



Service Maintenance Manual

STARION 200i/300i PC Family

EK-A0851-SV. A01

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Revision History

| <i>Revision of</i> | <i>Date</i> | <i>Description of change</i> |
|--------------------|-------------|--|
| EK-A0851-SV | | First release of the Service Manintenance Manual describing the STARION 200i/300i series computer. |

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Preface

The Digital STARION 200i/300i PC Family Service Maintenance Manual is a troubleshooting guide that can be used for reference when servicing the STARION 200i/300i line of PC's.

Digital Equipment Corporation reserves the right to make changes to the Digital STARION 200i/300i series without notice. Accordingly, the diagrams and procedures in this document may not apply to the computer(s) you are servicing since many of the diagnostic tests are designed to test more than one product.



CAUTION

Digital recommends that only A+ certified engineers attempt to repair this equipment. All troubleshooting and repair procedures are detailed to support subassembly/module level exchange. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard. Any indications of component replacement or printed wiring board modifications may void warranty or exchange allowances.

Chapter 1

Product Description

Product Introduction

The Digital STARION 200i/300i computers are high-performance, multi-media, personal computers featuring the latest in computing technology. They can be used as stand-alone computers, as clients, or as servers in a network environment. Developed using the following state-of-the-art technology, these computers are the most value packed full-profile desktop computers in their class.

- ◆ **Microprocessor**
 - ◇ 75 Mhz Pentium
- ◆ **System Memory**
 - ◇ 8MB System RAM, expandable to 128MB
- ◆ **Onboard Video**
 - ◇ S3 Trio 32 technology to take full advantage of the computer's CPU
- ◆ **CD-ROM Reader**
 - ◇ Double-speed CD-ROM reader with industry-standard IDE/ATAPI interface and audio capability.
- ◆ **Fax/Modem/Sound Card**

Sophisticated fax/data/voice modem and 16-bit FM synthesis sound card. Some features of this card are:

- ◇ 14,400 bps internal fax/modem
- ◇ Error correction and data compression (V.42bis/MNP-5)
- ◇ Fax capability directly from Microsoft® Windows™ 3.1 applications
- ◇ Digital telephone answering Device
- ◇ 16-bit stereo recording at 11 kHz, 22 kHz and 44 kHz sampling
- ◇ 16-bit stereo playback at 8 kHz to 44 kHz sampling rates
- ◇ Supports Windows Sound System

◇ Support Sound Blaster™ and Sound Blaster Pro™ sound standards



Product Models Information

STARION 200i/300i Models

| <i>Product</i> | <i>Model</i> | <i>Memory</i> | <i>HDD</i> | <i>Cache</i> | <i>CD-ROM</i> |
|----------------|--------------|---------------|------------|--------------|---------------|
| STARION 200i | FR-901AA-A4 | 8MB | 540MB | None | Dual-Speed |
| STARION 300i | FR-901AA-A5 | 8MB | 840MB | None | Dual-Speed |

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Chapter 2 System Utilities & Configuration

System Utilities

This chapter describes how to use the utilities and video drivers supplied with the STARION 200i/300i computer. These utilities and drivers have been factory installed on the hard disk drive. You may use the video utilities to change video graphics settings of the monitor. Additional video drivers, utility programs and device drivers have also been factory installed as image files on the hard disk drive. This chapter also describes PHLASH.EXE, which is not supplied with the computer. This utility is available only via bulletin board distribution to customers needing BIOS upgrades.

Before Using System Utilities and Video Drivers

When unfamiliar with utility programs, video drivers and their uses, carefully read and understand this chapter before attempting to use any of the utilities or to install video drivers.

Using Utilities & Video Drivers

The system utilities and video drivers enable to take full advantage of the computers enhanced video features. Use the following information to reset the video mode of the monitor, or to load MS-DOS application drivers when using various non-Windows CAD or business software.

NOTE If this is the first time using these utility programs and/or video drivers, it is recommended to follow the procedures in the order given.

- 1) Turn on or reboot the computer. If POST detects an error, refer to *chapter 4, "Troubleshooting"* for possible causes and suggested solutions.
- 2) If necessary, run PHLASH.EXE to upgrade or restore the computer's BIOS.

- 3) Install any applicable DOS or CAD application video drivers. Additional information about these drivers is provided later in this chapter.
- 4) Install any Windows 3.x video drivers. Additional information about these drivers is provided later in this chapter.

PHLASH .EXE

All computers have BIOS software in a read-only, non-volatile memory (ROM) chip. This BIOS initializes hardware and boots the operating system when the computer is turned on. The BIOS also provides access to other services such as keyboard and disk drives.

STARION Desktop PC computers are equipped with flash memory. This means that the computer's BIOS simply can be restored by running the PHLASH.EXE utility. The computer's BIOS can be upgraded to future releases by running PHLASH.EXE along with any flash BIOS update diskette if necessary.

Before Using PHLASH.EXE

A crisis recovery diskette should be created before PHLASH.EXE is used to upgrade the computer's BIOS. This diskette can then be used to reprogram the computer's BIOS in case the flash process built into the computer fails.

The following are needed to create this diskette:

- ◆ A blank 3½-inch 1.44 MB formatted diskette
- ◆ A diskette copy of the BIOS upgrade diskette

NOTE PHLASH utilities are not shipped with STARION 200i/300i computers. However, they are available on the Digital Bulletin Board System.

Creating a Crisis Recovery Diskette

- 1) Turn on the computer and allow the POST to complete.
If POST detects an error, refer to *Chapter 4, "Troubleshooting"* to identify and determine how to correct the problem. After the problem has been resolved, restart the computer.
- 2) Insert the BIOS diskette into the diskette drive and enter: **A:DIR**
The entry should show that the following files are on the diskette:
MINIDOS.SYS
PHLASH.EXE
MAKEBOOT.EXE
MAKECRD.EXE
Note that there are some additional files as well. Refer to the README file on the diskette for additional information.
- 3) Create an upgrade directory on the hard disk drive. For example, if the hard disk drive is c:;>, enter at the DOS prompt: **C: MD UPGRADE**.
- 4) Copy the files from the BIOS diskette into the upgrade directory on the hard disk drive. For example, from the DOS prompt enter: **COPY A: \UPGRADE*. * C:\UPGRADE*. ***

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- 5) Insert a blank formatted diskette into drive A.

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- 6) On drive A, make a directory for the files previously copied. For example, from the DOS prompt enter:
A:MD UPGRADE.
- 7) Return to the hard disk drive and copy the files. From the DOS prompt, enter: *C:MAKECRD.*
The MAKECRD command prompts for a recovery diskette to be placed in drive A and then automatically copies the files to drive A.
- 8) Remove the crisis recovery diskette from drive A and store it in a safe place.

Using a Crisis Recovery Diskette

The crisis recovery diskette must be used only if the computer's BIOS fails or if a BIOS upgrade was unsuccessful.

If the computer's BIOS failed to flash properly or is corrupted in some way, the following sequence of events occurs:

- ◆ POST detects an error after a normal boot cycle or a BIOS upgrade. This message(s) appears on the monitor screen, indicating that the computer's BIOS did not flash properly or has failed.
- ◆ The BIOS in the bootblock memory automatically executes. The computer attempts to find the correct BIOS files to execute the correct boot cycle.
- ◆ The computer beeps several times. This means the computer cannot properly boot using the BIOS files that were just copied during the flash update.
- ◆ The computer accesses the diskette drive. The computer is searching for the crisis recovery diskette to restore the BIOS to its previous known state.

Restore the computer's BIOS to its previous known state by performing the following procedures:

- 1) Turn off the computer, remove the cover and set the recovery mode jumper (**J10**) to Recovery Mode (jumpered).
- 2) Replace the cover, insert the crisis recovery diskette into drive A and then power on the computer.
- 3) The computer automatically boots from drive A and upgrades the BIOS. Upon completion, the computer sounds a beep code and attempts to restart.
- 4) After the BIOS is restarted, turn off power to the computer and remove the crisis recovery diskette from drive A.
- 5) Remove the cover and set the recovery jumper (**J10**) to normal.
- 6) Replace the cover and turn the power back on for normal operation.

Upgrading the Computer's BIOS

Perform the following steps to update the computer's BIOS in the flash memory to a new updated one:

- 1) Locate or create a crisis recovery diskette (Do not use a crisis recovery diskette created on any other computer). Refer to "*Creating a Crisis Recovery Diskette*".
- 2) Insert the BIOS diskette in the diskette drive.
- 3) Turn on the computer and allow the POST to complete. The computer now boots from the BIOS diskette.

If POST detects an error, refer to *Chapter 4, "Troubleshooting"* to identify and determine how to correct the problem. After the problem has been resolved, restart the computer.

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- 4) At the MS-DOS prompt, type: *A:\UPGRADE\PHLASH*.
A screen appears on the monitor warning that the computer's BIOS is about to be erased.
- 5) Press **[Enter]** to continue. Press **[Esc]** to cancel.
If **[Enter]** is pressed, PHLASH.EXE automatically updates the computer's BIOS.
After the flashing process completes, the computer automatically reboots itself so changes immediately take effect.
- 6) Remove the BIOS diskette.

Utilities and Video Drivers

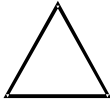
Setting High Resolution Mode for the Monitor Display

When purchasing a high resolution monitor, you might want to run the Galileo video setup utility supplied with the computer. Galileo is a Windows-based utility used to change video resolutions, color depths and refresh rates to match the capabilities of the monitor.

To use Galileo to change video resolution, perform the following steps:

- 1) From the Windows Program Manager, double click on the Control Panel icon.
- 2) Next, double click on the Galileo icon to display the video console.
- 3) Select the monitor resolution, color depth and refresh rate to match to the monitor's specifications.
- 4) Select "Switches" that apply to the CAD software package. Digital recommends to leave these set to the "Enabled" or "On" position when not sure about their functions.
- 5) Click "OK" to save the settings and exit the utility.

NOTE Video selections shaded gray are not valid choices due to the computer's maximum video memory or installed controller type.



CAUTION

Do not select a monitor type setting that exceeds the monitor's resolution, refresh rate (vertical synchronization) and interlace or non-interlace specifications. Refer to the monitor's support documentation for performance specifications.

Windows Video Drivers

The computer comes with the required Windows video display driver pre-installed at the factory. However, if the hard disk drive becomes corrupted, you might need to re-load the Windows video driver that has been provided on the Windows video driver diskette that is made using "Program Disks" and the "Driver Disks" tab from Digital Getting Started..

Before installing a video device driver, read the information in the README.TXT file provided on the diskette.

To re-load the Windows driver, perform the following steps:

- 1) Type **CD WINDOWS** at the C:\> prompt, then press **[Enter]**.
The following prompt appears: C:\WINDOWS>.
- 2) Type **SETUP** and press **[Enter]**.
The computer displays the SETUP screen.
- 3) Select the **Display** option and press **[Enter]**.
- 4) Toggle through the **Display** option to select the appropriate Windows 3.x driver.
- 5) Select the desired video resolution then press **[Enter]**.
- 6) If the appropriate video driver resides on a separate diskette, toggle through the **Display** option to select **Other** (Requires disk provided by hardware manufacturer).
- 7) Insert the diskette that contains the appropriate video driver and press **[Enter]**.
Select the desired video resolution then press **[Enter]**.
The MS-DOS prompt appears when SETUP completes.
- 8) Type **WIN** and press **[Enter]** to start Microsoft Windows.

MS-DOS Application Video Drivers

Various software drivers for popular MS-DOS based CAD and business applications have been provided on the "S3 TRIO 32 Video Drivers and Utilities" diskette that is made using the "Driver Disks" section of "Getting Started". When using an older non-Windows application such as ACAD or Lotus for DOS, loading one or more of these drivers may be necessary.

Before installing a video device driver, read and understand the information in any README.TXT file provided on the diskette.

Using the S3refrsh Utility

S3refrsh.EXE is an MS-DOS-based utility that works in conjunction with Galileo to set the video controller monitor resolution and refresh rates. This utility has been pre-installed and configured at the factory to meet most monitor resolution needs. In most cases using this utility is never needed and Galileo should only be used to select high resolution video modes. However, when Galileo cannot successfully be used to set the required monitor mode, run S3refrsh.EXE as follows:

- 1) At the C:\> prompt type: *S3refrsh.EXE* and then press **[Enter]**.
The S3refrsh utility screen appears.
The refresh options are shown on the left side and the corresponding resolutions are displayed on the top of the matrix.
- 2) Click on the desired boxes.
The "X" mark means that a selection is not valid. Selected refresh rates are defined by check marks.
- 3) Click on EXIT to set the new refresh rate.
The utility will then prompt when wishing to save the changes in the AUTOEXEC.BAT file.

CO/Session and Remote Support

The "System Utility and Remote Support" diskette supplied with STARION Desktop PC computers includes Triton's CO/Session Remote Communications Software. This software allows to remotely troubleshoot an improperly functioning computer via a telephone/modem connection. Proper use of this software might enable some computer problems to be corrected without requiring a further service call.

When the software is enabled, tasks can perform via telephone on the user's computer include:

- ◆ Editing system files such as AUTOEXEC.BAT, CONFIG.SYS and WIN.INI.
- ◆ Transmitting files, such as updated device drivers, to the remote PC.
- ◆ Relaying instructions to the user via a "chat mode" display.
- ◆ Printing information to the user's printer.

Consult appropriate documentation and training materials for information on using the Co/Session software.

BIOS Setup Utility

This chapter provides information on how to configure the computer using the BIOS Setup utility. If the computer was delivered with factory-installed software, it has already been configured.

When familiar with utility programs and their uses, refer to the appropriate sections in this chapter to set up or update the computer. Otherwise, carefully read this chapter before attempting to modify the computer's configuration settings.

Running the BIOS setup Utility

The BIOS Setup utility enables to select and permanently store information about the computer's hardware and software in the battery-backed memory of the CMOS RAM. This information takes effect each time the computer boots and can be changed each time setup is runned.

Use the BIOS Setup utility when experiencing problems with the hard disk or when reconfiguration of the computer is necessary. In addition, it might be necessary to use the BIOS Setup utility to modify the configuration after you add or remove hardware, or change computer settings.

To run the BIOS Setup utility, perform the following steps:

- 1) Turn on the computer and allow the POST to complete.
- 2) Make a note of any configuration errors listed and then press **[F2]** to display the main menu.
- 3) Follow the instructions on the monitor screen and any on-line help pop-up screens to configure the computer.

Updating The Computer's Configuration

The following sections list the BIOS Setup utility options that can be updated or modified using the following menu selections:

- ◆ Main — enables to set basic computer configuration options (time, date, video, etc.).
- ◆ Advanced — enables to set advanced features to increase computer performance (memory, COM ports, LPT port, etc.).
- ◆ Security — enables to set passwords and backup data reminders.
- ◆ Power — enables to set power saving options to conserve electricity and increase the life of the computer.
- ◆ Exit — enables to quit the current menu and save setup changes.

Helpful Hints

Below are some helpful hints when using the BIOS Setup utility:

- 1) Several keyboard function keys and numeric keypad keys are assigned to help select menus and sub-menus, options, changing option values and displaying help information. These keys are displayed at the bottom of the main menu and from the General Help pop-up screen.
- 2) Item-specific help is available anytime during the setup process and appears at the right of the setup screen each time an option is highlighted. This on-line help provides information about a highlighted option.
- 3) Select *“Save Changes & Exit”* to save all Setup values.
- 4) Select *“Discard Changes & Exit”* to exit Setup without recording any changes.
- 5) Select *“Get Default Values”* to set all Setup options to their default values.
- 6) Select *“Load Previous Changes”* to restore all CMOS values from the last session.
- 7) Select *“Save Changes”* to save all selections without exiting Setup.
- 8) Press **[Esc]** to exit the Setup utility.

BIOS Setup Utility Options

The following topics list the BIOS options that can be updated or modified by using the BIOS Setup utility, according to the various sub-menus under which they appear.

NOTE In some cases, options might be listed in a different order than they actually appear in the sub-menus.

Main Menu Options

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|--|---|---|
| System time | Current time | Displays the current time. |
| System date | Current date | Displays the current date. |
| Language | English | This field only displays the current language of the BIOS. |
| Diskette drive A / Diskette drive B | 1.44 MB, 3½ 2.88 MB, 3½ Not Installed 1.2 MB, 5¼ 720 KB, 3½ | Sets the size and density of diskette drives. |
| Video system | EGA / VGA CGA 80x25 Monochrome | Sets the video controller type. |
| System memory | Not user selectable | Displays the amount of base (conventional) memory each time the computer boots. |
| Extended memory | Not user selectable | Displays the amount of extended memory each time the computer boots. |

Hard Disk Options (IDE Adapter 0/1 Master/Slave)

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|----------------------------|------------------------|---|
| Autotype fixed disk | | Press [Enter] to detect and fill in the installed hard disk drive parameters in the remaining fields. |
| Type | None to 39 User | Selecting None to 39 automatically fills in the remaining fields in this menu. Selecting User allows the remaining fields to be filled in manually, using the installed hard disk drive's parameters. |
| Cylinders | 0 to 4095 | Displays the number of cylinders. |
| Heads | 1 to 64 | Displays the number of heads. |
| Sectors/track | 0 to 63 | Displays the number of sectors/track. |
| Landing Zone | 0 to 4095 | Displays the resting or park position of the heads when the HDD is inactive. |

| | | |
|--------------------------|-------------------|---|
| Write precomp | 0 to 4095 None | Displays the number of cylinders that have their write timing changed. |
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Hard Disk Options (IDE Adapter 0/1 Master/Slave) (continued)

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|-------------------------------|---|---|
| Multi-sector transfers | 2 sectors 4 sectors 8 sectors 16 sectors Auto Disabled | Determines the number of sectors per block for multiple sector transfers. <code>Auto</code> refers to the size the disk returns when queried. |
| LBA control mode | Disabled Enabled | Enabling LBA causes logical block addressing to be used instead of cylinders, heads and sectors. |
| 32 Bit I/O | Enabled Disabled | Enables or disables 32-Bit data transfer with the IDE HDD. If enabled, Read Ahead Mode is also enabled and cannot be changed by the user. |
| Transfer Mode | Standard Fast PIO1 Fast PIO2 Fast PIO3 | Selects the method to transfer data to and from the HDD. If autotype is used to identify the HDD, Setup automatically selects the optimum transfer mode. |
| Read Ahead Mode | Enabled Disabled | When enabled, the read ahead buffer in the local bus IDE controller increases HDD performance. <code>Enabled</code> is selected automatically if 32-Bit I/O is enabled. |

Memory and Cache

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|---------------------------|--|--|
| Internal cache | Enabled Disabled | Enables or disables the computer's internal cache. |
| External cache | Enabled Disabled | External cache is not present or upgradeable on STARION 200i/300i systems. |
| System BIOS shadow | Not user selectable, permanently set to Enabled. | The main logic board reserves an area of DRAM, called "shadow memory" for a copy of system BIOS ROM. This DRAM is write-protected and has the same addresses as the system BIOS ROM locations. When system BIOS ROM is shadowed, the ROM information is copied into an appropriate area in DRAM. This increases the computer's performance because the system BIOS instructions are in fast DRAM instead of ROM. |
| Cache system BIOS | Enabled Disabled | This option enables the system BIOS to be cached in the internal cache and external cache (if installed). This increases computer performance because BIOS instructions can be executed in cache instead of RAM. |

| | | |
|--------------------------|---------------------|---|
| Video BIOS shadow | Enabled Disabled | The main logic board reserves an area of DRAM, called "shadow Memory", for a copy of video BIOS ROM. This DRAM is write-protected and has the same addresses as the video BIOS ROM locations. When video BIOS ROM is shadowed, the ROM information is copied into an appropriate area in DRAM. This increases the computer's performance because the video BIOS instructions are in fast DRAM instead of ROM. For PCI VGA cards, video BIOS is always shadowed, regardless of this field's setting. |
|--------------------------|---------------------|---|

Memory and Cache (continued)

| Menu Fields | Settings | Comments |
|---|--|---|
| Cache video BIOS | Enabled Disabled | This option enables the video BIOS to be cached in the internal cache and external cache (if installed). This increases computer performance because video BIOS instructions can be executed in cache instead of RAM. |
| Shadow 16K at: C8000h CC000h D0000h D4000h D8000h DC000h | Enabled Disabled | Enables or disables shadowing of individual segments of ROM to increase computer performance. |
| AT bus space | Disabled F80000h, 0.5 MB F00000h, 1 MB | Memory hole not available; upper memory is contiguous. Sets the memory hole at address F80000 with 0.5 MB memory available. Sets the memory hole at address F00000 with 1 MB memory available. |
| Extended memory report | Compatibility Non-compatibility | Selects the BIOS report mechanism for memory amount. Select Compatibility when using a conventional operating system. Select Non-compatibility for extended memory above 64 MB under Windows NT v3.1. |

Boot Options

| Menu Fields | Settings | Comments |
|----------------------|--|--|
| Boot sequence | A: only A: then C: C: then A: C: only | Each time the computer boots, it will load the operating system from the sequence selected. |
| SETUP prompt | Enabled Disabled | Enables or disables the <F2> Setup prompt each time the computer boots. Selecting Disable only disables the prompt indicating when to press <F2> to enter Setup. Setup can still be entered by pressing <F2> before POST completes. |
| POST errors | Enabled Disabled | Enabling this option causes the computer to pause and display a setup entry or resume the boot prompt if an error occurs at boot. If this option is disabled, the computer will always attempt to boot regardless of a setup entry or error. |
| Floppy check | Enabled Disabled | Enabling this option causes the computer to verify the diskette type each time the computer boots. Disabling this option speeds up the boot process. |
| Quiet boot | Enabled Disabled | Enabled inhibits the display of POST messages and instead displays the Digital logo. Disabled allows the display of POST messages when booting. |

| | | |
|-----------------------|---------------------|---|
| Summary screen | Enabled Disabled | Enabling this option causes the computer to display configuration parameters (in the form of a summary screen) during boot. |
|-----------------------|---------------------|---|

Keyboard Features

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|-----------------------------------|--|--|
| Numlock | Auto On Off | Turns Numlock on or off each time the computer boots. |
| Key click | Disabled Enabled | Enables or disables the audible key click feature. |
| Keyboard auto-repeat rate | 2/sec 6/sec 10/sec 13.3/sec 18.5/sec 21.8/sec 26.7/sec 30/sec | Sets the number of times a second to repeat a keystroke while the key is held down. |
| Keyboard auto-repeat delay | 1/4 sec 1/2 sec 3/4 sec 1 sec | Sets the delay time after a key is held down before it begins to repeat a keystroke. |

Advanced Options

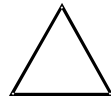
| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|-------------------------------|-----------------|---|
| Large disk access mode | DOS Other | Select DOS if MS-DOS is installed. Select Other if another operating system is installed. A large disk drive constitutes one that has more than 1024 cylinders, 16 heads, or 63 tracks per sector. |

Integrated Peripherals

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|---------------------------|--|--|
| Mouse port | Disabled Enabled | Enables or disables the mouse port. |
| Parallel port | Auto Disabled 3BC, IRQ 7 378, IRQ 7 278, IRQ 5 | Enables or disables the onboard port at the specified address. |
| Parallel port mode | Compatible Bi-directional | Sets the onboard parallel port mode. Standard printer connection. PS/2 compatible mode and able to receive data. |

Integrated Peripherals (continued)

| Menu Fields | Settings | Comments |
|--|--|---|
| Serial port 1 | Auto Disabled 3F8, IRQ 4 2F8, IRQ 3 3E8, IRQ 4 2E8, IRQ 3 | Enables or disables onboard serial port 1 at the specified address. Select Auto unless interrupts IRQ4 and/or IRQ3 are allocated as a computer resource. Two devices cannot share the same IRQ. Choosing Disable makes serial port 1 unusable. If Auto is selected, Setup configures COM1 to address = 3F8h and IRQ = 4. |
| Serial port 2 | Auto Disabled 3F8, IRQ 4 2F8, IRQ 3 3E8, IRQ 4 2E8, IRQ 3 | Enables or disables onboard serial port 2 at the specified address. Select Auto unless interrupts IRQ4 and/or IRQ3 are allocated as a computer resource. Two devices cannot share the same IRQ. Choosing Disable makes serial port 2 unusable. If Auto is selected, Setup configures COM2 to address = 2F8h and IRQ = 3. |
| Diskette controller | Enabled Disabled | Enables or disables the onboard diskette controller. |
| Exchange diskette drives | Disabled Enabled | Logically exchanges physical diskette drive designations. |
| Diskette write protection | Disabled Enabled | Enables or disables the selected diskette drive's write protect option. |
| IDE adapter 0 IDE adapter 1 | Enabled Disabled | Enables or disables the onboard IDE 0/1 controller. Note that both must be enabled for proper system operation. |

Advanced Chipset Control**CAUTION**

The following advanced chipset control options should normally stay at their default values. Change them only if necessary to correct specific operating problems or errors.

| Menu Fields | Settings | Comments |
|---------------------------------|--------------------------------|--|
| PCI Slot 1 Latency Timer | Default 08h - F8h | Select Default or a value from 08h to F8h to set the PCI device's latency timer. Default uses the PCI device's power on setting. |
| PCI Slot 2 Latency Timer | Default 08h - F8h | Select Default or a value from 08h to F8h to set the PCI device's latency timer. Default uses the PCI device's power on setting. |
| VGA palette snoop | Enabled Disabled Default | This option controls how VGA devices handle accesses to their palette areas. Enabling this option causes special palette behavior (a device must not respond to normal accesses). Disabling this option causes a device to treat palette accesses like any other device access. Enable VGA Palette Snoop when a second video adapter is connected to the feature connector of the installed VGA adapter for multi-media devices. |

| | | |
|------------------------------|---------------------|--|
| VGA feature connector | Enabled Disabled | |
|------------------------------|---------------------|--|



Advanced Chipset Control (continued)

| Menu Fields | Settings | Comments |
|------------------------|-----------------------------|---|
| Monitor type | Auto Mono Color | Set to Color or Mono if auto-detection fails. |
| Onboard VGA IRQ | Auto Enabled Disabled | |

Security Options

| Menu Fields | Settings | Comments |
|---------------------------------|-----------------------------------|---|
| Supervisor password is | Not user selectable | Indicates whether or not the supervisor's password is enabled or disabled. |
| User password is | Not user selectable | Indicates whether or not the user's password is enabled or disabled. |
| Set supervisor password | Press [Enter] | Allows a supervisor password to be set. The supervisor password must be set if a user password is to be used. When the supervisor later enters his or her password, all user selectable features are accessible. |
| Set user password | Press [Enter] | Allows a user password to be set. This password can be set only if a supervisor password is entered. When the user has entered his or her name but the supervisor is not logged in, only the following information is accessible: Supervisor password is Enabled. User password is Enabled. Set user password [press enter] to enter a user password. Password on boot Enabled/Disabled (whichever is in effect). This option is not allowed to change. Custom sign-on banner Enabled/Disabled (whichever is in effect). This option is not allowed to change. |
| Password on boot | Enabled Disabled | Enables or disables the enter password on boot option. |
| Custom sign-on banner is | Disabled (Not user selectable) | Indicates whether the custom sign-on banner is enabled or disabled. |
| Custom sign-on banner | | Press [Enter] to enter a custom sign-on banner that displays during POST. For example, the user might enter "Welcome to John's machine". Up to two lines of text, each containing up to 50 characters, can be entered. |

Security Options (continued)

| Menu Fields | Settings | Comments |
|-------------------------------|--|--|
| Diskette access | Supervisor User | Controls who has access to diskette drives. If Supervisor is selected, access to the diskette drive is limited to the supervisor, who must enter his or her password. If User is selected, the diskette drive can be accessed by entering either the supervisor or the user password. Whatever setting is chosen, it only becomes functional if both a Supervisor Password and a User Password have been set (when choosing User for the setting). |
| Fixed disk boot sector | Normal Write protect | Write protects the boot sector on the hard disk drive. |
| Network server | Enabled Disabled | This option keeps the computer from being accessed during network operation. |
| Keyboard quick lock | Enabled Disabled | When enabled, the keyboard will be quick locked. |
| System backup reminder | Disabled Daily Weekly Monthly | Enables or disables the system backup reminder message. |
| Virus check reminder | Disabled Daily Weekly Monthly | Enables or disables the virus check reminder message. |

Power Options

| Menu Fields | Settings | Comments |
|-----------------------------|---|---|
| Power management | Enabled Disabled | Enable this field to use any of the power management options. If this field is enabled and the other fields are disabled, only minimal power reduction is affected. |
| System standby timer | Disabled 1 min. 5 min. 10 min. 20 min. 30 min. | After a set period of computer inactivity, the BIOS places the computer in a standby state (medium power savings), that is when the Energy Star-compatible monitor and hard disk are set to a medium power-saving state. Any mouse or keyboard activity quickly returns the computer to operation. Disabling this option prevents this feature from operating. Power management must be enabled to use this option. |

| | | |
|---------------------------------|-----------|--|
| System suspend timer | Disabled | After a set period of computer inactivity, the BIOS places the computer in a suspend state (maximum power savings), that is, the Energy Star-compatible monitor, hard disk, CPU and fan are shut off. If a timer is set for the field, set Power Management to Enabled. Disabling this option prevents this feature from operating. Power management must be enabled to use this option. |
| | 1 hour | |
| | 1.5 hours | |
| | 2 hours | |
| | 3 hours | |
| | 6 hours | |
| 12 hours | | |

Power Options (continued)

| <i>Menu Fields</i> | <i>Settings</i> | <i>Comments</i> |
|----------------------------|---|---|
| Suspend Lock system | No Yes | When enabled, the system locks the keyboard and the mouse until the power-on password is entered. |
| Quick suspend | Disabled User-selected key sequence | Selects the key combination used to put the system in suspend mode. |



Chapter 3

Service Procedures

Safety Requirements

**WARNING**

Static electricity collects on non-conductors such as paper, cloth, or plastic. A static discharge can be damaging even though you often cannot see or feel it.

The following safety precautions must be observed to insure product and personal safety and prevent damage to circuit boards and/or components:

- ◆ Always wear an ESD wrist strap when handling ESD sensitive material and be sure it is properly connected.
- ◆ Keep circuit boards and components away from non-conductors.
- ◆ Keep clothing away from circuit boards and components.
- ◆ Keep circuit boards in anti-static bags.
- ◆ Be cautious when AC power is exposed when working on an assembly.
- ◆ Always use an ISOLATION TRANSFORMER when diagnosing terminals, monitors or power supplies when AC power is applied.
- ◆ Be cautious of very high voltage potentials when working with monitors.

There should be an approved insulating mat (for technician safety) in front of a workbench where monitors, terminals or power modules are being serviced when power is applied.

NOTE Do NOT wear ESD straps when working on terminals, monitors or power supplies when AC power is applied. This is to avoid the hazard of electrical shock.

Recommended Tools

The following tools are needed for servicing Digital PC systems. Note that test equipment must be in calibration.

- ◆ Multimeter (4 1/2 digit)
- ◆ A philips screwdriver
- ◆ An antistatic wrist strap

Other Materials Needed

Cleaning agent should be an all purpose cleaner that is used in-house.

Remedial Diagnostic Test Software

- ◆ **QAPLUS/fe** , PC Advanced Diagnostic Software, latest version.
Supplier information:
Diagsoft, Inc.
5615 Scotts Valley Drive, Suite 140
Scotts Valley, California 95066, U.S.A.
Voice: 1-408-438-8247
Fax: 1-408-438-7113
Internet: <http://www.diagsoft.com> (Diagsoft, Inc. homepage)

Recommended Virus Detection and Cleanup Software

- ◆ **F-PROT**, Virus Detection and Cleanup Software, latest version.
Supplier information:

North America, South America, Australia and New Zealand:
Command Software Systems Inc.
Tel: +1-407-575 3200
Fax: +1-407-575 3026

Most of Europe, Africa, Middle and Far East:
Data Fellows Ltd
Paivantaite 8
FIN-02210 ESPOO
FINLAND
tel: +358-0-478 444
fax: +358-0-478 44 599
e-mail: f-prot@datafellows.fi
Internet: <http://www.datafellows.fi> (Data Fellows Ltd. homepage)

ECO/FCO Information

BIOS version information

Refer to the Digital DECpc Bulletin Board Support (telephone number: **1- 508- 496- 8800**) for the latest information on BIOS upgrades.

NOTE This BBS is **NOT** a source for technical support. For advice, please call the Digital Equipment Service Representative: **1-800-354-9000**.

Unlocking and Removing the Cover



WARNING

You might injure yourself or damage the computer if you attempt to remove the cover before unplugging ac and monitor power cords.

The computer's cover must be removed prior to install any hardware option.

To remove the cover:

- 1) Unlock cover.
- 2) Lift both side locks out, then turn towards front of computer to release cover from chassis.
- 3) Carefully slide cover toward front of chassis until it clears lip of front bezel.
- 4) Carefully lift cover from chassis.

Unlocking and Removing the Cover (continued)

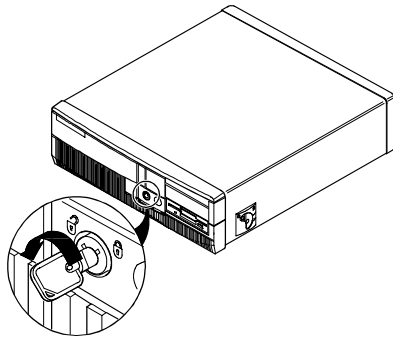


Figure 3 - 1 Unlocking the Cover

DEC00529-2

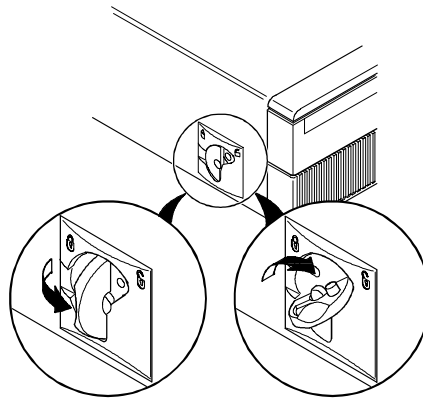


Figure 3 - 2 Release Cover

DEC00530-1

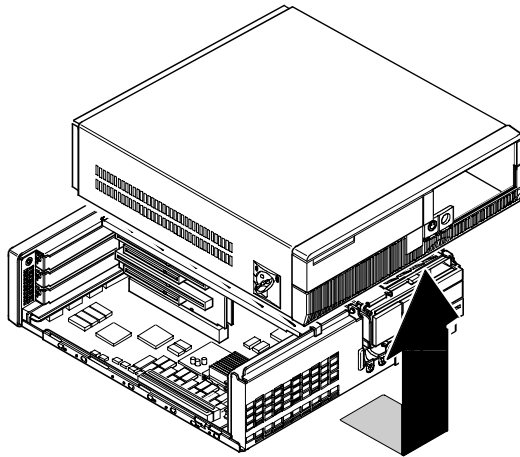
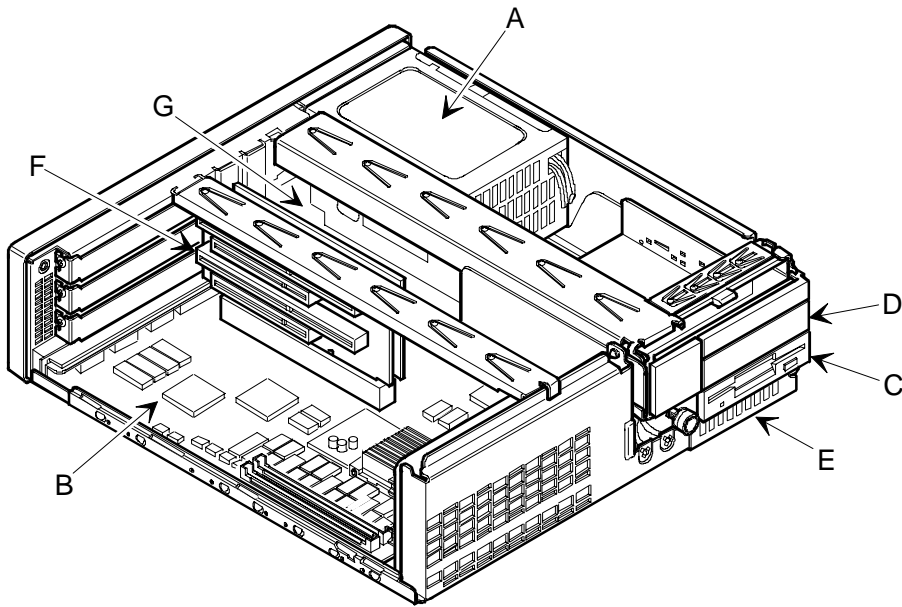


Figure 3 - 3 Removing the Cover

DEC00531-1

Computer Components

| <i>Legend</i> | <i>Description</i> |
|---------------|---|
| A | Power supply |
| B | Main logic board |
| C | 3½-inch diskette drive |
| D | CD-ROM drive |
| E | Front internal drive bay |
| F | Riser card; supports up to three expansion boards: 2 PCI and 1 ISA or 2 ISA and 1 PCI |
| G | Rear internal drive bay (under power supply) |



STARION 200i 300i

Figure 3 - 4 Computer Components

Expansion Slots

The STARION 200i/300i Desktop PC riser card contains four slots for installing:

- ◆ Two ISA expansion boards and one PCI expansion board or
- ◆ One ISA expansion board and two PCI expansion boards

The computer's ISA expansion slots support industry-standard full-length 16-bit expansion boards. The PCI slots support 32-bit PCI local bus expansion boards, one half-length and one full-length. Refer to the legend for more specific information.

The computer automatically assigns the necessary resources to any installed Plug and Play-compatible expansion board so it operates at maximum performance. When planning on installing non-Plug and Play expansion boards, setting jumpers on the board based on the computer resources already allocated might be necessary.

NOTE Only one expansion board can reside in slot J2 and J3 at any one time. These slots share the middle expansion slot opening at the rear panel; thus, a maximum of three expansion boards can be supported at any time

| <i>Expansion Slot</i> | <i>Slot Type</i> | <i>Rear Panel Location</i> |
|-----------------------|-------------------|--|
| J4 | ISA (full-length) | Uses the top expansion slot |
| J3 | ISA (full-length) | Uses the middle expansion slot. Designated as a shared slot with PCI slot J2 |
| J2 | PCI (full-length) | Uses the middle expansion slot. Designated as a shared slot with ISA slot J3 |
| J1 | PCI (half-length) | Uses the bottom expansion slot |

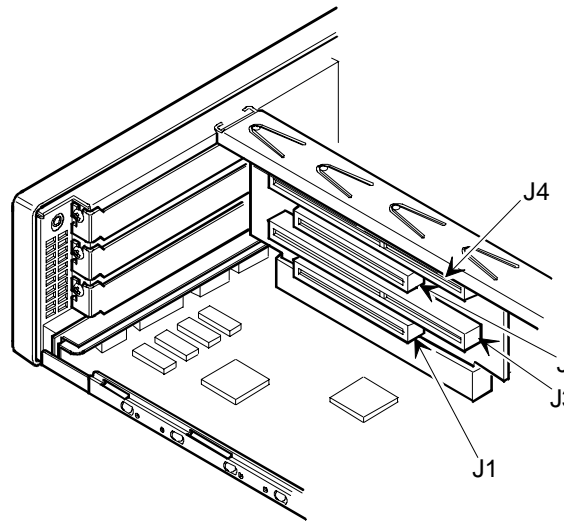


Figure 3 - 5 Expansion Slots

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Main Logic Board Jumpers

Jumper pins allow to set specific computer parameters. They are set by changing the pin location of jumper blocks. Note that the square pin of each jumper block is pin 1. A jumper block is a small plastic-encased conductor (shorting plug) that slips over the pins. To change a jumper setting, remove the jumper from its current location. Place the jumper over the two pins designated for the desired setting. Press the jumper evenly onto the pins. Be careful not to bend the pins.



CAUTION

Do not touch any electronic component unless you are safely grounded. Wear a grounded wrist strap or touch an exposed metal part of the system box chassis. A static discharge from your fingers can result in permanent damage to electronic components.

Main Logic Board Jumper Settings

Factory default settings are listed in *bold Italics*.

| Feature | Description | Setting |
|------------------------|---------------------------|--|
| CPU clock | 75 MHz | J22, open J21, open |
| | 90 MHz | J22, open J21, jumpered |
| | 100 MHz | J22, jumpered J21, jumpered |
| CPU core/bus frequency | 3/2 | J27, open |
| | 2/1 | J27, jumpered |
| Recovery mode | Normal | J10, open |
| | Recovery mode | J10, jumpered |
| Password clear | Normal mode | J11, open |
| | Password clear (MFG test) | J11, jumpered |
| CMOS clear | Normal | J16, pins 1 and 2 jumpered |
| | Discharge | J16, pins 2 and 3 jumpered |

Main Logic Board Jumper Locations

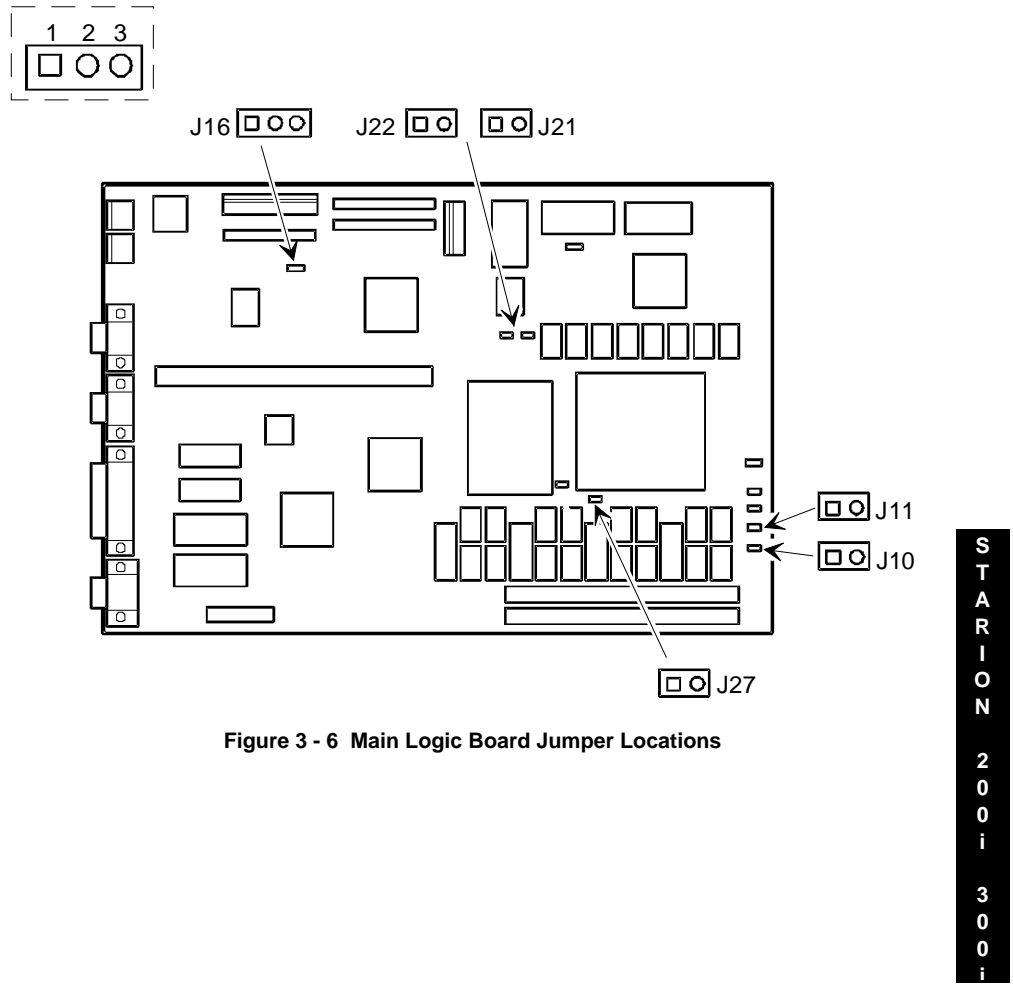


Figure 3 - 6 Main Logic Board Jumper Locations

Computer Memory Configurations

Adding more memory allows the computer to run larger, more complicated software and to run it faster. The computer comes with 8 MB of memory hardwired to the main logic board. Additional memory can be installed, to a maximum of 128 MB, using the two SIMM sockets on the main logic board.

When adding SIMMs, be sure to:

- ◆ Install 32-bit SIMMs having an access time of 70 ns or less. Supported SIMM sizes: 4 MB, 8 MB, 16 MB, 32 MB or 64 MB.
- ◆ For improved performance, STARION Desktop PC computers are designed with interleaved memory. This feature requires to populate both sockets. Ensure that the SIMM in each socket is the same type, size and speed. Therefore, a 4-MB SIMM in Bank 0 requires a 4 MB SIMM in Bank 1.

Memory Configurations

| <i>Onboard</i> | <i>Bank 0</i> | <i>Bank 1</i> | <i>Total</i> |
|----------------|---------------|---------------|---------------|
| 8 MB | | | 8 MB |
| 8 MB | 4 MB | 4 MB | 16 MB |
| 8 MB | 8 MB | 8 MB | 24 MB |
| 8 MB | 16 MB | 16 MB | 40 MB |
| 8 MB | 32 MB | 32 MB | 72 MB |
| Disabled | 64 MB | 64 MB | 128 MB |

SIMM Sockets Locations

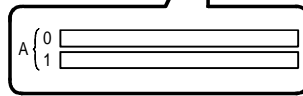
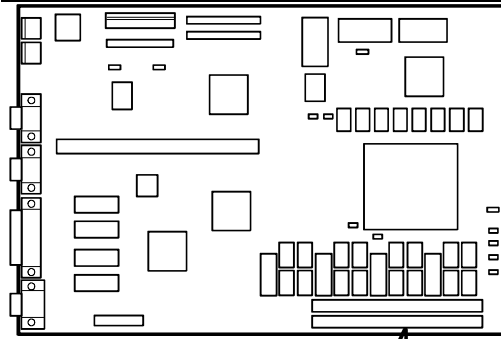


Figure 3 - 7 SIMM Socket Locations

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Part Removal and Replacement

Opening the Device Bay & Power Supply Subassembly

The device bay & power supply subassembly has to be opened in order to install, remove and/or connect certain components and peripheral devices.

To open the subassembly:

- 1) Turn off the computer.
- 2) Disconnect external devices, ac power and monitor power.
- 3) Unlock and remove cover.
- 4) Pull tab (A) toward front of computer to release subassembly.
- 5) Lift up on subassembly and *lock in place*.

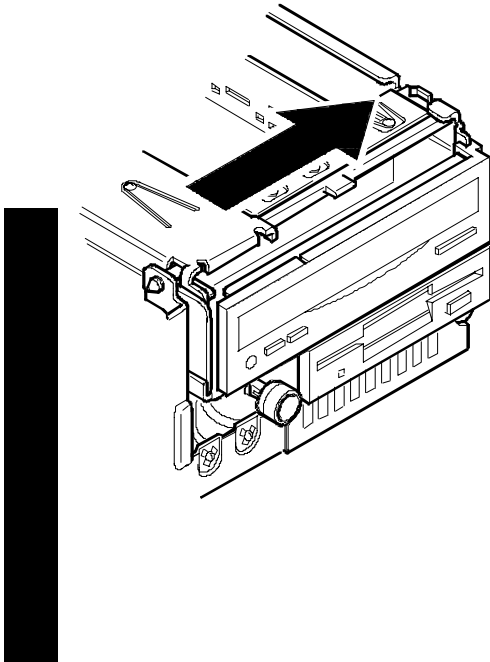
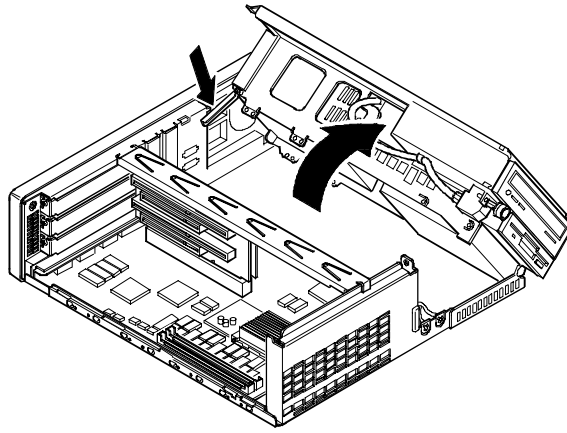


Figure 3 - 8 Release Front Locking Mechanism

Figure 3 - 9 Opening the Device Bay & Power Supply Subassembly



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Removing the 3½-Inch Diskette Drive

To remove the 3½-inch diskette drive:

- 1) Turn off the computer.
- 2) Disconnect external devices, ac power and monitor power.
- 3) Unlock and remove cover.
- 4) Remove two screws securing the right side of diskette drive to chassis.
- 5) Open the device bay & power supply subassembly. Refer to “*Opening the Device Bay & Power Supply Subassembly*”.
- 6) Disconnect power and ribbon cables.
- 7) Remove two screws securing the right side for SL models and left side for FP models of diskette drive to chassis.
- 8) Slide the diskette drive out of the front of the chassis.

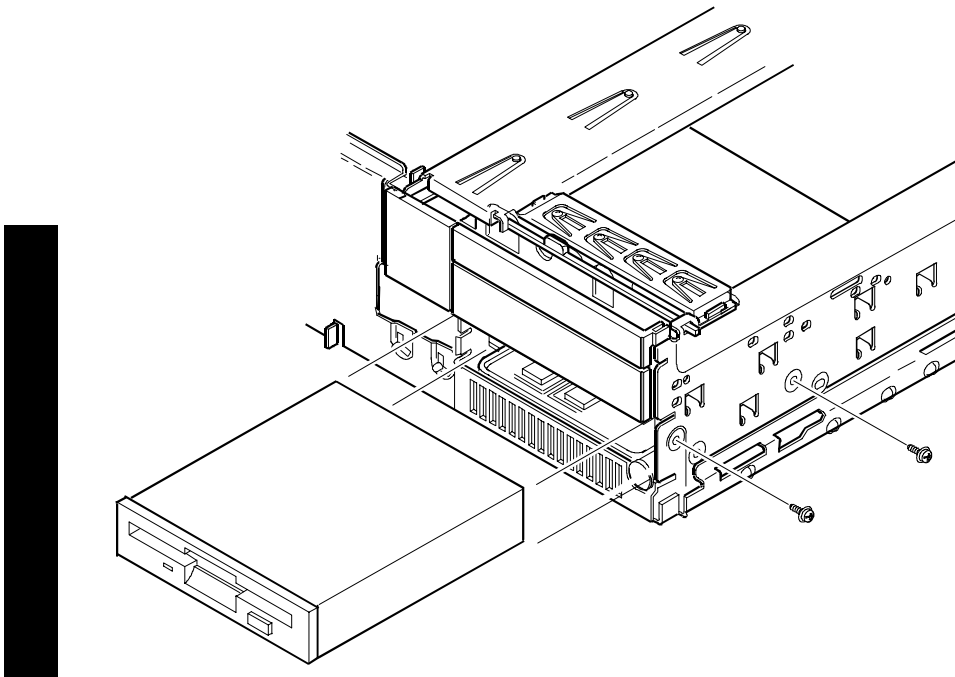


Figure 3 - 10 Removing the 3½-Inch Diskette Drive

Removing the Main Logic Board

To remove the main logic board:

- 1) Turn off the computer.
- 2) Disconnect external devices, ac power and monitor power.
- 3) Unlock and remove cover.
- 4) Remove all connectors.
- 5) Remove all expansion boards.
- 6) Remove the riser card and bracket.
- 7) Remove screws and lift the board out.

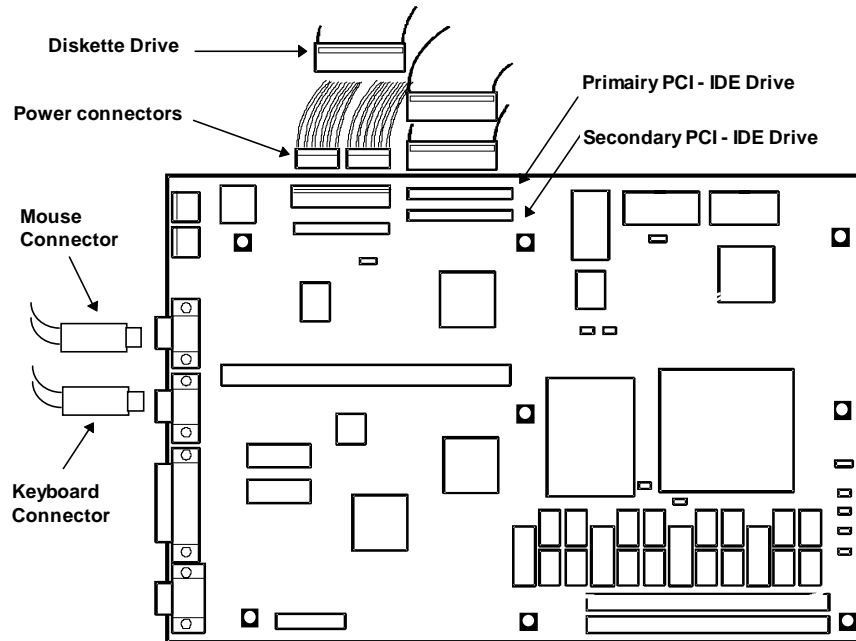


Figure 3 - 11 Removing the Main Logic Board

STARION
200i
300i

Removing the Power Supply

To remove the power supply:

- 1) Perform the steps necessary to open the device bay and power supply subassembly.
- 2) Remove power supply, IDE and diskette cabling from main logic board noting their proper orientation.
- 3) While holding the device bay and power supply subassembly, carefully release the rear latch.
- 4) Carefully slide entire subassembly away from chassis and place upside down on antistatic surface.
- 5) Loosen two screws securing power on/off switch to chassis.
- 6) Remove screws securing power supply to chassis.
- 7) Remove power supply and power on/off switch from the subassembly.

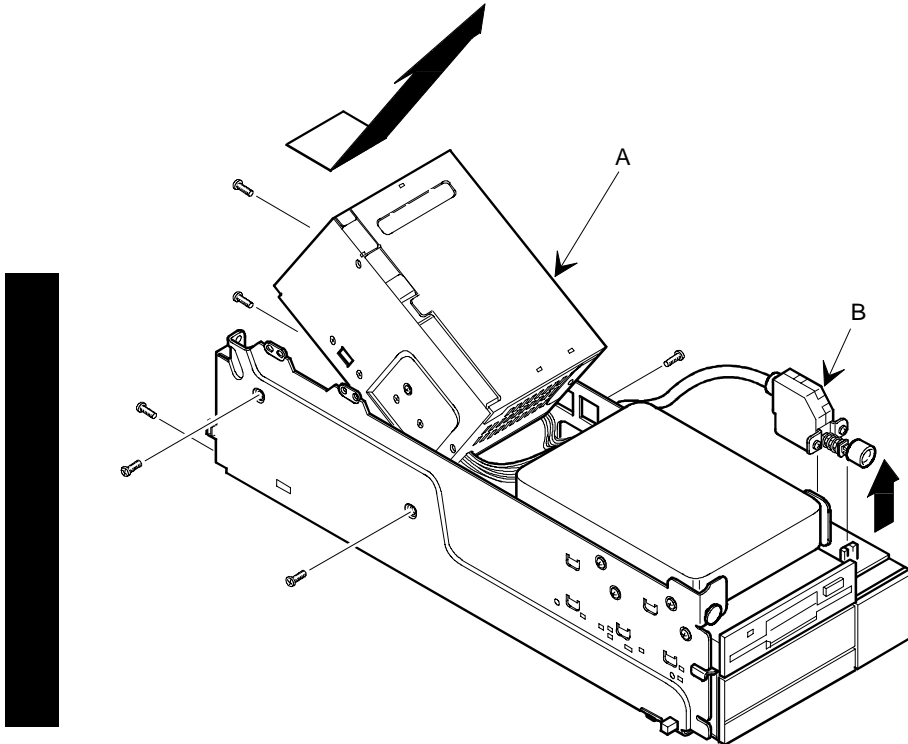
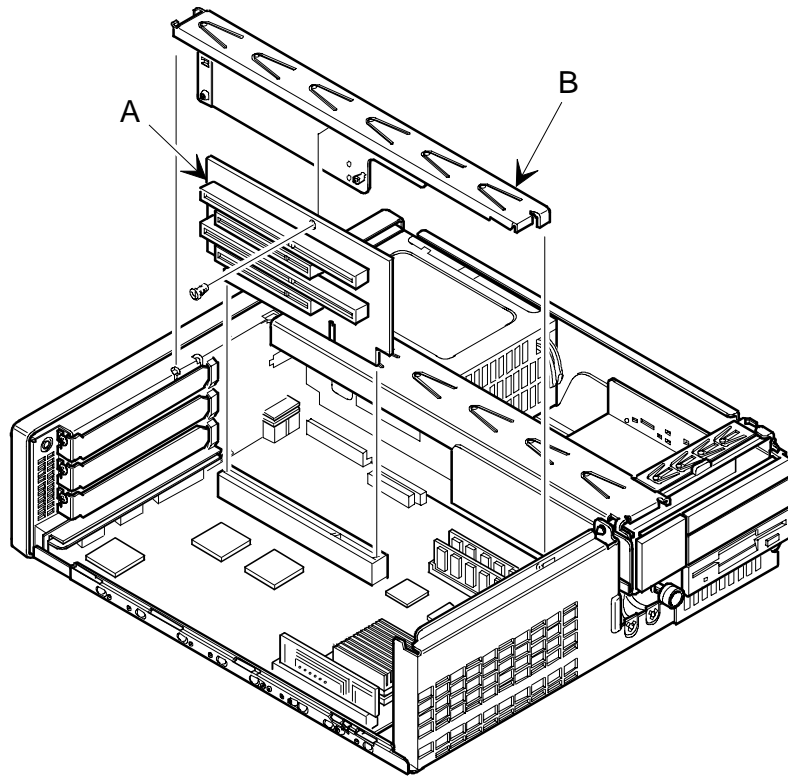


Figure 3 - 11 Removing the on Power Supply

Removing the Riser Card & Bracket

To remove the riser card and bracket:

- 1) Turn off the computer.
- 2) Disconnect external devices, ac power and monitor power.
- 3) Unlock and remove cover.
- 4) Remove all expansion boards.
- 5) Carefully lift riser card and bracket from computer.



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Figure 3 - 12 Removing the Riser Card & Bracket

Removing Expansion Boards

To remove an expansion board:

- 1) Turn off the computer.
- 2) Disconnect external devices, ac power and monitor power.
- 3) Unlock and remove cover.
- 4) Remove screw from metal filler plate.
- 5) Gently pull board outward.

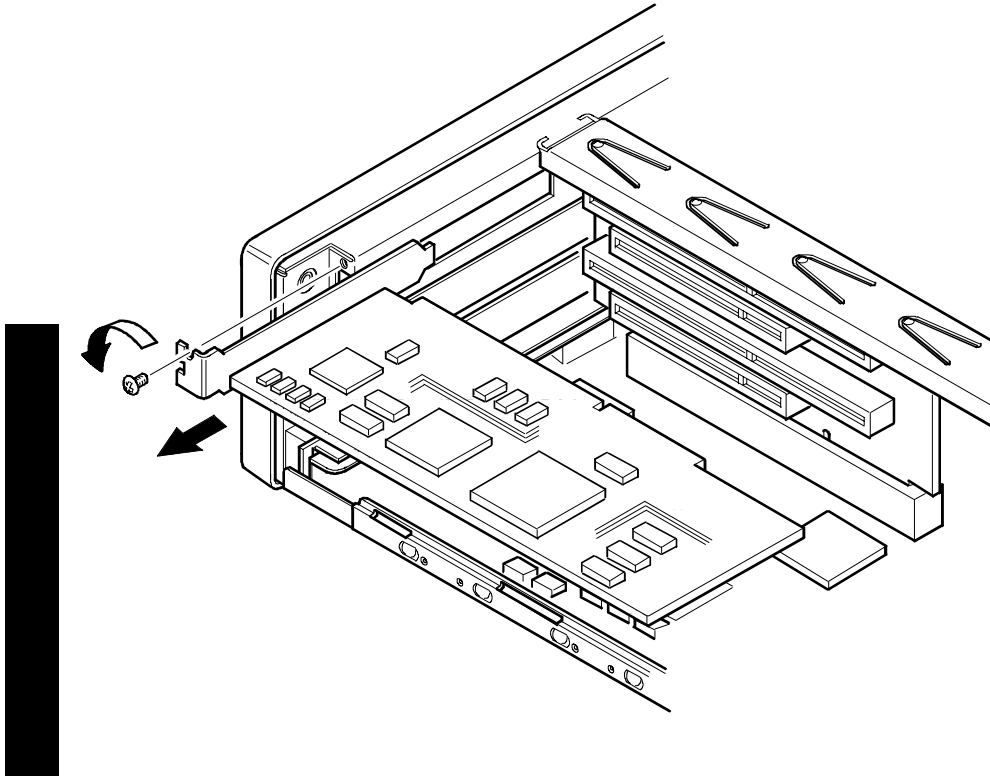


Figure 3 - 13 Removing Expansion Boards

Removing a 3½-Inch Mass Storage Device (Internal Drive Bay)

The following procedures describe how to remove a 3½-inch mass storage device into the Slimline internal device bay:

- 1) Open the device bay and power supply subassembly.
- 2) Remove power supply, IDE and diskette cabling from main logic board noting their proper orientation.
- 3) While holding the device bay and power supply subassembly, carefully release rear latch.
- 4) Carefully slide entire subassembly away from chassis and place upside down on antistatic surface.
- 5) Remove screws securing the 3½-inch mass storage device on the bottom-rear device bay.
- 6) Remove the 3½-inch mass storage device from the bottom-rear device bay.

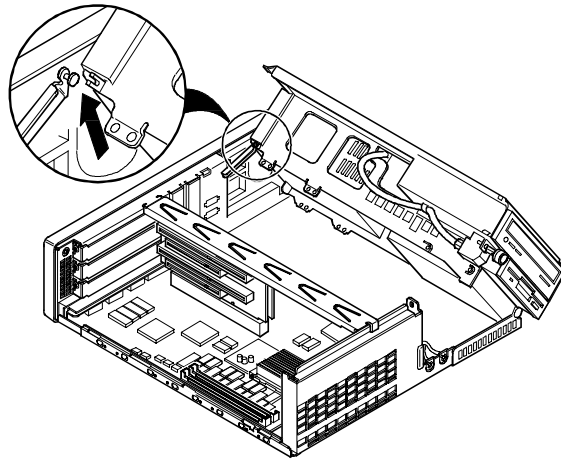


Figure 3 - 14 Open power supply subassembly

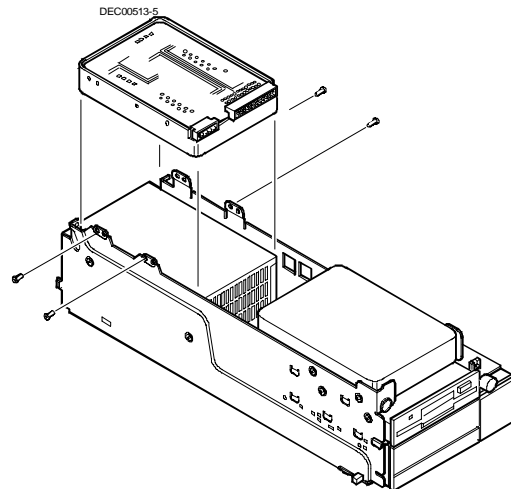


Figure 3 - 15 Removing the 3.5-Inch Device

STARION
200i
300i

Installation Procedures

Installing a Higher Performance CPU.

The STARION 200i/300i main logic board is equipped with a Pentium processor installed in a ZIF socket.

To install a higher performance CPU:

- 1) Turn off the computer, is connect external devices, ac power and monitor power.
- 2) Unlock and remove cover.
- 3) Lift up on lever to release old CPU.
- 4) Remove old CPU.
- 5) Install new CPU.
- 6) Make sure pin 1 on CPU (notched corner) is aligned with pin 1 on ZIF socket (designation A on Figure 3 - 16).
- 7) Return release lever to its original position and then set all appropriate CPU jumpers. Refer to "*Main Logic Board Jumper Settings*".
- 8) Replace and lock cover, connect external devices and restore power.

NOTE The installed higher-performance CPU might require a different voltage regulator than the one currently installed. Check the contents of the CPU kit for a voltage regulator. If it is necessary to change the voltage regulator, refer to "*Installing the CPU Voltage Regulator*".

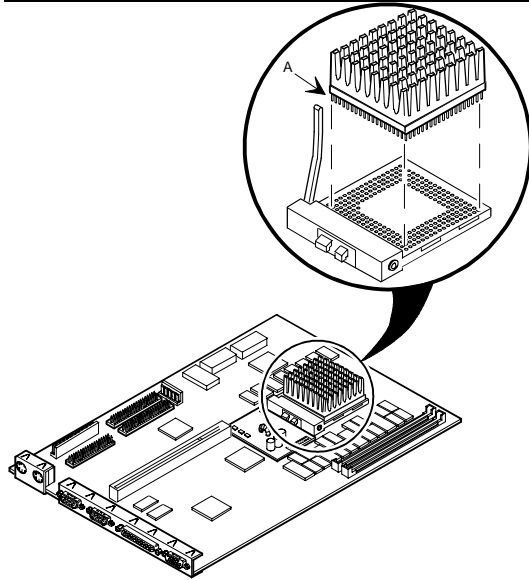


Figure 3 - 16 Installing a Higher Performance CPU

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Installing the CPU Voltage Regulator

The STARION Desktop PC computer's CPU requires a separate voltage regulator in order to operate correctly. If a new CPU is installed, a new voltage regulator might also be required. If this is the case, the new voltage regulator will be included in the CPU upgrade kit.

To install the voltage regulator:

- 1) Turn off the computer, disconnect external devices, ac power and monitor power.
- 2) Unlock and remove cover.
- 3) Carefully pinch the harpoon ends on the plastic standoffs and remove the voltage regulator.
- 4) Install new voltage regulator.
Make sure socket on voltage regulator is aligned with pins on main logic board connector.
- 5) Align standoffs with holes in voltage regulator circuit card and carefully press down on voltage regulator until socket is fully seated and standoffs have secured circuit card.
- 6) Replace and lock cover, connect external devices and restore power.

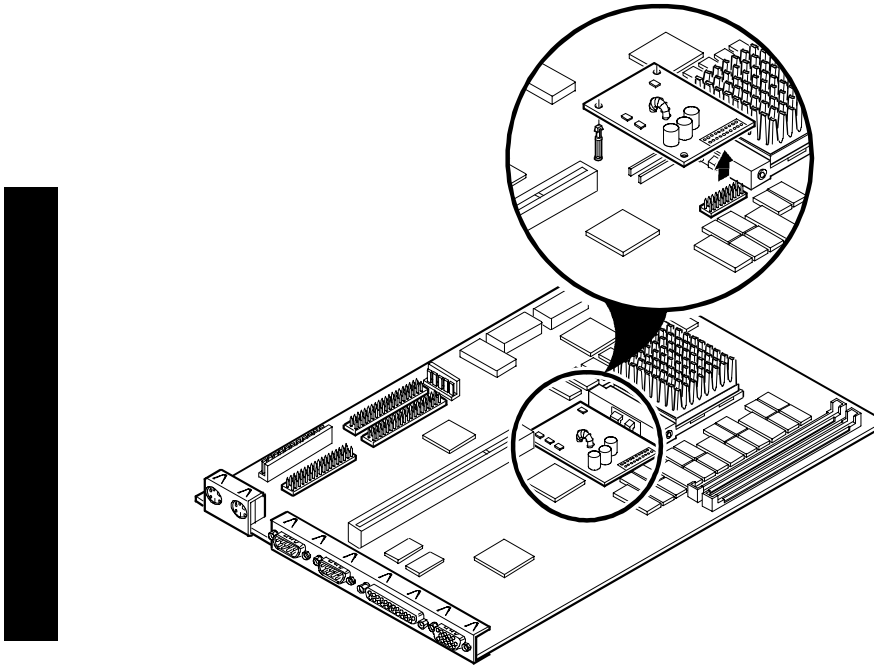


Figure 3 - 17 Installing the CPU Voltage Regulator

Replacement Procedures

Replacing the Real-Time Clock (RTC)

The STARION Desktop PC computer RTC integrates a battery with the computer clock and retains any setup information when it is turned off. If the computer ever fails to retain the correct date, time, or configuration settings when it is turned on, the computer's RTC must be replaced.

To replace the RTC, perform the following:

- ◆ Record computer configuration settings using the BIOS Setup utility.
- ◆ Turn off the computer, disconnect external devices, ac power and monitor power.
- ◆ Unlock and remove cover.
- ◆ Carefully extract old RTC from socket.
- ◆ Install new RTC.
- ◆ Replace and lock the cover, connect external devices and restore power.
- ◆ Run BIOS Setup utility to reconfigure computer using recorded configuration settings from step 1. Refer to "*BIOS Setup Utility*".

**CAUTION**

**Make sure pin 1 on RTC is correctly aligned with location on socket (Figure 3 - 18, A).
Incorrect installation can cause faulty computer operation.**

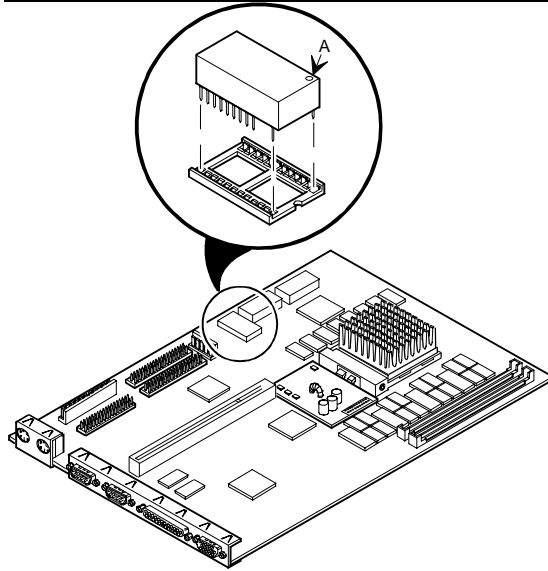


Figure 3 - 18 Replacing the Real Time Clock



Connecting Diskette and IDE Devices

To connect diskette drives, perform the following:

- 1) Open the device bay and power supply subassembly.
- 2) Connect supplied ribbon cable to appropriate device.

NOTE If only one IDE device is installed, make sure to use the ribbon cable connector furthest from the main logic board connector. Also, when having IDE drives installed in both internal drive bays, make sure that the ribbon cable has no twists between the two IDE drives.

Make sure cable is connected with correct orientation. Most cables and sockets are keyed so they cannot be connected backwards. If the cable or device is not keyed, pin 1 of cable has to be connected to pin 1 of device's socket.

Pin 1 of cable is on edge with colored stripe. Pin 1 of device's socket should be marked with a number or symbol at one end of socket or with a number or symbol printed on circuit board near one end of socket. If necessary, refer to the device's documentation for pin 1 orientation.

- 3) Connect appropriate power cable to device.
 - 4) Close device bay and subassembly.
 - 5) Replace and lock the cover.
 - 6) Connect external devices and restore power.
 - 7) Run BIOS Setup utility to configure computer.
- Refer to BIOS Setup Utility.

Connecting Diskette Drives

| Legend | Diskette Drive Component |
|---------------|--|
| A | Power supply |
| B | Power connections |
| C | Diskette drive connections |
| D | Main logic board diskette drive connection |
| E | Diskette drives |

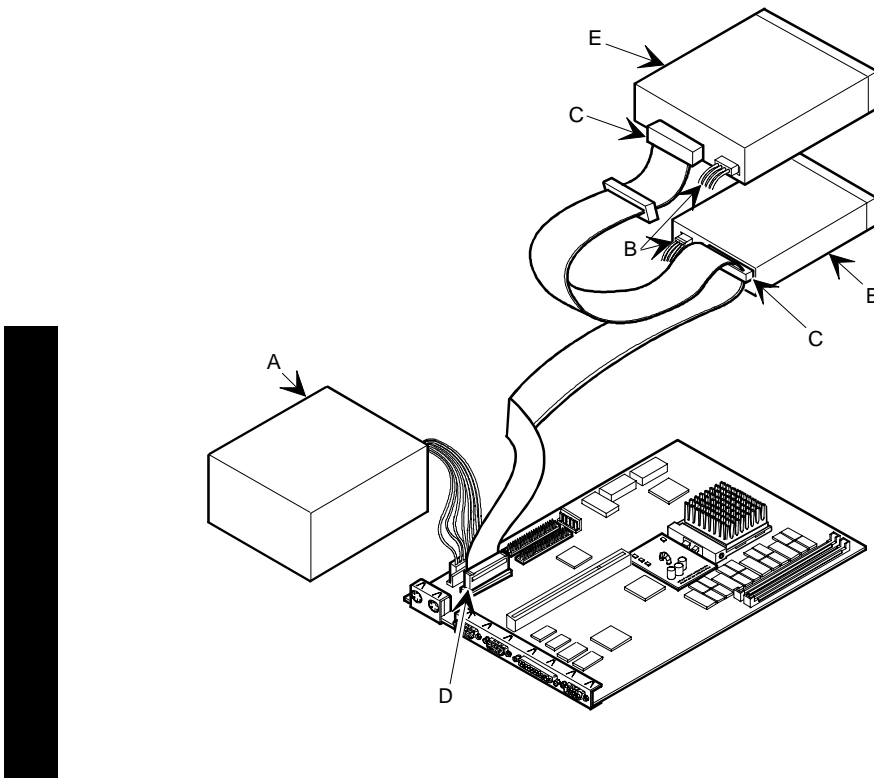
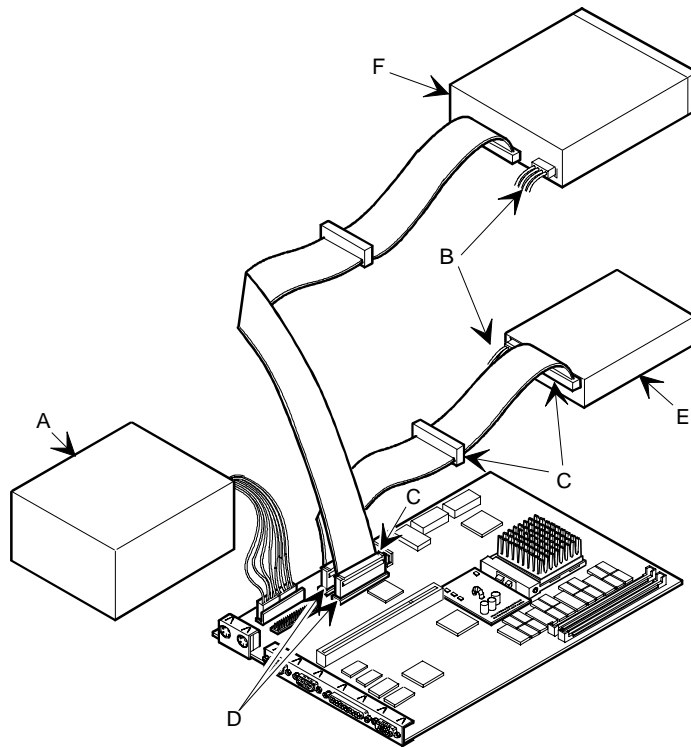


Figure 3 - 19 Diskette Drive Data Cable Connections

Connecting IDE Devices

| Legend | IDE Device Component |
|---------------|--|
| A | Power supply |
| B | Power connections |
| C | IDE hard disk drive connections |
| D | Main logic board IDE drive connections |
| E | IDE hard disk drive |
| F | IDE CD-ROM drive |



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Figure 3 - 20 IDE Drive Data Cable Connections

Chapter 4

Troubleshooting

The following pages provide initial troubleshooting procedures and tables listing specific problems, possible causes and recommended actions to take if the computer fails after it is configured or after optional hardware or software is installed.

Refer to the documentation supplied with additional options when experiencing problems with specific installed options.

Initial Troubleshooting

Follow these general procedures to troubleshoot the STARION 200i/300i computers:

- ◆ Press [Ctrl] + [Alt] + [Del]. If the computer fails to boot, turn it off, wait until all hard disk drives spin down completely and then turn it back on.
- ◆ If the POST detects an error, refer to this chapter and take the appropriate steps to correct the problem. After the problem has been resolved, restart the computer.
- ◆ Run the BIOS Setup utility.
- ◆ Make sure all necessary changes have been made to the CONFIG.SYS and AUTOEXEC.BAT files.
- ◆ Make sure all necessary video, printer and application device drivers are properly installed.
- ◆ Ensure that all cables and connections are secure.
- ◆ Run the *QAPLUS/fe* advanced diagnostic software.
- ◆ If these steps do not identify and/or correct the problem, perform the specific troubleshooting procedures appropriate to the circumstances.

NOTE If you need to return a failed component, pack it in its original container and return it to Digital for service.

Fill in the appropriate fields of the Part Exchange Form with the relevant error information!!

Beep Codes

When POST finds an error and cannot display a message, the computer's speaker emits a series of beeps to indicate the error. For example, video failure or configuration error is indicated by a 1 - 2 beep code (a burst of three beeps , one long beep followed by two short beeps).

The following table lists other fatal error and their associated beep codes.

Each code represents the number of short beeps that are grouped together.

Fatal errors (errors that lock up the computer) are generally the result of a failed main logic board or some other add-on component (SIMM, BIOS, computer battery, etc.).

| Beep Code | Error Message |
|------------------|--------------------------------|
| 2-2-3 | BIOS ROM checksum |
| 3-1-1 | Test DRAM refresh |
| 3-1-3 | Test keyboard controller |
| 3-4-1 | Test 512K base address lines |
| 3-4-3 | Test 512K base memory |
| 2-1-2-3 | Check ROM copyright notice |
| 2-2-3-1 | Test for unexpected interrupts |

POST and Boot Messages

The POST displays messages to alert to errors in hardware, software and firmware or to provide operating information about the computer.

Each time the POST displays a message on the screen, the computer's speaker beeps twice. If an error occurs before the monitor is initialized, specific beep codes sound to alert to a problem. The following table lists a general grouping of system messages. In addition, each message is accompanied by text describing the message and in most cases, a recommended solution to the problem.

NOTE *Italics* indicate variable parts of a message such as memory addresses, hexadecimal values and so on. These messages can differ at each occurrence.

POST and Boot Error Messages

| Message | Problem | Solution |
|--|---|--|
| Diskette drive A error, Diskette drive B error | Diskette drive has failed. | Run the BIOS Setup utility. Check all connections. If the problem persists, replace the defective diskette drive and/or drive cable. |
| Extended RAM Failed at offset: nnnn | Extended memory failed or configured incorrectly. | Make sure SIMMs are installed correctly (Refer to "Installing SIMMs"). If the problem persists, replace defective SIMMs. Run the BIOS Setup utility and restore all settings to original values. |
| Failing Bits: nnnn | nnnn is a map of the bits at the RAM address which failed the memory test. | Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the defective memory. |
| Fixed Disk 0 Failure Fixed Disk 1 Failure Fixed Disk Controller failure | Hard disk drive and/or controller failed. | Run the BIOS Setup utility. Check all connections. If the problem persists, replace the defective hard disk drive and/or controller. |
| Incorrect Drive A type - run SETUP Incorrect Drive B type - run SETUP | Diskette drive A and/or B not correctly identified in the BIOS Setup utility. | Run the BIOS Setup utility and properly identify diskette drive A and/or B. |
| Invalid NVRAM media type | NVRAM access failed. | Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the defective component. |

| | | |
|--|--|--|
| <p>Keyboard controller error Keyboard error Keyboard locked - Unlock key switch</p> | <p>Keyboard and/or keyboard controller failed.</p> | <p>Check the keyboard connection. If the connection is secure, the keyboard or keyboard controller might have failed. If the problem persists, replace the defective keyboard and/or controller.</p> |
|--|--|--|



POST and Boot Error Messages (continued)

| Message | Problem | Solution |
|--|---|---|
| Monitor type does not match CMOS - Run SETUP | Monitor type has been incorrectly specified. | Run the BIOS Setup utility and set the correct monitor type. |
| Operating system not found | The operating system cannot be found on drive A or drive C. | Run the BIOS Setup utility and correctly identify drive A or drive C. Correctly install the operating system. Refer to the supplied operating system documentation. |
| Press <F1> to resume, <F2> to Setup | This message appears after any recoverable error message. | Press <F1> to reboot or <F2> to enter the BIOS Setup utility to make any necessary changes. |
| Real time clock error | Real-time clock failed BIOS test. | Replace real-time clock and then run the BIOS Setup utility to restore previous configuration information. |
| System cache error - Cache disabled | RAM cache failed. | Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the defective cache memory. |
| System CMOS checksum bad - run SETUP | Battery/real-time clock failed. | Correct the address conflict using the BIOS Setup utility. If the problem persists, replace the battery/real-time clock. |
| System RAM failed at offset: nnnn | System RAM failed. | Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the defective memory. |
| System timer error | The computer's timer test failed. | Run the BIOS Setup utility and restore all settings to original values. If the problem persists, replace the defective component. |
| Shadow RAM Failed at offset: nnnn | Shadow RAM failed. | Run the BIOS Setup utility and disable failed shadow memory region. |
| System battery is dead - Replace and run SETUP | Battery/real-time clock failed. | Replace the battery and then run the BIOS Setup utility to restore previous configuration information. |

POST and Boot Informational Messages

| <i>Message</i> | <i>Description</i> |
|--|---|
| nnnn Cache SRAM Passed | Where nnnn is the amount of computer cache (in kilobytes) that tested successfully. |
| Entering SETUP | BIOS Setup utility runs. |
| Extended RAM Passed | Where nnnn is the amount of extended memory (in kilobytes) that tested successfully. |
| nnnn Shadow RAM passed | Where nnnn is the amount of shadow RAM (in kilobytes) that tested successfully. |
| System BIOS shadowed | This indicates that the computer's BIOS was successfully copied to shadow RAM. |
| nnnn System RAM passed | Where nnnn is the amount of system RAM (in kilobytes) that tested successfully. |
| UMB upper limit segment address: nnnn | Displays the address of the upper limit of UMB. This indicates the released segments of the BIOS that can be reclaimed by a virtual memory manager. |
| Video BIOS shadowed | This indicates that the computer's video BIOS was successfully copied to shadow RAM. |

Computer Troubleshooting

| <i>Problem</i> | <i>Possible Cause</i> | <i>Action</i> |
|--|---|---|
| No response when the computer is turned on | Main logic board failure. | Replace main logic board. |
| | Main logic board jumpers incorrectly set. | Set all appropriate jumpers (Refer to " <i>Main logic board jumpers</i> "). |
| | CPU has failed. | Replace CPU. |
| Power is on, but there is no screen display | Brightness and contrast controls are not correctly set. | Adjust the brightness and contrast controls. |
| | The monitor-off timer has shut the monitor off. | Press [Shift] to reactivate monitor. |
| | Monitor cable is incorrectly installed. | Check all monitor connections. |
| | Incorrect VGA drivers installed. | Install the correct VGA drivers. Refer to " <i>Utilities & Video Drivers</i> ". |
| | Video controller has failed. | Replace the video controller. |

Computer Troubleshooting (continued)

| Problem | Possible Cause | Action |
|--|---|--|
| Computer operates incorrectly after installing optional expansion board | Expansion board installed incorrectly. | Remove expansion board and reinstall. |
| | Did not run ICU to configure expansion board before installation. | Run the ICU to properly configure expansion board and then reboot the computer. Refer to the supplied ICU documentation. |
| | Expansion board has failed. | Remove expansion board and reboot. If computer boots without errors, replace expansion board. |
| Computer operates incorrectly after installing optional SIMMs | SIMMs installed incorrectly. | Remove SIMMs and reinstall. |
| | Did not rerun BIOS Setup utility. | Rerun BIOS Setup utility. |
| | BIOS Setup utility changes not saved before exiting. | Rerun BIOS Setup utility and save changes. |
| Computer operates incorrectly after installing optional external cache module | External cache module installed incorrectly. | Remove external cache module and reinstall. |
| | External cache module has failed. | Replace external cache module. |
| | Computer battery has failed. | Replace computer battery. |

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Computer Troubleshooting (continued)

| <i>Problem</i> | <i>Possible Cause</i> | <i>Action</i> |
|---|---|---|
| Computer does not boot from an IDE hard disk drive | Operating system software is not installed on the IDE hard disk drive. | Install the appropriate operating system. |
| | IDE hard disk drive is not correctly formatted or the requested partition does not exist. | Format the IDE hard disk drive or partition the IDE hard disk drive using the supplied operating system software. Install software on the requested partition. |
| | There is no software on the requested partition. | Refer to the supplied IDE hard disk drive kit installation instructions. |
| | IDE hard disk drive jumpers incorrectly set. | Run the BIOS Setup utility to identify the correct drive type. |
| | IDE drive type incorrect. | Secure all cable connections. |
| | Loose cables. | Run the BIOS Setup utility and set the IDE controller option to "Enabled". |
| | Onboard IDE interface disabled. | Connect the boot disk to the inner IDE connector on the main logic board. |
| | IDE hard disk is connected to the wrong IDE connector. | Run appropriate software to detect and remove viruses (F-PROT). |
| | There might be a boot sector virus. | For DOS, boot from a DOS diskette then enter the following commands: c: cd\dos fdisk/mbr. |
| | Hard disk boot sector is missing. | |

| | | |
|--|---|--|
| Computer does not recognize an internal or external SCSI device | SCSI device jumpers incorrectly set. | Refer to the supplied SCSI device kit installation instructions. |
| | SCSI cable not terminated. | Terminate each end of the SCSI bus. |
| | SCSI device not plugged in. | Check power and SCSI cables. |
| | Terminating resistors not removed from the SCSI device. | Remove terminating resistors. |
| | SCSI adapter failure. | Replace SCSI adapter. |
| | SCSI ID conflicts. | Set SCSI IDs correct. |

Computer Troubleshooting (continued)

| Problem | Possible Cause | Action |
|---|---|--|
| Computer does not boot from an internal SCSI hard disk drive | Operating system software is not installed on the SCSI hard disk drive. | Install the appropriate operating system on the SCSI hard disk drive. |
| | Requested partition does not exist. | Partition the SCSI hard disk drive and then reload the operating software. |
| | Computer not configured for SCSI hard disk drive operation. | Run the BIOS Setup utility and set the IDE controller option to "Disabled". This disables the IDE interface. NOTE: When having both IDE and SCSI hard disk drives installed, the computer uses the IDE hard disk drive as the boot device. |
| Computer does not boot from a target diskette drive | Drive ID incorrectly set. | Make sure the drive ID is correctly set. |
| | Diskette drive not enabled. | Run the BIOS Setup utility to enable the diskette drive. |
| | Diskette boot option disabled. | Run the BIOS Setup utility and set and set the proper boot sequence. |
| | Onboard diskette controller disabled. | Run the BIOS Setup utility and set the diskette controller option to "Enabled". |
| No response to keyboard commands | Diskette does not contain start-up files. | Insert a diskette with the correct start-up files. |
| | Keyboard is password protected. | Enter the keyboard password. |
| No response to mouse commands | Keyboard is connected to the mouse port. | Power down the computer and connect the keyboard to the keyboard port. |
| | Mouse is password protected. | Enter the keyboard and mouse password. |
| | Mouse is connected to the keyboard port. | Power down the computer and connect the mouse to the mouse port. |
| | Mouse driver not installed. | Install the appropriate mouse driver. |

Disk Drive Troubleshooting

| Problem | Possible Cause | Action |
|--|---|---|
| IDE/SCSI hard disk drive cannot read or write information | Incorrect disk drive jumper settings. | Refer to the supplied kit installation instructions. |
| | Loose or incorrectly installed cables. | Make sure all cables are correctly installed. |
| | IDE drive type incorrect. | Run the BIOS Setup utility to identify the correct drive type. |
| | Onboard IDE interface disabled. | Run the BIOS Setup utility and set the IDE controller option to "Enabled". |
| | IDE/SCSI hard disk drive is not correctly formatted or partitioned. | Format and partition as required using the supplied operating system. |
| Target diskette drive cannot read or write information | Onboard diskette controller disabled. | Run the BIOS Setup utility and set the diskette controller to "Enabled". |
| | Diskette write protection is enabled. | Run the BIOS Setup utility and set the diskette write protection to "Disabled". |

Monitor Troubleshooting

| Problem | Possible Cause | Action |
|---|---|--|
| Monitor power indicator is not on | Monitor is turned off. | Turn on the monitor. |
| | Power indicator is defective. | Replace the failed component. |
| No screen display | Configuration error. | Run the BIOS SETUP UTILITY to configure the computer for VGA operation. Set the jumper for VGA operation. Refer to "Main Logic Board Jumpers". |
| | Monitor brightness and contrast controls are incorrectly set. | Adjust the monitor brightness and contrast controls. |
| No monitor display while loading Windows video drivers | Monitor type incorrectly set. | Set the correct monitor type. Refer to appropriate video driver documentation. |

Monitor Troubleshooting (continued)

| <i>Problem</i> | <i>Possible Cause</i> | <i>Action</i> |
|--|---|---|
| Distorted, rolling/or flickering screen display-or wrong/uneven color | Monitor incorrectly adjusted. | Adjust accordingly. |
| | Monitor signal cable incorrectly installed. | Straighten any bent connector pins and then reconnect. |
| Color monitor displaying monochrome | Computer was turned on before the monitor was turned on. | Turn off the computer, turn on the monitor, then turn the computer back on. |
| | Video jumper incorrectly set. | Set the jumper for VGA operation. |
| Monitor fails to switch to high-resolution mode | Appropriate high-resolution video drivers are not installed or incorrectly installed. | Correctly install all appropriate high-resolution video drivers. Refer to the documentation supplied with the monitor and/or video drivers. |
| Monitor display not centered while loading Windows video drivers | Monitor type incorrectly set. | Set the correct monitor type Refer to appropriate video driver documentation. |

CD-ROM Troubleshooting

| <i>Problem</i> | <i>Possible Cause</i> | <i>Action</i> |
|--|--|--|
| Cannot access the CD-ROM drive. Error message reading drive X | Device drivers not installed. | Install correct device drivers. |
| | Disc is dirty or damaged. | Carefully clean the disc using appropriate materials Also try another disc. |
| Power is on but indicator shows no activity | No disc in the CD-ROM drive. | Insert a disc. |
| | Cables are loose or incorrectly connected. | Properly connect all cables. |

QAPlus/FE Error Messages

| Component | Messages | Solution |
|-----------------------------------|--|---|
| CPU | Arithmetic Function Failed General Functions Failed Exception Interrupt in Protected Mode Refresh Failure Logic Functions Failed | Reset CPU Replace CPU |
| Hard disk | Butterfly Cylinder Access Test Failed Cylinder 0 Errors Random Cylinder Access Failed Linear Cylinder Access Failed | Low-level format hard disk Replace disk |
| Hard drive/ controller | Controller Diagnostic Test Failed Questionable Controller Card Hard drives failed | Run Setup, Check connections Reset controller, Replace controller Replace disk |
| Floppy diskette | Media Mismatch Drive Not Ready Write Protected Media Unformatted Media | Use known good diskette Check size and density of diskette Close drive door Remove write protection Format diskette |
| Floppy drive | Floppy Drives Failed | Check connections, Replace drive |
| Battery/clock | Clock Stopped Invalid Date RTC Interrupt Failed | Run Setup Replace battery/clock |
| CMOS | CMOS Clock Test Failed | Change time from Setup menu in QAPLUS |
| Serial port | COM port failed Serial Chip Error Serial Compare Error Serial Timeout Error | Check COM device Check connections Replace COM device Replace COM device |
| Video adapter | Video Failed Error in Video Buffer | Replace video adapter Replace video adapter |

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Chapter 5

Device Mapping

This section provides a series of tables listing mapping and address information related to computer memory and various main logic board devices (keyboard controller, interrupt controller, DMA controller, etc.).

The computer's memory and address locations are allocated at the factory to operate within a standard PC environment. However, due to the number of optional devices and/or expansion boards that are available, sometimes memory and address locations need to be changed. For example, some network expansion boards require a specific memory location. If that location is already allocated, a memory conflict results and the expansion board will not operate as expected. Note that some memory, I/O and interrupt locations can be changed using the BIOS Setup utility.



CAUTION

Before changing any memory or address location, refer to the documentation supplied with the optional device, expansion board, or software application and make sure adequate information is available.

CPU Memory Address Map (Full Range)

| <i>Range</i> | <i>Function</i> | <i>Notes</i> |
|--------------------------------|-----------------|--|
| 0 KB to 640 KB | main memory | PC compatibility range |
| 640 KB to 1024 KB (1MB) | main memory | PC compatibility range. ISA memory lower limit |
| 1MB to 16 MB | main memory | ISA memory upper limit |
| 16 MB to 128 MB | main memory | Computer memory upper limit |

I/O Address Map

| Range (hexadecimal) | Function |
|---|---|
| 000 - 00F | DMA controller one |
| 020 - 021 | Interrupt controller one |
| 040 - 043 | Interval timer |
| 060 - 06F | Keyboard controller |
| 070 - 07F | Real-time clock (RTC), NMI |
| 080 - 08F | DMA page register |
| 0A0 - 0A1 | Interrupt controller two |
| 0C0 - 0CF | DMA controller two |
| 0F0 | Clear math co-processor busy |
| 0F1 | Reset math co-processor |
| 0F8 - 0FF | Math co-processor |
| 170 - 177 | Secondary IDE controller |
| 1F0 - 1F7 | Primary IDE controller |
| 220 - 22F | Sound card |
| 278 - 27A | LPT2 |
| 2E8 - 2EF | COM4 |
| 2F8 - 2FF | COM2 |
| 378 - 37A | LPT1 |
| 3BC - 3BE | LPT3 |
| 3B0 - 3DF | VGA register |
| 3E8 - 3EF | COM3 |
| 3F0 - 3F7 | Diskette (floppy disk) controller |
| 3F6 - 3F7 | Primary/secondary IDE controller (alt status, device address) |
| 3F8 - 3FF | COM1 |
| 46E8 | VGA enable register |
| 42E8, 4AE8, 82E8, 86E8, 8AE8, 8EE8, 92E8, 96E8, 9AE8, 9EE8, A2E8, A6E8, AAE8, AEE8, B2E8, B6E8, BAE8, BEE8, E2E8, E2EA | VGA enhanced mode registers |

Computer Interrupt Levels

| <i>Interrupt Number</i> | <i>Interrupt Source</i> |
|-------------------------|------------------------------|
| IRQ0 | Timer tick |
| IRQ1 | Keyboard controller |
| IRQ2 | Cascade interrupt |
| IRQ3 | Modem |
| IRQ4 | COM1 |
| IRQ5 | LPT2 |
| IRQ6 | Diskette drive (if enabled) |
| IRQ7 | LPT1, LPT3 (if enabled) |
| IRQ8 | Real Time Clock (RTC) |
| IRQ9 | Available |
| IRQ10 | Available |
| IRQ11 | Available |
| IRQ12 | Mouse interrupt (if enabled) |
| IRQ13 | Math co-processor |
| IRQ14 | IDE primary (if enabled) |
| IRQ15 | IDE secondary (if enabled) |

DMA Channel Assignment

| <i>Channel</i> | <i>Controller</i> | <i>Function</i> |
|----------------|-------------------|----------------------------------|
| 0 | 1 | Refresh |
| 1 | 1 | Sound card |
| 2 | 1 | Diskette controller (if enabled) |
| 3 | 1 | ECP |
| 4 | 2 | Cascade DMA |
| 5 | 2 | Not used |
| 6 | 2 | Not used |
| 7 | 2 | Not used |

Chapter 6

Pass / Fail criteria

As Final Acceptance Test the following tests should be run to meet the Pass/Fail criteria:

- 1) **Successful Completion of the POST tests.**
- 2) **Successful Completion of the following QAPLUS/fe module tests (one pass):**
 - ◆ System Board (All Tests)
 - ◆ Memory (All Tests)
 - ◆ Video (All Tests)
 - ◆ Hard Disk (All Tests, except: Sequential write/read and Sequential write/random read)

(Destructive Tests !!)

 - ◆ Floppy Disk (All Tests)
 - ◆ Keyboard (All Tests)
 - ◆ COM Ports (All Tests)
 - ◆ LPT Ports (All Tests)
 - ◆ Pointer device (All Tests)
- 3) **Successful Bootstrap of the on the computer installed Operating System.**

Operating Systems Supported:

 - ◇ MS-DOS version 6.22 and earlier
 - ◇ OS/2 version 3.0
 - ◇ Windows for Workgroups 3.11 and earlier
 - ◇ Windows NT Client
 - ◇ Windows 95
 - ◇ SCO UNIX System V release 3.2.4 and earlier
 - ◇ Novell Netware 3.13 and 4.1 and earlier

Remove any software that was put on the hard drive to enable repair of the system before shipping.

When completed carefully clean outside of unit with cleaning solution.

Appendix A

Services Notes

This appendix contains the current *Service Notes* for the *STARION 200i/300i* product line.

Modem Settings

The modem must be configured to operate using a specific serial (COM) port and interrupt request line (IRQ). This is done using the board's JB2 jumper block, containing jumpers J1 through J10.

Factory default settings are given in ***Bold Italics***.

| <i>Serial Port</i> | <i>Jumpers</i> | <i>IRQ Setting</i> | <i>Jumpers</i> |
|---------------------------|--------------------------------|---------------------------|---------------------------|
| <i>COM1</i> | J8, J10 jumpered | IRQ3 | J1 jumpered |
| <i>COM2</i> | J8-J9 jumpered | IRQ4 | J2 jumpered |
| <i>COM3</i> | <i>J7, J10 jumpered</i> | IRQ5 | J3 jumpered |
| <i>COM4</i> | J7, J9 jumpered | IRQ7 | J4 jumpered |
| | | <i>IRQ10</i> | <i>J5 jumpered</i> |
| | | IRQ11 | J6 jumpered |

Telecommunications Software Settings

The following settings are recommended to allow the factory-installed fax/modem/sound board to work effectively with telecommunications software. Refer to appropriate telecommunications software documentation for information on configuring the software to these specifications.

| <i>Setting</i> | <i>Value</i> |
|----------------------------|---------------------|
| <i>Baud Rate</i> | 19,200 |
| <i>Parity</i> | None (N) |
| <i>Data Bits</i> | 8 |
| <i>Stop Bits</i> | 1 |
| <i>Flow Control</i> | RTS/CTS |

Sound Card Settings

Sound card settings are defined using the board's JB1 jumper block, containing jumpers J1 through J14.

Factory-default settings are given in ***Bold Italics***.

| <i>I/O Address</i> | | <i>IRQ Setting</i> | | <i>DMA Channel</i> | |
|---------------------------|-----------------------|---------------------------|-----------------------|---------------------------|-----------------------|
| <i>I/O</i> | <i>Jumpers</i> | <i>IRQ</i> | <i>Jumpers</i> | <i>DMA</i> | <i>Jumpers</i> |
| 220 | J2, J4 jumpered | IRQ5 | J6-J7 jumpered | 0 | J10-J11 jumpered |
| 230 | J2-J3 jumpered | IRQ7 | J5, J8 jumpered | 1 | J9,J12 jumpered |
| 240 | J1, J4 jumpered | IRQ7 | J5, J8 jumpered | 3 | J9,J11 jumpered |
| 250 | J1, J3 jumpered | IRQ7 | J5, J8 jumpered | none | J10-J12 jumpered |
| | | IRQ9 | J6, J8 jumpered | | |
| | | IRQ10 | J5, J7 jumpered | | |

Disabling Fax/Modem/Sound Board Features

It might be necessary to disable certain functions of the factory-installed fax/modem/sound card to allow a separately installed joystick, modemand/or sound card to operate correctly. The following jumper settings can be used for this purpose. Factory default settings are given in ***Bold Italics***.

| <i>Feature</i> | <i>Jumper Block</i> | <i>Setting</i> | <i>Jumper</i> |
|-----------------------|----------------------------|-----------------------|----------------------------|
| Joystick | JB1 | <i>Enabled</i> | <i>J13 jumpered</i> |
| | | Disabled | J14 jumpered |
| Fax/Modem | JB4 | <i>Enabled</i> | <i>J1 jumpered</i> |
| | | Disabled | J2 jumpered |
| Sound | JB5 | <i>Enabled</i> | <i>J1 jumpered</i> |
| | | Disabled | J2 jumpered |

Appendix B

Useful Information

Related documentation

| <i>Document Titles</i> | <i>Order's</i> |
|---|----------------|
| STARION 200i/300i Quick Reference Guide | EK-A0856-RG |
| STARION Desktop PC Quick Setup Guide | ER-901A2-IA |
| STARION Desktop PC Quick Setup Guide | ER-901A2-UA |
| ISA Configuration Utility (ICU) User's Guide | ER-PNPAL-UA |
| SMM Spares Parts Catalogue STARION PC Family | EK-A0860-SV |

On-Line Bulletin Boards

The most current product information and technical support is also available on line. The most current device drivers, Setup diskettes and technical tips can be found on all of these bulletin boards.

- ◆ ***DECpc Bulletin Board Server***
DECpc BBS provides an easy-to-use, menu-driven bulletin board providing on-line access to the latest PC product information, device drivers, shareware and freeware.
For access to the DECpc BBS, dial: **1- 508- 496- 8800**.
- ◆ ***CompuServe***
Digital hosts a number of conferences on CompuServe featuring a wide range of topics.
Enter GO DEC to reach Digital's main menu page.
For information on PC integration, enter: **GO DEC PC**.

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Phone: xx31-24-3529666

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