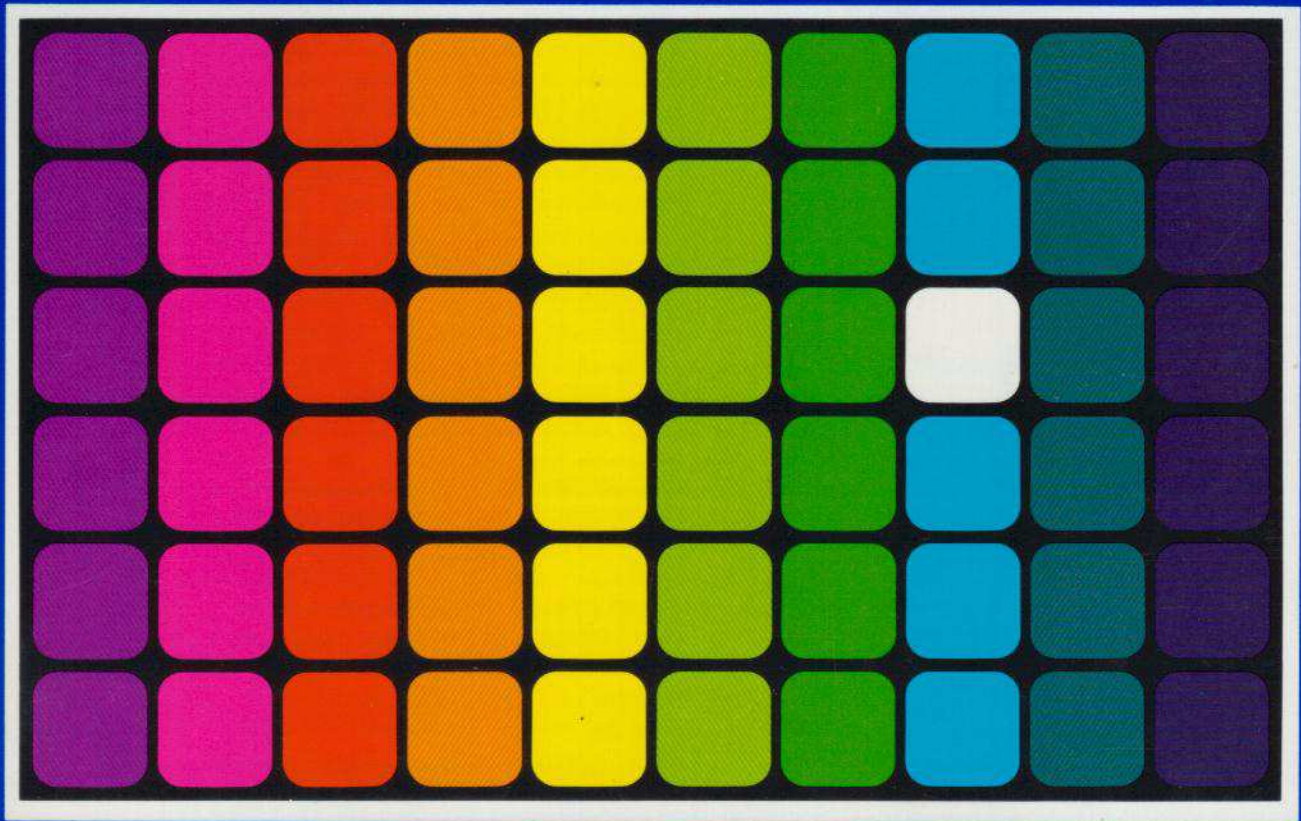digital
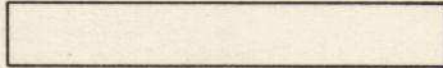
REMOTE DIAGNOSIS

KC750 OPTIONS
USER GUIDE

TO REQUEST REPAIR SERVICE, CALL:

THE DIGITAL REMOTE DIAGNOSIS CENTER

provides remote diagnosis service 24 hours a day, 7 days a week, for all RD contract systems.

You should report all types of hardware failure:

Processor or Peripheral
Identified or Suspected
Hard or Intermittent

WHEN YOU CALL:

1   The DDC/RDC will ask you to identify:

Yourself
Your company
The site address
A phone number where you can be reached
The system type and serial number.

(System Type _____ Serial Number _____)

2   The DDC/RDC will ask you about the problem:

What symptoms were (or are) present?
What error messages were printed on the terminal?

3   The DDC/RDC will tell you:

How to prepare the system for remote diagnosis.
For additional details, see next page.

4   The DDC/RDC will:

Begin the appropriate test procedure almost immediately.
Notify the local DIGITAL Field Service office that your system is under test.

5   The DDC/RDC will inform the local DIGITAL Field Service Representative of test results.
DIGITAL will complete the repair on-site.
The DDC/RDC will verify that the system has been restored to normal operation if requested to do so by the local DIGITAL Field Service Representative.

- **IF THE RD FAULT INDICATOR IS LIGHTED:**

  The failure is within the remote diagnosis hardware.
  Remote test procedures are not applicable and the DDC/RDC will notify the local DIGITAL Field Service office that on-site service is required.

- **THE DDC/RDC MAY REMIND YOU THAT:**

  It is possible for an operating system to run normally and be unaffected by a lighted FAULT indicator.
  If the failure was transient, a power-down/power-up sequence may clear the FAULT indicator.

digital

Wait for the DDC/RDC to tell you how to prepare the system for testing. Important failure data may be lost if you do not follow DDC/RDC instructions. Although the DDC/RDC will guide you through the various testing procedures, the following descriptions of typical sequences may be helpful.

- ### WHEN MAINTENANCE DIAGNOSTICS ARE TO BE RUN BY THE DDC/RDC

The DDC/RDC may ask you to:

See that the modem has power and is set for "normal" operation.

Dismount operating system media.

Dismount or protect media containing sensitive data.

Mount scratch media on units to be tested.

Load tape number 17 (BE-5402A-YE RD Session Tape) into the TU58 tape drive.

Turn keyswitch to REMOTE position which will give DDC/RDC control of the system.

The DDC/RDC will connect its host computer and begin testing.

The CARRIER and TEST indicators will be turned on (and may be turned off and on at intervals). The REMOTE position of the keyswitch should not be changed until requested by the DDC/RDC.

The DDC/RDC may "talk" to you at the system terminal.

If the failure is intermittent, extended monitoring may be necessary to resolve the problem.

After testing, the local DIGITAL office will complete the repair.

Another DDC/RDC testing session will verify proper operation if the local DIGITAL office requests it.

- ### WHEN DDC/RDC ACCESS TO THE OPERATING SYSTEM IS PERMITTED

The DDC/RDC may ask you to:

Mount operating system media.

Boot the system.

Turn the keyswitch to the REMOTE SECURE position; the DDC/RDC may ask that the REMOTE position be selected to permit them to do crash dumps and other operating system related data testing. The keyswitch position should not be changed until requested by DDC/RDC.

Provide DDC/RDC with an account number and password.

The DDC/RDC will log-in and begin testing.

The CARRIER and TEST indicators will be turned on (and may be turned off and on at intervals). The keyswitch position should not be changed until requested by DDC/RDC.

The system terminal may echo DDC/RDC and CPU dialogue.

The system terminal keyboard may be disabled.

The DDC/RDC may "talk" to you at the system terminal.

After testing, the local DIGITAL office will complete the repair.

Another DDC/RDC testing session will verify proper operation if the local DIGITAL office requests it.

PREVENTIVE MAINTENANCE

Preventive maintenance diagnostic sessions that will include DDC/RDC testing (also extended monitoring for intermittent failure) will be scheduled by the local DIGITAL office subject to constraints imposed by customer requirements.

DIGITAL-SUPPLIED MODEMS

The remote diagnosis hardware may include a DIGITAL supplied modem. The direct connection of these devices to a dedicated telephone line is regulated by governmental authority.

THE CUSTOMER IS ULTIMATELY RESPONSIBLE FOR COMPLIANCE WITH APPLICABLE REGULATIONS

DIGITAL-supplied modems that fail are usually exchanged, not field repaired. Only the manufacturer or authorized agents may repair such equipment. Site personnel are responsible for making sure that the telephone company is notified when an exchange involves units that are electrically different and/or have differing registration numbers.

ADDITIONAL INFORMATION:

Refer to the RDC section of the Site Management Guide.