IBM 5162 and 5170 Service Summary

This summary contains a Symptom-to-FRU Part Index for FRU part isolation and a partial parts listing for these machine types.

This Service Summary card is not required to service the 5162 and 5170. It has been made available as a convenience to the servicer.

Important: If more than one error code is displayed, diagnose the first error code first. The cause of the first error code can cause false error codes to be displayed.

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MAP 0100: General Checkout

001

- Check all cables and power cords.
- If you cannot load a diagnostic diskette, go to the Symptom Index.
- Load the advanced diagnostic diskette and check for the following responses:
 - 1. Memory test
 - 2. One or two short beeps
 - 3. First diagnostic menu.

Are all three responses correct? Yes No



Go to the Symptom Index.

003

Is the installed devices list correct? Yes No



Go to Installed Devices.

005

- Run the diagnostic tests.

Are the tests successful? Yes No

res No

006

Go to the Symptom Index.

007

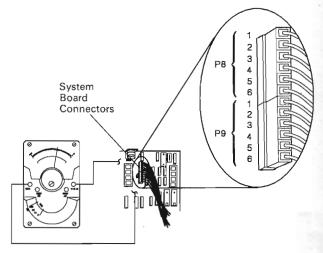
You may have an intermittent problem.

- 1. Check for damaged cables and connectors.
- 2. Reseat all adapters, drives, and modules.
- 3. Start an error log and run the tests multiple times.

Undetermined Problem

- 1. Power off the system.
- 2. Remove or disconnect the following adapters and devices one at time:
 - a. Non-IBM Devices
 - b. External Modem, Printer, or Mouse
 - c. Math Coprocessor
 - d. Any Adapter
 - e. Diskette Drive Cable
 - f. Fixed Disk Cable.
- 3. Power on the system.
- 4. Repeat the previous steps until you find the failing adapter or device.

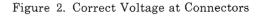
If the power-on indicator for the display is not glowing, then replace the display. If the power supply fan is not running, then replace the power supply. If all adapters and devices have been removed and the problem remains, check the power supply output voltages. If the output voltages are good, replace the system board.



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Figure 1. System Power Supply

Voltage Connectors			
Min V DC	Max V DC	-Lead	+Lead
+4.8	+5.25	P8-5	P9-4
+4.6	+5.5	P9-3	P8-6
+11.5	+12.6	P9-1	P8-3
+10.9	+13.2	P8-4	P9-2



Memory Error Isolation

This hint is to help diagnose memory and/or parity check errors if memory bank and bit position are not found during either the power-on self test (POST) or memory diagnostics.

Read each step of the following instructions before beginning:

- 1. Set the system unit's power switch to off.
- 2. Remove all installed memory expansion adapters.
- 3. Set the system unit's power switch to on.
- Do the Setup program. (Ensure that the memory size is correctly set.)
- 5. Repeat the diagnostic test that failed.

Note: If the diagnostic test passes on bare system memory configuration, you may have a memory failure on one of your memory expansion adapters.

- 6. Set the system unit's power switch to off.
- 7. Install one memory expansion adapter at a time to test.

Note: If you have a 128Kb Memory Expansion Adapter, install it first.

- 8. Set the system unit's power switch to on.
- 9. Do the Setup program. (Ensure that the memory size is correctly set.)
- 10. Repeat the diagnostic test that failed.

When a memory error is present and location cannot be isolated, it is best to break down the system's memory in sections to locate the most probable point of origin.

Parity Checks

Parity check 1 indicates a system board parity error. Parity check 2 indicates a memory expansion adapter parity error.

If the memory test ended without returning a 10-character error message, the message may be a parity check message, as in Figure 3.

PARITY CHECK X XXXXX	

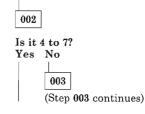
LEX40167

Figure 3. Parity Checks

MAP 0110: Parity Check X (5-Character Code) 5170 AT Memory Errors

001

Is the first character of the error code a 0, 1, 2, or 3? Yes No



	003 (continued)
	Is it 8 or 9?
	Yes No
	004
	Go to "MAP 0120: Parity Check X (10-Character Code)."
	005
	Replace the 18 memory modules in the 128K Memory Expansion Adapter.
006	
Develo	as have 1
Repla	ce bank 1.

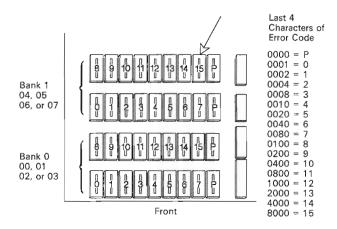
007

Replace bank 0.

MAP 0120: Parity Check X (10-Character Code)

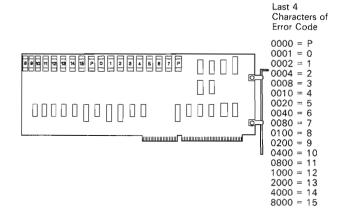
Are the first 2 characters of the error code 01 to 07? Yes No

	002
	Are they 08 or 09?
	Yes No
	003
	See 5170 chapter in the Personal Computer Family Service Information Manual.
	004
	See Figure 5, 128Kb Memory Expansion Adapter
	005
S	See Figure 4, System Board.



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Figure 4. System Board (Top View)



LEX40169

Figure 5. Failing Module Location

MAP 0130: 5162 XT/286 Memory Errors

001

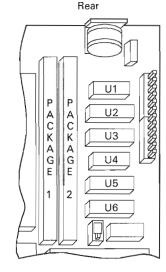
Are the first 2 characters of the error code 00 to 07? Yes $$\rm No$$

002
Are they 08 or 09 Yes No
003
See Figure 8

The last 4 characters of the error code (XXXXXX **XXXX**) indicate the failing memory module package.

• Refer to Figure 6 and find the failing memory module package identified by the error code.

Last 4	Replace
Characters	Memory
of Error	Module
Code	Package
0000	1&2
XXXX	1&2
00XX XX00	2



LEX43114

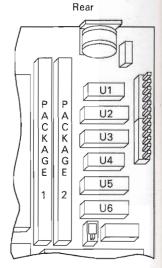
Figure 6. System Board Memory Module Package

The first 2 characters of the error code (XXXXXX XXXX) indicate the bank with the failing memory module. The last 4 characters (XXXXXX XXXX) indicate the failing memory module.

• Refer to Figure 7 and find the failing memory module identified by the error code.

Last 4 Characters of Error Code	BANK	
0000 = P	3	0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 P
0001 = 0	2	0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 P
0002 = 1	1	
0004 = 2	1	0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 9
0008 = 3	0	0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 P
0010 = 4		
0020 = 5		
0040 = 6		
0080 = 7		
0100 = 8		
0200 = 9		
0400 = 10		
0800 = 11		
1000 = 12		
2000 = 13		
4000 = 14		
8000 = 15		

Last 4 Characters of Error	
Code	Replace
0000 =	Module U1 &U4
= X000	Module U6
00X0 =	Module U5
0X00 =	Module U3
X000 =	Module U2



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1st Two Digits of Error Code	Failing Bank	Switch Setting of Failing 512Kb/2Mb Option
10 11 12 13 14 15 16 17	Q	
18 19 1A 1B 1C 1D 1E 1F	1	12345678
20 21 22 23 24 25 26 27	2	│ ────────────────────────────────────
28 29 2A 2B 2C 2D 2E 2F	3	
30 31 32 33 34 35 36 37	0	
38 39 3A 3B 3C 3D 3E 3F	1	
40 41 42 43 44 45 46 47	2	
48_49 4A 4B 4C 4D 4E 4F	3	11
50 51 52 53 54 55 56 57	0	10015050
58 59 5A 5B 5C 5D 5E 5F	1	12345678
60 61 62 63 64 65 66 67	2	┨ ────────────────
68 69 6A 6B 6C 6D 6E 6F	3	
70 71 72 73 74 75 76 77	0	10015050
78 79 7A 7B 7C 7D 7E 7F	1	12345678
80 81 82 83 84 85 86 87	2	▏
88 89 8A 8B 8C 8D 8E 8F	3	

LEX43116

Figure 7. Failing Module Location

norv Module

LEX43115

Figure 8. System Board Memory Module Package

MAP 0140: Printer Isolation

Make sure the printer is properly connected and powered on.

Did the printer self test work correctly? Yes No



Replace or repair the printer.



Did the parallel port pass the diagnostic test with the wrap plug installed? Yes No

004

Replace the system board or parallel adapter.

005

Replace the printer cable, then replace or repair the printer.

Installed Devices

If an adapter or device is missing from the installed devices list, replace that adapter or device.

If an adapter is shown on the installed devices list and is not present in the system, remove the adapter from the list. If the error remains, replace the system board.

Symptom Index

The Symptom Index lists error symptoms and the causes that could be responsible. The most likely cause is listed first. Use this index to help you decide which FRUs you should have available when servicing the system.

Important: To determine what is actually failing, always begin with "MAP 0000: Start" in the appropriate Hardware Maintenance Service (HMS) manual, if you are using the advanced diagnostic diskette.

If the system displays an error message and gives an incorrect audio response, the most likely causes are those listed for the error message. An X in an error message can be any number.

Symptom/Error	Possible Causes
No beep or continuous beep or repeating short beep	Power SupplySystem BoardDiskette Drive*
	* Defective options can create abnormal demands on the power supply or system board. Remove options and check for a change in symptom. Also check externally attached devices.
1 long and 1 short beep	System BoardPower Supply
1 long and 2 short beeps	 Monochrome Display/Parallel Printer Adapter Color/Graphics Monitor Adapter System Board Power Supply
1 short beep and a blank or incorrect display	 Monochrome Display/Parallel Printer Adapter or Color/Graphics Monitor Adapter Power Supply

Symptom/Error	Possible Causes
5XX Display (Color/Graphics)	 Color/Graphics Monitor Adapter Light Pen (OEM)
6XX Diskette	 Diskette Drive Diskette Drive Adapter Diskette Signal Cable System Board Power Supply Note: A 608 error
	message indicates a problem with your advanced diagnostic diskette. Use your backup advanced diag- nostic diskette.
7XX Math Coprocessor	Math CoprocessorSystem BoardPower Supply
9XX Serial/Parallel Adapter, Parallel Port	 Serial/Parallel Adapter System Board Power Supply
10XX Alternate Serial/Parallel Adapter, Parallel Port	 Serial/Parallel Adapter System Board Power Supply
11XX Serial/Parallel Adapter, Serial Port	 Serial/Parallel Adapter System Board Power Supply
12XX Alternate Serial/Parallel Adapter, Serial Port	 Serial/Parallel Adapter System Board Power Supply
130X Game Control	 Game Control Adapter System Board Power Supply
	Note: Customer joysticks may be defec- tive.
140X Printer	 Parallel Printer Adapter or Monochrome Display/Parallel Printer Adapter (whichever adapter printer is connected to) Printer Attachment Cable System Board Power Supply

Symptom/Error	Possible Causes
1 short beep and Per- sonal Computer BASIC statement	 Diskette Drive Diskette Signal Cable Diskette Drive Adapter System Board Power Supply
02X Power	 Power Supply Diskette Drive* System Board Diskette Signal Cable
	* Defective options can create abnormal demands on the power supply or system board. Remove options and check for a change in symptom. Also check externally attached devices.
1XX or 01XX System Board	System BoardBattery
	Note: Error message 16X does not mean a hardware failure exists. It means some- thing is wrong with the system unit config- uration. Verify that switch settings match installed devices.
20X or XXXXXX XXXXXX XXXX 20X	 Memory Module (decode error message for exact location) System Board 128Kb Memory Option 512Kb Memory Option Note: Verify system board switch settings for correct memory size.
30X or XX301 Keyboard	 Keyboard Keyboard Interface Cable Keyboard Enhance- ment Card or Cable.
4XX Display (Monochrome)	 Monochrome Display/Parallel Printer Adapter System Board Power Supply

Symptom/Error	Possible Causes		Sym
15XX SDLC Communi- cations Adapter	 SDLC Communi- cations Adapter IBM Communi- cations Adapter Cable Power Supply System Board Note: SDLC card 	-	2601 2720 2799 28XX 3278/ Emu
	uses 12V. Check for 12V DC at the power supply.		29XX
17XX Fixed Disk Drive	 Fixed Disk Drive Fixed Disk Drive Adapter Fixed Disk Cable Power Supply Expansion Unit Board 		
20XX Binary Synchro- nous Communications Adapter (BSC)	 BSC Communi- cations Adapter IBM Communi- cations Adapter Cable Power Supply System Board 		30XX
	Note: BSC card uses 12V. Check for 12V DC at the power supply.		31XX Aday
21XX Alternate Binary Synchronous Communi- cations Adapter (BSC)	 BSC Communi- cations Adapter IBM Communi- cations Adapter Cable Power Supply System Board 		32XX Card
	Note: BSC card uses 12V. Check for 12V DC at the power supply.		
22XX Cluster Adapter	Cluster AdapterSystem Board		All c exce
	 Power Supply Note: Cluster adapter card uses +5V DC at the power supply. 		3504
23XX Plasma Monitor Adapter	Plasma Monitor Adapter		3508
24XX Enhanced Graphics Adapter	 Enhanced Graphics Adapter System Board 		

Symptom/Error	Possible Causes
2601 to 2699 2720 to 2798 2799	 PC/370-M2 Card (Memory Card) PC/370-P2 Card (Processor Card) Diskette Error
28XX 3278/79 Emulation	 3278/79 Emulation Card DFCA Card
29XX Color Printer	 Parallel Printer Adapter or Monochrome Display/Parallel Printer Adapter (whichever adapter printer is connected to) Printer Attachment Cable System Board Power Supply
30XX Network Adapter	 Network Adapter System Board Network Translator Power Supply
31XX Alternate Network Adapter	 Network Adapter System Board Network Translator Power Supply Coaxial Cable
32XX Display Adapter Card	 Display Adapter Card Programmed Symbols Adapter Card All-Points-Addressabl Adapter Card Extended Graphics Adapter Card Top Card Connector
All other 35XX numbers except 3500	• Adapter
3504	 Adapter connected on the twinaxial cable during offline test Adapter
3508	 Work station address in use by another work station Diagnostic diskette from another IBM PC was used Adapter

Symptom/Error	Possible Causes
3509, 3599	 Diagnostic program failing (recreate adapter integrated diagnostic diskette on blank diskette).
	 Work station address invalid, not configured at the controller Twinaxial cable not connected, or is failing Diagnostic diskette from another IBM PC was used Adapter
3588 Enhanced Display Station Emulation Adapter	 Feature not installed Device I/O address switches set incor- rectly Adapter
36XX GPIB Adapter (General Purpose Inter- face Bus)	GPIB AdapterSystem Board
38XX Data Acquisition	 Data Acquisition and Control Adapter System Board
39XX Professional Graphics Controller	 Professional Graphics Adapter System Board
44XX Display Attach- ment Unit	 5278 Display Attachment Unit and 5279 Display 5378 Display Attachment Unit and 5379 Display
(3270 PC/G and GX AT® Based)	 Display/Mouse/Tablet Adapter Card EMA Extended Memory Adapter Card
45XX IEEE Interface Adapter Card	• IEEE Interface Adapter Card (IEEE-488)
56XX Financial Commu- nication System	 FCS Input Option FCS Output Option FCS Security Option
71XX Voice Communi- cation Adapter	 Voice Communi- cation Adapter Voice Communi- cation Cable System Board Power Supply
7601	Personal Pageprinter Adapter

Symptom/Error	Possible Causes
7602	• Personal Pageprinter Adapter
7603	• Personal Pageprinter
7604	• Personal Pageprinter Cable
7801	• High Speed Adapter
7901	• 3117 Scanner Adapter
790X	• See 3117 HMS
166XX Primary Token-Ring Network PC Adapter	 16600 indicates good primary adapter Other codes indicate failure
167XX Alternate Primary Token-Ring Network PC Adapter	 16700 indicates good alternate adapter Other codes indicate failure

5170 AT® Parts

System Unit

System Board–See Figure 9	
128Kb RAM Module	8286139
256Kb RAM Module	6480008
Battery	8286121
Power Supply	8286122

Keyboards

Keyboard Assembly USA (84 key)	8286165
Keypad Assembly USA (84 key)	8286140
Keyboard Assembly USA (101/102 key)	6447033
Keypad Assembly USA (101/102 key)	6447039
Diskettes	

Fixed Disk

20Mb Fixed Disk Drive	6278099
30Mb Fixed Disk Drive	8286216

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Options and Adapters

128Kb Memory Expansion Adapter
64Kb Memory Module
128Kb/640Kb Memory Expansion Adapter
64Kb Memory Module
256Kb RAM Module
512Kb Memory Expansion Adapter
128Kb RAM Module
512Kb/2Mb Memory Expansion Adapter
256Kb RAM Module
Fixed Disk Drive and Drive Adapter
Enhanced Graphics Adapter
Monochrome Display and Printer Adapter

5162 XT/286 Parts

System Unit

System Board 256Kb Memory Module Package	62X1025 62X1035
64Kb × 4 Memory Modules	62X1026
Power Supply	62X1034
Battery	72X8498
Parity Module	6480008

Keyboard

Keyboard USA (101/102 key)	6447033
Cable Assembly (External)	6447051
Keypad USA (101/102 key)	6447039

Diskette Drive

1.2Mb Diskette Drive, Half-High	62X1028
360Kb Diskette Drive, Half-High	62X1036
720Kb Diskette Drive, 3.5-inch	6820821

Fixed Disk Drive

20Mb Fixed disk drive

Options and Adapters

128Kb Memory Expansion Adapter
64Kb Memory Module
128Kb/640Kb Memory Expansion Adapter
64Kb Memory Module
256Kb RAM Module
512Kb Memory Expansion Adapter
128Kb RAM Module
512Kb/2Mb Memory Expansion Adapter
256Kb RAM Module
Fixed Disk and Drive Adapter
-

Printers

62X1031

8286116 59X7317 6279116 59X7317 6480008 8286115 8286139 59X7294 6480008 62X1032

4201 Proprinter 5152 Matrix Printer 5182 Color Printer	6412641 8529246 6323469
Displays	
5151 Monochrome Display 5153 Color Display	8529171 8529227
5155 Color Display 5154 Enhanced Color Display	6321035
5175 Professional Graphics Display	6181764
5272 Color Display	6931932
The following is a cross-reference that will a	also assist in

The following is a cross-reference that will also assist in identifying the correct replacement system board for the base models of the Personal Computer AT® (5170). The base models are 068, 099, 239, 319, and 339.

Any numbers other than the ones listed above on BIOS modules in a Personal Computer AT are for the Model 239.

The BIOS module sockets are located in positions U17, U27, U37, and U47 on the system board. If the system board has four BIOS modules, all sockets will be filled, but if there are only two BIOS modules, they will be located in positions U27 and U47.

Serial No. Range	FRU No.	Model	BIOS Part No.
0000001- 5999999	8286112	068/099	6181028, 6181029, 1503107, 1503108, 1503109, 1503109, 1503110, 6180957, 6180958, 6180958, 6180960, 6181024, 6181025, 6181026, 6181027,
600000- 6999999	6480170 6480072	239 239	6480090, 6480091, 6448894, 6448895, 6480090, 6480091,
7000000- 79999999	6489922	319/339	61X9265, 61X9266, 61X0820, 61X0821,