



*Let's connect...*  
[www.sunshinetelesoft.com](http://www.sunshinetelesoft.com)

# PCI Expansion Chassis User's Guide

## 13 Slot PCI Expansion Model: P13RR-TEL



# Preface

## What's in this Guide ?

This PCI Expansion Chassis User Guide is designed to accompany a SCORP / Magma Host Card Installation Guide. This guide provides easy instructions to install your expansion system, verify the installation was completed correctly, and troubleshoot the installation, if necessary. The corresponding Host Card Installation Guide provides similar information for your SCORP / Magma host card.

## Limitation of Liability

Information presented by SCORP in this guide is believed to be accurate and reliable. However, SCORP assumes no responsibility for its use. No license is granted by implication or otherwise to any rights of SCORP. Product specifications and prices are subject to change without notice.

## Trademark References

Trademarks and registered trademarks are proprietary to their respective manufacturers.

## Advisories

Five types of advisories are used throughout this manual to provide helpful information, or to alert you to the potential for hardware damage or personal injury. They are **Note**, **Important**, **Caution**, **Warning**, and **Danger**. The following is an example of each type of advisory.



### NOTE

Used to amplify or explain a comment related to procedural steps or text.

---



### Important IMPORTANT

Used to indicate an important piece of information or special “tip” to help you

---



### Caution CAUTION

Used to indicate and prevent the following procedure or step from causing damage to the equipment.

---



### Warning WARNING

Used to indicate and prevent the following step from causing injury.

---



### DANGER or STOP

Used to indicate and prevent the following step from causing serious injury or significant data loss.

---

**Disclaimer:** We have attempted to identify most situations that may pose a danger, warning, or caution condition in this manual. However, SCORP does not claim to have covered all situations that might require the use of a Caution, Warning, or Danger indicator.

## Safety Instructions

Always use caution when servicing any electrical component. Before handling the SCORP PCI Expansion chassis, read the following instructions and safety guidelines to prevent damage to the product and to ensure your own personal safety. Refer to the “Advisories” section for advisory conventions used in this manual, including the distinction between Dangers, Warnings, Cautions, and Notes.

Always use caution when handling/operating the computer. Only qualified, experienced, authorized electronics personnel should access the interior of the computer. The power supplies produce high voltages and energy hazards, which can cause bodily harm.

Use extreme caution when installing or removing components. Refer to the installation instructions in this manual for precautions and procedures. If you have any questions, please contact SCORP Technical Support.



Warning  
**WARNING**

High voltages are present inside the expansion chassis when the unit's power cord is plugged into an electrical outlet. Disconnect the power cord from its source before removing the system cover.

---

Never modify or remove the radio frequency interference shielding from your workstation or expansion unit. To do so may cause your installation to produce emissions that could interfere with other electronic equipment in the area of your system.

## When Working Inside a Computer

Before taking covers off a computer, perform the following steps:

1. Turn off the computer and any peripherals
2. Disconnect the computer and peripherals from their power sources to prevent electric shock or system board damage.
3. Disconnect any telephone or telecommunications lines from the computer.

In addition, take note of these safety guidelines when appropriate:

- ◆ To help avoid possible damage to systems boards, wait five seconds after turning off the computer before removing a component, removing a system board, or disconnecting a peripheral device from the computer.
  - ◆ When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have a connector with locking tabs. If you are disconnecting this type of cable, press in on the locking tabs before disconnecting the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before connecting a cable, make sure both connectors are correctly oriented and aligned.
- 



Caution  
**CAUTION**

Do not attempt to service the system yourself except as explained in this manual. Follow installation instructions closely.

---

## Protecting Against Electrostatic Discharge

---



Warning  
**Electrostatic Discharge (ESD) Warning**

Electrostatic Discharge (ESD) is the enemy of semiconductor devices. You should always take precautions to eliminate any electrostatic charge from your body and clothing before touching any semiconductor device or card by using an electrostatic wrist strap and/or rubber mat.

---

Static electricity can harm system boards. Perform service at an ESD workstation and follow proper ESD procedure to reduce the risk of damage to components. SCORP strongly encourages you to follow proper ESD procedure, which can include wrist straps and smocks, when servicing equipment.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- ◆ When unpacking a static-sensitive component from its shipping carton, do not remove the component's anti-static packaging material until you are ready to install the component in a computer. Just before unwrapping the anti-static packaging, be sure you are at an ESD workstation or grounded.
- ◆ When transporting a sensitive component, first place it in an anti-static container or packaging.
- ◆ Handle all sensitive components at an ESD workstation. If possible, use anti-static floor pads and workbench pads.
- ◆ Handle components and boards with care. Don't touch the components or contacts on a board. Hold a board by its edges or by its metal mounting bracket.

# Chapter 1 Introduction

## General Specifications

SCORP's 13 Slot PCI Expansion System is a general-purpose bus expansion system for the Peripheral Component Interconnect (PCI) local bus. The expansion bus is fully compliant with the PCI Local Bus Specification. The PCI expansion system consists of an expansion bus cable (a shielded, high-speed cable), an expansion interface card, an expansion motherboard and a rack-mount enclosure with a power supply.

Backplane:	13 PCI Slots (supports full or short-length PCI cards)
Enclosure:	19" Rack-mount Standard
Dimensions:	(4U ) 19" W x 7" H x 17.7" D
Weight:	24 lb or 11.804 kg
Construction:	All Steel Chassis
Cooling:	Three 70-105 CFM fans
Power Supply:	400W redundant
Standard Cable:	1-meter
MTBF:	37,000 hours
PCI Bus:	32 bits/33 MHz
PCI Local Bus Specification:	Revision 2.2
PCI Bridge Architecture Spec:	Revision 1.2
Interconnect Bandwidth:	132 MB/sec (Theoretical Max. of PCI 33/32)
Operating Environment:	<ul style="list-style-type: none"><li>⌚ 0° to 50° C Operating Temperature</li><li>⌚ -20° to 60° C Storage Temperature</li><li>⌚ 5% to 85% Relative Humidity, Non-condensing</li></ul>
Operating Systems:	Windows Vista/XP/2000/Server 2003 Mac OS X Version 10.4.x + Linux Kernel 2.6.x +
Warranty:	1 Year Return to Factory
Available Options:	<ul style="list-style-type: none"><li>⌚ 1.5-meter cable (PN: SUBCBL1.5HF)</li><li>⌚ Disk Drive Cage for up to four 3.5" internal disk drives (PN: RDRIVECAGE)</li><li>⌚ PCI card hold down kit (PN: RCHD7)</li><li>⌚ Rack-mount slide kit (PN: RSLIDES-XX)</li></ul>

## Pre-Installation Information

Before using the SCORP expansion chassis you should perform the following steps:

- Inventory the shipping carton contents for all of the required parts
- Gather all of the necessary tools required for installation
- Read this manual

## Parts List

The following parts are provided:

1	Rack-mount enclosure containing a 13 slot PCI expansion motherboard and auto-switching power supply (400W RPS)
1	PCI expansion cable (1-meter )
1	PCI expansion interface card
2	2xPower supply cord
1	Host Card (PCI is standard)
1	User's Manual

The SCORP PCI expansion cable uses a 68-pin connector; however, it is NOT an "off-the-shelf" SCSI cable. The SCORP PCI expansion cable is a custom cable designed specifically for PCI Expansion.

## Tools Required for Installation

In order to complete the installation of the SCORP expansion system you will need a Phillips-head screwdriver.

## Chapter 2 Hardware Installation

The following steps will guide you in completing the hardware installation of your SCORP PCI Expansion System.

---



### Electrostatic Discharge (ESD) Warning

All PCI cards are susceptible to electrostatic discharge. When moving PCI cards, it is best to carry the cards in anti-static packaging. If you need to set a PCI card down, be sure to place it inside or on top of an anti-static surface. For more information, see “Protecting Against Electrostatic Discharge” in the Preface.

---



### WARNING

High voltages are present inside the expansion chassis when the unit’s power cord is plugged into an electrical outlet. Disconnect the power cord from its source before removing the enclosure cover. Turning the system power off at the power on/off switch does not remove power to components. High voltage is still present.

---



### CAUTION

Before touching anything inside the enclosure, move to an ESD station and follow proper ESD procedure. Failure to do so may result in electrostatic discharge damaging the computer or its components. For more information, see “Protecting Against Electrostatic Discharge” in the Preface.

---



### STOP

If your SCORP expansion chassis was not purchased directly from SCORP, you must check to ensure that it doesn’t contain any pre-installed PCI cards.

Check the rear side of the chassis to see if any PCI cards are visible in the slots. If you see a PCI card, you should continue installation using instructions provided by your dealer. If no separate instructions are available, remove the cover by using instructions in Step 1. Then remove the card as normal. If no PCI card is visible, then continue with the cable installation.

---

## Before you Begin

The power supply is auto-switching. This means that it will automatically switch to match whatever source power you are using. Since all products ship with a US Standard 115V power cord, you will need to use a power cord adapter for non-US Standard 115V power sources.

### 1. Install Expansion Interface Card

The first step is to install the PCI Expansion Interface Card.

- Four (4) screws retain the cover on the expansion chassis. Remove them to open the enclosure.
- Next, slide the enclosure cover backwards, disengaging it from the guides at the front of the enclosure, by firmly grasping the rear cover lip over the card I/O area and pulling the cover backward about ½" and then lifting the cover off.
- Finally, install the PCI Expansion Interface Card into the PCI Slot marked Expansion Interface (Slot J15) and secure it to the chassis using the mounting screw preinstalled above the slot.

### 2. Attach PCI Expansion and Power Cable

Carefully position the SCORP expansion chassis so that the supplied PCI expansion cable will conveniently reach from the connector of the Host Card to the connector on the back of the chassis.

Attach one end of the PCI expansion cable to the Host Card and secure it using the captive thumbscrews on the cable. Carefully route the cable to the rear side of the expansion chassis and attach it to the 68-pin connector.

Secure the cable with the captive thumbscrews. It is important that the cable be attached securely to the connectors at both ends.

**Before connecting the power cord(s), check that the expansion chassis On/Off switch is set to the OFF position. This switch is located on the left side of the front of the chassis.**



#### NOTE

If at all possible, plug all power cords from the SCORP expansion chassis and your host computer into a shared power strip, preferably one that has surge and noise suppression circuitry built into it.

---

### 3. Recheck the Installation

Check your installation before powering up the SCORP expansion chassis for the first time. Although the power supply has an over voltage protection device built into it, it may not "trip" in time to fully protect a device that has been improperly connected, or whose power cable has been damaged.

### 4. Applying Power Correctly

#### Starting Up:

You must apply power to the SCORP expansion chassis BEFORE you power up your computer. This will allow the higher numbered PCI buses in the PCI bus hierarchy to be at a stable state when the host system issues its master power-on bus reset. In systems that perform automatic PCI bus configuration, this will allow the configuration code to recognize the PCI bus hierarchy and any attached devices.

There is an On/Off switch on the front panel, as well as an LED indicator to indicate power status. Verify that the green power indicator is ON.



**STOP**

DO NOT TURN ON THE SCORP EXPANSION CHASSIS UNTIL YOU HAVE SHUT DOWN YOUR LAPTOP COMPLETELY! It can cause a system lockup and loss of any unsaved data.

---

**Shutting Down:**

When shutting your system down, it is recommended that you first shut down the computer correctly, and then power down the SCORP expansion chassis to avoid 'computer lock-up' and potential data loss.

---



**STOP**

DO NOT TURN OFF THE SCORP EXPANSION CHASSIS UNTIL YOU HAVE SHUT DOWN YOUR LAPTOP COMPLETELY! It can cause a system lockup and loss of any unsaved data.

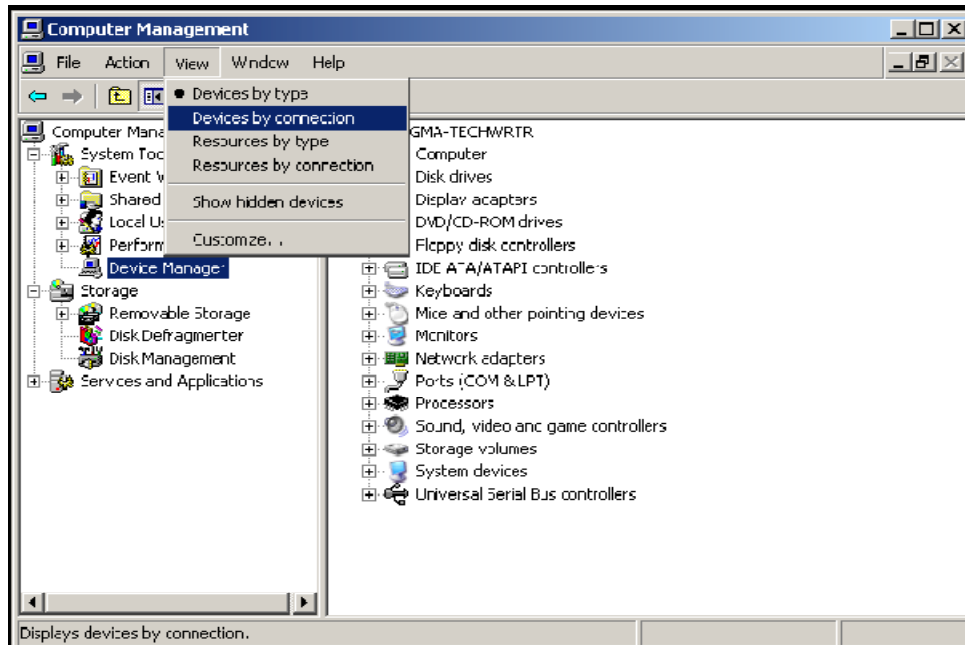
---

## CHAPTER 3 Verify Installation

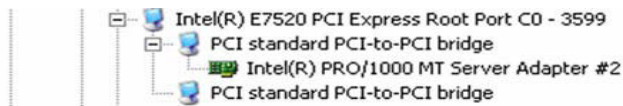
The SCORP / Magma Host Card is not visible to the Windows' Device Manager or the Apple System Profiler *until the Expansion System has been successfully connected and properly powered on*. Therefore, you will need to connect your Expansion System to the host computer and turn them both on before you can verify the SCORP Expansion Chassis installation. See your Host Card Installation Guide for information on how to connect your Host Card. Always power-up your Expansion System by turning on the power to the Expansion Chassis first, followed by your host computer.

### Windows

To verify a successful installation on Windows, find the 'My Computer' icon and "right-click" on it. Then select 'Manage' from the pop-up menu. Next, click on 'Device Manager' in the leftmost Computer Management window. Finally, click on the View Menu and select View Devices by Connection.



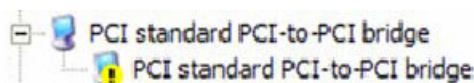
Open ACPI (BIOS) → Open PCI Bus → Click the '+' sign several times until you reach a PCI or PCI Express Root Port with a PCI Standard PCI-to-PCI Bridge beneath it.



When installed correctly, you will see three "PCI to PCI Bridges" below your system's PCIe Controller. Any 3<sup>rd</sup> Party PCI cards installed in the chassis will appear below one of the PCI-to-PCI bridges.

If everything is OK, then the SCORP Expansion System installation is complete. You can now proceed to [Chapter 4](#) for help with the installation of 3rd Party PCI Cards.

If, however, the installation was unsuccessful, you may not see the PCI to PCI Bridge, or it will have a small yellow in front of it. (as per image below)



If any of these devices are not displayed as shown above, you should shut down your system (host computer first, then the expansion chassis) and reconnect the cables and reseat the PCI Host Card to ensure that you have a solid connection. Then restart the SCORP expansion chassis, followed by the host computer. Next, try to verify the installation again, as shown above. If you are still having problems, kindly email on [support@sunshinetelesoft.com](mailto:support@sunshinetelesoft.com)

## Chapter 4 Install 3<sup>rd</sup> Party PCI Cards

This chapter provides information on how to install 3<sup>rd</sup> Party PCI cards into your SCORP expansion chassis. More details on the installation of individual cards are provided by the card's manufacturer. This chapter is provided as a simple guide to help you install your PCI cards in the chassis.

For the purpose of installation, the SCORP expansion chassis functions exactly as a standard desktop computer chassis. Always follow the manufacturer's instructions for installing their card on a desktop computer.



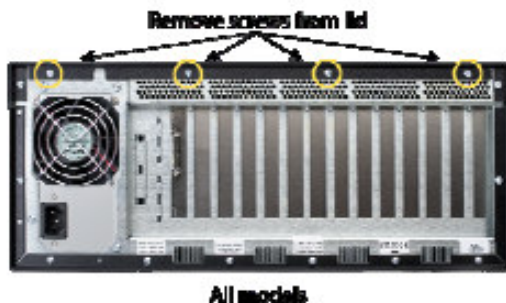
### IMPORTANT

We will provide reasonable technical support with 3<sup>rd</sup> Party PCI cards. However, if you have verified a successful installation of the SCORP expansion system (as defined in [Chapter 3](#)), but experience difficulty installing your 3<sup>rd</sup> Party PCI cards, the PCI card manufacturer should be able to provide the best support.

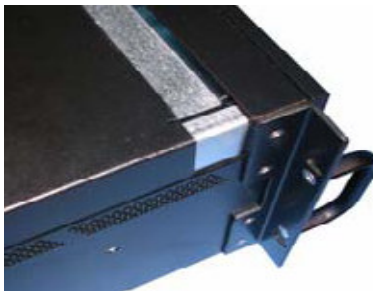
---

### 1. Remove PCI Expansion Chassis Cover

Four (4) screws retain the cover on the expansion chassis. Remove them to open the enclosure.



Next, slide the enclosure cover backwards, disengaging it from the guides at the front of the enclosure, by firmly grasping the rear cover lip over the card I/O area and pulling the cover backward about ½" and then lifting the cover off.



### CAUTION

When replacing the enclosure cover, be sure that the front edge guides on the cover engage the inner lip of the enclosure.

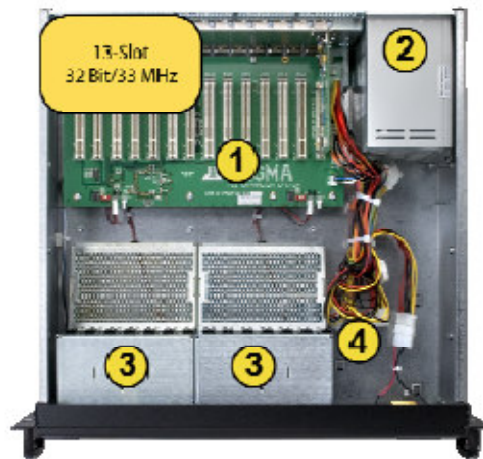
---

## 2. Install PCI Cards in PCI Expansion Chassis



Caution  
**CAUTION**

When installing PCI cards or hard drives, please ensure that the input current rating specified on the AC input label is not exceeded.



- ① PCI slots
- ② Power Supply
- ③ Fan assembly with slot holders for full-length cards
- ④ Drive bay – used to mount up to eight (8) 3.5" internal hard drives using 1 or 2 optional Disk Drive Cages (PN: RDRIVECAGE)
- ⑤ 5V load resistor – to be removed if optional hard drives are installed

Generally, when installing 3rd Party PCI cards in your SCORP expansion chassis, it should make no difference which PCI slot you place your cards in, unless specified by the card manufacturer. If you have PCI cards that need priority assignments, slot ordering in your PCI Expansion chassis begins with **Slot 4**.

Install PCI cards following PCI card manufacturer's recommendations. Some PCI card manufacturers recommend that you install their software driver(s) prior to installing the hardware. If this is the case, you should install their driver before you connect and power up the expansion chassis.

Make sure that all PCI cards are fully seated in their connectors. When correctly seated in its connector, you will notice a firm resistance when you pull up gently on the card. To keep the cards in place, secure them in the enclosure with their retaining screws (supplied with the SCORP expansion chassis).



Important  
**IMPORTANT**

The sheer number of PCI cards and device drivers available makes it impossible for SCORP to fully test and certify all available PCI cards for use in the SCORP expansion chassis. Our best advice to you in this regard is to insist on full PCI Specification compliance from your card and system vendors. Cards and systems should be at least PCI Specification Revision 2.0 compliant or better. Compliance in your system motherboard, PCI cards, and console firmware (or BIOS) is your best assurance that everything will install and operate smoothly.

Not all PCI cards are as "well-behaved" as they should be. Sometimes simply moving a PCI card that is having a problem to a different slot, or reordering your cards in their slots, will alleviate "behavior" problems.

### **3. Finishing Touches**

After your system is working properly, replace any empty slots with slot covers, and replace the host computer cover and the expansion chassis cover.

#### **Rack Installations**

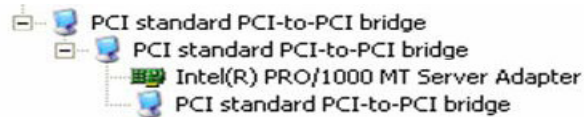
Installing your new Expansion System chassis into an equipment rack has never been easier. Simply attach one of SCORP's optional Rack-mount slide kits (PN: RSLIDES-XX) to allow you to mount the chassis in a computer rack and then simply slide the chassis in and out whenever you need to do work on, or in, it. These sets come in various lengths to accommodate different racks. Contact SCORP for more information, or to order a set. When ordering, replace the "XX" in the part number with your required kit size (18, 24, 26, or 28 inches).

# Chapter 5 Troubleshooting

## Locate the Problem

If you are having trouble with the SCORP expansion system, verify that all cards are seated properly and all cables are connected properly. Be sure you followed the instructions in earlier sections of this User Guide. Always remember to power **On** and **Off** correctly when rechecking and testing your installation. If you are still having problems, try these simple troubleshooting steps.

The PCI to PCI Expansion System is correctly displayed as a “**PCI standard PCI-to-PCI bridge**” (Windows Device Manager) and as a “**pci-bridge**” (MAC Apple System Profiler). When connected and functioning correctly, this Expansion System will be displayed as follows:



If this is not what you see when you verify your installation, the following troubleshooting steps may help you to locate and resolve your installation issues, without having to call Technical Support.


### My Computer Can't Find the PCI Expansion System

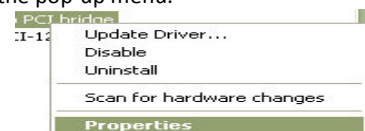
If the expansion system is not visible in your Windows Device Manager at all, you will need to turn off your computer (first) and then the SCORP expansion chassis (second) and test all cords and cables to ensure you have everything connected correctly. If everything seems to be connected correctly, and you are sure you have applied power correctly (power up expansion chassis first and then the computer), then try these additional troubleshooting steps:

- Double-check the PCI host card to ensure it is inserted correctly in a PCI slot.
- Try moving the PCI host card to a different PCI slot.
- Check for a bad cable or connection. Try another expansion cable, if you have one.
- If the expansion system is still not visible after trying all of the above steps, go to [Chapter 6](#) to see about getting additional help.

### Windows

If the PCI to PCI Bridge is now visible, but contains a  in front of it, it has a problem that must be fixed.

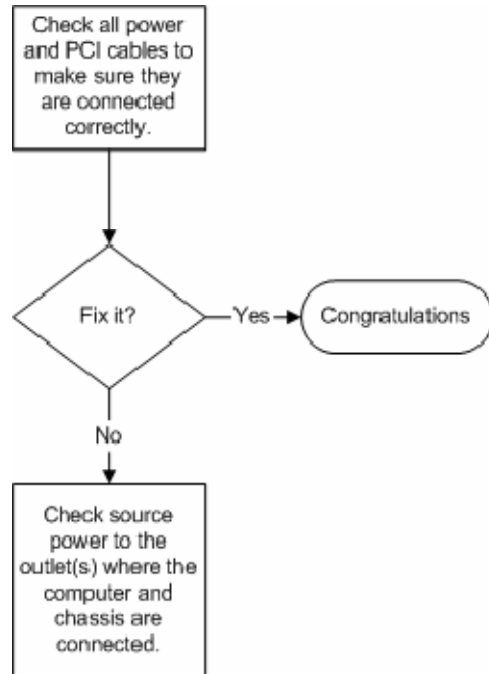
To identify this problem, right-click on the line with the  and select “Properties” from the pop-up menu.



Resolve the identified problem or go to [Chapter 6](#) to see about getting additional help.

## **When Nothing Works**

The following troubleshooting steps will help you when the computer or chassis won't turn on or "nothing seems to work" correctly:



Review Chapters [3 \(Verify Installation\)](#) and [4 \(Install 3<sup>rd</sup> Party PCI Cards\)](#) as necessary to verify that you have a valid installation of the SCORP expansion system and that you have correctly installed your 3<sup>rd</sup> Party PCI card(s) and their associated drivers (as required).

---

If it powers up OK, but nothing works, check the computer's Device Manager or System Profiler to see if the expansion system has been found. If not found, try the troubleshooting steps for [My Computer Can't Find the PCI Expansion System](#). If the expansion system is visible, but has a problem, try to resolve the problem (See Note above). If that fails, go to [Chapter 6](#) to see about getting additional help.

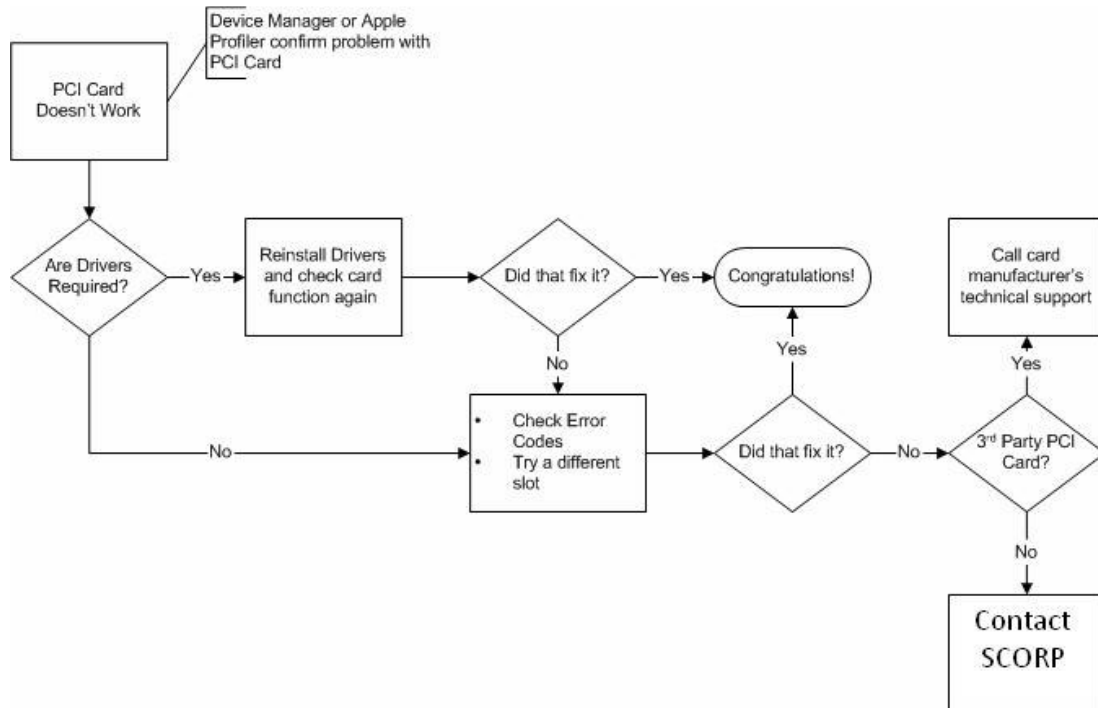
## **My Computer Hangs During Power Up**

If your computer "hangs" while being turned on and you can't even start, follow these simple steps to try to fix this problem:

1. Shut off the computer (first) and then the SCORP expansion system and verify that all cards and cables are installed correctly. Re-apply power first to the expansion system and then to the computer.
2. If it still hangs, remove all 3<sup>rd</sup> Party PCI cards and try booting up without any cards installed.
  - a. If it still hangs, remove the SCORP PCI expansion host card from the computer and try booting up without the SCORP expansion system attached.
    - i. If it boots up OK without the SCORP expansion system attached, call SCORP Technical Support.
    - ii. If it still hangs, the problem is in the computer and not with the SCORP expansion system or the 3<sup>rd</sup> Party PCI cards.
  - b. If it boots up OK without any 3<sup>rd</sup> Party PCI cards installed, try adding only one card and see if it boots up.
    - i. If it boots up OK with one card in it, shut it down (in the proper order, of course) and swap cards. Repeat this until all cards have been tested. If they all test OK, then add them back one at a time until you find the combination that doesn't work, or you are running fine. If you find a bad card, call Technical Support. If you don't – congratulations, you fixed it!
    - ii. If it still hangs up, try a different card – this one is probably bad (or has driver problems). If the second card works, troubleshoot the first card. If the second card also fails, call Technical Support.

## My PCI Card Doesn't Work

Follow these simple troubleshooting steps to resolve typical 3<sup>rd</sup> Party PCI card problems:



The following additional steps might also help when the above troubleshooting steps for fail to resolve your problem:

- Shut down the computer followed by the SCORP expansion chassis
- Remove the PCI card displaying a problem
- Replace the "problem card" with a *simple* PCI card, such as an Ethernet card that has drivers built into the operating system. (*Using this "type of card" will avoid any future questions about drivers possibly being installed incorrectly.*)
- Turn on the SCORP expansion chassis, and then turn on the computer.
- Next, open the Device Manager (View by Connection selection). If the is gone, the problem is with the 3rd Party PCI card or the card drivers. You should go to the [Windows Error Codes](#) section of this chapter to learn how to troubleshoot using error codes.
- If the is still visible, the problem may be with the SCORP expansion system. Please contact SCORP Technical Support for further guidance and/or a replacement product.

If an error shows on any of the PCIe to PCI Bridge Connections, call SCORP Technical Support immediately.



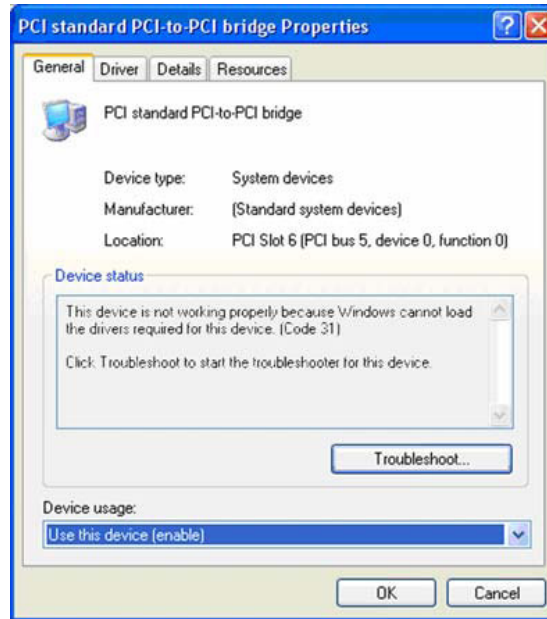
### Important

The SCORP PCI Expansion System is designed to function exactly like your desktop computer. This means that you should follow the PCI card maker's instructions for installation on a Windows or Mac computer as if the expansion chassis WAS the desktop computer. When correctly installed, there is no difference to the operating system, removable cards, or most software.

---

## Windows Error Codes

If you are having a problem with one of your devices, and the Device status box shows a Windows Error Code, refer to the following list of error codes for guidance:



10	<p><b>This code indicates that there is a problem with the 3<sup>rd</sup> Party PCI Card driver.</b></p> <p>If necessary, contact the PCI Card's manufacturer for updated PNP compatible drivers. If all else fails, contact SCORP Technical Support for further assistance.</p>
12	<p><b>On the Bridge:</b> If you receive error code 12 on the first PCI to PCI Bridge, call SCORP Technical Support.</p> <p><b>On the PCI Card:</b> This usually means the memory, I/O, or prefetch is more than has been allocated. Call SCORP Technical Support.</p>
28 (PCI Card)	<p>The driver for the PCI Card is not installed on your system. Reinstall the PCI Card driver following the manufacturer's instructions. If that fails to fix the problem, call the card manufacturer for new drivers.</p>
1	<p>The PCI host card or expansion chassis are not working correctly. Reinstall the PCI host card into the computer's PCI slot and recheck all cable connections. If the error code remains, try another PCI slot. If you still have the error, call SCORP Technical Support.</p>
Other Codes	<p>For all other error codes, call:</p> <p><b>On the PCI to PCI Bridge:</b> SCORP Technical Support</p> <p><b>On the PCI Card:</b> Card Manufacturer's Technical Support, after first verifying that the SCORP expansion system is installed properly.</p>

If you are still having problems, contact SCORP Technical Support for more help.

## Chapter 6 Chassis Maintenance

Like all computer systems, you will need to perform some routine maintenance tasks. Some of these include making sure that the air vents in the chassis are clear of obstructions and that the cooling air from the fans flows freely. You will also need to check the foam filter behind the front panel to ensure it is clean, thus allowing for unrestricted air flow to the fans. You should always keep an eye on all cables to make sure they are not damaged and are securely connected. Occasionally, you should remove the chassis cover and check for loose cards, and remove any dust build-up.



Caution  
Always to remember to power down your computer and then the expansion system BEFORE you attempt to perform any maintenance tasks.

---

### General Chassis Cleaning

The environment where your SCORP chassis is operating is a key element to how often you will need to perform a general cleaning of your SCORP Expansion chassis. To perform a routine general cleaning of your chassis, you will need the following:

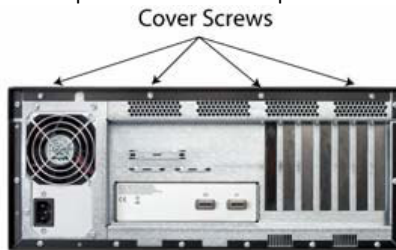
1. Can of compressed air (proper distance, 6 inches)
2. Cotton Swabs
3. Isopropyl (alcohol)
4. Anti static wipes
5. Warm water (for filter)
6. Dish soap (for filter)



Caution  
Do not use a vacuum because vacuums create ESD.

---

First, remove the four cover screws with your Phillips screwdriver and open the cover.



Next, use a can of compressed air from your local computer store to blow out any dust that may have accumulated in the chassis fans. Be sure to keep the can of compressed air about six inches from the parts being sprayed with air.

Next, you can use anti static wipes to wipe down any open areas inside and outside of the chassis to remove any remaining dust or dirt. If you have dust or dirt remaining in any “hard to reach area”, such as corners of a fan blade, you can use the cotton swabs, dipped in the isopropyl (alcohol), to gently rub the area clean.

Lastly, if the chassis was extremely dirty, you can remove any installed 3<sup>rd</sup> Party cards and wipe the PCI-X slots with a soft bristle brush (like a toothbrush), dipped in the isopropyl (alcohol), to gently clean each slot. When finished, blow the slots with compressed air from about six inches away until dry.



**Important**

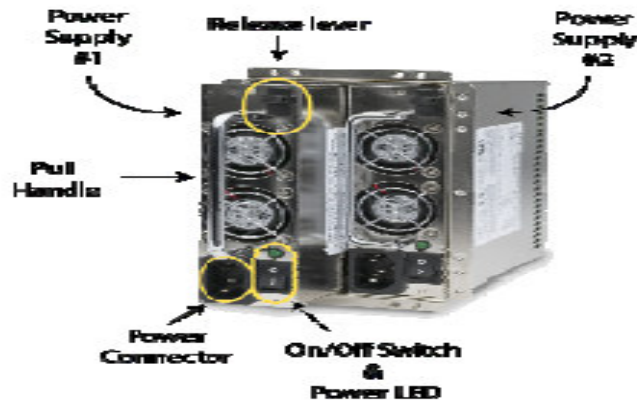
If your chassis is extremely dirty and you would like professional help with getting it clean, you can contact SCORP Support for instructions and costs on shipping the chassis back for cleaning.

---

Finally, clean the air filter following the instructions later in this chapter. When finished, replace the cover and turn on power to the system.

### “Hot-Swappable” Power Supply

In spite of regular performance of routine maintenance tasks, some computer systems can experience hardware failures. Fortunately, your investment in a PE6RR provides you with the ability to easily replace the power supply in the event of power supply failure.



The redundant power supply includes two hot-swappable modules that share the power load requirements during normal operations. Should one module fail for any reason, the power load will be shifted to the other module and sound an audible alarm.

If a power supply fails, an alarm will sound to alert you of the problem. Press the square red button adjacent to the power supply to stop the audible alert.

To replace a failed power supply, simply grab the handle, press down on the release lever at the top of the module, and pull. Replace the failed module with a new one and turn on the power to the module using the power switch at the bottom of the module. The power load will again be shared between these two modules.



**Important**

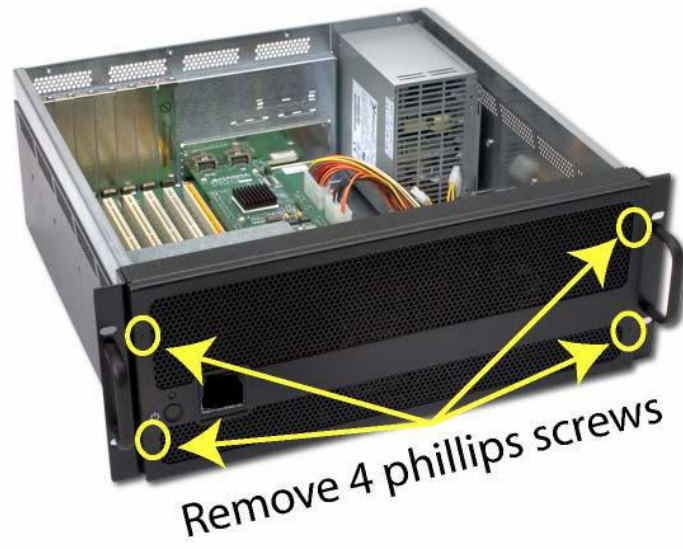
In order to ensure the safety and efficiency of your expansion system, it is recommended that you keep a spare power supply module on hand – just in case. Protect yourself, keep a spare. Order your spare power supply module from SCORP – PN 40-00022-01.

---

## Cleaning the Air Filter

The chassis is equipped with an air filter that is easy to remove and clean. To keep your chassis running at its coolest, you should clean this filter regularly. How often the filter requires cleaning depends on environmental conditions where your SCORP Expansion chassis is located. To clean this filter, follow these simple steps.

First, power down the chassis and then remove the four screws on the front panel with a Phillips screwdriver.



Next, open the faceplate and remove the foam filter, located behind the faceplate, and clean it with a solution of warm water and mild dish soap.



Finally, replace the filter and faceplate. Secure faceplate with four Phillips screws. Tighten screws until snug. Turn on power to the chassis.

## Returning Merchandise to SCORP

If factory service is required, a Service Representative will give you a Return Merchandise Authorization (RMA) number. Put this number and your return address on the shipping label when you return the item(s) for service.

**SCORP will return any product that is not accompanied by an RMA number.** Please note that SCORP WILL NOT accept COD packages, so be sure to return the product freight and duties-paid.

Ship the well-packaged product to the address below:

SUNSHINE TELESOFT (P) LIMITED. (Returns Department)  
605/ B2, Star Residency,  
Evershine City, Village Achole,  
Tal. Vasai. Dist. Thane.  
Maharashtra – 401208. INDIA.

It is not required, though highly recommended, that you keep the packaging from the original shipment of your SCORP product. However, if you return a product to SCORP for warranty repair/ replacement or take advantage of the 15-day money back guarantee, you will need to package the product in a manner similar to the manner in which it was received from our plant / warehouse.

SCORP cannot and will not be responsible for any physical damage to the product or component pieces of the product (such as the host or expansion interfaces for PCI expansion chassis) that are damaged due to inadequate packing and / or transit damage.

Physical damage sustained in such a situation will be repaired at the owner's expense in accordance with Out of Warranty Procedures. Please, protect your investment, a bit more padding in a good box will go a long way to insuring the device is returned to use in the same condition you shipped it in. Please call for an RMA number first.

# Frequently asked questions (FAQs)

## Need More Slots?

### Multiple PCI Expansion System Configurations

The PCI Local Bus Specification defines the PCI bus as a *hierarchical bus*, where PCI to PCI Bridges (PPBs) may be used to add "levels" to the PCI bus hierarchy. Because hierarchies are *organized systems arranged into different levels*, you can take advantage of this automatic organizing and layering to expand the number of available PCI slots beyond the number available in your computer's motherboard.

You can easily add two or more SCORP expansion systems to your current system in either a "fan-out" or "daisy-chain" configuration. Each of these configurations has advantages and uses. To determine which type of configuration you wish to use, you should first understand a few basic facts:

1. In a desktop computer, the bios enumerates automatically behind PCI bridges. In the SCORP configuration, the bios finds the SCORP / Magma host card in a PCI slot. The bios configures it, and then looks beyond it to find any PCI cards installed in the expansion chassis. The bios then configures the cards and allocates resources. Empty PCI slots are ignored during configuration.



255 PCI buses to identify and configure all installed PCI cards. Unfortunately, not all computers are created equal. The 255 PCI bus limit is actually a theoretical maximum. The practical limit is somewhat lower, but should still be a fairly large number.

---



In a desktop computer the bus numbers tend to be lower (0, 1, 2, etc.). Once the bios is finished configuring everything and assigning resources, the Operating System starts loading and activates the PCI cards found.

---



When adding more Expansion Systems to an existing system, be sure to connect and test them "one-at-a-time." This will allow you to quickly resolve any connectivity, or other, issues right at the start. DO NOT INSTALL any 3<sup>rd</sup> Party PCI cards into any system until ALL attached systems are working correctly.

---

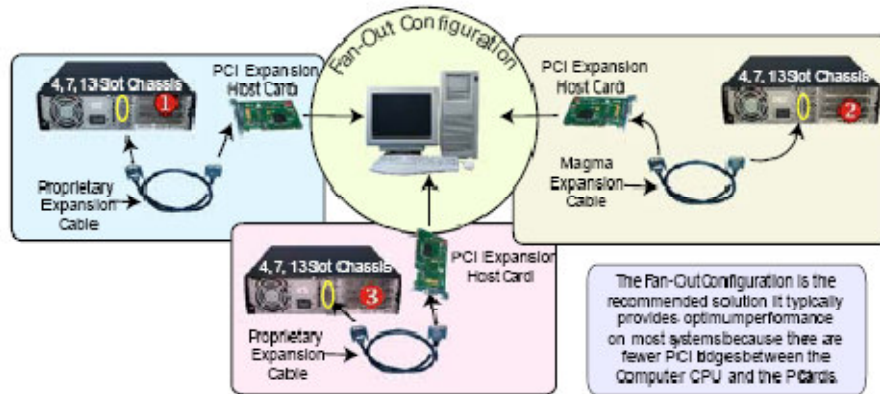
2. The 4 and 7 Slot SCORP Expansion Systems each add two (2) PCI to PCI Bridges to the PCI Local Bus. The 13 Slot adds three (3) PCI to PCI Bridges to the PCI Local Bus. The 6 Slot adds one (1) bridge. These bridges are the communication paths between the PCI cards and the computer resources. Most computers allow multiple bridges (and thus PCI buses) to be correctly configured. Some computers, unfortunately, place an arbitrary limit on the number of bridge levels that can be traveled during power-on configuration. Your computer "power-on-software" should be PCI Specification 2.1 compliant in order to effectively use a SCORP PCI Expansion System. For "fan-out" and "daisy chained" system configurations, where more than one PCI expansion system is being used, you should count all of the bridge levels to your most deeply nested PCI bus to determine the maximum number of bridge levels that must be traveled.
3. For easier understanding, the PCI Local Bus should be viewed as a "Resource Toll road" that runs from the computer CPU (resource home), through the "Toll Booths" (the PCI bridges), to the "Resource Users" (PCI Cards). As in the case of a real Toll Road, the more Toll Booths you have to slow down a "nanosecond" for, the longer it will take you (your data) to get from the PCI Card to the CPU and back again. Under most circumstances the effect cannot even be detected. However, under other conditions, it can be important to know about.

## Fan-Out

For reasons described in bullet #3 above, we recommend using a fan-out configuration when you need to add successive PCI expansion systems to the host computer. This addition to the PCI bus hierarchy is at the "peer" level of other existing expansion buses, thus adding "breadth" to the PCI bus hierarchy, since these buses will be at the same hierarchical level within the system configuration.



You may use either PCIe or PCI host cards in your host computer, depending on available slots and your performance requirements. You must ensure that you have the corresponding PCIe to PCI Expansion System, or PCI Expansion System, chassis to connect with your host card and support your desired configuration.



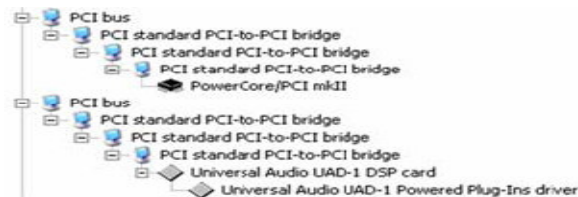
In this configuration, you have fewer "Toll Booths" (PCI Bridges) to pass through; therefore there are fewer opportunities for concern.



For clarification, it is necessary to understand that the amount of latency caused by any PCI Bridge (even those built into a 3<sup>rd</sup> Party PCI card or the computer motherboard itself) is negligible ("nanoseconds") and will not produce any visible effect on most systems. It is only mentioned here because on a few rare configurations which use some unique PCI cards with special software drivers, the total number of PCI buses that the data must pass through COULD make a difference. See [Chapter 5 Troubleshooting](#) for more information if you suspect this could be an issue with one of your specialty PCI cards.

## Verify your configuration

Before you start installing your PCI cards (refer to [Chapter 4 Install Cards and Drives](#) for more information), you should confirm that everything is in proper working order. Refer to [Chapter 3 Verify Installation](#) for guidance in verifying the proper installation of your Expansion System. The following image shows the Windows Device Manager display when a Windows PC has 2 Expansion Systems connected in a "Fan-Out" configuration.

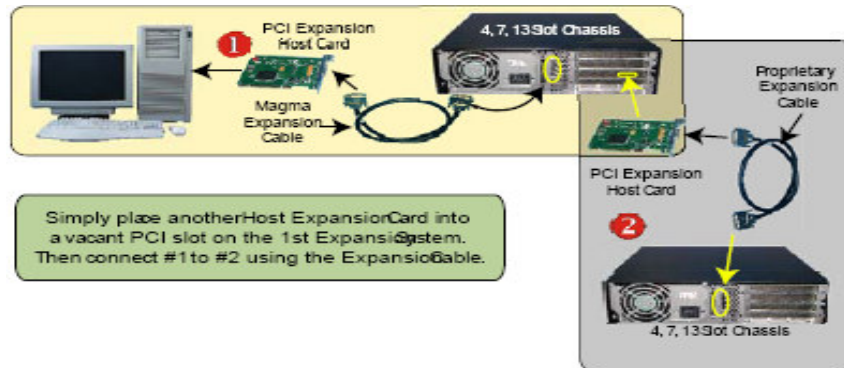


Windows Device Manager with 2 PCI to PCI Expansion Systems Installed in a "Fan-Out Configuration."

## Daisy-Chaining

Recognizing the typical insignificance of the performance variance between the "Fan-Out" and "Daisy-Chaining" configurations, the primary reason for using this one would be limitations on physical space. This could be the number of available slots on the computer motherboard, or a lack of desk or rack space.

### Daisy-Chaining Expansion Systems:



In the daisy-chain configuration, successive PCI expansion systems are added to the "end" of the PCI bus hierarchy, which adds "depth" to the PCI Local Bus by increasing the number of PCI Local Bus levels active in the system configuration.

### Verify your configuration

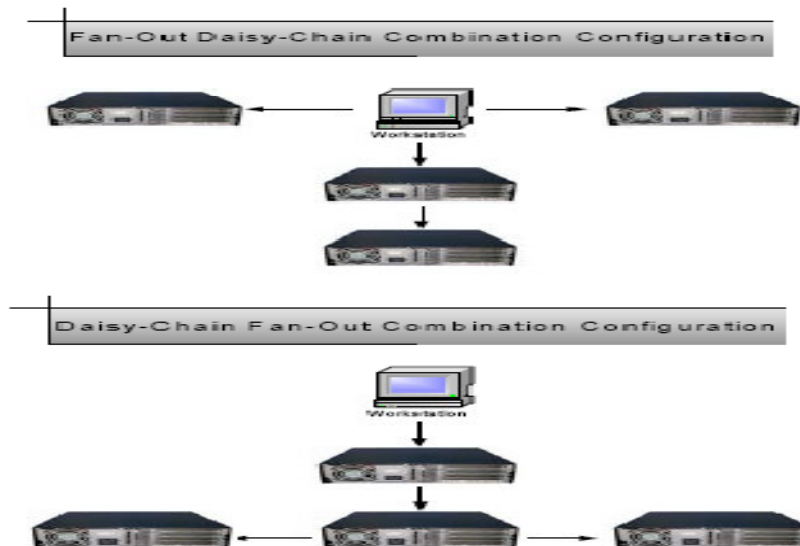
Before you start installing your PCI cards (refer to [Chapter 4 Install Cards and Drives](#) for more information), you should confirm that everything is in proper working order. Refer to [Chapter 3 Verify Installation](#) for guidance in verifying the proper installation of your Expansion System.



Notice that each Daisy-Chained unit appears in the Device Manager in the reverse order of its place in the configuration.

### Combination Configurations

Depending on your business requirements, and your physical space limitations, you can add additional Expansion System in multiple configurations, such as these. These combinations are only limited by the available slots and/or slot types: PCIe or PCI.



Obviously, you will need to keep an eye on your system performance and make any adjustments that may be required, either to PCI card location or to Expansion System configuration, to obtain maximum performance.

## PCI Card Conflicts

If you determine that one PCI card is interfering with the operation of another card, first try reorganizing the cards on the motherboard. Moving the cards around can change the order in which the cards are configured by the system during power-on. This will go a long way toward resolving module conflicts.

## Power-On Sequence for Advanced Configurations

As previously stated in [Chapter 2 Hardware Installation](#), it remains necessary to power up ALL Expansions Systems BEFORE you turn on the computer. This will ensure that your power-on software can read all available PCI buses and properly configure all installed PCI cards.

Obviously, the reverse also remains true for shutting your system down. The computer must be shut off BEFORE you attempt to turn off your Expansion System(s).


## Troubleshooting Advanced Configurations

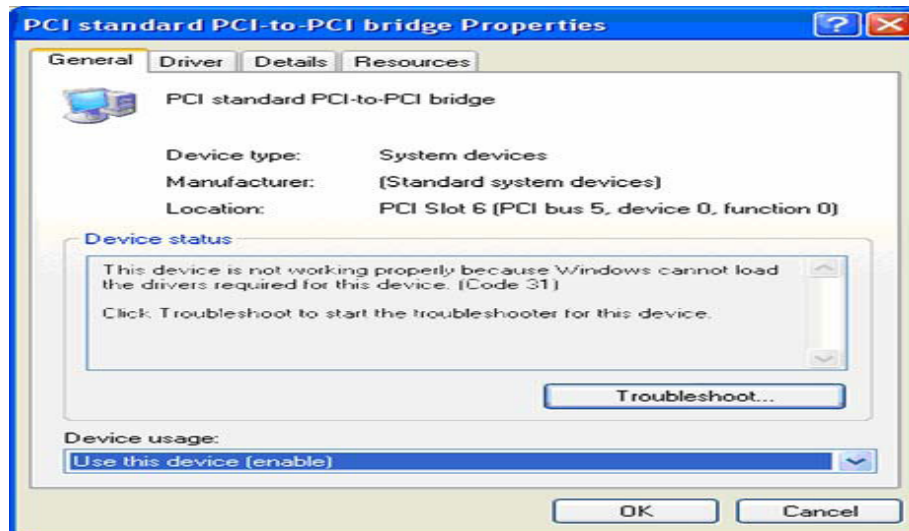
When trying to troubleshoot problems with PCI cards in a multiple expansion system configuration, it is vital to correctly determine the nature of the problem. Therefore, the first task is to identify the card or chassis having a problem by using the Windows Device Manager, or Apple System Profiler. Refer to the first part of this Appendix for more information on identifying hierarchical levels in multiple expansion system configurations.

Remember, Fan-Out configurations can consist of both PCIe to PCI Expansion Systems and PCI to PCI Expansion Systems. Whereas, Daisy-Chain configurations will consist only of a PCI to PCI Expansion System, or a PCIe to PCI Expansion System, followed by one or more PCI to PCI Expansion Systems. Only after you have all expansion systems working without any 3<sup>rd</sup> Party PCI cards should you attempt to install any 3<sup>rd</sup> Party PCI cards.

Problems with 3<sup>rd</sup> Party cards might only be traceable once you have identified the expansion system containing the problem card. Remember, it may be necessary to identify the PCI Slot that the Host Interface Card is in before you can properly identify the correct expansion chassis and ultimately the card. Obviously, this is only an issue if you have multiples of the same type of card installed.

## Finding the Problem Card

If you need help to determine which PCI card, or which expansion chassis, has the problem, you can “right-click” on the card with the  and check the information contained in the “Location:” field.



Look for the “Error Code” in the box in the center of the Properties Window and then go to the [Windows Error Code](#) section for information on how to resolve this issue.

# Compliance

## FCC

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



### NOTE

The assembler of a personal computer system may be required to test the system and/or make necessary modifications if a system is found to cause harmful interferences or to be noncompliant with the appropriate standards for its intended use.

---

## Industry Canada

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada



## CE

The product(s) described in this manual complies with all applicable European Union (CE) directives. SCORP will not retest or recertify systems or components that have been reconfigured by customers.



## **Sunshine Telesoft (P) Limited.**

**305 / 6 Apeejay House | 130 BS Marg | Fort | Mumbai – 400023 | India**

**Tel: +91 22 40 365 365 | Fax: +91 22 40 365 300**