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Procedure

# Determining if the 6F1, 6E3 or 6E4 Platform CPU Should Be Replaced

## Product and platform:

**Product**: All Brisque® versions

**Platforms**: 6F1, 6E3 and 6E4
**Note:** The 6F1 platform menus are shown in this document, but they apply also to the 6E3 and 6E4 platforms, which are slightly different.

## Symptoms:

An error message appears on the system screen informing you to replace the processor unit.

## Solution:

The following procedure should be performed in order to determine if the CPU should really be replaced.

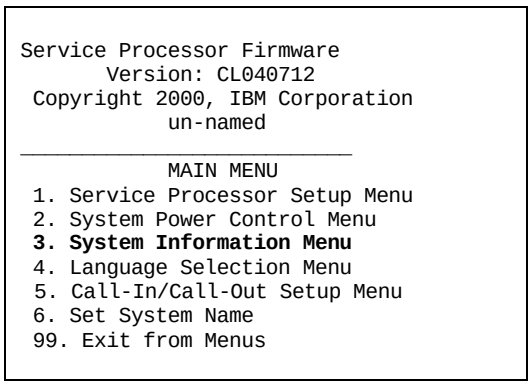
**Reset the Novram:**

1. Disconnect the power cord from the workstation.
2. Remove the CPU and then remove the battery for 10 minutes.

**Verify the CPU and memory configuration:**

*1.* Connect a laptop computer to the workstation.
(refer to the relevant file for the 6F1 platform: *Service_Process_access_via_laptop.pdf*, which is located on ftp://ciltp.creo.com/PWS/brisque/download/IBM_Platform_Firmware/6F1/.)

a. From the Main Menu, select **3. System Information Menu**.



b. From the System Information Menu, select **3. Read Service Processor Error Logs**.
Then clear the logs by typing **C** and pressing <Enter>.

```
SYSTEM INFORMATION MENU

 1. Read VPD Images from Last System Boot
 2. Read Progress Indicators from Last System Boot
 3. Read Service Processor Error Logs
 4. Read System POST Errors
 5. Read NVRAM
 6. Read Service Processor Configuration
 7. Processor Configuration/Deconfiguration Menu
 8. Memory Configuration/Deconfiguration Menu
 9. Power Control Network Utilities Menu
98. Return to Previous Menu
```

c. From the System Information Menu, select **7. Processor Configuration/Deconfiguration Menu**.

```
SYSTEM INFORMATION MENU

 1. Read VPD Images from Last System Boot
 2. Read Progress Indicators from Last System Boot
 3. Read Service Processor Error Logs
 4. Read System POST Errors
 5. Read NVRAM
 6. Read Service Processor Configuration
 7. Processor Configuration/Deconfiguration Menu
 8. Memory Configuration/Deconfiguration Menu
 9. Power Control Network Utilities Menu
98. Return to Previous Menu
99. Exit from Menus
```

d. The following screen appears. Verify that all the CPUs are configured. If one of the CPUs is not configured, you should configure it by selecting its number and pressing <Enter> (in the following example, the workstation has 4 CPUs).

```
77. Enable/Disable CPU Repeat Card: Currently
Enabled

 1.   0  3.0  (00)   Configured by system
 2.   2  3.1  (00)   Configured by system
 3.   4  3.2  (00)   Configured by system
 4.   6  3.3  (00)   Configured by system
98.   Return to Previous Menu
```

Select **98. Return to Previous Menu**

e. From the System Information Menu, select **8. Memory Configuration/Deconfiguration Menu**.

```
SYSTEM INFORMATION MENU

 1. Read VPD Images from Last System Boot
 2. Read Progress Indicators from Last System Boot
 3. Read Service Processor Error Logs
 4. Read System POST Errors
 5. Read NVRAM
 6. Read Service Processor Configuration
 7. Processor Configuration/Deconfiguration Menu
 8. Memory Configuration/Deconfiguration Menu
 9. Power Control Network Utilities Menu
98. Return to Previous Menu
```

f. From the following screen, select **1. Memory Riser Card 1**.

```
77. Enable/Disable Memory Repeat Card: Currently Enabled
 1. Memory Riser Card 1
 2. Not Available
 98. Return to Previous Menu
```

g. In the screen that appears, verify that all the memories are configured. If one of them is not configured, change it by selecting the slot number of the module.

h. Press **98** three times to return to the Main Menu.

i. From the Main Menu, select **2. System Power Control menu**.

j. From the System Power Control menu, select **6. Enable/Disable Fast System Boot**.

k. In the following screen that appears, verify that option 6 is **Enable/Disable Fast System Boot: Currently Fast Boot**.

```
SYSTEM POWER CONTROL MENU

 1. Enable/Disable Unattended Start Mode:
      Currently Disabled
 2. Ring Indicate Power-On Menu
 3. Reboot/Restart Policy Setup Menu
 4. Power-On System
 5. Power-Off System
 6. Enable/Disable Fast System Boot:
      Currently Fast Boot
 7. Boot Mode Menu
98. Return to Previous Menu
99. Exit from Menus
```

If option 6 is incorrect, change it and then select **99. Exit from Menus** to disconnect from the workstation.

**Running diagnostics:**

1. Power on the workstation.
2. Log in to the system.
3. At the prompt, type `diag` and press <Enter>.
4. On the Main screen, press <Enter> to continue.
5. Select **Advanced Diagnostics Routines**. The following screen appears:

```
System Verification
This selection tests the system but does not analyze
the error log. Use this option to verify that the
machine is functioning correctly after completing a
repair or an upgrade.

Problem Determination
This selection tests the system and analyzes the
error log if one is available. Use this option when a
problem is suspected on the machine.
```

6. To run the diagnostics, select **System Verification**.

7. The following screen appears:

```
ADVANCED DIAGNOSTICS SELECTION

From the list below select any number of resources by
moving the cursor to the resource and pressing Enter.
To cancel the selection, press Enter again.
To list the supported tasks for the resources
highlighted, press List.
Once all selections have been made, press Commit.
To exit without selecting a resource, press the exit
key.
```

8. Select **All Resources** and press <Enter>.
   All your resources are marked with a **+**.

9. Press **F7=Commit**. The diagnostics will start running. Wait until it is completed.
   If the diagnostics is completed without detecting any errors, press **F3** until you exit the diagnostics program. At the UNIX prompt, type `errclear 0` to clear the error log.

**Updating the machine firmware:**

The latest Firmware is located in the following TechPlanet document:
http://techplanet.creo.com/software_solutions/workflow_software/brisque/content/troubles/bsq5_57.htm

If the diagnostics fails with CPU errors after performing all the above steps, replace the CPU and at the UNIX prompt, type: `errclear 0` to clear the error log.

**About Kodak Graphic Communications Group (GCG)**

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

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