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Network Server 500 & 700: Video Troubleshooting (2/96)

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TOPIC -----

This article provides video troubleshooting steps for your Network Server 500 or Network Server 700.

DISCUSSION -----

Symptom: Screen is black, drive operates, and fan is running

Step 1

Verify that the monitor is a SVGA or Multiple Scan model.

Step 2

If the system is using a video extender cable, verify that it is rated for use with Multiple Scan monitors.

Step 3

Adjust brightness on monitor.

Step 4

Verify that monitor cable is firmly attached to both the monitor and server.

Step 5

Verify that the system is configured to connect to a serial terminal. (For information on how to connect the Network Server to a serial terminal refer to "Connecting a serial terminal" in Chapter 3 of "Setting Up the Network Server.")

Step 6

Run Network Server Diagnostic Utility and follow the instructions provided with the utility to verify core system operations.

Step 7

Reset Cuda chip.

Step 8

Reset logic board.

Step 9

Test with known-good monitor. Replace monitor if necessary. Refer to appropriate monitor manual to troubleshoot defective monitor.

Step 10

Replace monitor cable.

Step 11

Replace logic board. Retain customer's DIMMs.

Step 12

Replace processor card.

Symptom: Screen lights up, but nothing is displayed on screen

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Step 8

Replace logic board. Retain customer's DIMMs.

Step 9

Replace processor card.

Symptom: Screen has white area with blotches of color

Step 1

Move unit to another location.

Step 2

Degauss display with manual degaussing coil. (Degaussing coil can be purchased at most major electronic parts stores.)

Symptom: Size of text/graphics differs at top, bottom, or sides of screen

Step 1

Replace monitor cable.

Step 2

Replace monitor.

Symptom: Out of focus

Step 1

Perform focus adjustment.

Step 2

Replace monitor.

Symptom: Black screen spots

Replace monitor.

Symptom: Screen jitters or flashes

Step 1

Verify that the monitor is a SVGA or Multiple Scan model.

Step 2

If the system is using a video extender cable, verify that it is rated for use with Multiple Scan monitors.

Step 3

Verify that monitor cable is firmly attached to both monitor and server.

Step 4

Check for external interference.

Step 5

Replace monitor.

Symptom: Objects on screen appear too large or distorted

Adjust display resolution. (Refer to "Chapter 10: Troubleshooting" in "Using AIX, AppleTalk Services, and Mac OS Utilities on the Network Server.")

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26 Feb 1996 - Changed distribution status.

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