



# Preface

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## Audience

The audience for this document is the administrator responsible for installing, configuring, and managing Server Switch equipment. This administrator should have experience administering similar networking or storage equipment.

## Organization

This publication is organized as follows:

Chapter	Title	Description
Chapter 1	<a href="#">About the Cisco 4x InfiniBand Host Channel Adapter Expansion Card for IBM BladeCenter</a>	Describes the server switch module and HCA expansion cards, including topology, management, the LEDs, and external InfiniBand ports.
Chapter 2	<a href="#">Installing the HCA Expansion Card</a>	Installation, configuration, and external connection of the server switch module are described.
Chapter 3	<a href="#">Specifications and Compliance</a>	This chapter describes the HCA Expansion Card specifications and compliance certifications.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface</b> font	Commands, command options, and keywords are in <b>boldface</b> . Bold text indicates Chassis Manager elements or text that you must enter as-is.
<i>italic</i> font	Arguments in commands for which you supply values are in <i>italics</i> . Italics not used in commands indicate emphasis.

Convention	Description
<b>Menu1 &gt; Menu2 &gt; Item...</b>	Series indicate a pop-up menu sequence to open a form or execute a desired function.
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars. Braces can also be used to group keywords and/or arguments; for example, { <b>interface interface type</b> }.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

Notes use the following conventions:



**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Cautions use the following conventions:



**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

## Related Documentation

- *Cisco 4x InfiniBand HCA Expansion Card for IBM BladeCenter User Guide*
- *Cisco Boot over IB User Guide for Linux*
- *Cisco Boot over IB User Guide for Windows*

- *Cisco Command Line Interface Reference Guide*
- *Cisco Chassis Manager User Guide (Web GUI)*
- *Cisco Element Manager User Guide*

## Contacting Technical Support

Please read this section before contacting IBM or Cisco technical support.

### IBM Support Contact Information

For technical support, see the website <http://www.ibm.com/support>

To contact technical support, e-mail [support@ibm.com](mailto:support@ibm.com) or call one of the telephone numbers in [Table 1](#).

To obtain warranty service contact IBM or your IBM reseller. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In the EU countries, see the telephone numbers in [Table 1](#).

**Table 1** *EU Country Telephone List*

Austria—43-1-24592-5901	Italy—9-02-482-9202
Belgium—02-718-4339	Luxembourg—352-360385-1
Denmark—4520-8200	Netherlands—020-514-5770
Finland—358-9-4591	Portugal—351-21-7915-147
France—0238-557-450	Spain—34-91-662-4916
Germany—07032-15-4920	Sweden—46-8-477-4420
Greece—30-210-688-1220	United Kingdom—01475-555-055
Ireland—353-1-815-4000	

Phone numbers are subject to change without notice.



**Note**

IBM and Cisco are both available for more information. For support, contact IBM before Cisco.

## Before You Call

Be prepared to provide the following information to support personnel.

### General Information

- Technical Support registration number, if applicable
- Error messages received
- Detailed description of the problem and specific questions
- Description of any troubleshooting steps already performed and results

### Server configuration

- Type of server, chip set, CPU, amount of RAM, # of nodes
- Attached storage devices (output from `cat /proc/scsi/scsi`)
- InfiniBand configuration (output from `/usr/local/topspin/sbin/hca_self_test`)

### Topspin Chassis configuration

- Chassis model
- Output from the `show running-status all` command

### Topspin Chassis Serial Number

The chassis serial number and corresponding bar code are provided on the serial number label. This can be found on the bottom of the chassis or the outside of the Topspin chassis box packaging. It can also be found in the output of the `show backplane` command.

## Determining the Software Version

If InfiniBand drivers are already installed on the host, to determine the version of the Topspin Linux host drivers you are running, enter the following command at the prompt.

```
$ rpm -qa | grep topspin
topspin-ib-mod-rhel3-2.4.21-32.ELsmp-3.2.0-82
topspin-ib-mpi-rhel3-3.2.0-82
topspin-ib-rhel3-3.2.0-82
```

## Downloading the Latest Software Release

To verify that you are running the latest available release, compare your version against the latest version on the Cisco support website at <http://www.cisco.com/cgi-bin/tablebuild.pl/sfs-linux>. After registering your product, you should have received a username and password to give you access to this site.

## Cisco Systems Support Contact Information

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.