

# TS65A-B8036

# Service Engineer's Manual



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### FCC Declaration



#### Notice for the USA

Compliance Information Statement (Declaration of Conformity Procedure) DoC FCC Part 15: This device complies with part 15 of the FCC Rules.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- · This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

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.

#### **Notice for 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.

# Notice for Europe (CE Mark)



This product is in conformity with the Council Directive 2014/30/EU and 2014/35/EU.

#### Warning

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

#### **CAUTION**

Lithium battery included with this board. Do not puncture, mutilate, or dispose of battery in fire. There will be danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by manufacturer. Dispose of used battery according to manufacturer instructions and in accordance with your local regulations.

### VCCI-A

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

# • Safety: IEC/EN 62368-1

This equipment is compliant with CB/LVD of Safety: IEC/EN 62368-1.

#### About this Manual

This manual is intended for trained service technician/personnel with hardware knowledge of computers. Components inside the compartments should be serviced only by a trained service technician/personnel. This manual is aimed to provide you with instructions on installing your TYAN TS65A-B8036.

### How this guide is organized

This guide contains the following parts:

#### **Chapter 1: Overview**

This chapter provides an introduction to the TYAN TS65A-B8036 barebones and standard parts list, describes the external components, gives an overview of the product from different angles.

#### **Chapter 2: Setting Up**

This chapter covers procedures on installing the memory modules, hard drivers and other optional parts.

### **Chapter 3: Replacing the Pre-installed Components**

This chapter covers the removal and replacement procedures for pre-installed components.

#### Appendix:

This chapter provides the cable connection table, how to install IO plate for OCP Card, the FRU parts list for reference of system setup, and technical support in case a problem arises with your system.

### **Safety and Compliance Information**

Before installing and using TYAN TS65A-B8036, take note of the following precautions:

- Read all instructions carefully.
- Do not place the unit on an unstable surface, cart, or stand.
- Do not block the slots and opening on the unit, which are provided for ventilation.
- Only use the power source indicated on the marking label. If you are not sure, contact the power company.
- The unit uses a three-wire ground cable, which is equipped with a third pin to ground the unit and prevent electric shock. Do not defeat the purpose of this pin. If your outlet does not support this kind of plug, contact your electrician to replace your obsolete outlet.
- Do not place anything on the power cord. Place the power cord where it will not be in the way of foot traffic.
- Follow all warnings and cautions in this manual and on the unit case.
- Do not push objects in the ventilation slots as they may touch high voltage components and result in shock and damage to the components.
- When replacing parts, ensure that you use parts specified by the manufacturer.
- When service or repairs have been done, perform routine safety checks to verify that the system is operating correctly.
- Avoid using the system near water, in direct sunlight, or near a heating device.
- · Cover the unit when not in use.

# **Safety Information**

Retain and follow all product safety and operating instructions provided with your equipment. In the event of a conflict between the instructions in this guide and the instructions in equipment documentation, follow the guidelines in the equipment documentation.

Observe all warnings on the product and in the operating instructions. To reduce the risk of bodily injury, electric shock, fire and damage to the equipment, observe all precautions included in this guide.

You must become familiar with the safety information in this guide before you install, operate, or service TYAN products.

### **Symbols on Equipment**

<u> </u>	<b>Caution</b> . This symbol indicates a potential hazard. The potential for injury exists if cautions are not observed. Consult equipment documentation for specific details.
<b>S</b>	<b>Caution.</b> Slide-mounted equipment is not to be used as a shelf or a work space.
4	<b>Warning.</b> This symbol indicates the presence of hazardous energy circuits or electric shock hazards. Refer all servicing to qualified personnel.
<u> </u>	Warning. This symbol indicates the presence of a hot surface or hot component. If this surface is contacted, the potential for injury exists.  To reduce risk of injury from a hot component, allow the surface to cool before touching.

#### **General Precautions**

• Follow all caution and warning instructions marked on the equipment and explained in the accompanying equipment documentation.

#### Machine Room Environment

· This device is for use only in a machine room or IT room.

- Make sure that the area in which you install the system is properly ventilated and climate-controlled.
- Ensure that the voltage and frequency of your power source match the voltage and frequency inscribed on the electrical rating label of the equipment.
- Do not install the system in or near a plenum, air duct, radiator, or heat register.
- · Never use the product in a wet location.

### **Equipment Chassis**

- · Do not block or cover the openings to the system.
- Never push objects of any kind through openings in the equipment. Dangerous voltages might be present.
- Conductive foreign objects can produce a short circuit and cause fire, electric shock, or damage to your equipment.
- · Lift equipment using both hands and with your knees bent.

### **Equipment Racks**

To avoid injury or damage to the equipment:

- Observe local occupational health and safety requirements and guidelines for manual materials handling.
- Do not attempt to move a rack by yourself; a minimum of two people are needed to move a rack.
- Do not attempt to move a fully loaded rack. Remove equipment from the rack before moving it.
- Do not attempt to move a rack on an incline that is greater than 10 degrees from the horizontal.
- Make sure the rack is properly secured to the floor or ceiling.
- Make sure the stabilizing feet are attached to the rack if it is a single-rack installation.
  - Make sure racks are coupled together if it is a multiple-rack installation.
- Make sure the rack is level and stable before installing an appliance in the

rack.

- Make sure the leveling jacks are extended to the floor.
- · Make sure the full weight of the rack rests on the leveling jacks.
- Always load the rack from the bottom up. Load the heaviest component in the rack first.
- Make sure the rack is level and stable before pulling a component out of the rack.
- Make sure only one component is extended at a time. A rack might become unstable if more than one component is extended.

### To avoid damage to the equipment:

- The rack width and depth must allow for proper serviceability and cable management.
- Ensure that there is adequate airflow in the rack. Improper installation or restricted airflow can damage the equipment.
- The rack cannot have solid or restricted airflow doors. You must use a mesh door on the front and back of the rack or remove the doors to ensure adequate air flow to the system.
- If you install the Model in a rack, do not place equipment on top of the unit. It will cause restricted airflow and might cause damage to the equipment.
- Make sure the product is properly matted with the rails. Products that are improperly matted with the rails might be unstable.
- Verify that the AC power supply branch circuit that provides power to the rack is not overloaded. This will reduce the risk of personal injury, fire, or damage to the equipment. The total rack load should not exceed 80 percent of the branch circuit rating. Consult the electrical authority having jurisdiction over your facility wiring and installation requirements.

### **Equipment Power Cords**

- Use only the power cords and power supply units provided with your system. The system might have one or more power cords.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.

- In all European electrical environments, you must ground the Green/Yellow tab on the power cord. If you do not ground the Green/Yellow tab, it can cause an electrical shock due to high leakage currents.
- Do not place objects on AC power cords or cables. Arrange them so that no one might accidentally step on or trip over them.
- Do not pull on a cord or cable. When unplugging from the electrical outlet, grasp the cord by the plug.
- To reduce the risk of electrical shock, disconnect all power cords before servicing the appliance.

### **Equipment Batteries**

- The system battery contains lithium manganese dioxide. If the battery pack is not handled properly, there is risk of fire and burns.
- Do not disassemble, crush, puncture, short external contacts, or dispose of the battery in fire or water.
- Do not expose the battery to temperatures higher than 60°C (140°F).
- The system battery is not replaceable. If the battery is replaced by an incorrect type, there is danger of explosion. Replace the battery only with a spare designated for your product.
- Do not attempt to recharge the battery.
- Dispose of used batteries according to the instructions of the manufacturer. Do not dispose of batteries with the general household waste. To forward them to recycling or proper disposal, use the public collection system or return them to TYAN, your authorized TYAN partner, or their agents.

### **Equipment Modifications**

• Do not make mechanical modifications to the system. TYAN is not responsible for the regulatory compliance of TYAN equipment that has been modified.

### **Equipment Repairs and Servicing**

- The installation of internal options and routine maintenance and service of this product should be performed by trained service technicians/personnel who are knowledgeable about the procedures, precautions, and hazards associated with equipment containing hazardous energy levels.
- Do not exceed the level of repair specified in the procedures in the product documentation. Improper repairs can create a safety hazard.
- Allow the product to cool before removing covers and touching internal components.
- Remove all watches, rings, or loose jewelry when working before removing covers and touching internal components.
- Do not use conductive tools that could bridge live parts.
- Use gloves when you remove or replace system components; they can become hot to the touch.
- If the product sustains damage requiring service, disconnect the product from the AC electrical outlet and refer servicing to an authorized service provider. Examples of damage requiring service include:
- The power cord, extension cord, or plug has been damaged.
- Liquid has been spilled on the product or an object has fallen into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.
- The product does not operate normally when you follow the operating instructions.

Therefore, as long as (a) the ITE will not be used in a home, school, or other public area where the general population will not have access to it, and (b) the manufacturer specifies that the thumbscrews normally should be tightened with a screwdriver, use of thumbscrews is not considered to compromise the basic principles of safety associated with the Standard.

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# **NOTE**

# **Chapter 1: Overview**

#### 1.1 About the TYAN TS65A-B8036

Congratulations on your purchase of the TYAN® TS65A-B8036, a highly optimized rack-mountable barebone system. The TS65A-B8036 is designed to AMD® Zen® Naples series Processor, and Up to 1,024GB RDIMM/LRDIMM/NVDIMM DDR4 2667 MHz memory. Leveraging advanced technology from AMD®, TS65A-B8036 server system is capable of offering scalable 32 and 64-bit computing, high bandwidth memory design, providing a rich feature set and incredible performance, and lightning-fast PCI-E bus implementation. The TS65A-B8036 not only empowers your company in nowadays IT demand but also offers a smooth path for future application usage.

TYAN® also offers the TS65A-B8036 in a version that can support up to twenty hot-swap 2.5" SATA HDD/SSD or sixteen NVMe SSD plus four hot-swap 2.5" SATA HDD/SSD and eight hot-swap 2.5" HDD. The TS65A-B8036 uses TYAN®'s latest chassis, featuring a robust structure and a solid mechanical enclosure. All of this provides TS65A-B8036 the power and flexibility to meet the needs of nowadays server application.



#### 1.2 Product Model

The system boards within the Tyan barebone systems contain different features and chipsets, which are defined by the following models:

- **B8036T65AV28HR-LE**: Intel-based platform, support (20) 2.5"SATA HDD + (8) 2.5"SATA HDD with SAS card
- B8036T65AV12E16HR: Intel-based platform, support (16) U.2 NVME
   SSD + (8) 2.5"HDD/SSD with SAS card + (4) 2.5" SATA HDD
- **B8036T65AV4E24HR**: Intel-based platform, support (16) U.2 NVME SSD + (8) 2.5" HDD/SSD with PCIE card/OCP card + (4) 2.5" SATA HDD

# 1.3 Features

# B8036T65AV28HR-LE Specifications

	· ·	
System	Form Factor	2U Rackmount
	Chassis Model	TS65A
	Dimension (D x W x H)	25.59" x 17.32" x 3.43" (650 x 440 x 87mm)
	Motherboard Name	S8036GM2NE-LE
	<b>Gross Weight</b>	30 kg (66 lbs)
	Net weight	19 kg (42 lbs)
	Buttons	(1) RST, (1) ID, (1) PWR w/ LED
Front Panel	LEDs	(2) LAN, (1) ID, (1) System Event
	I/O Ports	(2) USB 3.1 Gen1 ports
	Q'ty / Type	(26) 2.5" Hot-Swap SSD/HDD (@ front) + (2) 2.5" Hot-Swap SSD/HDD (@ rear)
	HDD Backplane Support	SAS 12Gb/s, SATA 6Gb/s
External Drive Bay	Supported HDD Interface	(26) SATA 6Gb/s (@ front) + (2) SATA 6Gb/s (@ rear)
	Notification	The SAS/SATA HDD backplane is connected to onboard SATA connection by default. Please contact Tyan technical support if a discrete SAS HBA/RAID adapter installed is required.
System Cooling Configuration	FAN	(3) 8cm fans
	Туре	CRPS
	Input Range	AC 200-240V/7A/ AC 100-127V/13A
	Per Inlet	13A/7A
Power Supply	Frequency	50-60 Hz
	Output Watts	1,000 Watts (100-127Vac input) / 1,200Watts (200-240Vac input)
	Efficiency	80 plus Platinum
	Redundancy	1+1
Processor	Q'ty / Socket Type	(1) AMD Socket SP3
1 10003301	Supported CDII Serie	s (1) AMD EPYC™ 7002 Series

			_	Processor
	Configurabl Design Pow Wattage			lax up to 225W
	Supported DIMM Qty		(16	6) DIMM slots
Manage	DIMM Type	/ Speed		DR4 ECC RDIMM/RDIMM DS/LRDIMM/LRDIMM 3DS 3200
Memory	Capacity			to 1,024GB RDIMM, 4,096GB RDIMM 3DS
	Memory cha	annel	8 (	Channels per CPU
	Memory vol	tage	1.2	2V
	PCI-E		tal	PCI-E Gen4 x8 slots (HH, HL w/ I bracket), (4) PCI-E Gen4 x8 slots H, HL)
Expansion Slots	Pre-install TYAN Riser Card (PCI-E Gen4)		(2) x8 (1) (2)	M8036-L24-3F riser card for FH/HL + (1) HH/HL PCI-E Gen4 slots (left), M8036-R24-3F riser card for FH/HL + (1) HH/HL PCI-E Gen4 slots (right)
	Others *C		*C	PCI-E Gen3 x16 OCP 2.0 slot onn.A+conn.B), onn. B of OCP 2.0 mezzanine is ux'd with the HH/HL PCI-E x8 slot M8036-R24-3F riser
	Q'ty / Port			) GbE ports + (1) GbE dedicated r IPMI
LAN	Controller		Br	roadcom BCM5720
	PHY F		Re	ealtek RTL8211E
	Connec		or	(2) SFF-8654 connectors for up to (16) SATA ports
	SATA	Controlle	er	Direct from AMD EPYC CPU
	Sp	Speed		6Gb/s
Storago	RAID			N/A
Storage	Co		or	(4) SATA
	CATA	Controlle	er	Marvell 9235
		Speed		6Gb/s
	RAID			N/A
	NVMe C		or	(2) 22110/2280(by PCI-E Gen3

	(M.2)	interface)
	Connector type	D-Sub 15-pin
Graphic	Resolution	Up to 1920x1200
	Chipset	Aspeed AST2500
	USB	(2) USB3.1 Gen1 ports (@ rear), (2) USB3.1 Gen1 ports (via Cable), (1) USB3.1 Gen1 port (Type-A)
I/O Ports	СОМ	(1) DB-9 port (COM1) + (1) header (COM2)
	VGA	(1) D-Sub 15-pin port
	RJ-45	<ul><li>(2) GbE ports,</li><li>(1) dedicated GbE for IPMI</li></ul>
TPM (Optional)	TPM Support	Please refer to our TPM supported list.
	Chipset	Aspeed AST2500
	Temperature	Monitors temperature for CPU & memory & system environment
System Monitoring	Voltage	Monitors voltage for CPU, memory, chipset & power supply
	LED	Over temperature warning indicator, Fan & PSU fail LED indicator
	Others	Watchdog timer support
	Onboard Chipset	Onboard Aspeed AST2500
Server Management	AST2500 iKVM Feature	24-bit high quality video compression, Supports storage over IP and remote platform-flash, USB 2.0 virtual hub
	AST2500 IPMI Feature	IPMI 2.0 compliant baseboard management controller (BMC), 10/100/1000 Mb/s MAC interface
	Brand / ROM size	AMI, 32MB
BIOS	Feature	Hardware Monitor, SMBIOS 3.0/PnP/Wake on LAN, Boot from USB device/PXE via LAN/Storage, Console Redirection, ACPI 6.1, ACPI sleeping states S0, S5, FAN speed control automatic
Operating System	OS supported list	Please refer to our AVL support lists.

	FCC (SDoC)	Class A
	CE (DoC)	Class A
Regulation	CB/LVD	Yes
	RCM	Class A
	VCCI	Class A
	Operating Temp.	10° C ~ 35° C (50° F~ 95° F)
Operating Environment	Non-operating Temp.	- 40° C ~ 70° C (-40° F ~ 158° F)
operating Environment	In/Non-operating Humidity	90%, non-condensing at 35° C
RoHS	RoHS 6/6 Compliant	Yes
Package Contains	Barebone	(1) TS65A-B8036 Barebone
Package Contains	Manual	(1) Quick Installation Guide

# B8036T65AV12E16HR Specifications

	p	
	Form Factor	2U Rackmount
System	Chassis Model	TS65A
	Dimension (D x W x H)	25.59" x 17.32" x 3.43" (650 x 440 x 87mm)
	Motherboard Name	<u>S8036GM2NE</u>
	<b>Gross Weight</b>	30 kg (66 lbs)
	Net weight	19 kg (42 lbs)
	Buttons	(1) RST, (1) ID, (1) PWR w/ LED
Front Panel	LEDs	(2) LAN, (1) ID, (1) System Event
	I/O Ports	(2) USB 3.1 Gen1 ports
	Q'ty / Type	(26) 2.5" Hot-Swap SSD/HDD (@ front) + (2) 2.5" Hot-Swap SSD/HDD (@ rear)
	HDD Backplane Support	SAS 12Gb/s, SATA 6Gb/s, NVMe
External Drive Bay	Supported HDD Interface	(10) SATA 6Gb/s + (16) NVMe (@ front) + (2) SATA 6Gb/s (@rear)
	Notification	The SAS/SATA HDD backplane is connected to onboard SATA connection by default. Please contact Tyan technical support if a discrete SAS HBA/RAID adapter installed is required.
System Cooling Configuration	FAN	(3) 8cm fans
	Туре	CRPS
	Input Range	AC 200-240V/7A/ AC 100-127V/13A
	Per inlet	13A/7A
Power Supply	Frequency	50-60 Hz
	Output Watts	1,000 Watts (100-127Vac input) / 1,200Watts (200-240Vac input)
	Efficiency	80 plus Platinum
	Redundancy	1+1
	Q'ty / Socket Type	(1) AMD Socket SP3
Processor	Supported CPU Series	(1) AMD EPYC™ 7002 Series Processor
	Configurable Thermal	Max up to 225W

	Design Power (cTDP) Wattage			
	Supported DIMM (16)		(16)	DIMM slots
	DIMM Lyne / Sneed			4 ECC RDIMM/RDIMM /LRDIMM/LRDIMM 3DS 3200
Memory				0 1,024GB RDIMM, 4,096GB IMM 3DS
	Memory cha	annel	8 Ch	annels per CPU
	Memory vol	ltage	1.2V	
Expansion Slots	PCI-E			CI-E Gen4 x8 slots (HH, HL w/ racket), (4) PCI-E Gen4 x8 slots HL)
	Riser Card	Pre-install TYAN F Riser Card s (PCI-E Gen4)		18036-L24-3F riser card for (2) IL + (1) HH/HL PCI-E Gen4 x8 (left), (1) M8036-R24-3F riser for (2) FH/HL + (1) HH/HL PCI-E 4 x8 slots (right)
	Others *C		(con *Con mux'	CI-E Gen3 x16 OCP 2.0 slot n.A+conn.B), n. B of OCP 2.0 mezzanine is d with the HH/HL PCI-E x8 slot 8036-R24-3F riser
				GbE ports + GbE dedicated for IPMI
LAN	Controller	Controller		oadcom BCM5720
	PHY		Re	ealtek RTL8211E
		Connec	ctor	(4) SATA
	Additional	Contro	ller	Marvell 9235
	SATA	Speed		6Gb/s
Storage		RAID		N/A
·	NVMe	Connec (M.2)		(2) 22110/2280(by PCI-E Gen3 interface)
	Connecto (Slim SA			(8) SFF-8654 for (16) NVMe ports
	Connector type		D-	Sub 15-pin
Graphic	Resolution			to 1920x1200
	Chipset		As	peed AST2500
I/O Ports	USB		(2)	USB3.1 Gen1 ports (@ rear),

		(2) USB3.1 Gen1 ports (via Cable), (1) USB3.1 Gen1 port (Type-A)
	СОМ	(1) DB-9 port (COM1) + (1) header (COM2)
	VGA	(1) D-Sub 15-pin port
	RJ-45	(2) GbE ports, (1) dedicated GbE for IPMI
TPM (Optional)	TPM Support	Please refer to our TPM supported list.
	Chipset	Aspeed AST2500
	Temperature	Monitors temperature for CPU & memory & system environment
System Monitoring	Voltage	Monitors voltage for CPU, memory, chipset & power supply
	LED	Over temperature warning indicator, Fan & PSU fail LED indicator
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Server Management	Onboard Chipset	Onboard Aspeed AST2500
	AST2500 iKVM Feature	24-bit high quality video compression, Supports storage over IP and remote platform-flash, USB 2.0 virtual hub
	AST2500 IPMI Feature	IPMI 2.0 compliant baseboard management controller (BMC), 10/100/1000 Mb/s MAC interface
	Brand / ROM size	AMI, 32MB
BIOS	Feature	Hardware Monitor, SMBIOS 3.0/PnP/Wake on LAN, Boot from USB device/PXE via LAN/Storage, Console Redirection, ACPI 6.1, ACPI sleeping states S0, S5, FAN speed control automatic
Operating System	OS supported list	Please refer to our AVL support lists.
	FCC (SDoC)	Class A
	CE (DoC)	Class A
Regulation	CB/LVD	Yes
	RCM	Class A
	VCCI	Class A

	Operating Temp.	10° C ~ 35° C (50° F~ 95° F)
Operating Environment	Non-operating Temp.	- 40° C ~ 70° C (-40° F ~ 158° F)
	In/Non-operating Humidity	90%, non-condensing at 35° C
RoHS	RoHS 6/6 Compliant	Yes
Package Contains	Barebone	(1) TS65A-B8036 Barebone
i donage contains	Manual	(1) Quick Installation Guide

# B8036T65AV4E24HR Specifications

<u> </u>		
	Form Factor	2U Rackmount
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	Net weight	19 kg (42 lbs)
	Buttons	(1) RST, (1) ID, (1) PWR w/ LED
Front Panel	LEDs	(1) HDD, (2) LAN, (1) ID, (1) System Event
	I/O Ports	(2) USB 3.1 Gen1 ports
	Q'ty / Type	(26) 2.5" Hot-Swap SSD/HDD (@ front) + (2) 2.5" Hot-Swap SSD/HDD (@ rear)
External Drive Bay	HDD Backplane Support	SAS 12Gb/s, SATA 6Gb/s, NVMe
	Supported HDD Interface	(2) SATA 6Gb/s + (24) NVMe (@ front) + (2) SATA 6Gb/s (@ rear)
System Cooling Configuration	FAN	(3) 8cm fans
	Туре	CRPS
	Input Range	AC 200-240V/7A , AC 100-127V/13A
Power Supply	Frequency	50-60 Hz
Tower Suppry	Output Watts	1,000 Watts(100-127Vac input), 1,200Watts (200-240Vac input)
	Efficiency	80 plus Platinum
	Redundancy	1+1
	Q'ty / Socket Type	(1) AMD Socket SP3
Processor	Supported CPU Series	(1) AMD EPYC™ 7002 Series Processor
	Configurable Thermal Design Power (cTDP) Wattage	Max up to 240W
Memory	Supported DIMM Qty	(16) DIMM slots
monory	DIMM Type / Speed	DDR4 ECC RDIMM/RDIMM 3DS/LRDIMM/LRDIMM 3DS 3200

Capacity					
Memory voltage		Capacity			
PCI-E   (2) PCI-E Gen4 x8 slots (HH, HL w/ tall bracket), (4) PCI-E Gen4 x8 slots (FH, HL)		Memory channel		8 Channels per CPU	
PCI-E   tall bracket), (4) PCI-E Gen4 x8 slots (FH, HL)		Memory voltage		1.2V	
Pre-install TYAN   Riser Card (PCI-E Gand x8   slots (left), (1) M8036-R24-3F riser card (rec) FH/HL + (1) HH/HL PCI-E Gend x8   slots (left), (1) M8036-R24-3F riser card for (2) FH/HL + (1) HH/HL PCI-E Gend x8 slots (right)		PCI-E		tall bracket), (4) PCI-E Gen4 x8 slots	
Others   Conn.A+conn.B), "Conn. B of OCP 2.0 mezzanine is mux'd with the HH/HL PCI-E x8 slot on M8036-R24-3F riser	Expansion Slots	Riser Card		FH/HL + (1) HH/HL PCI-E Gen4 x8 slots (left), (1) M8036-R24-3F riser card for (2) FH/HL + (1) HH/HL PCI-E	
Abbreviation   12.3" (111.2 x 312mm)		Others	(conn.A+conn.B), *Conn. B of OCP 2.0 mezzanine mux'd with the HH/HL PCI-E x8 s		n.B), OCP 2.0 mezzanine is ne HH/HL PCI-E x8 slot
Controller					
Controller   Broadcom BCM5720		<b>Q'ty / Port</b> (2) GbE (1) GbE		(2) GbE po (1) GbE de	rts + dicated for IPMI
Connector   (2) 7-pin SATA for (2) rear SATA drives, (2) 7-pin SATA for (2) front SATA for (2) front SATA drives	LAN	Controller Bi		Broadcom I	BCM5720
Additional SATA   Connector   (2) rear SATA drives, (2) 7-pin SATA for (2) front SATA drives		PHY Realtek RTL8211E			
Speed   6Gb/s   RAID   N/A   (2) 22110/2280 (by   PCI-E Gen3 & SATA   interface)   (8) SFF-8654 for (16) NVMe ports, (4) SFF-8612 from (1) M2093 storage mezz. and (1) M7106R-4E storage mezz. for (8) NVMe ports			Con	nector	(2) rear SATA drives, (2) 7-pin SATA for
RAID   N/A   (2) 22110/2280 (by   PCI-E Gen3 & SATA interface)   (8) SFF-8654 for (16) NVMe ports, (4) SFF-8612 from (1) M2093 storage mezz. and (1) M7106R-4E storage mezz. for (8) NVMe ports		SATA	Con	troller	Marvell 9235
Connector (M.2)   Connector (M.2)   PCI-E Gen3 & SATA interface			Spe	ed	6Gb/s
NVMe   Connector (M.2)   PCI-E Gen3 & SATA   interface)   (8) SFF-8654 for (16) NVMe ports, (4) SFF-8612 from (1) M2093 storage mezz. and (1) M7106R-4E storage mezz. for (8) NVMe ports			RAII	D	N/A
NVMe  (16) NVMe ports, (4) SFF-8612 from Connector (Slim (1) M2093 storage mezz. and (1) M7106R-4E storage mezz. for (8) NVMe ports	Storage		Con	nector (M.2)	PCI-E Gen3 & SATA
Graphic Connector type D-Sub 15-pin		NVMe	Cor	,	(16) NVMe ports, (4) SFF-8612 from (1) M2093 storage mezz. and (1) M7106R-4E storage mezz. for (8) NVMe
	Graphic	Connector type		D-Sub 15-p	oin

	Resolution	Up to 1920x1200
	Chipset	Aspeed AST2500
	USB	(2) USB3.1 Gen1 ports (@ rear), (2) USB3.1 Gen1 ports (via Cable), (1) USB3.1 Gen1 port (Type-A)
I/O Ports	СОМ	(1) DB-9 port (COM1) + (1) header (COM2)
	VGA	(1) D-Sub 15-pin port
	RJ-45	(2) GbE ports, (1) dedicated GbE for IPMI
TPM (Optional)	TPM Support	Please refer to our TPM supported list.
	Chipset	Aspeed AST2500
	Temperature	Monitors temperature for CPU & memory & system environment
System Monitoring	Voltage	Monitors voltage for CPU, memory, chipset & power supply
	LED	Over temperature warning indicator, Fan & PSU fail LED indicator
	Others	Watchdog timer support
	Onboard Chipset	Onboard Aspeed AST2500
Server Management	AST2500 iKVM Feature	24-bit high quality video compression, Supports storage over IP and remote platform-flash, USB 2.0 virtual hub
	AST2500 IPMI Feature	IPMI 2.0 compliant baseboard management controller (BMC), 10/100/1000 Mb/s MAC interface
	Brand / ROM size	AMI, 32MB
BIOS	Feature	Hardware Monitor, SMBIOS 3.0/PnP/Wake on LAN, Boot from USB device/PXE via LAN/Storage, Console Redirection, ACPI 6.1, ACPI sleeping states S0, S5, FAN speed control automatic
Operating System	OS supported list	Please refer to our AVL support lists.
Regulation	FCC (SDoC)	Class A
Neguiation	CE (DoC)	Class A

	CB/LVD	Yes
	RCM	Class A
	VCCI	Class A
Operating Environment	Operating Temp.	10° C ~ 35° C (50° F~ 95° F)
	Non-operating Temp.	- 40° C ~ 70° C (-40° F ~ 158° F)
	In/Non-operating Humidity	90%, non-condensing at 35° C
RoHS	RoHS 6/6 Compliant	Yes
Package Contains	Barebone	(1) TS65A-B8036 Barebone
	Manual	(1) Quick Installation Guide

### NOTE:

- 1. The specifications are subject to change without prior notice.
- 2. Please visit our website for the latest specifications.

#### 1.4 Standard Parts List

This section describes TS65A-B8036 package contents and accessories. Open the box carefully and ensure that all components are present and undamaged. The product should arrive with packaged as illustrated below.

#### 1.4.1 Box Contents

If any items are missing or appear damaged, contact your retailer or browse to TYAN's website for service: http://www.tyan.com

#### B8036T65AV12E16HR

- (2) TF-PWR ASSY;SBU,1200W PSU MODULE (pre-installed)
- (3) 80\*80\*38mm Fan (pre-installed)
- (1) \$8036GM2NE MB
- (1) M1718T65-FPB Front Panel Board
- (1) M1717T65-USB USB Board
- (1) M7100F48B-PDB Power Distribution Board
- (1) M7063F86-PBP Power Backplane Board
- (1) M8036-R24-3F riser card#1
- (1) M8036-L24-3F riser card#2
- (1) M1295T65-BP12-8 HDD Backplane Board
- (2) M1296T65-BP12E-8 HDD Backplane Board
- (1) M1298T65-BP12E-2 Backplane Board

### **B8036T65AV28HR-LE**

- (2) TF-PWR ASSY;SBU,1200W PSU MODULE (pre-installed)
- (3) 80\*80\*38mm Fan (pre-installed)
- (1) S8036GM2NE-LE MB
- (1) M1718T65-FPB Front Panel Board
- (1) M1717T65-USB USB Board
- (1) M7100F48B-PDB Power Distribution Board
- (1) M7063F86-PBP Power Backplane Board
- (1) M8036-R24-3F riser card#1
- (1) M8036-L24-3F riser card#2
- (3) M1295T65-BP12-8 HDD Backplane Board
- (1) M1298T65-BP12E-2 Backplane Board

### 1.4.2 Accessories

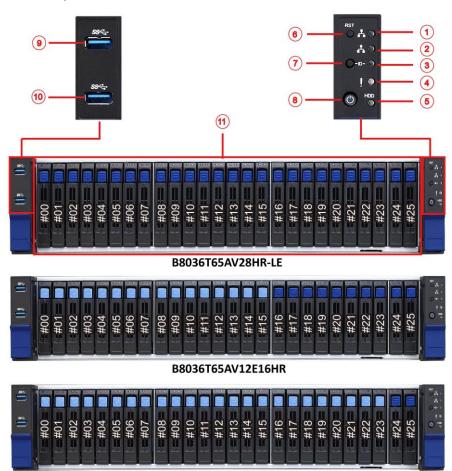
If any items are missing or appear damaged, contact your retailer or browse to TYAN's website for service: http://www.tyan.com

- (1) Rail kit and screws
- (2) Power Wire Mount
- (2) CPU Heatsink
- (2) US power cord
- (2) EU power cord
- (1) IO PLATE LAN Kit (with gasket)
- (1) IO PLATE SFP Kit
- (1) 2.5" HDD screw pack
- (1) TYAN Quick Installation Guide
- (1) M.2 Screw

### 1.5 About the Product

The following views show you the product.

# 1.5.1 System Front View



B8036T65AV4E24HR

	M1718T65-FPB Front Panel Board/ M1717T65-USB USB Board				
1	LAN1LED 7 ID Button				
2	LAN2 LED	8	Power Button with green LED		
3	ID LED	9	USB 3.1 Port		
4	Warning LED	10	USB 3.1 Port		
5	HDD LED	11	3.5" /2.5" SSD/HDD/NVMe bays		
6	6 RESET Button				
NV	Me SKU				
B80	)36T65AV12E16HR				
	#00~#15 from M/B NVMe port #16 ~ #23 from SAS card (option				
	#24~ #25 from M/B SATA port				
B80	B8036T65AV4E24HR				
	#00~ #23 from M/B NVMe port #16 ~ #23 from riser card/OCP card (option)		#16 ~ #23 from riser card/OCP card (option)		
	#24~ #25 from M/B SATA port				
LE	LE SKU				
	#00 ~ #19 from M/B SATA port #20~#25 from SAS card (option)				

# M1718T65-FPB Front Panel LED Control Board

Switch and LED Indication

Field	QTY	Color	Behavior	
Power	1	Green	System Power off / off System Power On / solid on System under S1 or S3 / Blinking (TBD)	
LAN1/LAN2	2	Green	Offline / LED Off Linking / Solid on Access / Blinking	
ID	1	Blue	Normal / Off Located / Solid on	
Warning	1	Red/Green/Blue	FAN warning / Blue blinking System fault / Red solid on	
HDD LED	1	Green/Red	HDD present / Green solid on HDD activity / Green blinking HDD fail / Red solid on	



DRIVE STATE	Active LED (Green)	Status LED (Red)
Drive Present, No Active	Solid on	Off
Drive Present with Active	Blinking	Off
Drive Failure	NA	Solid on
RAID Rebuild	NA	Blinking @4 Hz
Drive Locate Identifier	NA	Blinking @1 Hz

# 1.5.2 System Rear View



1	PSU1	8	HDD0
2	PSU0	9	HDD1
3	Serial Port (COM1)USB3.1 Ports	10	Dedicate to IPMI Port (LAN3)
4	RJ45 LAN Port (LAN2/LAN1)	11	VGA Port
5	Dedicate to OCP Card	12	Add-On Card field
6	ID Button	13	Add-On Card field
7	ID LED (Blue)		

### **ID LED**

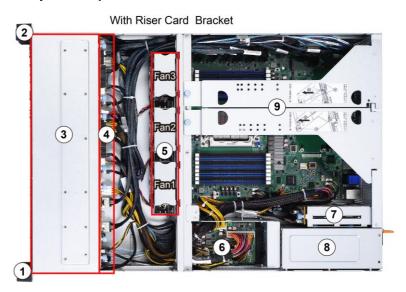
LED	State	Color	Description	
ID LED	On	Blue	System identified	
	Off	Off	System not identified	

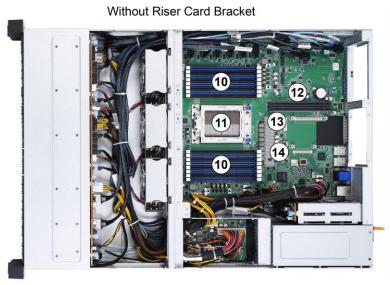
### Rear I/O: Onboard LAN LED Color Definition

The **three (3)** onboard Ethernet ports have green and amber LEDs to indicate LAN status. The chart below illustrates the different LED states.

	10/100/1000 Mbps LAN Link/Activity LED Scheme				
LEFT RIGHT		Left LED	Right LED		
40 Mbma	Link	Green	Off		
10 Mbps	Active	Blinking Green	Off		
400 Mb	Link	Green	Green		
100 Mbps	Active	Blinking Green	Green		
4000 MI	Link	Green	Amber		
1000 Mbps	Active	Blinking Green	Amber		
No	Link	Off	Off		

# 1.5.3 System Top View





1	(1) M1717T65-USB USB Board
2	(1) M1718T65-FPB Front Panel Board
3	HDD Module
4	M1295TS65-BP12-8/M1296TS65-BP12E-8/M1298T65-BP12E-2 HDD Backplane Board
5	(3) System fans
6	M7100F48B-PDB Power Distribution Board
7	M7063F86-PBP Power Backplane Board
8	Power Module
9	Riser Card Bracket (M8036-L24-3F, M8036-R24-3F pre-installed)
10	Memory Slots
11	CPU Sockets
12	PCIE3.0 SLOT x24
13	OCP A Slot (OCP1_A)
14	OCP B Slot (OCP1_B)

# **Chapter 2: Setting Up**

### 2.0.1 Before you Begin

This chapter explains how to install the CPUs, CPU heatsinks, memory modules, and hard drives. Instructions on inserting add on cards are also given.

#### 2.0.2 Work Area

Make sure you have a stable, clean working environment. Dust and dirt can get into components and cause malfunctions. Use containers to keep small components separated. Putting all small components in separate containers prevents them from becoming lost. Adequate lighting and proper tools can prevent you from accidentally damaging the internal components.

#### 2.0.3 Tools

The following procedures require only a few tools, including the following:

- A cross head (Phillips) screwdriver
- A grounding strap or an anti-static pad
- A T20 Security Torx screwdriver

Most of the electrical and mechanical connections can be disconnected with your hands. It is recommended that you do not use pliers to remove connectors as it may damage the soft metal or plastic parts of the connectors.

#### Caution!



- To avoid damaging the motherboard and associated components, use torque force within the range 7 kgf/cm (6.09 lb/in) on each mounting screw for motherboard installation.
- **2.** Do not apply power to the board if it has been damaged.

#### 2.0.4 Precautions

Components and electronic circuit boards can be damaged by discharges of static electricity. Working on a system that is connected to a power supply can be extremely dangerous. Follow the guidelines below to avoid damage to TS65A-B8036 or injury to yourself.

- Ground yourself properly before removing the top cover of the system. Unplug the power from the power supply and then touch a safely grounded object to release static charge (i.e. power supply case). If available, wear a grounded wrist strap. Alternatively, discharge any static electricity by touching the bare metal chassis of the unit case, or the bare metal body of any other grounded appliance.
- Avoid touching motherboard components, IC chips, connectors, memory modules, and leads.
- The motherboard is pre-installed in the system. When removing the motherboard, always place it on a grounded anti-static surface until you are ready to reinstall it.
- Hold electronic circuit boards by the edges only. Do not touch the components on the board unless it is necessary to do so. Do not flex or stress circuit boards.
- Leave all components inside the static-proof packaging that they ship with until they are ready for installation.
- After replacing optional devices, make sure all screws, springs, or other small parts are in place and are not left loose inside the case.
   Metallic parts or metal flakes can cause electrical shorts.

**NOTE:** All connectors are keyed to only attach one way. All use the correct screw size as indicated in the procedures.

## 2.1 Installing Motherboard Components

This section describes how to install components on to the mainboard, including CPUs, memory modules and add on cards.

#### 2.1.1 Removing the Chassis Cover

Follow these instructions to remove TS65A-B8036 chassis cover.

1. Release the latch on the left side.



2. Slide to lift the rear top cover up.



# 2.1.2 Removing the Air Duct

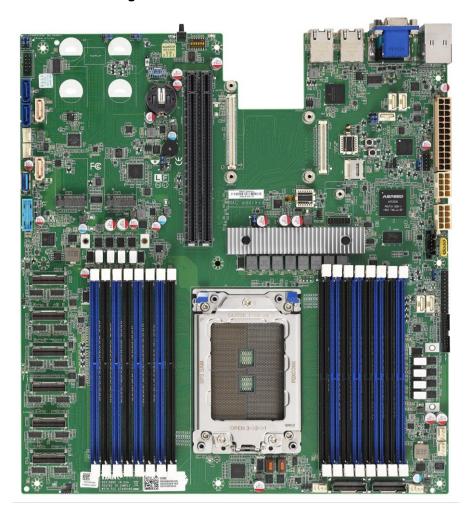
1. Remove two PCIE bracket and the air duct from the chassis.



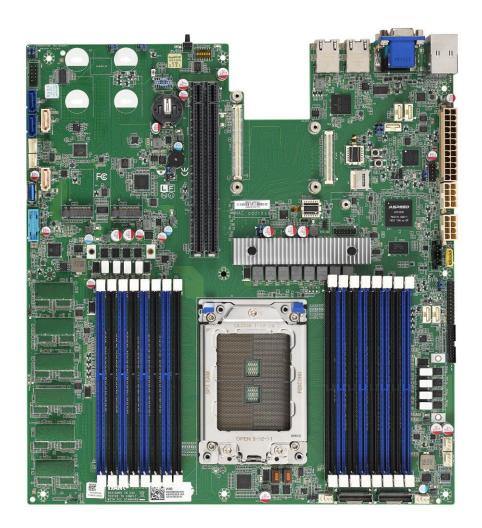




# 2.1.3 Board Image



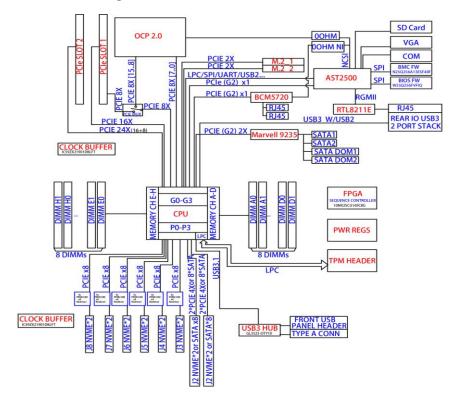
S8036GM2NE



S8036GM2NE-LE

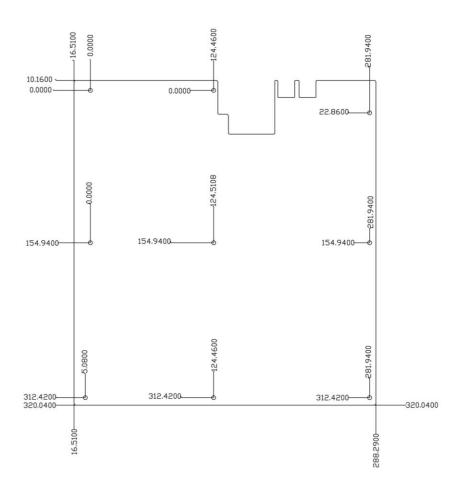
This picture is representative of the latest board revision available at the time of publishing. The board you receive may not look exactly like the above picture.

## 2.1.4 Block Diagram

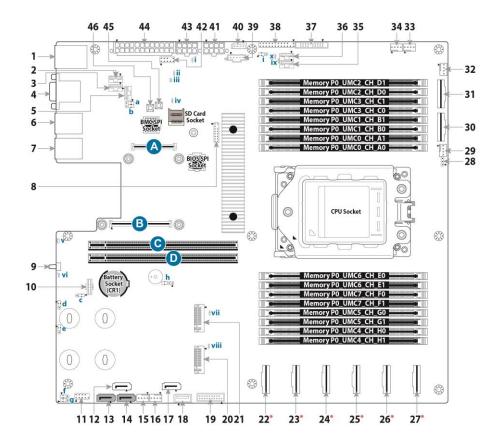


S8036 Block Diagram

# 2.1.5 Motherboard Mechanical Drawing



#### 2.1.6 Board Parts, Jumpers and Connectors



This diagram is representative of the latest board revision available at the time of publishing. The board you receive may not look exactly like the above diagram. The DIMM slot numbers shown above can be used as a reference when reviewing the DIMM population guidelines shown later in the manual. For the latest board revision, please visit our web site at <a href="http://www.tyan.com">http://www.tyan.com</a>.

# **Motherboard Components**

Connectors			
1. Dedicated IPMI port+USB3.0 x 2(LAN1)	24. PCIE 74P SlimSAS Connector (SLIMSAS 7		
	removed on LE-sku) 25. PCIE 74P SlimSAS Connector (SLIMSAS 5		
2. CPU SMBUS Header (HDR_2)	removed on LE-sku)		
3. CPU SMBUS Header (HDR_1)	26. PCIE 74P SlimSAS Connector (SLIMSAS 4 removed on LE-sku)		
4. VGA + COM Port (VGA_COM1)	27. PCIE 74P SlimSAS Connector (SLIMSAS 3 removed on LE-sku)		
5. CPU SMBUS Header (HDR_3)	28. Power SMBUS Header (PJ1)		
6. BCM5720 RJ45 LAN Connector (LAN2)	29. CPU_FAN (CPU_FAN)		
7. BCM5720 RJ45 LAN Connector (LAN3)	30. PCIE/SATA 74P SLIMSAS Connector (SLIMSAS2)		
8. TYAN Module Header (DBG_HD1)	31. PCIE/SATA 74P SLIMSAS Connector (SLIMSAS1)		
9. Rear ID LED Button (ID LED_BTN1)	32. Front Fan_3 (SYS_FAN_3)		
10. HDT Header (HDT1)	33. Front Fan_2 (SYS_FAN_2)		
11. COM2 Header (COM2)	34. Front Fan_1 (SYS_FAN_1)		
12. SATA Connector (SATA 3.0 signals) 7Pin+2Power(SATADOM2)	35. CPU SMBUS Header (HDR_5)		
13. SATA Connector (SATA4)	36. CPU SMBUS Header(HDR_4)		
14. SATA Connector (SATA3)	37. FAN Header (FAN_HD1)		
15. RearFan_2 (SYS_FAN_5)	38. Front Panel Header (FPIO_2)		
16. RearFan_1 (SYS_FAN_4)	39. PSMI Header (PSMI_HD1)		
17. SATA Connector(SATA 3.0 signals) 7Pin+2Power (SATADOM1)	40. IPMB Header (IPMB1)		
18. Vertical Type A USB Connector (TYPEA_USB1)	41. 8-pin Power Connector (PW3)		
19. FPB USB2.0/USB3.0*2 Header (USB3_FPIO1)	42. CPLD JTAG Connector (JTAG1)		
20. NGFF 32x80mm & 32x110mm M.2 Connector (NGFF2)	43. 8-pin Power Connector (PW2)		
21. NGFF 32x80mm & 32x110mm M.2 Connector (NGFF1)	44. ATX Power Connector (24p)(PW1)		
22. PCIE 74P SlimSAS Connector (SLIMSAS 8 removed on LE-sku)	45. Power Button (PWR_BTN1)		
23. PCIE 74P SlimSAS Connector (SLIMSAS 6 removed on LE-sku)	46. Reset Button (COLD_RST_BTN1)		
	Jumpers		
a. J1 NVMe or SATA Select (J9_13)	e. BMC CPU COM1 (RX) (J197)		
b. J1 NVMe or SATA Select (J9_24)	f. BMC COM PORT2 (TX) (J191)		
c. CMOS Clear Jumper (J194)	g. BMC COM PORT2 (RX) (J190)		
d. BMC CPU COM1 (TX) (J193)	h. PC BEEP (J120)		
	I. System RESET (J192)		
PCIE Slots			

A OCP B Slot (OCP1_B)	C. PCIE3.0 Slot x24 (PESLOT1)	
B. OCP B Slot (OCP1_A)	D. PCIE3.0 Slot x24 (PESLOT2)	
	LEDs	
i PSU_ALERT_N LED (PSMI_LED1)	vi BMC Heartbeat LED (BMC_HBLED)	
ii PWR_GOOD_LED (LED5)	vii NGFF1_LED(LED_M1)	
iii RESET_LED_LED (LED7)	viii NGFF2_LED(LED_M2)	
iv P0_PROCHOT_ LED (LED4) ix Onboard BMC IPMI ALERT LED (IPMI_L		
v Rear ID LED (ID_LED2)	x HDD_ACT_LED (HDD_LED3)	

#### NOTE:

- 1. SD card socket is an OEM-reserved feature which is not enabled on current product offering.
  2. HDR\_1-5: NVME Hotplug I2C connector for NVME HDD backplane.

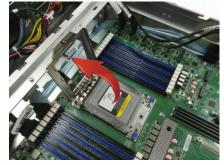
#### 2.1.7 Installing the CPU and Heatsink

Follow the steps below on installing CPUs and CPU heat sinks.

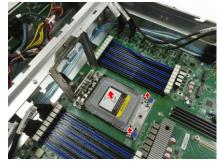
1. Use a T20 Torx screwdriver to loosen the screws securing the force frame in a sequential order (3->2->1).

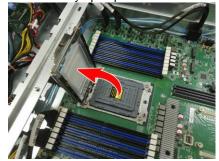
Note: The force frame will automatically eject after the captive screws are being released.





2. By placing your both index fingers on the sides on the metal handle, pull to release the rail frame. Then lift the rail frame to its fully open position.





3. Remove the external cap from the rail frame.



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4. Using your thumbs and forefinger, remove the PnP cap by lifting it up

vertically.



5. Align and install the carrier frame with package into the slot on the rail frame. Note: During installation, observe the following:



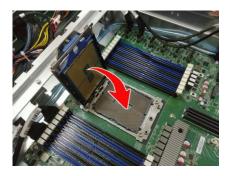


#### NOTE:

During installation, observe the following:

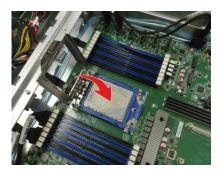
- 1. Make sure to push the carrier frame with package towards the end of the rail frame until it clicks into place.
- 2. Do not drop the carrier frame or touch the package pad to avoid component damage.

6. Carefully close the rail frame with the installed package. Then push both edges of the rail frame firmly until it locks in place.





7. Close the force frame. Then use a T20 Torx screwdriver to tighten the screws to secure the force frame in a sequential order (1 ->2->3).





8. To secure the heatsink, use a T30 Security Torx to tighten the screws. Tighten the four screws in a diagonal sequence to secure the heat sink.



## 2.1.8 Installing the PCI-E Card

Follow these instructions to install the PCI-E card.

1. Unscrew the riser card bracket.



2. Remove the riser card bracket from the chassis.





3. Unscrew to remove the dummy brackets.



**4.** Insert the PCI-E card into the riser card bracket and screw it firmly. Follow the same procedures to insert the card to the other side of the riser card bracket if necessary.



 $\textbf{5.} \ \ \text{The same procedure to install the PCIE card to the second riser card}.$ 



**6.** Reposition and screw the riser card bracket into the chassis.



#### 2.1.9 Installing the Memory

Follow these instructions to install the memory modules onto the motherboard.

1. Press the memory slot locking levers in the direction of the arrows as shown in the following illustration.

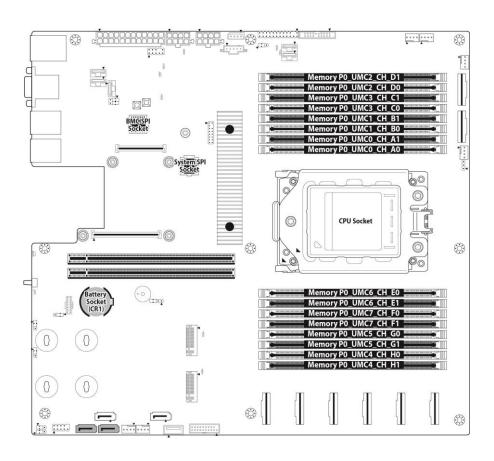


2. Align the memory module with the slot. When inserted properly, the memory slot locking levers lock automatically onto the indentations at the ends of the module. Follow the recommended memory population table to install the other memory modules.





#### **Memory Population table**



# AMD SP3Families Support

Table1.DIMM Interleaving Guidelines						
DIMM	Channel B		Channel A		Notes	
Population	DIMM0	DIMM1	DIMM0	DIMM1	Notes	
Populating				NV	NV-NVDIMM	
NVDIMMs		NV		NV	NVDIMMs are identical	
only	NV	NV	NV	NV	per channel pair.	
Populating		D		NV	D-R,LR, or 3DS DIMM type	
NVDIMMs		Da	Da	NV		
with RDIMMs or	Da	Da	Db	NV	D <sub>b</sub> capacity-2x D <sub>a</sub> capacity	
LRDIMMs		NV	D	NV		
	Da	NV	Da	NV		

Table2.RDIMM Max Freq Support SP3 Package Motherboard Type1				
Slots	DIMMs	DIMM		Frequency(MT/s)
	Populated	1R	2R	1.2V
			2DR	
1	1	1	-	3200
		-	1	3200
2	1	1	-	3200
		ı	1	3200
	2	2	-	2933
		1	1	2933
		-	2	2933

#### 2.1.10 Installing Hard Drives

The TS65A-B8036 supports twenty-six 2.5" hot-swap HDD/NVMe SSDs and two 2.5" hot-swap SSDs.

#### **Installing 2.5" Hot-Swap Hard Drives**

Follow these instructions to install a 2.5" HDD.

Warning!!! Always install the hard disk drive to the chassis after the chassis has been secured on the rack.

1. Press the locking lever latch and pull the locking lever open.



2. Slide the HDD tray out.



3. Open the lock to place the 2.5" hard disk drive into the HDD tray.



4. Lock the tray lever to secure HDD.



5. Reinsert the HDD tray into the chassis. Push to secure the locking lever until it clicks into place.





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#### **Installing 2.5" Hot-Swap Hard Drives**

Follow these instructions to install a 2.5" SSD/HDD.

Warning!!! Always install the hard disk drive to the chassis after the chassis has been secured on the rack.

1. Press the locking lever latch and pull the locking lever open.



2. Open the lock to place a 2.5" hard disk drive into the HDD tray.



3. Lock the tray lever to secure HDD.



4. Reinsert the HDD tray into the chassis. Push to secure the locking lever until it clicks into place.





#### 2.2 Rack Mounting

After installing the necessary components, the TYAN TS65A-B8036 can be mounted in a rack using the supplied rack mounting kit.

#### Sliding Rail Kit

- Sliding Rails x 2
- Rail screw Pack x 1

#### 2.2.1 Installing the Server in a Rack

Follow these instructions to mount the TYAN TS65A-B8036 into an industry standard 19" rack.

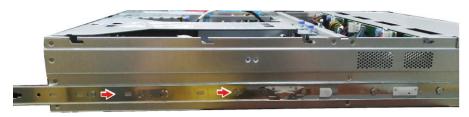
**NOTE**: Before mounting the TYAN TS65A-B8036 in a rack, ensure that all internal components have been installed and that the unit has been fully tested. However, to make the installation easier, we suggest that you remove all HDD trays before you insert the chassis into the rack.

#### Installing the Inner Rails to the Chassis

1. Draw out the inner rail from the rail assembly. When the rail comes to a stop pull the tab to release the latch and completely draw the inner rail out.



2. Align the inner sliding rail on the side of the server, and pull towards the arrow to secure the hooks



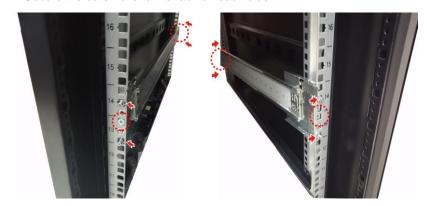


3. Repeat steps 2 to 4 to secure the sliding rail to the other side of the server.



#### **Installing the Outer Rails to the Unit**

1. Secure the outer rails to the rack on each side.



#### **Rack Mounting the Server**

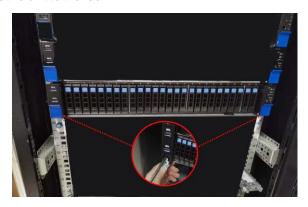
1. Draw out the middle rail to the latch position.



2. When the inner rails come to a stop, pull the tab to release the latch and push the whole system in.



## 3. Secure the unit to the rack.



# **NOTE**

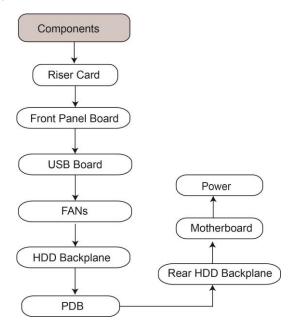
# **Chapter 3: Replacing Pre-Installed Components**

#### 3.1 Introduction

This chapter explains how to replace the pre-installed components, including the Motherboard, M1717T65-FPB Front Panel Board, M1718T65-USB Board, M1295T65-BP12-8/ M1296T65-BP12E-8 HDD Backplane, M1298T65-BP12-2 HDD Backplane, M7100F48B-PDB Power Distribution board, M7063F86-PBP Power Backplane Board. M8036-L24-3F and M8036-R24-3F Riser cards, System fan and Power supply unit etc.

## 3.2 Disassembly Flowchart

The following flowchart outlines the disassembly procedure.



#### 3.3 Removing the Cover

Before replacing any parts you must remove the chassis cover first. Follow **Chapter 2.1.1** to remove the cover of the TS65A-B8036.

#### 3.4 Replacing Motherboard Components

Follow these instructions to replace motherboard components, including the motherboard.

#### 3.4.1 Replacing the Riser Card

Follow these instructions to replace the M8036-L24-3F and M8036-R24-3F Riser cards.

1. Unscrew the riser card bracket.



2. Remove the riser card bracket from the chassis.





3. Unscrew the M8036-L24-3F riser card to replace with a new one.



4. Unscrew the M8036-R24-3F riser card to replace with a new one.



Follow the steps described earlier in reverse to reinstall the riser card bracket.

## 3.4.2 PCI-E Riser Cards Specification

#### M8036-L24-3F Riser Card



# 3.4.3 Connector Pin Definition (M8036-L24-3F)

Location	Definition
J1	PCIe X16 SLOT
J2	4P Power Connector
J3	PCIe X8 SLOT
J4	PCIe X8 SLOT

#### M8036-R24-3F Riser Card



## 3.4.4 Connector Pin Definition (M8036-R24-3F)

Location	Definition
J1	PCIe X8 SLOT
J2	4Pin Power Connector
J3	PCIe X16 SLOT
J4	PCIe X8 SLOT
J6	PCle X1 SLOT

	Pin	Signal	Pin	Signal
J2 (PWR1)	1	+12V	2	GND
	3	GND	4	+5V

# 3.5 Replacing the Front Panel Board

Follow these instructions to replace the M1718T65-FPB Front Panel Board.

1 Unscrew to release the Front Panel Board cover.





2 Remove the Front Panel Board cover.



3 Unscrew the Front Panel Board to replace a new one.

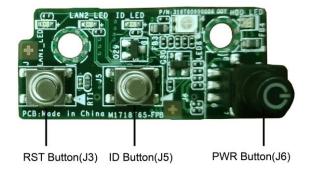


4 Disconnect the Front Panel Board to replace a new one.



5 Follow the steps described earlier in reverse to reinstall the Front Panel Board.

# 3.5.1 Front Panel Board Specifications



M1718T65-FPB Front Panel Board			
	PCB Dimensions: 40.00*18.00*1.6mm		
Form Factor	Thickness: 1.6mm		
	Layer: 4 layers		
Specifications	power button with LED		
	reset button		
	ID button		
Specifications	● LED: LAN1 LED (green), LAN2 LED (green), ID LED		
	(blue), HDD LED (green/Red), FAULT LED		
(Red/green/Blue), Power LED			

# 3.6 Replacing the USB Board

Follow these instructions to replace the M1717T65-USB Board.

1 Unscrew to release the USB front cover.





2 Remove the USB front cover.



3 Unscrew the USB Board.

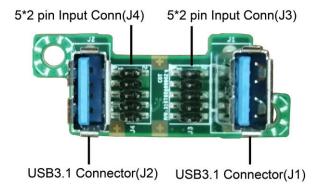


4 Disconnect the USB Board to replace a new one.



5 Follow the steps described earlier in reverse to reinstall the USB Board.

## 3.6.1 USB Board Specifications



M1717T65-USB USB Board				
Form Factor	<ul> <li>PCB Dimensions: 48.00*19.00*1.6mm</li> <li>Thickness: 1.6mm</li> <li>Layer: 4 layers</li> </ul>			
Specifications	<ul><li>USB 3.1 Connector</li><li>5*2PIN input Connector</li></ul>			

# 3.7 Replacing the System Fan

Follow these instructions to replace the fan.

1. Take out the fan from the chassis.



2. Replace a new fan to the chassis.



3. Reinstall a new fan to the chassis.



## 3.8 Replacing the HDD Backplane Board

**NOTE:** Before detach the HDD backplane, please remove all the HDD trays with HDDs, otherwise the HDD backplane will be damage when strains at the disassembly.

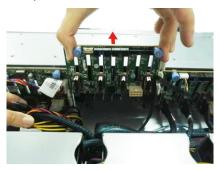
Disconnect all cables connected to the M1295T65-BP12-8/ M1296T65-BP12E-8
 HDD backplane Board.



2. Unscrew the HDD BP Board.



3. Release the HDD Backplane from the hook.

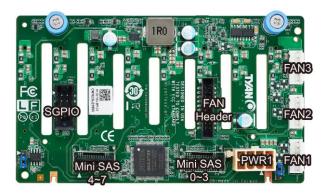


4. Follow the procedures described earlier to reinstall the HDD backplane board bracket into the chassis.

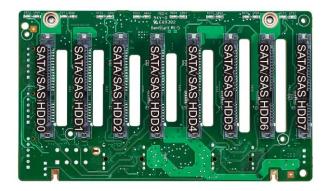
## 3.8.1 HDD Backplane Board Features

### M1295T65-BP12-8

## **Front View**



## **Rear View**



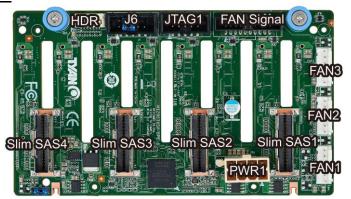
Form Factor	PCB Dimensions: 131mm*76mm*3mm Thickness: 3mm Layer: 6 layers
Specifications Overview	10-Pin FAN Header x 1 Mini SAS HD Connector x 2 (Input) 5-Pin SGPIO Header x 1 SATA/SAS HDD x 8 (Output)

## 3.8.2 Connector Definition

Location	Definition
HDD0	SATA Connector
HDD1	SATA Connector
HDD2	SATA Connector
HDD3	SATA Connector
HDD4	SATA Connector
HDD5	SATA Connector
HDD6	SATA Connector
HDD7	SATA Connector
SATA0_3	Mini SAS HD Connector
SATA4_7	Mini SAS HD Connector
PW1	Power Connector
SGPIO0	SGPIO Header for HDD0~7
SGPIO1	Reserved

### M1296T65-BP12E-8

## **Front View**



### **Rear View**



Form Factor	PCB Dimensions: 131mm*76mm*3mm Thickness: 3mm Layer: 8 layers	
Specifications Overview	10 Pin FAN Header x 1 SlimSAS Connector x4 Input 5Pin SGPIO Header x 2 NVMe HDD x 8 (Output) Smbus Header x1 (HDR_1) FAN Connector x 3	

## 3.9 Replacing the Power Distribution Board

Follow these instructions to replace the M7100F48B-PDB Power Distribution Board in your system.

1. Disconnect all cables connected to the power distribution board.

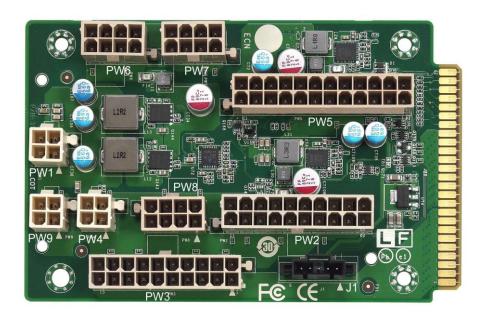


2. Unscrew to take off the power distribution board and replace with a new one.



3. Insert the PDB into the chassis following the above procedures in reverse.

## 3.9.1 Power Distribution Board Features



M7100F48B-PDB Power Distribution Board				
Board Size 82mm x 127.3mm, 6-layer PCB				
Integrated I/O	<ul> <li>(3) 8-pin power connector</li> <li>(3) 4-pin power connector</li> <li>(2) 20-pin power connector</li> <li>(1) 24-pin power connector</li> <li>(1) PSMI connector</li> <li>(1) 50-pin golden finger</li> </ul>			

### 3.9.2 Pin Definitions

### J1: PSMI Connector

Definition	Pin	Pin	Definition
SMBUS_Clock	1	2	SMBUS_Data
SMBUS_Alert	3	4	GND
NA	5		

## PW1/PW4/PW9: 4-pin Power Connector

Definition	Pin	Pin	Definition
GND	1	2	GND
12V	3	4	5V

## PW6/PW7/PW8: 8-pin Power Connector

Definition	Pin	Pin	Definition
GND	1	5	12V
GND	2	6	12V
GND	3	7	12V
GND	4	8	12V

### PW2/PW3: 20-Pin Power Connector

Definition	Pin	Pin	Definition
GND	1	11	12V
GND	2	12	12V
GND	3	13	12V
GND	4	14	12V
GND	5	15	12V
GND	6	16	12V
GND	7	17	12V
GND	8	18	12V
GND	9	19	12V
GND	10	20	12V

PW5: 24-pin Power Connector

Definition	Pin	Pin	Definition
3.3V	1	13	3.3V
3.3V	2	14	NA
GND	3	15	GND
5V	4	16	PS_ON
GND	5	17	GND
5V	6	18	GND
GND	7	19	GND
PW_GD	8	20	NA
5VSB	9	21	5V
12V	10	22	5V
12V	11	23	5V
3.3V	12	24	GND

## 3.10 Replacing the Power Backplane Board

Follow these instructions to replace the M7063F86-PBP Power Backplane Board.

1. Unscrew the Power BP Board bracket from the chassis.



2. Remove the bracket beside and release the power distribution tray.



3. Slide to take out the power backplane board tray.



4. Unscrew to replace with a new power backplane board.



5. Follow the steps described earlier in reverse order to reinstall the power backplane board tray into the chassis.

# 3.11 Replacing the Rear HDD Backplane Board

Follow the instructions to replace the M1298T65-BP12-2 HDD backplane Board

1. Disconnect all cables and unscrew the power distribution board.

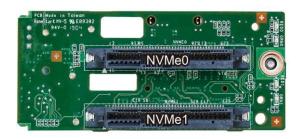


## 3.11.1 HDD Backplane Features

#### **Front View**



### **Rear View**



PCB Dimensions:	76mm*33.5mm*3mm	
Thickness:	3mm	
Layer:	8 layers	
Integrated I/O	Slimsas Connector (J1) SATA + NVMe Connector(NVME0) SATA + NVMe Connector(NVME1) SATA Connector(SATA0) SATA Connector(SATA1) 4P Power CON (PW1) Header for PCA9544 SMBUS address Select (3PHD-1)	

The rear 2 SATA SSDs/HDDs (SATA0 & SATA1) are not available when AMD EPYC™ 7002 Series Processors deployed in all configurations. Please contact Tyan Technical Support for more details.

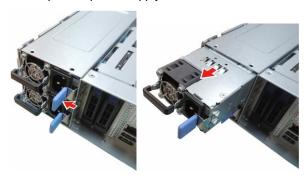
## 3.11.2 HDD LED Definition

LED	Color	State	Description
HDD fail LED	Red	ON	NA
		OFF	INA
HDD Power/Access LED	Croon	ON	NVME/SATA/SAS HDD ready
	Green	Blinking	NVME/SATA/SAS HDD access activity
		OFF	Power disconnected

## 3.12 Replacing the Power Supply

Follow these instructions to replace the power supply module in your system.

1. Press the latch to pull the power supply out.



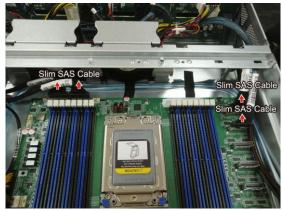
2. After replacing a new power supply, press and hold the latch to push the power supply back into the chassis.



# 3.13 Disconnecting All Motherboard Cables

1. Disconnect all cables connected to the motherboard.

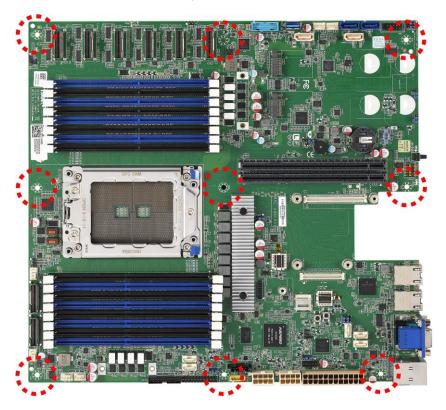




## 3.13.1 Removing the Motherboard

After removing all of the aforementioned cables, follow the instructions below to remove the motherboard from the chassis.

- 1. Remove the air duct, processor and heatsink if installed.
- 2. Remove nine screws securing the motherboard to the chassis.



3. Carefully lift the motherboard from the chassis.

# **NOTE**

# Appendix I: Installing IO Plate for OCP Card

Follow these instructions to install the IO Plate for OCP Card. Here shows how to install the IO Plate for the dual-port LAN card M7062-I599-2T.

1. Unscrew the riser card bracket.



2. Remove the riser card bracket from the chassis.









4. Take out the IO plate for LAN card. Use a screwdriver to break the LAN port's semi shearing. Break one semi-shearing if a single-port LAN card is installed. Break both for a dual-port LAN card.





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5. Insert the IO Plate to the OCP card LAN port.



6. Screw the IO Plate to the chassis





## 7. Insert the LAN card into the OCP slot



## 8. Secure the LAN card to the chassis



# **Appendix II: Cable Connection Tables**

### 1. SlimSAS 8I Cable

### B8036T65AV12E16HR SKU

Front Backplane (BP) Board to S8036MB			
Cable	HDD BP 1 Connect to S8036GM2NE/ME		
SlimSAS 8I to SlimSAS 8I	SLIMSAS1	$\rightarrow$	SLIMSAS1
SlimSAS 8I to SlimSAS 8I	SLIMSAS2	$\rightarrow$	SLIMSAS3
SlimSAS 8I to SlimSAS 8I	SLIMSAS3	$\rightarrow$	SLIMSAS2
SlimSAS 8I to SlimSAS 8I	SLIMSAS4	$\rightarrow$	SLIMSAS4
HDR cable	HDR 1	$\rightarrow$	HDR_4

Front Backplane (BP) Board to S8036MB				
Cable         HDD BP 2 M1296T65A-BPE-8         Connect to         S8036GM2NE/MB				
SlimSAS 8I to SlimSAS 8I	SLIMSAS1	$\rightarrow$	SLIMSAS5	
SlimSAS 8I to SlimSAS 8I	SLIMSAS2	$\rightarrow$	SLIMSAS6	
SlimSAS 8I to SlimSAS 8I	SLIMSAS3	$\rightarrow$	SLIMSAS7	
SlimSAS 8I to SlimSAS 8I	SLIMSAS4	$\rightarrow$	SLIMSAS8	
HDR cable	HDR 1	$\rightarrow$	HDR_5	

Front Backplane (BP) Board to S8036MB			
Cable HDD BP 3 Connect to S8036GM2NE/MB			
	Mini-SAS 1	$\rightarrow$	Not connected
	Mini-SAS 2	$\rightarrow$	Not connected

### B8036T65AV28HR-LE SKU

Front Backplane (BP) Board to S8036MB			
Cable HDD BP 1 Connect to S8036GM2NE-LE/MB			
SlimSAS 8I to Mini-SAS	J1	$\rightarrow$	SLIMSAS1
SlimSAS 8I to Mini-SAS J2 → SLIMSAS1			

Front Backplane (BP) Board to S8036MB			
Cable HDD BP 2 Connect to S8036GM2NE-LE/MB			
SlimSAS 8I to Mini-SAS	J1	$\rightarrow$	SLIMSAS2
SlimSAS 8I to Mini-SAS	J2	$\rightarrow$	SLIIVISAS2

Front Backplane (BP) Board to S8036MB			
Cable HDD BP 3 Connect to S8036GM2NE-LE/M			
	Mini-SAS 1	$\rightarrow$	Not connected
	Mini-SAS 2	$\rightarrow$	Not connected

Front Backplane (BP) Board to S8036MB				
Cable Front HDD BP M1298T65-BP12E-2 Connect to S8036GM2NE/MB				
SATA 7P to SATA 7P	SATA0	$\rightarrow$	SATADOM1	
SATA 7P to SATA 7P	SATA1	$\rightarrow$	SATADOM2	
HDR cable	HDR1	$\rightarrow$	HDR3	

Rear Backplane (BP) Board to S8036MB				
Cable Rear HDD BP Connect to S8036GM2NE/MB				
SATA 7P to SATA 7P	SATA0	$\rightarrow$	SATA3	
SATA 7P to SATA 7P	SATA1	$\rightarrow$	SATA4	
HDR cable	HDR1	$\rightarrow$	HDR4	

## 2. System FAN cable

FAN	Connect to	HDD BP M1297T65-BP12E-12
FAN1	$\rightarrow$	J2
FAN2	$\rightarrow$	J4
FAN3	$\rightarrow$	J5

### 3. FAN Ctrl Cable

HDD BP M1296T65A-BPE-8	Connect to	S8036GM2NE/MB
J7	$\rightarrow$	FAN_HD1

### 4. FAN Ctrl Cable

HDD BP M1295T65A-BP12-8	Connect to	S8036GM2NE-LE/MB
J3	$\rightarrow$	FAN_HD1

### 5. Front Panel Control Cable

Front Panel M1701T70-FPB	Connect to	S8036GM2NE/MB S8036GM2NE-LE/MB
J1	$\rightarrow$	FPIO_2

### 6. Front Panel USB Cable

Front Panel M1702T70-USB	Connect to	S8036GM2NE/MB S8036GM2NE-LE/MB
J2	$\rightarrow$	USB3_FPIO1

## 7. Power Supply Cables

M7100F48B-PDB	Connect to	S8036GM2NE/MB S8036GM2NE-LE/MB
PW5	$\rightarrow$	PW1
PW6	$\rightarrow$	PW2
PW7	$\rightarrow$	PW3
J1	$\rightarrow$	PSMI HD1

## 8. Power Supply Cables

M7100F48B-PDB	Connect to	HDD BP M1297T65-BP12E-12	
PW2	$\rightarrow$	PW1, PW2	

### 9. Power Supply Cables

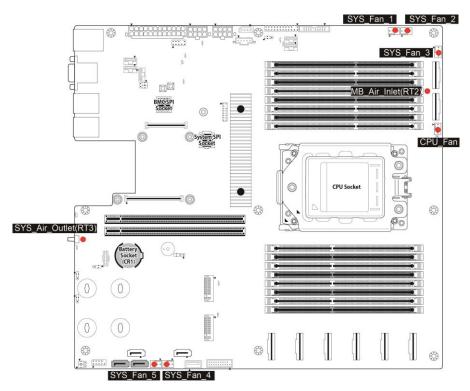
M7100F48B-PDB	Connect to	Front HDD BP M1298T65-BP12E-2	
PW9	$\rightarrow$	PW1	

## 10. Power Supply Cables

M7100F48B-PDB	Connect to	Rear HDD BP M1298T65-BP12E-2
PW9	$\rightarrow$	PW1

# **Appendix III: Fan and Temp Sensors**

This section aims to help readers identify the locations of some specific FAN and Temp Sensors on the motherboard. A table of BIOS Temp sensor name explanation is also included for readers' reference.



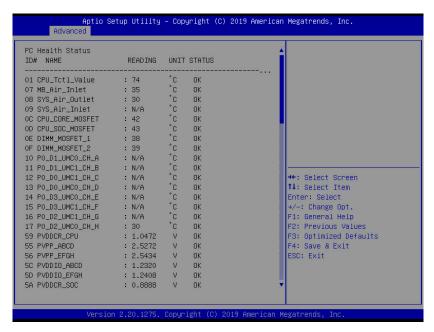
NOTE: The red dot indicates the sensor.

### Fan and Temp Sensor Location:

- Fan Sensor: It is located in the third pin of the fan connector, which detects the fan speed (rpm)
- 2. Temp Sensor: SYS\_Air\_Outlet(RT3) ,and MB\_Air\_Inlet(RT2) etc. They detect the system temperature around.

**NOTE:** The system temperature is measured in a scale defined by **AMD**, not in Fahrenheit or Celsius.

### **BIOS Temp Sensor Name Explanation:**



5A PVDDCR_SOC 5B PVDDCR_SOC_AUX 58 P1V8 57 P1V8_AUX 52 VCC12 53 VCC5	:	0.8888 0.9328 1.8135	V V	OK	<u> </u>	
58 P1V8 57 P1V8_AUX 52 VCC12	:		V			
57 P1V8_AUX 52 VCC12		1.8135		OK		
52 VCC12	:		V	OK		
		1.8252	V	OK		
ES VICCE	:	12.090	V	OK		
JJ 4007	:	4.992	V	OK		
50 VCC5_AUX	:	4.960	V	OK		
54 VCC3	:	3.3812	V	OK		
51 VCC3_AUX	:	3.3384	V	OK		
SE RTC_BAT	:	3.132	V	OK		
61 CPU_FAN	:	4100	RPM	OK		
62 SYS_FAN_1	:	N/A	RPM	OK		
63 SYS_FAN_2	:	N/A	RPM	OK		
64 SYS_FAN_3	:	N/A	RPM	OK		→+: Select Screen
65 SYS_FAN_4	:	N/A	RPM	OK		↑↓: Select Item
66 SYS_FAN_5	:	N/A	RPM	OK		Enter: Select
67 SYS_FAN_6	:	N/A	RPM	OK		+/-: Change Opt.
68 SYS_FAN_7	:	N/A	RPM	OK		F1: General Help
69 SYS_FAN_8	:	N/A	RPM	OK		F2: Previous Values
6A SYS_FAN_9		N/A	RPM	OK		F3: Optimized Defaults
6B SYS_FAN_10	:	N/A	RPM	OK		F4: Save & Exit
6C SYS_FAN_11	:	N/A	RPM	OK		ESC: Exit
6D SYS_FAN_12	:	N/A	RPM	OK		
95 PSUO_FAN	:	N/A	RPM	OK		

Advance	The second contract of	Utility	- Copyr	right	(C) 2019	American	Megatrends,	Inc.
51 VCC3_AUX	:	3.3384	٧	OK				
5E RTC_BAT	:	3.132	V	OK				
61 CPU_FAN	:	3600	RPM	0K				
62 SYS_FAN_1	:	N/A	RPM	0K				
63 SYS_FAN_2	:	N/A	RPM	OK				
64 SYS_FAN_3	:	N/A	RPM	OK				
65 SYS_FAN_4	:	N/A	RPM	0K				
66 SYS_FAN_5		N/A	RPM	0K				
67 SYS_FAN_6		N/A	RPM	0K				
68 SYS_FAN_7		N/A	RPM	OK				
69 SYS_FAN_8		N/A	RPM	OK				
6A SYS_FAN_9		N/A	RPM	OK				
6B SYS_FAN_10		N/A	RPM	OK				
6C SYS_FAN_11		N/A	RPM	OK			++: Select S	
6D SYS_FAN_12	:	N/A	RPM	OK			↑↓: Select :	
							Enter: Seled	
95 PSUO_FAN		N/A	RPM	OK OK		188	+/-: Change	
98 PSUO_PIN		N/A	W	OK OK			F1: General	
9B PSUO_POUT	ė	N/A	М	OK			F2: Previous	
OC DOUG FON		N/A	RPM	OK			F3: Optimize F4: Save & E	
96 PSU1_FAN 99 PSU1_PIN		N/A	KFM W	OK OK			ESC: Exit	EXIL
9C PSU1_FIN		N/A	W	OK OK			ESC. EXIL	
20 F301_F001		INZ FI	m	UK				
						•		

CPU_Tct1_Value	Temperature of the CPU_Tct1			
MB_Air_Inlet	Temperature of the MB_Air_Inlet Area			
SAS_Air_Outlet	Temperature of the SAS_Air_Outlet Area			
SAS_Air_Inlet	Temperature of the SAS_Air_Inlet Area			
CPU_CORE_MOSFET	Temperature of the CPU_ CORE_MOSFET			
CPU_SOC_MOSFET	Temperature of the CPU_ SOC_MOSFET			
DIMM_MOSFET_1	Temperature of the DIMM MOSFET_1			
DIMM_MOSFET_2	Temperature of the DIMM MOSFET_2			
P0_D1_UMC0_CH_A	The highest temperature of CPU0 D1UMC0 channel A slot			
P0_D1_UMC1_CH_B	The highest temperature of CPU0 D1 UMC1 channel B slot			
P0_D0_UMC1_CH_C	The highest temperature of CPU0 D0 UMC1 channel C slot			
P0_D0_UMC0_CH_D	The highest temperature of CPU0 D0 UMC0 channel D slot			
P0_D3_UMC0_CH_E	The highest temperature of CPU0 D3 UMC0 channel E slot			
P0_D3_UMC1_CH_F	The highest temperature of CPU0 D3 UMC1 channel F slot			
P0_D2_UMC1_CH_G	The highest temperature of CPU0 D2 UMC1 channel G slot			
P0_D2_UMC0_CH_H	The highest temperature of CPU0 D2 UMC0 channel H slot			
BIOS FAN Sensor	Name Explanation			
CPU0_FAN	Fan speed of CPU0_FAN			

SYS_FAN_1	Fan speed of SYS_FAN_1
SYS_FAN_2	Fan speed of SYS_FAN_2
SYS_FAN_3	Fan speed of SYS_FAN_3
SYS_FAN_4	Fan speed of SYS_FAN_4
SYS_FAN_5	Fan speed of SYS_FAN_5
SYS_FAN_6	Fan speed of SYS_FAN_6
SYS_FAN_7	Fan speed of SYS_FAN_7
SYS_FAN_8	Fan speed of SYS_FAN_8
SYS_FAN_9	Fan speed of SYS_FAN_9
SYS_FAN_10	Fan speed of SYS_FAN_10
SYS_FAN_11	Fan speed of SYS_FAN_11
SYS_FAN_12	Fan speed of SYS_FAN_12

# Appendix IV: FRU Parts Table

TS65A-B8036 FRU Parts							
Item	Model Number	Part Number	Picture	Description			
Power Supply	FRU-PS-0320	471100000417		1200 W,CHICONY			
FAN	FRU-TH-0270	336210000065		22000RPM,40*40*28MM			
Heatsink	FRU-TH-0310	343T60900003		Heatsink			
Air duct	FRU-TA-0180	344T60900011		Air duct			
PCBA	FRU-RC-1000	5411T6090008	128	M8036-L24-3F Riser Card			
РСВА	FRU-RC-1010	5411T6090007	A Control of the Cont	M8036-R24-3F Riser Card			
Rack Mounting Parts	FRU-AS-0200	452T60900002		TF-SLIDE RAIL KIT;SBU,SGCC+ STEEL+SCREW,TOOL-LESS, WITH LOCKIN,A5612650,KINGSLIDE,TS65-B80 36			
	FRU-CS-1210	422T60900001		250 mm,SlimSAS 8i to SlimSAS 8i CABLE,SlimSAS 8i 74P/SlimSAS 8i 74P			
	FRU-CS-1170	422T60900002		550 mm,SlimSAS 8i to SlimSAS 8i CABLE,SlimSAS 8i 74P/SlimSAS 8i 74P			
Cable	FRU-CS-1220	422T60900005	5	550 mm,SlimSAS 8i to MiniSAS HD CABLE,SlimSAS 8i 74P/MiniSAS HD 36P*2			
	FRU-CS-0330	332810000514		A/C Power Cord, L=1800mm, US type			
	CCBL-0300	332810000281		A/C Power Cord, L=1830mm, EU type			
I/O PLATE SFP KIT	FRU-SI-0040	452T57200007		TF-I/O PLATE SFP KIT;SBU,VIA LED ,SGCC+SCREW,GT62F-B5630			
I/O PLATE LAN KIT	FRU-SI-0120	452T57200001		TF-I/O PLATE X557 KIT;SBU,SGCC+GASKET+SCREW ,FOR M7106-X557,GT62F-B5630			

# **Appendix V: Technical Support**

If a problem arises with your system, you should first turn to your dealer for direct support. Your system has most likely been configured or designed by them and they should have the best idea of what hardware and software your system contains. Hence, they should be of the most assistance for you. Furthermore, if you purchased your system from a dealer near you, take the system to them directly to have it serviced instead of attempting to do so yourself (which can have expensive consequence).

If these options are not available for you then MITAC COMPUTING TECHNOLOGY CORPORATION can help. Besides designing innovative and quality products for over a decade, MITAC has continuously offered customers service beyond their expectations. TYAN's website (http://www.tyan.com) provides easy-to-access resources such as in-depth Linux Online Support sections with downloadable Linux drivers and comprehensive compatibility reports for chassis, memory and much more. With all these convenient resources just a few keystrokes away, users can easily find their latest software and operating system components to keep their systems running as powerful and productive as possible. MITAC also ranks high for its commitment to fast and friendly customer support through email. By offering plenty of options for users, MITAC serves multiple market segments with the industry's most competitive services to support them.

TYAN's tech support is some of the most impressive we've seen, with great response time and exceptional organization in general." — Anandtech.com

Please feel free to contact us directly for this service at tech-support@tyan.com

#### Help Resources:

- See the TYAN's website for FAQ's, bulletins, driver updates, and other information: <a href="http://www.tyan.com">http://www.tyan.com</a>
- 2. Contact your dealer for help before calling TYAN.
- 3. Check the TYAN user group: alt.comp.periphs.mainboard.TYAN

### **Returning Merchandise for Service**

During the warranty period, contact your distributor or system vendor FIRST for any product problems. This warranty only covers normal customer use and does not cover damages incurred during shipping or failure due to the alteration, misuse, abuse, or improper maintenance of products.

#### Note:

A receipt or copy of your invoice marked with the date of purchase is required before any warranty service can be rendered. You may obtain service by calling the manufacturer for a Return Merchandise Authorization (RMA) number. The RMA number should be prominently displayed on the outside of the shipping carton and the package should be mailed prepaid.

TYAN will pay to have the board shipped back to you.

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