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PC Service Information

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Service Hints & Tips

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IBM PS/2 - System will not start POST

Symptom:
Note:
>   This tip is to be used only in unusual situations where routine problem determinations methods have failed. Consideration should be given to the customer's situation and the customer's environment. This procedure might be better utilised in a "service shop" type environment.

POST will not run. The monitor screen is blank. There is no audible or visual signals. Multiple FRU replacements, including the system board, have failed to fix this "dead system". At this point, all HMM (Hardware Maintenance Manual) service procedures and "Undetermined Problem" steps should have already been taken. The following procedure has proven effective in isolating "dead system" problems that have not been resolved by the established service procedures:- "Bread-board*" the system, using the following procedure:-
1. Remove the system board, power supply, base memory, diskette drive and cable, etc. from the system unit cabinet.
2. Reassemble the basic system outside the cabinet, on a non-conductive surface, using care to prevent the individual parts from coming into contact (shorting against each other).

Note:
>   1. Do not place a system board on top of the ESD mat or the foam which is used to pack FRU parts. The ESD mat is conductive. Some foam (pink & black) used to pack FRUs is treated with a conductive agent to protect the parts from ESD (Electrostatic Discharge).
>   2. Cardboard, linoleum or a tile floor is acceptable to support the system board. (Be aware, the bottom side of a system board may scratch wooden office furniture, and some "black" cardboard may be conductive!).

3. Turn on the system power and observe the system for signs of POST activity (cursor on monitor, memory count, activity lights flashing, or audible sound).
a. If the system POST runs correctly, inspect the interior of the cabinet or anything that might be touching the backside of the system board. Look for bent ESD/RFI shields, loose foreign objects, screws, or even tiny slivers of conductive paint near crew heads.
b. If the system still fails to run POST, escalation of problem through the hardware support structure is recommended.

The advantage of this process is:
1. It provides visibility to areas that are not easily seen inside the cabinet.
2. It allows easy access to all the functional system parts.

Note:
>   1. It is presumed that all optional adapters have been removed from the system during this process and the system is at a minimum configuration to run POST and provide audible and visual indications of system activity.

2. * "Bread-boarding" is a term which refers to the assembly of an electronic device without a cabinet or other enclosure. This procedure is routine during the development of a product to prove that a given design is functional.

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SAS KEYWORDS:
PSY2                PSVP               BREAD             BOARD
D/T8535             D/T8540            D/T8543           D/T8551
D/T8554             D/T8550            D/T8555           D/T8556
D/T8557             D/T8573            D/T8560           D/T8565
D/T8570             D/T9576            D/T8640           D/T9590
D/T8580             D/T8590            D/T8595           D/T9585
D/T9577             D/T9556            D/T9557           D/T9595
D/T9533             D/T6384            D/T6381           D/T6382
D/T6387             D/T2603            D/T2614           D/T2615
D/T2618             D/T9552            D/T9545           D/T2521
D/T6384             PS/VALUEPOINT      D/T8590           D/T8595
D/T9595             D/T9585            D/T8525           D/T8530
SERVER              300
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Machine Type	**8530, 8535, 8540, 8550, 8555, 8556, 8557, 8560, 8565, 8570, 8573, 8580, 8590, 8595, 9533, 9553, 9556, 9557, 9576, 9577, 9590, 9595**
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