HPE ProLiant ML350 G6 Server - Parts Support Guide

Part Number: External
Published: 2020
Edition: 1

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Abstract
This document will help you identify parts of the product and also gives a step-by-step instruction on how to remove and replace the components.

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Front view 1



LED IO bezel



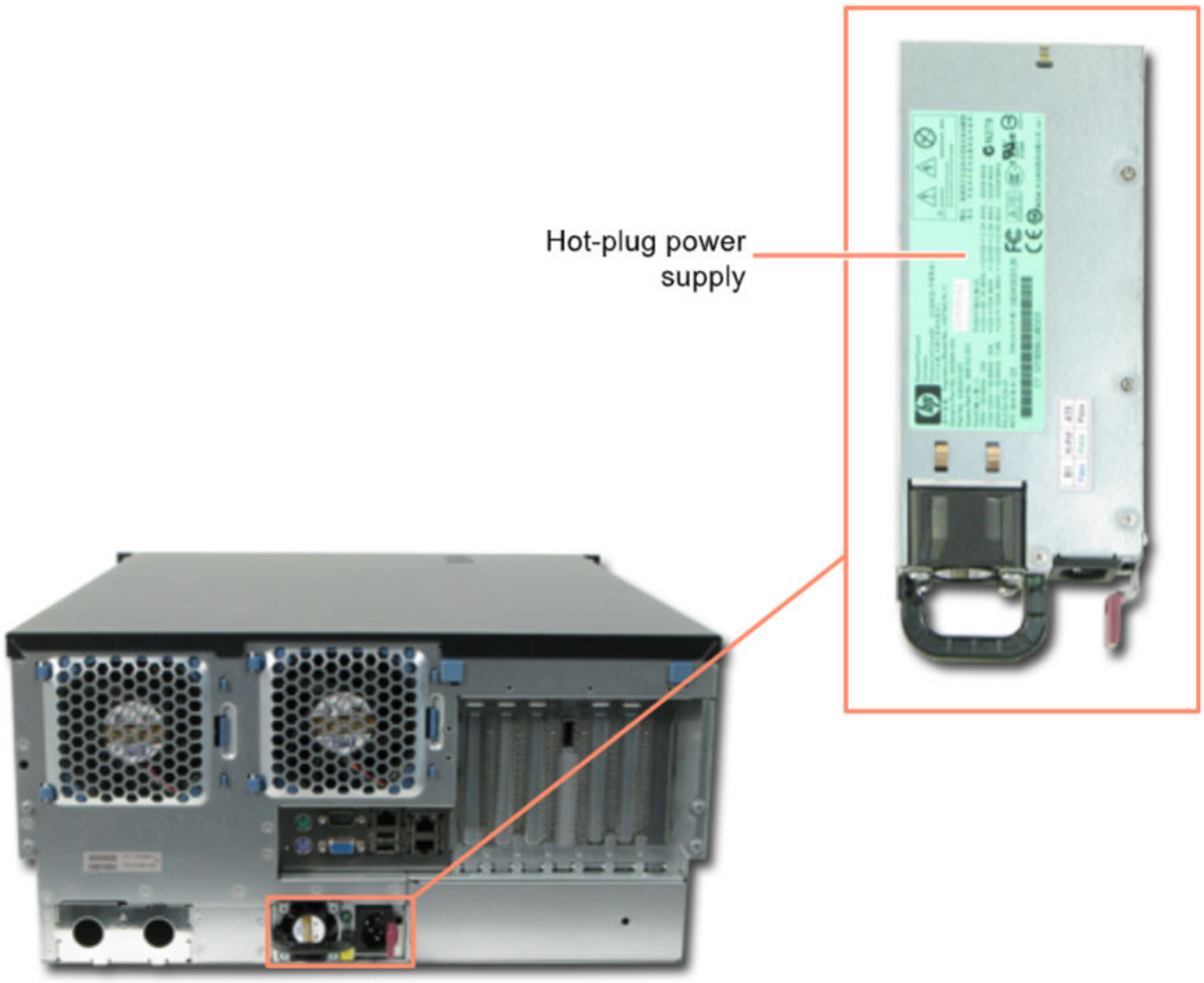
Front view 2



Back view



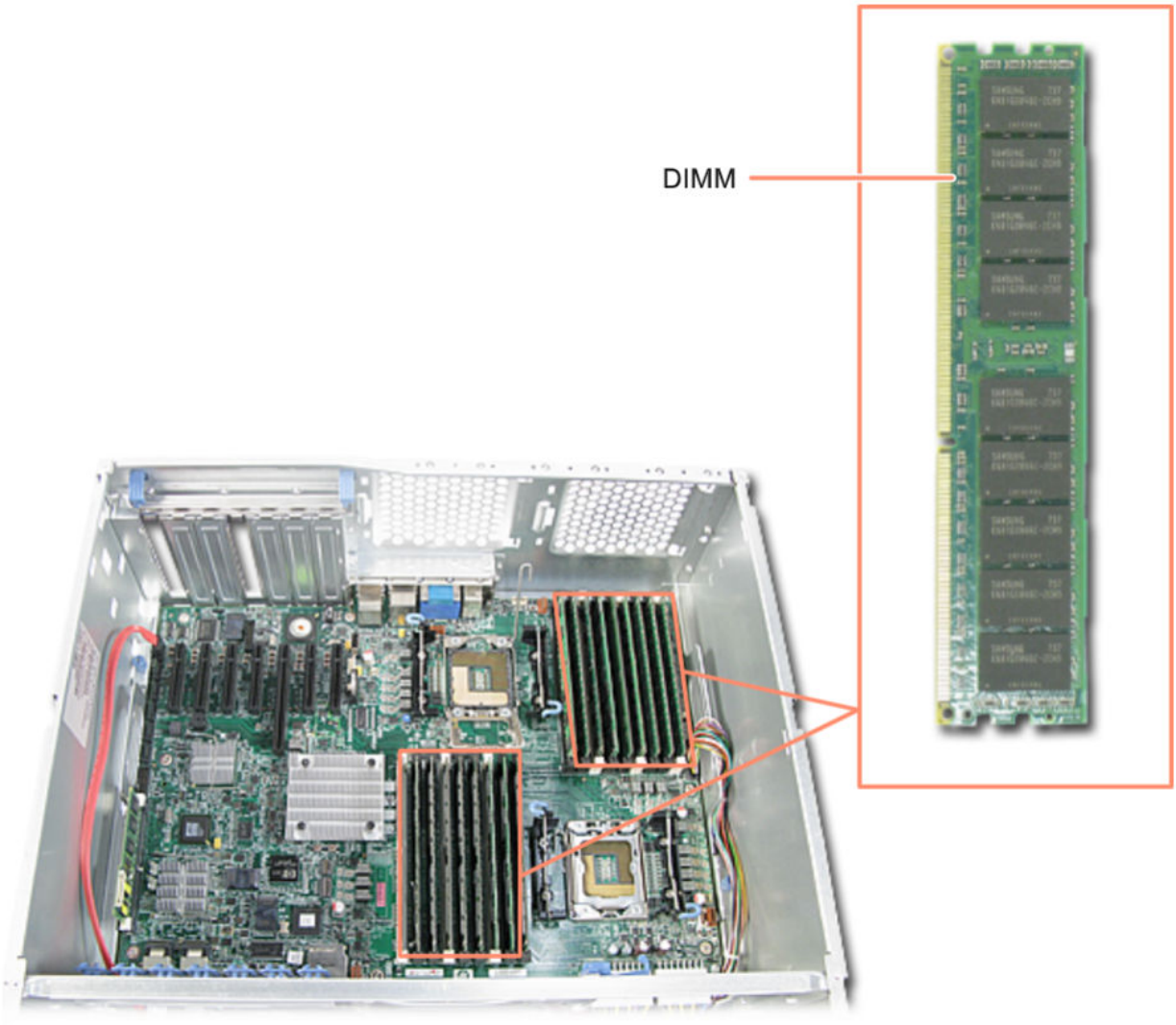
Hot-plug power supply



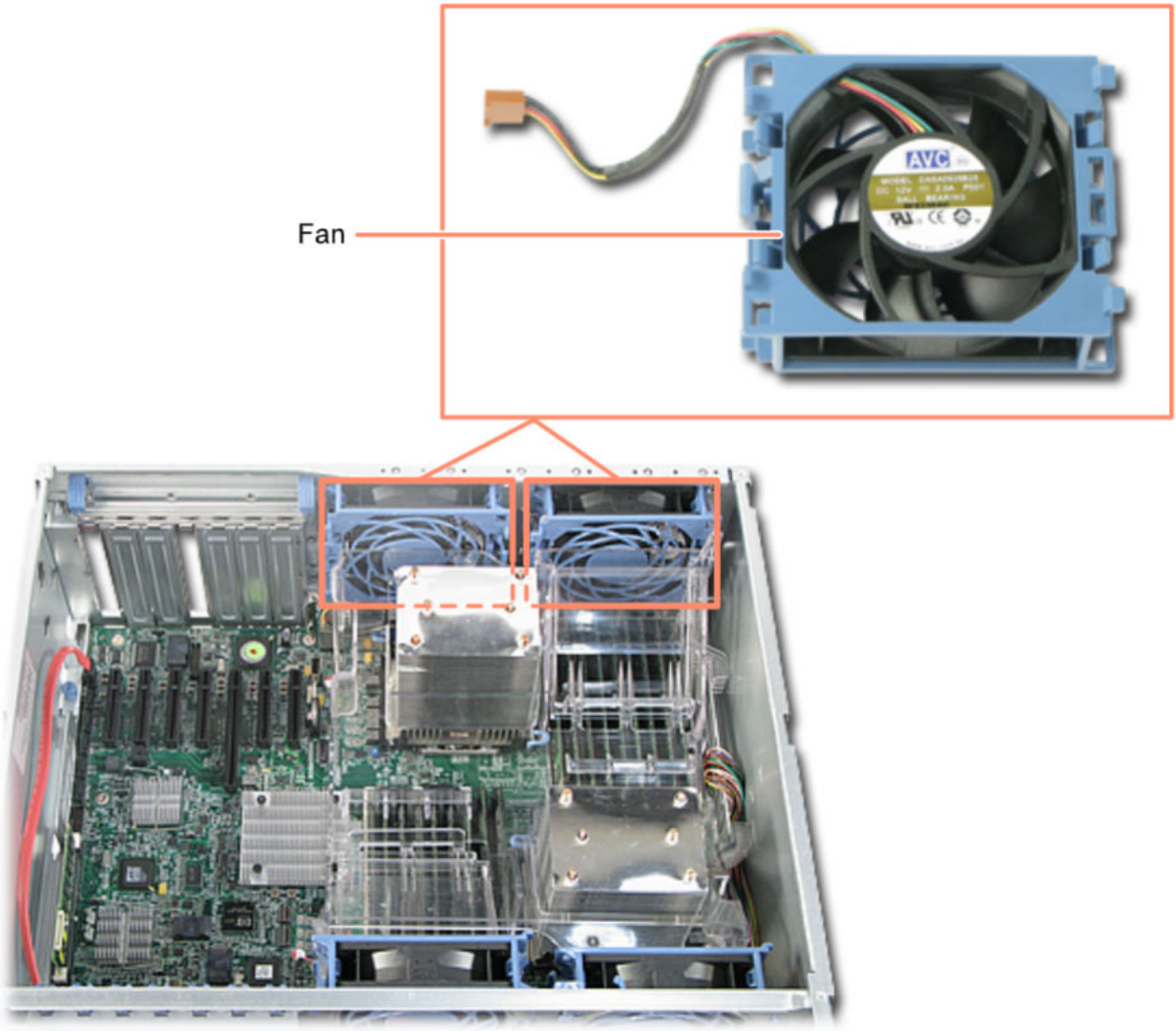
Internal view



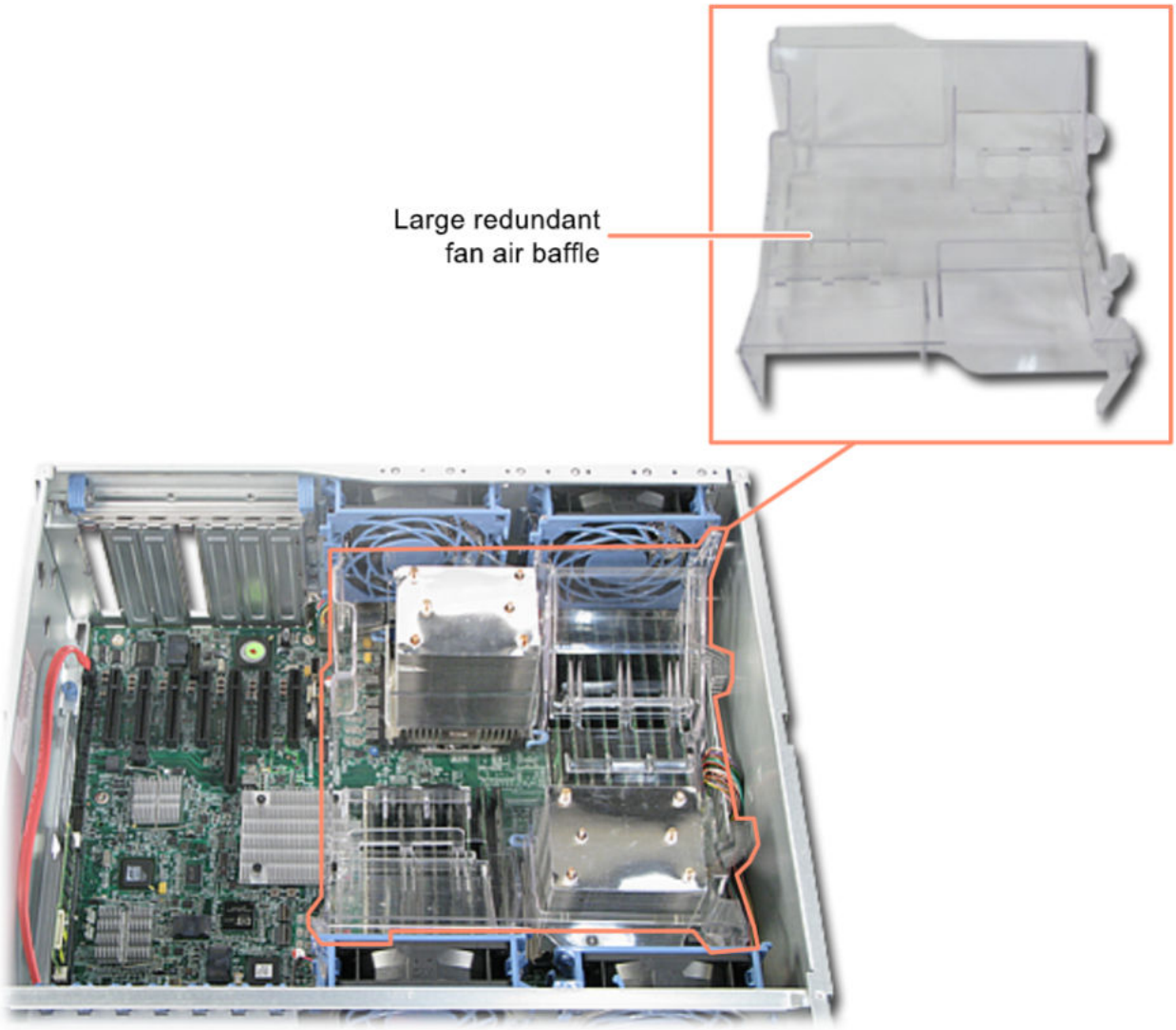
DIMMs



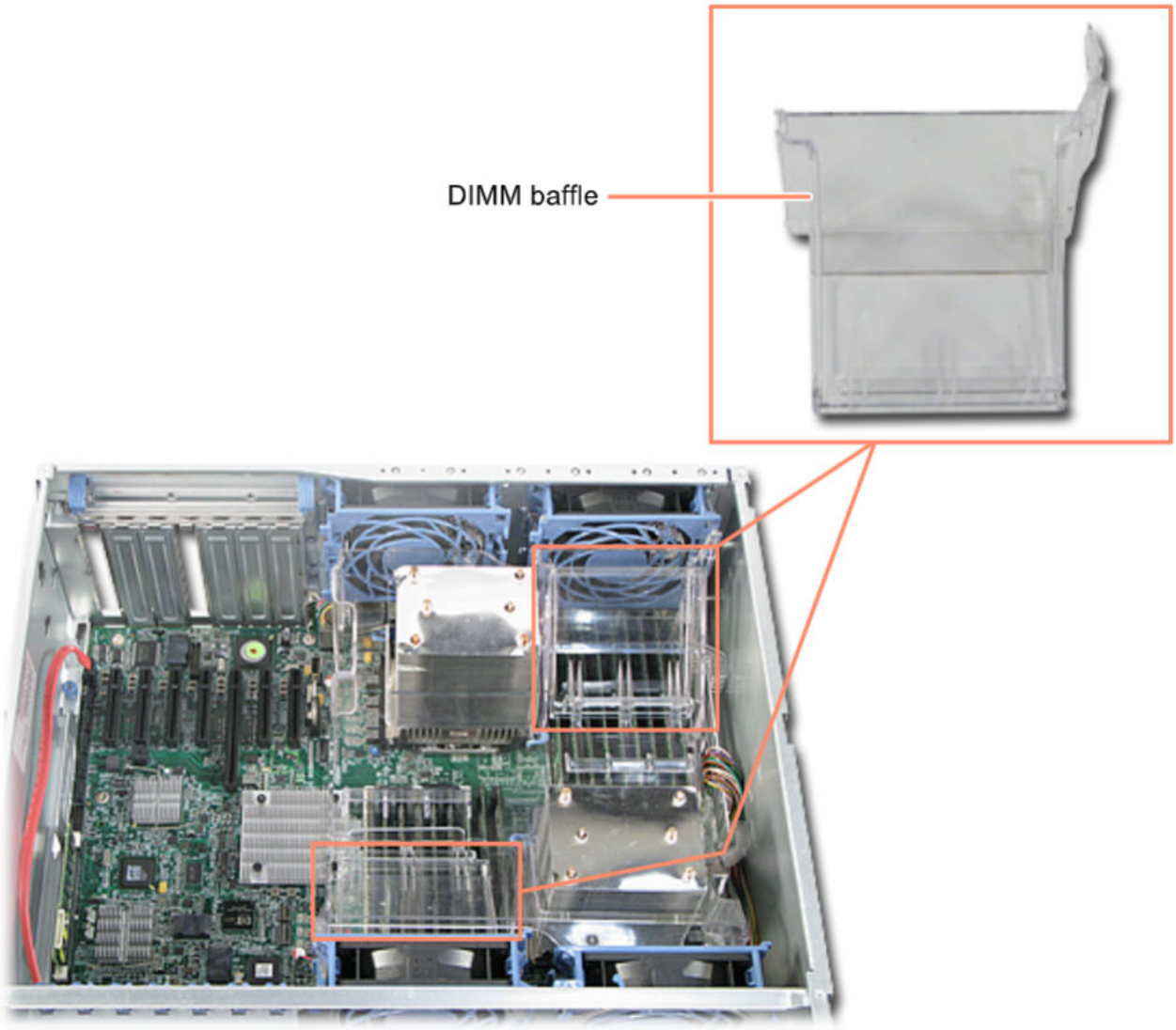
Fans



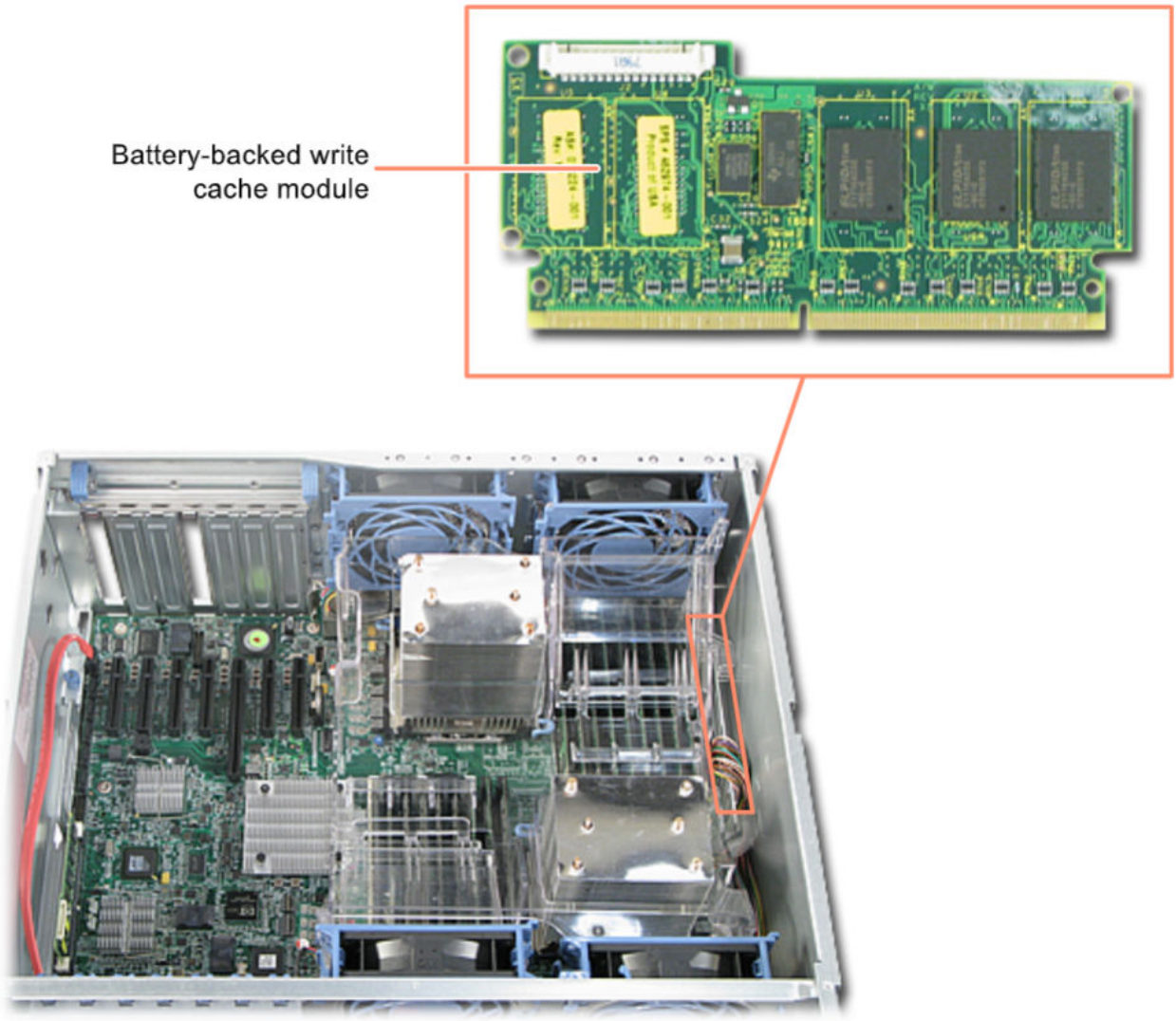
Large redundant air baffle



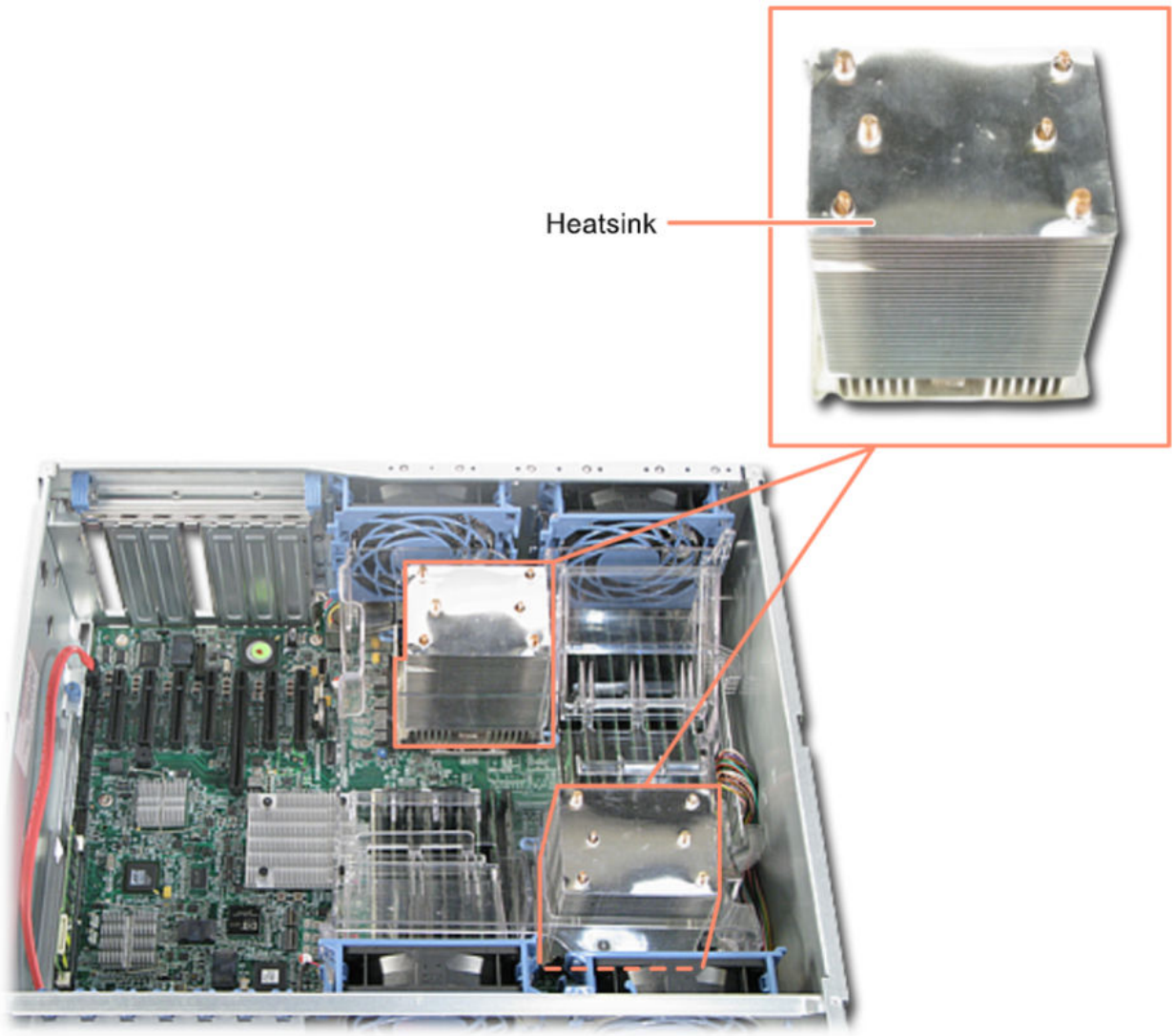
DIMM baffle



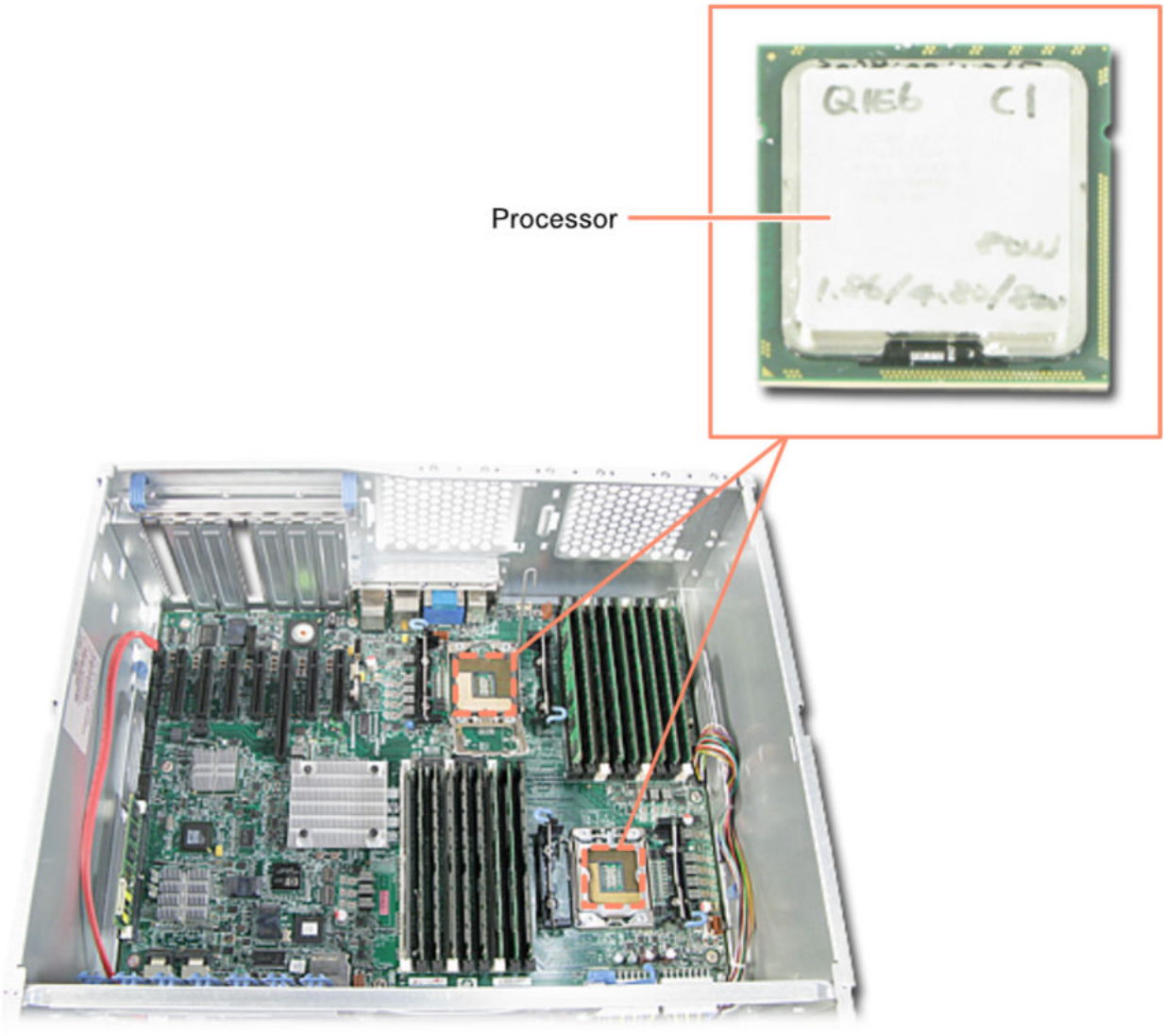
Battery-backed write cache module



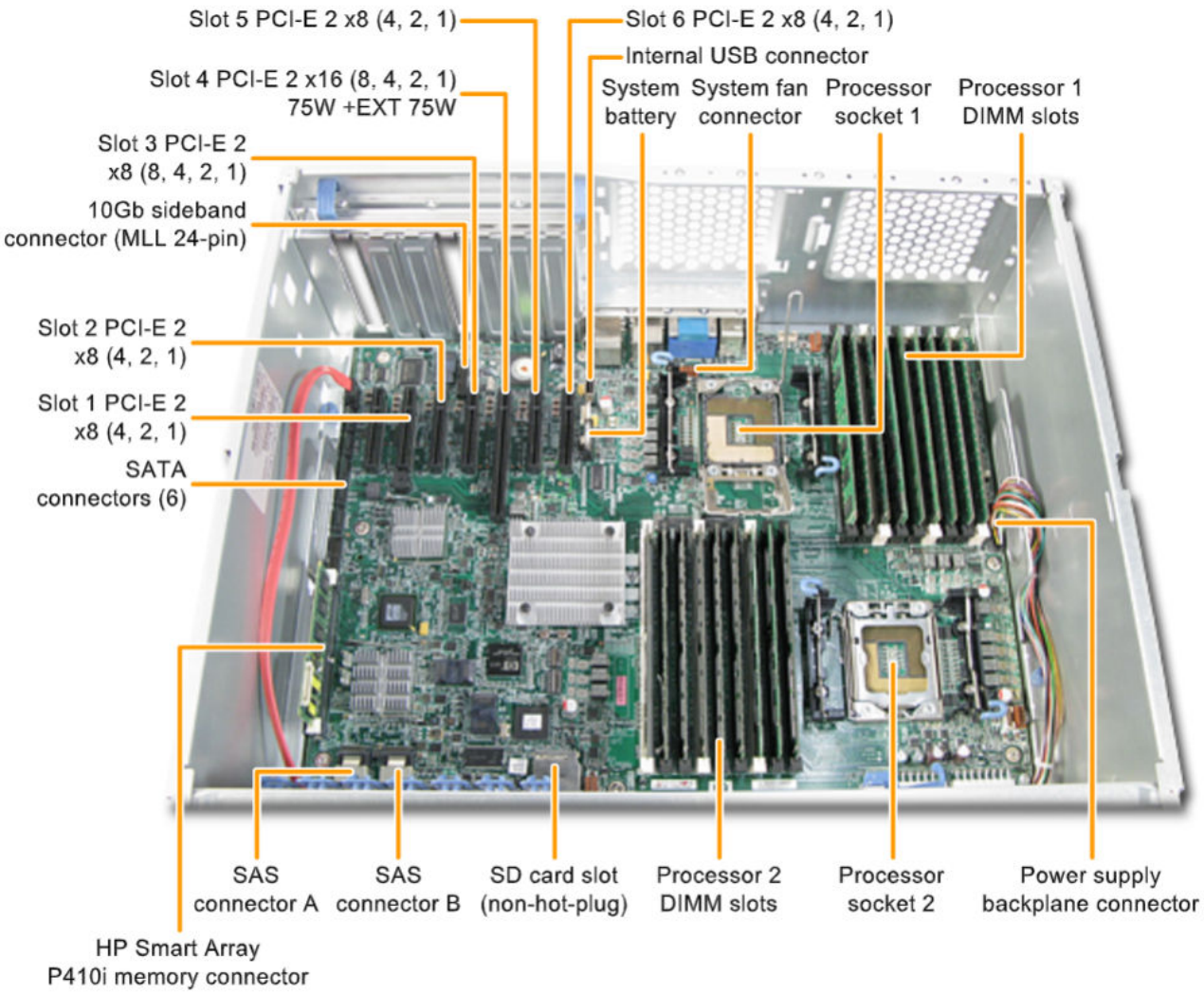
Heatsinks



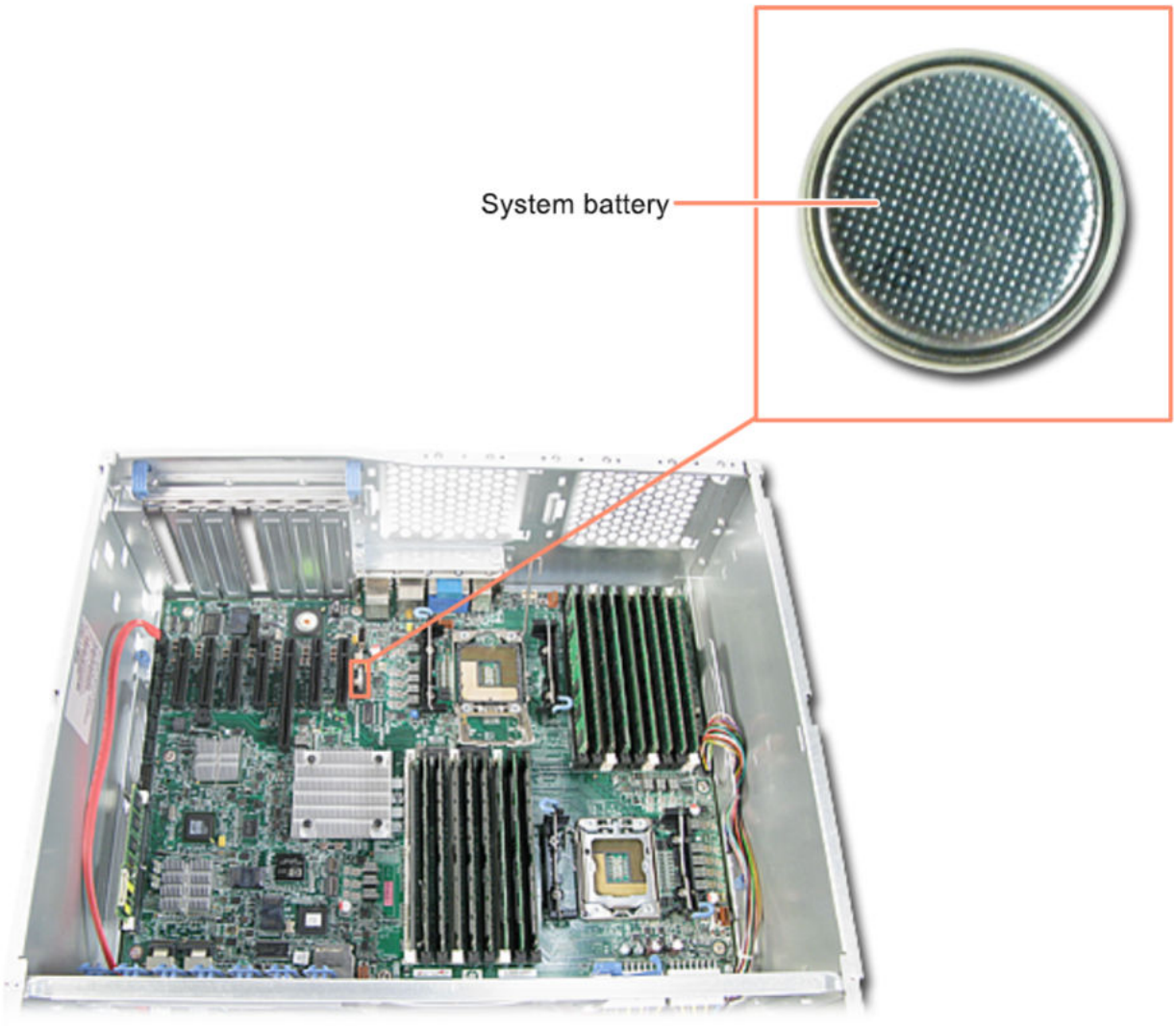
Processors



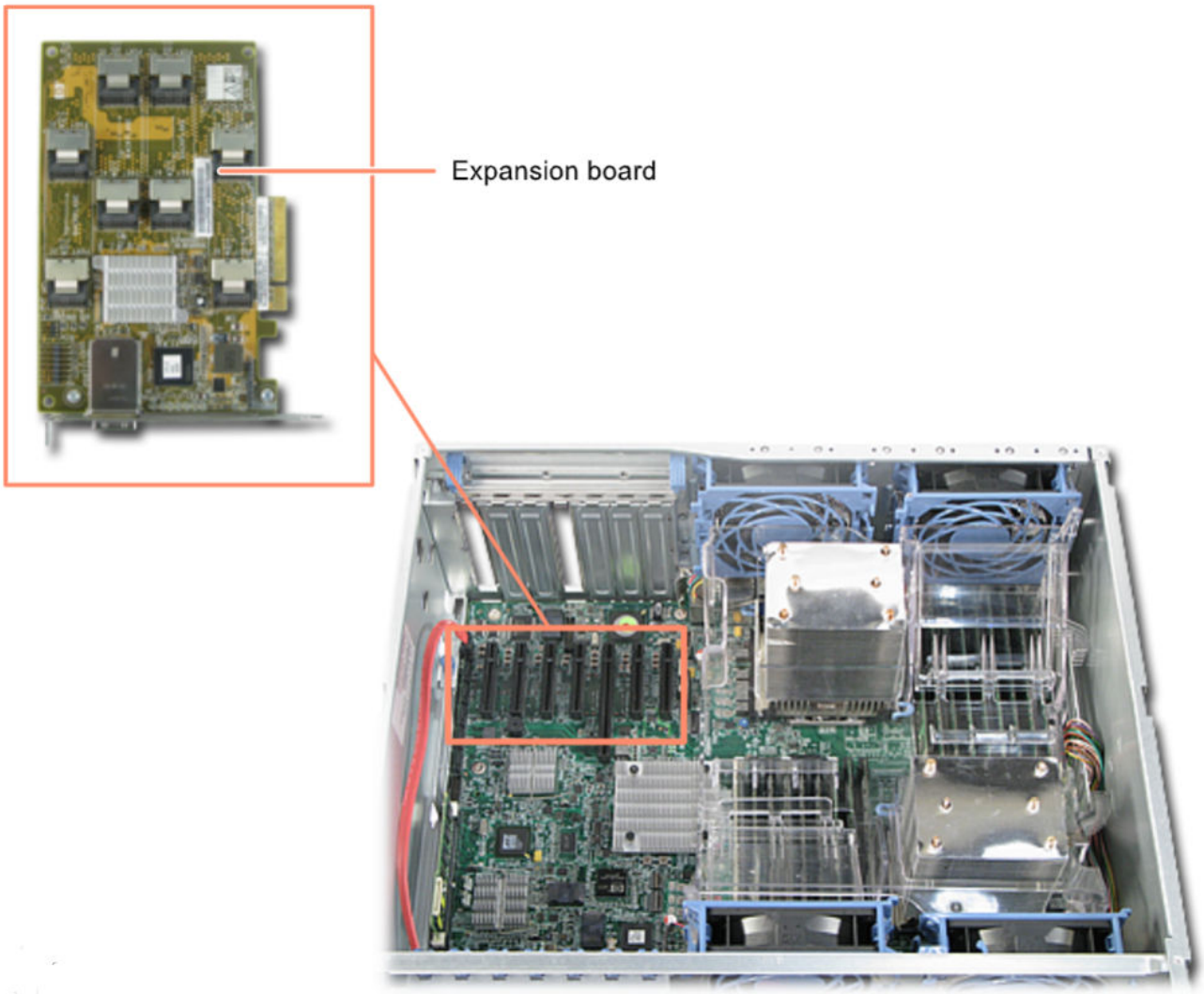
System board



System battery



Expansion boards



Required Tools

You need the following items for certain procedures:

- T-10/T-15 Torx screwdriver (included with the server)
- HP Insight Diagnostics software ("HP Insight Diagnostics")
- Alcohol swab
- Thermal grease

Preparation Procedures

To access some components and perform certain service procedures, you must perform one or more of the following procedures:

- Extend the server from the rack : If you are performing service procedures in an HP, Compaq branded, telco, or third-party rack cabinet, you can use the locking feature of the rack rails to support the server and gain access to internal components.
- Power down the server : If you must remove a server from a rack or a non-hot-plug component from a server, power down the server.
- Remove the server from the rack : If the rack environment, cabling configuration, or the server location in the rack creates awkward conditions, remove the server from the rack.
- Access the product rear panel : If you are performing certain service procedures, access the product rear panel.

Extend the server from the rack

1. Power down the server.
2. Pull down the quick release levers on each side of the server.
3. Extend the server from the rack.
4. After performing the installation or maintenance procedure, slide the server back into the rack, and then press the server firmly into the rack to secure it in place.

Power down the server

WARNING! To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.

Important! If installing a hot-plug device, it is not necessary to power down the server.

1. Back up the server data.
2. Shut down the operating system as directed by the operating system documentation.
3. Press the Power On/Standby button to place the server in Standby mode. When the server activates Standby power mode, the system power LED changes to amber.
4. Disconnect the power cords. The system is now without power.

Remove the server from the rack

To remove the server from an HP, Compaq branded, telco, or third-party rack:

1. Power down the server
2. Extend the server from the rack
3. Disconnect the cabling and remove the server from the rack.
4. Place the server on a sturdy, level surface.

Access the product rear panel

To access the server rear panel components, you must open the cable management arm.

1. Power down the server
2. Swing open the cable management arm.
3. Remove the cables from the cable trough.
4. Remove the cable management arm.

Safety Considerations

Before performing service procedures, review all the safety information.

Preventing electrostatic discharge

To prevent damaging the system, be aware of the precautions you need to follow when setting up the system or handling parts. A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device. To prevent electrostatic damage:

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

Server warnings and cautions

Before installing a server, be sure that you understand the following warnings and cautions.

WARNING! To reduce the risk of electric shock or damage to the equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Unplug the power cord from the power supply to disconnect power to the equipment.
- Do not route the power cord where it can be walked on or pinched by items placed against it. Pay particular attention to the plug, electrical outlet, and the point where the cord extends from the server.

WARNING! To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

Caution! Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

Power Down The Server

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002875en_us&noframe

Power down the server

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Tower Front Bezel

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Tower front bezel removal

This server has a removable bezel that must be unlocked and opened before accessing the front panel components. The bezel should be kept closed during normal server operations.

Caution! To avoid breaking the bezel, remove the bezel before placing the server on its side.

1. Use the key provided with the server to unlock the bezel with a clockwise turn.
2. If necessary, remove the bezel.

For operations involving removable media bay access, the media bay panel can be removed from the bezel.

Tower Foot

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Tower foot removal

To remove the tower foot:

1. Power down the server.
2. Remove the tower bezel.
3. Place the server on its side.
4. Press the latch on the foot and slide the foot upward to remove the foot.

Tower foot replacement

To replace the tower foot, reverse the removal procedure.

Access Panel

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Access panel removal

Caution! Do not operate the server with the access panel removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

To remove the access panel:

1. Power down the server.
2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. If the locking latch is locked, use a T-15 Torx screwdriver to unlock the latch.
4. Slide the access panel back about 1.5cm (0.5-inch).
5. Lift and remove the access panel.

Access panel replacement

To replace the access panel, reverse the removal procedure.

Rack Front Bezel

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Rack front bezel removal

To remove the rack bezel:

1. Power down the server.
2. Extend the server from the rack.
3. Remove the access panel.
4. Remove the thumbscrew that holds the bezel in place.
5. Remove the bezel.

Rack front bezel replacement

To replace the bezel, reverse the removal procedure.

Large Redundant Fanair Baffle

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Large redundant fan air baffle removal

To remove the large redundant fan air baffle:

1. Power down the server .
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Remove the access panel.
4. Remove the large redundant fan air baffle by pulling out the two lock tabs and pulling the baffle straight up.

Large redundant fan air baffle replacement

To replace the large redundant fan air baffle, reverse the removal procedure.

DIMM Baffle

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DIMM baffle removal

To remove the DIMM baffle:

1. Power down the server.

2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.
4. Remove the large redundant fan air baffle, if installed.
5. Remove the DIMM baffle by pressing the two lock tabs in towards the fan, rotate the baffle away and lift the baffle.

DIMM baffle replacement

To replace the DIMM baffle, reverse the removal procedure.

Fan

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Fan removal

To remove the fan:

1. Power down the server.
2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.
4. Remove the large redundant fan air baffle, if installed.
5. Remove the fan by pressing the pastic latch, pulling the fan out, and then disconnecting the connector from the system board.

Fan replacement

To replace the fan, reverse the removal procedure.

Hot-Plug Power Supply

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Hot-plug power supply removal

WARNING! To reduce the risk of electric shock, do not disassemble the power supply or attempt to repair it. Replace it only with the specified spare part.

Caution! Do not attempt to remove and replace a power supply as a hot-plug procedure unless both bays are populated with power supplies.

Caution! To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

To remove the hot-plug power supply:

1. Access the product rear panel.
2. Disconnect the power cord from the AC source.
3. Disconnect the power cord from the power supply.
4. Remove the power supply by pressing the release latch and pulling the power supply straight out.

Hot-plug power supply replacement

To replace the hot-plut power supply, reverse the removal procedure.

Hot-Plug SAS Hard Drive

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Hot-plug SAS hard drive removal

Caution! For proper cooling do not operate the server without the access panel, baffles, expansion slot covers, or blanks installed. If the server supports hot-plug components, minimize the amount of time the access panel is open.

To remove the hot-plug SAS hard drive:

1. Push release tab and then pull the release lever.
2. Remove the hard drive.

Hot-plug SAS hard drive replacement

To replace the hot-plug SAS hard drive, reverse the removal procedure.

Eight-Bay SFF Drive Cage

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Eight-bay SFF drive cage removal

To remove the eight-bay SFF drive cage:

1. Power down the server.
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Place the tower server on its side.
4. Remove the access panel.
5. Remove all hard drives.
6. Disconnect all cables from the rear of the hard drive cage.
7. Using a T-15 Torx screwdriver, remove the four screws securing the drive cage to the chasis.
8. Slide the cage forward out of the chasis.

Eight-bay SFF drive cage replacement

To replace the drive cage, reverse the removal procedure:

PCIe Slot Cover

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PCIe slot cover removal

To remove the expansion slot cover:

1. Power down the server.
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Remove the access panel.
4. Push the release latches on the expansion board retainer, and then pull the retainer out away from the chassis.
5. Remove the PCIe slot cover.

Caution! To prevent improper cooling and thermal damage, do not operate the server unless all PCI slots have either an expansion slot cover or an expansion board installed.

PCIe slot cover replacement

To replace the expansion slot cover, reverse the removal procedure.

Expansion Board

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Expansion board removal

Caution! To prevent damage to the server or expansion boards, power down the server and remove all AC power cords before removing or installing the expansion boards.

To remove the expansion board:

1. Power down the server.

2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.
4. Disconnect any internal or external cables from the expansion board.
5. Push the release latches on the expansion board retainer and open the retainer.
6. Lift the expansion board.

Expansion board replacement

To replace the expansion board, reverse the removal procedure.

Battery-Backed Write Cache Module

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Battery-backed write cache module removal

To remove the battery-backed write cache module:

1. Power down the server.
2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.
4. Disconnect the battery-backed write cache module cable.
5. Lift the latch and slide the module to the left (from the front of the chasis) and pull the module out.

Battery-backed write cache module replacement

To replace the battery-backed write cache module, reverse the removal procedure.

PCI-X Riser

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002889en_us&noframe

PCI-X riser removal

Caution! To prevent damage to the server or expansion boards, power down the server and remove all AC power cords before removing or installing the PCI expansion cage.

To remove the PCI-X riser:

1. Power down the server.
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Remove the access panel.
4. For rack servers only, remove the rack bezel.
5. Remove the four T-15 screws from the hard drive cage, and then slide the hard drive cage partially out of the chassis.
6. Disconnect any external cables from the PCI-X expansion boards.
7. Disconnect the power cable extension and the signal cable from the PCI-X riser.
8. Remove the two screws.
9. Remove the PCI-X expansion cage.
10. Remove any expansion boards.

PCI-X riser replacement

To replace the expansion cage, reverse the removal procedure.

Half-Height Or Full-Height Media Device

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Half-height or full-height media device removal

To remove the half- or full-height media device:

1. Power down the server.
2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.
4. Disconnect data and power cables.
5. Pull up on the media release latch.
6. Remove the device by pulling it out of the chasis.

Half-height or full-height media device replacement

To replace the media device, reverse the removal procedure.

Important! Be sure to connect the right-angle end of the SATA data cable to the system board. Connecting it to the SATA drive may interfere with other installed media bay devices.

Important! If both SATA and PATA optical devices are installed simultaneously, only one can boot at a time. Boot priority will go to SATA if media is inserted into the SATA optical drive. Boot priority for PATA is not configurable. To boot PATA, remove the media from the SATA optical device, or remove the SATA optical device.

DIMM

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002891en_us&noframe

DIMM removal

To remove the DIMM:

1. Power down the server.

2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.
4. Remove the large redundant fan air baffle, if installed.
5. Remove the DIMM baffles.
6. Open the DIMM slot latches.
7. Remove the DIMM.

DIMM replacement

To replace the DIMM, reverse the removal procedure.

Battery

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002892en_us&noframe

Battery removal

If the server no longer automatically displays the correct date and time, you may need to replace the battery that provides power on the Real-Time Clock. Under normal use, battery life is 5 to 10 years.

WARNING! The computer contains an internal lithium manganese dioxide, a vanadium pentoxide, or an alkaline battery pack. A risk of fire and burns exists if the battery pack is not properly handled. To reduce the risk of personal injury:

- **Do not attempt to recharge the battery.**
- **Do not expose the battery to temperatures higher than 60-C (140-F).**
- **Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.**
- **Replace only with the spare designated for this product.**

To remove the battery:

1. Power down the server.
2. Do one of the following:

- Extend the server from the rack.
- Remove the tower front bezel.

3. Remove the access panel.
4. Remove the battery by moving the release latch to the side and lifting the battery straight out.

Important! Replacing the system board battery resets the system ROM to its default configuration. After replacing the battery, reconfigure the system using RBSU.

Battery replacement

To replace the component, reverse the removal procedure.

For more information about battery replacement or proper disposal, contact an authorized reseller or an authorized service provider.

Heat Sink

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002893en_us&noframe

Heat sink removal

To remove the heat sink:

1. Power down the server.
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Place the tower server on its side.
4. Remove the access panel.
5. Remove the large redundant fan air baffle, if installed.
6. Open the heat sink locking levers.
7. Lift up the heat sink.

Heat sink replacement

To replace the heat sink:

1. Use the alcohol swab to remove all the existing thermal grease from the processor. Allow the alcohol to evaporate before continuing.
2. Install the heat sink.
3. Close the heat sink locking levers.
4. Install the large redundant fan air baffle, if removed.
5. Install the access panel.
6. Do one of the following:
    - Close or install the tower bezel, as needed.
    - Slide the server back into the rack.

Processor

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Processor removal

Caution ! To avoid damage to the processor: Handle the processor only by the edges. Do not touch the bottom of the processor, especially the contact area.

Caution ! THE PINS ON THE SYSTEM BOARD ARE VERY FRAGILE AND EASILY DAMAGED. To avoid damage to the system board: - Never install or remove a processor without using the processor installation tool.- Do not touch the processor socket contacts.- Do not tilt or slide the processor when lowering the processor into the socket.- Your processor installation tool may differ from the one shown here. The general procedures and cautions for removal and replacement still apply.

The server supports single- and dual-processor operation. With two processors installed, the server supports boot functions through the processor installed in processor socket 1. However, if processor 1 fails, the system automatically boots from processor 2 and provides a processor failure message.

Caution! To avoid damage to the processor and system board, only authorized personnel should attempt to replace or install the processor in this server.

Caution! To help avoid damage to the processor and system board, do not install the processor without using the processor installation tool.

Caution! To prevent possible server malfunction and damage to the equipment, multiprocessor configurations must contain processors with the same part number.

Important! If upgrading processor speed, update the system ROM before installing the processor.

To remove the processor:

1. Power down the server.
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Place the tower server on its side.
4. Remove the access panel.
5. Remove the large redundant fan air baffle, if installed.
6. Remove the heat sink.
7. Open the processor locking lever and the processor socket retaining bracket.
8. Align the processor installation tool over the processor with the locking lever graphic correctly oriented.
9. Press in on the release tabs on the side of the tool and lower it onto the processor.
10. With the processor in place, release the tabs to firmly grasp the processor into the mouth of the tool.
11. Lift the processor straight up and out of the socket.
12. To help ensure that the processor remains in the tool, carefully rotate the tool, and then push in and release the tabs to secure the processor in the tool.

Processor replacement

To replace a processor:

Caution! Failure to completely open the processor locking lever prevents the processor from seating during installation, leading to hardware damage.

1. Insert the processor into the processor installation tool. Handle the processor by the edges only, and do not touch the bottom of the processor, especially the contact area.**Caution! Ensure that the alignment pins on the tool are aligned with the cutouts on the processor. If the processor is not inserted correctly, it may be destroyed.Important! Be sure the processor remains inside the processor installation tool.**
2. Align the processor installation tool with the socket, and then install the processor.
3. Press the tabs on the processor installation tool to separate it from the processor, and then remove the tool.

4. Close the processor socket retaining bracket and the processor locking lever.**Caution! Be sure to close the processor socket retaining bracket before closing the processor locking lever. The lever should close without resistance. Forcing the lever closed can damage the processor and socket, requiring system board replacement.**
5. Clean the old thermal grease from the heat sink with the alcohol swab. Allow the alcohol to evaporate before continuing.
6. Apply thermal grease in an pattern of five big dots on the surface of the processor.

System Board

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002895en_us&noframe

System board removal

To remove the system board:

1. Power down the server.
2. Do one of the following:
   - Extend the server from the rack.
   - Remove the tower front bezel.
3. Place the tower server on its side.
4. Remove the access panel.
5. Disconnect all cables connected to the system board
6. Remove all expansion boards.
7. Remove the large redundant fan air baffle, if installed.
8. Remove the DIMM baffles.
9. Remove all fans.
.0. Remove all DIMMs.
.1. Remove the heat sink.
.2. Remove the processor from the failed system board.
.3. Loosen the two system board thumbscrews.

4. Using the system board tray handles, slide the tray forward and remove the failed system board.

System board replacement

To replace the system board:

1. Install the spare system board in the server before installing the processor.
2. Prepare the processor socket on the spare system board:
   a. Open the processor retaining latch and the processor socket retaining bracket.
   b. Remove the processor socket protective cover.
3. Install the processor socket cover onto the processor socket of the failed system board.
4. Install the processor on the spare system board.
5. Install the heat sink.
6. Install all components removed from the failed system board.
7. Install the access panel.
8. Do one of the following:
   - Install and lock the bezel.
   - Slide the server back into the rack.
9. Power up the server.

Note: After you replace the system board, you must re-enter the server serial number and the product ID.

Power Supply Backplane

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002896en_us&noframe

Power supply backplane removal

To remove the power supply backplane:

1. Power down the server.
2. Remove the power supplies

3. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
4. Remove the access panel.
5. Remove the large redundant fan air baffle, if installed.
6. Remove the DIMM baffles.
7. Remove all fans.
8. Remove all expansion boards.
9. Remove the system board.
10. Disconnect the cables from the power supply backplane.
11. Disconnect the cables from the hard drive backplane and the DVD hard drive.
12. Remove the power supply backplane by lifting up on the release latch and sliding the power supply backplane to the side and lifting up.

Power supply backplane replacement

To replace the power supply backplane, reverse the removal procedure.

LED I/O Bezel

https://support.hpe.com/hpesc/public/videoDisplay?videoId=vpsg00002897en_us&noframe

LED I/O bezel removal

To remove the LED I/O:

1. Power down the server.
2. Do one of the following:
    - Extend the server from the rack.
    - Remove the tower front bezel.
3. Remove the access panel.

4. Disconnect the LED power cable.
5. Press the release tab and gently push the LED bezel from the front of the chasis.

LED I/O bezel replacement

To replace the LED I/O bezel reverse the removal procedure.