

Centrio/Hybrid Multiviewer not booting

Information

External Link to Article <https://goo.gl/ypSjSkCentrio-Hybrid-Multiviewer-not-booting>

Title Centrio/Hybrid Multiviewer not booting

Symptoms The unit tries to boot few times and stops.

Environment/Version

Resolution It could be number of factors that can prevent the unit from booting.

If the BIOS watchdog cannot negotiate with the PCIe devices (XVIMs, Graphics cards) in expected number of bus lanes, then multiviewer will halt after five soft resets.

This boot up message below is the correctly negotiated number of lanes (second column).

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AMIBIOS(C)2006 American Megatrends, Inc.
BIOS Date: 01/14/09 18:29:17 Ver: 08.00.14
CPU : Dual-Core AMD Opteron(tm) Processor 1210 EE
Speed : 1.80 GHz   Count : 2
DCT0 = 400 MHz
```

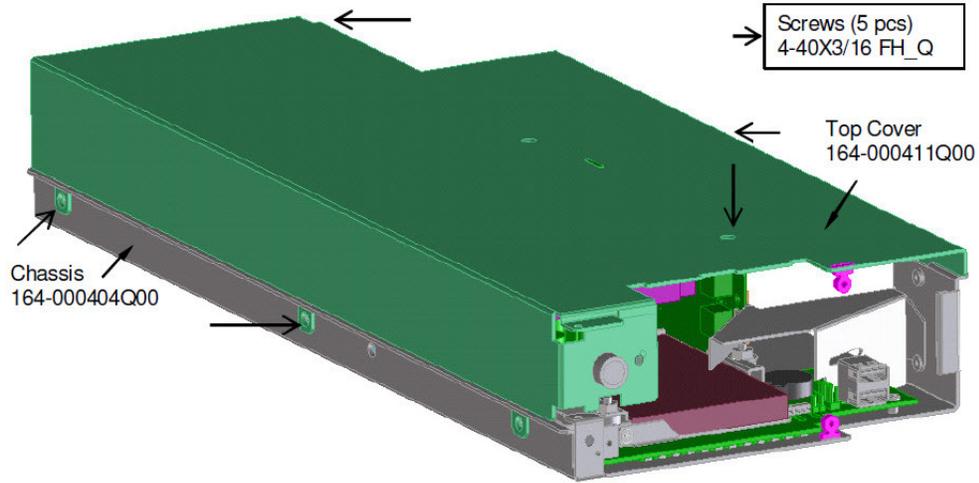
Press F11 for BBS POPUP

```
P1 PCI-E x4   x4
P2 PCI-E x4   x4
P3 PCI-E x4   x4
P4 PCI-E x4   x4
P5 PCI-E x16  x16
=====
```

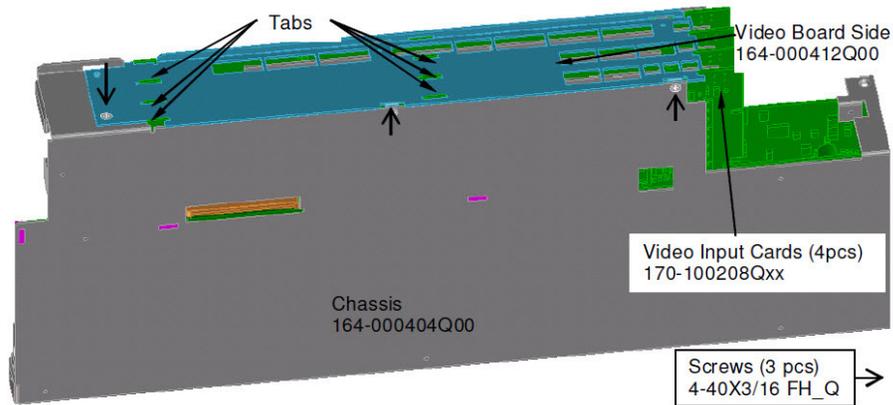
Assuming the unit is not covered under warranty and you are willing open up and troubleshoot, the following procedure is recommended.

- Ensure both front fans are working.

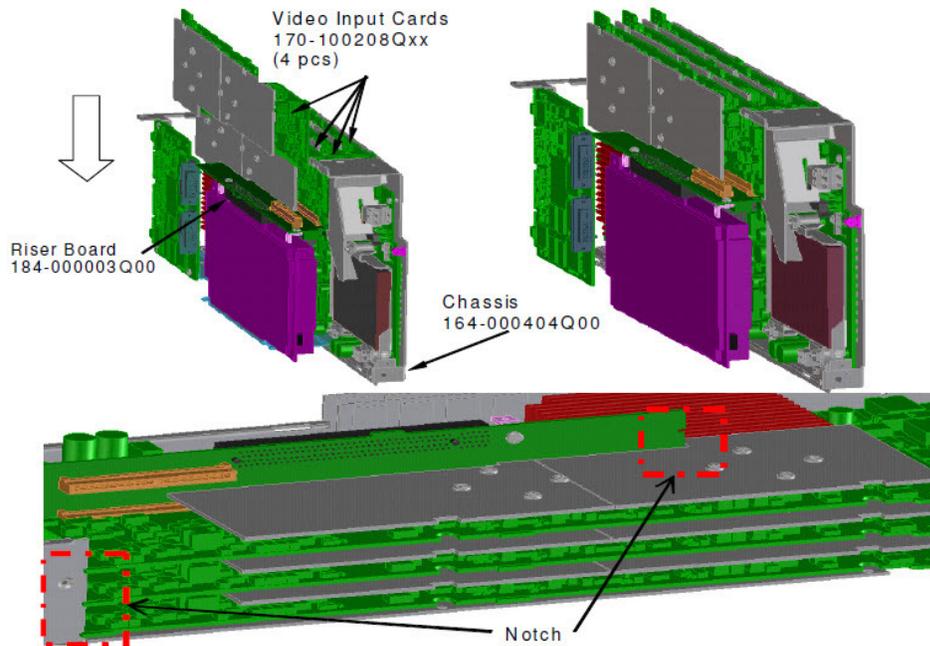
- Remove the screws that holds the top lid.
 - 170-001126Qxx Centrio assembly
 - Uninstall Top Cover (164-000411Q00) from Chassis (164-000404Q00) by removing. 5 Screws (4-40X3/16 FH_Q). 2 from the left side, 1 from the top and 2 from the right side.



- Remove the side metal plate that holds the four identical XVIM side boards.
 - Remove the four XVIM modules and clean the contacts.
- (Note: The XVIM modules are same so changing order is allowed.)



- Insert the XVIM modules back into vertical riserboard.
 - Turn the Centrio assembly onto the side as shown.
 - Fit 4 Video Input Cards (170-100208Qxx) into the Chassis (164-000404Q00) so that they can be plugged into the connectors on the Riser Board (184-000003Q00).
- The bottom (right) 3 cards will fit into slots in the metal work. The top (left) card will not yet be fully supported. Note the notches.
- Install the side metal plate.



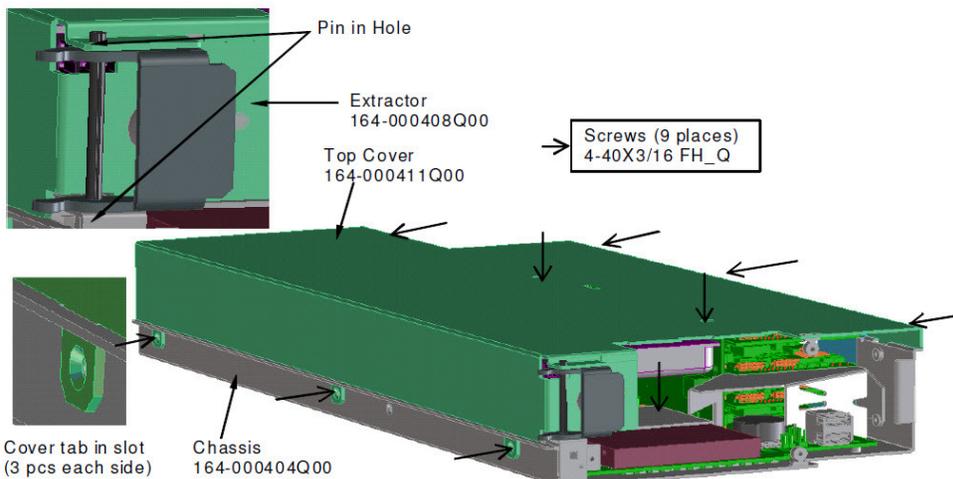
- Inspect for any loose connections on cables, RAMs, graphics card, extra and ensure they are connected firmly.
- Change the CMOS battery as well. (Type: CR2032)

- Re-assemble the whole unit.

- Fit the 3 tabs on each side of the Top Cover (164-000411Q00) into the slots in the folds of the Chassis (164-000404Q00) on the left and Video Input Cards (170-100208Qxx) on the right. Cover tabs in slots.

- Lift the front and fit the Extractor assembly (164-000408Q0X) into the holes in the cover and chassis.

- Secure the cover with 9 screws (4-40X3/16 FH_Q): 3 from the left side, 2 from the top and 4 from the right side.



- Insert the correctly assembled unit back into the frame and recheck.

If the unit still does not boot up properly, please contact support and raise a RMA.

Additional notes

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Internal Notes

Cause

Internal notes

Properties

Created By [Danny Park](#)

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