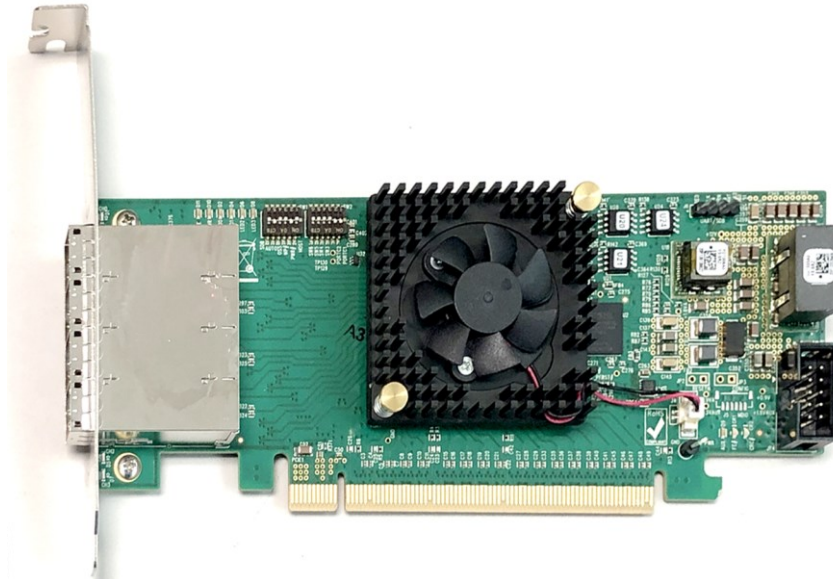




PCIe x16 Gen4 Cable Adapter

Model: OSS-PCIe-HIB616-x16



PCIe x16 Gen4 Cable Adapter

SKU: OSS-PCIe-HIB616-x16



OSS
ONE STOP SYSTEMS

Table of Contents

Preface	4
Advisories	4
Safety Instructions	5
1 Introduction	7
1.1 Specifications	7
1.2 Overview of HIB616-x16	8
1.2.1 x4 cable Ports	8
1.2.2 HIB card seated flat (horizontal position)	9
1.2.3 HIB card seated in a vertical position	9
1.2.4 HIB Block Diagrams	10
1.2.5 OSS-518 Card Edge x16 Connector	11
1.2.6 Pin out assignments of the SFF-8644 PCB Connectors	12
1.2.7 Signal Descriptions	13
1.3 Features	13
1.3.1 Host Interface Board	13
1.4 Dimensions	14
2 Hardware Requirements	15
2.1 OSS-PCIe-HIB616-x16 card	15
2.2 SFF-8644 Gen4x4 Cable	15
2.3 Expansion Chassis / Gen4 Backplane	16
2.4 Host Card Mode Configuration	16
2.5 Target Card Mode Configuration	17
2.5.1 Target mode switch settings - OSS-Backplane	17
2.5.2 Target mode switch settings - Magma-Backplane	17
2.6 Supported Use Cases	18
2.7 Not Supported Setup	18
2.7.1 Host-to-Host	18
2.7.2 Using 3 rd Party Target Backplane	18
2.7.3 Connecting to 3 rd Party backplane via on-board SFF-8644 connector.	18
3 Installation Procedures	19
3.1 Tools Required for Installation	19
3.2 Configure Cards (Host and Target modes)	19
3.3 Install the Target card	19
3.4 Install the Host card	20
3.5 Connecting the Link Cables	21
3.5.1 x16 configuration: FOUR cables	21
3.5.2 x8 configuration: TWO cables	22
3.5.3 x4 Configuration: ONE cable	23

3.5.4	Disconnecting the cable	24
3.6	Connect Power to Expansion board / unit	25
3.7	Connect Power to Host Computer	25
3.8	Power UP the Host Computer	26
3.9	Verify LEDs	26
3.10	LED Definition	27
3.10.1	x16, x8 and x4 LED Indicators	27
3.10.2	Bifurcated HBA LEDs	27
4	Hardware & Technical Info	28
4.1	LED Definitions	28
4.2	Dipswitch Settings	28
4.3	Standard & Bifurcated Configurations	29
4.3.1	Standard Configurations	29
4.3.2	HBA Bifurcated configurations	30
4.3.3	x8, x8 Bifurcation Configuration:	31
4.3.4	x4, x4, x4, x4 Bifurcation Configuration	32
4.4	Bifurcation Setup	34
4.4.1	Two x8, x8 bifurcation mode:	34
4.4.2	Four x4, x4, x4, x4 bifurcation mode:	34
5	Identify HIB Device	35
5.1	Linux OS	35
5.2	Windows 10 / Server	38
6	Software Installation	40
7	Troubleshooting	41
7.1	Device is not detected or recognized.	41
7.2	Broken OSS-518 Board	41
7.3	Intermittent start up issue and PCIe cards are not getting recognized.	41
7.4	Third Party Hardware and Software Support	42
7.5	There is no LINK between Host and Target	42
8	How to Get More Help	43
8.1	Contacting Technical Support	43
8.2	Returning Merchandise	43
8.3	Third Party Hardware & Software Support Policy	43
8.4	Online Support Resources	44

Preface

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.



NOTE

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



IMPORTANT

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



CAUTION

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



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, the company 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 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 Danger, Warning, Caution, Important, and Note.

- Always use caution when handling/operating the computer. Only qualified, experienced, authorized electronics personnel should access the interior of the computer and expansion chassis per UL and IEC 60950-1
- 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 Technical Support.



WARNING

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 around your system.

When Working Inside a Computer

1. Before taking covers off a computer, perform the following steps:
2. Turn off the computer and any peripheral devices.
3. Disconnect the computer and peripheral power cords from their AC outlets or inlets to prevent electric shock or system board damage.

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

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

Protecting Against Electrostatic Discharge



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 procedures to reduce the risk of damage to components. We strongly encourage you to follow proper ESD procedures, 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 are 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. Do not touch the components or contacts on a board. Hold a board by its edges or by its metal mounting bracket.

1 Introduction

PCIe x16 Gen 4 HIB (Host Interface Board) with PCIe quad SFF-8644 cable connectors as used in the PCISIG PCI Express External Cable Specification can be configured as x16, two x8, one x8 and two x4 or four cable ports. The cable adapter operates in host and target mode with a DIP switch setting change.

Part# OSS-PCIe-HIB616X16

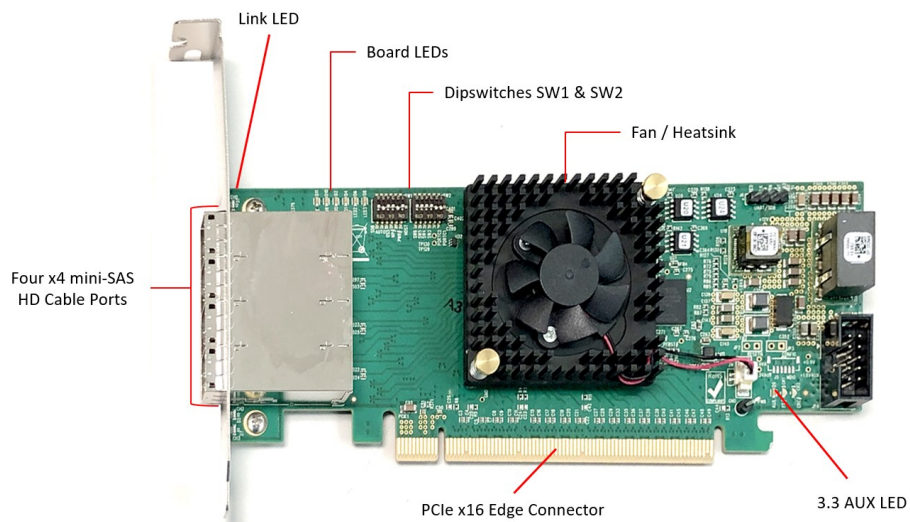
1.1 Specifications

Item	Description
Form Factor	PCIe 4.0 x16 half-height, half-length
Dimensions	6.6 x 2.65" (16.76 x 6.73 cm) at 0.063" (1.6mm) thickness
Bandwidth	256Gb/s
Connectors	<ul style="list-style-type: none"> • PCIe x16 card edge connector • Quad SFF-8644 connectors on the bracket <ul style="list-style-type: none"> • Compliant to PCI-SIG PCI Express External Cable Specification 3.0
Bracket	Standard and low-profile brackets available
PCIe Switch	Broadcom PEX88032 <ul style="list-style-type: none"> • 16 GT/s /32-Lane PCI Express Gen 4 Switch • DMA Controller • SSC Isolation
Switch Latency	150ns
Cable Types	Supports the following cable types: <ul style="list-style-type: none"> • SFF-8644 PCIe CMI copper cables • Mini-SAS-HD copper cables
Cable Connection Modes	One x16 host connection via edge card to: <ul style="list-style-type: none"> • One x16 cable connection • Up to two x8 cable connections • Up to four x4 cable connections
Power	60W max <ul style="list-style-type: none"> • 1.5A @3.3V • 3A @12V • 250mA @ 3.3V aux
Operating Temperature	0°C to +50°C
Storage Temperature	-40°C to 85°C
Operating Humidity	10% to 90% relative humidity non-condensing
Storage Humidity	5% to 95% relative humidity non-condensing
Agency Compliance	Designed to meet the following agency standards: <ul style="list-style-type: none"> • FCC - Part 15 Class A, 47CFR; Canada ICES-003, issue 4, Class A; Japan: VCCI, Class A; CE Emissions 2004-108EC • UL/IEC 60950-1; Canada: CSA C22.2 No. 60950-1; Argentina: IEC60950-z; IEC 60950-1 (CB Certificate and CB Test Report) • CE Mark (EN55022 Class A, EN60950-1, EN55024, EN61000-3-2, EN61000-3-3) • CISPR 22, CISPR 24, Class A: Australia/New Zealand AS/NZS CISPR 22, Class A • RoHS 6 of 6 compliance (Directive 2011/95/EC)
Operating System	Supports the following OS. Windows 7, 10, Windows Server 2012 R2 Linux Based OS

When ordering the Gen4 x16 PCIe HIB card, use the following part numbers:

Part Numbers	Description
OSS-PCIe-HIB616-x16(main part#)	HIB616-x16 Host Configuration with Full-height bracket
OSS-PCIe-HIB616-x16-Half	HIB616-x16 Host Configuration with Half-height bracket
OSS-PCIe-HIB616-x16-T	HIB616-x16 Target configuration with Full-height bracket
OSS-PCIe-HIB616-x16-T-Half	HIB616-x16 Target configuration with Half-height bracket

1.2 Overview of HIB616-x16



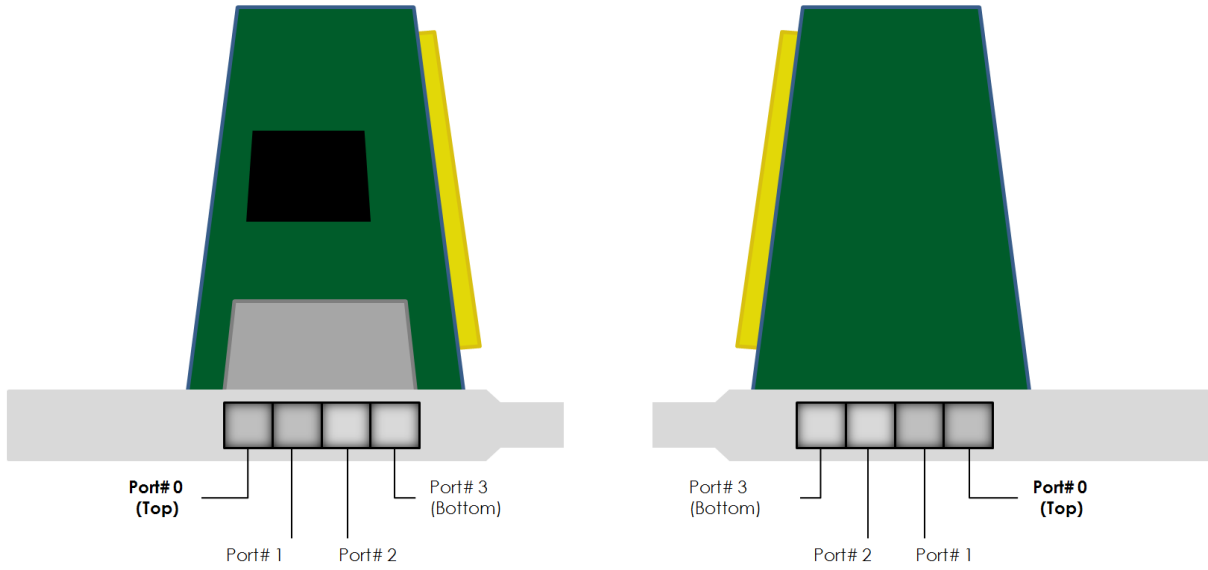
1.2.1 x4 cable Ports

There are four x4 cable ports available on the HIB / HBA card. It is very important to know where port#0 is when connecting a single x4 PCIe SFF-8644 cable. Port #0 is the connector nearest the Link LEDs. A single x4 SFF-8644 cable must be inserted into port#0 of the Target card all the time. For the Host card, you can plug in a single x4 cable to any port if the Host card switch is set to operate in a x4 mode.

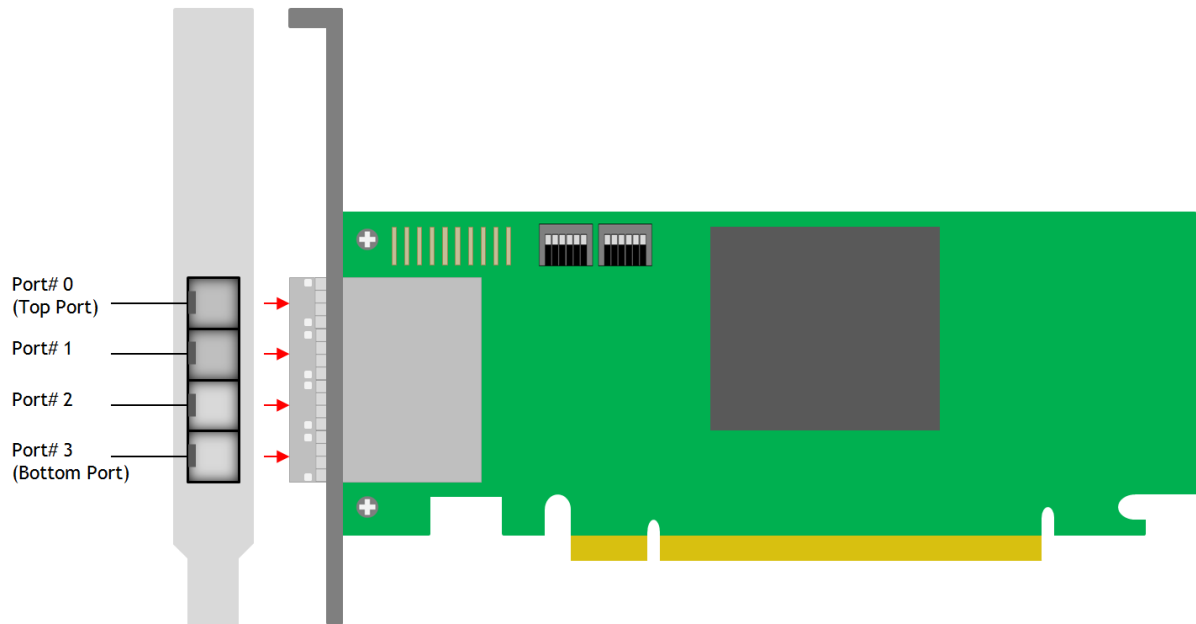
When using two x4 SFF-8644 cables, it must be connected to port#0 and port#1 of the Target card only. For the Host card, you can plug-in the two cables to port#0 and port#1 **OR** port#2 and port#3.

Below are photos of the HIB cards in a different position when plugged into a PCIe slot. This will serve as a guide in determining the location of PORT 0.

1.2.2 HIB card seated flat (horizontal position)

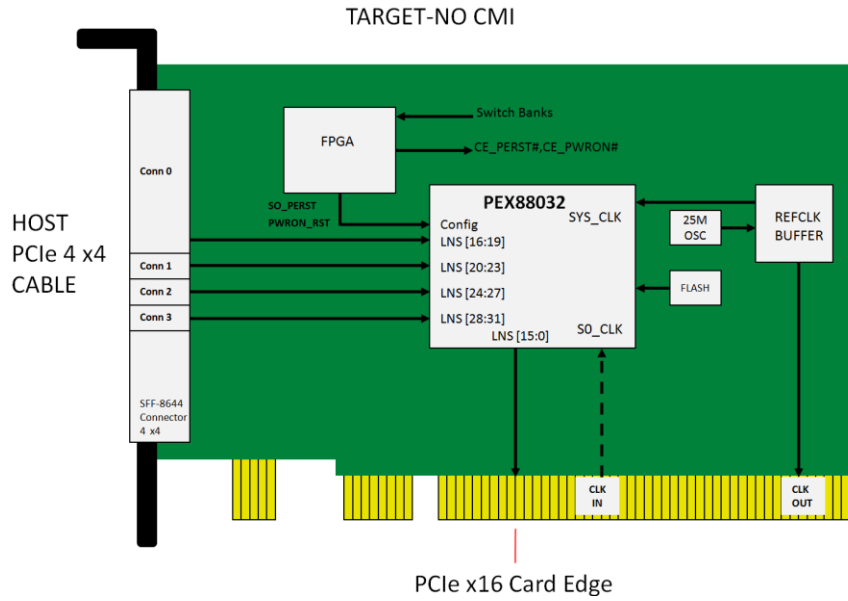


1.2.3 HIB card seated in a vertical position

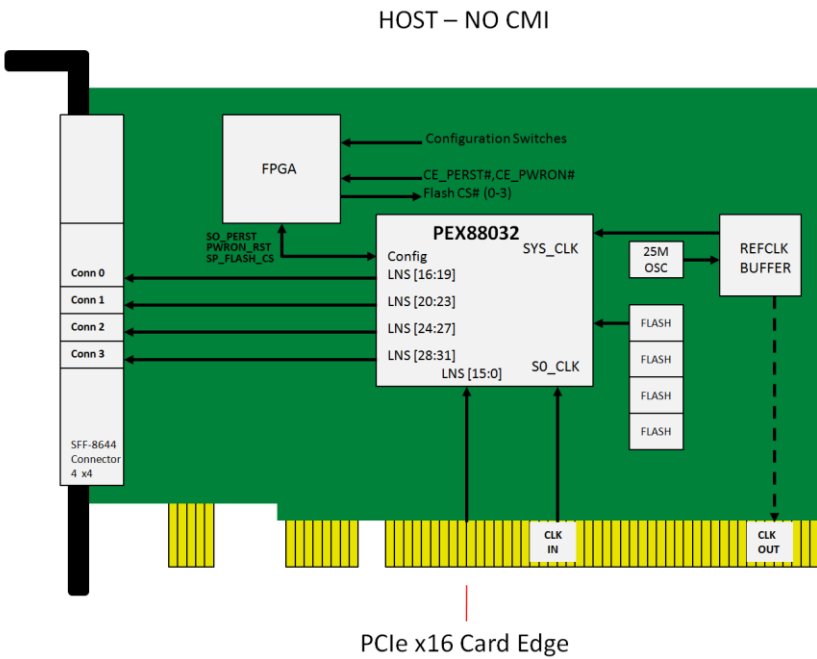


1.2.4 HIB Block Diagrams

Target Card



Host card



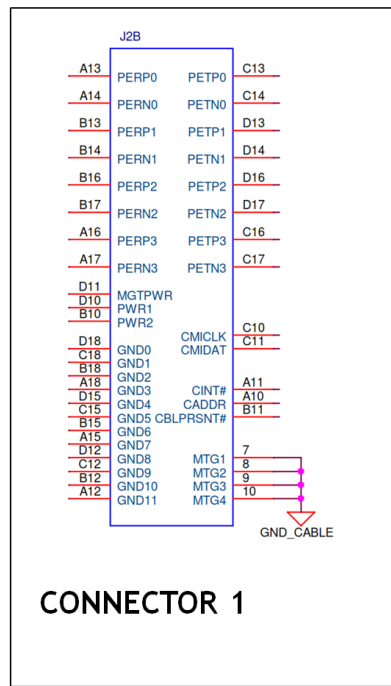
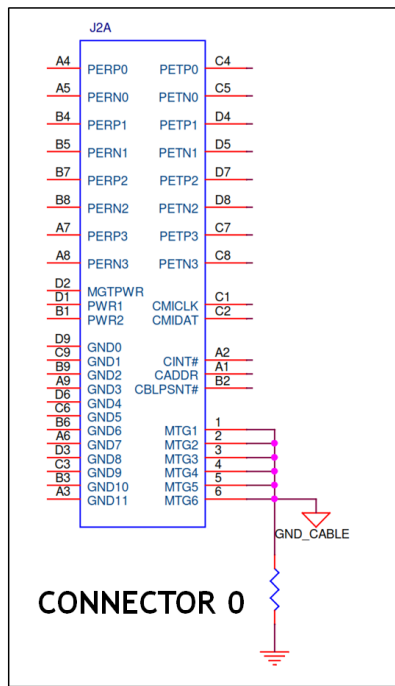
1.2.5 OSS-518 Card Edge x16 Connector

Diagram below shows the pin out assignments on the OSS-518 card edge x16 connector.

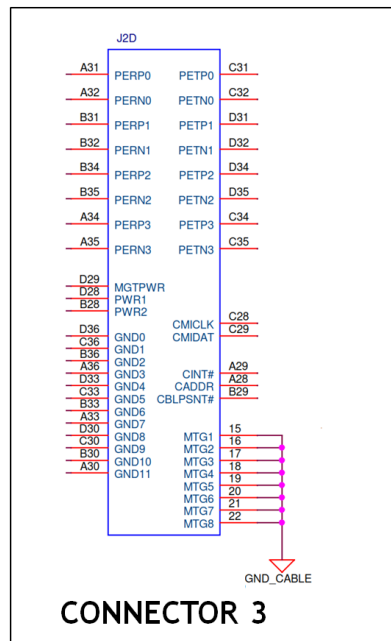
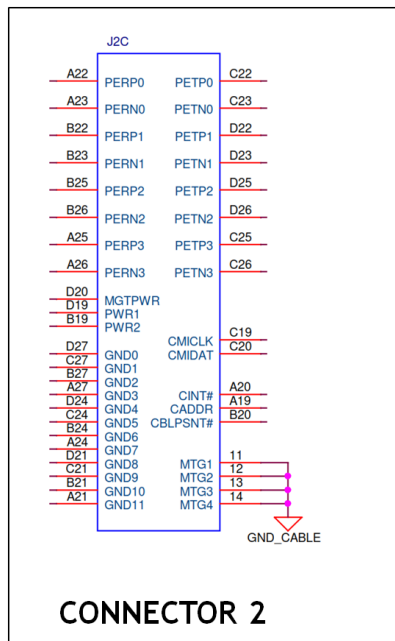
PCIE1B		PCIE1A	
B1	+12V	PRSN1	A1
B2	+12V	+12V	A2
B3	+12V	+12V	A3
B4	+12V	+12V	A4
B5	GND	GND	A5
B6	SMCLK	TCK	A6
B7	SMDAT	TDI	A7
B8	GND	TDO	A8
B9	+3.3V	TMS	A9
B10	TRST	+3.3V	A10
B11	3.3V AUX WAKE	+3.3V	A11
B12		PERST	A12
B13	CLKREQ#	GND	A13
B14	GND	REFCLK+	A14
B15	PET0+	REFCLK-	A15
B16	PET0-	GND	A16
B17	GND	PER0+	A17
B18	PRSN2	PER0-	A18
B19	GND	GND	A19
B20	PET1+	RSVD	A20
B21	PET1-	GND	A21
B22	GND	PER1+	A22
B23	GND	PER1-	A23
B24	PET2+	GND	A24
B25	PET2-	GND	A25
B26	GND	PER2+	A26
B27	GND	PER2-	A27
B28	PET3+	GND	A28
B29	PET3-	GND	A29
B30	GND	PER3+	A30
B31	PWRBRK#	PER3-	A31
B32	PRSN2	GND	A32
B33	GND	RSVD	A33
B34	PET4+	RSVD	A34
B35	PET4-	GND	A35
B36	GND	PER4+	A36
B37	GND	PER4-	A37
B38	PET5+	GND	A38
B39	PET5-	GND	A39
B40	GND	PER5+	A40
B41	GND	PER5-	A41
B42	PET6+	GND	A42
B43	PET6-	GND	A43
B44	GND	PER6+	A44
B45	GND	PER6-	A45
B46	PET7+	GND	A46
B47	PET7-	GND	A47
B48	GND	PER7+	A48
B49	PRSN2	PER7-	A49
B50	GND	GND	A50
B51	PET8+	RSVD	A51
B52	PET8-	GND	A52
B53	GND	PER8+	A53
B54	GND	PER8-	A54
B55	PET9+	GND	A55
B56	PET9-	GND	A56
B57	GND	PER9+	A57
B58	GND	PER9-	A58
B59	PET10+	GND	A59
B60	PET10-	GND	A60
B61	GND	PER10+	A61
B62	GND	PER10-	A62
B63	PET11+	GND	A63
B64	PET11-	GND	A64
B65	GND	PER11+	A65
B66	GND	PER11-	A66
B67	PET12+	GND	A67
B68	PET12-	GND	A68
B69	GND	PER12+	A69
B70	GND	PER12-	A70
B71	PET13+	GND	A71
B72	PET13-	GND	A72
B73	GND	PER13+	A73
B74	GND	PET13-	A74
B75	PET14+	GND	A75
B76	PET14-	GND	A76
B77	GND	PER14+	A77
B78	GND	PER14-	A78
B79	PET15+	GND	A79
B80	PET15-	GND	A80
B81	GND	PER15+	A81
B82	PRSN2# RSVD	PER15-	A82
		GND	

1.2.6 Pin out assignments of the SFF-8644 PCB Connectors

Connector 0 and 1



Connector 2 and 3



1.2.7 Signal Descriptions

PETpN/PETnN: PCI Express Transmitter pairs, labeled where N is the Lane number (starting with 0); “p” is the true signal while “n” is the complement signal.

PERpN/PERnN: PCI Express Receiver pairs, labeled where N is the Lane number (starting with 0); “p” is the true signal while “n” is the complement signal.

PWR: Power provisioning to the connector backshell is provided to allow for signal conditioning components within the cable assembly. A wire must not be provided within the cable.

MGTPWR: Power supplied to the connector backshell for cable management components that are needed while the link is not active. This needs to be active if the Subsystem has power. A wire must not be provided within the cable.

CBLPRSNT#: Cable present detect, an active-low signal pulled-down by the Free-Side when it is inserted into the Fixed-Side Connector. A wire must not be provided within the cable.

CADDR: This signal is used to configure the Upstream cable management device address. A wire must not be provided within the cable.

CINT#: This signal is asserted by the cable assembly to indicate a need for service via the Cable Management Interface controller. A wire must not be provided within the cable.

CMISDA: Management interface data line. Used for both initial link setup and sideband 355 messages when used with proper cables.

CMISCL: Management interface clock line. Used for both initial link setup and sideband messages when used with proper cables.

CMICLK: same as CMISCL

CMIDAT: same as CMISDA

GND (Ground): Shield for differential pairs

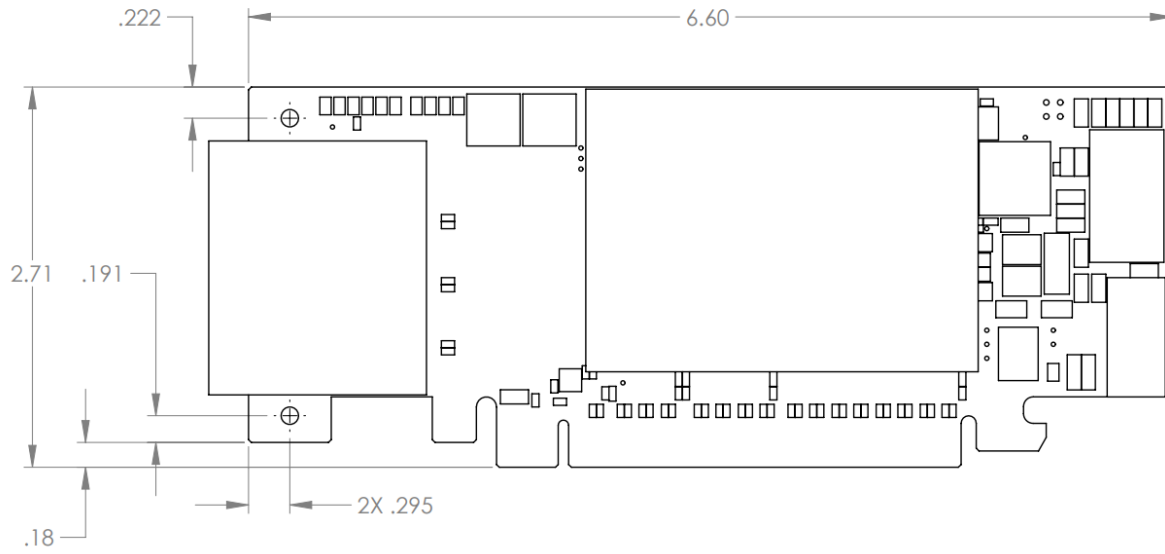
1.3 Features

1.3.1 Host Interface Board

The HIB is provided with either a standard or low profile PCIe bracket type and has the following features:

- PCI Express interface that is compatible with the PCI Express Specification, revision 4.0.
- PCI Express 4.0 compliant x16 host and target interfaces.
- Compatibility with the PCIe Low Profile standards and PCIe 4.0 CEM standard.
- Operates at up to 256Gb/s at PCIe Gen4 speeds.
- No driver required.
- Uses mini-SAS HD or PCIe SFF-8644 cables.
- Simplified cabling with a point-to-point, serial architecture.
- Operates in Host and Target modes.
- Support PCIe Bifurcation.

1.4 Dimensions

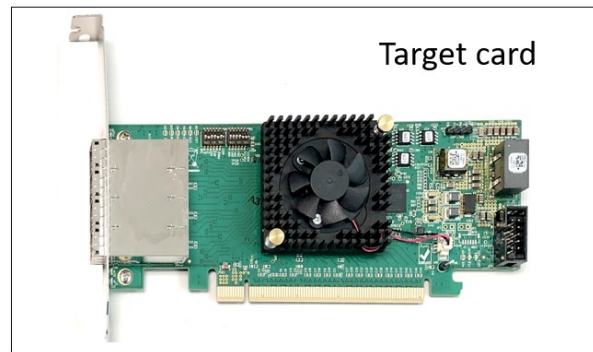
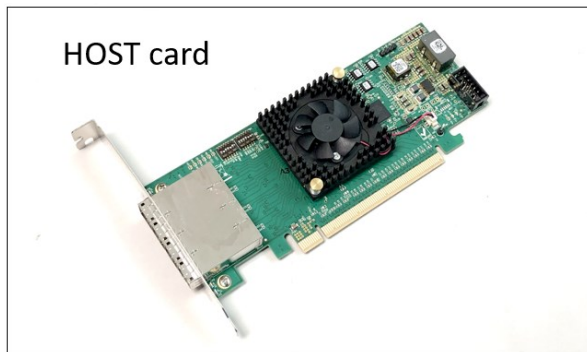


2 Hardware Requirements

1. OSS-PCIe-HIB616-x16 card configured as a Host.
2. OSS-PCIe-HIB616-x16 card configured as a Target.
3. SFF-8644 Gen 4 PCIe x4 cable
 - a. x16 Configuration: Four PCIe Gen4 cables
 - b. x8 Configuration: Two PCIe Gen4 cables
 - c. x4 Configuration: One PCIe Gen4 cable
4. Gen4 x16 PCIe slot (computer motherboard)
5. OSS Expansion Chassis / OSS Gen4 Backplane

2.1 OSS-PCIe-HIB616-x16 card

A pair of HIB616-x16 card, one is configured as a host card and the other is configured as a target card.



2.2 SFF-8644 Gen4x4 Cable

This passive copper cable mates to the SFF-8644 connectors on the HIB6xx family of OSS host interface board.

- Tested and validated with 1m, 2m and 3m lengths.
- Single or multiple cables can form larger PCIe links.
 - x4 (1 cable)
 - x8 (2 cables)
 - x16 (4 cables)

Qualified the following PCIe Gen 4 x4 (with GREEN and BLACK tab) cables, see photos below. The FPGA in the HIB616-x16 card does not support CMI operations.



2.3 Expansion Chassis / Gen4 Backplane

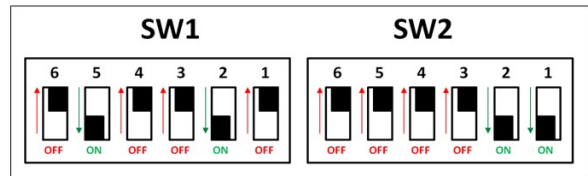
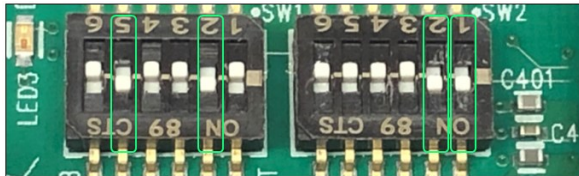
The OSS HBA (Host Bus Adapter) card must be used in pair and will work properly with an OSS expansion backplane.



2.4 Host Card Mode Configuration

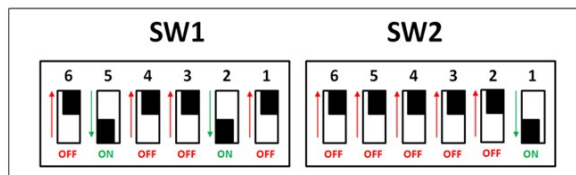
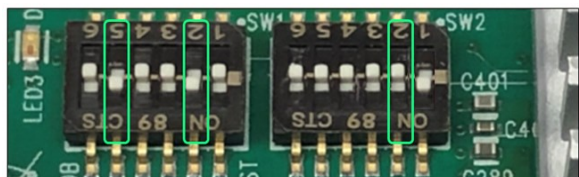
x16 Dip switch Settings:

- SW1 #2 = ON; #5 = ON.
- SW2 #1 = ON; #2 = ON



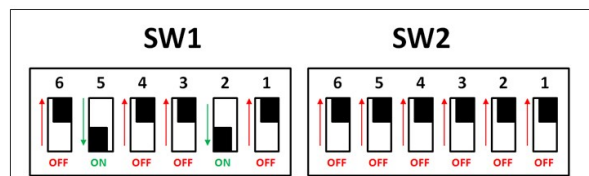
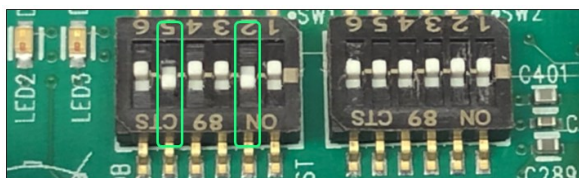
x8 Dip switch Settings:

- SW1 #2 = ON; #5 = ON
- SW2 #2 = OFF; #1 = ON



x4 Dip switch Settings:

- SW1 #2 = ON; #5 = ON
- SW2 = All OFF

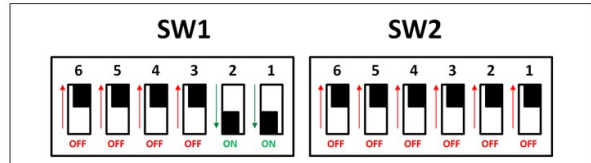
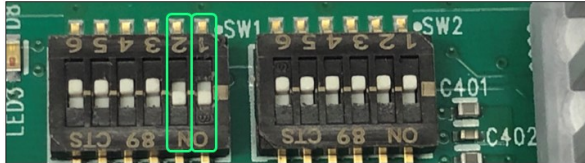


2.5 Target Card Mode Configuration

- SW1 #1 = ON; #2= ON
- SW2 = All OFF

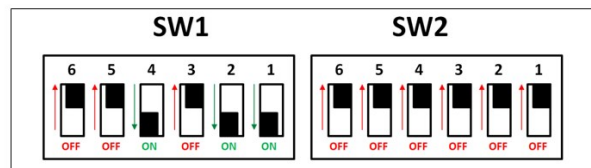
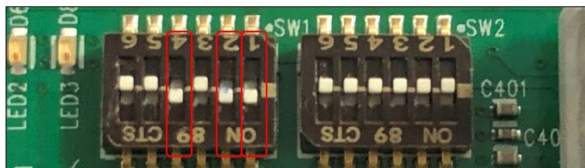
2.5.1 Target mode switch settings - OSS-Backplane

Use the switch settings below when using the OSS backplane.

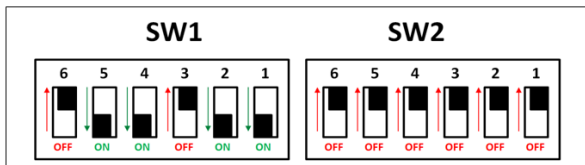


2.5.2 Target mode switch settings - Magma-Backplane

When using the legacy or Magma backplane, use the switch settings below for Target mode.

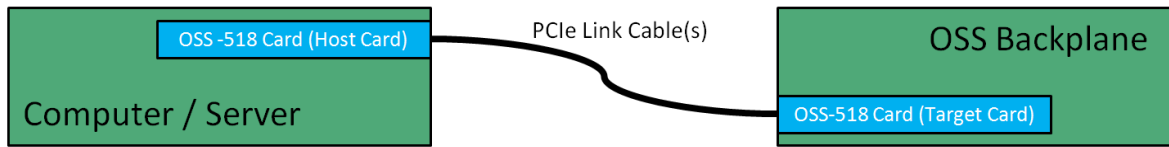


If Target card is not linking up, you can set SW1-5 to ON position, see photo below.



2.6 Supported Use Cases

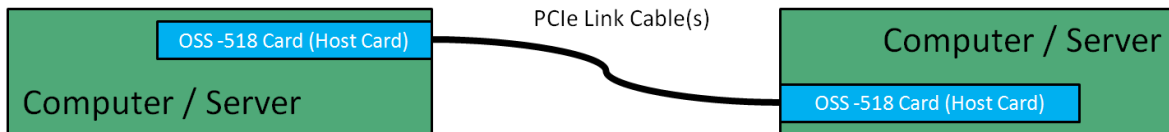
Using a pair of OSS-PCIe-HIB616-x16 card (Target and Host cards), OSS Gen4 backplane and PCIe Gen4 cables.



2.7 Not Supported Setup

2.7.1 Host-to-Host

This configuration is **NOT** supported. The OSS-518 board (HIB616-x16card) is not programmed for this option, nor will it work from hardware standpoint.



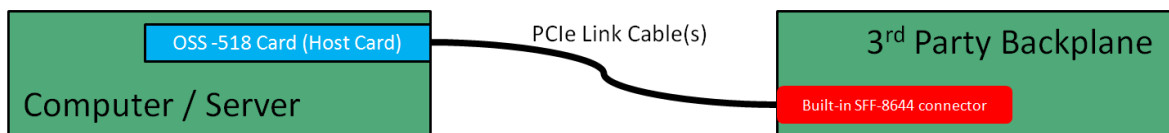
2.7.2 Using 3rd Party Target Backplane

This is not supported. However, this configuration may work with appropriate switch confirmation. The OSS-518 cards typically outputs REFCLK on pins A6 and A7 which is not PCI standard. This can be changed by using the OSS switch (SW1-4). The OSS-518 outputs POWER_ON signal on a Reserved PCI pin. If customer expects remote turn ON, then they need to add that to their backplane, otherwise, they need to turn on the backplane power (not just AUX) before powering on host. Not guaranteed to work.



2.7.3 Connecting to 3rd Party backplane via on-board SFF-8644 connector.

This is not supported. But it may work as long as the 3rd party backplane creates its own REFCLK, Reset and is powered on first. If issue arises, customer is responsible for troubleshooting their non-OSS / 3rd party backplane. Not guaranteed to work.



3 Installation Procedures

The following steps will guide you through the installation of your OSS HIB616-x16 card.

3.1 Tools Required for Installation

To complete the installation of the OSS product you will need a Phillips-head screwdriver and ESD wrist strap to prevent electrostatic discharge.

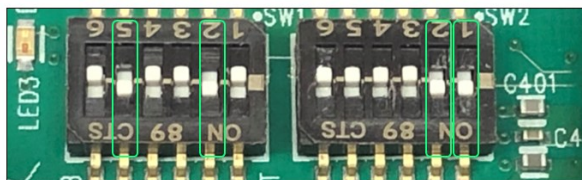


3.2 Configure Cards (Host and Target modes)

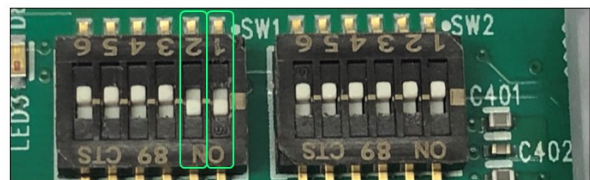
Set the switches on the card for the desired operating mode. See Host and Target cards configuration section for more details.

Photos below are Host and Target mode settings.

Host Mode (x16)



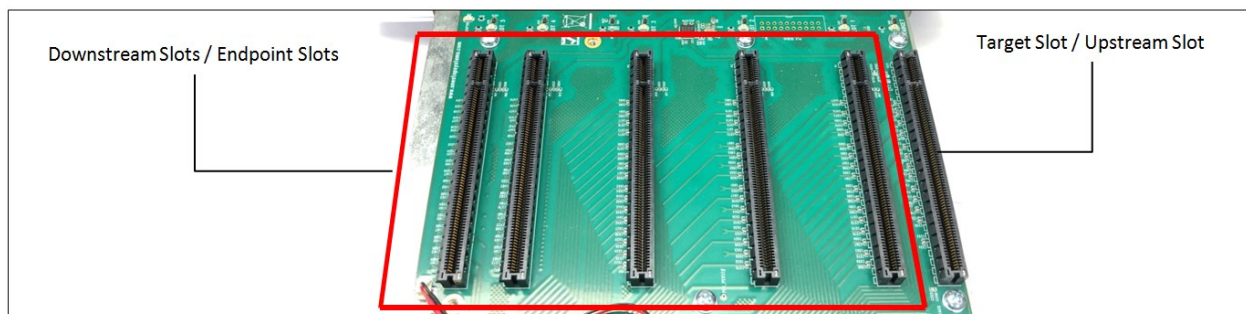
Target Mode



- The Host card is installed in the host computer.
- The Target card is installed in the expansion OSS backplane. The card must be installed in a target slot.

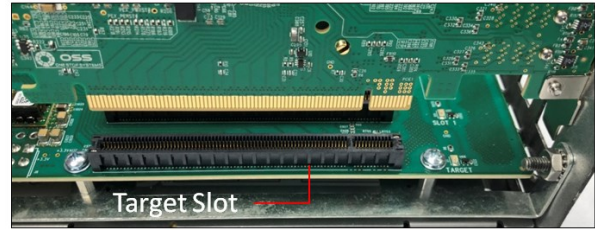
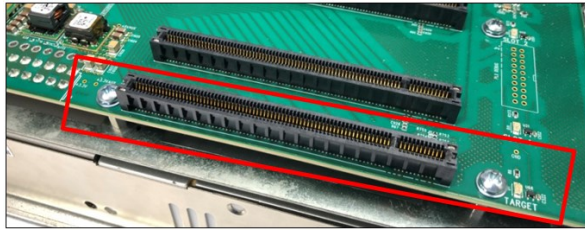
3.3 Install the Target card

In this example, install the Target card in a Gen4 OSS backplane.



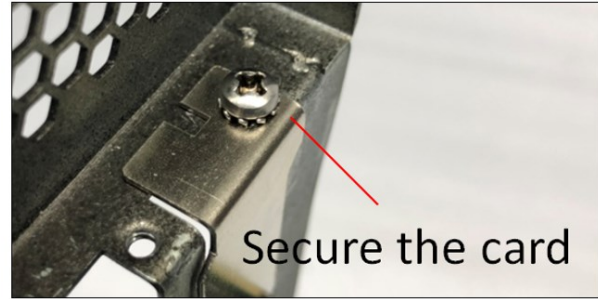
Do not plug in the Target card while the board or the unit is ON or has power. Disconnect the power first prior to installing the card.

Plugin the Target card in the x16 PCIe upstream slot / target slot on the expansion board.



Note: Do not plug a Target-configured card in a downstream slot. The Target card will not function in a downstream slot and may cause damage.

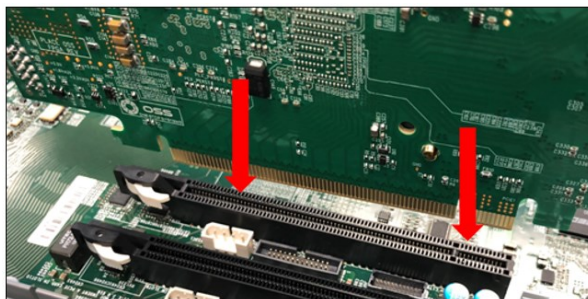
Secure the card by screwing the card-bracket to the chassis.



3.4 Install the Host card

Install a Host-configured card in a x16 Gen4 PCIe slot of a motherboard.

- Check the PCIe slot for any foreign debris as this can damage the card during installation.
- Align the host card PCIe connector on top of the PCIe slot and carefully push the card down until it is firmly seated.

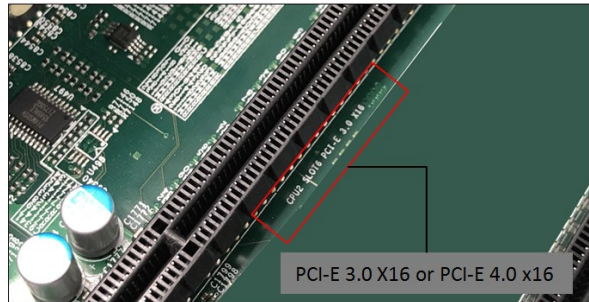


Do not plug in the Host card while the board or the unit is ON or has power. Disconnect the power first prior to installing the card.

Secure the card!



The photos below are reference of a x16 PCIe 3.0 slot connector. The specification of the PCIe slot is printed on the board next to connector for easy identification.



3.5 Connecting the Link Cables

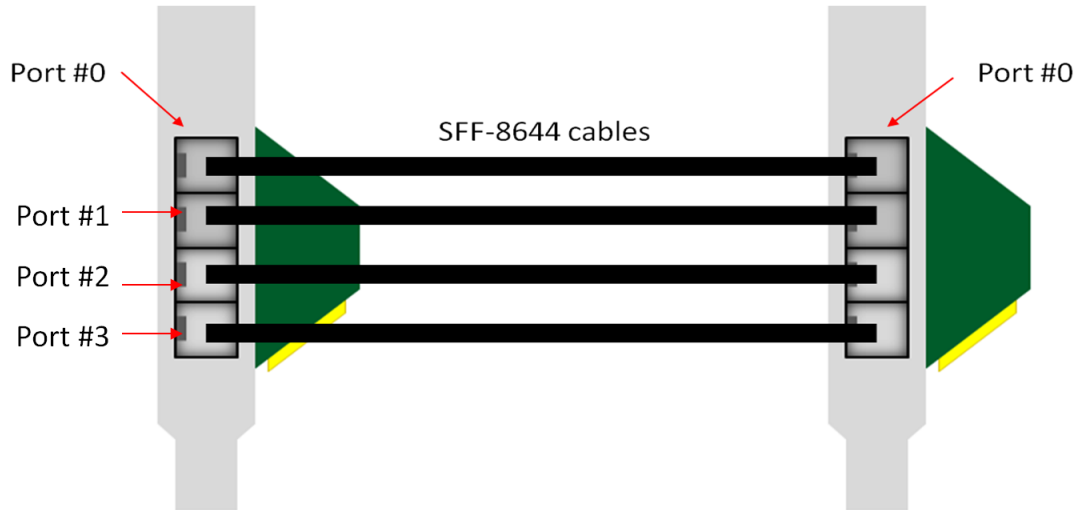
3.5.1 x16 configuration: FOUR cables

Note: Make sure the HIB616-x16 host card is set to x16 configuration, see the x16 switch setting section.

- Plug-in the 1st cable to Port#0 (Top port) on both Target and Host cards
- Plug-in the 2nd cable to Port#1 on both Target and Host cards
- Plug-in the 3rd cable to Port#2 on both Target and Host cards
- Plug-in the 4th cable to Port#3 (Bottom port) on both Target and Host cards

Note: It is easier to plug in the cables from bottom to top.

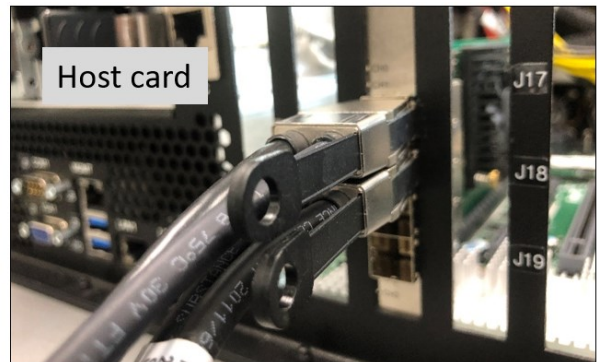




3.5.2 x8 configuration: TWO cables

Note: Make sure the HIB616-x16 host card is set to x8 configuration, see x8 switch setting section.

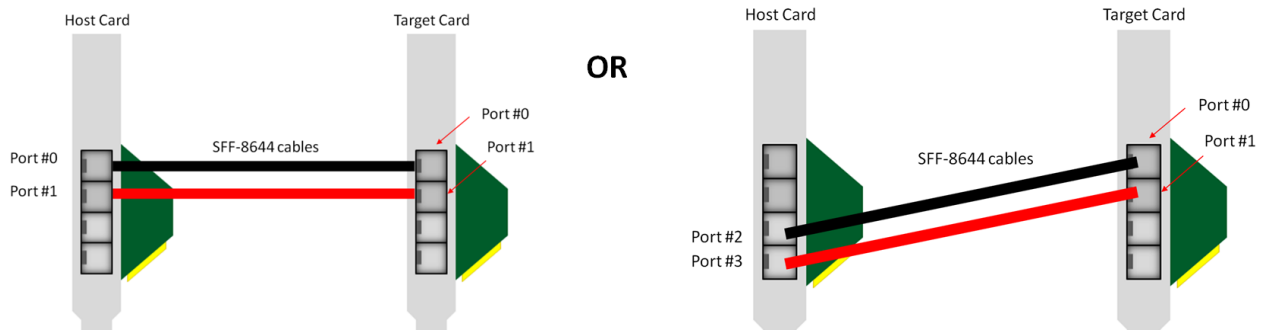
- Plug-in the 1st cable to Port#0 (Top port) on both Target and Host cards
- Plug-in the 2nd cable to Port#1 on both Target and Host cards.



On the host card, you can move the two PCIe cables to the bottom ports. 1st Cable to PORT #2 and the 2nd cable to PORT #3.

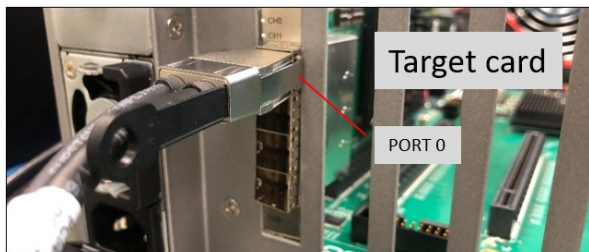


Note: The two cables on the TARGET card must remain connected on PORT #0 and PORT #1. See diagrams below as an example.



3.5.3 x4 Configuration: ONE cable

- Plug-in the single cable to Port#0 (Top port) on both Target and Host cards



You can move the x4 cable on the HOST card to another port. However, the other end of the cable stays connected to PORT#0 on the Target card.

Photo A1: Cable on the Target card is disconnected to PORT #0. The other end of the cable is connected to PORT #1 on the Host card.

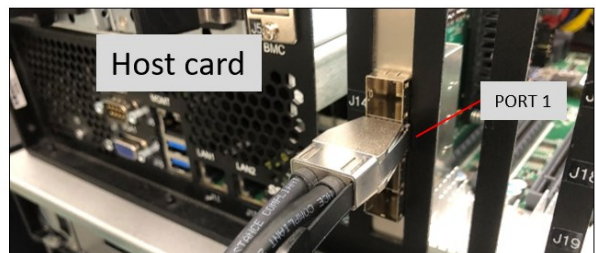
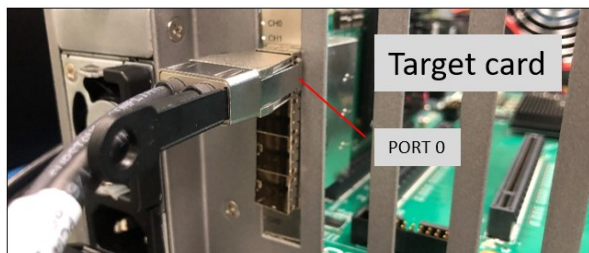


Photo B1: Cable on the Target card is connected to PORT #0. The other end of the cable is connected to PORT #2 on the Host card.

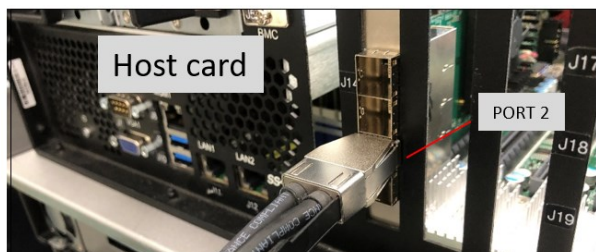
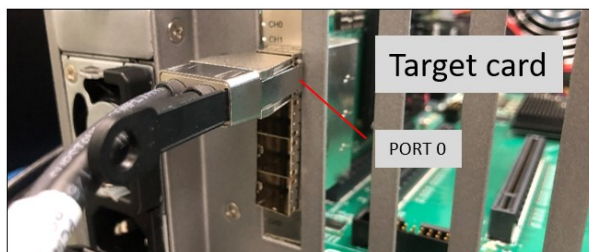
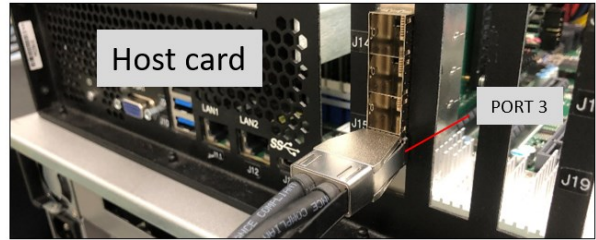
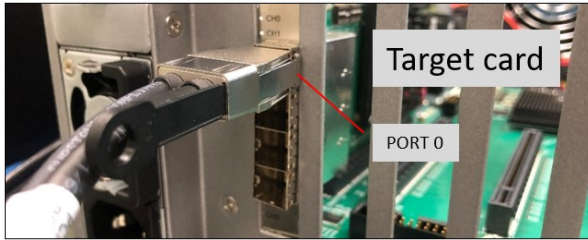
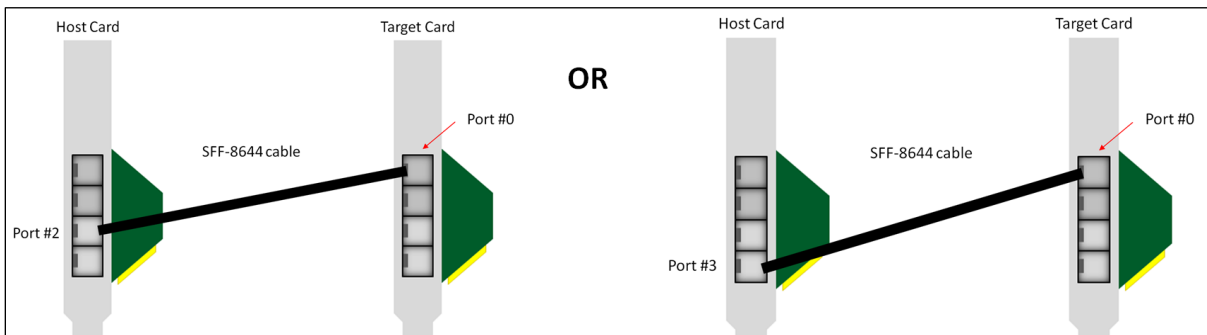
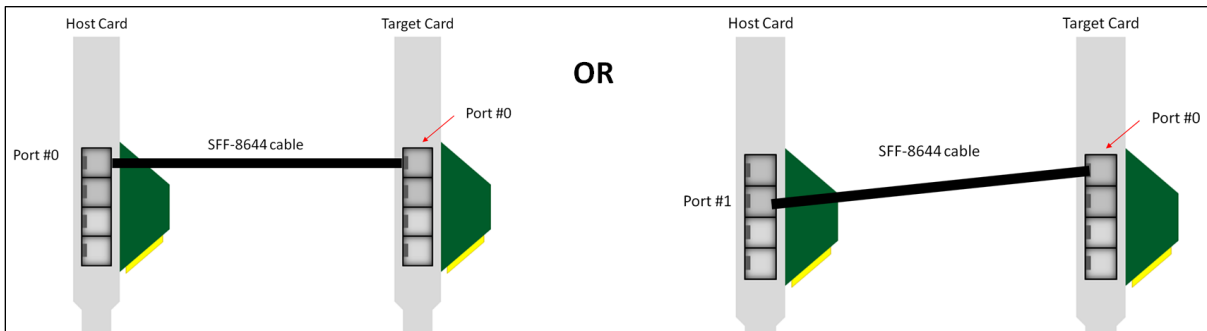


Photo C1: Cable on the Target card is connected PORT #0. The other end of the cable is connected to PORT #3 on the Host card.

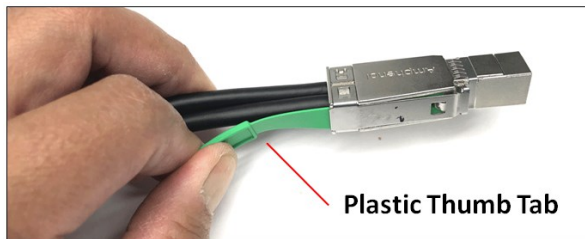


Diagrams below are different "x4" cable configurations.



3.5.4 Disconnecting the cable

To disconnect the link cable, pull back the PLASTIC thumb tab to release metal pins while slowly pulling the cable out.

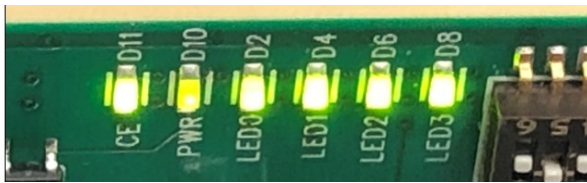


3.6 Connect Power to Expansion board / unit

Plug in the power cable to the expansion unit power supplies.

- All three fans will spin up at low speed (if you have an expansion unit equipped with cooling fans).
 - Seven LEDs on the target card will illuminate.
1. Aux - D9: Solid green
 2. LED 3 - D8: Solid green
 3. LED 2 - D6: Solid green
 4. LED 1 - D4: Solid green
 5. LED 0 - D2: Solid green
 6. PWR - D10: Blinking 7x + pause, will be blinking when FPGA program is running properly.
 7. CE – D11: Solid green. Note: Either solid green or blinking depending on the PCIe Gen on the expansion board.

LED3, LED2, LED1, LED0, PWR and CE:



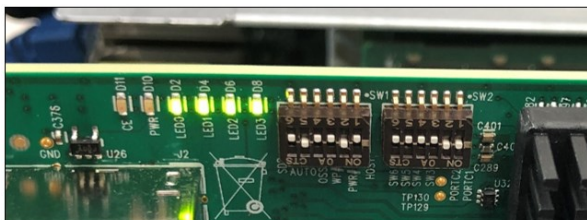
AUX LED



3.7 Connect Power to Host Computer

Upon connecting power cable to computer / server, five LEDs on the host card will illuminate.

1. Aux - D9: Solid green
2. LED 3 - D8: Solid green
3. LED 2 - D6: Solid green
4. LED 1 - D4: Solid green
5. LED 0 - D2: Solid green



3.8 Power UP the Host Computer

Upon “powering UP” the host computer. Three more LEDs on the Host card will illuminate.

Host card

1. CE: Solid green
2. PWR: Blinking 7x + pause
3. CHO -LINK LED: Solid green

Both Target and Host cards will have the LINK LED illuminate as solid green. The LINK LED indicator will vary depending on the PCIe Slot Generation configured in the BIOS.

3.9 Verify LEDs

After powering ON the host computer, the LINK LED on both host and target card will illuminate as solid green.

x16 configuration (Four x4 Cables connected)

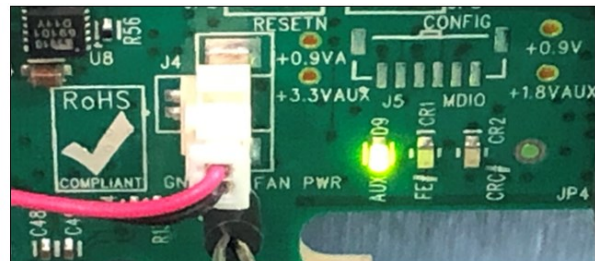
The following LEDs on the Target card will be illuminated (good link between the Host and Target cards).

1. Aux - D9: Solid green
2. LED 3 - D8: Solid green
3. LED 2 - D6: Solid green
4. LED 1 - D4: Solid green
5. LED 0 - D2: Solid green
6. PWR - D10: Blinking 7x + pause, will be blinking when FPGA program is running properly.
7. CE – D11: Solid green. Note: Either solid green or blinking depending on the PCIe Gen on the expansion board.
8. CHO -D1 (Link LED): Solid green

The following LEDs on the Host card will be illuminated (good link between the Host and Target cards).

1. Aux - D9: Solid green
2. LED 3 - D8: Solid green
3. LED 2 - D6: Solid green
4. LED 1 - D4: Solid green
5. LED 0 - D2: Solid green
6. PWR - D10: Blinking 7x + pause, will be blinking when FPGA program is running properly.
7. CE – D11: Solid green. Note: Either solid green or blinking depending on the PCIe Gen on the expansion board.
8. CHO -D1 (Link LED): Solid green

Photos below show fully linked up and functional host and target cards.



3.10 LED Definition

3.10.1 x16, x8 and x4 LED Indicators

x16, x8 and x4 cable-configurations will have the same LED indicators.

LED	Status	Description
CHO (D1)	ON (Solid Green)	Link LED. There is a link between Host and Target cards
LED3, LED2, LED1 & LED0	ON (Solid Green)	Power Good
CE(D11)	ON (Blinking Green)	Blinking Green: The CARD EDGE connector is communicating to Gen3 PCIe switch on the expansion board / backplane. Solid Green: Gen 4 on the expansion chassis switch
D10	ON (Blinking Green)	Power Good / FPGA Healthy
D9	ON (Solid Green)	AUX Power Good

- If both Target and Host cards are linked, it will show 8 illuminated LEDs on both boards.
- If there is no Link between Host and Target cards, LINK LED will be OFF on both cards.
- If the Host system is in the state of "standby mode" (waiting to be powered UP), LINK LED will be OFF on both cards.
 - Only AUX, LED0, LED1, LED2, LED3 are ON (solid green) on the Host card.

3.10.2 Bifurcated HBA LEDs

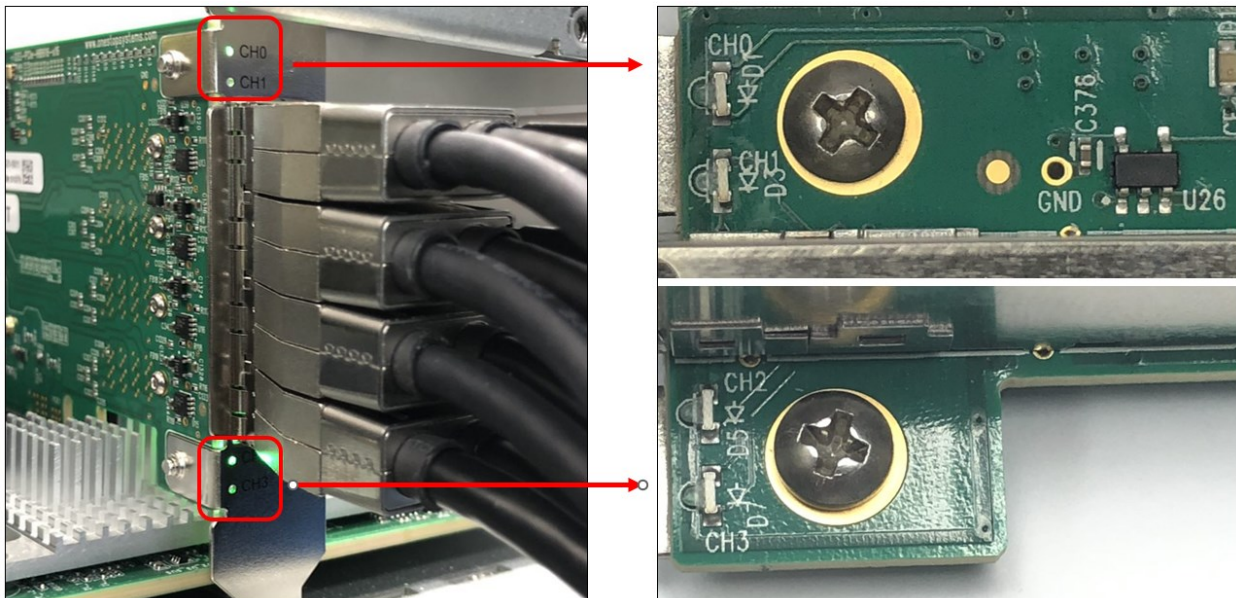
x8, x8 Bifurcation mode: one host card connected to two target cards.

- The Host card LEDs CHO and CH2 will illuminate as solid green.
- On the Target card, only LED CHO will illuminate as solid green.

x4, x4, x4, x4 Bifurcation mode: one host card connected to four target cards.

- The Host card LEDs CHO, CH1, CH2 and CH3 will illuminate as solid green.
- On the Target card, only LED CHO will illuminate as solid green.

Photos below show the location of the Bifurcation LED Indicators on the HBA card.

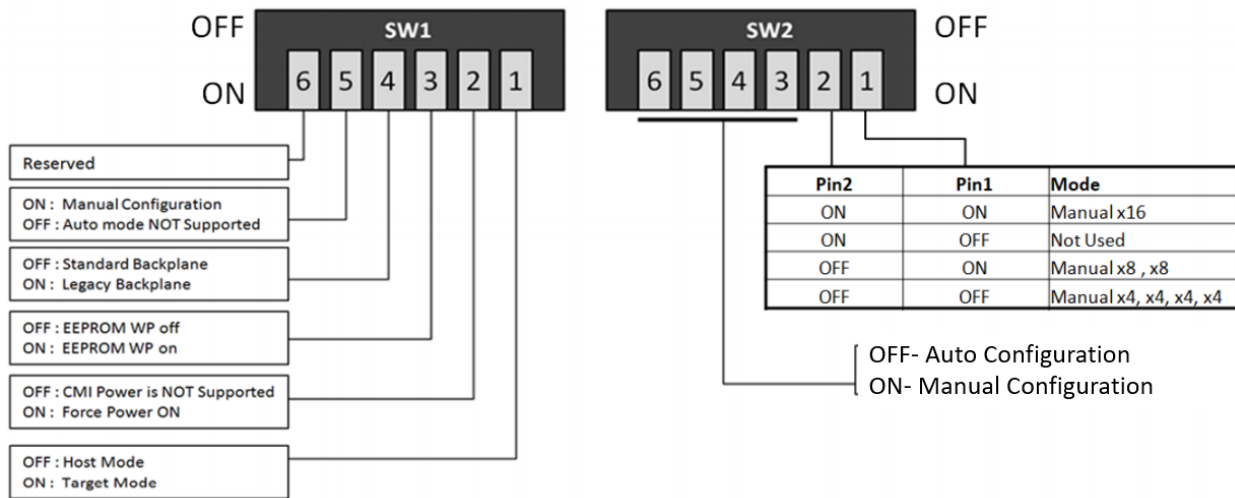


4 Hardware & Technical Info

4.1 LED Definitions

LED	Descriptions	Status (Solid Green, OFF, Blinking)
D1 (CHO)	Cable Link LED	Solid Gen4, Blink 2Hz is Gen3, 1Hz is Gen2, 0.5Hz is Gen1
D3 (CH1)	Cable Link LED	Solid Gen4, Blink 2Hz is Gen3, 1Hz is Gen2, 0.5Hz is Gen1
D5 (CH2)	Cable Link LED	Solid Gen4, Blink 2Hz is Gen3, 1Hz is Gen2, 0.5Hz is Gen1
D7 (CH3)	Cable Link LED	Solid Gen4, Blink 2Hz is Gen3, 1Hz is Gen2, 0.5Hz is Gen1
D11 (CE)	Card Edge Link LED	Solid Gen4, Blink 2Hz is Gen3, 1Hz is Gen2, 0.5Hz is Gen1
D10	Power	Blinks when FPGA program running properly
LED0 (D2)	Debug LED	Always on
LED1 (D4)	Debug LED	Always on
LED2 (D6)	Debug LED	Always on
LED3 (D8)	Debug LED – would be used for CMI	Always on

4.2 Dipswitch Settings

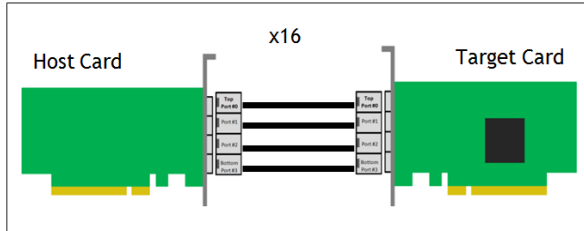


- SW1-5 must always be ON. Auto mode not supported.
- SW2-3 to 6 are not used.
- Legacy backplane: Magma Gen3 backplane

4.3 Standard & Bifurcated Configurations

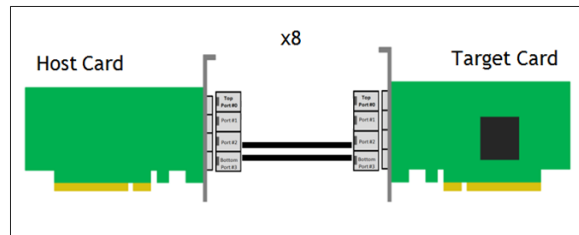
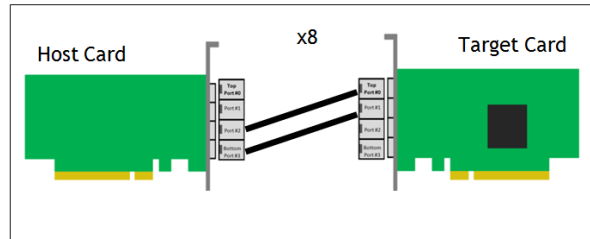
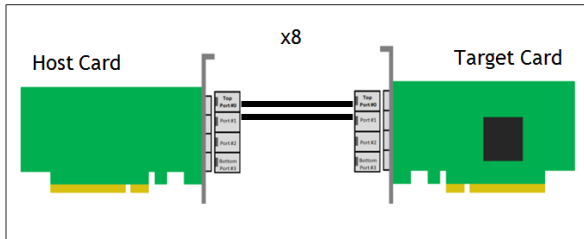
4.3.1 Standard Configurations

- **x16:** Using four Gen4 SFF-8644 cables. When using a x16 standard configuration, the host card dipswitches must be set to x16 host mode. Make sure the Target card is set to Target mode.



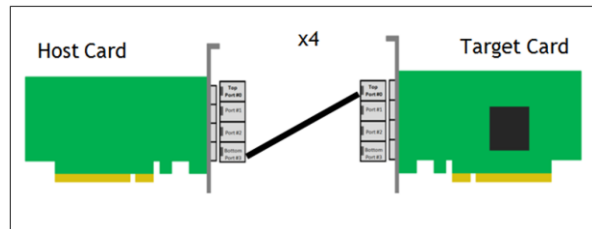
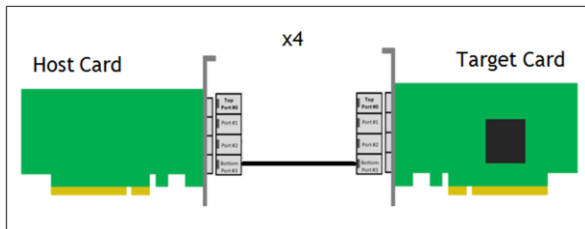
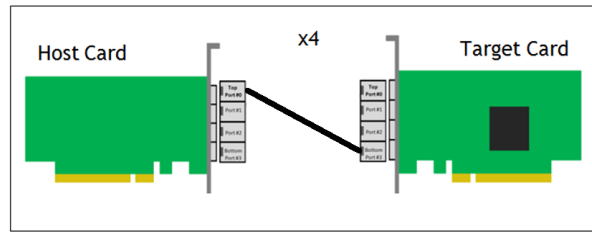
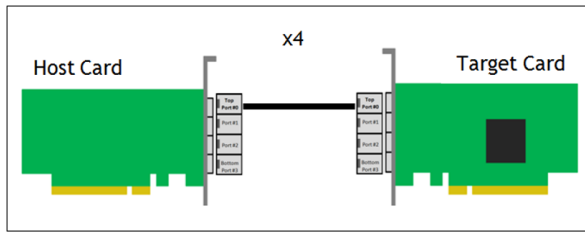
- **x8:** Using two Gen4 SFF-8644 cables.

Leave the dipswitches on the Host card to x16 mode, it will automatically down-train to x8 link. Make sure the Target card is set to Target mode.



- x4: Using a single SFF-8644 cable.

No need to change the dipswitches from x16 to x4, it will automatically down-train to x4 link. Make sure the Target card is set to Target mode.



4.3.2 HBA Bifurcated configurations

PCI Express bifurcation means splitting the PCI Express bus into smaller buses, and in this case splitting a 16-link width (bandwidth) on the HBA card into a smaller chunks / branch.

Basically, dividing the HBA PCIe link width to smaller chunks/branches. Example, the OSS HBA x16 card could be bifurcated into four (4) x4 i.e., x4, x4, x4, x4 OR two (2) x8 i.e., x8, x8.

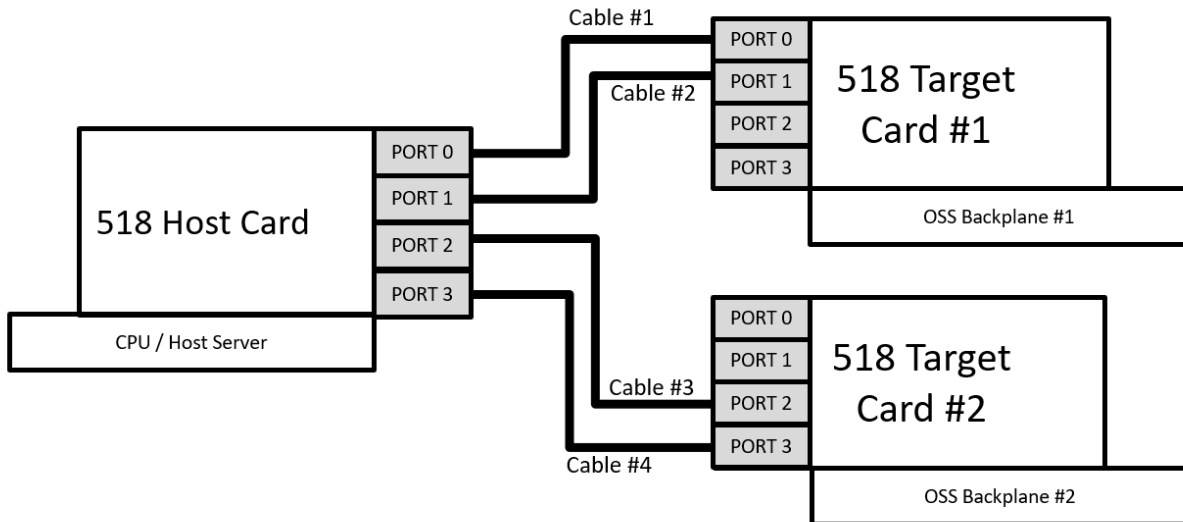
Note: PCIe Bifurcation does not decrease speed but only splits / bifurcates the bandwidth on the HBA (in this configuration). The HBA bifurcation is different from PCIe slot lane bifurcation, which can be done or configured in the BIOS.

There are two supported "HBA Bifurcation Modes."

1. Two x8, x8 and
2. Four x4, x4, x4,x4, x4

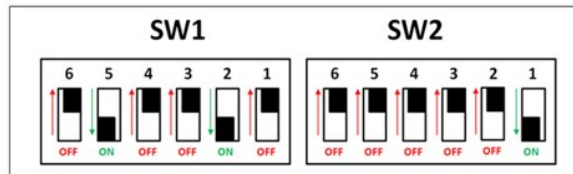
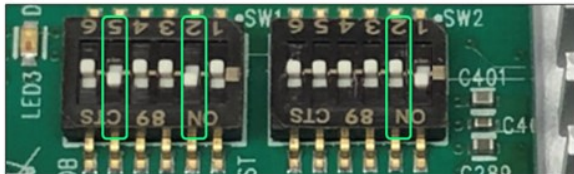
4.3.3 x8, x8 Bifurcation Configuration:

OSS-518 Bifurcated to x8, x8: One Host card ----->connected to two Target cards.



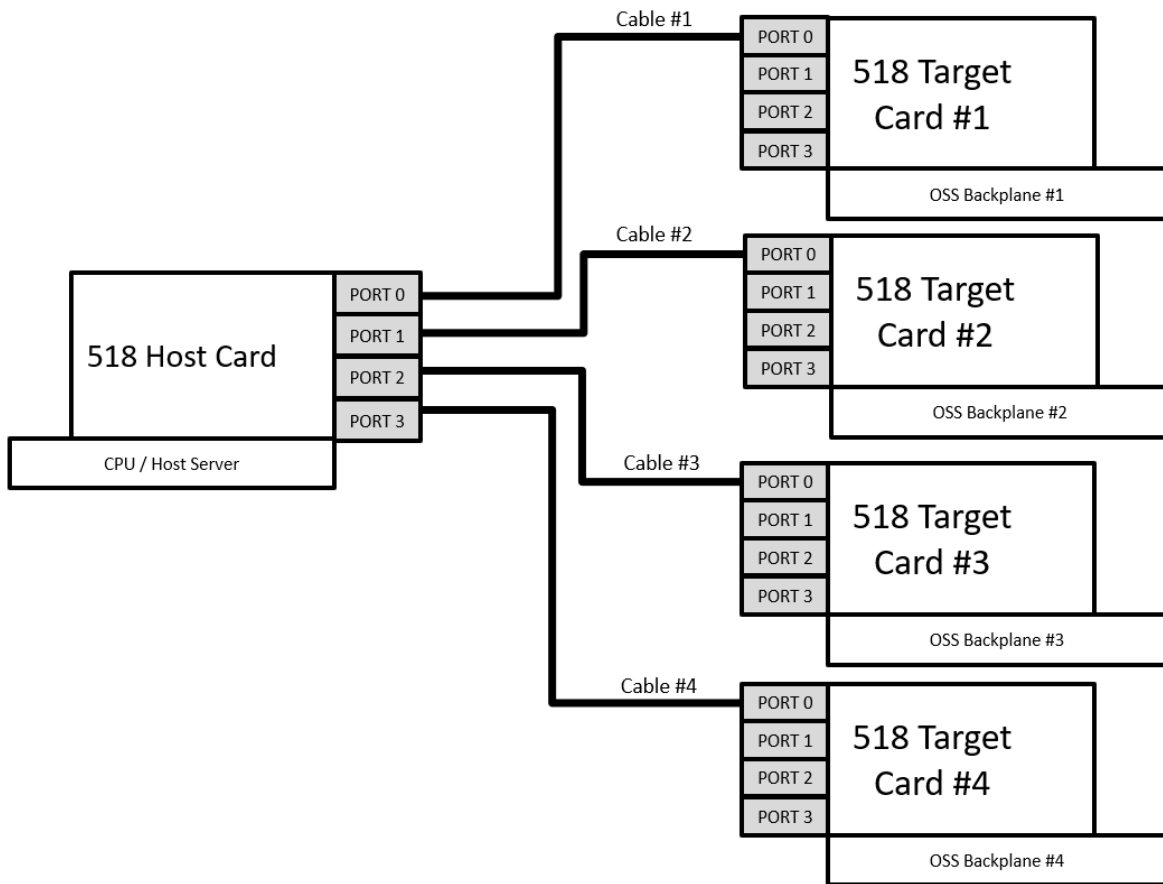
- Requires no special FW image.
- You need to set the dipswitches on the host card accordingly based on the bifurcation mode. Use the setting below for the host card.

4.3.3.1 x8, x8 Bifurcation Dipswitch Settings on the host card



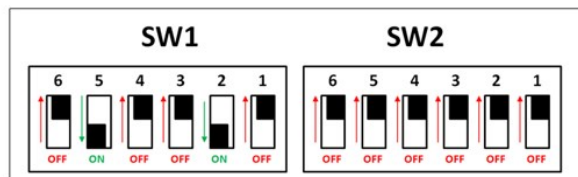
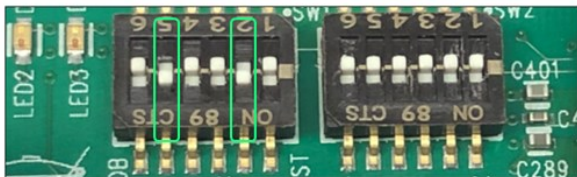
4.3.4 x4, x4, x4, x4 Bifurcation Configuration

OSS-518 Bifurcated to x4, x4, x4, x4: One Host card----->connected to four Target cards.

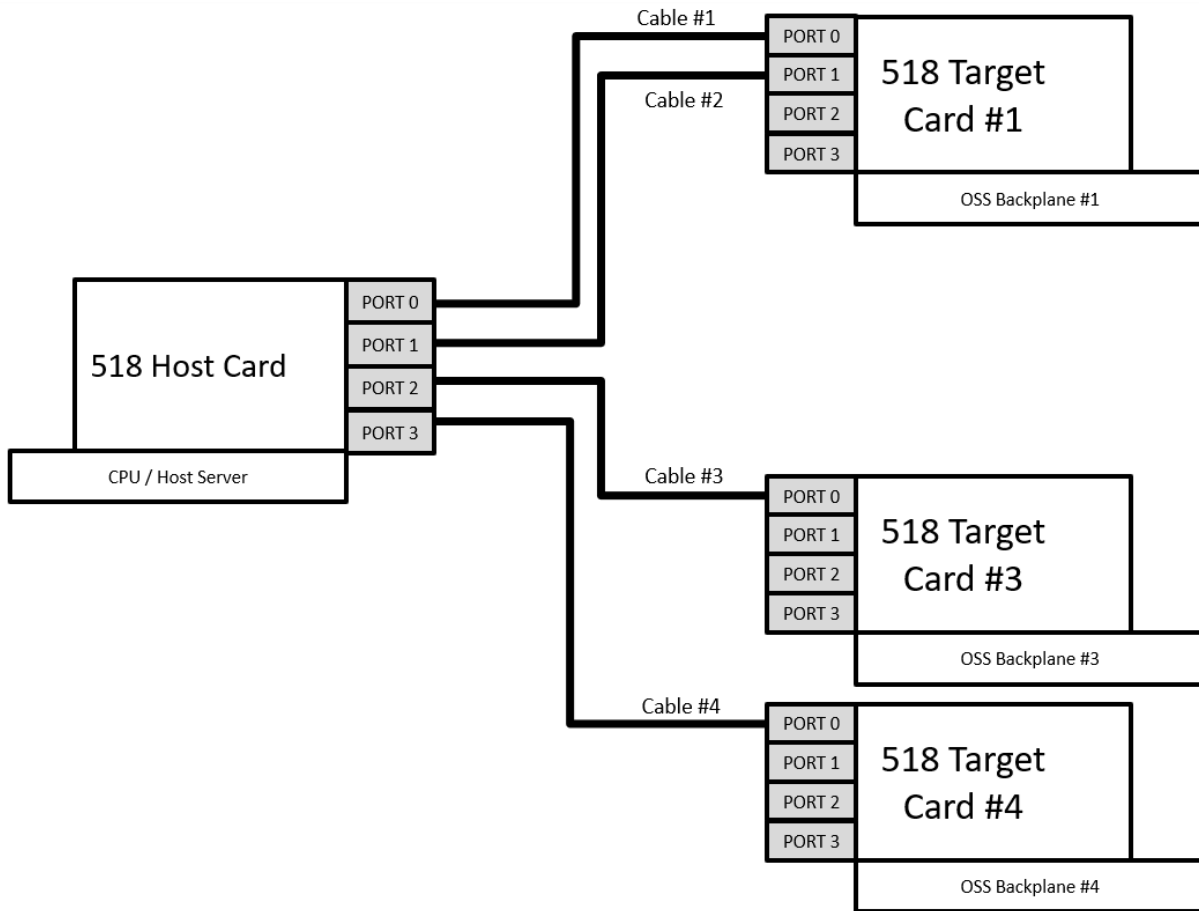


- Requires no special FW image.
- You need to set the dipswitches on the host card accordingly based on the bifurcation mode. Use the setting below for the host card.

4.3.4.1 x4, x4, x4, x4 Bifurcation Dipswitch Settings on the host card



x8, x4, x4 Configuration: This is **NOT** supported. The board firmware does not support x8, x4, x4.



4.4 Bifurcation Setup



It is important to use the same model of OSS HBA Gen4 cards.

Set the Host card dipswitch to either x8, x8 or to x4, x4, x4, x4. See dipswitch setting above for different HBA bifurcation modes.

- [x8, x8 Bifurcation Dipswitch settings – Host Card \(Click the link\)](#)
- [x4, x4, x4, x4 Bifurcation Dipswitch settings - Host Card \(Click the link\)](#)

4.4.1 Two x8, x8 bifurcation mode:

1. Connect the first two cables to the host card. Plugin 1st cable to Port 0 and plug in the 2nd cable to Port 1.
 - a. Plugin the other end of the cable to the 1st Target card. Plugin the 1st cable to Port 0 and plugin the 2nd cable to Port1.
2. Connect the 2nd two cables to the host card. Plugin the cable#3 to Port 2 and plugin the cable#4 to Port 3.
 - a. Plugin the other end of the cable to the 2nd Target card. Plugin the cable#3 to Port 2 and cable#4 to Port3
3. After connecting the cables, connect the power to the expansion unit or expansion backplane to power it ON.
 - a. Then power ON the host computer.
 - b. Upon powering ON the host computer, it will immediately initialize a link between the host computer and target device.
4. Verify LINK LED status on the Host and Target cards.
 - a. Please go to "Section 3.10" for more information on [HBA bifurcation LEDs](#).

4.4.2 Four x4, x4, x4, x4 bifurcation mode:

1. Connect cable#1 to host card. Plugin the cable#1 to Port 0.
 - a. Plugin the other end of the cable#1 to the 1st Target card, use Port 0.
2. Connect cable#2 to the same host card. Plugin the cable#2 to Port 1.
 - a. Plugin the other end of the cable to the 2nd Target card, use Port 0.
3. Connect the cable#3 to the same host card. Plugin the cable#3 to Port2.
 - a. Plugin the other end of the cable to the 3rd Target card, use Port 0.
4. Connect the cable#4 to the same host card. Plugin the cable#4 to Port3.
 - a. Plugin the other end of the cable to the 4th Target card, use Port 0.
5. After connecting all the cables, connect the power to the expansion unit or expansion backplane to power it ON.
 - a. Power ON the host computer.
 - b. Upon powering ON the host computer, it will immediately initialize a link between the host computer and target device.
6. Verify LINK LED status on the Host and Target cards.
 - a. Please go to "Section 3.10" for more information [on HBA bifurcation LEDs](#).

5 Identify HIB Device

5.1 Linux OS

In Linux, you can check if the HIB card is detected by using the following commands on the terminal window.

- `#lspci -tv | grep c010`

The c010 is the Device number of the card. The output below gives you tree-like structure of the OSS Host card + Target card and OSS-5slot backplane. In this setup the Target card is installed in a 5slot backplane (OSS-580) with a PCIe switch that has the same Device ID of c010.

It detected a total of four c010 devices. One for the Host card, one for the Target card and two for the OSS active backplane.

Note: The tree-like structure shows the PCI Device B/D/F numbers, for example 1e:00.0 (B=Bus number, D=Device number, F=Function number). **The /B/D/F numbers will vary from system to system.**

```
lspci -tv | grep c010
├─1c 0-[3d]---00 0 Broadcom / LSI Device c010
├─1c 0-[2c]---00 0 Broadcom / LSI Device c010
├─1c 0-[2b]---00 0 Broadcom / LSI Device c010
└─1c 0-[1e]---00 0 Broadcom / LSI Device c010
```

- `#lspci -tv | grep c010`
- The output below shows two instances of c010 are detected. Both host and target cards are detected. In this setup, the Target card is installed in a 1slot passive backplane (to PCIe switch on the backplane).

```
# lspci -tv | grep c010
├─1c.0-[0e]---00.0 Broadcom / LSI Device c010
└─1c.0-[0d]---00.0 Broadcom / LSI Device c010
```

You can use the S-Device (Sub Device) of the card 00b2.

- `#lspci -m | grep 'Device 00b2'`

The output below shows four instances of Device 00b2.

```
root@ossdesktop:~# lspci -m | grep 00b2
1e:00.0 "Mass storage controller" "Broadcom / LSI" "Device c010" -rb0 "Broadcom / LSI" "Device 00b2"
2b:00.0 "Mass storage controller" "Broadcom / LSI" "Device c010" -rb0 "Broadcom / LSI" "Device 00b2"
2c:00.0 "Mass storage controller" "Broadcom / LSI" "Device c010" -rb0 "Broadcom / LSI" "Device 00b2"
2d:00.0 "Mass storage controller" "Broadcom / LSI" "Device c010" -rb0 "Broadcom / LSI" "Device 00b2"
root@ossdesktop:~#
```

To check on the revision, Vendor, Device and Class of the card, use the command below.

- `#lspci -vmms 1e:00.0`
- The 1e:00.0 is one of the PCI Device numbers from the output using the above command.
- Below is the output from the command `lspci -vmms 1e:00.0`

```
root@ossdesktop:~# lspci -vmms 1e:00.0
Slot: 1e:00.0
Class: Mass storage controller
Vendor: Broadcom / LSI
Device: Device c010
SVendor: Broadcom / LSI
SDevice: Device 00b2
Rev: b0
root@ossdesktop:~#
```

To check on the PCIe Gen speed and Link Width

- `# lspci -nvvs b8:00.0 | grep 'LnkCap\|LnkSta'`

```
root@ossdesktop:~# lspci -nvvs 1e:00.0 | grep 'LnkCap\|LnkSta'
LnkCap: Port #247, Speed 16GT/s, Width x16, ASPM L0s L1, Exit Latency L0s <4us, L1 <32us
LnkSta: Speed 16GT/s (ok), Width x16 (ok)
LnkSta2: Current De-emphasis Level: -6dB, EqualizationComplete-, EqualizationPhase1-
root@ossdesktop:~# █
```

To display more details or information

Use command `lspci -nvvs 1e:00.0`. You can change the `1e:00.0` to whatever the PCI Device number in your system.

- `# lspci -nvvs 1e:00.0`

```
root@ossdesktop:~# lspci -nvvs 1e:00.0
1e:00.0 0180: 1000:c010 (rev b0)
Subsystem: 1000:00b2
Control: I/O- Mem+ BusMaster+ SpecCycle- MemWINV- VGASnoop- ParErr- Stepping- SERR- FastB2B- DisINTx-
Status: Cap+ 66MHz- UDF- FastB2B- ParErr- DEVSEL=fast >TAbort- <TAbort- <MAbort- >SERR- <PERR- INTx-
Latency: 0, Cache Line Size: 64 bytes
Region 0: Memory at f6000000 (32-bit, non-prefetchable) [size=16K]
Capabilities: [40] Power Management version 3
Flags: PMEClk- DSI- D1- D2- AuxCurrent=0mA PME(D0-,D1-,D2-,D3hot-,D3cold-)
Status: D0 NoSoftRst+ PME-Enable- DSel=0 DScale=0 PME-
Capabilities: [a4] MSI-X: Enable- Count=1 Masked-
Vector table: BAR=0 offset=00002000
PBA: BAR=0 offset=00003000
Capabilities: [48] MSI: Enable- Count=1/1 Maskable+ 64bit+
Address: 0000000000000000 Data: 0000
Masking: 00000000 Pending: 00000000
Capabilities: [68] Express (v2) Endpoint, MSI 00
DevCap: MaxPayload 1024 bytes, PhantFunc 0, Latency L0s unlimited, L1 unlimited
ExtTag+ AttnBtn- AttnInd- PwrInd- RBE+ FLReset+ SlotPowerLimit 0.000W
DevCtl: CorrErr+ NonFatalErr+ FatalErr+ UnsupReq-
RlxDOrd+ ExtTag+ PhantFunc- AuxPwr- NoSnoop+ FLReset-
MaxPayload 256 bytes, MaxReadReq 512 bytes
DevSta: CorrErr- NonFatalErr- FatalErr- UnsupReq- AuxPwr- TransPnd-
LnkCap: Port #247, Speed 16GT/s, Width x16, ASPM L0s L1, Exit Latency L0s <4us, L1 <32us
ClockPM- Surprise- LLActRep- BwNot- ASPMOptComp+
LnkCtl: ASPM L1 Enabled; RCB 64 bytes Disabled- CommClk-
ExtSynch- ClockPM- AutWidDis- BWInt- AutBWInt-
LnkSta: Speed 16GT/s (ok), Width x16 (ok)
TrErr- Train- SlotClk- DLActive- BWMgmt- ABWMgmt-
DevCap2: Completion Timeout: Range ABCD, TimeoutDis+, NROPrPrP-, LTR-
10BitTagComp+, 10BitTagReq-, OBFF Not Supported, ExtFmt+, EETLPPrefix-
EmergencyPowerReduction Not Supported, EmergencyPowerReductionInit-
FRS-, TPHComp-, ExtTPHComp-
AtomicOpsCap: 32bit- 64bit- 128bitCAS-
DevCtl2: Completion Timeout: 50us to 50ms, TimeoutDis-, LTR-, OBFF Disabled
AtomicOpsCtl: ReqEn-
LnkCtl2: Target Link Speed: 16GT/s, EnterCompliance- SpeedDis-
Transmit Margin: Normal Operating Range, EnterModifiedCompliance- ComplianceSOS-
Compliance De-emphasis: -6dB
LnkSta2: Current De-emphasis Level: -6dB, EqualizationComplete-, EqualizationPhase1-
EqualizationPhase2-, EqualizationPhase3-, LinkEqualizationRequest-
Capabilities: [100 v1] Device Serial Number 00-8D-5e-10-7a-d4-2b-fa
Capabilities: [fb4 v1] Advanced Error Reporting
UESta: DLP- SDES- TLP- FCP- CmplTtO- CmpltAbrt- UnxCmplt- RxOF- MalfTLP- ECRC- UnsupReq- ACSViol-
UEMsk: DLP- SDES+ TLP- FCP- CmpltTO- CmpltAbrt- UnxCmplt- RxOF- MalfTLP- ECRC- UnsupReq+ ACSViol-
UESvrt: DLP+ SDES+ TLP- FCP+ CmpltTO+ CmpltAbrt- UnxCmplt+ RxOF+ MalfTLP+ ECRC+ UnsupReq- ACSViol-
CESta: RxErr- BadTLP- BadDLLP- Rollover- Timeout- AdvNonFatalErr-
CEMsk: RxErr- BadTLP- BadDLLP- Rollover- Timeout- AdvNonFatalErr-
AERCap: First Error Pointer: 1f, ECRGenCap+ ECRGenEn- ECRChkCap+ ECRChkEn-
MultHdrRecCap- MultHdrRecEn- TLPPfxPres- HdrLogCap-
HeaderLog: 00000000 00000000 00000000 00000000
Capabilities: [b70 v1] Vendor Specific Information: ID=0001 Rev=0 Len=010 <?>
root@ossdesktop:~# █
```

You can check the Host and Target devices by using the command below.

- `#lspci -vvv | grep c010`

The output below shows only the Host card is detected. The Host card is not connected to the Target card / expansion unit.

```
root@ossdesktop:~# lspci -vvv | grep c010 -c
6
root@ossdesktop:~# lspci -vvv | grep c010
01:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
02:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
02:1c.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
03:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
04:10.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
06:00.0 Mass storage controller: Broadcom / LSI Device c010 (rev b0)
root@ossdesktop:~# █
```

- `#lspci -vvv | grep c010`

The output below shows both Target and Host card are detected, 12 instances of c010 are detected. The Target card is installed in a 2-slot Passive Backplane.

```
root@ossdesktop:~# lspci -vvv | grep c010
01:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
02:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
02:1c.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
03:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
04:10.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
05:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
06:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
06:1c.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
07:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
08:00.0 PCI bridge: Broadcom / LSI Device c010 (rev b0) (prog-if 00 [Normal decode])
0a:00.0 Mass storage controller: Broadcom / LSI Device c010 (rev b0)
0b:00.0 Mass storage controller: Broadcom / LSI Device c010 (rev b0)
root@ossdesktop:~# lspci -vvv | grep c010 -c
12
root@ossdesktop:~# █
```

- `lspci -vvv -s 01:00.0 | grep -i 'LnkSta\|LnkCap\|Physical\|Port'`

To check for link speed, link width, physical slot, and port assignment, use the command below.

```
lspci -vvv -s 01:00.0 | grep -i 'LnkSta\|LnkCap\|Physical\|Port'
```

```
lspci -nvvs -01:00.00 | grep 'Capabilities\|Port\|LnkSta\|LnkCap'
```

```
root@ossdesktop:~# lspci -vvv -s 01:00.0 | grep -i 'LnkSta\|LnkCap\|Physical\|Port'
Physical Slot: 21
Capabilities: [68] Express (v2) Upstream Port, MSI 00
LnkCap: Port #0, Speed 16GT/s, Width x16, ASPM L0s L1, Exit Latency L0s <4us, L1 <32us
LnkSta: Speed 16GT/s (ok), Width x16 (ok)
DevCap2: Completion Timeout: Not Supported, TimeoutDis-, NROPrPrP-, LTR+
EmergencyPowerReduction Not Supported, EmergencyPowerReductionInit-
LnkSta2: Current De-emphasis Level: -3.5dB, EqualizationComplete+, EqualizationPhase1+
Capabilities: [fb4 v1] Advanced Error Reporting
Port Arbitration Table <?>
Capabilities: [d00 v1] Physical Layer 16.0 GT/s <?>
Capabilities: [b00 v1] Latency Tolerance Reporting
Kernel driver in use: pcieport
root@ossdesktop:~# █
```

5.2 Windows 10 / Server

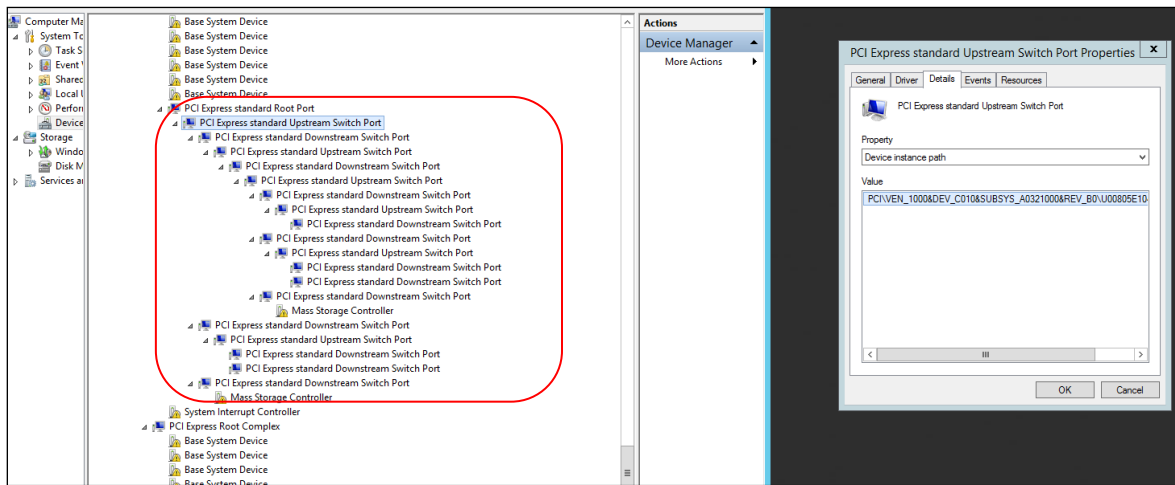
Verify hardware device in Windows Operating System. As your Windows computer starts up, you will see a small message box pop-up in the lower-right corner of the screen to alert you that Windows has found new hardware.

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**.

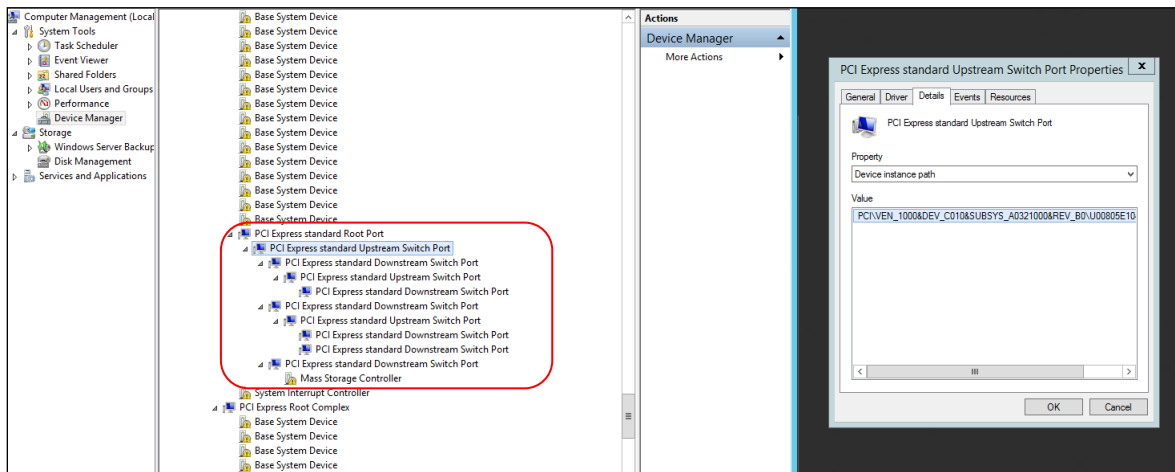
When everything is functioning correctly, your Windows Device Manager should look something like the screenshot below. You will see multiple PCI standard PCI-to PCI bridge or PCI Express standard Upstream Switch Ports and PCI Express standard Downstream Switch Ports.

These are the screenshots of Windows Device Manager running **Windows Server 2012 R2**

- The photo below is showing multiple layers of PCI Express standard Upstream Switch Port and PCI Express standard Downstream Switch Port.
- Displaying a link between Host and Target cards.

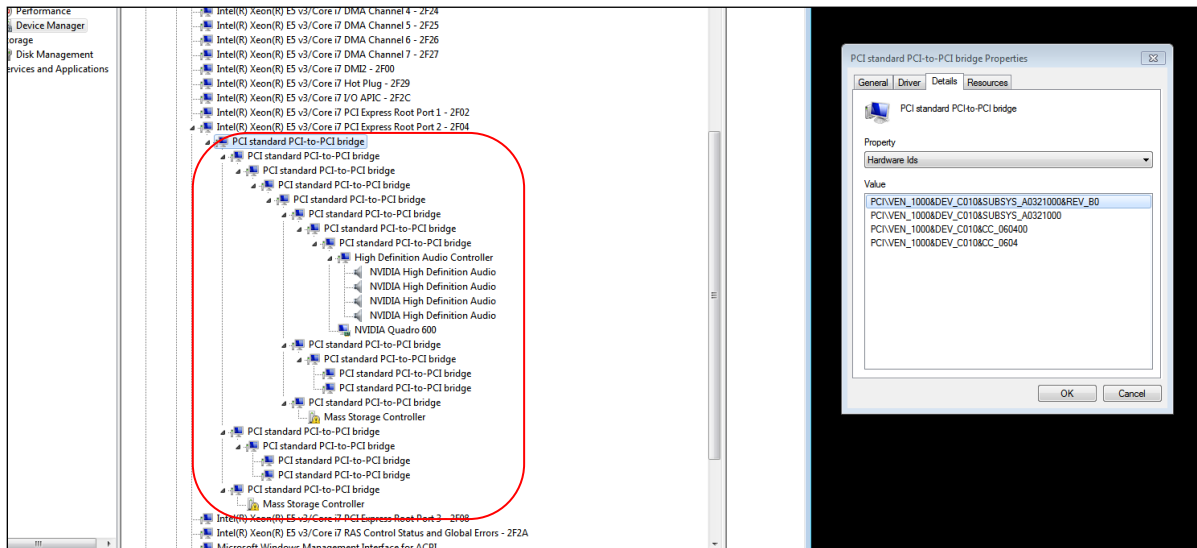


- Photo below is only showing a single Host device is detected.

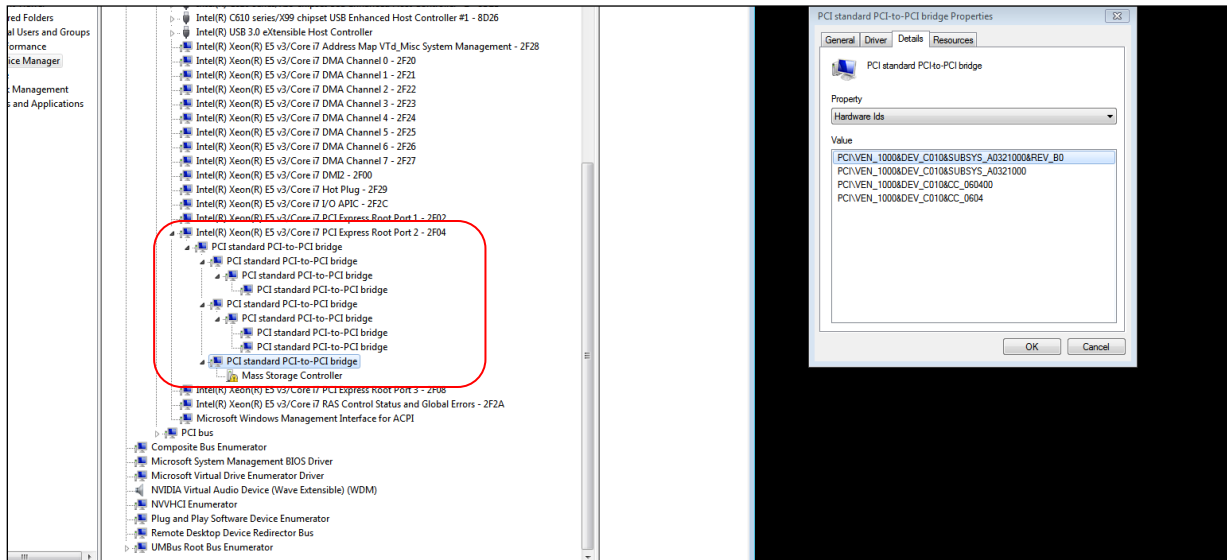


These are the screenshots of Windows Device Manager running **Windows 10**.

- Photo below is showing multiple layers of PCI standard PCI-to-PCI bridges.
- Displaying a link between Host and Target cards. Showing a PCIe device (i.e., NVIDIA card) is recognized. The PCIe device is the 3rd party PCIe card installed into the downstream slot of an expansion backplane.



- The screenshot below depicts that only the Host card is detected.



6 Software Installation

No software or driver is required for the HIB68-x16 card.

7 Troubleshooting

7.1 Device is not detected or recognized.

Make sure you have a known good set of HIB card (host and target cards), cables and backplane.

1. Check the Dip switch settings on each card. Make sure each card is properly configured.
2. Re-seat the host and target cards. Turn the power OFF before re-seating the HIB cards.
3. Re-seat the link cable(s). Ensure that the host system and expansion units are completely powered down when reseating the cables.
4. Unplug all power from the host computer and expansion unit and reconnect it. Turn the expansion unit ON first before the host computer.
5. If you have replaced the link cables, OSS target and host cards and still experiencing the problem, try a different known-good computer.
6. Try another expansion unit or replace the backplane.
7. Send the OSS unit / hardware to OSS for evaluation / analysis and repair.

7.2 Broken OSS-518 Board

1. If you received a brand-new DOA (Dead on Arrival) board, please contact OSS to RMA board and request for a replacement.
2. If you have an out of warranty board, please contact OSS Sales team and buy a new replacement board.
 - Standard warranty is 1 year unless you have an SLA or extended warranty coverage.
3. If you purchased a second-hand / used board and it is broken, please contact OSS Sales team to buy a replacement.
 - Note: Purchasing a second-hand / used product is not covered under warranty.

7.3 Intermittent start up issue and PCIe cards are not getting recognized.

If you are using a 4UValue chassis that has two backplanes and it is having issue starting up and the GPUs or PCIe cards are not detected, do the following steps:

1. Completely shut down the expansion unit and host server. Physically disconnecting the power cord from the expansion unit and computer.
2. Remove all the PCIe cards from the expansion unit.
3. Disconnect the OSS link cables from the expansion unit and host computer.
4. Reseat the OSS Target card and Host card.
5. Reconnect all the OSS link cables to the Host and Target cards.
6. Do not install any PCIe cards yet.
7. Reconnect the power cord to the expansion unit and computer.
8. Turn ON the computer and the expansion unit will automatically power ON.

If the unit powers ON, do the next steps:

9. If the expansion chassis powers ON properly, that's good. Next is to shut it down.
10. Turn OFF the computer and this should power down the 4UV chassis.
11. Disconnect the power cord from the back of the 4UV chassis.
12. Disconnect the power from the computer.
13. Install one PCIe card on the backplane. If you have two backplanes, one PCIe card per backplane.
14. Reconnect the power cord to the expansion unit and computer.
15. Turn ON the computer, expansion chassis will automatically power ON!
16. Boot the computer all the way up and check if the PCIe cards are detected.
17. Install the remaining PCIe cards. Repeat the same steps (from step 10 to 15)

7.4 Third Party Hardware and Software Support

OSS will assist customers in problem analysis to determine whether the technical issue is related to the third-party hardware or software. To isolate the issue, OSS reserves the right to request that the third-party hardware or software be removed.

If OSS identify that the OSS product is fully functional and the root cause or the problem is related to third-party hardware or software, customer / end-user will reach out to third-party vendor for assistance or will be responsible to further troubleshoot the issue.

7.5 There is no LINK between Host and Target

Troubleshooting:

- Make sure are using a compatible hardware as stated in the hardware requirement section. For more info on the hardware requirements go to Chapter 2.
- We strictly recommend using an OSS Gen4 Host and Target cards, Gen4 OSS expansion backplane and SFF-8644 Gen 4 PCIe x4 cable.
- Ensure that the OSS Target and Host cards are configured to the desired mode.
- Read and follow the "Installation Procedures" on Chapter 3.

8 How to Get More Help

You can visit the Technical Support FAQ pages on the Internet at <https://www.onestopsystems.com/support>

8.1 Contacting Technical Support

Our support department can be reached by phone at [1 \(760\) 745-9883](tel:17607459883). Support is available Monday through Friday, 8:00 AM to 5:00 PM PT. When contacting Technical Support make sure to include the following information:

1. Exact and correct serial #
2. Service Ticket or Case # (if you already submitted an online request)
3. Computer Type & Model: Operating System
4. Make & Model of PCI/PCle cards: Application
5. Problem description

When submitting an online technical support request always provide a valid working e-mail address, phone number, shipping address and proper contact name. Check your e-mail for an automated response containing the case # and updates. You can also visit our web site at: <https://www.onestopsystems.com/support> for a quick response, use the Technical Support and RMA Request Form available in the Support Section of the website. Simply complete the form with all required information. Please make sure that your problem description is sufficiently detailed to help us understand your problem.

Shipping or Transporting of Expansion Unit with PCI / PCle cards.

Any PCle cards in **should be removed** (or not to be installed) prior to shipment to avoid or prevent possible damage. Note: Expansion board and PCle / PCI cards that arrive damaged in shipment will not be covered under warranty.

8.2 Returning Merchandise

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. Please note that One Stop Systems 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:

Attention:RMA # _____, One Stop Systems
2235 Enterprise Street, #110
Escondido, CA 92029
USA

It is not required, though highly recommended, that you keep the packaging from the original shipment of your product. However, if you return a product for warranty repair/ replacement or take advantage of the 30-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. We cannot be responsible for any physical damage to the product or component pieces of the product (such as the host or expansion interfaces for the expansion chassis) that are damaged due to inadequate packing. 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 ensuring the device is returned to use in the same condition you shipped it in. Please call for an RMA number first.

8.3 Third Party Hardware & Software Support Policy

OSS tests, certifies and bundles many popular third-party hardware and software products with OSS hardware for ease of use and guaranteed operation. OSS encourages customer innovation by combining OSS products in new and interesting ways with third party and customer developed hardware and software. Unfortunately, with virtually infinite combinations of hardware and software, OSS cannot test and validate every possible configuration. OSS is committed to supporting its products and identifying if any technical issue may be related to third-party hardware or software. To isolate technical issues, OSS may request that the system be returned to the same configuration that shipped from the OSS factory and any non-OSS supplied third-party hardware or software be removed from the system during troubleshooting.

We test, certify, and support many third-party hardware and software products along with OSS hardware and are happy to integrate a fully supported system. Ask us about that service and we would be happy to help. If an OSS product is fully functional and a support issue is related to third-party hardware or software that did not ship from the OSS factory, the customer requesting support should reach out to the third-party vendor for assistance to fully troubleshoot the issue.

8.4 Online Support Resources

As a product user and customer, listed below are our Online Support Resources

<https://www.onestopsystems.com/support> provides Knowledgebase Articles such as troubleshooting methods, compatibility, FAQ, documentation, and product technical information.

If you need technical support, product assistance or have a technical inquiry we encourage you to submit it on-line using our Technical Support Form. If you need to send a unit for repair or diagnostic evaluation, fill out our RMA (Return Material Authorization) online request form.

- <https://www.onestopsystems.com/support>



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