

# **Intel<sup>®</sup> Server Board Platform Confidence Test**

## Installation and Operating Instructions

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## Introduction

The Intel® Server Board Platform Confidence Test package provides a method to determine if an Intel-based server system is correctly assembled and functioning properly. The package provides three test suites for the onboard resources. The test suites included in the package are: the Quick Test, the Comprehensive Test, and a continuous loop of the Comprehensive Test. These tests can be run without user intervention.

At the start of each test, the Platform Confidence Test package probes for the hardware present and reports the identified components. The probe will indirectly identify many assembly and cabling errors, such as broken or improperly seated cables, because the associated hardware component will not be located.

Test results are reported directly to field replaceable units (FRUs), such as the installed processor modules, the server board, disks, and memory. Upon completion of the test, the test results are saved to the RESULT.LOG for viewing.

## Conventions

In this document the following conventions are used:

- Selections you need to make from a screen are indicated in bold type, such as **run file from current location**
- Input that you need to type on your keyboard is indicated by bold and underlined text, such as **a\testmenu**
- When you need to press a specific key on the keyboard, the text indicating the key that you should press is enclosed between brackets, such as **<ENTER>**
- Combinations of keys that must be pressed together are enclosed in brackets with a plus (+) between the keys, such as **<CTRL+ALT+DEL>**

## Assumptions

It is assumed that the integrator has configured a server with an Intel based server board and has worked with the following minimum components:

- The Intel server board integrated in an approved chassis
- At least one Intel processor
- A processor terminator
- A minimum memory configuration or greater, selected from the tested memory list for the board to be tested
- A floppy disk drive
- A hard disk drive

Refer to the server board tested memory document and the tested Hardware and Operating System document for Intel tested components. These documents can be found at the Intel Corporation support website

<http://support.intel.com/support/motherboards/server/>

## Installing the Server Board Platform Confidence Test Package

The Platform Confidence Test program files are available on the software CD that accompanies the server board. Updates to this manual can be downloaded from the Intel support website at: <http://support.intel.com/support/motherboards/server>.



**WARNING:** Each Intel server board has a Platform Confidence Test package specific to that board. Do not attempt to run the wrong Platform Confidence Test package on your server board. Running the wrong set of tests could cause unreliable results and may damage components on the server board.

1. Insert the resource CD into a Windows\* based system and allow the autorun feature launch the graphical user interface. If autorun does not launch the GUI, launch it manually by double clicking on your CD-ROM drive.
2. On the side bar menu, under **Utilities**, choose **Platform Confidence Test**.
3. Click on the **Create Diskette** icon. When prompted, choose **run file from current location**. Follow the instructions to create a floppy diskette that will contain the Platform Confidence Tests.
4. Insert the floppy diskette that you created in Step 3 into the server you want to test.
5. Power on the server and allow the system to boot the floppy diskette.
6. Read and respond to the license agreement. After agreeing to the terms of the license agreement, the Platform Confidence Test file will expand.
7. A RAMDRIVE will be created and the diagnostic tests are copied into it.
8. When the copy process is complete, you will be presented with a menu of five options:
  - Server Diagnostic Options
  - Quick Test
  - Comprehensive Test
  - Comprehensive Test with continuous looping
  - Display Help Text

These menu options are discussed in greater detail below.

## Summary of Available Tests

### Quick Tests

The quick test suite runs a small subset of available tests. This suite identifies the processor type, speed, and the number of processors present. It also identifies the base and total memory sizes, external L2 cache size, and the attached hard disks. The system will identify drives attached to any SCSI controllers in the system, not just the onboard controller. It will not identify any other SCSI devices (CDROM, tape drives, etc.).

When running the quick test, verify that the configuration that is displayed following the probe includes all of the hard disks, memory, and processors that are installed in the system. If the configuration does not identify all of these items, exit by pressing **<CTRL+BREAK>** and review the troubleshooting section later in this document.

The quick test duration is dependent upon the number of processors and the amount of memory installed. With a 800 MHz processor and 64 MB of memory the quick test will run to completion in about 1 minute. Each additional 64 MB of memory adds about 1 minute to the total test time.

On completion of the test and after the test results are displayed, the program returns to the main menu.

## **Comprehensive Tests**

The comprehensive test probes for the same items as the Quick Test, but in greater depth. In addition, it identifies the keyboard and mouse, the COM1 and COM2 ports, the LPT port, the floppy drive, and the onboard video controller with its memory. The system will identify drives attached to any SCSI controllers in the system, not just the onboard controller.

When running the quick test, verify that the configuration that is displayed following the probe includes all of the hard disks, memory, and processors that are installed in the system. If the configuration does not identify all of these items, exit by pressing **<CTRL+BREAK>** and review the troubleshooting section later in this document.

An example of a comprehensive test configuration is shown below in the *Using the Intel Server Board Platform Confidence Test* section.

The tests executed are a superset of the quick tests. The processor floating point unit (FPU) is tested and more extensive tests are run on the memory and cache. Extensive tests are also run on the onboard peripheral controllers, integrated components, and the chipset.

The test duration is dependent on the number of processors and the amount of memory installed. With a 800 MHz processor and 64 MB of memory the comprehensive test will run to completion in about 2.5 minutes. Each additional 64 MB adds about 2 minutes to the test time. The video tests drive the monitor using what appears as random test patterns.

On completion of the test and after the test results are displayed, the program returns to the main menu.

## **Comprehensive Test with Continuous Looping**

The comprehensive test with continuous looping is identical to the comprehensive test, but it continuously loops through the tests until the user presses **<CTRL+BREAK>**. This mode of operation will help to identify intermittent failures in a Field Replaceable Unit. When the test is halted, the normal comprehensive test result summary is displayed, but the status reflects the sum of all tests. Therefore, if a test failed one or more times during the run, it will be reported as failing. The number of times the test cycle was repeated is displayed in the result summary screen.

## Using the Intel Server Board Platform Confidence Test

To begin the Platform Confidence Tests boot the server from the bootable diskette described above. The system displays the menu below.

**** Platform Confidence Test. Ver. X (c)Copyright 2001 Intel Corp. All Rights Reserved.
Server Diagnostic Options
Quick Test
Comprehensive Test (DEFAULT)
Comprehensive Test with continuous looping
Display Help Text
EXIT
Highlight your selection using Cursor UP/DOWN and press ENTER

Note: The \*\*\*\* in the title of the screen will be replaced by the name of the board being tested. “Ver. X” will be replaced by the Version number of the test package.

The “Comprehensive Test” option is highlighted by default. When one of the first three options is selected, the test system probes the hardware to determine which tests in the suite are applicable to the current hardware configuration.

Selecting the option **Display Help Text** results in a display of the help text file for the test options.

Selecting **EXIT** saves the test results in a RESULT.LOG file and returns you to the DOS prompt. Typing **testmenu** at the prompt will restart the menu system.

Select the test desired with the cursor and press **<ENTER>**. If the system under test is not supported by the Platform Confidence Test package being used, the following message is displayed:

```
This motherboard is not supported by these Platform Confidence Test. Press any key to exit
```

The hardware configuration test will begin. Upon completion, a configuration summary is displayed. Below is an example of the hardware configuration results for the “Comprehensive “Test.” The results for the “Quick Test” are similar, but not as detailed. Test results will vary, depending on the system configuration.

The following is an example of the configuration summary for a Comprehensive Test:

```
Hardware Test Configuration

Base Memory Size:      640 KB
CPU Type:              A Pentium® III microprocessor
CPU Speed:            1000 MHz
CPU SMP #0:           Present
CPU SMP #1:           Present
NUMBER_OF_SCSI_CHANNELS: 2
KEYBOARD_TYPE:        101_KEY
RTC RAM SIZE:         128
PC97317                Found
COM1 at Port Address: 3F8 is enabled
COM2 at Port Address: 2F8 is enabled
LPT1 Ox378
Floppy cfg.Drive A:   1.4Mb (3.5 Inch)
Hard Drive 0 Cylinders: 1023 Heads: 64 Sectors: 63 Total Size: 2014MB
External Cache size: 256 KB
Video Subsystem:      VGA-compatible controller, 256KB Ram
Video Controller:     Any ATI Controller Config_Chip_AD 0X7A004756
Video Bios:           Vesa 2.0 ATI RAGEXL
Video Memory:         8MB

If configuration is correct press ENTER to continue or CTRL+BREAK to quit
```

Confirm that the configuration displayed is correct, then press ENTER to begin the Platform Confidence Test. A scrolling display of test details is displayed. In this display, white entries are for information only (tests starting, test progress, internal messages, etc.), green entries indicate successful completion of the test and red entries indicate test failures. Use this display as a progress indicator; a summary of the results is displayed at the end of the test run. An excerpt of the progress log is as follows.

```
CACHE.PERFORMANCE-RATIO PASSED
MEMORY.ADDRESS-PATTERNS (1-17-00 18:49:09)
MEMORY.ADDRESS-PATTERNS PASSED
MEMORY.ADDRESS RIPPLE (1-17-00 18:52:17)
MEMORY.ADDRESS RIPPLE PASSED
MEMORY.RANDOM-PATTERNS (1-17-00 18:52:18)
MEMORY.RANDOM PATTERNS PASSED
MEMORY.CACHE -RANDOM PATTERNS (1-17-00 18:55:38)
MEMORY.CACHE -RANDODCPATTERNS PASSED
MEMORY.CACHE -PSEUDO - RANDOM PATTERNS (1-17-00 18:55:55)
MEMORY.CACHE -PSEUDO - RANDOM-PATTERNS PASSED
MEMORY.CACHE -CHECKERBOARD PATTERNS (1-17-00 18:57:19)
MEMORY.CACHE -CHECKERBOARD-PATTERNS PASSED
MEMORY.CACHE -ADDRESS-PATTERNS (1-17-00 18:57:53)
MEMORY.CACHE -ADDRESS PATTERNS PASSED
MEMORY.CACHE - 32KB ACCESS (1-17-00 18:58:01)
MEMORY.CACHE - 32KB ACCESS PASSED
```



The test results summary uses similar conventions with the FRUs listed in green to indicate a passing test, with submodules in a darker shade of green. Red indicates failures. Test results will vary, depending on the system configuration.

The following is an example of the test results summary for a Quick Test:

Test Result Summary		
FRU= CPU CPU Module	PASSED PASSED SMP Processor 0	PASSED
FRU= BASEBOARD Power On Self Test	PASSED PASSED CACHE Controller and memory	PASSED
FRU= MEMORY DIMM MEMORY Controller, SIMM, DIMM	PASSED PASSED Extended Memory Controller, Dimm	PASSED
FRU= HARD DISK DRIVES Hard Disk Drive 0	PASSED PASSED	
Press Any Key to Continue <DONE>		

The following is an example of the test results summary for a Comprehensive Test:

Test Result Summary			Pass Count = 1
FRU= CPU CPU Module	PASSED PASSED Math Coprocessor (FPU)		PASSED
FRU= BASEBOARD Power On Self Test	PASSED PASSED Primary Interrupt Controller		PASSED
Keyboard Controller	PASSED Real Time Clock		PASSED
PCI Bus Controller	PASSED Programmable Interval Timer		PASSED
Memory Access Controller	PASSED SIO308 Super I/O Controller		PASSED
SCSI Controller	PASSED COMM1 INS8250 Serial Controller		PASSED
INS8250 Serial Controller	PASSED Parallel Port 1 Controller		PASSED
Video Controller	PASSED CACHE Controller and Memory		PASSED
Video Adapter	PASSED		PASSED
FRU= MEMORY DIMM MEMORY Controller, SIMM, DIMM	PASSED PASSED MEMORY Cont, SIMM, DIMM stress		PASSED
FRU= Hard Disk Stress Hard Disk Drive 0	PASSED PASSED		
Press Any Key to Continue			

Upon completion of the test and after the test results are displayed, the program returns to the main menu. When the EXIT option is selected, the most recent test results are saved to the RESULT.LOG file in the current directory, or to a: if the program is running from a ramdrive. The file can be opened and viewed with a text editor. Save the test results to a new file to prevent overwriting the contents the next time the tests are run.

## Troubleshooting

This section is not intended to be a tutorial on repair and system troubleshooting. It is intended to provide hints for the technician. If the system experiencing problems has just been assembled, a first step should be to check the system against the assembly procedures in the printed “Quick Start User’s Guide,” and the electronic Product Guide that is provided on the CD provided with the system. In addition, a troubleshooting guide is available on the CD and on the support website. <http://support.intel.com/support/motherboards/server/>

<b>Trouble Shooting Information</b>	
<b>Problem</b>	<b>Possible Solution</b>
System fails to boot	<p>Make sure the system is plugged into an AC power supply. Power off the system and make sure the cabling, connectors, and components are properly seated. Remove all components except form the minimum required memory and minimum required processors and reboot. If possible check individual components (especially processors and memory) in a known good system.</p> <ol style="list-style-type: none"> <li>1. Check for approved memory DIMM modules. See the tested memory list at: <a href="http://support.intel.com/support/motherboards/server/">http://support.intel.com/support/motherboards/server/</a></li> <li>2. Make sure the power supply connector is correctly attached to the 24-pin (ATX 20pin +4) power connector. Intel Server Chassis use a 24-pin SSI compliant power connector, but most third party chassis use 20 pin ATX power connectors. Refer to the printed “Quick Start Guide” or the electronic product guide also available on the CD that ships with the product. For further information, both of these documents are also available on the Intel Customer Support Website (see URL below).</li> <li>3. If applicable, verify the 3.3v sense (2x5pin) power connector is attached to the power supply signal connector located next to the server board power connector.</li> <li>4. Ensure the power supply being used is at least 800mA of +5V standby current to support WOL and is required for proper operation.</li> </ol>
System will not boot from the server board resource CDROM	An incorrect BIOS Boot priority order is set. Press <F2> during POST and configure the boot order in BIOS setup.
“motherboard is not supported” message at test start	Each server board has a unique diagnostic package. Ensure you have downloaded and are using the proper version of the diagnostic tests for the board you are installing or testing. Ensure you have updated the board with the latest version of BIOS and firmware. The latest versions of the software are located at <a href="http://support.intel.com/support/motherboards/server/">http://support.intel.com/support/motherboards/server/</a> .
Probe did not identify all expected devices	Make sure the system is plugged into an AC power supply. Power off the system and make sure the cabling, connectors, and components are properly seated. If possible, install individual components, especially processors, disks, and memory, into a known good system to determine if the device is recognized in a different system.
Platform Confidence Test hangs during probe process	If the test software hangs during the probe for processors, memory, or disks, remove/replace the device. Otherwise, replace server board.
Platform Confidence Test hangs during test execution	Note the most recent test message to determine which FRU (Field Replaceable Unit) is failing. Unless the test is specifically for processors, memory or disk, the probable cause is baseboard failure. Replace the failing component as necessary.
Other	For further support information, check <a href="http://support.intel.com/support/motherboards/server/">http://support.intel.com/support/motherboards/server/</a>