SunPCi DIMM Installation Guide

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SunPCi DIMM Installation Guide

This guide contains reference, removal and replacement procedures, and troubleshooting information for the optional 64-Mbyte or 128-Mbyte DIMM (dual in-line memory module) for the SunPCi™ card. The following sections are contained in this guide:

- Memory Overview
- Memory Installation and Replacement
- Technical Assistance

Memory Overview

The SunPCi card has two DIMM slots. The card comes standard with a 64-Mbyte DIMM installed in Slot 1. Slot 2 is left empty to accommodate an optional 64-Mbyte or 128-Mbyte RAM DIMM.

You may also install another optional 128-Mbyte DIMM in Slot 1, for a total of 256 Mbytes. You must operate the SunPCi card with a DIMM installed in Slot 1; if Slot 1 is empty, SunPCi will not run. You may leave Slot 2 empty, or you may install a DIMM in that slot.

Memory Installation and Replacement

What's In Your Memory Installation Kit

The installation kit for your SunPCi memory module contains the following items:

- 64- or 128-Mbyte RAM DIMM in an antistatic bag
- Grounding wrist strap
- Instructions (this manual)

Remember to save the packaging for your memory module. If you need to return the DIMM or the SunPCi card for service, you will need to return the card to its original configuration and ship it in its original packaging.

Installing SunPCi Memory

Removing the SunPCi Card From Your Workstation

If your SunPCi card has not yet been installed in your workstation, skip this procedure and proceed to "Inserting the DIMM" on page 7.

1. **If your SunPCi card has already been installed in your workstation, power off your system and open the system unit.**
   Refer to the Installation Guide for your system for instructions on how to open the system unit.

2. **Locate the wrist strap in the installation kit, unwrap it, and attach its adhesive copper strip to the metal casing of the power supply. Wrap the other end twice around your wrist with the adhesive side against your skin.**

3. **Remove the SunPCi card from your workstation as described in the** *SunPCi Installation Guide***.**

Inserting the DIMM

1. **Locate the DIMM slots on the SunPCi card.**
   FIGURE 1 shows the locations of the slots.

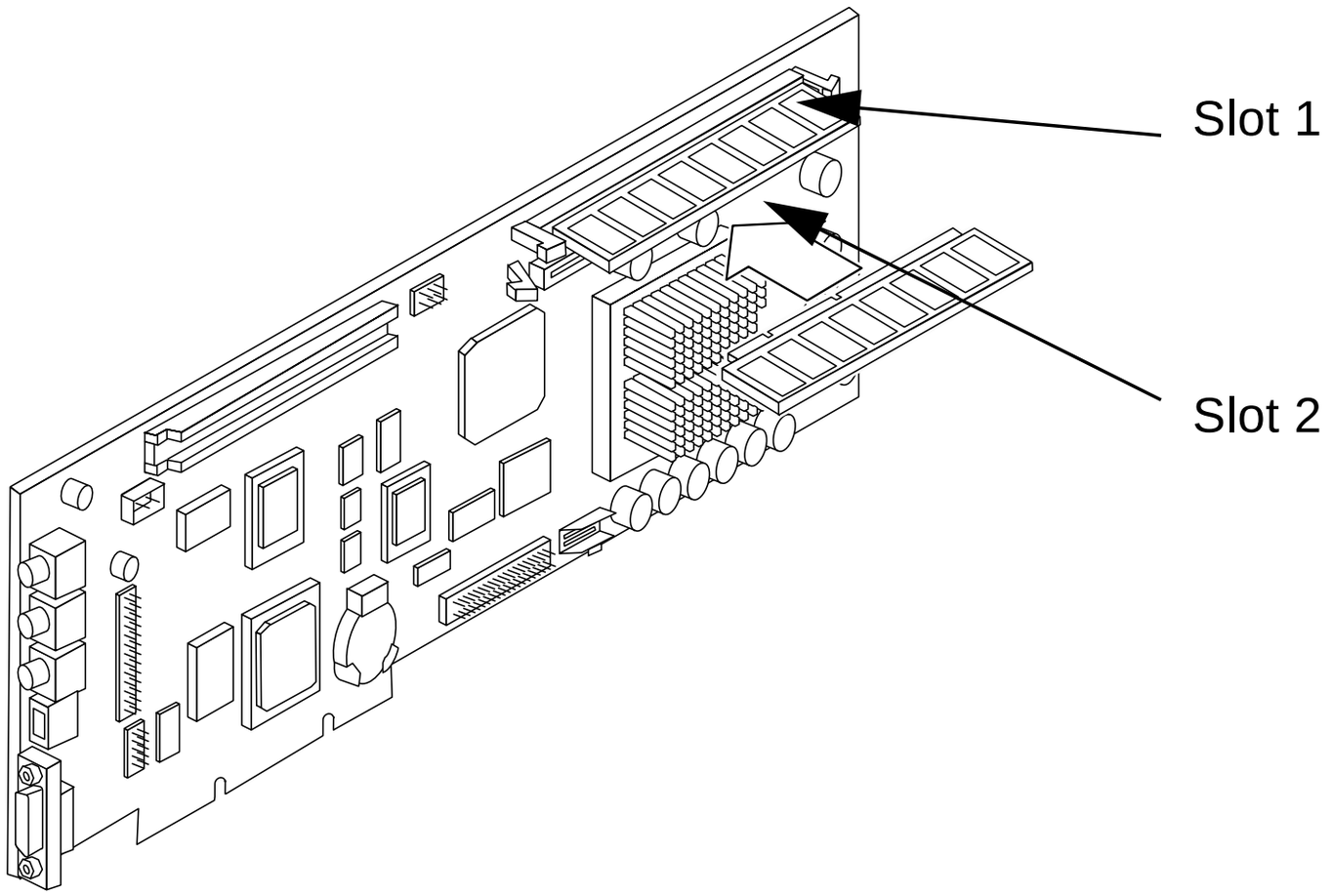


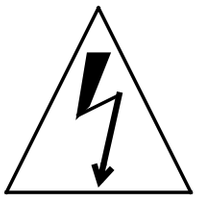
FIGURE 1 Locating DIMM Slots on the SunPCi Card

2. **Remove the DIMM from its protective packaging, holding it only by the edges.**

Caution – Do not remove a DIMM from its antistatic container until ready to install it on the motherboard. Handle modules only by their edges. Do not touch module components or metal parts. Always wear a grounding strap when handling modules.

3. **Align the two notches on the bottom edge of the DIMM with the two alignment bumps in the DIMM connector slot. Make sure the DIMM is in a fully vertical position in relation to the DIMM slot.**

4. **Hold the DIMM at the top left and right corners using the thumb and index finger of each hand. Be sure you hold the DIMM straight and parallel to its slot. With even pressure, firmly push down simultaneously on both upper corners of the DIMM until the bottom edge of the DIMM (the edge with the gold pads) is firmly seated into the slot.**



Caution – If you do not seat the DIMM into its slot evenly, it can cause shorts that will damage the SunPCi card. Ensure that all contacts engage at the same time. Do not rock the DIMM into place. You will hear a “click” when the DIMM is properly seated.

5. **Push both ejection levers toward the DIMM to lock it in place.**
   FIGURE 2 shows a properly seated DIMM in Slot 1 as seen from above the SunPCi card. The DIMM in Slot 2 should fit into its slot in a similar fashion.

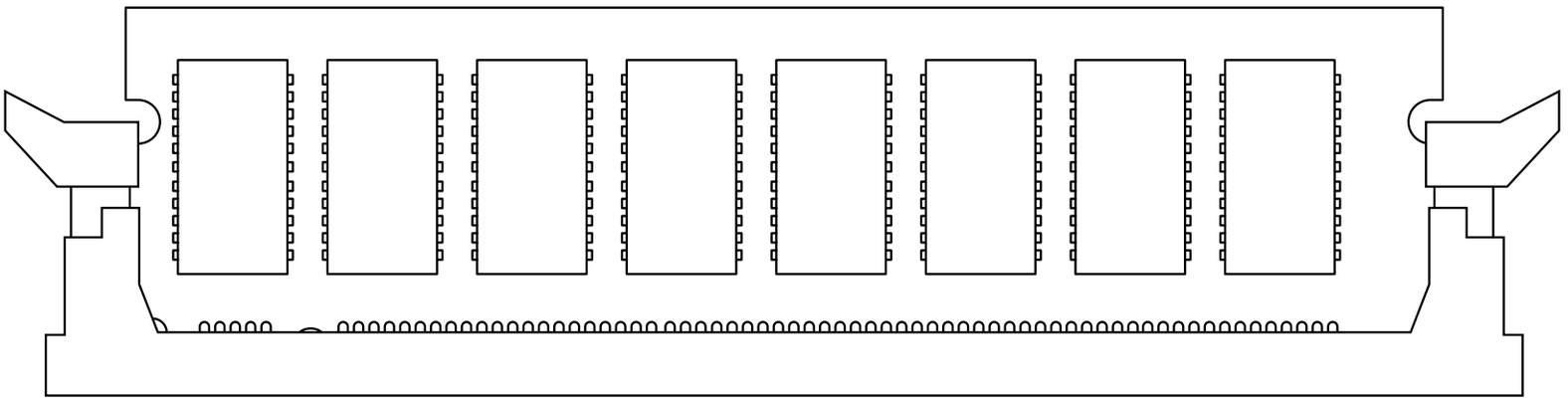


FIGURE 2 Properly Installed DIMM

6. **Reinstall the SunPCi card into your workstation as described in the** *SunPCi Installation Guide***.**

7. **Detach the wrist strap and close the system unit.**
   See the Installation Guide for your system for instructions on how to close the system unit.

Removing DIMMs

You may want to remove a DIMM from the SunPCi card if you are returning the DIMM or the SunPCi card for service, or if you are replacing the 64-Mbyte module in Slot 1 with another 128-Mbyte DIMM.

Note – Make sure you save the original 64-Mbyte DIMM (if removed) and the packaging for the DIMMs.

To remove a DIMM from the SunPCi card, perform the following steps:

1. **If your SunPCi card has already been installed in your workstation, power off your system and open the system unit.** Refer to the *SunPCi Installation Guide* for your system for instructions on how to open the system unit.

2. **Locate the wrist strap in the installation kit, unwrap it, and attach its adhesive copper strip to the metal casing of the power supply. Wrap the other end twice around your wrist with the adhesive side against your skin.**

3. **Remove the SunPCi card and place it on an antistatic mat, or on the card's antistatic bag if you do not have a mat available.**

4. **Gently push down the ejection levers on each side of the DIMM.** The levers should move away from the module.

5. **Grasp the DIMM by the edges and pull straight upward to remove the module from its slot.**

6. **Place the DIMM you removed into an antistatic bag.**

7. **If you are replacing the module you removed with a new DIMM, install it as described in “Installing SunPCi Memory” on page 6.**

Troubleshooting DIMM Installation

If you see the following error messages after you reinstall the SunPCi card into your system, you may need to check that the hardware is installed properly:

`Driver couldn’t be loaded`

`SunPCi cannot open the device.`

This error message appears when the SunPCi hardware cannot locate the card. Make sure that the board is securely seated in the PCI slot.

When you start the SunPCi software and Windows 95/98, verify that the system shows the correct amount of installed memory. If you do not see the correct amount of memory, remove and reinstall the DIMMs again.

If SunPCi will not operate at all, the DIMM in Slot 1 may not be functioning. Make sure that it is seated correctly in the slot. If it is and SunPCi still does not operate, you may need to return the module for service.

Technical Assistance

After you install the DIMM in your SunPCi card, make sure to save all the original packing materials for both the SunPCi card and for the DIMM. If you replaced the 64 MB DIMM in Slot 1 with a 128 MB DIMM, please save the original 64 MB DIMM as well. If you ever need to return your SunPCi card for service, you will need to reinstall the original 64 MB DIMM and ship the card in its original configuration. Make sure you remove all optional DIMMs before shipping the card.

If you have a problem with your SunPCi DIMM, contact your service provider or sales representative.

To speed service, have your system serial number and SunPCi card sales order number available. Note that the benefits provided by your service provider may differ from those provided by the standard Sun factory warranty.

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