

chapter 7

SERVICE NOTES

7.1 Clearing CMOS

7.1.1 Using F10 Setup to Clear CMOS

The instructions that follow allow you to clear CMOS and reset the computer to the factory default values.

1. Access Computer Setup by pressing the F10 key when the Computer Setup (F10 Setup) message appears in the lower-right corner of the screen.

If you do not press the F10 key while the message is displayed, you must turn the computer off, then on again, to access the utility.

2. Select File→ Set Defaults and Exit.

All passwords are cleared when CMOS is reset.

7.1.2 Using Power Switch to Clear CMOS

To clear CMOS when you do not know the password turn on the computer using the power button. After the computer has started, hold the power button depressed for four seconds. The next time the computer is started, the system will overwrite the existing CMOS with the valid CMOS from the factory's original ROM flash of the system board. All settings and passwords from the last good boot will be restored.

7.2 Passwords

Both the power-on and setup passwords are set through Computer Setup (F10 Setup).

When only the power-on password is used, it is required to access the Computer Setup utility and any other information in the system. When both the power-on and setup passwords are used, only the setup password will give you access to Computer Setup. When both passwords are set, the setup password can also be used in place of the power-on password.

If the passwords are lost, they may be erased and new passwords established using a special "backup" password that is available to authorized service providers by contacting the Compaq Customer Service Call Center .

7.3 System Board LEDs

LED 1	LED 2	LED 3	LED 4	BIOS Status
Amber	Amber	Amber	Amber	Power on, BIOS starting
Amber	Amber	Amber	Green	Recovery mode
Amber	Amber	Green	Amber	Processor, cache...
Amber	Amber	Green	Green	Memory, autosize, shadow...
Amber	Green	Amber	Amber	PCI bus initialization
Amber	Green	Amber	Green	Video
Amber	Green	Green	Amber	IDE bus initialization
Amber	Green	Green	Green	USB bus initialization
Green	Green	Green	Amber	Reserved
Green	Green	Green	Green	Booting operating system

7.4 DriveLock

MutiBay hard drives may be protected by the DriveLock feature that is available through F10 Computer setup.

7.4.1 Enabling or Disabling DriveLock on a MultiBay Hard Drive



CAUTION: A MultiBay hard drive can be rendered permanently unusable if the DriveLock security feature is enabled and the password is forgotten.

If the drive is shared with others or regularly used in multiple Internet Devices or locations, the Master password should be set and used by the owner of the drive or by the System Administrator to avoid rendering the drive unusable if the User password is forgotten. The risk of rendering a drive permanently inaccessible is reduced when the Master password and the User password are set and maintained separately.

To prevent unauthorized access to Computer Setup, establish a Setup password.

1. With the MultiBay hard drive installed, turn on or restart the Internet Device. If you are in Windows, click Start→Shut Down→Restart the Computer.
2. When the F10=Setup message appears in the lower-right corner of the screen, press the F10 key. Press Enter to bypass the title screen, if necessary.

If you do not press the F10 key while the message is displayed, you must restart the Internet Device again to access the utility.

3. Select Security, then select DriveLock Security. You will be prompted to select a drive from a list of drives in the system that support the DriveLock security feature.
 - ❑ To allow another user to enable DriveLock, yet ensure that you can always unlock the drive, set the Master password.
 - ❑ To enable DriveLock, click Enable DriveLock and enter a User password when prompted to do so.
 - ❑ To disable DriveLock, click Disable DriveLock. The user password is cleared and must be reset next time DriveLock is enabled.
4. Before exiting, click File→Save Changes and Exit.

7.4.2 Entering a DriveLock Password on a MultiBay Hard Drive

When DriveLock is enabled, the DriveLock User or Master password must be entered to unlock the drive. To enter a DriveLock password, complete the following steps:

1. Turn on or restart the Internet Device. If you are in Windows, click Start→Shut Down→Restart the Computer.
2. When the DriveLock key icon appears on the monitor, type your Master or User password, then press the Enter key.

Type carefully; for security reasons, the characters you type do not appear on the screen. If you enter the password incorrectly, a broken key icon appears. Try again. After two unsuccessful tries, POST will continue without unlocking the drive. You will have to restart the Internet Device and correctly enter the password before you can access the drive.

7.4.3 Changing a DriveLock Password on a MultiBay Hard Drive

1. Turn on or restart the Internet Device. If you are in Windows, click Start→Shut Down→Restart the Computer.
2. When the key icon appears, type your current password, a slash (/) or alternate delimiter character, your new password, another slash (/) or alternate delimiter character, and your new password again as shown:

current password/new password/new password

Type carefully; for security reasons, the characters you type do not appear on the screen.

3. Press the Enter key.

The new password takes effect the next time you turn on the Internet Device.

DriveLock passwords may also be changed using the Security options in Computer Setup. The Master password can only be changed in Setup if it was used to unlock the device during POST.

7.5 Troubleshooting

Refer to the *Service Reference Guide*, Compaq spare part number 152611-001, for detailed troubleshooting instructions. When using the guide, remember that this device has no expansion boards and that some models have no serial or parallel ports.

7.6 Other Technical Information

Other technical information on this product may be found in the *Compaq Service Reference Guide*, part number 123385-002, spares number 152611-001.