one end of the AC power cable (P/N 117N01113) to the unused end of the GFI wiring cable connector.
5. Connect the opposite end of the AC power cable to an AC power outlet.

6. Connect the AC power cable from the monitor to an AC power outlet.



**Important:** Do not switch the DocuColor 3535 printer on. You will be instructed, during the software installation procedure, when to switch on the printer.

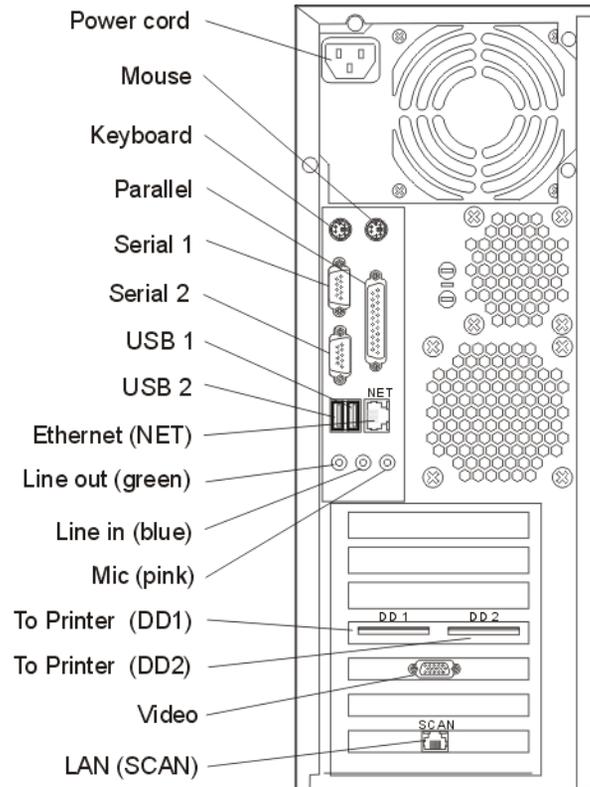


Figure 2: External rear connections

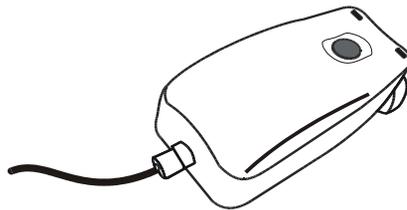


Figure 3: X-RiteColor DTP34L Quickcal Densitometer

## 1.1.5 Front Panel LEDs and Controls

This section identifies the LEDs and controls on the front of your CXP3535 Color Server.

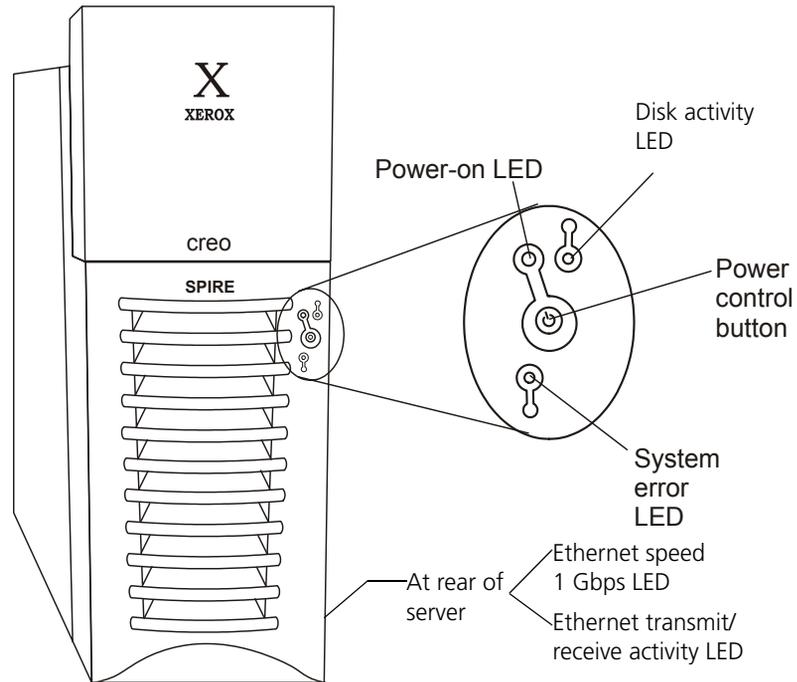


Figure 4: Front panel controls and indicators

**Power-on LED:** When the server is connected to an AC power source, the server is in standby mode, and the power-on LED flashes to indicate this status. The light turns a steady green when the server is on and the operating system is running.

**Disk activity (image disk) LED:** The light flashes when the controller is accessing a IDE device (image disk).

**Power control button:** Press this button to manually turn the CXP3535 Color Server on or off.

**System error LED:** An amber light turns on when a system error has occurred. An amber error light on the interior of the CXP3535 Color Server, adjacent to the faulty component, also switches on, to further isolate the error. For more information, see *Troubleshooting* on page 140.

**Ethernet speed 1 Gbps LED:** When this LED, on the ethernet connector, is lit, it indicates that the ethernet network speed is 1 Gbps. When this LED is off, it indicates that the ethernet network speed is 10 Mbps or 100 Mbps.

**Ethernet transmit/receive activity LED:** When this LED on the ethernet connector is lit, it indicates that there is activity between the server and the network.

## 1.1.6 Turning on the CXP3535 Color Server

Before connecting the CXP3535 Color Server to an AC power source review the *Safety Information (Multilingual)* on page 5.

### To turn on the CXP3535 Color Server:

1. Connect the monitor's AC power cable to an AC power source and switch on the monitor.
2. Connect the server's AC power cable to an AC power source.
3. Wait 20 seconds before pressing the power control button on the CXP3535 Color Server (see *Front panel controls and indicators* on page 22). The ON/OFF LED on the front panel illuminates a steady green.  
After the system boot-up is complete, the Windows Desktop appears.



**Important:** Do not switch on the DocuColor 3535 printer. You will be instructed, during the software installation procedure, when to switch the printer on.

4. If a power failure occurs while the server is turned on, the server will restart automatically when power is restored.

### To turn off the CXP3535 Color Server:

1. We recommend that you perform an orderly shutdown of the operating system before turning off the server.
2. Press the power control button to turn off the server.
3. Disconnect the AC power cable from the AC power source.



**WARNING:** Switching off only the ON/OFF power button will leave some circuits energized. For complete disconnection from the supply, the main AC power cable must also be disconnected from the AC power source.

## 1.2 Installing the Windows 2000 Professional Operating System

1. Turn on the server.
2. Insert CD-ROM #1 into the CD-ROM drive.
3. Wait until the **PC DOS Start Up Menu** appears.  
The following choices are available:
  - Creo Software Complete Overwrite Installation
  - Creo Software Preservation Installation (System Partition Overwrite)
  - DOS prompt
4. Use the arrows to select **Creo Software Complete Overwrite Installation** and press ENTER.  
The system starts copying the files.  
After a few minutes, you are prompted to remove the CD-ROM from the CD-ROM drive and reboot.
5. Press CTRL+ALT+DEL to reboot.  
The system copies files and reboots.
6. When the Windows 2000 Professional Setup screen appears, type the 25-digit Product Key, that comes with the Windows 2000 Professional manual, and click **Next**.
7. In the Computer Name and Administrator Password screen, type the name for the CXP3535 Color Server, for example CXP3535.



**Important:**

In the administrator name and password area, use the default settings.

If required, you can change the operator name and password, but only at the end of the installation process (see *If you want to change the operator name and password:* on page 43).

8. Click **Next**.  
The installation process begins.
9. At the end of the installation, the system reboots a number of times, and the SPIRE Application splash screen appears, and you are asked to insert the Application Software CD-ROM #2 into the CD-ROM drive. Proceed to *Installing the Creo Application Software* on page 25.

## 1.3 Installing the Creo Application Software

1. Insert CD-ROM #2 into the CD-ROM drive, and close the CD-ROM drive.



**Note:** Wait for the LED on the CD-ROM drive to stop blinking before proceeding.

2. In the SPIRE Application splash screen, click **Start**. The Adobe Acrobat setup begins. After the Adobe Acrobat setup is complete, the CXP3535 Color Server installation starts and the following window appears.



**Important:**

If you have not connected the CXP3535 Color Server to the DocuColor 3535 printer, do so now (see *Connecting the CXP3535 Color Server System Cables* on page 19).

Do not switch the DocuColor 3535 printer on.

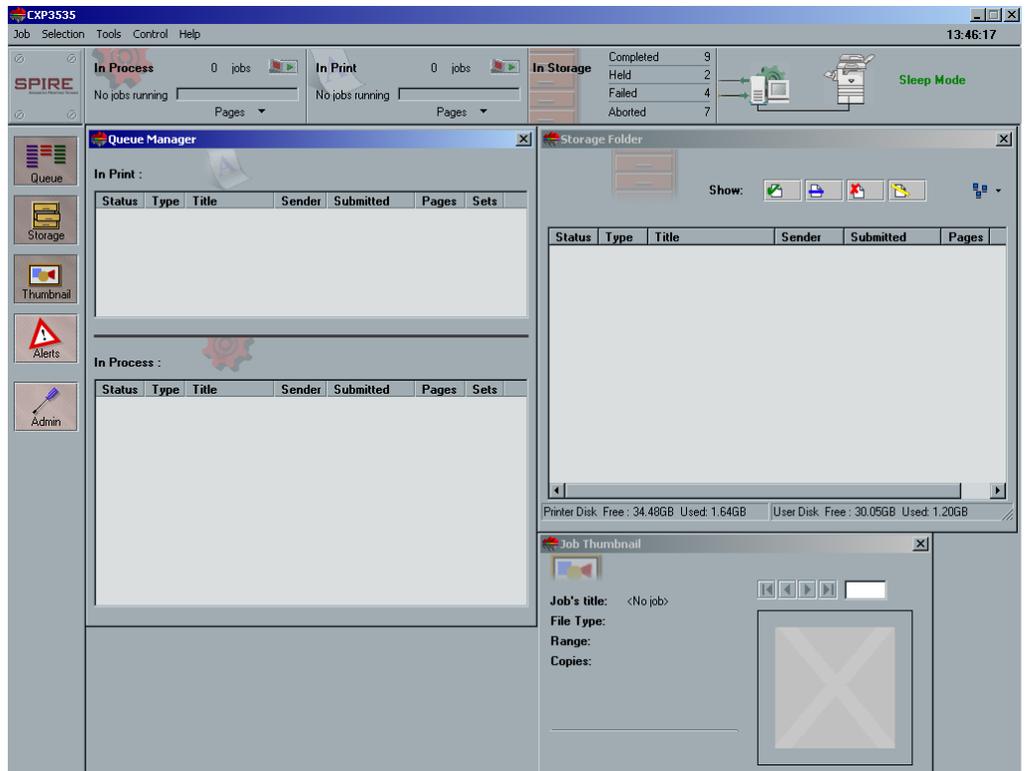
3. Click **Yes**. The system restarts automatically.

The following SPIRE Application splash screen and VBScript message appear.



4. Remove CD-ROM #2 from the CD-ROM drive.
5. In the VBScript message, click **OK**.

Once the formatting is complete, the Spire workspace appears.

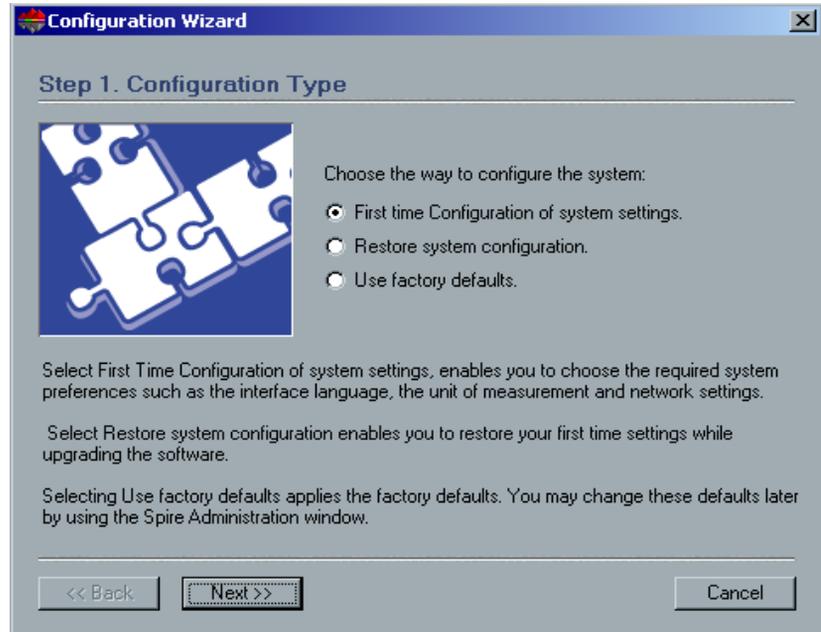


6. Switch the DocuColor 3535 printer on.  
The CXP3535 Color Server automatically submits a test page file, the DocuColor 3535 printer prints the page, and the Configuration Wizard window appears.
7. You have completed *Installing the Creo Application Software*. Proceed to *Configuration Wizard (First Time Software Setup)* on page 28.

## 1.4 Configuration Wizard (First Time Software Setup)

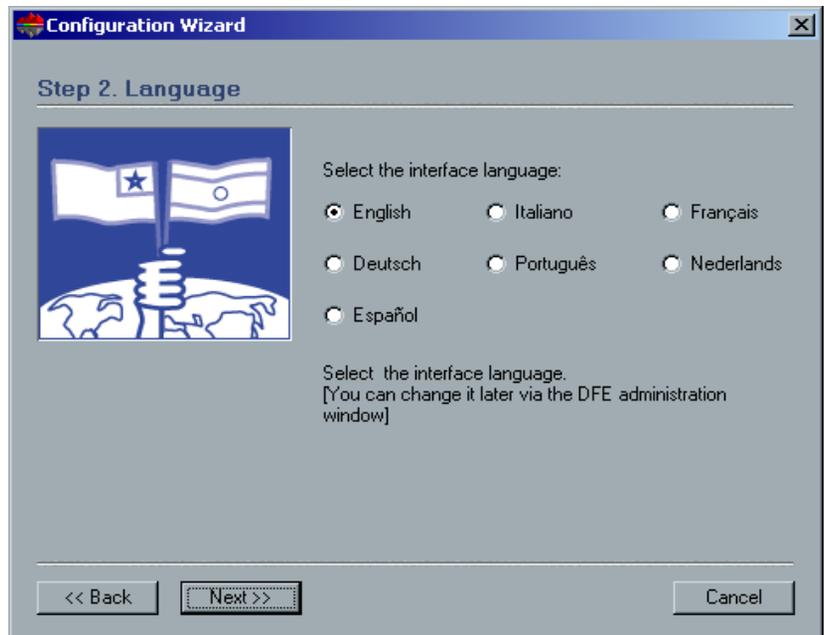
First time setup is performed after first time installation of the application software. After the application software is installed, the DocuColor 3535 printer is switched on, and the Configuration Wizard automatically appears.

### 1.4.1 Choosing the Configuration Type



- Verify that **First time Configuration of system settings** is selected and click **Next**.

## 1.4.2 Setting the Language



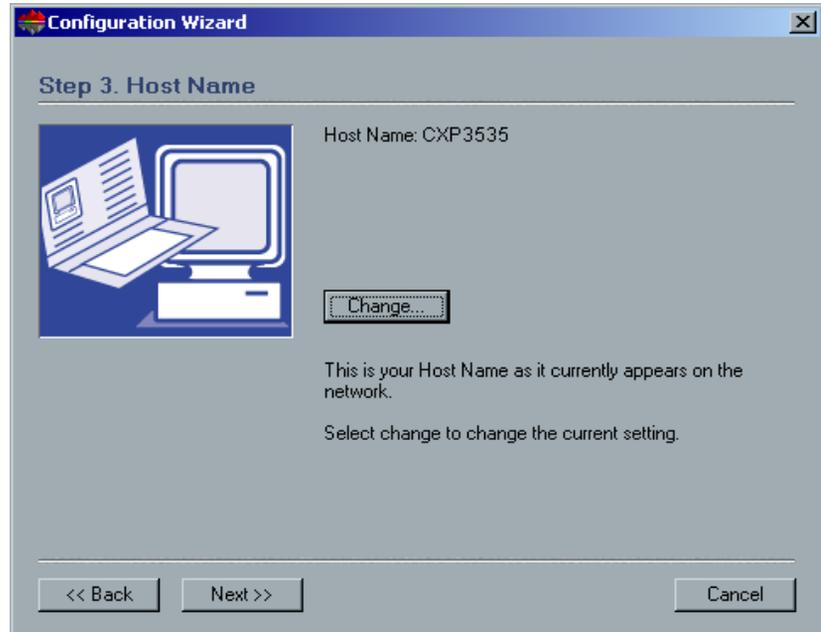
- Select the required interface language and click **Next**.

### 1.4.3 Configuring the Host Name

The CXP3535 Color Server contains a default Computer Name (Hostname) preset by the factory. Check with your System Administrator in order to change the computer name.

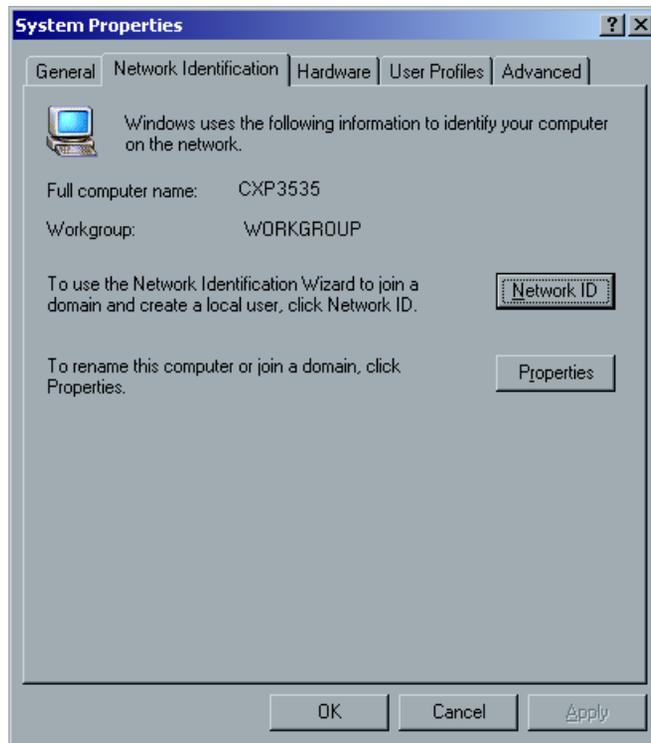


**Note:** The Hostname is taken from the computer name you typed during the Windows 2000 Professional Fast Installation, see *Installing the Windows 2000 Professional Operating System* on page 24.



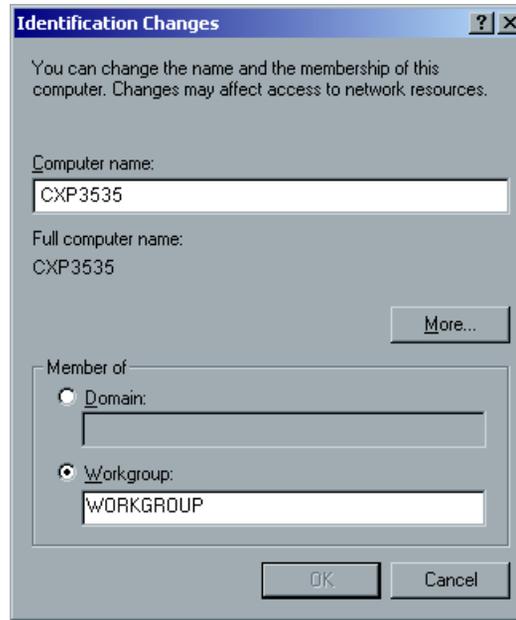
1. Verify that the correct host name appears and click **Next**. Otherwise, click the **Change** button.

The System Properties dialog box appears.



2. Click the **Properties** button.

The following window appears.



3. In the **Computer name** box, type the new name for the computer. If you would like to change the **Workgroup** or the **Domain** in which your computer appears, type the new name in the corresponding area and click **OK**.



**Note:** Do not change the Workgroup or Domain unless instructed. If you are changing the Domain/Workgroup, verify that you have the user name and password for the Domain/Workgroup.

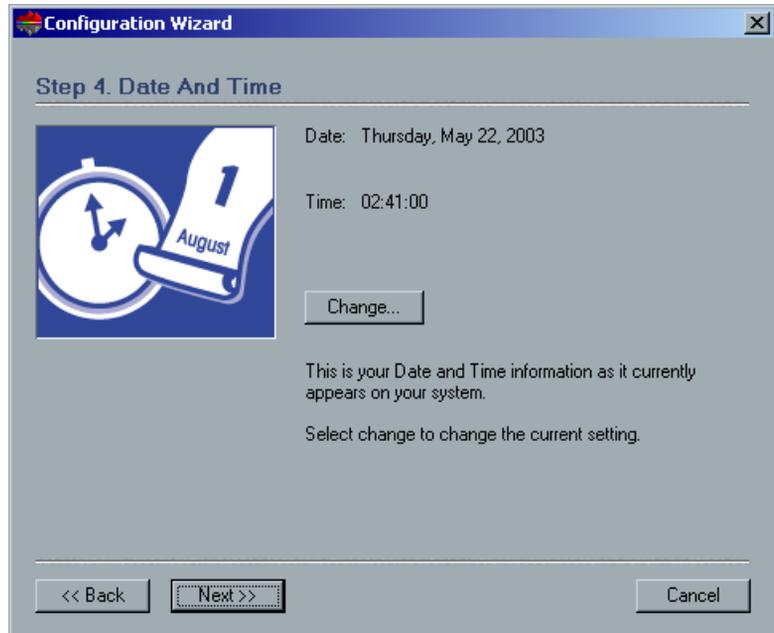
A message appears to inform you that changes will take effect only after reboot.

4. Click **OK**.
5. In the System Properties dialog box, click **OK**.
6. Click **Next** to continue.



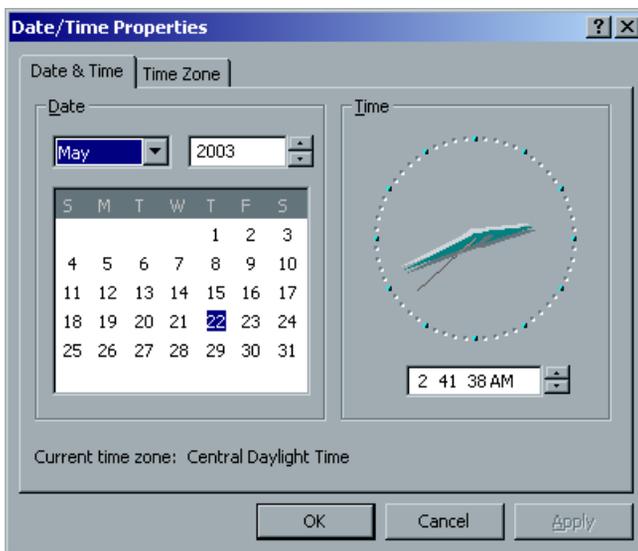
**Note:** When prompted to restart your computer, click **No**, (you will be prompted at the end of the Configuration Wizard to restart your system).

## 1.4.4 Setting the Date and Time

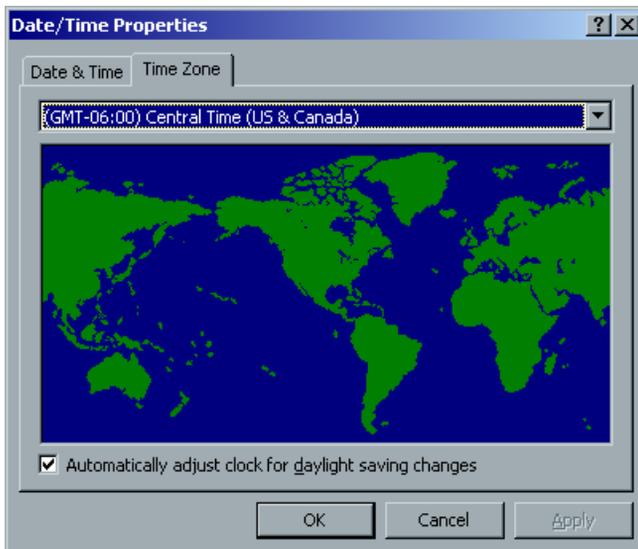


1. Verify that the Date and Time are set correctly and click **Next**. Otherwise, click the **Change** button.

The Date/Time Properties dialog box appears.

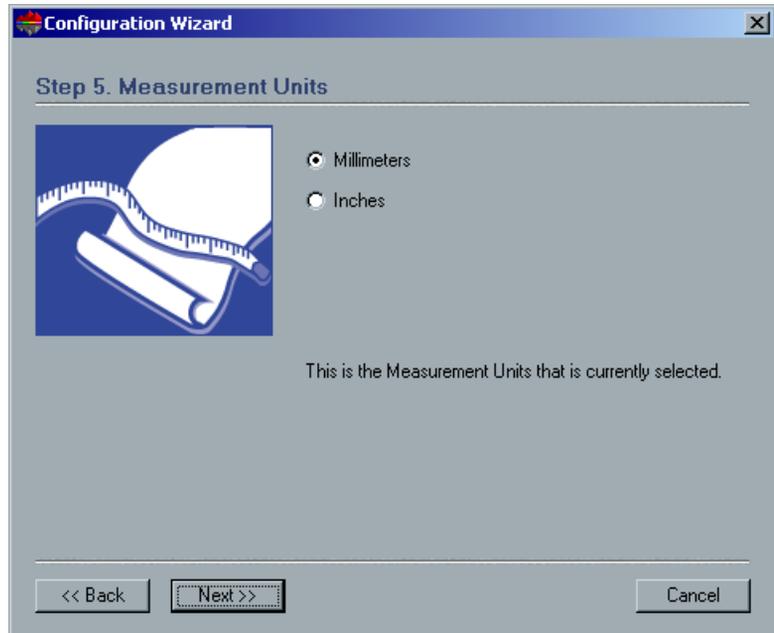


2. Set the date and time correctly, and select the **Time Zone** tab.



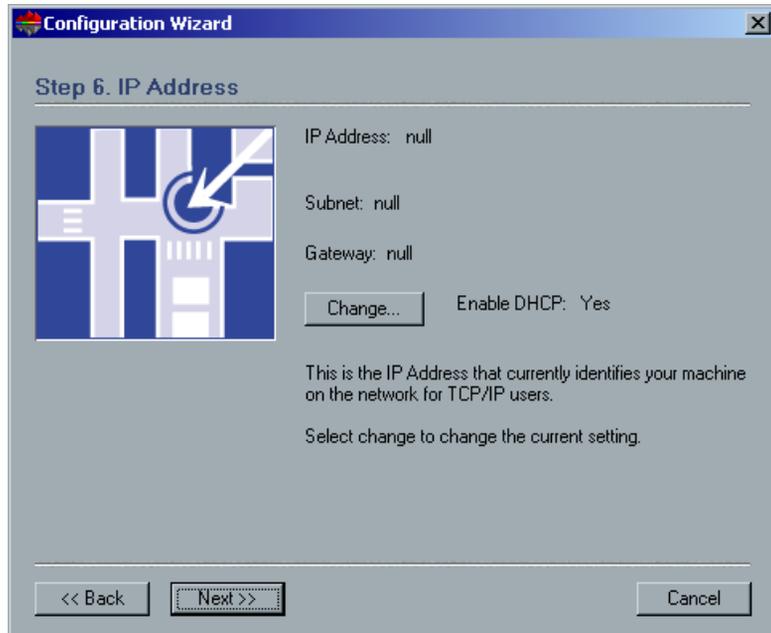
3. Select the time zone required and click **OK**.
4. In the Date and Time window, click **Next**.

## 1.4.5 Setting the Default Measurement Units



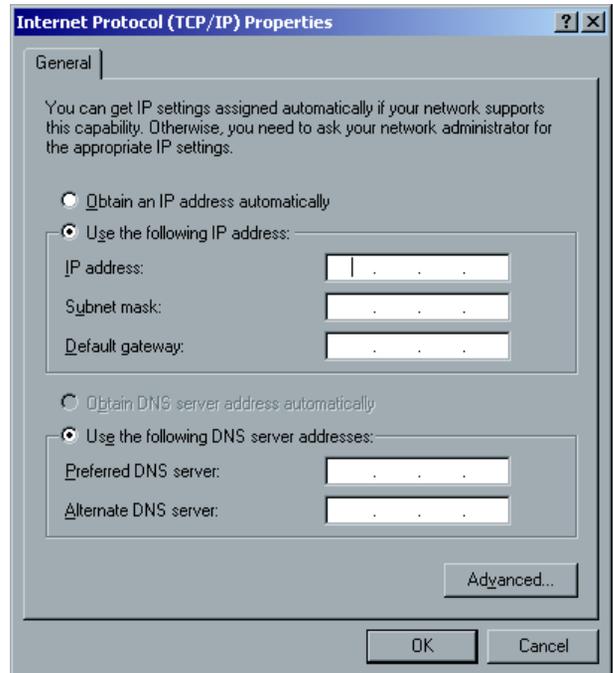
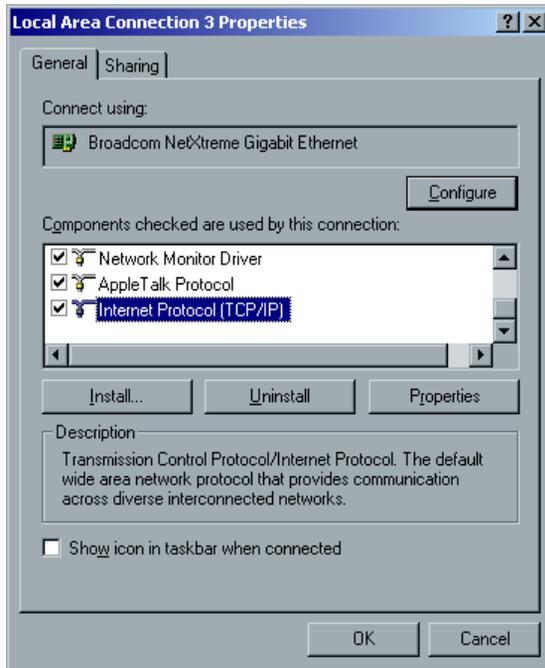
- Select the required default measurement unit and click **Next**.

## 1.4.6 Configuring the IP Address



1. Verify that the displayed **Enable DHCP** setting is correct and click **Next**.
2. If you wish to change the **IP Address**, click the **Change** button. The Local Area Connection 3 Properties dialog box, followed by the Internet Protocol (TCP/IP) Properties dialog box appears.

- In Internet Protocol (TCP/IP) Properties dialog box, select **Use the following IP Address**.



- Type the new **IP address**, **Subnet mask** and **Default gateway** (if applicable).



**Note:** The Spire Color Server is set to DHCP server configuration by default after an operating system reinstall.



For more details on how to get the IP or DHCP (also subnet mask and default gateway) information, refer to the *Xerox Installation and Planning Guide*.

- Click **OK**.



**Note:** If prompted to restart your computer, click **No**. You will be prompted at the end of the Configuration Wizard to restart your system.

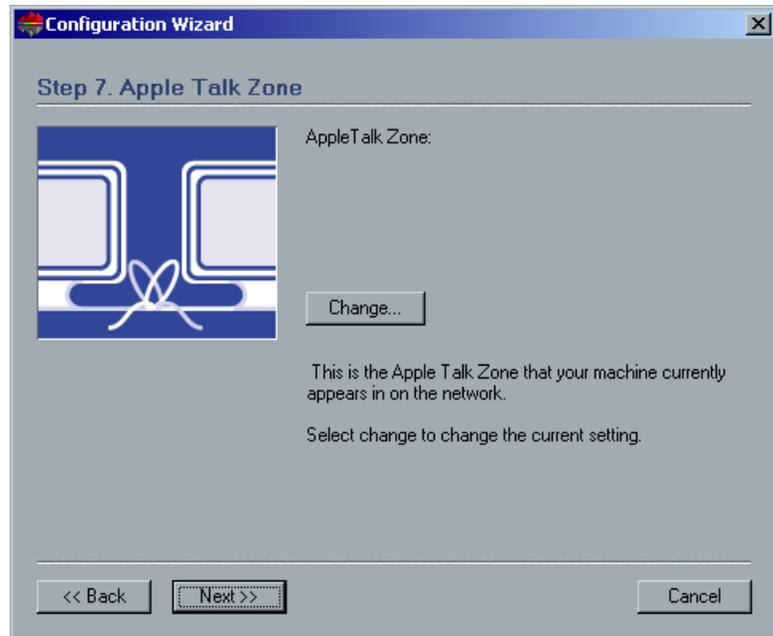
- In the the Local Area Connection 3 Properties dialog box, click **OK**.
- In the IP Address window, click **Next**.

## 1.4.7 Configuring the Apple Talk Zone

This option enables you to change the AppleTalk network zone in which your CXP3535 Color Server appears.

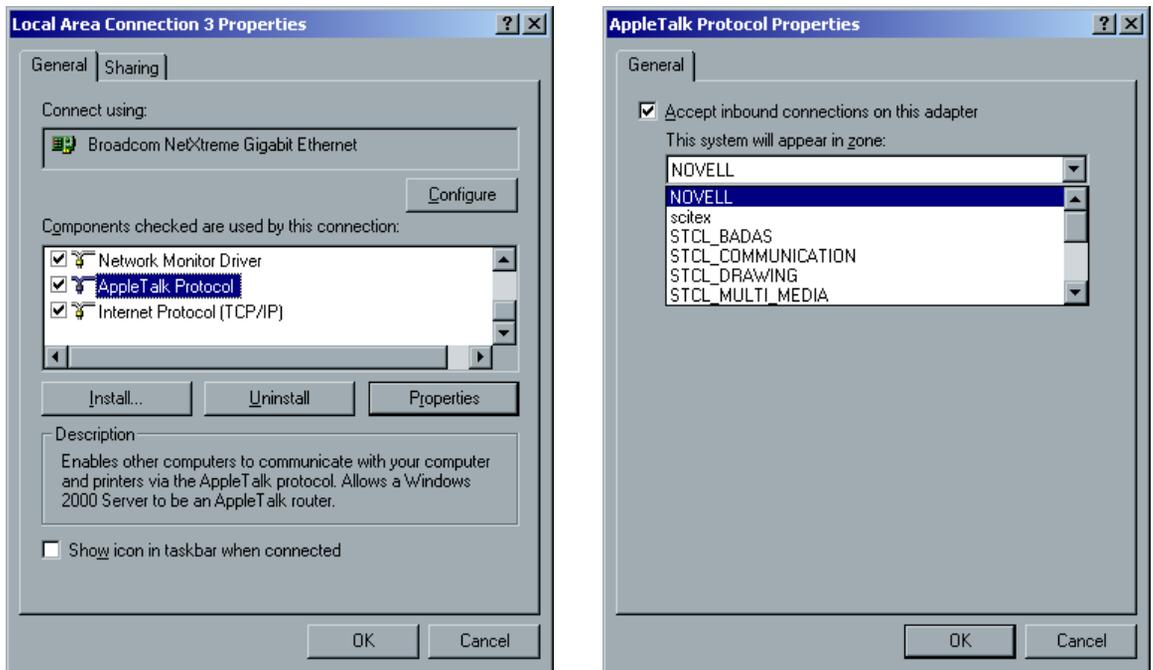


**Note:** This option only applies to networks that contain Macintosh computers.



1. Verify that the displayed Apple Talk zone is correct and click **Next**. Otherwise, click the **Change** button.

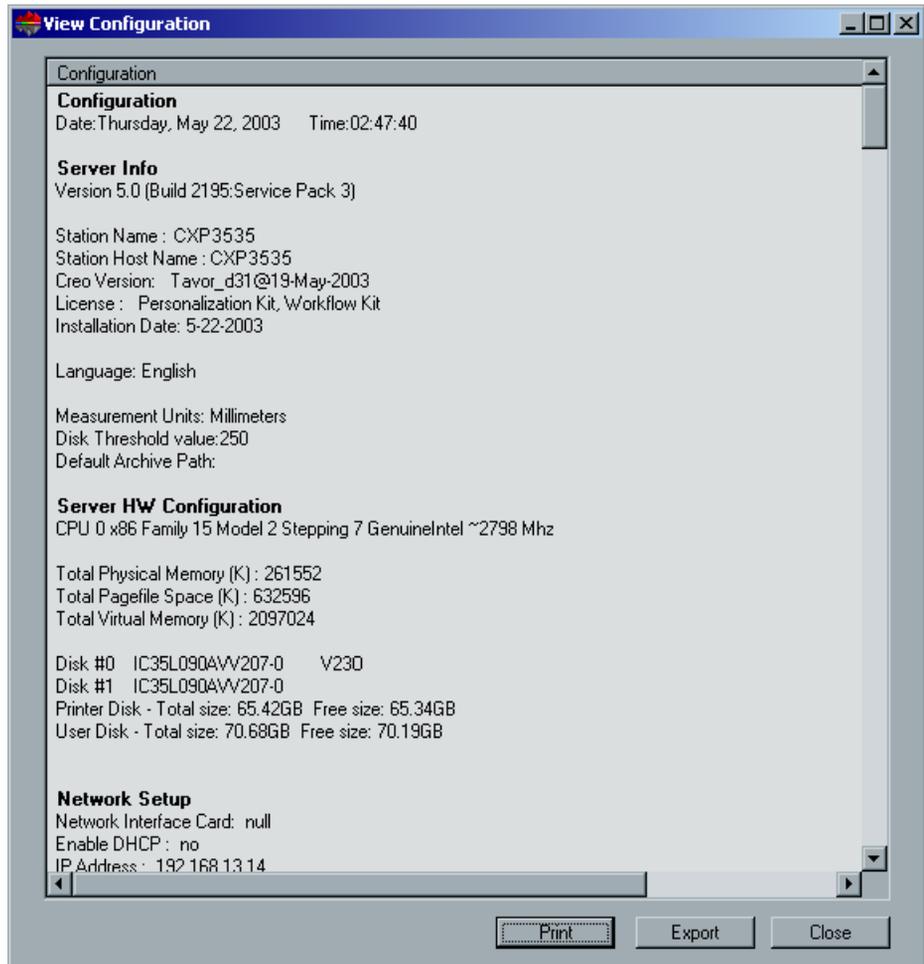
The Local Area Connection 3 Properties dialog box appears, followed by the Apple Talk Protocol Properties dialog box.



2. From the **This system will appear in zone** drop-down menu, select the required zone, and click **OK**.
3. In the Local Area Connection 3 Properties dialog box, click **OK**.
4. In the Apple Talk Zone window, click **Next**.

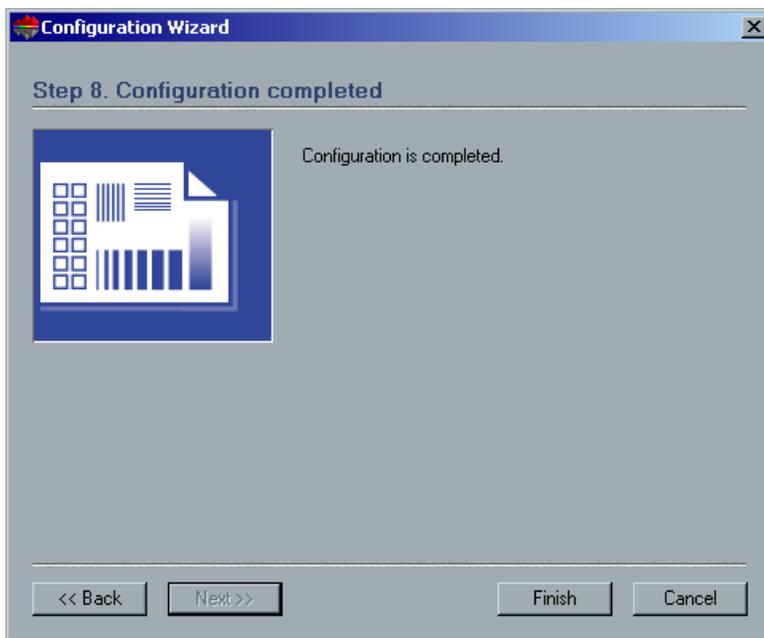
## 1.4.8 Completing the Configuration

After the installation is complete, the View Configuration window appears.



1. We recommend that you print the Configuration Server Report. The report is a useful record of the configuration settings, which you could refer to whenever required. Click the **Print** button.

2. Click **Close**.



3. To complete the first time setup, click **Finish**.  
The configuration settings are automatically backed up. When the backup is complete, the following message appears.



4. Click **OK**.  
The CXP3535 Color Server workspace appears on your screen.
5. If you made any changes to the configuration, these changes will only take effect if the CXP3535 Color Server is shut down and then restarted.  
Close the CXP3535 Color Server application.
6. Close any other open applications and from the Windows desktop follow the path **Start>Shut Down**.

7. Restart the computer.  
After restart, the SPIRE Application splash screen appears.



8. The CXP3535 Color Server application is automatically loaded and launched.

## 1.4.9 Changing the Operator Name and Password

1. If you want to change the operator name and password:
  - a. On the Windows desktop, right-click **My Computer** and select **Manage**.
  - b. Expand the Local Users and Groups tree, and select **Users**.
  - c. Select **Operator**. Right-click and select **Properties**.
  - d. Type the Full name and click **OK**.
2. If you want to change the operator password:
  - a. On the Windows desktop, right-click **My Computer** and select **Manage**.
  - b. Expand the Local Users and Groups tree, and select **Users**.
  - c. Select **Operator**. Right-click and select **Set Password**.
  - d. Type the new password and confirm the new password.
  - e. Click **OK**.
3. If any error messages appear, see *System Error Messages* on page 145 for descriptions and actions to be taken.
4. You can now install Novell network (if required, see *Installing and Configuring Novell Client for Spire* on page 44), McAfee antivirus (if required, see *Configuring the McAfee VirusScan* on page 49), and then proceed to *Importing a File and Performing a Test Print* on page 56.

## 1.4.10 Installing and Configuring Novell Client for Spire

The following procedures are only relevant for those customers who have a Novell network running IPX protocol. If you do not have this type of network, proceed to *Importing a File and Performing a Test Print* on page 56.



**Note:** Further information about configuring the connection between the CXP3535 Color Server and a Novell NDS server, in a Novell working environment, is provided in the *CXP3535 Color Server Printing Guide*.

### Installing Novell Client for Spire

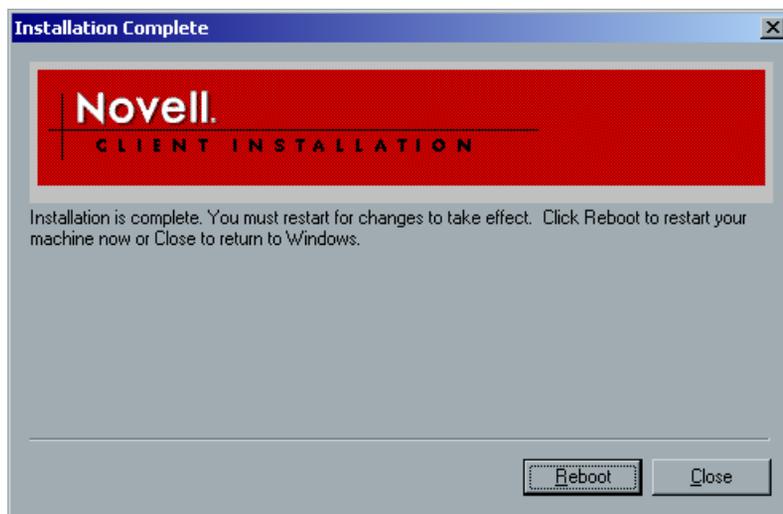
1. Close the Spire workspace and the Spire application.
2. Close all other applications.
3. On the Windows desktop, click **Start** and follow the path, **CXP3535>CXP3535 Tools>Novell Client Installation**.



The following window appears.



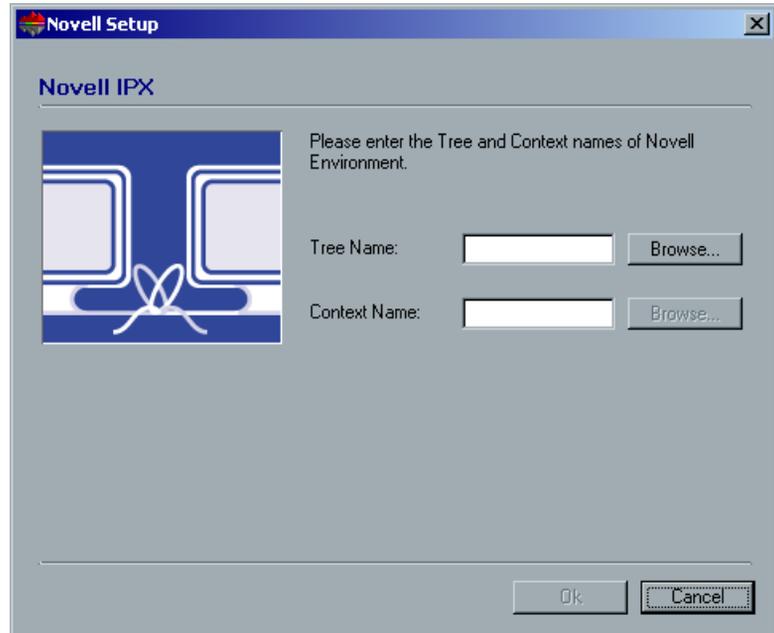
4. Click **Install**.



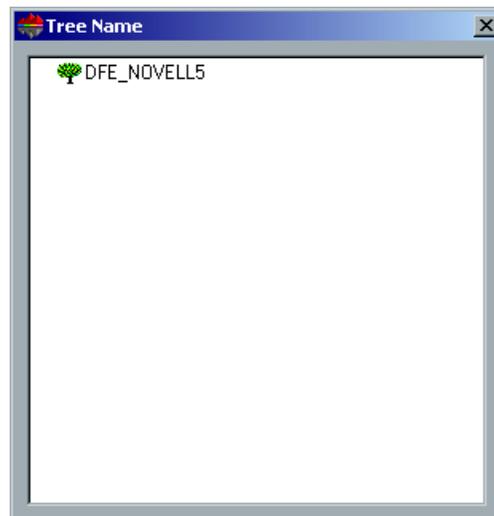
5. Click **Reboot**.
6. You have completed *Installing Novell Client for Spire*. Proceed to *Configuring Novell Client for Spire* on page 46.

## Configuring Novell Client for Spire

1. After the system reboots, the Novell Setup window appears.



2. Type the **Tree Name**.
3. If you do not know the name, click **Browse**.



4. Double-click the appropriate **Tree Name**.  
The Tree Name appears in the Novell Setup window.
5. Type the **Context Name**.
6. If you do not know the name, click **Browse**.

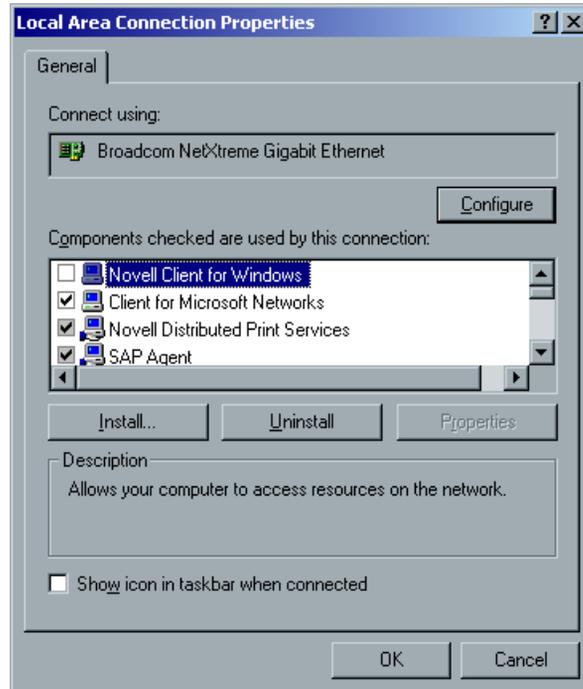


7. Double-click the appropriate **Context Name**.  
The Context Name appears in the Novell Setup window.
8. Click **OK**.  
The Spire workspace appears.
9. You have completed *Installing Novell Client for Spire*. Proceed to *Importing a File and Performing a Test Print* on page 56.

## Uninstalling Novell Client for Spire

Uninstall Novell Client for Spire if you no longer operate a Novell network running IPX protocol.

1. Close the Spire workspace and the Spire application.
2. Close all other applications.
3. Right-click **My Network Places** and select **Properties**.
4. Right-click **Local Area Connection** and select **Properties**.



5. Clear the Novell for Client for Windows check box.
6. Make sure that **Novell for Client for Windows** is selected, and click the **Uninstall** button.
7. Click **Yes** twice.  
The CXP3535 Color Server reboots.  
You have completed *Uninstalling Novell Client for Spire*.

## 1.4.11 Configuring the McAfee VirusScan

It is highly recommended to install virus protection. The current Creo recommended virus protection software is McAfee VirusScan.



**Important:** Running the McAfee VirusScan could slow down the process time and effect the overall performance of the CXP3535 Color Server.

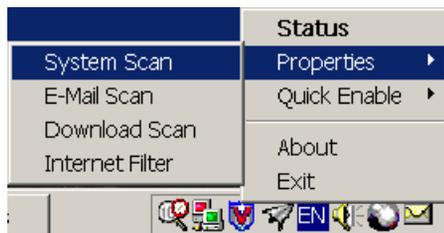


**Note:** We recommend that you close all applications before installing and configuring the McAfee VirusScan.

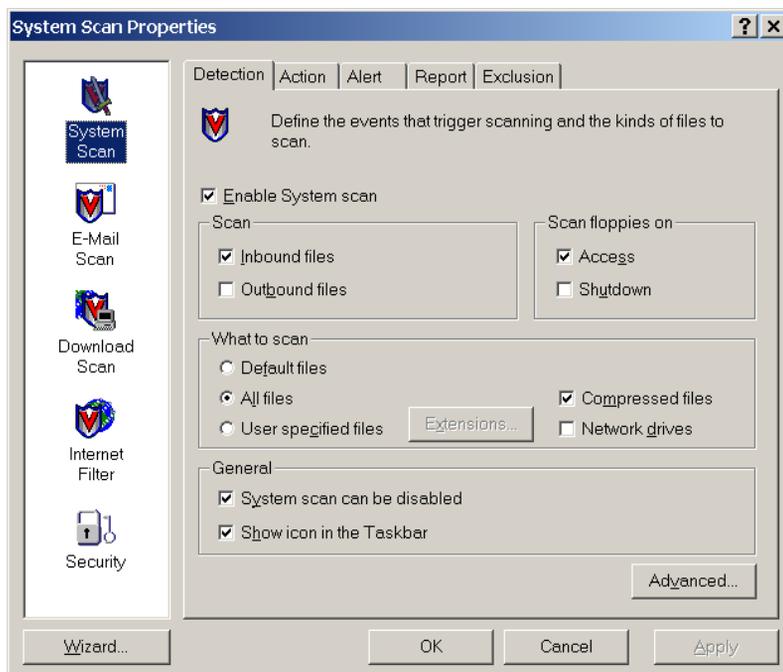
After installing the McAfee VirusScan, perform the following configuration procedures.



1. Right-click the **VShield** icon in the Windows Taskbar and follow the path, **Properties>System Scan**.

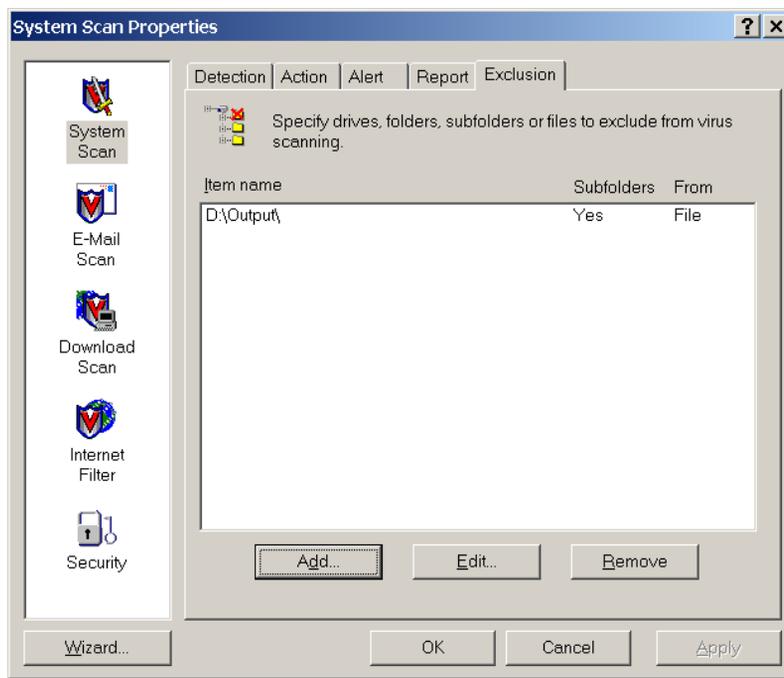


The following window appears.

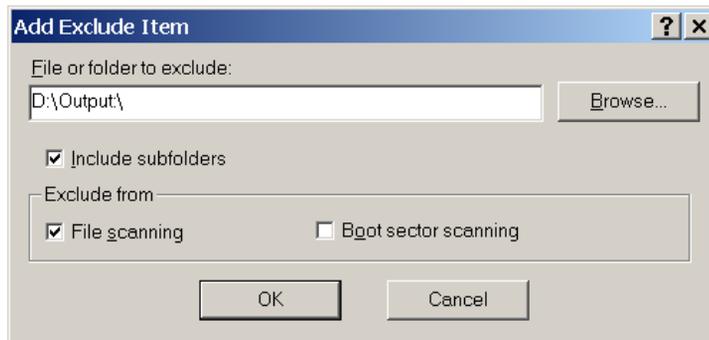


2. Clear the check mark in the Outbound files check box and select the **Exclusion** tab.

The following window appears.

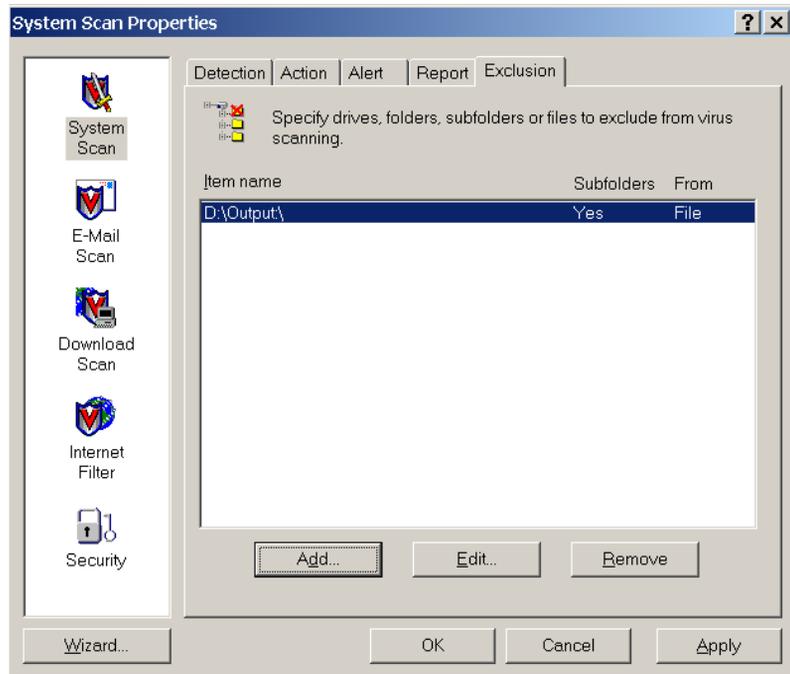


3. Click the **Add** button.



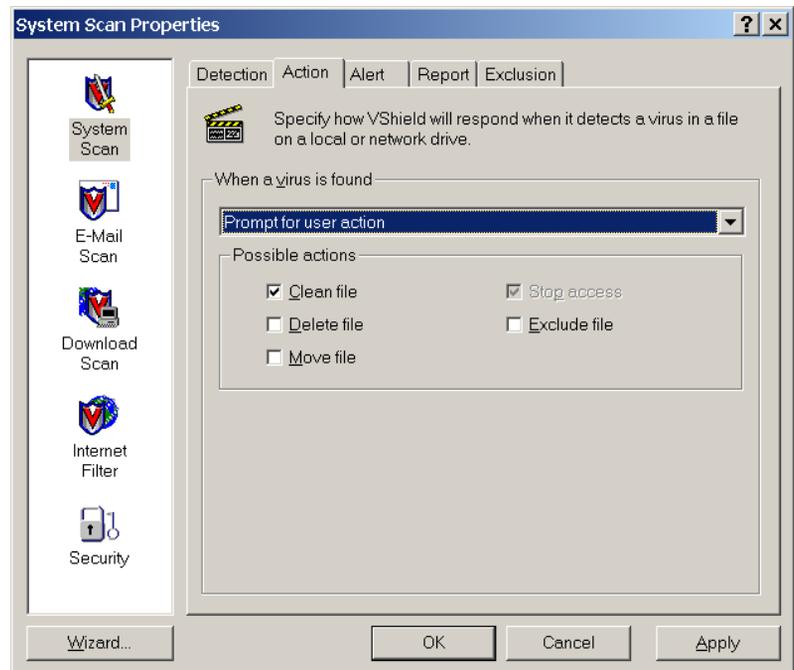
4. Type **D:\Jobs** in the File or folder to exclude area, and click **OK**.

The following window appears.



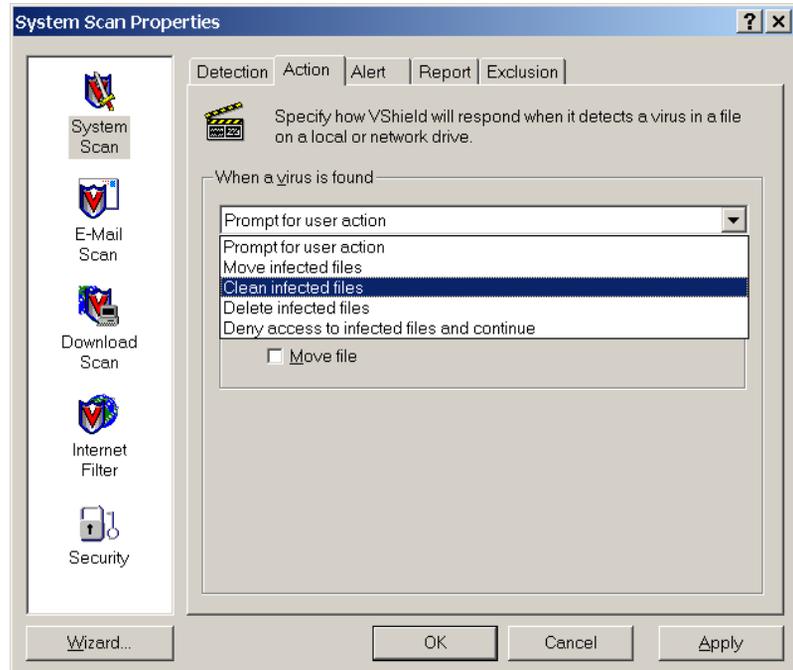
5. Select the **Action** tab.

The following window appears.

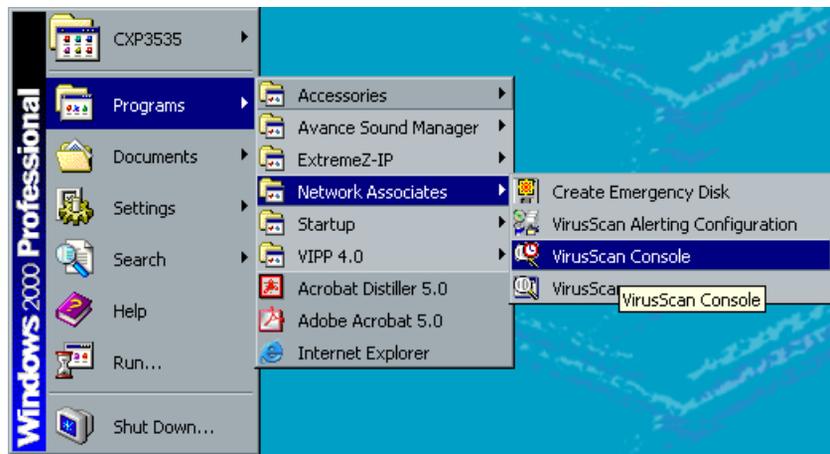


6. In the Possible actions area, clear the check marks in the **Delete File**, **Move File**, and **Exclude File** check boxes.

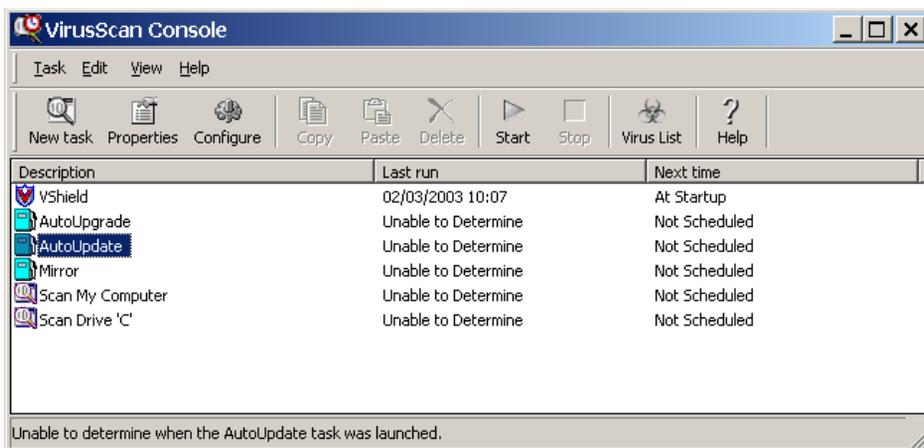
- In the When a virus is found area, open the **Prompt for user action** menu, and select **Clean infected files**.



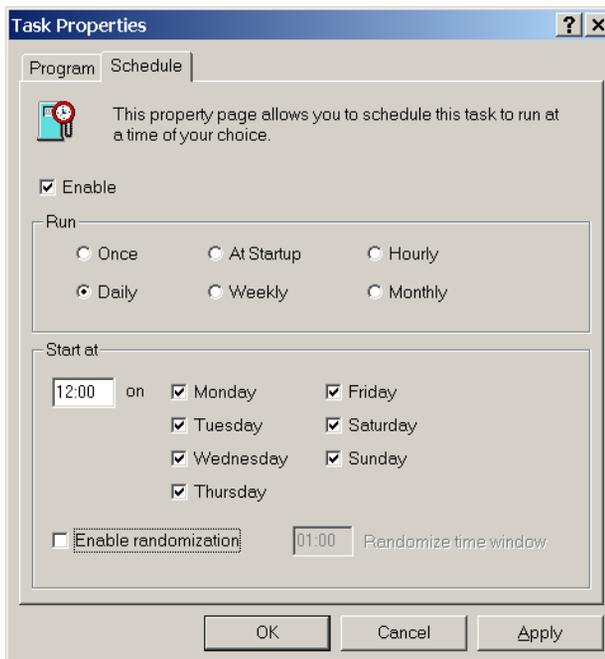
- Click **Apply>OK** and close the System Scan Properties window.
- Open the VirusScan console by following the path, **Programs>Network Associates>VirusScan Console**.



The following window appears.



10. Double-click **AutoUpdate**.



11. Select the **Schedule** tab.

12. Select the **Enable** check box and in the Run area select **Daily**.  
The **Start at** time chosen should be after printing hours, but before the CXP3535 Color Server is turned off for the day.

13. You have completed *Configuring the McAfee VirusScan*.

## 1.4.12 Importing a File and Performing a Test Print

1. From the **Job** menu select **Import Job**.
2. Locate the **ATF\_A3.PS** at:  
**D:\Sample\_files\Color\_files\ATF Europe (A4 or A3)\ATF\_A3.PS**,  
  
or locate the **ATF\_tab.PS** at:  
**D:\Sample\_files\Color\_files\ATF US (Letter or Tabloid)\ATF\_tab.PS**.
3. Double-click on the file to add it to the list for importing.
4. Select Virtual Printer: **ProcessPrint**.
5. Click **Submit**.  
The file is processed, printed, and sent to the Storage Folder.



**Note:** If the job is not printed or is waiting in the print queue, check that the finishing device is set properly in the Job Parameters window, **Finishing** tab.

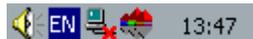
## 1.4.13 Shutting Down and Turning Off

1. In the CXP3535 Color Server workspace, from the **Job** menu select **Exit**.  
The CXP3535 Color Server workspace closes and you return to the Windows desktop.



**Note:** This procedure aborts jobs that are being RIPed or printed.

2. To confirm that the CXP3535 Color Server application has closed, check that the Creo icon has disappeared from the desktop taskbar.



Before shutdown



After shutdown

3. In the Windows environment, select **Start>Shut Down**.
4. When the Windows shutdown is complete, the CXP3535 Color Server shuts down, the power LED on the front panel switches to Stand-By mode and is illuminated in orange.

# 2

## Software Reinstallation and Configuration

Overview .....	60
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Reinstalling the Creo Application.....	64
The Configuration Wizard (If Configuration Backup is Available) .....	68
The Configuration Wizard (If Recovery Fails or is Unavailable).....	76

## 2.1 Overview

This chapter describes the two methods of reinstalling your CXP3535 Color Server software by complete overwrite or by system partition. It describes how to install the Windows 2000 Professional operating system, the Creo Software Application, and to configure the system using the Configuration Wizard.



### Notes:

System Partition Overwrite should be performed when the Windows 2000 Professional operating system is corrupt and needs to be reinstalled.

Complete Overwrite should be performed only when installing a new operating system.

The CXP3535 Color Server is delivered to the customer site preloaded with the following software and configuration:

- Windows 2000 Professional
- MS Service Pack 3.0
- Internet Explorer 6.0
- CXP3535 Color Server Software Application version 1.0 for the DocuColor 3535
- Adobe Acrobat 5.0
- Ultimate InSpire Software
- Network Parameters (hostname, IP address, network services and protocols)

It may, however, become necessary, for example after a system crash, to reinstall the system at the customer's site.

The reinstallation is mostly unattended. User interaction is needed only for entering the OS license number and the computer hostname, for rebooting the computer when requested, for inserting the final application CD-ROM and for the Configuration Wizard.

The reinstallation of the system requires two CD-ROMs:

- CD-ROM #1 (Windows 2000 Professional Fast Install)
- CD-ROM #2 (CXP3535 Color Server version 1.0 for the DocuColor 3535 Application Software)

The following table outlines the CXP3535 Color Server disk configuration:

Disk 0	Image storage	
Disk 1	<b>C:</b> Windows 2000 Professional software Creo application	<b>D:</b> Spool files Shared files Output directory files Apr high res files SpireFtp folder SpireOnWeb folder



**Notes:**

To enable the restoration of customer settings, back up the CXP3535 Color Server configuration, before loading the operating system.

We recommend that you back up your configuration to an external device in case the system crashes.

Determine whether VIPP or any other Xerox/Creo supported application is loaded on the CXP3535 Color Server. Such applications have to be reloaded after the reinstallation is completed.

There are two methods of reinstalling the system:

- Creo Software Complete Overwrite Installation:**  
 This procedure replaces the entire system disk, operating system partition, Creo application, and user partition (partitions C: and D:). A complete overwrite should be performed only when you are upgrading the operating system.



**Note:** This option deletes all the files stored on partitions C: and D:. Make sure to back up any important customer files before selecting this option.

- Creo Software Preservation Installation (System Partition Overwrite):**  
 This procedure replaces only the operating system (partition C:). You should perform System Partition Overwrite when the Windows 2000 Professional operating system is corrupt and needs to be reinstalled.

## 2.2 Reinstalling the Operating System

**Important:**

Before reinstalling verify that the DocuColor 3535 printer is switched off. You will be instructed, at a later stage, when to switch the printer on.

The following information is available:

- CD-ROM software pack
- Computer name (for example CXP3535)
- TCP/IP information
- Windows 2000 Professional OEM product ID number
- Gateway, WINS address, and DNS information
- Required AppleTalk zone
- IPX information



For more details, refer to the *Xerox Installation and Planning Guide*.

**To reinstall the Windows 2000 Professional operating system:**

**Note:** If you are already logged on your system and the CXP3535 Color Server workspace is open, exit the workspace and proceed to step 2.

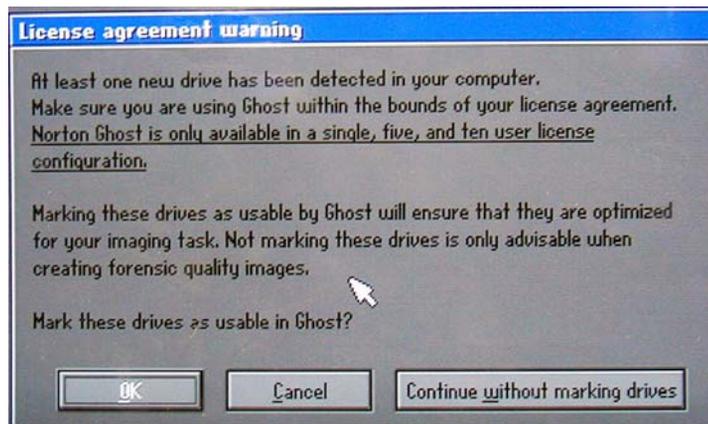
1. Turn on your computer.
2. Insert CD-ROM #1 (Windows 2000 Fast Install) in the CD-ROM drive.
3. Wait until the **PC DOS Start Up Menu** appears.  
The following choices are available:
  - Creo Software Complete Overwrite Installation
  - Creo Software Preservation Installation (System Partition Overwrite)
  - DOS prompt

4. Use the keyboard arrows to select **Creo Software Complete Overwrite Installation** and press ENTER.



**Note:** If the Norton Ghost® License Agreement Warning appears, select **OK** to mark the drives as usable by Norton Ghost.

The warning will only appear if you have installed a new IDE hard disk.



The system starts copying the files.

After a few minutes, you are prompted to remove the CD-ROM from the CD-ROM drive and reboot.

5. Press CTRL+ALT+DEL to reboot.  
The system copies files and reboots.
6. When the Windows 2000 Professional Setup screen appears type the 25-digit Product Key, that comes with the Windows 2000 Professional manual, and click **Next**.
7. In the Computer Name and Administrator Password screen, type the name for the CXP3535 Color Server, for example CXP3535.



**Important:**

In the administrator name and password area, use the default settings.

If required, you can change the operator name and password, but only at the end of the installation process (see *Changing the Operator Name and Password* on page 91).

8. Click **Next**.  
The installation process begins.
9. At the end of the installation, the system reboots a number of times. You are asked to insert the Application Software CD-ROM. Insert CD-ROM #2 into the CD-ROM drive.
10. Proceed to *Reinstalling the Creo Application* on page 64.

## 2.3 Reinstalling the Creo Application

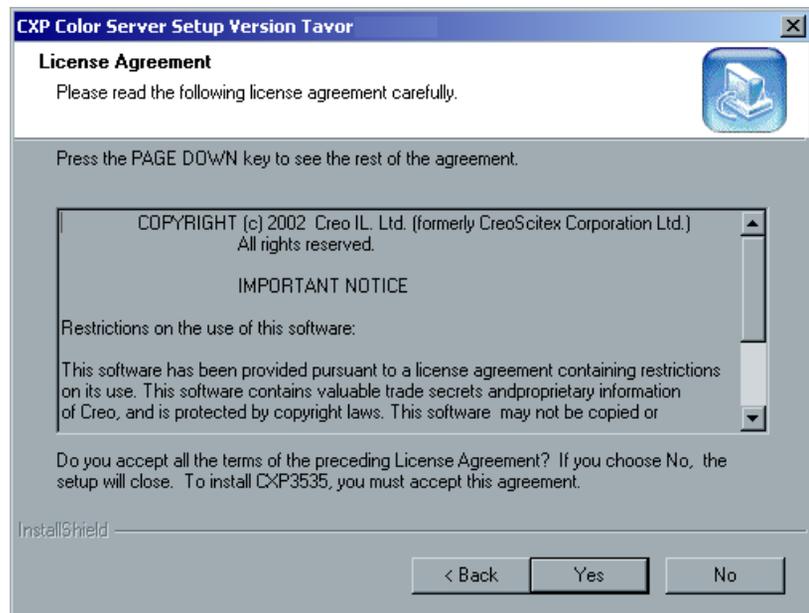
### To reinstall the Creo application:

1. After inserting the Application Software CD-ROM, close the CD-ROM Drive.



**Note:** Wait for the LED on the CD-ROM drive to stop blinking before proceeding.

2. In the SPIRE Application splash screen, click **Start**. The Adobe Acrobat setup begins. After the Adobe Acrobat setup is complete, the CXP3535 Color Server installation starts and the following window appears.



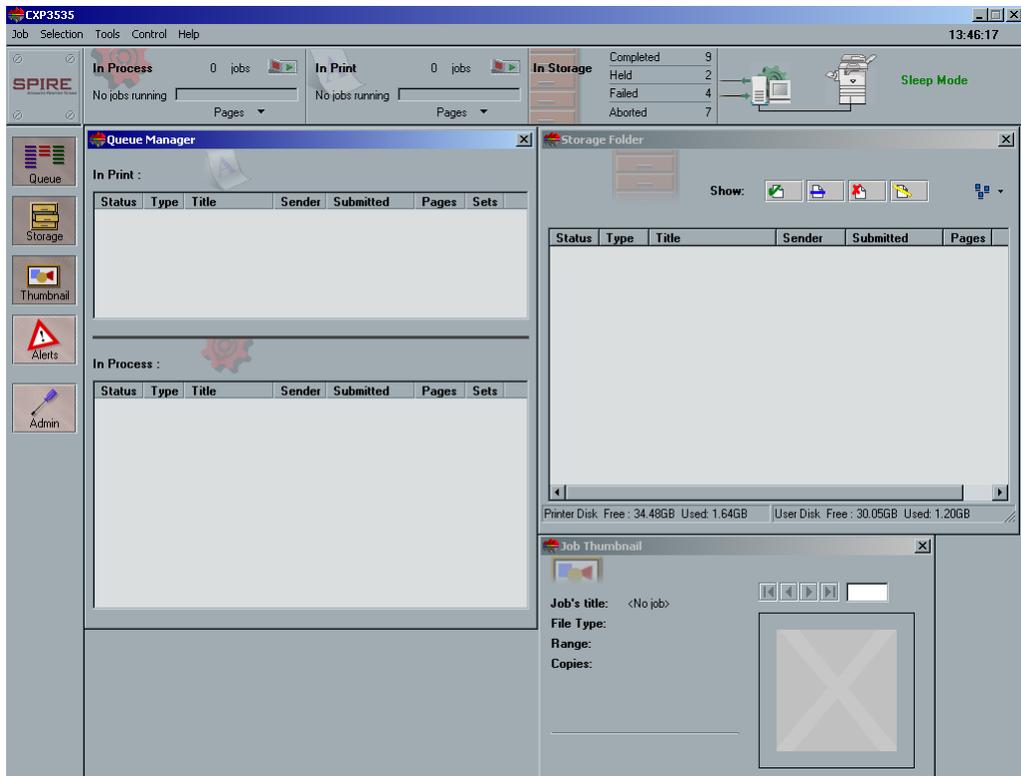
3. Click **Yes**. The system restarts automatically.

The following SPIRE Application splash screen and VBScript message appear.



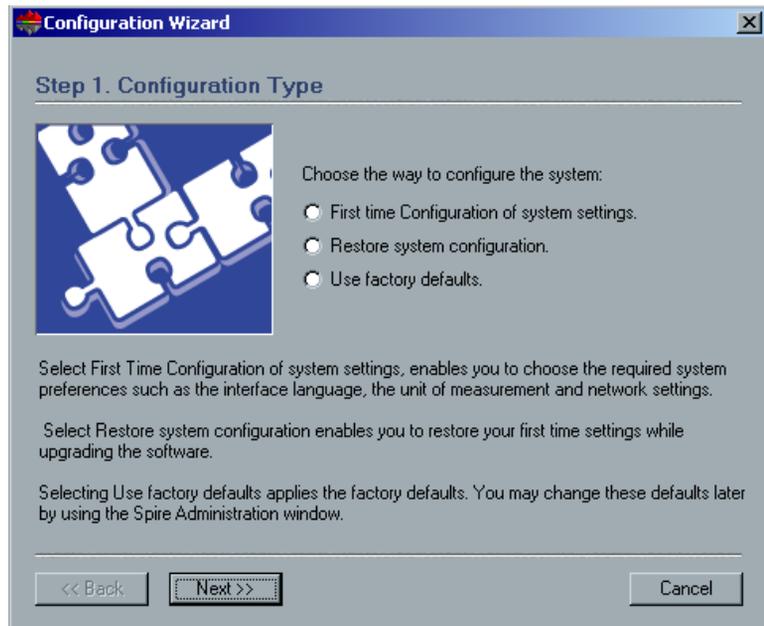
4. Remove CD-ROM #2 from the CD-ROM drive.
5. In the VBScript message, click **OK**.

Once the formatting is complete, the Spire workspace appears.



- Switch the DocuColor 3535 printer on.

The CXP3535 Color Server automatically submits a test page file, the DocuColor 3535 printer prints the page, and the Configuration Wizard window, similar to the following illustration, appears.



7. You have completed *Reinstalling the Creo Application*, proceed to the following step (step 8).
8. Once the Configuration Wizard appears, you are required to choose from one of three configuration options.
  - If configuration recovery information is available, proceed to *The Configuration Wizard (If Configuration Backup is Available)* on page 68.
  - If there is no back up and the system configuration must be done manually, proceed to *The Configuration Wizard (If Recovery Fails or is Unavailable)* on page 76.
  - If you want to use the factory set defaults, proceed to *Restoring the Factory Defaults Configuration* on page 73.

## 2.4 The Configuration Wizard (If Configuration Backup is Available)

The CXP3535 Color Server Configuration Wizard automatically appears after the installation is complete. Follow the steps of the wizard to complete the CXP3535 Color Server configuration recovery.

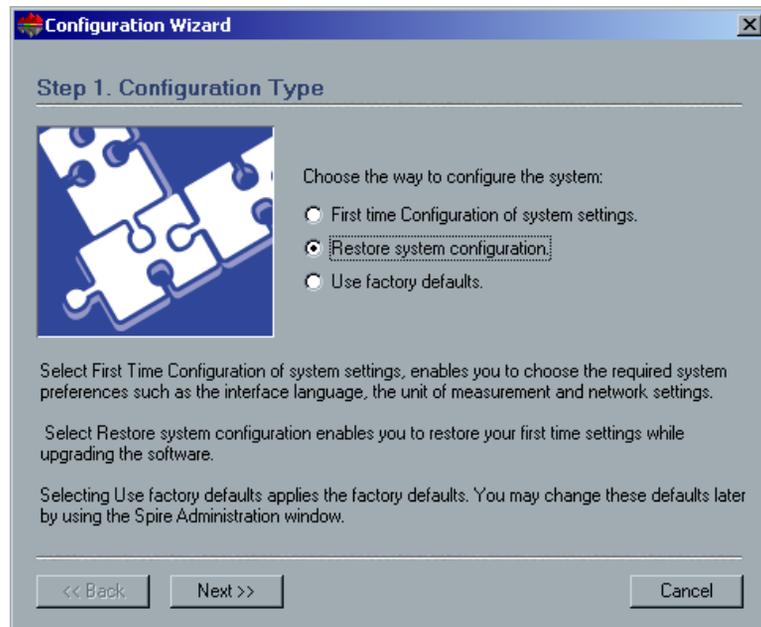


**Note:** If you receive the message `Error in default configuration`, click **OK**, and perform the procedures in *The Configuration Wizard (If Recovery Fails or is Unavailable)* on page 76.

Select the way you want to configure the system.

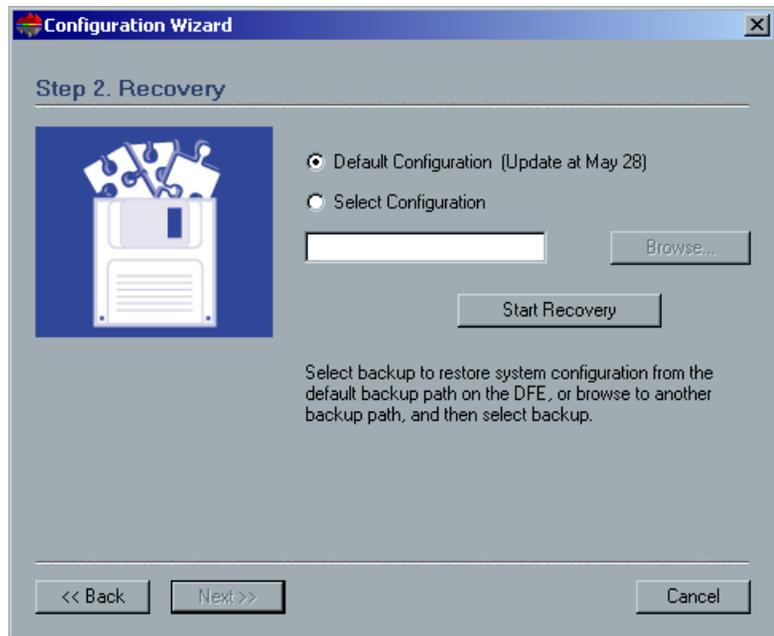
- If you select **Restore system configuration** then you will be able to restore the configuration that you backed up to an external device (see the following procedure *Restoring the Backed Up Configuration*).
- If you select **Use factory defaults** then you will be able to restore the default factory-set configuration (see *Restoring the Factory Defaults Configuration* on page 73).

### 2.4.1 Restoring the Backed Up Configuration



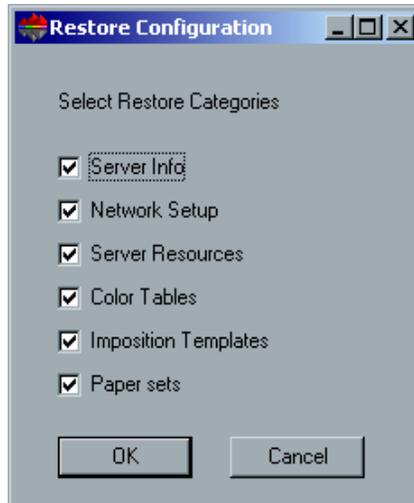
1. Select **Restore system configuration** and click **Next**.

The following window appears.



2. If you would like to restore the default configuration, select **Default Configuration**.
3. If you received the message Error in default configuration, or if you want to use a different configuration file than the default, choose **Select Configuration** and click **Browse**.
4. Locate the required configuration file and then click **OK**.

- Click the **Start Recovery** button.

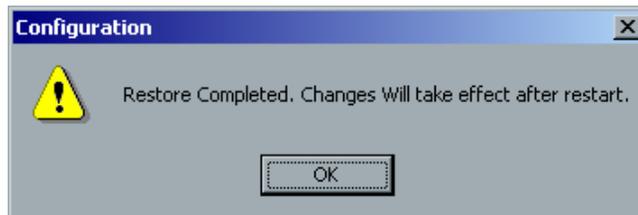


- By default, all categories are selected. If you do not want to restore certain categories, clear the required selections.



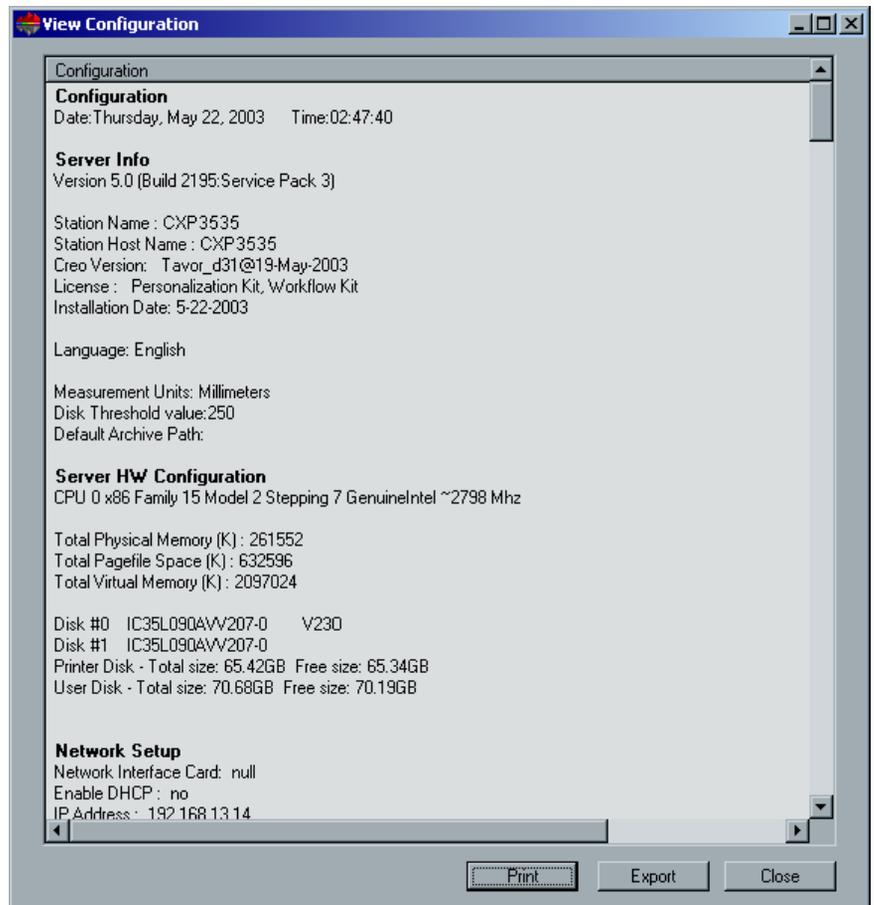
**Note:** When restoring the configuration, all the custom tables/sets will be added to the system. This includes imported user-defined imposition templates, new virtual printers, downloaded fonts etc.

- Click **OK**.



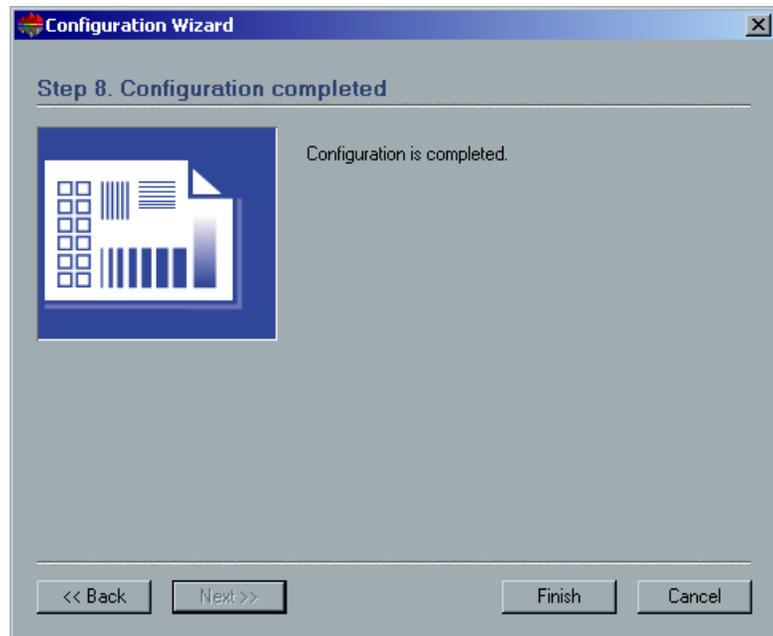
- Click **OK**.
- In the Configuration Wizard Recovery window, click **Next**.

The View Configuration window appears.



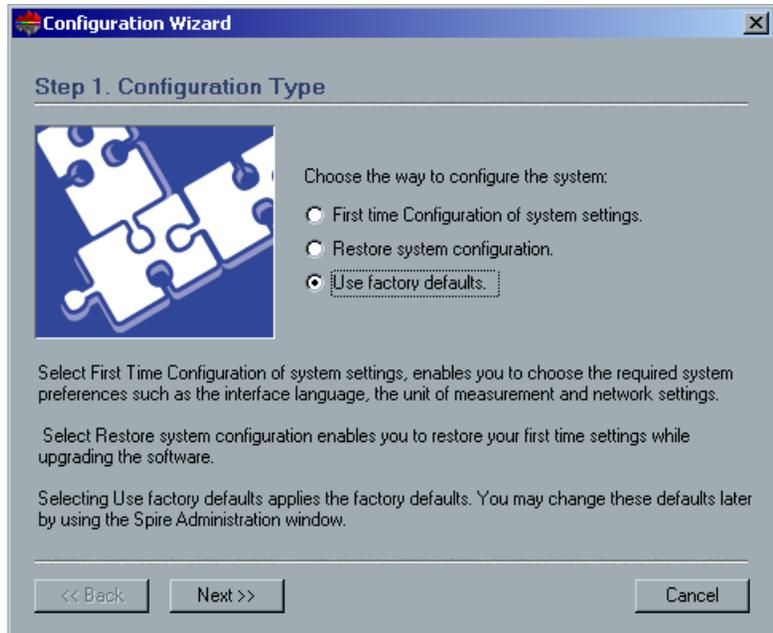
10. We recommend that you print the Configuration Server Report. The report is a useful record of the configuration settings, which you could refer to whenever required.  
Click the **Print** button.
11. Click **Close**.

The following window appears.



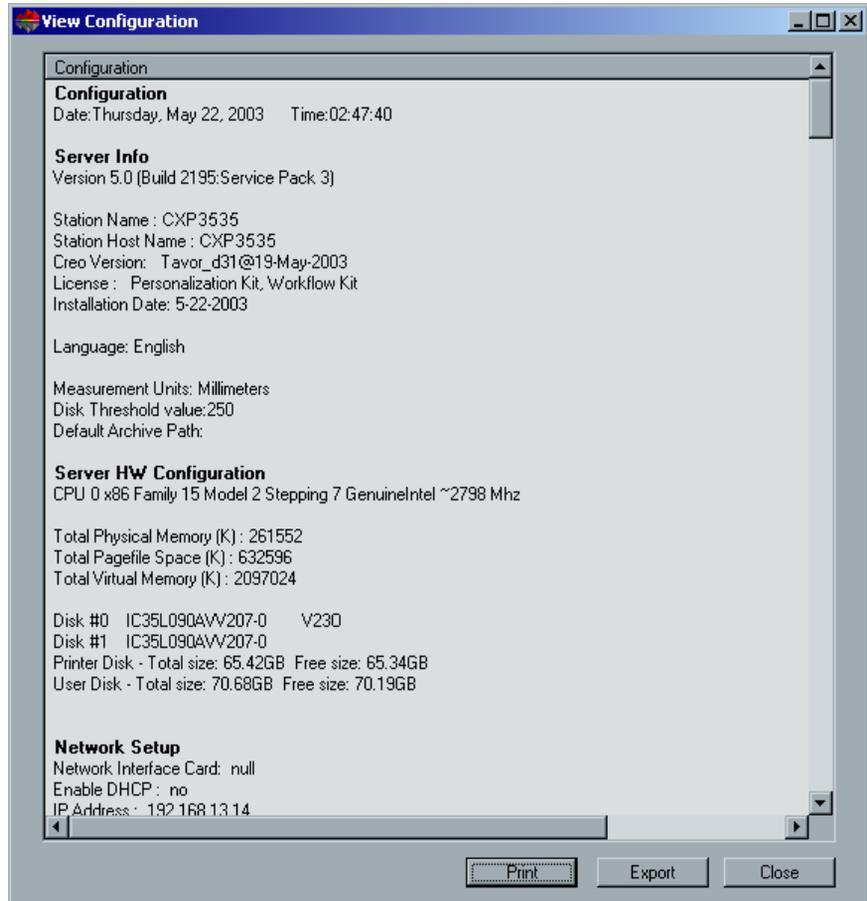
12. Click **Finish**.  
The CXP3535 Color Server Application workspace appears on your screen.
13. If you made any changes to the configuration, these changes will only take effect if the CXP3535 Color Server is turned off and then restarted.  
Close all open applications and from the **Start** menu, select **Shut Down**.
14. To restart the CXP3535 Color Server, select **Restart** and click **OK**.  
You have completed *Restoring the Backed Up Configuration*.

## 2.4.2 Restoring the Factory Defaults Configuration



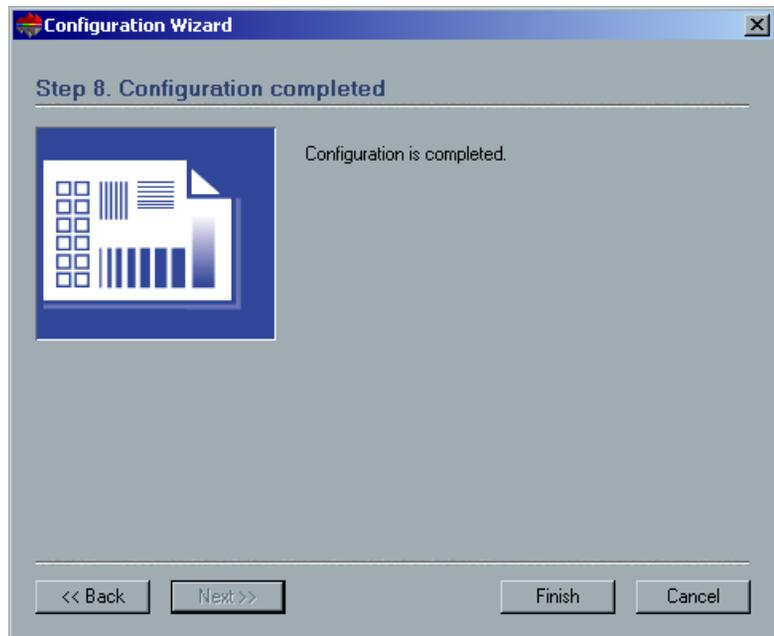
1. Select **Use factory defaults** and click **Next**.

The default factory-set configuration is restored, and the View Configuration window appears.



2. We recommend that you print the Configuration Server Report. The report is a useful record of the configuration settings, which you could refer to whenever required.  
Click the **Print** button.
3. Click **Close**.

The following window appears.

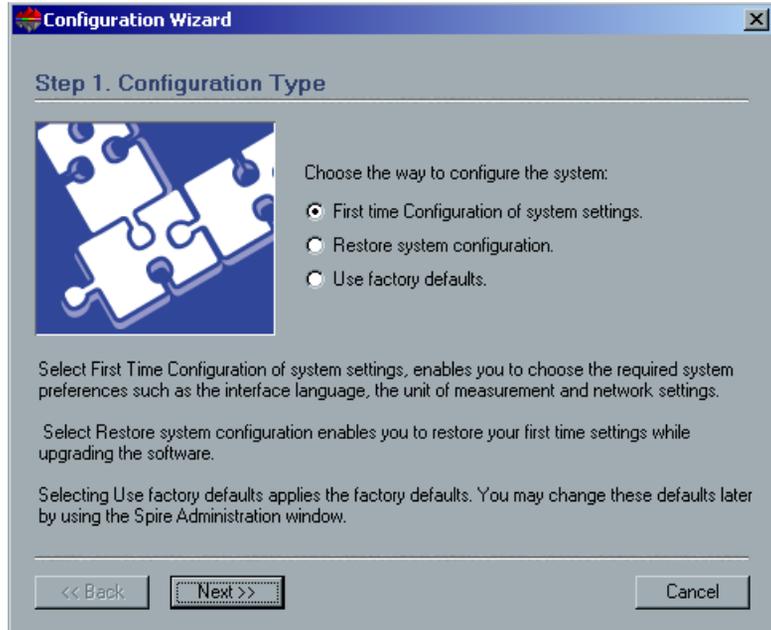


4. Click **Finish**.  
The CXP3535 Color Server Application workspace appears on your screen. You have completed *Restoring the Factory Defaults Configuration*.

## 2.5 The Configuration Wizard (If Recovery Fails or is Unavailable)

If there is no backup configuration in your system, you need to perform the following steps to configure your system.

### 2.5.1 Choosing the Configuration Type



- Verify that **First time Configuration of system settings** is selected and click **Next**.

## 2.5.2 Setting the Language



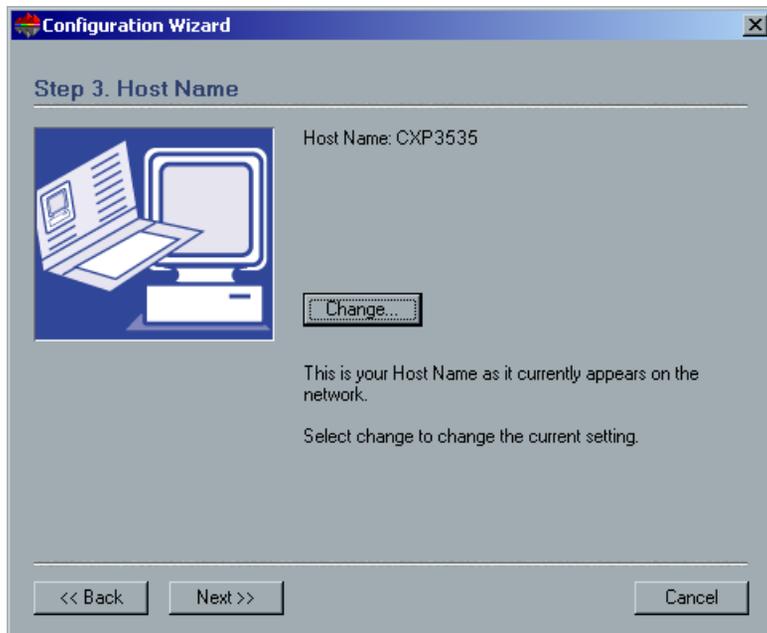
- Select the required interface language and click **Next**.

## 2.5.3 Configuring the Host Name

The CXP3535 Color Server contains a default Computer Name (Hostname) preset by the factory. Check with your System Administrator in order to change the computer name.

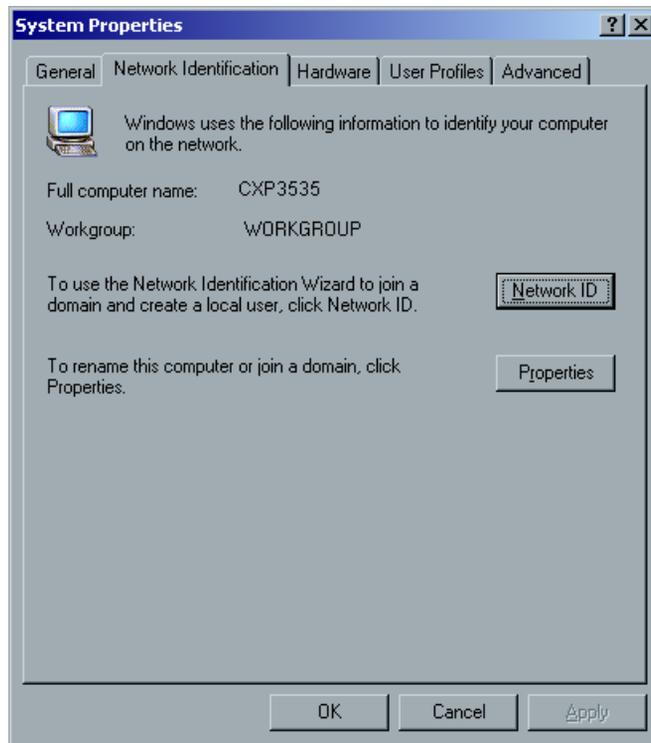


**Note:** The Hostname is taken from the computer name you typed during the Windows 2000 Professional Fast Installation, see *Reinstalling the Operating System* on page 62.



1. Verify that the correct host name appears and click **Next**. Otherwise, click the **Change** button.

The System Properties dialog box appears.



2. Click the **Properties** button.

The following window appears.



3. In the **Computer name** box, type the new name for the computer. If you would like to change the **Workgroup** or the **Domain** in which your computer appears, type the new name in the corresponding area and click **OK**.



**Note:** Do not change the Workgroup or Domain unless instructed. If you are changing the Domain/Workgroup, verify that you have the user name and password for the Domain/Workgroup.

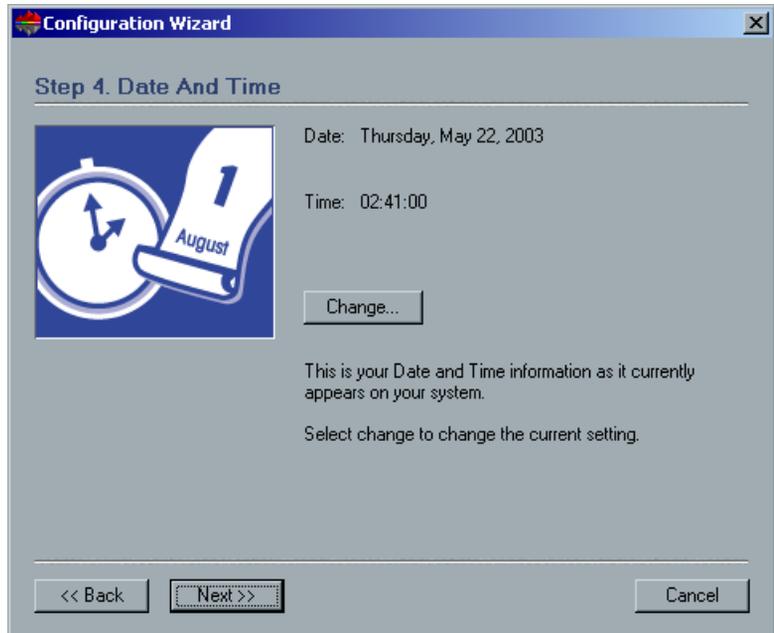
A message appears to inform you that changes will take effect only after reboot.

4. Click **OK**.
5. In the System Properties dialog box, click **OK**.
6. Click **Next** to continue.



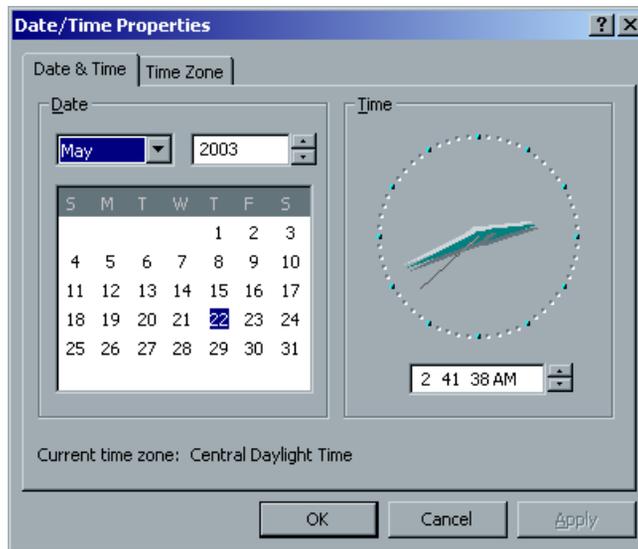
**Note:** When prompted to restart your computer, click **No**, (since you are be prompted at the end of the Configuration Wizard to restart your system).

## 2.5.4 Setting the Date and Time

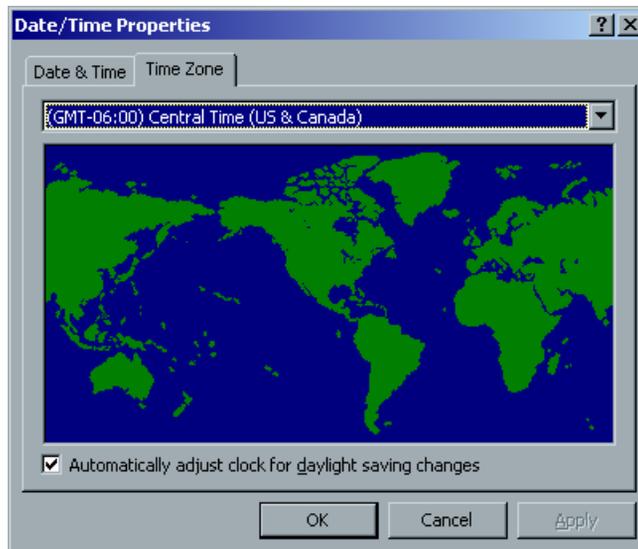


1. Check that the Date and Time are set correctly and click **Next**. Otherwise, click the **Change** button.

The Date/Time Properties dialog box appears.

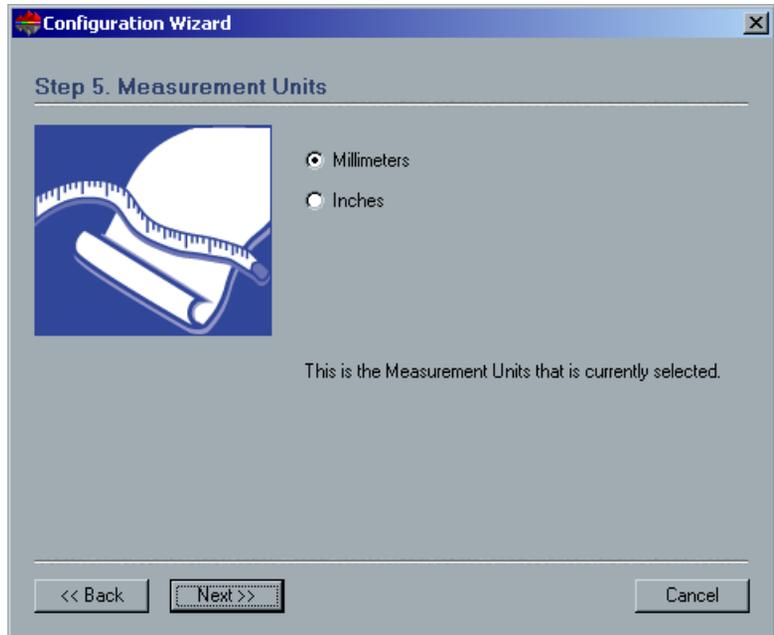


2. Set the date and time correctly, and select the **Time Zone** tab.



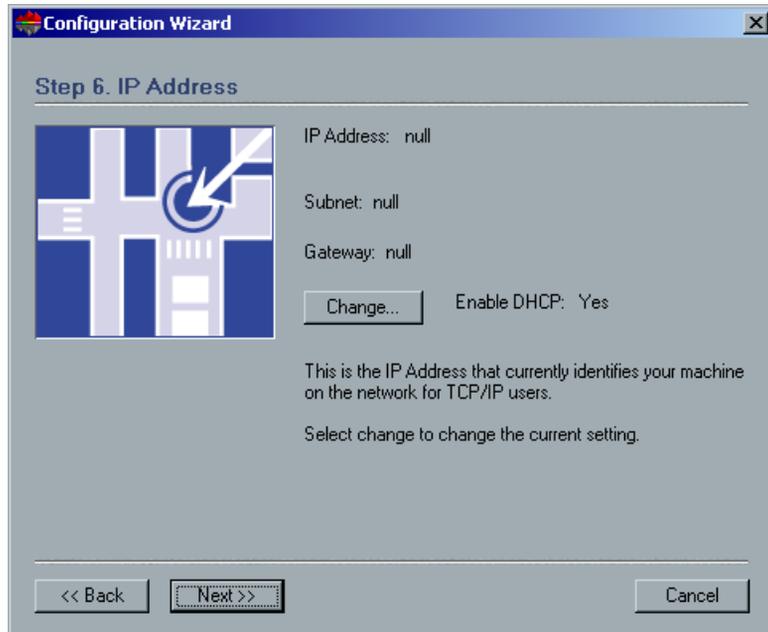
3. Select the time zone required and click **OK**.
4. In the Date and Time window, click **Next**.

## 2.5.5 Setting the Default Measurement Units



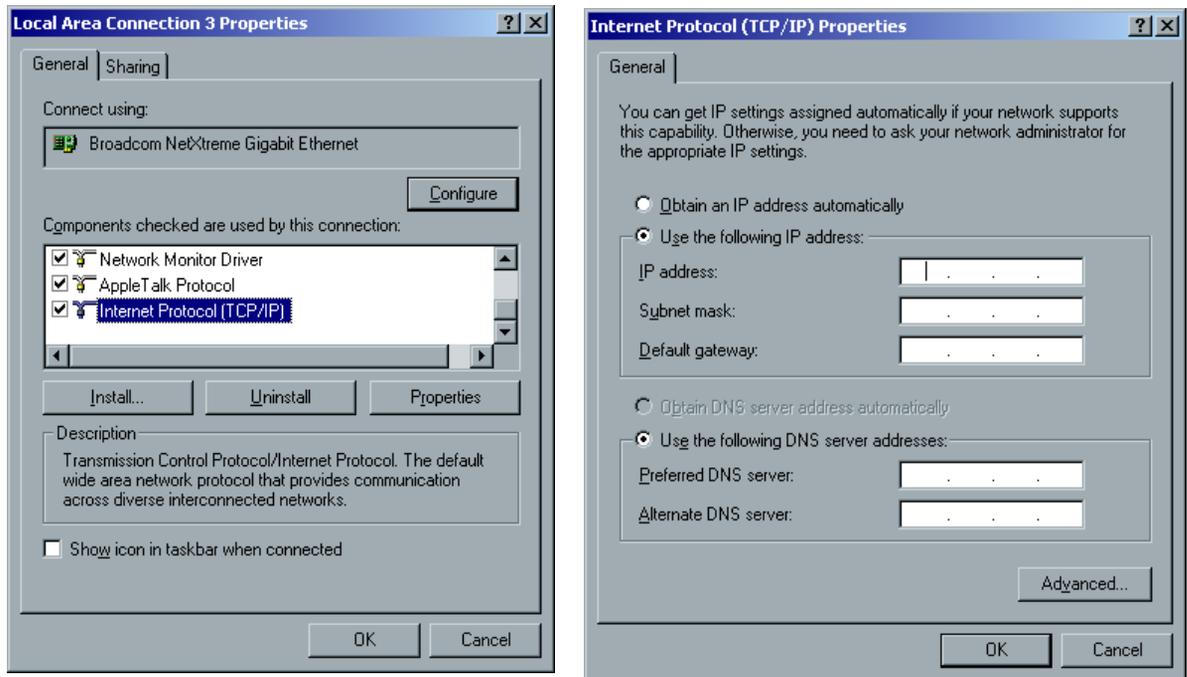
- Select the required default measurement unit and click **Next**.

## 2.5.6 Configuring the IP Address



1. Verify that the displayed **Enable DHCP** setting is correct and click **Next**.
2. If you wish to change the **IP Address**, click the **Change** button. The Local Area Connection 3 Properties dialog box, followed by the Internet Protocol (TCP/IP) Properties dialog box appears.

- In Internet Protocol (TCP/IP) Properties dialog box, select **Use the following IP Address**.



- Type the new **IP address**, **Subnet mask** and **Default gateway** (if applicable).



**Note:** The Spire Color Server is set to DHCP server configuration by default after an operating system reinstall.



For more details on how to get the IP or DHCP (also subnet mask and default gateway) information, refer to the *Xerox Installation and Planning Guide*.

- Click **OK**.



**Note:** If prompted to restart your computer, click **No**. You will be prompted at the end of the Configuration Wizard to restart your system.

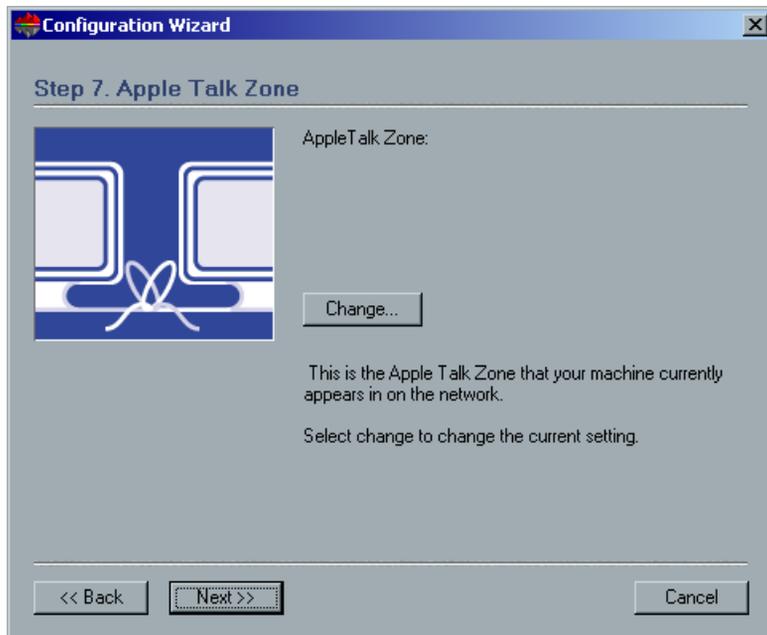
- In the the Local Area Connection 3 Properties dialog box, click **OK**.
- In the IP Address window, click **Next** to continue.

## 2.5.7 Configuring the Apple Talk Zone

This option enables you to change the AppleTalk network zone in which your CXP3535 Color Server appears.

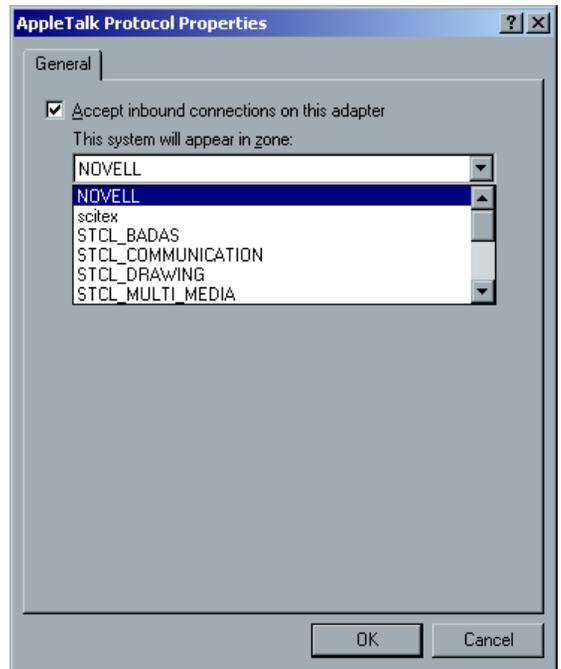
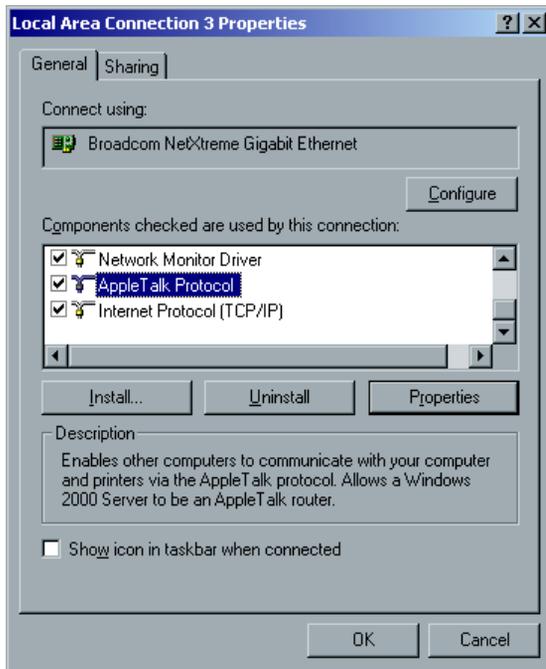


**Note:** This option only applies to networks that contain Macintosh computers.



1. Verify that the displayed Apple Talk zone is correct and click **Next**. Otherwise, click the **Change** button.

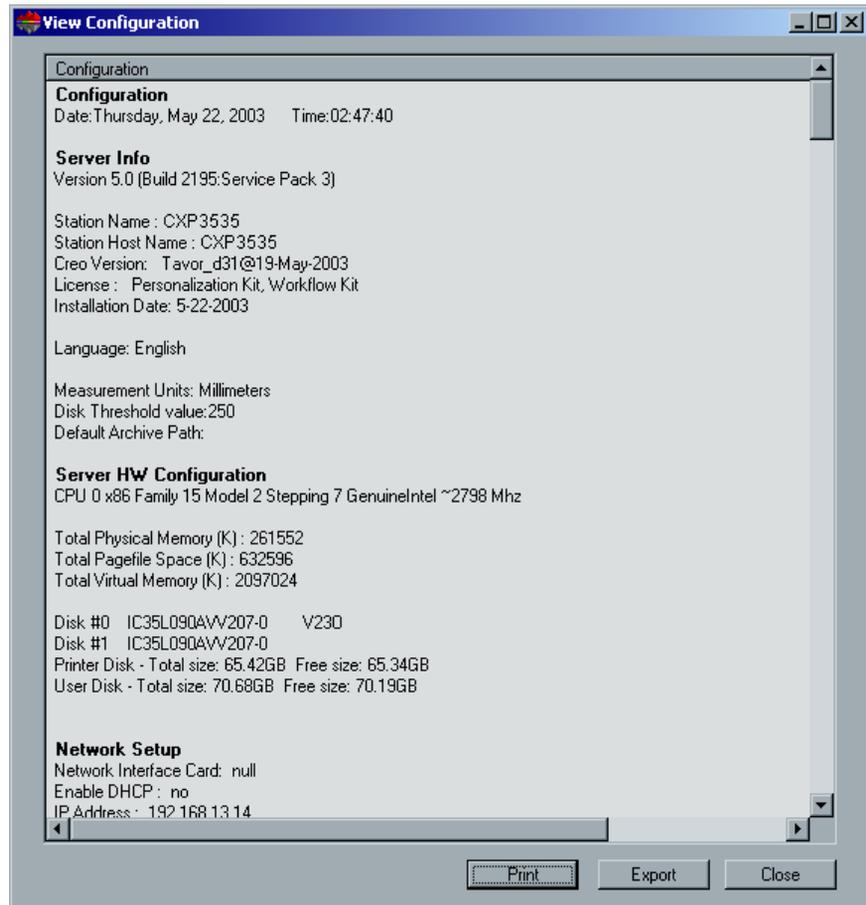
The Local Area Connection 3 Properties dialog box appears, followed by the Apple Talk Protocol Properties dialog box.



2. From the **This system will appear in zone** drop-down menu, select the required zone and click **OK**.
3. In the Local Area Connection 3 Properties dialog box, click **OK**.
4. In the Apple Talk Zone window, click **Next**.

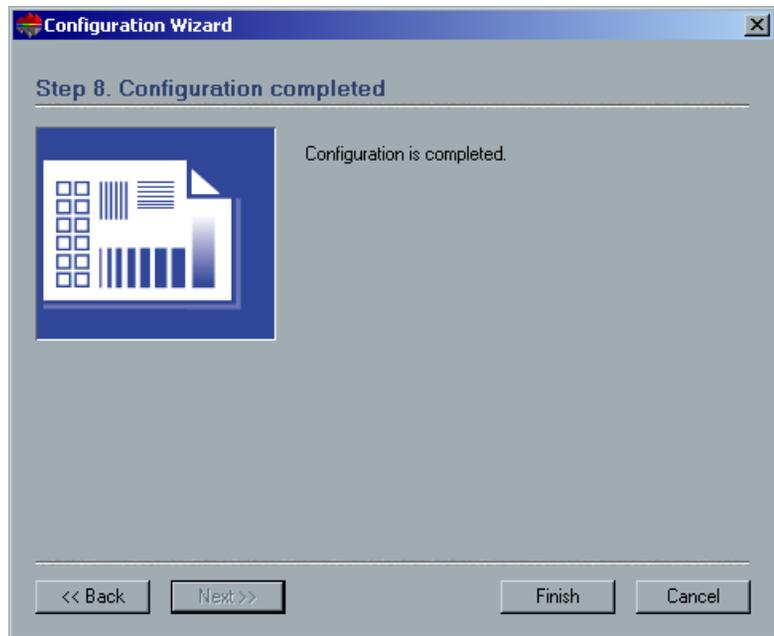
## 2.5.8 Completing the Configuration

After the installation is complete, the View Configuration window appears.



1. We recommend that you print the Configuration Server Report. The report is a useful record of the configuration settings, which you could refer to whenever required. Click the **Print** button.

2. Click **Close**.



3. To complete the first time setup, click **Finish**.  
The configuration settings are automatically backed up. When the backup is complete, the following message appears.



4. Click **OK**.  
The CXP3535 Color Server workspace appears on your screen.
5. If you made any changes to the configuration, these changes will only take effect if the CXP3535 Color Server is turned off and then restarted.  
Close the CXP3535 Color Server application.
6. Close any other open applications and from the Windows desktop follow the path **Start>Shut Down**.

7. Restart the computer.  
After restart, the SPIRE Application splash screen appears.



8. The CXP3535 Color Server application is automatically loaded and launched. You have completed *The Configuration Wizard (If Recovery Fails or is Unavailable)*.
9. You can now install Novell network (if required, see *Installing and Configuring Novell Client for Spire* on page 92), McAfee antivirus (if required, see *Configuring the McAfee VirusScan* on page 97), and then proceed to *Importing a File and Performing a Test Print* on page 104.

## 2.5.9 Changing the Operator Name and Password

1. If you want to change the operator name and password:
  - a. On the Windows desktop, right-click **My Computer** and select **Manage**.
  - b. Expand the Local Users and Groups tree, and select **Users**.
  - c. Select **Operator**. Right-click and select **Properties**.
  - d. Type the Full name and click **OK**.
2. If you want to change the operator password:
  - a. On the Windows desktop, right-click **My Computer** and select **Manage**.
  - b. Expand the Local Users and Groups tree, and select **Users**.
  - c. Select **Operator**. Right-click and select **Set Password**.
  - d. Type the new password and confirm the new password.
  - e. Click **OK**.
3. If any error messages appear, see *Error Messages* on page 144 for descriptions and actions to be taken.
4. You can now install Novell network (if required, see *Installing and Configuring Novell Client for Spire* on page 92), McAfee antivirus (if required, see *Configuring the McAfee VirusScan* on page 97), and then proceed to *Importing a File and Performing a Test Print* on page 104.

## 2.5.10 Installing and Configuring Novell Client for Spire

The following procedures are only relevant for those customers who have a Novell network running IPX protocol. If you do not have this type of network, proceed to *Importing a File and Performing a Test Print* on page 104.



**Note:** Further information about configuring the connection between the CXP3535 Color Server and a Novell NDS server, in a Novell working environment, is provided in the *CXP3535 Color Server Printing Guide*.

### Installing Novell Client for Spire

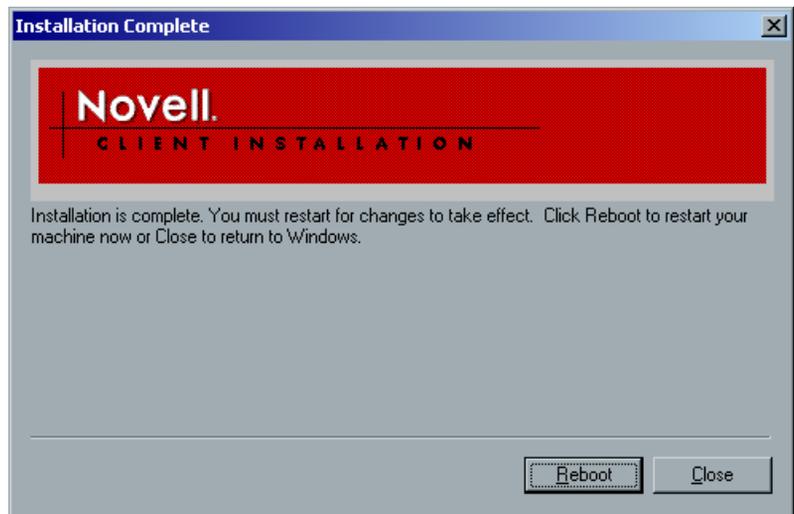
1. Close the Spire workspace and the Spire application.
2. Close all other applications.
3. On the Windows desktop, click **Start** and follow the path, **CXP3535>CXP3535 Tools>Novell Client Installation**.



The following window appears.



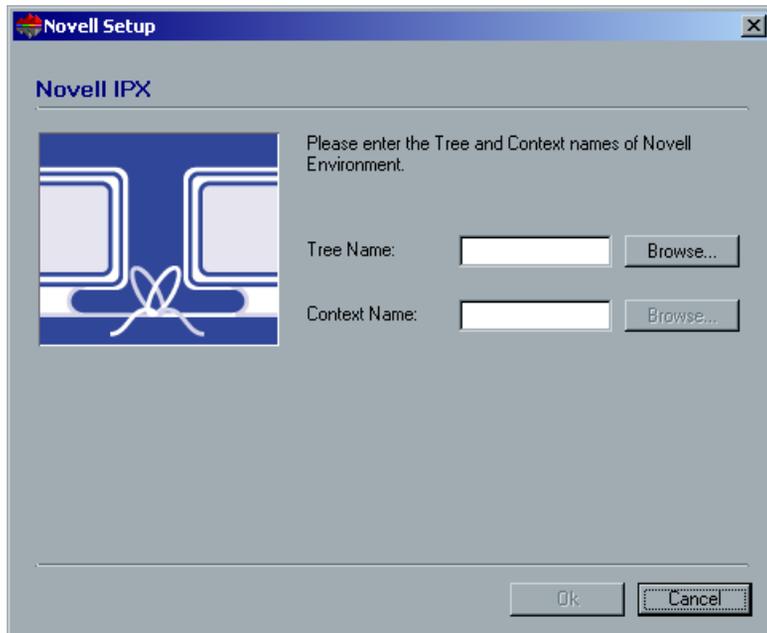
4. Click **Install**.



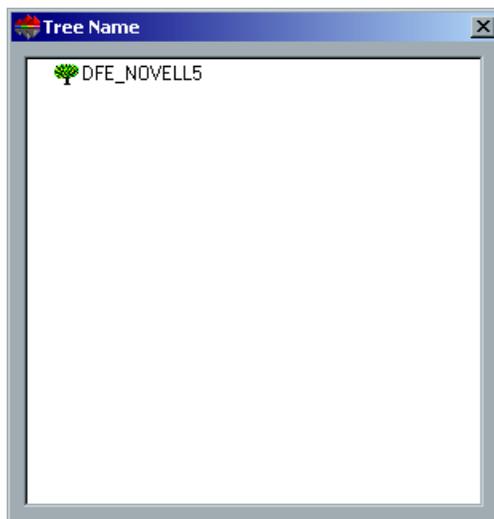
5. Click **Reboot**.
6. You have completed *Installing Novell Client for Spire*. Proceed to *Configuring Novell Client for Spire* on page 94.

## Configuring Novell Client for Spire

1. After the system reboots, the Novell Setup window appears.



2. Type the **Tree Name**.
3. If you do not know the name, click **Browse**.



4. Double-click the appropriate **Tree Name**.  
The Tree Name appears in the Novell Setup window.
5. Type the **Context Name**.
6. If you do not know the name, click **Browse**.

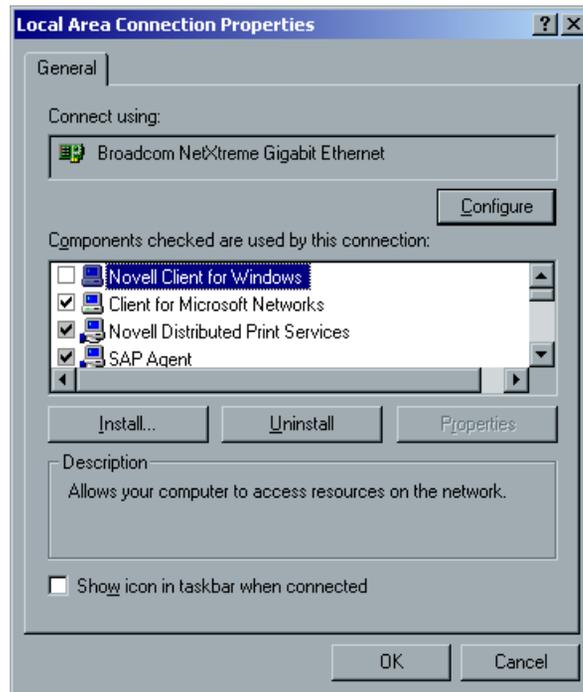


7. Double-click the appropriate **Context Name**.  
The Context Name appears in the Novell Setup window.
8. Click **OK**.  
The Spire workspace appears.
9. You have completed *Configuring Novell Client for Spire*. Proceed to *Importing a File and Performing a Test Print* on page 104.

## Uninstalling Novell Client for Spire

Uninstall Novell Client for Spire if you no longer operate a Novell network running IPX protocol.

1. Close the Spire workspace and the Spire application.
2. Close all other applications.
3. Right-click **My Network Places** and select **Properties**.
4. Right-click **Local Area Connection** and select **Properties**.



5. Clear the Novell for Client for Windows check box.
6. Make sure that **Novell Client for Windows** is selected, and click the **Uninstall** button.
7. Click **Yes** twice.  
The CXP3535 Color Server reboots.  
You have completed *Uninstalling Novell Client for Spire*.

## 2.5.11 Configuring the McAfee VirusScan

It is highly recommended to install virus protection. The current Creo recommended virus protection software is McAfee VirusScan.



**Important:** Running the McAfee VirusScan could slow down the process time and effect the overall performance of the CXP3535 Color Server.



**Note:** We recommend that you close all applications before installing and configuring the McAfee VirusScan.

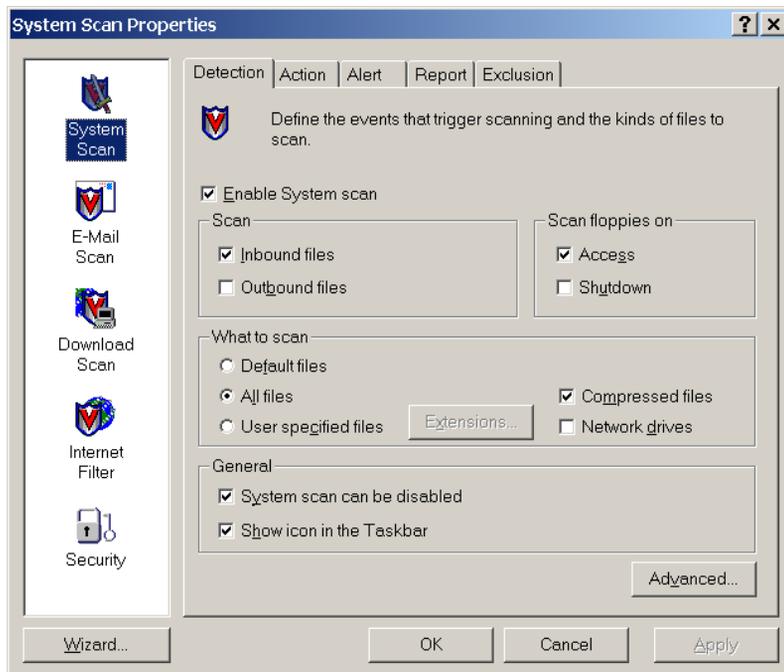
After installing the McAfee VirusScan, perform the following configuration procedures.



1. Right-click the **VShield** icon in the Windows Taskbar and follow the path, **Properties>System Scan**.

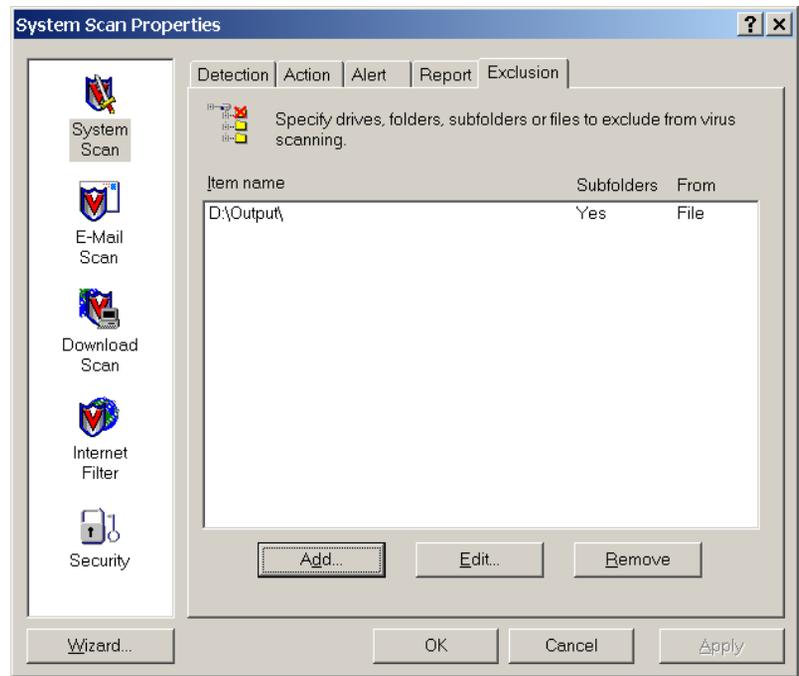


The following window appears.

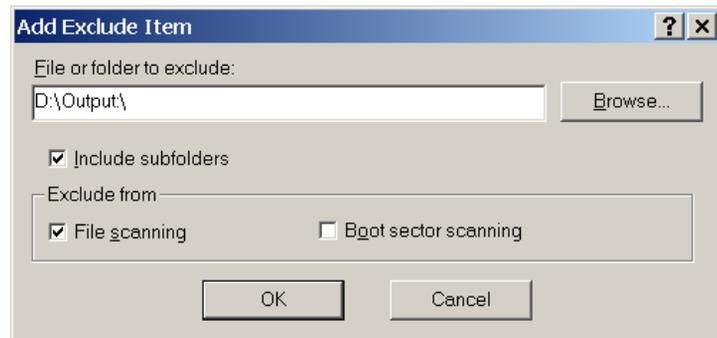


2. Clear the check mark in the **Outbound files** check box and select the **Exclusion** tab.

The following window appears.

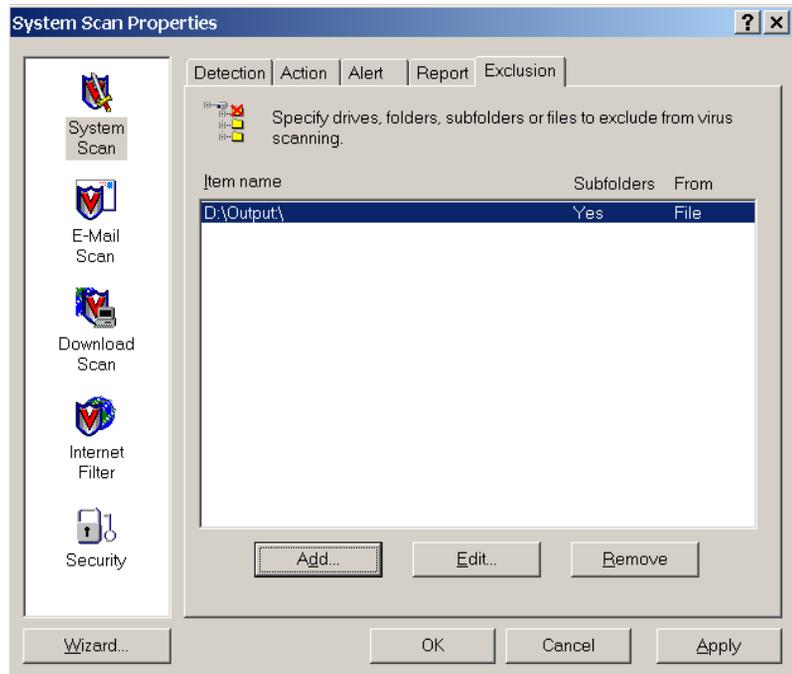


3. Click the **Add** button.



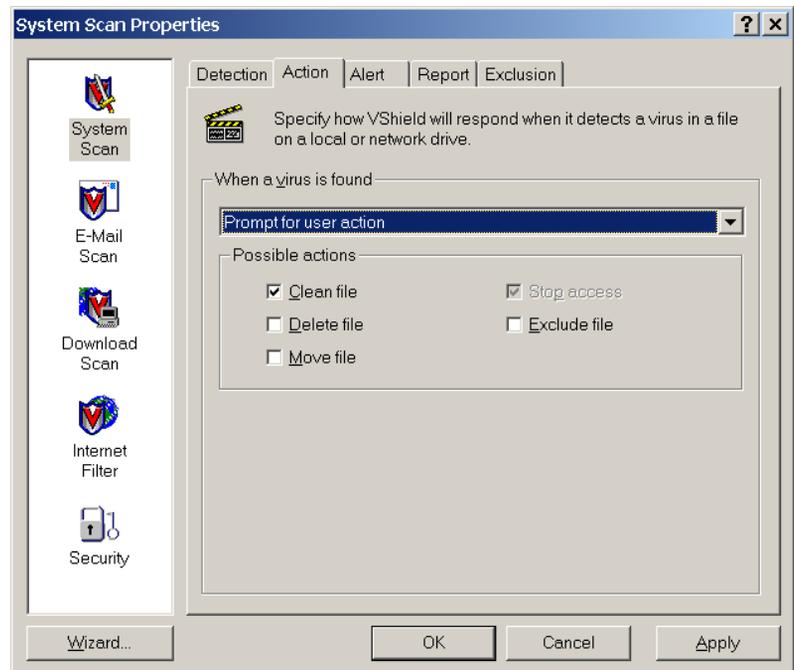
4. Type **D:\Output\** in the File or folder to exclude area, and click **OK**.

The following window appears.



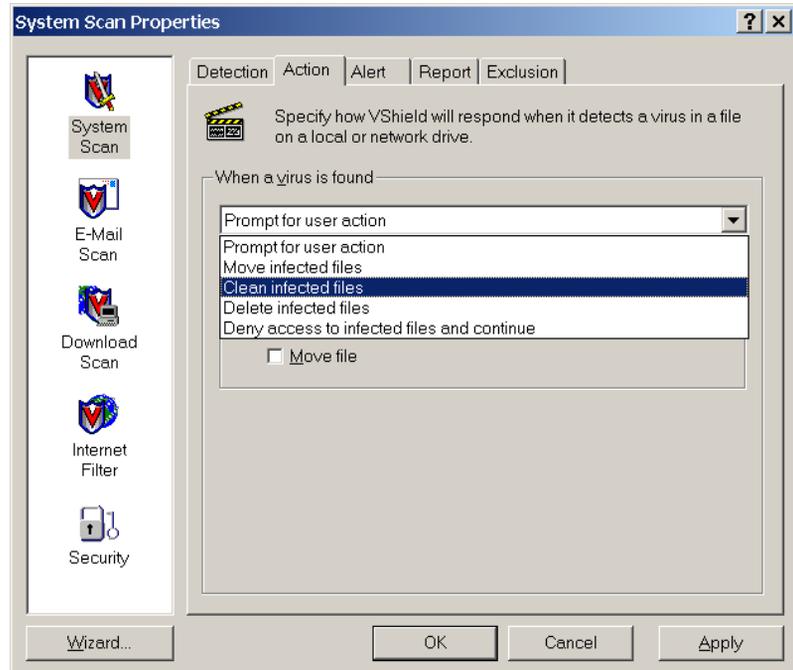
5. Select the **Action** tab.

The following window appears.

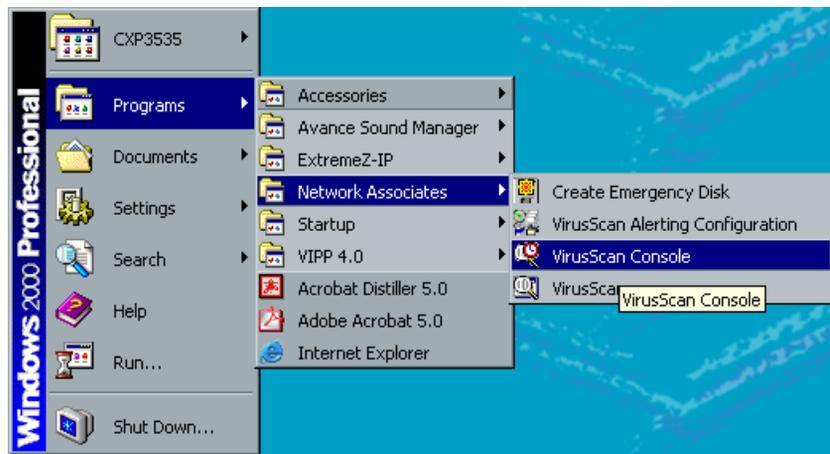


6. In the Possible actions area, clear the check marks in the **Delete File**, **Move File**, and **Exclude File** check boxes.

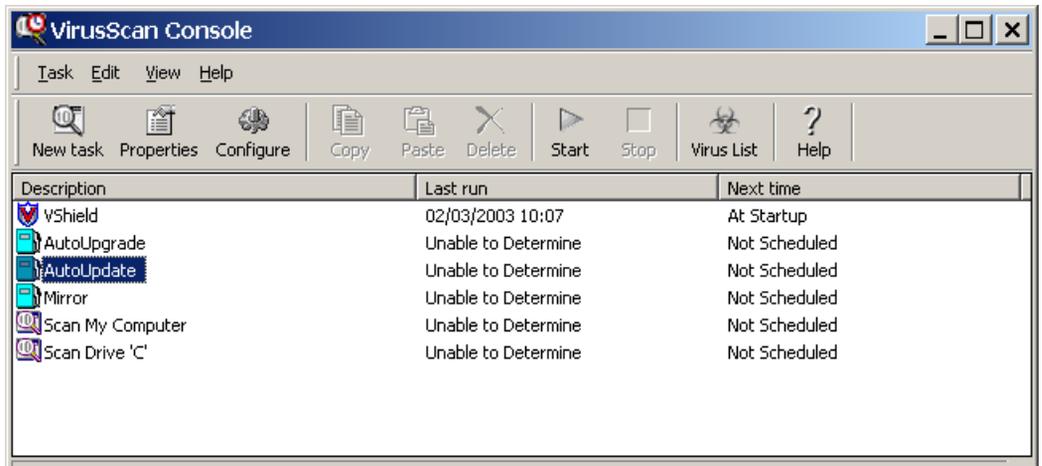
7. In the When a virus is found area, open the **Prompt for user action** menu, and select **Clean infected files**.



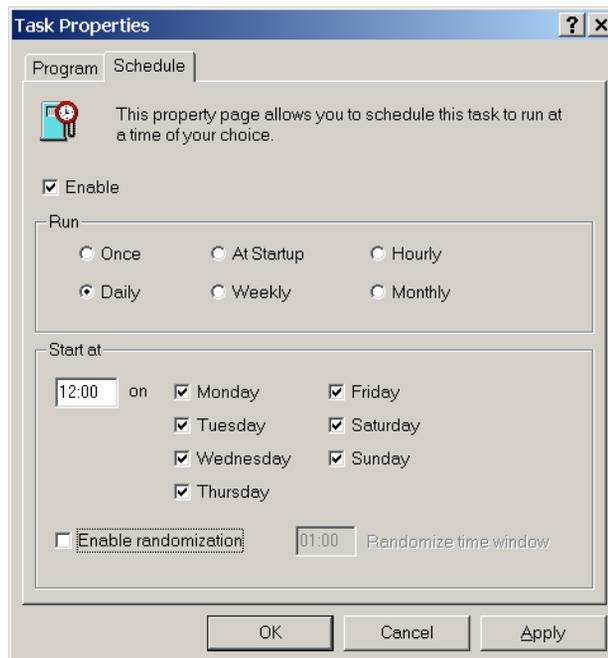
8. Click **Apply>OK** and close the System Scan Properties window.
9. Open the VirusScan console by following the path, **Start>Programs>Network Associates>VirusScan Console**.



10. The following window appears.



11. Double-click **AutoUpdate**.



12. Select the **Schedule** tab.

13. Select the **Enable** check box and in the Run area select **Daily**.  
The **Start at** time chosen should be after printing hours, but before the CXP3535 Color Server is turned off for the day.

14. You have completed *Configuring the McAfee VirusScan*.

## 2.5.12 Importing a File and Performing a Test Print

1. From the **Job** menu select **Import Job**.
2. Locate the **ATF\_A3.PS** at:  
**D:\Sample\_files\Color\_files\ATF Europe (A4 or A3)\ATF\_A3.PS**,  
or locate the **ATF\_tab.PS** at:  
**D:\Sample\_files\Color\_files\ATF US (Letter or Tabloid)\ATF\_tab.PS**.
3. Double-click on the file to add it to the list for importing.
4. Select Virtual Printer: **ProcessPrint**.
5. Click **Submit**.  
The file is processed, printed, and sent to the Storage Folder.



**Note:** If the job is not printed or is waiting in the print queue, check that the finishing device is set properly in the Job Parameters window, **Finishing** tab.

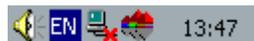
## 2.5.13 Shutting Down and Turning Off

1. In the CXP3535 Color Server workspace, from the **Job** menu select **Exit**.  
The CXP3535 Color Server workspace closes and you return to the Windows desktop.



**Note:** This procedure aborts jobs that are being RIPed or printed.

2. To confirm that the CXP3535 Color Server application has closed, check that the Creo icon has disappeared from the desktop taskbar.



Before shutdown



After shutdown

3. In the Windows environment, select **Start>Shut Down**.
4. When the Windows shutdown is complete, the CXP3535 Color Server shuts down, the power LED on the front panel switches to Stand-By mode and is illuminated in orange.

# 3

## Diagnostics and Troubleshooting

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Creo Hardware Diagnostics Application.....	130
Troubleshooting .....	140

## 3.1 Platform Diagnostics

This section provides basic troubleshooting information to help you resolve some possible issues that might occur with the CXP3535 Color Server.

### 3.1.1 Using the BIOS Configuration/Setup Utility Program

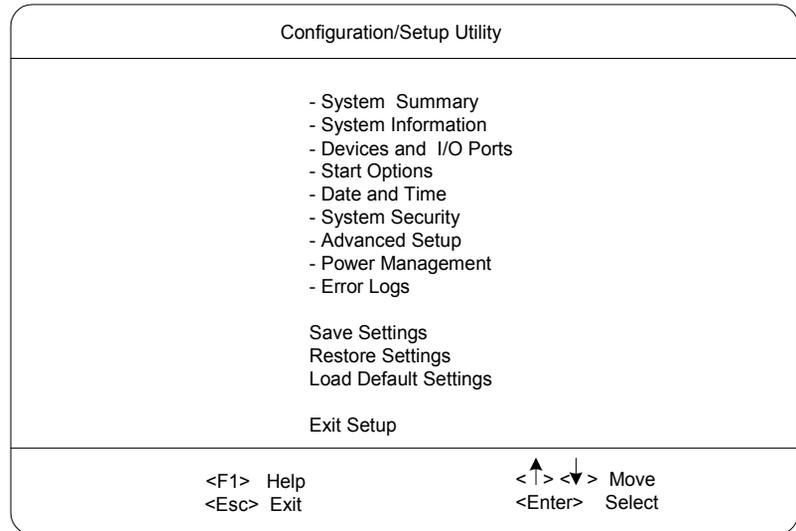
This section provides instructions for starting the BIOS Configuration/Setup Utility program and descriptions of the menu choices available.

#### Starting the BIOS Configuration/Setup Utility Program

1. Turn on the server and watch the screen.
2. When the message `Press F1 for Configuration/Setup. Press F12 for Boot Menu` appears, press F1.
3. Follow the instructions that appear on the screen.
  - Use the keyboard up and down arrows to select menu choices.
  - Use the keyboard left and right arrows to change settings enclosed in square brackets.
  - To restore the current setting for a menu item, press F9.
  - To reload the default setting for a menu item, press F10.

## Choices Available From the Configuration/Setup Main Menu

From the Configuration/Setup Utility main menu, you can select settings that you want to change. The Configuration/Setup Utility main menu is similar to the following:



### Notes:

Press F1 to display help information for a selected menu item.

The choices on some main menus might differ slightly from the ones that are described in this book, depending on the BIOS version installed in the server.

Descriptions of the choices that are available from the main menu are as follows:

- **System Summary:**

Select this choice to display configuration information. This includes the type and speed of the microprocessors and the amount of memory that is installed. Changes that you make to configuration settings appear on this summary screen. You cannot edit the fields.

- **System Information:**  
Select this choice to display information about the server. Changes that you make on other menus might appear on this summary screen. You cannot edit any fields. The System Information choice appears only on the full Configuration/Setup Utility main menu.
- **Product Data:**  
Select this choice to view system information, such as the machine type and model, the server serial number, and the revision level or issue date of the BIOS that is stored in the flash electrically erasable programmable ROM (EEPROM).
- **Devices and I/O Ports:**  
Select this choice to view or change the assignments for devices and input/output ports. This choice appears only on the full Configuration/Setup Utility main menu.
- **Date and Time:**  
Select this choice to set the system date and time. The system time is in a 24-hour format (hour:minute:second).
- **Start Options:**  
Select this choice to view or change the start options. Start options take effect when you start your server.  
You can select keyboard operating characteristics, such as the keyboard speed. You also can specify whether the server starts with the keyboard number lock on or off, and you can enable the server to run without a diskette drive, monitor, or keyboard.  
  
The server uses a startup sequence to determine the device from which the operating system starts. For example, you can define a startup sequence that checks for a startable diskette in the diskette drive, then checks the hard disk drive in bay 1, and then checks a network adapter.  
  
If you have the appropriate Wake on LAN software installed and enabled in the server, the server uses the alternative startup sequence instead of the primary startup sequence. The default for Wake on LAN is Disabled.  
  
If the Boot Fail Count choice is enabled, you can restore the BIOS system defaults after three consecutive boot failures. If this choice is disabled, the BIOS system defaults can only be loaded from the Configuration/Setup Utility main menu.

You can enable a virus-detection test that checks for changes in the master boot record at startup. You also can select to run POST in enhanced or quick mode.

- **Advanced Setup:**

Select this choice to change values for advanced hardware features, such as cache control, Plug and Play operating-system settings, and PCI configuration.

A message appears above the choices on this menu to alert you that the system might malfunction if these options are configured incorrectly. Follow the instructions on the screen carefully.

- Processor Serial Number Access:**

Select this choice to specify whether the microprocessor serial number in the microprocessor is readable.

- System Partition Visibility:**

Select this choice to specify whether the System Partition is visible. To make the System Partition visible, set this value to **Visible**. To make the System Partition invisible, set this value to **Hidden**. See the ServerGuide CD-ROMs provided with the server for additional information on the System Partition.

- Core Chipset Control:**

Select this choice to modify settings that control features of the core chip set on the system board.

- Cache Control:**

Select this choice to enable or disable the microprocessor cache. In addition, you can define the microprocessor cache type as write-back (WB) or write-through (WT). Selecting write-back mode provides better system performance.



**Note:** If a memory error is detected during normal operation, System Management Interrupt (SMI) can disable the memory.

❑ **Memory Settings:**

Select this choice to manually disable or enable a bank of memory. If a memory error is detected during POST or memory configuration, the server can automatically disable the failing memory bank and continue operating with reduced memory capacity. If this occurs, you must manually enable the memory bank after the problem is corrected.

- a. Select **Memory Settings** from the Advanced Setup menu.
- b. Use the arrow keys to highlight the bank that you want to enable.
- c. Use the arrow keys to select **Enable**.

❑ **PCI Bus Control:**

Select this choice to assign IRQs and program the master latency timer.

❑ **PCI Slot/Device Information:**

Select this choice to view and identify system resources that are used by PCI devices. PCI devices automatically communicate with the server configuration information. This usually results in automatic configuration of a PCI device.

After making changes, select:

- ❑ **Save and exit the PCI Utility** to save the changes and return to the Advanced Setup choice.
- ❑ **Exit the PCI Utility without saving changes** to discard the changes, retain the current settings, and return to the Advanced Setup choice.

• **Error Logs:**

Select this choice to view or clear error logs that occur during POST.

• **Save Settings:**

Select this choice to save the customized settings.

• **Restore Settings:**

Select this choice to restore the previous settings.

• **Load Default Settings:**

Select this choice to restore the factory settings.

• **Exit Setup:**

If you have made any changes, the program will prompt you to save the changes or exit without saving the changes.

## 3.1.2 Diagnostic Tools Overview

The following tools are available to help you identify and resolve hardware-related issues:

- **POST (Power-On Self-Test)** beep codes, error messages, and error logs. POST generates beep codes and messages to indicate successful test completion or the detection of a problem.



For more information, see *POST (Power-On Self Test)* on page 112.

- **Error logs**  
The POST error log contains the three most recent error codes and messages that the system generated during POST. The System Error Log contains all the error messages that were issued during POST.
- **Diagnostic programs and error messages**  
The CXP3535 Color Server diagnostic programs are stored in upgradable read-only memory (ROM) on the system board. These programs are the primary method of testing the major CXP3535 Color Server components.
- **Diagnostics**  
The CXP3535 Color Server has light-emitting diodes (LEDs) to help you identify problems with its components. These LEDs are part of the diagnostics that are built into the CXP3535 Color Server.

### 3.1.3 POST (Power-On Self Test)

When you turn on the CXP3535 Color Server, it performs a series of tests to check the operation of the components and some of the installed options. This series of tests is called the power-on self-test or POST.

If POST finishes without detecting any problems, a single beep sounds and the first screen of the operating system or application program appears.

If POST detects a problem, more than one beep sounds and an error message appears on the screen.



**Note:** A single problem might cause several error messages. When this occurs, work to correct the cause of the first error message. After you correct the cause of the first error message, the other error messages usually do not occur the next time you run the test.

#### POST Beep Codes

Beep codes are sounded in a series of beeps. For example, a 1-2-4 beep code sounds like one beep, a pause, two consecutive beeps, another pause, and four more consecutive beeps.

- One short beep after completion of POST indicates the system is functioning correctly.
- Beep codes for specific system problems are listed in *Beep Code Identification* on page 113.

If no beeps are heard and the server is not functioning correctly see *No-beep Symptoms* on page 116.

#### POST Error Messages

POST error messages occur during startup when POST finds a problem with the hardware or detects a change in the hardware configuration.



For a list of POST errors, see *POST Error Codes* on page 116.

## Beep Code Identification

Beep Code	FRU Replacement Action
1-1-2 (Microprocessor register test failed.)	Microprocessor
1-1-3 (CMOS write/read test failed)	1. Battery 2. System board
1-1-4 (BIOS EEPROM checksum failed)	1. Recover BIOS 2. System board
1-2-1 (Programmable Interval Timer failed)	System board
1-2-2 (DMA page register test failed)	System board
1-2-3 (DMA page register write/read failed)	System board
1-2-4 (RAM refresh verification failed)	1. DIMM 2. System board
1-3-1 (First 64K RAM test failed)	1. DIMM 2. Memory adapter
1-3-2 (First 64K RAM parity test failed)	System board
2-1-1 (Secondary DMA register failed)	System board
2-1-2 (Primary DMA register failed)	System board

Beep Code	FRU Replacement Action
2-1-3 (Primary interrupt mask register failed)	System board
2-1-4 (Secondary interrupt mask register failed)	System board
2-2-2 (Keyboard controller failed)	1. Keyboard 2. System board
2-4-1 (Video failed; screen believed operable)	System board
3-1-1 (Timer tick interrupt failed)	System board
3-1-2 (Interval timer channel 2 failed)	System board
3-1-3 (RAM test failed above address OFFFHH)	1. DIMM 2. System board
3-1-4 (Time-Of-Day clock failed)	1. Battery 2. System board
3-2-1 (Serial port failed)	System board
3-2-2 (Parallel port failed)	System board
3-2-4 (Failure comparing CMOS memory size against actual)	1. DIMM 2. Battery 3. System board

Beep Code	FRU Replacement Action
3-3-1 (Memory size mismatch occurred)	<ol style="list-style-type: none"><li data-bbox="896 218 1019 244">1. DIMM</li><li data-bbox="896 267 1019 293">2. Battery</li><li data-bbox="896 315 1093 341">3. System board</li></ol>
3-3-2 (Critical SMBus error occurred, I2C error)	<ol style="list-style-type: none"><li data-bbox="896 378 1315 473">1. Disconnect the server power cord from AC power outlet, wait 30 seconds, and retry.</li><li data-bbox="896 496 1093 522">2. System board</li><li data-bbox="896 545 1119 571">3. Microprocessor</li><li data-bbox="896 593 1029 619">4. DIMMs</li><li data-bbox="896 642 1133 668">5. DASD backplane</li><li data-bbox="896 690 1158 716">6. DASD power cable</li></ol>
3-3-3 (No operational memory in system)	<ol style="list-style-type: none"><li data-bbox="896 760 1308 994">1. Install or reseal the memory modules, and then perform a <b>3 Boot Reset</b>. (For more information on 3 Boot Reset see <i>Using the BIOS Configuration/ Setup Utility Program</i> on page 106).</li><li data-bbox="896 1017 1019 1043">2. DIMM</li><li data-bbox="896 1065 1100 1091">3. System board.</li></ol>

## No-beep Symptoms

If no beeps are heard, and the server is not functioning correctly, the following table lists FRU replacement action.

Beep Code	FRU Replacement Action
No beep occurs during POST.	System board
No beep, no video, and the system attention LED is off.	System board
No beep, no video, and a system board error LED is on.	See Diagnostic panel system-board error LEDs
BIST failed.	Microprocessor

## POST Error Codes

The following table provides an abbreviated list of the error codes that might appear during POST.

Error code	FRU Replacement or Recovery Action
062 ( Three consecutive boot failures using the default configuration)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Battery</li> <li>3. System board</li> <li>4. Microprocessor</li> </ol>
101, 102, 106 (System and processor error)	System board
114 (Adapter read-only memory error)	<ol style="list-style-type: none"> <li>1. Failing adapter</li> <li>2. Run diagnostics</li> </ol>
151 (Real time clock error)	<ol style="list-style-type: none"> <li>1. Run diagnostics</li> <li>2. Battery</li> <li>3. System board</li> </ol>

Error code	FRU Replacement or Recovery Action
161 (Real time clock battery error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Battery</li> <li>3. System board</li> </ol>
162 (Device configuration error) <b>Note:</b> Be sure to load the default settings and any additional settings; then save the configuration.	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Battery</li> <li>3. Failing device</li> <li>4. System board</li> </ol>
163 (Real time clock error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Battery</li> <li>3. System board</li> </ol>
164 (Memory configuration change)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. DIMM</li> <li>3. System board</li> </ol>
184 (Power-on password damaged)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. System board</li> </ol>
185 (Drive startup sequence information corrupted)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. System board</li> </ol>
187 (VPD serial number not set)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. System board</li> </ol>

Error code	FRU Replacement or Recovery Action
188 (Bad EEPROM CRC #2)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. System board</li> </ol>
189 (An attempt made to enter the system with invalid password)	Run the Configuration/Setup utility program
201 (Memory test error)	<ol style="list-style-type: none"> <li>1. DIMM</li> <li>2. System board</li> </ol>
289 (DIMM disabled by the user or system)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. DIMM</li> <li>3. System board</li> </ol>
301 (Keyboard or keyboard controller error)	<ol style="list-style-type: none"> <li>1. Keyboard</li> <li>2. System board</li> </ol>
303 (Keyboard controller error)	System board
602 (Invalid diskette boot record)	<ol style="list-style-type: none"> <li>1. Diskette</li> <li>2. Diskette drive</li> <li>3. Drive cable</li> <li>4. System board</li> </ol>
604 (Diskette drive error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Diskette drive</li> <li>3. Drive cable</li> <li>4. System board</li> </ol>

Error code	FRU Replacement or Recovery Action
662 (Diskette drive configuration error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Diskette drive</li> <li>3. Drive cable</li> <li>4. System board</li> </ol>
962 (Parallel port error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. System board</li> </ol>
11×× (System board serial port 1 or 2 error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. System board</li> </ol>
1762 (Hard drive configuration error, IDE only)	<ol style="list-style-type: none"> <li>1. Hard disk drive</li> <li>2. Hard disk adapter</li> <li>3. Run the Configuration/Setup utility program</li> <li>4. System board</li> </ol>
178× (Hard drive error, IDE only)	<ol style="list-style-type: none"> <li>1. Hard disk cables</li> <li>2. Hard disk adapter</li> <li>3. Hard disk drive</li> <li>4. System board</li> </ol>
1800 (No more hardware interrupt available for PCI adapter)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Remove adapter</li> </ol>

Error code	FRU Replacement or Recovery Action
1801 (No more ROM space available for PIC adapter)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Remove adapter</li> <li>3. Disable the adapter BIOS and run the Configuration/Setup utility program</li> </ol>
5962 (IDE CD-ROM drive configuration error)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. CD-ROM drive</li> </ol>
8603 (Pointing-device error)	<ol style="list-style-type: none"> <li>1. Pointing device</li> <li>2. System board</li> </ol>
00012000 (Machine check architecture error)	<ol style="list-style-type: none"> <li>1. Microprocessor</li> <li>2. System board</li> </ol>
00180200 (No more I/O space available for PCI adapter)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Adapter</li> <li>3. System board</li> </ol>
00180300 (No more memory above 1MB for PCI adapter)	<ol style="list-style-type: none"> <li>1. Run the Configuration/Setup utility program</li> <li>2. Adapter</li> <li>3. System board</li> </ol>
00180500 (PCI option ROM checksum error)	<ol style="list-style-type: none"> <li>1. PCI adapter</li> <li>2. System board</li> </ol>

Error code	FRU Replacement or Recovery Action
00180600 (PCI device BIST failure, PCI bridge error)	<ol style="list-style-type: none"><li>1. Run the Configuration/Setup utility program</li><li>2. Adapter</li><li>3. System board</li></ol>
00180700 (PCI device not responding)	<ol style="list-style-type: none"><li>1. System board</li><li>2. PCI adapter</li></ol>
00181000 (General PCI error)	<ol style="list-style-type: none"><li>1. Adapter</li><li>2. System board</li></ol>
19990650 (AC power has been restored)	<ol style="list-style-type: none"><li>1. Check cable</li><li>2. Check for interruption of power</li><li>3. Power cable</li></ol>

### 3.1.4 Monitor Problems

Symptom	FRU Replacement or Recovery Action
The CXP3535 Color Server monitor is blank.	<ol style="list-style-type: none"> <li>Verify that: <ul style="list-style-type: none"> <li><input type="checkbox"/> The AC power cord is plugged into the CXP3535 Color Server and a working electrical outlet.</li> <li><input type="checkbox"/> The monitor cables are connected properly.</li> <li><input type="checkbox"/> The monitor is turned on and the brightness and contrast controls are adjusted correctly.</li> </ul> </li> <li>Replace the VGA adapter.</li> <li>If the items above are correct and the screen remains blank, escalate the service call.</li> </ol>

### 3.1.5 Memory Problems

Symptom	FRU Replacement or Recovery Action
The amount of memory displayed is less than the amount of memory installed.	<ol style="list-style-type: none"> <li>Verify that: <ul style="list-style-type: none"> <li><input type="checkbox"/> The memory modules are seated properly.</li> <li><input type="checkbox"/> You installed the correct type of memory.</li> <li><input type="checkbox"/> All banks of memory on the DIMMs are enabled. The CXP3535 Color Server might have automatically disabled a DIMM bank when it detected a problem. Reset the DIMMs in the BIOS.</li> </ul> </li> <li>If the above items are correct, run the memory diagnostic program (see <i>Platform Diagnostics</i> on page 106). The system might have detected a bad memory module and automatically reallocated memory to enable you to continue to operate.</li> <li>If the memory tests fail, replace the failing DIMM or escalate the service call.</li> </ol>

### 3.1.6 Diagnostic Programs and Error Messages

The diagnostic programs are stored in upgradable ROM (Read-Only Memory) on the system board. These programs are the primary method of testing the major components of the CXP3535 Color Server.

Diagnostic error messages indicate that a problem exists yet they are not necessarily intended to be used to identify a failing part.

Sometimes the first error to occur causes additional errors. In this case, the CXP3535 Color Server displays more than one error message. Follow the suggested action instructions for the first error message that appears.

The following sections contain the error codes that might appear in the detailed test log and summary log when running the diagnostic programs.

The error code format and messages are as follows:

fff	The three-digit function code that indicates the function being tested when the error occurred. For example, function code 089 is for the CPU.
ttt	The three-digit failure code that indicates the exact test failure that was encountered.
iii	The three-digit device ID.
date	The date that the diagnostic test was run and the error recorded.
cc	The check digit that is used to verify the validity of the information.
text	The diagnostic message that indicates the reason for the problem.

#### Text Messages

The diagnostic text message format is as follows:

Function Name: Result (test specific string).

Function Name is the name of the function being tested when the error occurred. This corresponds to the function code (fff) given in the previous table.

The result can be one of the following:

- Passed  
This result occurs when the diagnostic test completes without any errors.

- **Failed**  
This result occurs when the diagnostic test discovers an error.
- **User Aborted**  
This result occurs when you stop the diagnostic test before it is complete.
- **Not Applicable**  
This result occurs when you specify a diagnostic test for a device that is not present.
- **Aborted**  
This result occurs when the test could not proceed because of the system configuration.
- **Warning**  
This result occurs when a possible problem is reported during the diagnostic test, such as when a device that is to be tested is not installed.

You can use test specific string information to analyze the problem.

## Diagnostic Error Messages

To find solutions to problems that have definite symptoms, see *Error Messages* on page 144.

If you have just added new software or a new option and the server is not working, before using the error symptoms table, do the following:

1. Remove the software or device that you have just added.
2. Run the diagnostic tests to determine if the CXP3535 Color Server is running correctly.
3. Reinstall the new software or new device.

## Diagnostic Error Codes

In the following error code table, if ××× is 000, 195, or 197, do not replace a FRU.

The meaning of these codes are:

- 000—The test passed.
- 195—The ESC key was pressed to stop the test.
- 197—Warning: a hardware failure may not have occurred.

For the following error codes, replace the FRU or take the recovery action.

Error Code	FRU Replacement or Recovery Action
001-xxx-000 (Failed core tests)	System board
001-xxx-001 (Failed core tests)	System board
001-250-000 (Failed system board ECC)	System board
001-250-001 (Failed system board ECC)	System board
005-xxx-000 (Failed video test)	Extender board
011-xxx-000 (Failed COM1 serial port test)	System board
011-xxx-001 (Failed COM2 serial port test)	System board
014-xxx-000 (Failed parallel port test)	System board
015-xxx-001 (USB interface not found, board damaged)	System board
015-xxx-015 (Failed USB external loopback test)	<ol style="list-style-type: none"> <li>1. Make sure the parallel port is not disabled.</li> <li>2. Run the USB external loopback test again.</li> <li>3. System board</li> </ol>
015-xxx-198 (USB device connected during USB test)	<ol style="list-style-type: none"> <li>1. Remove USB devices from USB1 and USB2.</li> <li>2. Run the USB external loopback test again.</li> <li>3. System board</li> </ol>

Error Code	FRU Replacement or Recovery Action
020-xxx-000 (Failed PCI interface test)	System board
035-xxx-099	<ol style="list-style-type: none"> <li>1. No adapters found</li> <li>2. If adapter is installed, re-check connection.</li> </ol>
075-xxx-000 (Failed power supply test)	Power supply
180-xxx-001 (Failed front LED panel test)	<ol style="list-style-type: none"> <li>1. Operator information panel</li> <li>2. System board</li> </ol>
180-xxx-002 (Failed diagnostics LED panel test)	<ol style="list-style-type: none"> <li>1. Diagnostics panel</li> <li>2. System board</li> </ol>
180-361-003 (Failed fan LED test)	<ol style="list-style-type: none"> <li>1. Fan</li> <li>2. System board</li> </ol>
180-xxx-003 (Failed system board LED test)	System board
201-xxx-0NN (Failed memory test)	<ol style="list-style-type: none"> <li>1. DIMM location slots where NN=DIMM slot location.</li> <li>2. System board</li> </ol>
206-xxx-000 (Failed diskette drive test)	<ol style="list-style-type: none"> <li>1. Diskette drive cable</li> <li>2. Diskette drive</li> <li>3. System board</li> </ol>
215-xxx-000 (Failed IDE CD-ROM test)	<ol style="list-style-type: none"> <li>1. CD-ROM cable</li> <li>2. CD-ROM drive</li> <li>3. System board</li> </ol>
301-xxx-000 (Failed keyboard test)	Keyboard

Error Code	FRU Replacement or Recovery Action
405-xxx-000 (Failed ethernet test on controller on the system board)	1. Verify that the ethernet is not disabled in the BIOS. 2. System board
405-xxx-00N (Failed ethernet test on adapter in PCI slot N)	1. Adapter in PCI slot N. 2. System board

### 3.1.7 Viewing the Test Log

The test log does not contain any information until after the diagnostic program has run.

#### To view the test log:

1. Turn on the CXP3535 Color Server and watch the screen. If the CXP3535 Color Server is on, shut down the operating system and restart the server.
2. When the message F2 for Diagnostics appears, press F2.
3. When the Diagnostic Programs screen appears, select **Utility** from the top of the screen.
4. Select **View Test Log** from the list that appears then follow the instructions on the screen.

The system maintains the test-log data while the CXP3535 Color Server is turned on. When you turn off the CXP3535 Color Server, the test log is cleared.

### 3.1.8 Power Checkout

Power problems can be difficult to troubleshoot. For instance, a short circuit can exist anywhere on any of the power distribution busses. Usually a short circuit causes the power subsystem to shut down because of an over-current condition.

A general procedure for troubleshooting power problems is as follows:

1. Turn off the system and disconnect the AC cord(s).
2. Check for loose cables in the power subsystem. Also check for short circuits, for instance if there is a loose screw causing a short circuit on a circuit board.
3. Remove adapters and disconnect the cables and power connectors to all internal and external devices until system is at minimum configuration required for turning on.
4. Reconnect the AC cord and turn on the system. If the system turns on successfully, replace adapters and devices one at a time until the problem is isolated. If system does not turn on with minimal configuration, replace FRUs (Field Replacement Units) one at a time until the problem is isolated.

### 3.1.9 Temperature Checkout

Accurate cooling of the system is important for proper operation and system reliability.

Verify that:

- Each of the drive bays has either a drive or a filler panel installed.
- The side cover is in place during normal operation.
- There is at least 50 mm (2 inches) of ventilated space at the sides of the CXP3535 Color Server and 100 mm (4 inches) at the rear of the server.
- The side cover is removed for no longer than 30 minutes while the server is operating.
- The fans are operating correctly and the air flow is good.
- A failed fan is replaced within 48 hours.

### 3.1.10 Troubleshooting the Ethernet Controller

This section provides troubleshooting information for problems that might occur with the 10/100/1000 Mbps Ethernet controller.

#### Network Connection Problems

If the Ethernet controller cannot connect to the network:

- Check that the cable is installed correctly.
- If the cable is correctly connected but the problem persists, try a different cable.
- Verify that the Ethernet cable is connected to the onboard Ethernet adapter (NET connector) and not to the (PCI) 3Com® adapter (SCAN connector).
- Verify that the Ethernet cable is not used for the SCAN connection.
- Check the LAN activity light on the rear of the CXP3535 Color Server. The LAN activity light illuminates when the Ethernet controller sends or receives data over the Ethernet network. If the LAN activity light is off, ensure that the hub and network are operating and that the correct device drivers are loaded.
- Verify that the LAN settings are correct in the BIOS and in the operating system.

## 3.2 Creo Hardware Diagnostics Application

The CXP3535 Color Server Diagnostics Application is used for testing both proprietary Creo hardware (SFVI-3, FusionXL, and SSC) and standard Off-the-Shelf hardware.

There is JOIND (Java Over the Internet Diagnostics), a Creo client/server diagnostic controller that runs locally or over a TCP/IP connection. JOIND runs under a Windows platform (NT/98/2000) and enables local diagnostic testing of Creo products with user level support.

If you encounter any problems during installation or during normal operation of the CXP3535 Color Server, run the **JOIND** utility to determine the cause.

The diagnostic applications are located on the CXP3535 Color Server. The application(s) receive and execute test requests and return appropriate status responses.

A hierarchical diagnostics tree represents the FRUs (Field Replacement Units) that can be tested by JOIND. You can select an individual component from the tree for testing, run batch tests of selected components, or run a general test of all units by selecting the **DFE** option.

Results appear as PASS/FAIL.

### 3.2.1 Activating the Diagnostics Utility



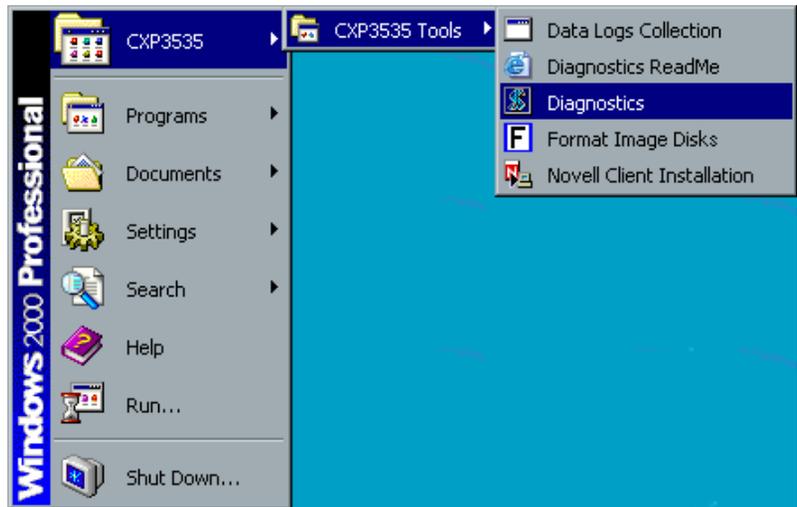
**Note:** The **Diagnostics** utility only runs after you exit the CXP3535 Color Server application software.

#### To exit the CXP3535 Color Server application software:

1. In the CXP3535 Color Server workspace, click the **Job** menu and select **Exit**.
2. Wait for the application icon in the taskbar to disappear before continuing.

#### To start the Diagnostics utility:

- On the bottom left hand corner of the Windows Taskbar, click **Start**, and follow the path **CXP3535>CXP3535 Tools>Diagnostics**.



The diagnostics program initializes and the DFE User Diagnostics for window appears on the screen.

If a FusionXL board is installed the following window appears.

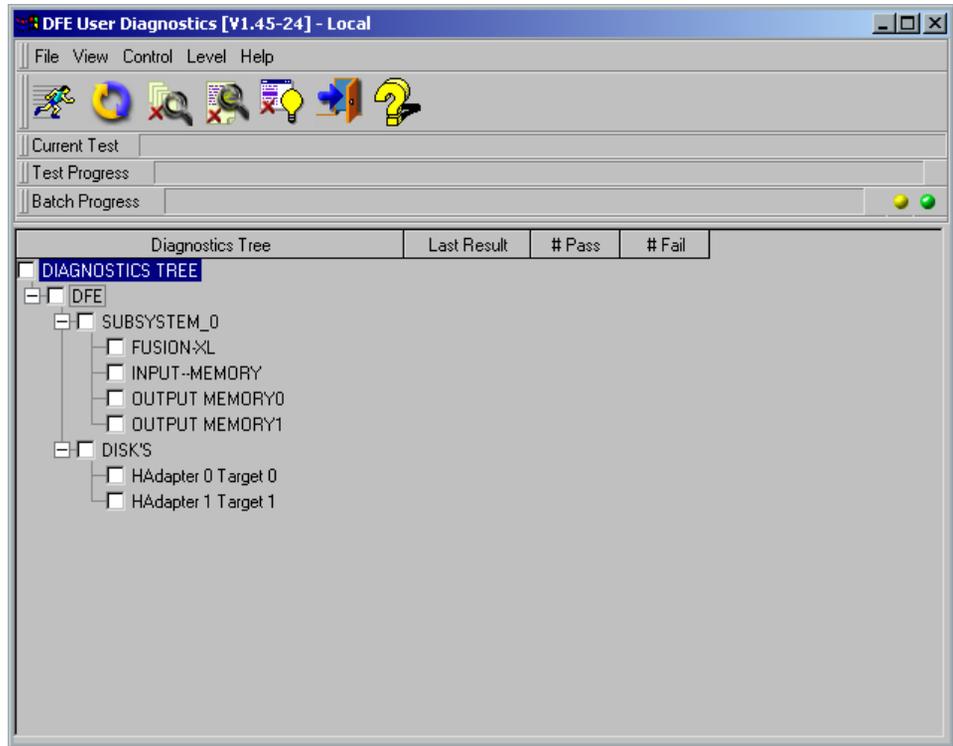


Figure 1: DFE User Diagnostics Window for FusionXL board

### 3.2.2 The Diagnostics Window

The DFE User Diagnostic window is divided into four sections:

- The top section contains the Main Menu bar with five different menu items: **File**, **View**, **Control**, **Level** and **Help**.
- The next section under the Main Menu bar contains shortcut buttons for performing the main **JOIND** operations.
- The third section is a monitoring area in which the progress of the tests appears.
- The fourth section is the Diagnostics tree, which displays, on the left, boards and components to be tested. On the right, it displays results as Pass or Fail. The last test result performed on a specific component or batch of components also appears.

### 3.2.3 Main Menu Options

#### File Menu Options

<b>Load Quick Batch</b>	<p>Is a pre-defined representative set of components to be tested coupled with predefined tests to be run. Select <b>Load Quick Batch</b> to load this set of components to be tested.</p> <p>To execute the batch test, select <b>Load Quick Batch</b>. Click the <b>Run</b> icon.</p> <p>This is not the default setting and should be used only when a quick testing set is needed, as its name implies.</p>
<b>Import Log File</b>	Imports the current log file from the server to the client.

#### View Menu Options

<b>Results File</b>	Stores information sent by JOIND. For each executed test, JOIND uses this file to record the date and time of execution, the loop number, the name of the test and the test result. If the <b>Rerun</b> mechanism is ON, results for all reruns are recorded. It is recorded in an HTML file and can be viewed in the HTML browser.
<b>Software Configuration</b>	Displays the software version information of JOIND (client and server). It is recorded in an HTML file and can be viewed in the HTML browser.
<b>Hardware Configuration</b>	Displays hardware information that is recorded in an HTML file and can be viewed in the HTML browser. (Not available in this version.)

## Control Menu Options

<b>Run</b>	Initiates a test session, after the items for testing in this session are marked in the check boxes. When <b>Loop Off</b> is selected, the test session terminates after each test has been executed. When <b>Loop On</b> is selected, the loop sequence commences and the test session repeats until the loop termination condition is reached.
<b>Run Until Fail!</b>	Also initiates a test session, after the items for testing in this session are marked in the check boxes. When <b>Loop Off</b> is selected, the test session terminates after each test has been executed or until the first failure is detected by any test, whichever comes first. When <b>Loop On</b> is selected, the test session repeats until the loop termination condition is reached or once a failure is detected, whichever comes first.

## Level Menu Options

<b>User</b>	Is the default setting for the diagnostic testing and operates on a diagnostic tree that provides indications regarding faulty FRUs (Field Replacement Units).
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## Help Menu Options

<b>Online Help</b>	Loads the HTML page that has access to all the topics below.
<b>JOIND Components and GUI</b>	Introduction to the Creo Remote Support concept and describes the JOIND components and GUI.
<b>Activating the JOIND</b>	Describes the access modes Remote Support and how to run them.
<b>The JOIND Main Window</b>	Describes the JOIND main window, menus and options.
<b>The JOIND Menu Options</b>	Description of the menu and sub-menus.
<b>DFE</b>	Not available.
<b>About JOIND</b>	Displays the JOIND version number and date.

## Shortcut Buttons

The shortcut buttons are located under the Main Menu bar and are used to perform the main operations when running diagnostics tests.

	Select the <b>Run</b> button to initiate the <b>Run</b> command to perform a diagnostic test running in loop or executing batch of tests.
	Select the <b>Stop</b> button to stop a test running in loop or executing batch of tests. This button only appears after the <b>Run</b> button was selected.
	The <b>Wait</b> button appears after the <b>Stop</b> button is selected or until the current test is completed.
	Select the <b>Errors</b> button to activate the <b>Errors</b> command and access the <b>Error Buffer</b> for all tests run or a Quick Batch. The contents of this buffer are recorded in an HTML file, which can be viewed in the HTML browser.
	Select the <b>Quick Error</b> button to enable quick access to the <b>Error Buffer</b> of a selected test. The contents of this buffer are recorded in an HTML file, which can be viewed in the HTML browser.
	<b>Loop Off</b> is the default setting when executing diagnostic tests. Select the <b>Loop Off</b> button to execute the <b>Loop Until Abort</b> command, which toggles the test sequence to <b>Loop On</b> .
	Select the <b>Loop On</b> button to toggle the test sequence to <b>Loop Off</b> .
	Select the <b>Load Symptom</b> button to choose a symptom from a predefined set of symptoms in a tested device. A list of possible actions to solve the problem also appears.
	Select the <b>Exit</b> button to <b>Exit</b> the diagnostics application. Remember to stop any tests that are running before exiting.
	The <b>Help</b> button is used to select specific menu options or tree nodes when help is required.

## Monitoring

The monitoring area is under the shortcut buttons.

It displays three levels of monitoring progress:

Current Test	Shows the progress of the specific test be performed.
Test Progress	Shows the progress of component tests of a batch run.
Batch Progress	Shows the progress of the entire batch being run.

### 3.2.4 Board Diagnostics

This section describes the diagnostics for the CXP3535 Color Server boards (adapters).

Use the **JOIND** diagnostic utility to test the CXP3535 Color Server boards.

If a board fails a test, first verify that it is properly connected.

1. Turn off the CXP3535 Color Server.
2. Check the board connections including cables and pins.
3. Reseat the board, as sometimes a board may become loose in the adapter.



**Important:** Replace a board or a system component that continues to fail the diagnostics test.



**Note:** Exit the CXP3535 Color Server Application prior to running the diagnostics program.

## FusionXL Module

### Testing Input/Output Memory Modules

Tests of the Input and Output memories on the FusionXL are performed.

### Testing the FusionXL Board

Tests the internal electrical mechanism of the FusionXL board.

## 3.2.5 Hardware and Other Components Testing

### IDE Disks

There are two IDE disks in the CXP3535 Color Server, one Image Disk and one System disk. The diagnostics tests are only for the IDE disks (not for the two IDE controllers in the system). If there is a failure, replace the disk. However, when rebooting, if Windows 2000 Professional does not recognize an IDE controller replace the controller.

#### To check if the drivers need reloading prior to replacing the controller or a disk:

1. On the Windows desktop, follow the path:  
**Start> Settings>Control Panel.**
2. Double-click **IDE Adapters.**
3. Select the **Drivers** tab, and verify that the two IDE adapters are in the **Started** position.

Access to the disks is tested using the following IDE commands: Read, Write, Inquiry, and Format.

## 3.2.6 Performing a Diagnostic Test



**Important:** Prior to activating the Diagnostics application, verify that the Drivers were loaded successfully (with no error messages during driver loading).

#### To perform a diagnostic test on system components:

1. Access the JOIND application (see *Activating the Diagnostics Utility* on page 131).
2. Select the components for testing from the diagnostics tree, or select **DFE** to test the whole tree or select **Load Quick Batch** from the **File** Menu (see *File Menu Options* on page 133).
3. Click the **Loop Off** button to run the tests in loop mode.
4. Click the **Run** button to activate the diagnostics testing.
5. The system performs the tests and the results appear in the area of the diagnostics tree: Pass or Fail.
6. If there are components that fail, click the **Errors** button to view all failed components or click the **Quick Error** button to view a specific selected test (see the *CXP3535 Color Server Printing Guide*).

## Diagnostics Test Results

This section lists the possible results of the diagnostics test and the recovery actions.

Symptom	FRU Replacement or Recovery Action
A FusionXL board fails the test	<ol style="list-style-type: none"> <li>1. Verify that the FusionXL board is correctly seated.</li> <li>2. Verify that the memory tests passed. If one or both memory tests failed, replace the failed memory module and run the FusionXL test again.</li> <li>3. If the FusionXL test fails again, replace the FusionXL board (see <i>Removing and Replacing the FusionXL Board</i> on page 170).</li> </ol>
An input memory fails the test.	<ol style="list-style-type: none"> <li>1. Verify that the input memory is correctly seated.</li> <li>2. Replace the memory and run the diagnostics test again.</li> <li>3. If the input memory fails again, replace the FusionXL board. See <i>Removing and Replacing the FusionXL Board</i> on page 170.</li> </ol>
An output memory fails the test.	<ol style="list-style-type: none"> <li>1. Verify that the output memory is correctly seated.</li> <li>2. Exchange places with another output memory from the same FusionXL board.</li> <li>3. If the problem has shifted with the suspect memory, replace the memory.</li> <li>4. If the problem remains, replace the the FusionXL board. See <i>Removing and Replacing the FusionXL Board</i> on page 170.</li> </ol>

Symptom	FRU Replacement or Recovery Action
The IDE fails the test.	<ol style="list-style-type: none"><li>1. Check if both targets at the same channel fail. If so, individually replace the IDE cable and the adapter and run the diagnostics test.</li><li>2. If the failure recurs, replace the IDE disks.</li></ol>
The FusionXL board (inclusive of all other related components) does not appear.	<ol style="list-style-type: none"><li>1. Verify that the FusionXL board is seated correctly and run the diagnostics test.</li><li>2. If the FusionXL board still does not appear, replace the board. See <i>Removing and Replacing the FusionXL Board</i> on page 170.</li></ol>

## 3.3 Troubleshooting

The troubleshooting procedures relate to three main situations:

- CXP3535 Color Server does not turn on.
- CXP3535 Color Server turns on but the operating system does not initialize.
- CXP3535 Color Server turns on, the operating system initializes but fails to execute commands.

### CXP3535 Color Server Does Not Turn on

Symptom	FRU Replacement or Recovery Action
CXP3535 Color Server does not turn on.	<ol style="list-style-type: none"> <li>1. Verify that:               <ul style="list-style-type: none"> <li><input type="checkbox"/> The AC power cables are properly connected to the CXP3535 Color Server.</li> <li><input type="checkbox"/> The electrical outlet functions properly.</li> <li><input type="checkbox"/> The LEDs on the power supply are on.</li> <li><input type="checkbox"/> The type of memory installed is correct.</li> </ul> </li> <li>2. If you just installed an option, remove it and restart the CXP3535 Color Server. If the server turns on, you might have installed more options than the power supply supports.</li> <li>3. Replace the power supply.</li> <li>4. Replace the front panel, which includes the ON/OFF button—the button may be faulty.</li> <li>5. Replace the system board.</li> </ol>

### CXP3535 Color Server Turns On, No Operating System

In this situation it is not possible to run the JOIND diagnostics application.

Symptom	FRU Replacement or Recovery Action
<p>The operating system does not initialize.</p>	<p>Verify the following:</p> <ul style="list-style-type: none"> <li>• There is no floppy disk in the disk drive.</li> <li>• The IDE is correctly configured in the BIOS.</li> <li>• The IDE cable is not damaged.</li> <li>• The IDE cable is properly connected from the system board to the system disk. Also, check the voltage cable.</li> <li>• The system disk is not physically damaged.</li> <li>• Reinstall the operating system (CD-ROM #1).</li> <li>• Replace the system disk.</li> </ul>

## CXP3535 Color Server Does Not Execute Commands

In this situation it is possible to run the JOIND diagnostics application.

Symptom	FRU Replacement or Recovery Action
A FusionXL board does not appear when running diagnostics.	<ol style="list-style-type: none"> <li>1. Verify that the FusionXL board is seated correctly.</li> <li>2. Replace the board with a new board. See <i>Removing and Replacing the FusionXL Board</i> on page 170.</li> </ol>
The image disk is not functioning properly.	<ol style="list-style-type: none"> <li>1. Check that the disk is correctly installed.</li> <li>2. Check the cable from the IDE controller to the disk.</li> <li>3. Format the image disk.</li> <li>4. Replace the image disk.</li> </ol>
A boards fails tests as a result of a particular failure.	When there is a memory failure, all other tests are meaningless. Replace the faulty memory and run tests on the board again.

### Common Problems

Symptom	FRU Replacement or Recovery Action
During installing the operating system, you see a blue screen.	<ol style="list-style-type: none"> <li>1. Reboot the computer and reinstall the operating system (CD-ROM #1).</li> <li>2. If the problem persists, escalate the service call.</li> </ol>
System disk not identified.	<ol style="list-style-type: none"> <li>1. Check if the IDE cable is connected to the IDE controller.</li> <li>2. Check the power cable connection to the disk.</li> <li>3. Check that the disk is correctly mounted in the disk bay.</li> <li>4. Verify that the IDE is correctly configured in the BIOS.</li> <li>5. If items 1 to 4 appear to be correct, replace the disk.</li> </ol>
Image disk not identified	<ol style="list-style-type: none"> <li>1. Check if the IDE cable is connected to the IDE controller.</li> <li>2. Check the power cable connection to the disk.</li> <li>3. Check that the disk is correctly mounted in the disk bay.</li> <li>4. Verify that the IDE is correctly configured in the BIOS.</li> <li>5. If items 1 to 4 appear to be correct, replace the disk</li> </ol>

Symptom	FRU Replacement or Recovery Action
The CD-ROM drive is not identified	<ol style="list-style-type: none"> <li>1. Reboot the system and press F1 to enter the computer <b>Configuration/Setup</b> screen.               <ol style="list-style-type: none"> <li>a. Use your keyboard arrows to choose the <b>Devices and I/O Ports</b> menu and press ENTER.</li> <li>b. Scroll all the way down to the <b>IDE Configuration</b> menu and press ENTER.</li> <li>c. In the <b>IDE Configuration Menu</b> verify that the <b>Primary IDE Channel</b> is in Enabled mode and then <b>Reboot</b>.</li> </ol> </li> <li>2. Verify that the location is correct.</li> <li>3. If the problem persists, check that the IDE cable and the power cable are securely connected.</li> <li>4. If items 1 to 4 appear to be correct, replace the CD-ROM drive.</li> </ol>
Monitor flickers and shows white lines.	During the system startup, press the <b>Auto config</b> button on the monitor once only.

### 3.3.1 Error Messages

There are four types of error messages:

- System error messages
- Hardware error messages
- Software error messages
- Connection error messages

Each error message indicates a problem and sometimes also a recovery action, including the need to escalate the call. In any case, if the problem is not solved after performing the recovery action, perform a diagnostics test and replace the problematic part.

The following tables list examples of different error messages.

### System Error Messages

Message	Recovery Action
System error. Reboot the system.	<ol style="list-style-type: none"> <li>1. Restart the system from the <b>Start</b> menu.</li> <li>2. If the error message reappears, run the diagnostics test.</li> </ol>
System error. Reinstall the Creo application.	Reinstall the Creo application and reboot the system.

### Hardware Error Messages

Message	FRU Replacement or Recovery Action
FusionXL load failure. Reboot the system.	<ol style="list-style-type: none"> <li>1. Check that the FusionXL board is correctly seated and reboot the system.</li> <li>2. If the error message still appears, replace the board.</li> </ol>

### Software Error Messages

Message	Recovery Action
Failed to spool the file during job submission	Check the image disk space and free up disk space if required.
Failed to locate the thumbnail for element <name of element> in the job <job name>	Repeat the RIP process.

## Connection Error Messages

Message	Recovery Action
Broken connection to the server	<ol style="list-style-type: none"> <li>1. Check the cable connections.</li> <li>2. Reboot the client workstation computer and the CXP3535 Color Server.</li> <li>3. Check the communication parameters in the client workstation computer and the CXP3535 Color Server.</li> </ol>

### 3.3.2 Collecting Data Log Files

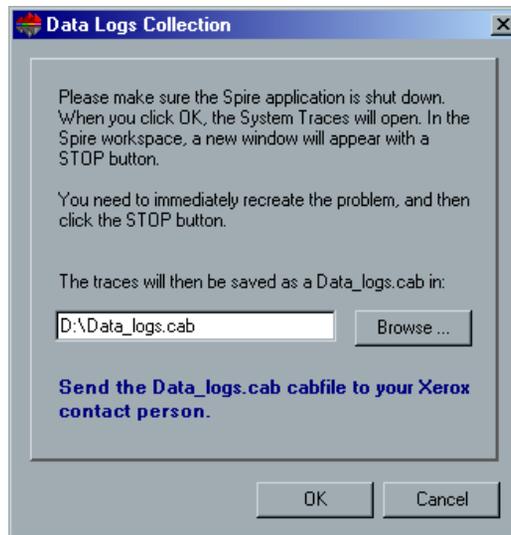
The Data Logs Collection feature enables you to collect log files, whenever a problem occurs in the system, and submit them to the Xerox hot line.

#### To collect the log files:

1. Shut down the Spire application.
2. On the Windows desktop, follow the path:  
**Start>CXP3535>CXP3535 Tools>Data Logs Collection.**



The following window appears.



3. Click **OK**.
4. Restart the Spire application.  
The following floating window appears.



5. Recreate the problem you encountered, and then click the **STOP** button.
6. When the Exit message appears, click **Yes**.  
The Spire application closes, and the log files are saved as Data\_logs.cab. in D:\ drive.
7. Send the Data\_logs.cab file to your Xerox contact person.

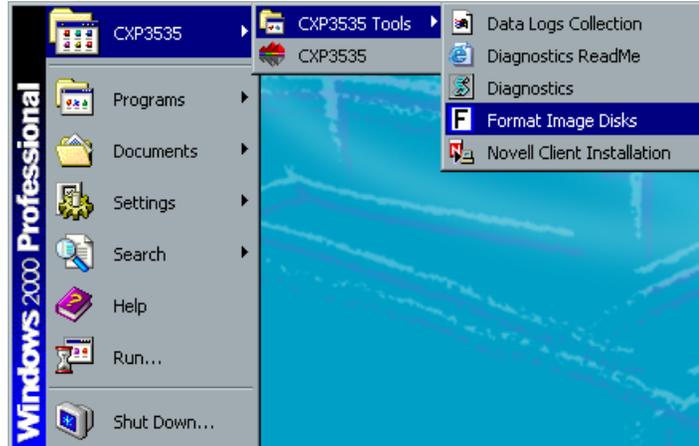
### 3.3.3 Formatting the Image Disk

Perform the following procedure when suggested as a recovery action.

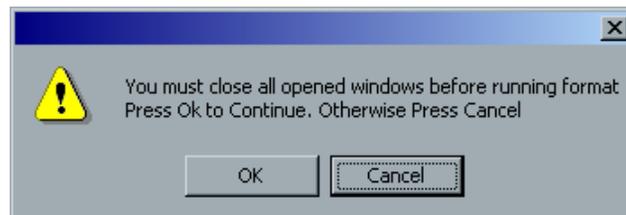


**Important:** Formatting erases all data stored in the Storage folder. We recommend that you back up your data, if possible, to an external device.

1. On the Windows desktop, follow the path:  
**Start>CXP3535>CXP3535 Tools>Format Image Disks.**

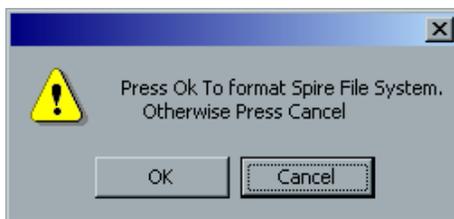


The following message appears.

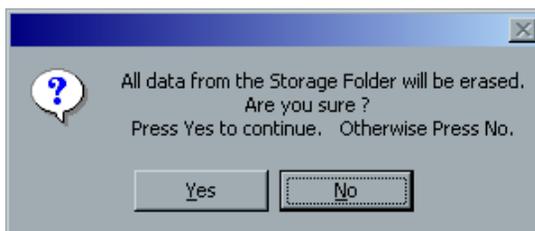


2. Close all open windows, if required, and click **OK**.

The following message appears.



3. Click **OK**.



4. Click **OK**.



5. Click **OK**.
6. To enable the changes to take effect, restart your computer.

---

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# 4

## Hardware Maintenance and Repairs

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## 4.1 System Components

Use the following diagram to locate a specific part for replacement. Each numbered item corresponds to a spare part number in the *Spare Parts List* on page 154.

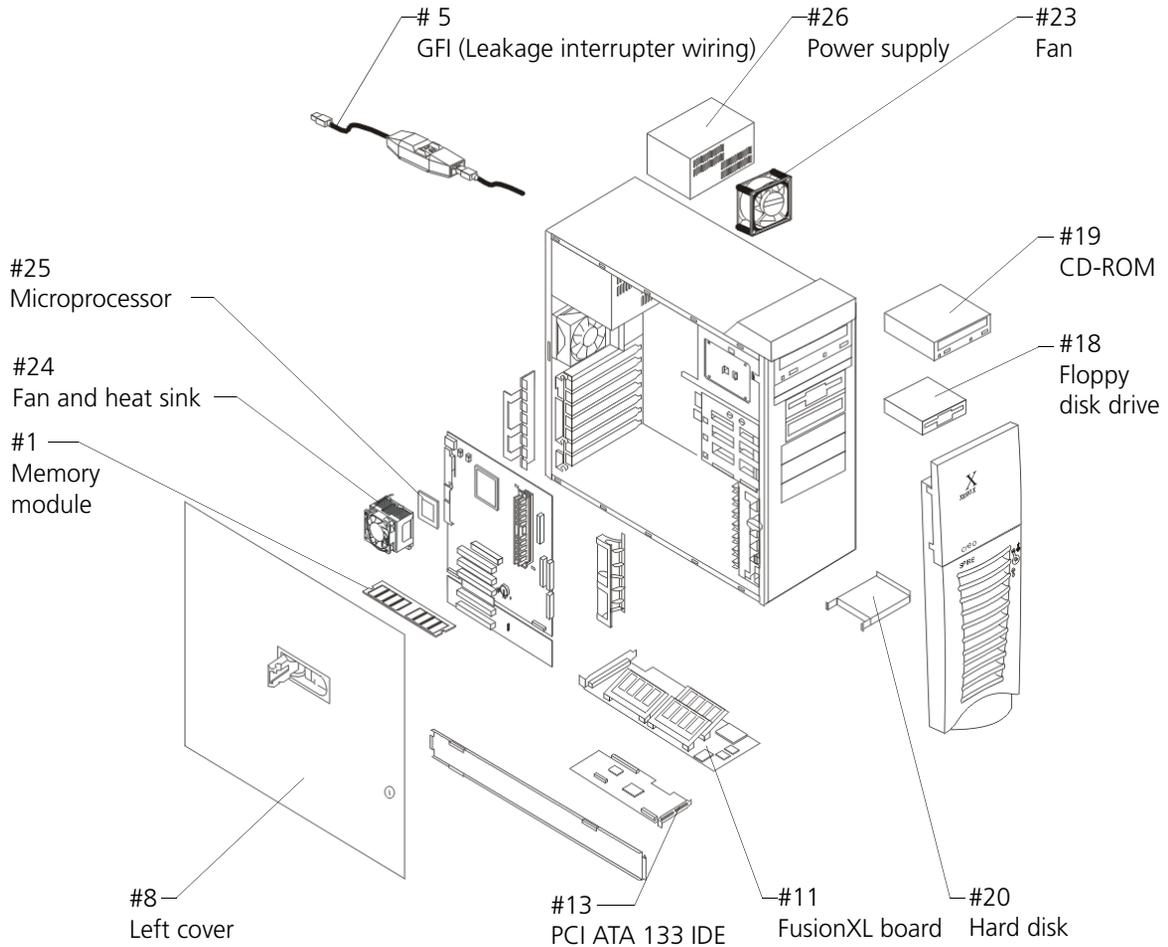


Figure 2: Spare parts diagram

### Cable Types

Four cable types are supplied with the CXP3535 Color Server.

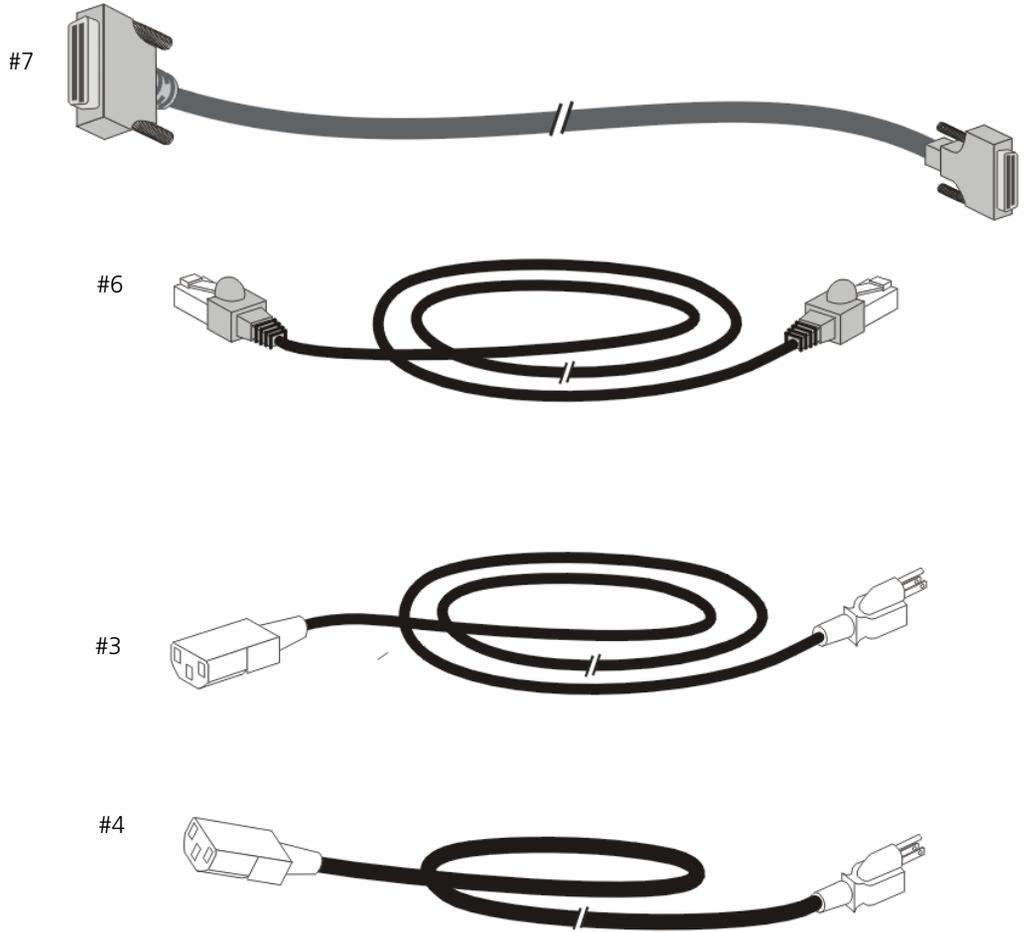


Figure 3: Cable types

## 4.2 Spare Parts List

CXP3535 Color Server Spare Parts List (FRUs - Field Replacement Units)

Item#	Description	Creo Part #	Xerox Part #	Type	Qty/ Unit
1.	Memory SDRAM SODIMM PC133 128M 4x16x2M DIMM144	1200-00006	144K00350	(3rd party)	3
2.	Memory 256MB PC2100 ECC DIMM	609-00064	144K00390	Peripheral	1
3.	Power cord 3 conductors (USA) (3m/9.8 ft.)	199A031101	117N01113	Power cable (DFE)	1
4.	Power cord 3 conductors (2.3 m/7.5 ft.)	199A03104	117N01521	Power cable (Monitor)	1
5.	Leakage interrupter wiring (GFI)	504S3D931	117N01516	Cables	1
6.	Cable Ethernet cross (3m/9.8ft)	216-00019	117N01617	Cable	1
7.	Cable Yellowstone 68 to 80 pin (3m/9.8 ft.)	216-00020	117N01618	Cable	2
8.	Cover Left (silver)	252-01950A	002N02200	Creo	1
9.	Cover Right (silver)	252-01951A	002N02201	Creo	1
10.	Cover kit Front (silver)	518-00120A	600N01803	Creo	1
11.	Board assembly FusionXL	503C1C145S	140N62755	Creo	1
12.	Board assembly N/W Fast Etherlink XL	605B00445	140N05888	3rd party	1
13.	Board assembly PCI ATA 133 IDE	609-00049	144K00370	Peripheral	1

Item#	Description	Creo Part #	Xerox Part #	Type	Qty/ Unit
14.	Board assembly System	609-00066	140N62756	Peripheral	1
15.	Board extender EIDE	609-00062	144K00380	Peripheral	1
16.	Mouse (IBM black)	605S20178	018K01280	Peripheral	1
17.	Keyboard (IBM black)	605S20179	110E14470	Peripheral	1
18.	Floppy drive (IBM black)	605S20180	005N00817	Peripheral	1
19.	CD-ROM drive (IBM black)	605S20181	144K00360	Peripheral	1
20.	Hard disk 80GB 7200rpm IDE	607-00033	121K36850	Peripheral (for System and Image disks)	2
21.	Monitor AOC flat 15ins (silver)	608-00002	128N00499	Peripheral	1
22.	AC adapter (for AOC monitor)	609-00043	120N00420	Peripheral	1
23.	Fan (rear)	609-00050	TBD	Peripheral	1
24.	Heat sink/Fan assembly	609-00063	127K45030	Peripheral	1
25.	Microprocessor kit 2.8 GHz	609-00065	123K07420	Peripheral	1
26.	Power supply	610S10173	TBD	Peripheral	1
27.	Software kit (Yellowstone)	634-00060A	TBD	Creo	-
28.	Densitometer Calibrator kit	518-00267A	TBD	3rd party	1
29.	Spire stand kit	518-00126A	TBD	Creo	-

## 4.3 Before You Begin

Before you begin to replace parts, read the following information:

- Become familiar with the safety and handling guidelines specified in *Safety Information (Multilingual)* on page 5. These guidelines will ensure your safety while working with the CXP3535 Color Server and its options.
- Ensure that you have an adequate number of properly grounded electrical outlets for the server, monitor, and any other options that you intend to install.
- Back up all important data before you make changes to disk drives.
- Have a small, flat-blade screwdriver available.



**Warning:** Before performing any hardware maintenance or repair, turn off the system and disconnect the AC power cord(s).

### 4.3.1 System Reliability Considerations

To help ensure proper cooling and system reliability, verify that:

- All the covers are in place during normal operations.
- There is space around the CXP3535 Color Server to allow its cooling system to work properly. Leave about 127 MM. (5 in.) of space around the front and rear of the server.
- Cables for optional adapters are routed according to the instructions provided with the adapters.
- A failed fan is replaced as soon as possible, to prevent possible damage to the boards.

## 4.4 Working with Covers

### 4.4.1 Removing the Side Cover

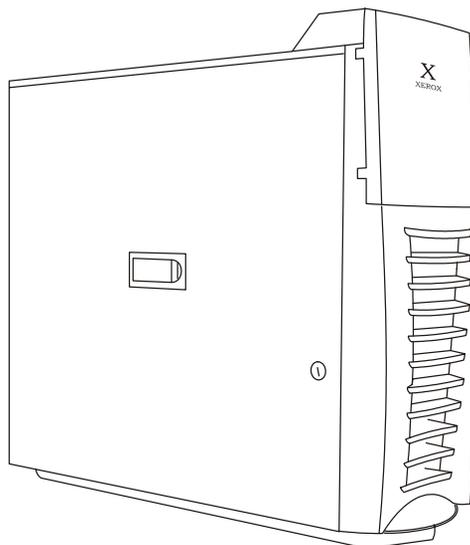


Figure 4: Removing the side cover

1. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
2. If necessary, unlock the server cover.



**Note:** The keys for the side cover are supplied with the CXP3535 Color Server. They should either remain with the server or be placed in a location accessible to the CSE (Customer Service Engineer).

3. Pull out the cover-release latch.
4. Slide the cover toward the rear of the server and remove it.



**Caution:** For proper cooling and airflow, return the side cover before turning on the server. Operating the server for extended periods (over 30 minutes) with the cover removed might damage server components.

5. Rotate the stabilizing feet on the bottom of the CXP3535 Color Server (see *Removing and Rotating the Stabilizing Feet* on page 160) and then place the server on its side to remove or replace/return components.

## 4.4.2 Returning the Side Cover

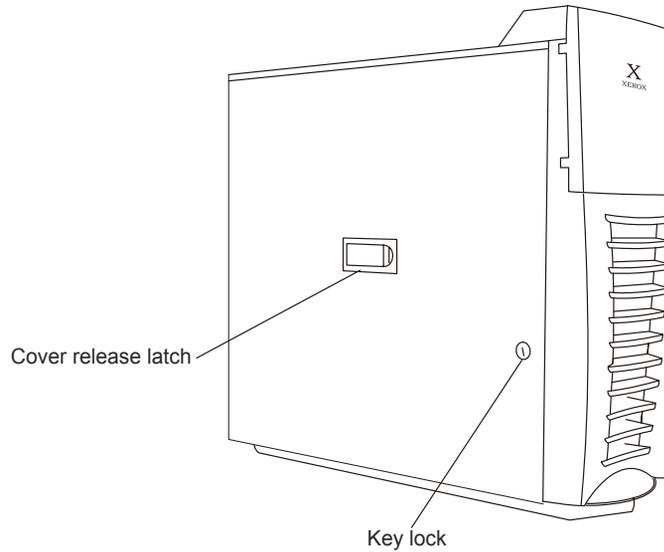


Figure 5: Returning the side cover



**Note:** If you removed the frame support bracket after you removed the side cover, replace it before returning the side cover.

1. Clear any cables that might impede returning the side cover.
2. Align the tabs of the side cover with the matching slots in the CXP3535 Color Server chassis. Insert the tabs into the slots.
3. Close the cover-release latch to pull the cover forward and lock the cover in place.
4. Ensure that the stabilizing feet are rotated outward so that they properly support the CXP3535 Color Server (see *Removing and Rotating the Stabilizing Feet* on page 160).
5. Reconnect the power cables, plug in the server, and turn it on.

### 4.4.3 Removing and Returning the Frame Support Bracket

To locate certain computer components, such as hard disk drives and CPUs, first remove the frame support bracket to access the component.

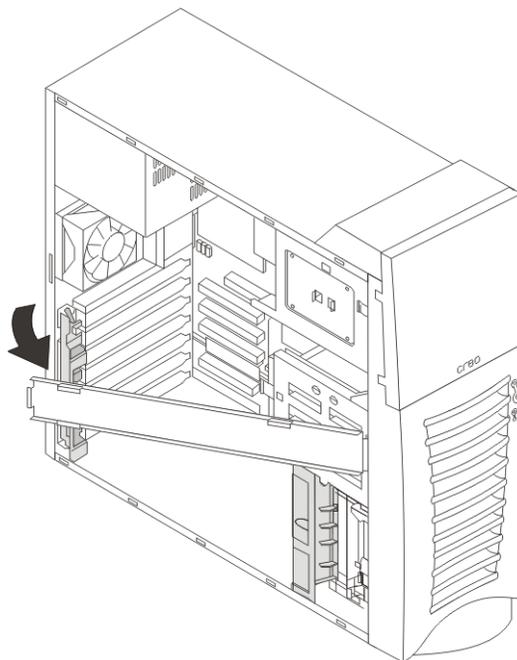


Figure 6: Frame support bracket

#### **To remove the frame support bracket:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Carefully pull up the end of the frame support bracket that is closest to the rear of the server.
5. Rotate and lift the frame support bracket out of the server.
6. Store it in a safe place.

#### **To return the frame support bracket:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Perform steps 2 to 5 in the reverse order.

#### 4.4.4 Removing and Rotating the Stabilizing Feet

The feet attached to the bottom cover rotate outwards, 90° from the CXP3535 Color Server, to provide additional stability.

**To remove and rotate the stabilizing feet:**

1. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
2. Place the server on its side.
3. Locate the release tab inside the foot and lift the tab up.

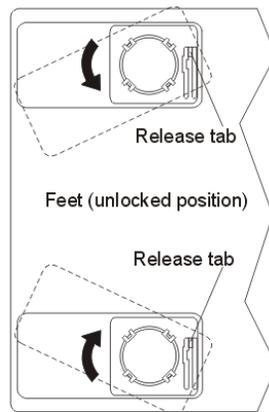


Figure 7: Removing and rotating the stabilizing feet

4. Rotate the foot inwards to the unlocked position and remove the foot from the server.

5. Align the post in the center of the foot with the hole on the bottom of the server and place the foot between the guides as indicated.

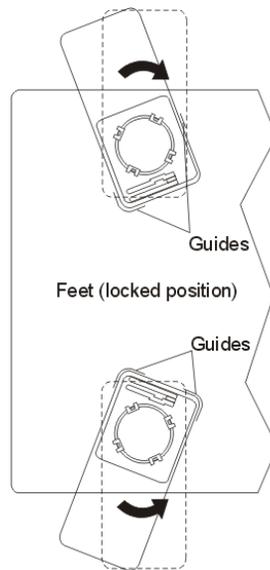


Figure 8: Rotating and locking the stabilizing feet

6. Rotate the foot outwards until the foot locks into place.
7. Rotate the foot a quarter turn (90°) away from the server.
8. Repeat steps 2 to 6 for each foot.
9. Carefully position the server on its feet.



**Attention:** To access the inside of the CXP3535 Color Server to install options, it might be easier to place the server on its side so that the system board is facing you. Before you do so, rotate the feet in towards the server (perform steps 1 to 7 in the reverse order) so that they do not break off due to the weight of the server.

### 4.4.5 Removing and Returning the Bezel

Remove the bezel for replacement purposes or as the first step before removing the top/side cover.

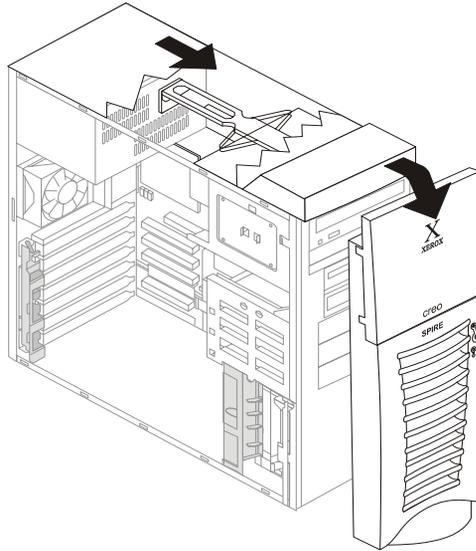


Figure 9: Removing the bezel

#### To remove the bezel:

1. Review *System Reliability Considerations* on page 156.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Press the bezel-release latch, located inside the server and at the top, towards the front of the server, to disconnect the top of the bezel from the server.
5. Release the two tabs at the top edge of the bezel and pull the top of the bezel slightly away from the server.
6. Pull the bezel up to release the two tabs at the bottom edge of the bezel. Store the bezel in a safe place.

**To return the bezel:**

1. Insert the two tabs on the bottom of the bezel into the matching slots in the CXP3535 Color Server chassis.
2. Push the top of the bezel toward the server until the two tabs at the top of the bezel snap into place.

#### 4.4.6 Removing and Returning the Handle Assembly

Remove the handle assembly for replacement purposes or as the second step before removing the top/side cover.



Figure 10: Handle assembly

**To remove the handle cap:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Use a flathead screwdriver to gently press in and down on the tabs located on the interior side wall of the handle.
4. Lift up the handle cap to separate it from the handle support.

**To remove the handle support:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the server.
3. Unplug the server.
4. Firmly grasp the handle support and slide it away from the front bezel.
5. Lift up the handle support to remove it from the slots in the top of the chassis.

**To return the handle support:**

1. Position the handle support above the corresponding slots in the top/side cover.
2. Push the handle support downwards into the slots.
3. Slide the handle support towards the front bezel until it locks into position.

**To return the handle cap:**

1. Position the handle-cap tabs above the handle support.
2. Push the handle cap down until it clips into position.

#### 4.4.7 Removing and Returning the Bezel Release Latch

Remove the bezel release latch for replacement purposes or as the third step before removing the top/side cover.

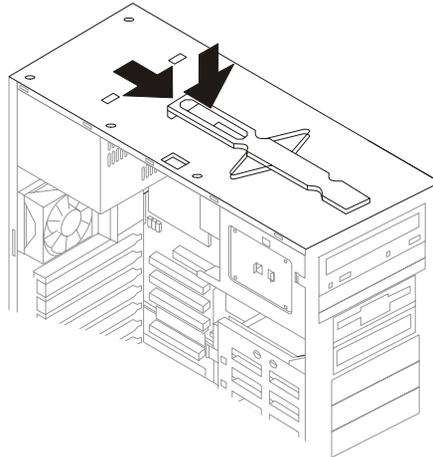


Figure 11: Bezel release latch

**To remove the bezel release latch:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).

4. Remove the front bezel (see *Removing and Returning the Bezel Release Latch* on page 164).
5. Remove the handle assembly (see *Removing and Returning the Handle Assembly* on page 163).
6. Remove the top/side cover (see *Removing and Returning the Top/Side Cover* on page 165).
7. Press down on the tab.
8. From the underside, grasp the bezel release latch in the center and gently pull it back and away from the server.

**To return the bezel release latch:**

- Perform steps 1 to 9 in the reverse order.

#### 4.4.8 Removing and Returning the Top/Side Cover

To allow easier access to parts inside the server or for replacement purposes, remove the top/side.

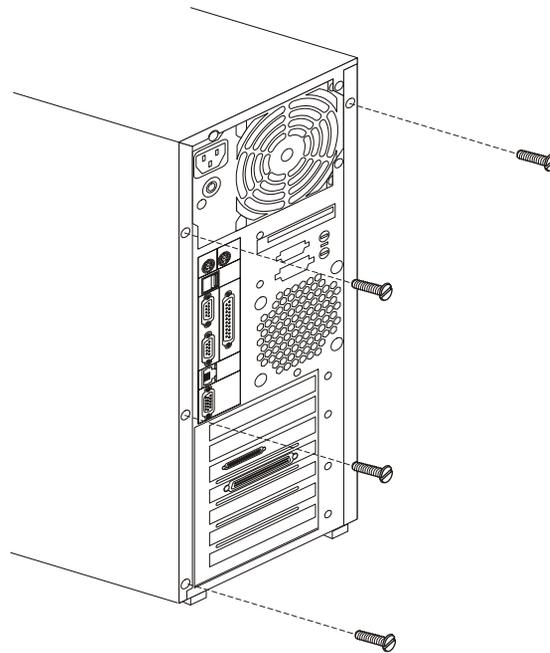


Figure 12: Top/side panel

**To remove the top/side cover:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Remove the front bezel (see *Removing and Returning the Bezel* on page 162).
5. Remove the handle assembly (see *Removing and Returning the Handle Assembly* on page 163).
6. Remove the four screws from the back of the server and put them in a safe place.
7. Using a screwdriver, gently pry the cover away from the server in the rear and slide the cover away from the server.

**To return the top/side cover:**

1. Place the cover/side on top of the unit and slide it towards the front of the server.
2. Perform steps 1 to 7 in *To remove the top/side cover:* on page 166 in the reverse order.

## 4.4.9 Removing and Returning the Adapter Retainers

The adapter retainers secure the adapters in place and must be removed before removing any adapters.

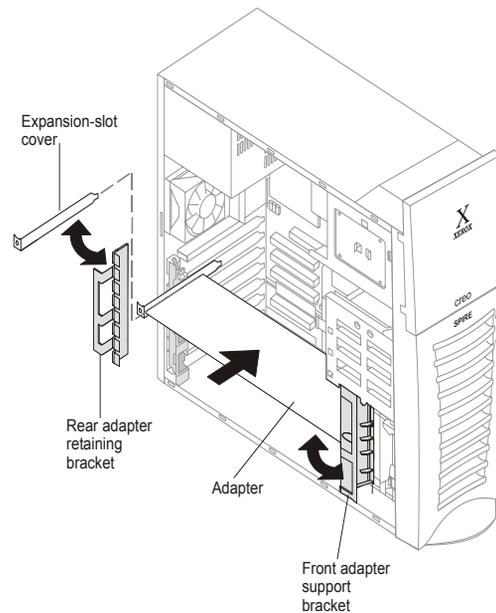


Figure 13: Adapter retainers

### To remove the adapter retainers:

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Rotate the adapter retainers to the open position.
5. Grasp the adapter retainers and gently slide the top and bottom tabs out of the notches.
6. Remove all the adapters (see *Working with Boards (Adapters)* on page 168).

### To return the adapter retainers:

1. Review *Safety Information (Multilingual)* on page 5.
2. Perform steps 2 to 6 in the reverse order.

## 4.5 Working with Boards (Adapters)

If the diagnostics check (see *Chapter 3, Diagnostics and Troubleshooting*) indicates that any unit components need replacing, follow the relevant replacement procedures.

The following diagram sets out schematically the different boards that are connected to the system board and which can be accessed by removing the side cover (see *Removing the Side Cover* on page 157.)

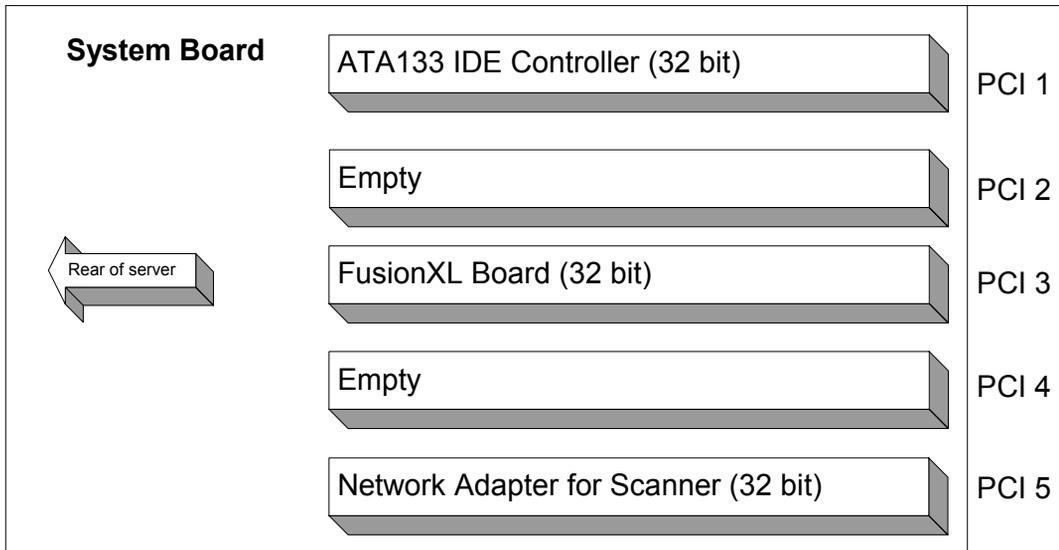


Figure 14: Typical board configuration

Your CXP3535 Color Server comes with an integrated VGA (Video Graphic Adapter) controller on the system board.

The following illustration shows the location of the PCI slots on the system board.

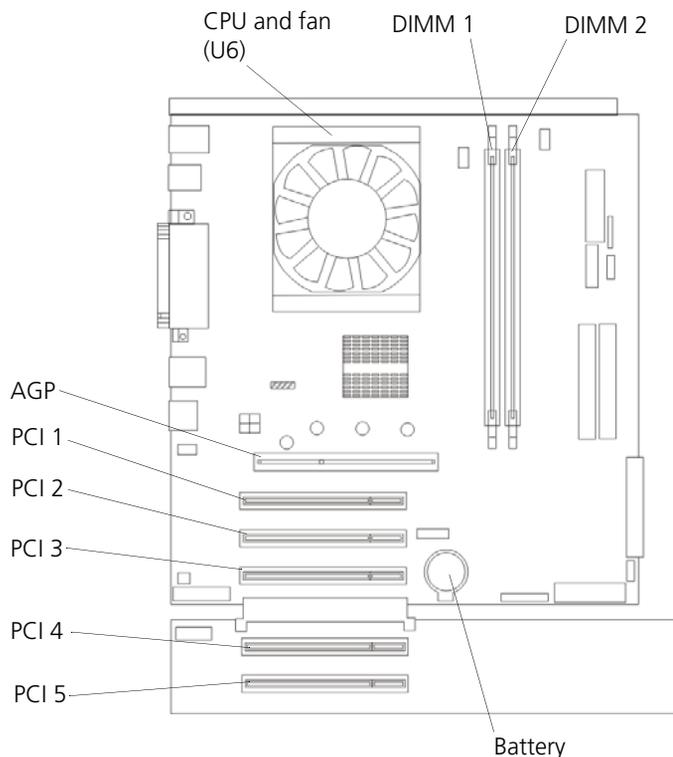


Figure 15: Location of system board PCI slots

### 4.5.1 Visual Inspection

Perform a visual inspection whenever you replace any component in the unit:

1. Check that all boards are retained properly in their slots.
2. Check that the cables are routed properly.
3. Check the existence of all the fans.
4. Check that all the disks are locked properly.



**WARNING:** When you handle static-sensitive devices, take precautions to avoid damage from static electricity. For details on handling these devices see *Safety Information (Multilingual)* on page 5.

## 4.5.2 Removing and Replacing the FusionXL Board

The FusionXL board performs on-the-fly data decompression.



For the FusionXL board location in the computer, see Figure 14 on page 168.

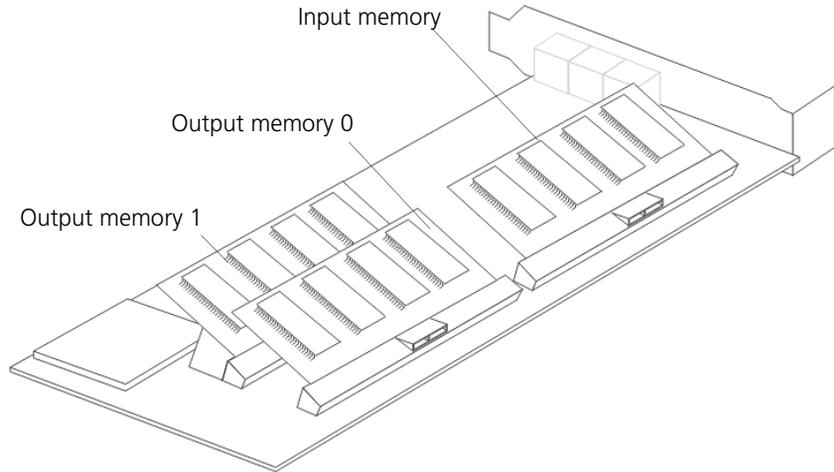


Figure 16: FusionXL board and memory cards

### To remove a FusionXL board:



**CAUTION:** Before opening the unit, ensure that the power is switched OFF and that the unit is disconnected from the AC power socket.

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the covers (see *Working with Covers* on page 157) and the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159) from the server. Store them in a safe place.
4. Remove the front and rear adapter retaining brackets from the server.
5. Grip the front left and right corners of the board between the thumb and forefingers of each hand. Gently lift the board upwards and out of the computer.

6. Remove each memory module from the FusionXL board, for use in the replacement board.
  - a. Locate the locking clips, one on either side of the memory module.
  - b. Open the locking clips, by gently moving them outwards, away from the sides of the memory module. The memory module moves upwards.
  - c. Using both hands, and using a slight left to right movement, lift the memory module out of its socket (see Figure 17).

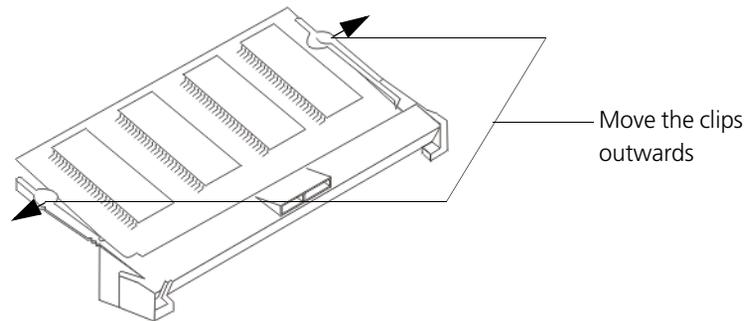


Figure 17: Close-up of memory modules and clips

7. Remove the metal board-extender and reinstall it on the new board.
8. Store the board in a safe place for future use.

#### To replace a FusionXL board:

1. Remove the new board from the static-protective packet.



**WARNING:** Avoid touching the components and gold-edge connectors on the adapter.

2. Place the board, component-side-up, on a flat, protective surface.
3. If you have not already done so, remove each memory module from the old board position:
  - a. Locate the locking clips, one on either side of the memory module.
  - b. Open the locking clips, by gently moving them outwards, away from the sides of the memory module. The memory module moves upwards.
  - c. Using both hands, and using a slight left to right movement, lift the memory module out of its socket (see Figure 17).

4. Install each memory module:



**Note:** If you replace FusionXL board memory modules with new modules, verify that you are using the same memory size and type.

- a. Insert the memory module in the socket.
  - b. Push the memory module into the socket until it clicks into place.
  - c. Push the memory module gently downwards, until the two locking clips move inwards to secure the memory module.
5. Install the metal board-extender, if required.
  6. Carefully grasp the board by its top edge or upper corners and slide it carefully into the locating rails inside the server.
  7. Verify that the board is aligned with the expansion slot on the system board and the slot in the fan housing bracket.
  8. Press the board firmly into the expansion slot. Verify that the board fits securely in the PCI slot and is locked in position.



**Attention:** When you replace a board in the server, ensure that it is completely and correctly seated in the system board connector before applying power. Incorrect insertion might cause damage to the system board or any other board.

9. If you have other options to remove or replace, do so now.
10. Replace and rotate the rear adapter retaining bracket in the server, and rotate the front adapter support bracket.



**Caution:** Route cables so that they do not block the flow of air from the fans.

11. Return the frame support bracket and side cover (see *Removing and Returning the Frame Support Bracket* on page 159 and *Returning the Side Cover* on page 158).
12. Reconnect the power cables, plug in the server, and turn it on.

### 4.5.3 Removing and Replacing the FusionXL Board Memory Modules

- If you are using memory modules from the old FusionXL, remove them from the old board prior to reinstalling them into a new FusionXL board.
- If you are installing new memory modules proceed to *To install the memory modules:*.

#### To remove the memory modules:

1. Locate the locking clips, one on either side of the memory module.
2. Open the locking clips, by gently moving them outwards, away from the sides of the memory module. The memory module moves upwards.
3. Using the thumb and forefinger of both hands, grasp the memory module and lift it out of the socket (see Figure 17 on page 171).

#### To install the memory modules:



**Note:** If you replace FusionXL board memory modules with new memory modules, verify that you are using the same memory size and type.

1. Insert the memory module in the socket.
2. Push the memory module into the socket until it clicks into place.
3. Push the memory module gently downwards, until the two locking clips move inwards to secure the memory module.

## 4.5.4 Removing and Replacing the System Board Memory Module

Your CXP3535 Color Server comes with one system board memory module (DIMM—dual in-line memory module) that is installed on the system board in DIMM slot 1.



**Note:** Removing or replacing a DIMM changes the configuration information in the server. Therefore, after removing or replacing a DIMM, save the new configuration information by using the **Configuration/Setup Utility** program. When you restart the server, the system displays a message indicating that the memory configuration has changed. For more information, see the *CXP3535 Color Server for DocuColor 3535 User Guide*.

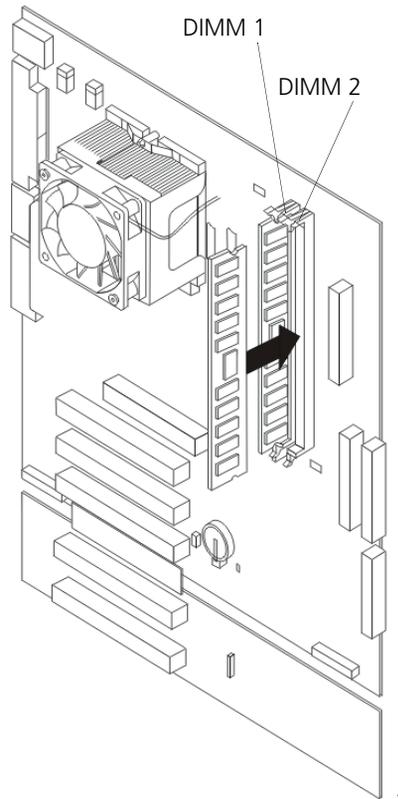


Figure 18: Memory module (DIMM)



**Attention:** When you handle ESD (electrostatic discharge) sensitive devices, take precautions to avoid damage from static electricity.

**To prepare to replace a DIMM:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Remove the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159).

**To remove a DIMM:**

1. Open the retaining clips on the connector.



**Attention:** To avoid breaking the retaining clips or damaging the DIMM connectors, handle the clips gently.

2. Using the thumb and forefinger of each hand, grasp the top edge of the DIMM, and gently ease the DIMM out of the connector.

**To install a new DIMM:**

1. Touch the static-protective package containing the DIMM to any unpainted metal surface on the server then remove the DIMM from the package.
2. Select the connector in which to install the DIMM.
3. Turn the DIMM so that the pins align correctly with the connector.
4. Insert the DIMM into the connector by pressing, one edge at a time, on the edges of the DIMM. Ensure that you press the DIMM straight into the connector.
5. Verify that the retaining clips are in the closed position. If a gap exists between the DIMM and the retaining clips, the DIMM has not been properly installed. If this is the case, open the retaining clips, remove and then reinsert the DIMM.
6. If you have other options to remove or replace, do so now.
7. Return the frame support bracket and the side cover (see *Removing and Returning the Frame Support Bracket* on page 159 and *Returning the Side Cover* on page 158).
8. Reconnect the power cables, plug in the server, and turn it on.

## 4.5.5 Removing and Replacing a CPU

All CPUs are supplied as a kit consisting of:

- CPU
- Fan
- Fan sink

You must remove all the old components and replace them with the new kit.

### To remove a CPU:



**Note:** In the illustrations below, the term microprocessor also means CPU.



**Attention:** When you handle static-sensitive devices, take precautions to avoid damage from static electricity.

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect power cords and all external cables.
3. Remove the side cover and the frame support bracket from the server (see *Working with Covers* on page 157 and *Removing and Returning the Frame Support Bracket* on page 159)). Store them in a safe place.
4. Rotate the stabilizing feet (see *Removing and Rotating the Stabilizing Feet* on page 160) and place the server on the side.
5. Remove the fan-sink and heat-sink assembly:



**Note:** It is not necessary to remove the underlying heat sink from the fan sink.

- a. Disconnect the fan sink cable.
- b. Loosen the two captive screws on either side (in leaf spring enclosures) of the fan sink.
- c. With the two captive screws loosened, pivot the spring assemblies outwards and out of the notches on the fan-sink assembly.

- d. Lift the fan sink up and out of the server.



**Note:** It may be necessary to gently twist the fan sink to loosen it from the processor.



**Important:** Be careful when handling the thermal grease on the processor. If the thermal grease is reused, do not contaminate it. If replacement thermal grease is supplied with the replacement kit, remove all traces of the existing thermal grease before applying the new thermal grease.

6. To remove the processor from the system board, rotate the processor socket lever arm upwards to its maximum vertical position.
7. Lift the processor up and out of the server.

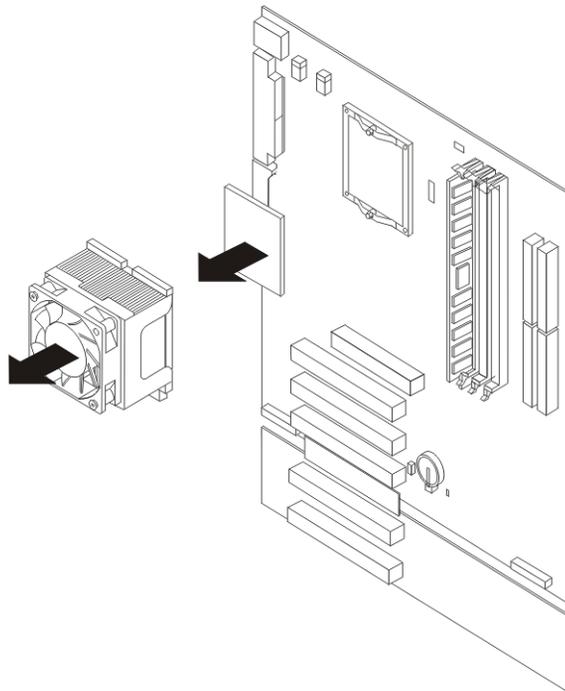


Figure 19: Removing the heat sink and the CPU

**To install a CPU:**

1. To install a processor, perform steps 4) to 7) in the reverse order.
2. Reverse step a) by connecting the fan-sink cable to the CPU fan connector on the system board.
3. If you have other options to remove or replace, do so now. Otherwise, return the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159).
4. Return the side cover (see *Returning the Side Cover* on page 158), reconnect the external cables and power cords, and turn on the server.
5. Update the BIOS to support the new CPU (contact the Creo support team).

## 4.5.6 Removing and Replacing the Battery

If replacement is needed, do so with a lithium battery, model number CR2032.

**Important:**

After you replace the battery, reset the system date and time.

Replacing the battery will cause the configuration to be modified. Verify that the computer BIOS is correctly configured (see *Configuring the Computer BIOS* on page 180).

The battery is located on the system board, and to the right of the PCI 3 slot.

**To remove the battery:**

See *System Reliability Considerations* on page 156 and follow any special handling and installation instructions supplied with the replacement battery.

1. Follow any special handling and installation instructions supplied with the replacement battery.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover and frame support bracket (see *Removing the Side Cover* on page 157, and *Removing and Returning the Frame Support Bracket* on page 159).

4. Perform the following steps to remove the battery:
  - a. Use one fingernail to press the top of the battery clip away from the battery.
  - b. Use your thumb and index finger to lift the battery from the socket.
  - c. Ensure that the battery clip is touching the base of the battery socket by pressing gently on the clip.



**Caution:** Dispose of the battery as required by local ordinances, regulations, or by the lithium battery manufacturer.

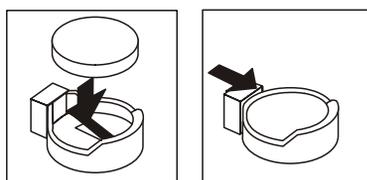


Figure 20: Removing the battery

#### To insert the new battery:

1. Tilt the battery so that you can insert it into the socket on the side opposite the battery clip.
2. Press the battery down into the socket until it clicks into place. Ensure that the battery clip holds the battery securely.

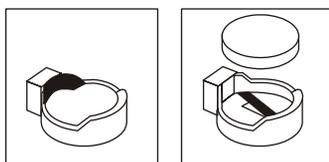


Figure 21: Inserting the new battery

3. Reinstall the CXP3535 Color Server frame support bracket and side cover (see *Removing and Returning the Frame Support Bracket* on page 159, and *Returning the Side Cover* on page 158).
4. Connect all power cords and device and signal cables, and then turn on the server.
5. Proceed to *Configuring the Computer BIOS* on page 180.

## 4.5.7 Configuring the Computer BIOS

### To configure the computer BIOS:

1. Turn on the CXP3535 Color Server.  
When the computer boots up, the following error messages appear:  
161 - Real Time clock battery error  
184 - Power-on Password corrupted
2. Press F1 to enter the Configuration/Setup utility.
3. In the **Configuration/Setup Utility** dialog box, select the **Date and Time** option and press ENTER.
4. Set the correct date and time and press ESC.
5. In the **Configuration/Setup Utility** dialog box, select the **System Security** option and press ENTER.
6. Reset the password, if required, and press ESC.
7. In the **Configuration/Setup Utility** dialog box, select the **Devices and I/O ports** option and press ENTER.
8. In the Devices and I/O Ports dialog box, ensure that all devices are in **Enabled** mode.
9. Select **Serial Port Setup** and press ENTER.  
To modify any of the following values, use the keyboard arrows.
10. Verify that:
  - **Serial Port A** is **Enabled**, and Serial Port Address is **3F8h**.
  - **Serial Port B** is **Enabled**, and Serial Port Address is **2F8h**.
11. Press ESC.
12. Select **Parallel Port Setup** and press ENTER.
13. Verify that:
  - **Parallel Port** is **Enabled**.
  - **Parallel Port Extended Mode** is **Standard**.
  - **Parallel Port IRQ Address** is **378h**.
14. Press ESC.
15. Verify that all of the previous values are correct, and then press ESC.
16. Select **Start Options** and press ENTER.

17. Select **Startup Sequence** and press ENTER.
18. Ensure that **Wake On LAN** is in **Disabled** mode.

**To configure Primary Setup and Alternative Setup Sequences:**

1. Verify the following:
  - The first startup device is **CDROM**.
  - The second startup device is **Diskette Drive 0**.
  - The third startup device is **Hard Drive 0**.
  - The fourth startup device is **Disabled**.
2. Verify that all of the previous values are correct, and then press ESC three times.
3. In the Exit Setup dialog box, if you modified anything, select **Yes, save and exit the Setup Utility** option and press ENTER.

## 4.5.8 Removing and Replacing the Extender Board

**To remove the extender board:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover and frame support bracket (see *Working with Covers* on page 157, and *Removing and Returning the Frame Support Bracket* on page 159), rotate the feet (see *Removing and Rotating the Stabilizing Feet* on page 160), and turn the server on the side.
4. Rotate the rear adapter support bracket, and remove the 3Com ethernet adapter.
5. Disconnect the internal VGA cable from the ethernet adapter (CN26 connector).
6. Remove the adapter from slot P5.

7. Remove the rear server foot (see Figure 22).
  - a. Press the foot locking tab on the inside of the server.
  - b. Lift the foot out of the chassis.

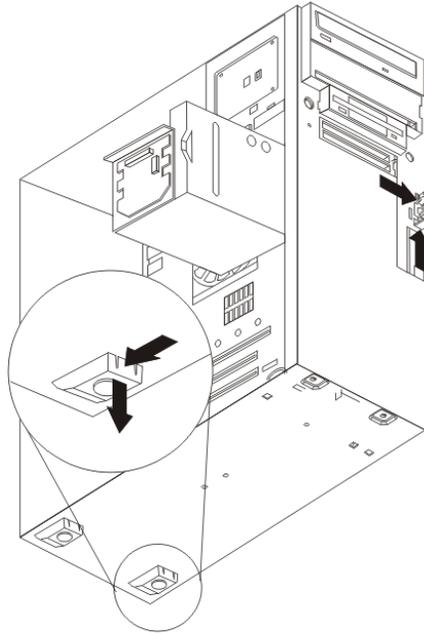


Figure 22: Removing rear server foot

8. Remove the extender board screws.
9. Disconnect the extender board from the system board edge connector.

10. Tilt the extender board and remove it from the server (see Figure 23).

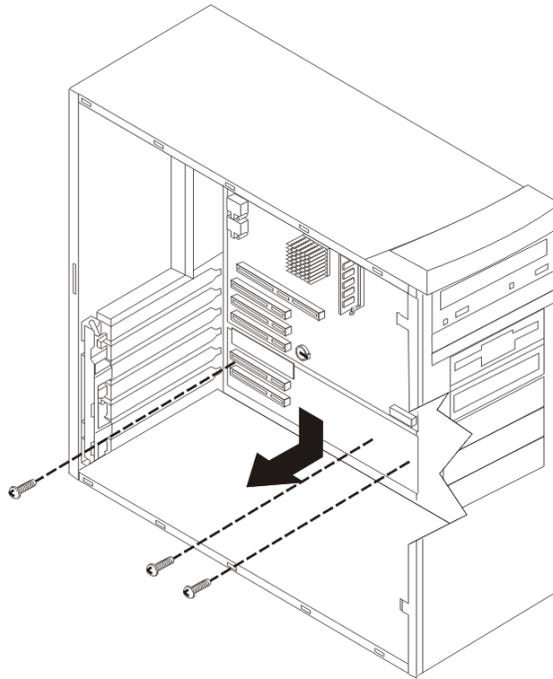


Figure 23: Removing the extender board

**To install the extender board:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Perform steps 2 to 10 in the reverse order.

## 4.5.9 Removing and Replacing the System Board

The following illustrations show the components on the system board.



**Note:** In the illustrations below, the term Microprocessor also means CPU.

### System Board Internal Cable Connectors

The following illustration identifies system board connectors for internal cables.

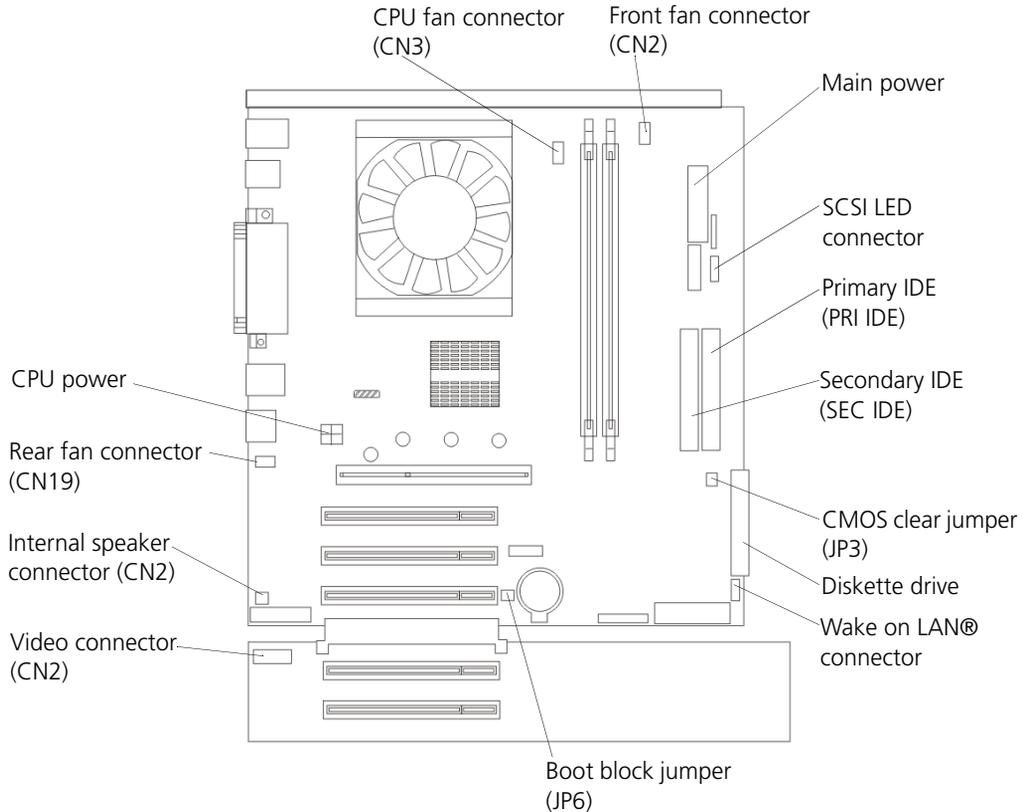


Figure 24: System board internal cable connectors

## System Board External Port Connectors

The following illustration identifies system board connectors for external devices.

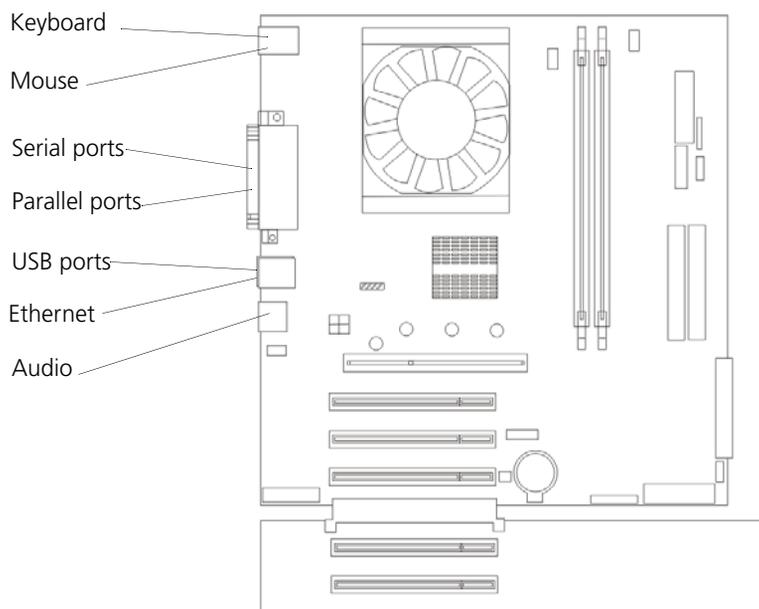


Figure 25: System board external port connectors

### To remove the system board:

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157), rotate the feet (see *Removing and Rotating the Stabilizing Feet* on page 160), and turn the server on the side.
4. Remove the front bezel.
5. Remove the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159).
6. Disconnect the cables.
7. Remove both adapter retaining brackets and the adapter cards [see *Working with Boards (Adapters)* on page 168].

8. Remove memory modules (see *Removing and Replacing the System Board Memory Module* on page 174).
9. Remove the CPU (see *Removing and Replacing a CPU* on page 176).
10. Remove screws and lift the system board out of the server.

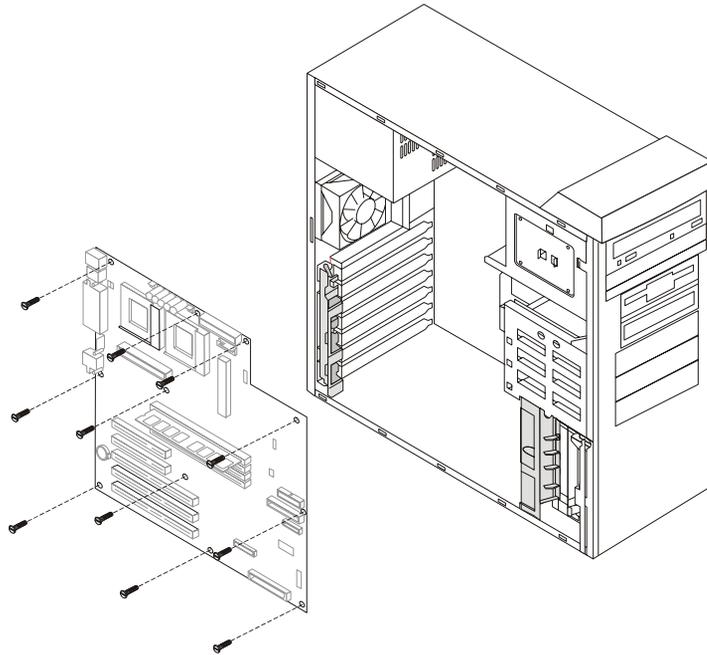


Figure 26: Removing the system board

**To return the system board:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Perform steps 2 to 10 in the reverse order.

## 4.6 Removing and Replacing Floppy Disk and CD-ROM Drives

### 4.6.1 Floppy Disk Drive

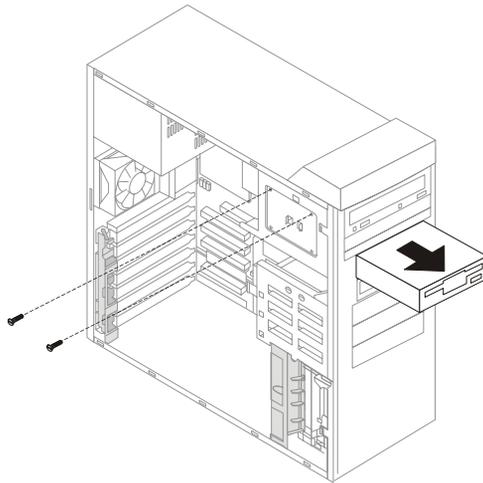


Figure 27: Floppy disk drive

#### **To remove the floppy disk drive:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Remove the front panel.
5. Disconnect the cables from the floppy drive.
6. Remove the screws from the floppy disk drive cage.
7. Gently slide the floppy disk drive toward the front of the CXP3535 Color Server and lift it out.

#### **To replace the floppy disk drive:**

1. Insert a new floppy disk drive and perform steps 2 to 7 in the reverse order.
2. Reconnect the power cables, plug in the server, and turn it on.

## 4.6.2 CD-ROM Drive

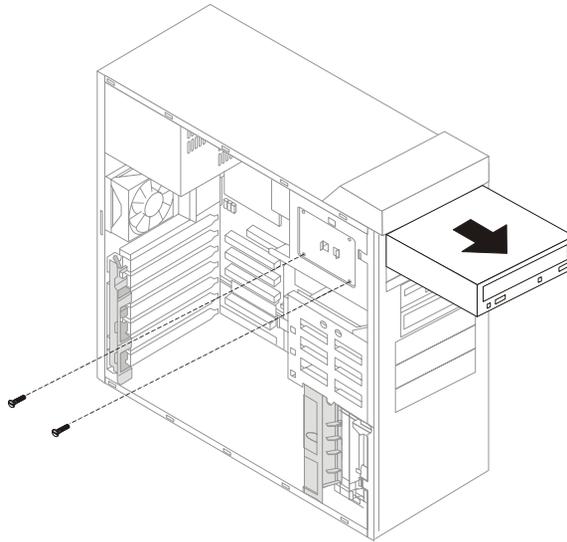


Figure 28: CD-ROM

### To remove the CD-ROM drive:

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).
4. Remove the front panel.
5. Disconnect the cables from the CD-ROM drive.
6. Remove the screws from the CD-ROM drive cage.
7. Gently slide the CD-ROM drive toward the front of the CXP3535 Color Server and lift it out.

### To replace the CD-ROM drive:

1. Insert a new CD-ROM drive and perform steps 2 to 7 in the reverse order.
2. Reconnect the power cables, plug in the server, and turn it on.

## 4.7 Replacing Hard Disk Drives



### Warnings:

Before replacing the System disk, ensure that you have the computer name, TCP/IP information (for example DHCP = Yes), and OEM Windows 2000 Professional Product ID#. Also, back up folders or jobs in C:\ and D:\ partitions.

Before replacing the Image Disk, ensure that you back up all jobs (for example, PostScript, High-Res, VPS, and PDF jobs). After replacing the image disk, all RTP jobs are formatted (see *Formatting the Image Disk* on page 148).

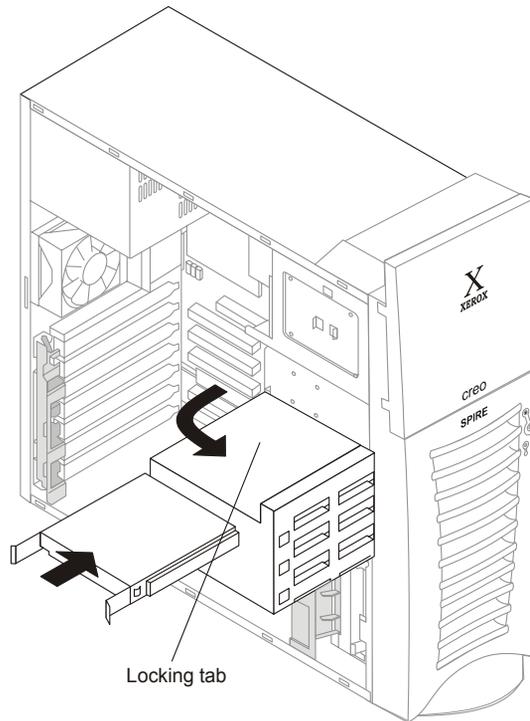


Figure 29: Hard disk drive

### To replace a hard disk drive:

1. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords, and remove the side cover (see *Working with Covers* on page 157).
2. Remove the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159). Store them in a safe place.
3. Disconnect the IDE cable and power cable from the disk.

4. Rotate the drive cage upward.
5. Remove the old hard disk drive, and use a flat screwdriver to remove the blue slide rails.
6. Using the blue slide rails from the old hard drive, install the rails on the new hard drive.

**To set the jumpers on hard disk drive:**

The hard disk drive jumpers are located on the rear of the hard disk drive, next to the power and data connection sockets.

- Verify that the jumpers on the system disk and the image disk are jumpered (as Master), as shown in the following illustration.

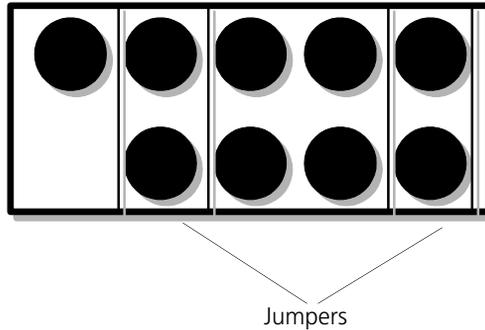


Figure 30: Hard disk jumpers

1. Align the rails on the drive with the guide rails in the drive bay.
2. Push the drive into the bay until it clicks into place.
3. Rotate the drive cage downward until it snaps into place.
4. Connect the IDE and power cables to the rear of the drives.



**Note:** Ensure that you route the IDE cable so that it does not block the airflow to the rear of the drives or over the CPUs.

5. If you have other options to remove or replace, do so now. Otherwise, return the frame support bracket and side cover (see *Removing and Returning the Frame Support Bracket* on page 159, and *Working with Covers* on page 157).
6. Reconnect the power cables, plug in the server, and turn it on.

## 4.8 Removing and Replacing the Power Supply

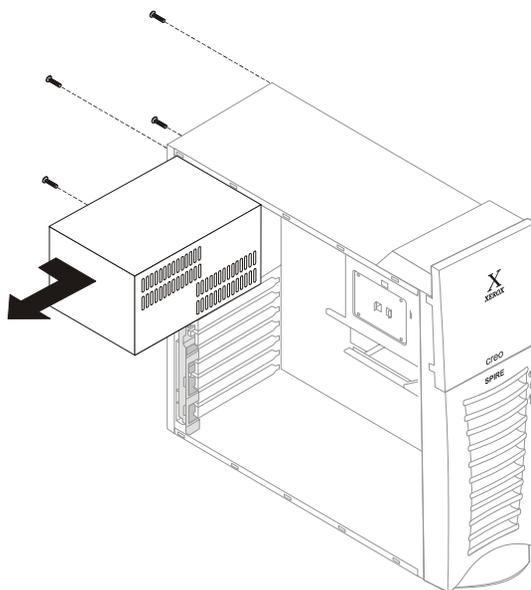


Figure 31: Removing power supply

### To remove the power supply:

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the frame support bracket and side cover (see *Removing and Returning the Frame Support Bracket* on page 159, and *Removing the Side Cover* on page 157).
4. Disconnect internal cables from the planar and drives.
5. Remove the screws on the server rear.
6. Gently move the power supply away from the chassis and lift it out of the server.

**To replace the new power supply:**

1. Insert the new power supply into the chassis, using the same orientation as the old power supply.
2. Screw in the four screws on the rear of the server.
3. Reconnect internal cables from the planar and drives.
4. Return the frame support bracket and side cover (see *Removing and Returning the Frame Support Bracket* on page 159, and *Returning the Side Cover* on page 158), plug in the server, and turn it on.

## 4.9 Removing and Replacing the Rear Fan

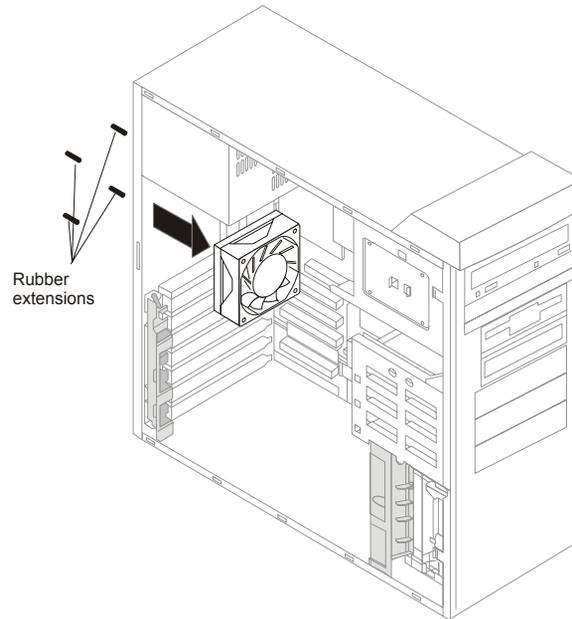


Figure 32: Rear fan

**To remove the rear fan:**

1. Review *Safety Information (Multilingual)* on page 5.
2. Turn off the CXP3535 Color Server and all attached devices. Disconnect all external cables and power cords.
3. Remove the side cover (see *Working with Covers* on page 157).

4. Remove the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159).
5. Remove the rear fan power cable from the system board.
6. Use side cutters to sever the four rubber extensions on the outside of the server.
7. Gently pry the fan away from the server and lift it up and out.

**To replace the rear fan:**

1. Place the rear fan in position at the rear of the server.
2. Guide the rubber extensions through the apertures.
3. Use needle-nosed pliers to pull the extensions through the apertures.
4. Return the frame support bracket and side cover.
5. Reconnect the power cables, plug in the server, and turn it on.

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# A

## Specifications and Standards

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## A.1 Environmental Requirements

This chapter lists the software installation steps, specifications for the CXP3535 Color Server operating environment, and provides a list of the international safety standards to which the CXP3535 Color Server conforms.

## A.2 Specifications

CXP3535 Color Server (DFE)	H x W x D mm.	H x W x D in.	Weight
Unpacked	500×165×330	19.6×6.5×13	16.5 kg/36 lb.
Packed Pallet	670×670×590×	26×26×23	48 kg/106 lb.
Interface Cables (68 to 80 pin)	3 meters (9.8 ft.) ± 5%	N/A	N/A



**WARNING:** Do not lift the CXP3535 Color Server holding the plastic door or front panel.

Monitor	H x W x D mm.	H x W x D in.	Weight
Unpacked	150×360×350	5.9×14.1×13.7	3.4 kg/7.6 lb.
Packed	423×423×153	16.7×16.7×6	4.8 kg/10.67 lb.

Key Board	H x W x D mm.	H x W x D in.	Weight
Unpacked	460×170×30	18.1×6.7×1.18	1.7 kg /3.8 lb.
Packed	490×205×60	19.29×8.7×2.36	2.3 kg /5.0 lb.

## A.3 Operating Environment

### A.3.1 Energy Consumption

- 451 Btu/hour.

### A.3.2 Acoustics

- Acoustic measurements were made according to ISO 7779.
- Measurement mode: Time-average sound pressure level.

### A.3.3 Temperature and Relative Humidity

#### Items complying with IEC 721-3-3

<b>Temperature</b>	Operating	5°C to 40° C (41°F to 104°F)
	Storage	-25°C to 60°C (-77°F to 140°F)
<b>Relative Humidity</b>	Operating	5% to 85%
	Storage	Max 75% @ 30°C (85°F)

#### Items complying with IEC 721-3-2

<b>Low Pressure Altitude</b>	Shipping	70 kPa
<b>Shock</b>	Shipping	Types 1 and 2 - 100 and 300 m/sec <sup>2</sup> , half sine 0.011 and 0.006 sec.
<b>Vibration</b>	Shipping	Acceleration spectral density of 1m <sup>2</sup> /s <sup>2</sup> in frequency range of 10-200Hz and acceleration spectral density of 0.3m <sup>2</sup> /s <sup>2</sup> in frequency range of 200-2000Hz.
<b>Solar Radiation</b>	Shipping	700w/m <sup>2</sup>
<b>Free Fall</b>	Shipping	0.25m
<b>Static Load</b>	Shipping	10Kpa
<b>Stacking</b>	Shipping	3 boxes

### A.3.4 Electrical (Color Server and Monitor)

Input Voltage Range	100 to 127 VAC/127/200-240 VAC
Input Frequency Range	50 to 60 HZ
Ampere Rating	1.8 AC/0.9 AC

## A.4 Standards

### A.4.1 Safety Agency Approvals

US	TUV Rhieemland of North America for US and Canada (UL 1950 or UL 60950)
Canada	CAN/CSA - C22.2 No. 60950-00 /UL 60950 or UL 1950 and CSA 950.
European Union	Low Voltage Directive 72/23/EEC, CB Report and Certificate indicating approval to standard IEC60950, 3 <sup>rd</sup> Edition, plus national deviations.

### A.4.2 CB Report

The CB report contains national differences for the following countries:

Australia	Austria	Belgium
China	Czech Republic	Denmark
Finland	France	Germany
Greece	Hungary	India
Italy	Japan	Korea
Netherlands	Norway	Poland
Russian Federation	Slovenia	Switzerland
United Kingdom		

### A.4.3 EMC Requirements

United States:	FCC Part 15 Subpart B (Class A)
Canada:	ICES-003: 1997 ISSUE 3
Europe:	EMC Directive 89/336/EC as amended
Radiated Emissions	EN55022 Radiated (C1SPR22 Class A)
Immunity STD	EN55024
ESD	EN61000-4-2 ESD Immunity
Radiated Immunity	EN61000-4-3 Radiated Fields Immunity
Fast transients	EN61000-4-4 Fast Transients Immunity
Harmonics	EN61000-3-2 Harmonics
Flicker	EN61000-3-3 Flicker
Voltage surges	EN61000-4-5 Surge
Conducted Immunity	EN61000-4-6 Conducted Immunity
Power frequency Magnetic Fields	EN61000-4-8 Power Frequency Magnetic Field Immunity
Voltage Variation/ Conducted Disturbance	EN61000-4-11 Voltage Dips and Interruptions

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# B

## Installing a Token Ring (Optional)

Token Ring Installation (Optional) .....	202
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## B.1 Token Ring Installation (Optional)

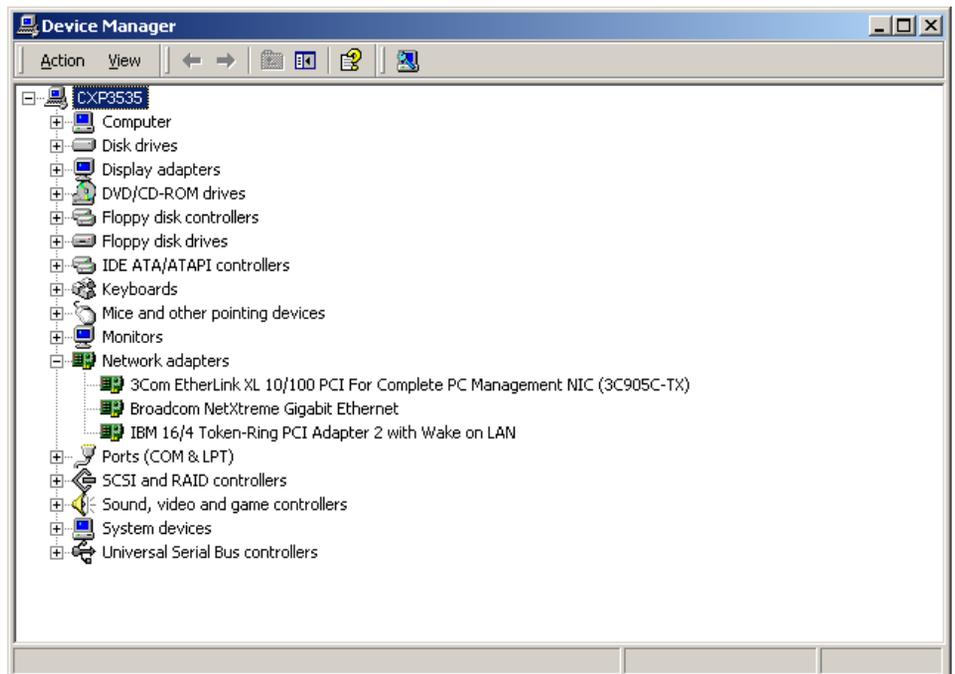
Use the following procedures to install the token ring board and verify or modify token ring information.

### B.1.1 Installing a Token Ring Board:

1. Turn off the CXP3535 Color Server and peripheral devices and disconnect all external cables and power cords.
2. Remove the covers (see *Working with Covers* on page 157) and the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159) from the server. Store them in a safe place.
3. Remove the rear adapter retaining bracket from the server.
4. Remove the slot cover opposite slot PCI 2.
5. Insert the token ring board in slot PCI 2, and verify that the board is seated correctly.
6. Replace the rear adapter retaining bracket.
7. If you have other options to remove or replace, do so now. Otherwise, return the frame support bracket (see *Removing and Returning the Frame Support Bracket* on page 159) and the side cover (see *Returning the Side Cover* on page 158).
8. Connect a shielded ethernet cable from the token ring board to the token ring hub.
9. Reconnect the external cables and power cords and turn on the server.

## B.1.2 Confirming that the Token Ring Driver is Installed

1. After installing the token ring board, turn the power on and wait for Windows 2000 Professional to load.
2. On your Windows desktop, right click **My Computer**.
3. From the menu, select **Properties**.
4. In the System Properties window, select the **Hardware** tab.
5. In the Device Manager area, click the **Device Manager** button.
6. In the Device Manager window, expand **Network adapters**.

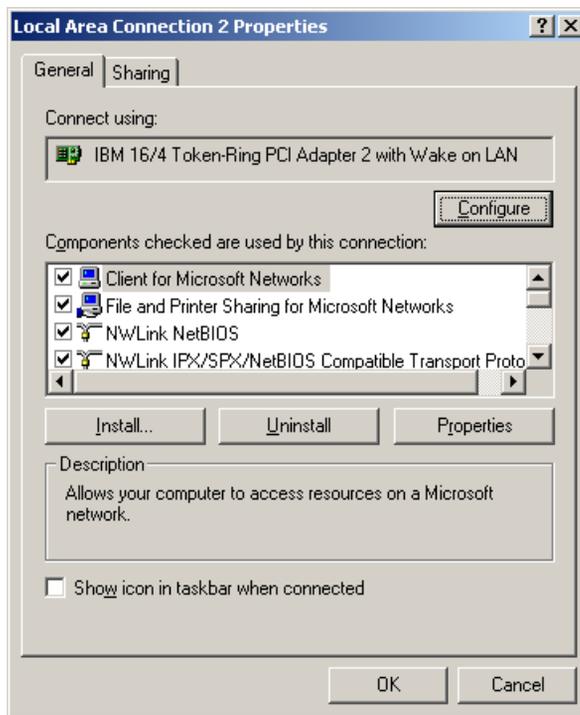


7. If the **IBM 16/4 Token-Ring PCI Adapter 2 with Wake on LAN** appears as one of the network adapters, the token ring driver is correctly installed.
8. To complete the confirmation, close the Device Manager window, and then the System Properties window.

## B.1.3 Configuring the Token Ring Adapter

### Configuring the Network Data Rate

1. On the Windows desktop, right-click **My Network Places** and select **Properties**.  
The Network and Dial-up Connections window appears.
2. Right-click the required **Local Area Connection** and select **Properties**.



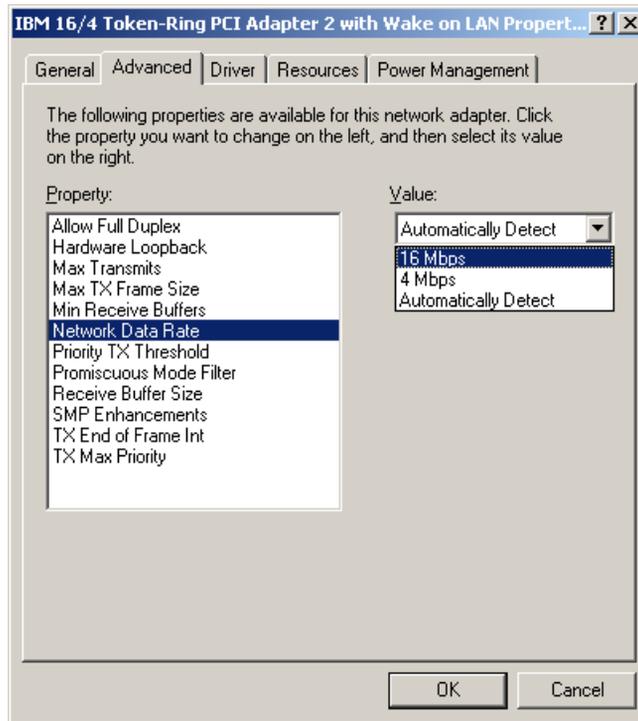
3. Verify that IBM 16/4 Token-ring PCI Adapter 2 with Wake on LAN is shown in the Connect using area, and click the **Configure** button.

The following window appears.



4. Select the **Advanced** tab.

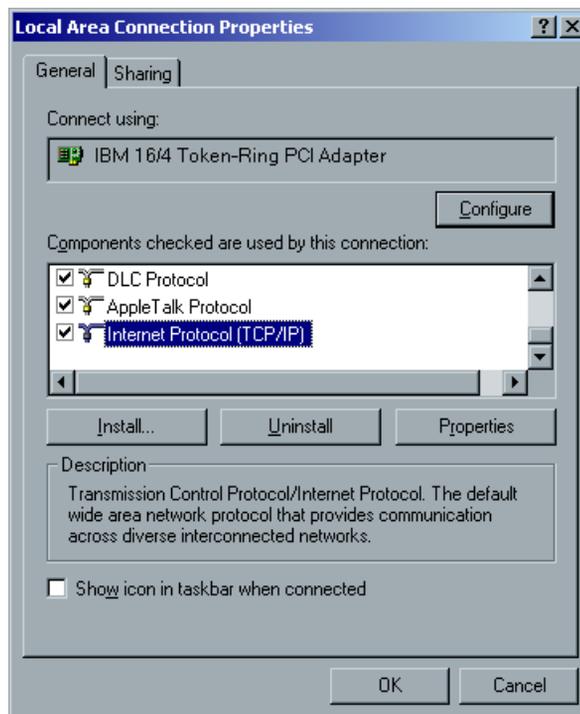
- From the Property menu select **Network Data Rate**.
- From the Value menu select **16Mbps**.



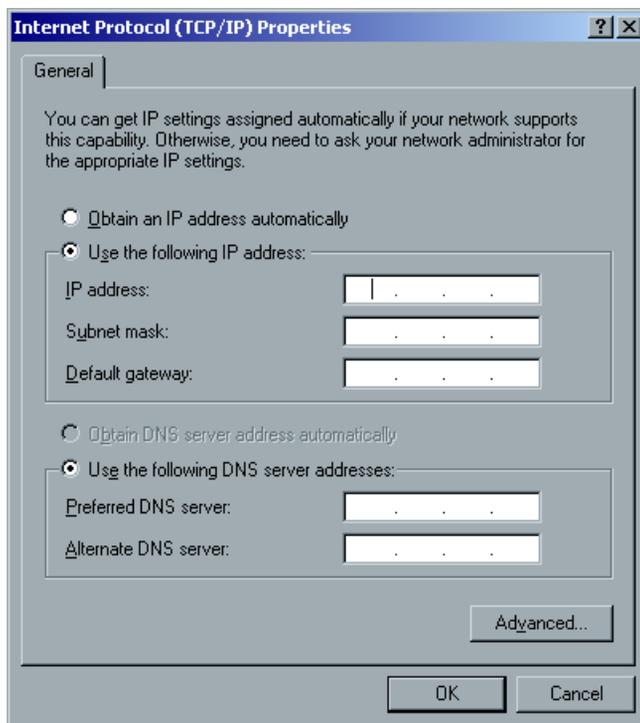
- Click **OK**.
- In the Local Area Connection 2 Properties window, click **OK**.
- To complete the network data rate configuration, close the Network and Dial-up Connections window.

## Configuring the TCP/IP Properties

1. On the Windows desktop, right-click **My Network Places** and select **Properties**.  
The Network and Dial-up Connections window appears.
2. Right-click the required **Local Area Connection** and select **Properties**.
3. Verify that IBM 16/4 Token-ring PCI Adapter is shown in the Connect using area.
4. Scroll down the Components checked are used by this connection menu and select **Internet Protocol (TCP/IP)**.
5. Click the **Properties** button.



6. Select **Use the following IP Address**.



7. Type the **IP address** and **Subnet mask** addresses obtained from your system administrator.
8. Click **OK**.
9. In the Local Area Connection Properties window, click **OK**.
10. Close the Network and Dial-up Connections window to complete *Configuring the Token Ring Adapter*.