



# ThinkSystem Micro DataCenter 18U Rack Cabinet User Guide



**Machine Type:** 7D2C and 7D2P

**First Edition (February 2020)**

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# Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

Antes de instalar este produto, leia as Informações de Segurança.

在安装本产品之前，请仔细阅读 **Safety Information** (安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

Ennen kuin asennat tämän tuotteen, lue turvaohjeet kohdasta Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφάλειας (safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

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Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Antes de instalar este produto, leia as Informações sobre Segurança.

Перед установкой продукта прочтите инструкции по технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Antes de instalar este producto, lea la información de seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

ཐོན་ཁུངས་འདི་བདེ་སྤྱོད་མ་བྱས་གོང་། རྫོང་གི་ཡིད་གཟབ་  
བྱ་འདྲ་མིན་ཡོད་པའི་འོད་ཟེར་བལྟ་དགོས།

Bu ürünü kurmadan önce güvenlik bilgilerini okuyun.

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canjbinj soengq cungj vahgangj ancien siusik.

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## Safety statement

Read this section carefully before operating any task on the cabinet.

### R001



#### **CAUTION:**

To ensure safety, all configurations of the rack cabinet must be certified by a nationally recognized testing laboratory to verify compliance with country-specific safety regulations. This process ensures that the end product remains safe for the operator and service personnel under normal and foreseeable misuse conditions.

### R002



#### **DANGER**

- Always lower the leveling pads on the rack cabinet.
- Always install stabilizer brackets on the rack cabinet.
- Always install the heaviest devices in the bottom of the rack cabinet.
- Always install servers and optional devices starting from the bottom of the rack cabinet.

### R003



 **DANGER**

- Do not extend more than one sliding device at a time.
- The maximum allowable weight for a device on slide rails is 80 kg (176 lb). Do not install a sliding device that exceeds this weight.

### S029



 **DANGER**

**Electrical current from power, telephone, and communication cables is hazardous.**

**To avoid a shock hazard:**

- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- Connect all power cords to a properly wired and grounded power source.
- Connect to properly wired power sources any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached ac power cords, dc power sources, network connections, telecommunications systems, and serial cables before you open the device covers, unless you are instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

#### **To Connect:**

1. Turn OFF all power sources and equipment that is to be attached to this product.
2. Attach signal cables to the product.
3. Attach power cords to the product.
  - For ac systems, use appliance inlets.
  - For dc systems, ensure correct polarity of -48 V dc connections: RTN is + and -48 V dc is -. Earth ground should use a two-hole lug for safety.
4. Attach signal cables to other devices.
5. Connect power cords to their sources.
6. Turn ON all the power sources.

#### **To Disconnect:**

1. Turn OFF all power sources and equipment that is to be attached to this product.
  - For ac systems, remove all power cords from the chassis power receptacles or interrupt power at the ac power distribution unit.
  - For dc systems, disconnect dc power sources at the breaker panel or by turning off the power source. Then, remove the dc cables.
2. Remove the signal cables from the connectors.
3. Remove all cables from the devices.

### S036



18 - 32 kg (39 - 70 lb)



32 - 55 kg (70 - 121 lb)



> 55 kg (121 lb)

**CAUTION:**  
Use safe practices when lifting.

### R006



**CAUTION:**  
Do not place any object on top of a rack-mounted device unless that rack-mounted device is intended for use as a shelf.

### R007



 **DANGER**

- Connect power cords from devices in the rack cabinet to electrical outlets that are near the rack cabinet and are easily accessible.
- Each rack cabinet might have more than one power cord. Be sure to disconnect all power cords in the rack cabinet before you service any device in the rack cabinet.
- Install an emergency-power-off switch if more than one power device (power distribution unit or uninterruptible power supply) is installed in the same rack cabinet.
- Connect all devices that are installed in a rack cabinet to power devices that are installed in the same rack cabinet. Do not connect a power cord from a device that is installed in one rack cabinet to a power device that is installed in a different rack cabinet.

### R009



**CAUTION:**



Removing components from the upper positions in the Enterprise Rack cabinet improves rack stability during relocation. Follow these general guidelines whenever you relocate a populated rack cabinet within a room or building:

- Reduce the weight of the rack cabinet by removing equipment starting at the top of the rack cabinet. When possible, restore the rack cabinet to the configuration of the rack cabinet as you received it. If this configuration is not known, you must do the following:
  - Remove all devices in the 32 U position and above.
  - Make sure that the heaviest devices are installed in the bottom of the rack cabinet.
  - Make sure that there are no empty U positions between devices installed in the rack cabinet below the 32 U position.
- If the rack cabinet that you are relocating is part of a suite of rack cabinets, detach the rack cabinet from the suite.
- Inspect the route that you plan to take, to eliminate potential hazards.
- Make sure that the route that you choose can support the weight of the loaded rack cabinet. See the documentation that comes with your rack cabinet for the weight of a loaded rack cabinet.
- Make sure that all door openings are at least 760 x 2030 mm (30 x 80 in.)
- Make sure that all devices, shelves, drawers, doors, and cables are secure.
- Make sure that the four leveling pads are raised to their highest positions.
- Make sure that no stabilizer bracket is installed on the rack cabinet.
- Do not use a ramp that is inclined more than 10 degrees.
- When the rack cabinet is in the new location, do the following:
  - Lower the four leveling pads.
  - Install stabilizer brackets on the rack cabinet.
  - If you removed any devices from the rack cabinet, repopulate the rack cabinet from the lowest position to the highest position.

If a long-distance relocation is required, restore the rack cabinet to the configuration of the rack cabinet as you received it. Pack the rack cabinet in the original packaging material, or equivalent. Also, lower the leveling pads to raise the casters off the pallet and bolt the rack cabinet to the pallet.

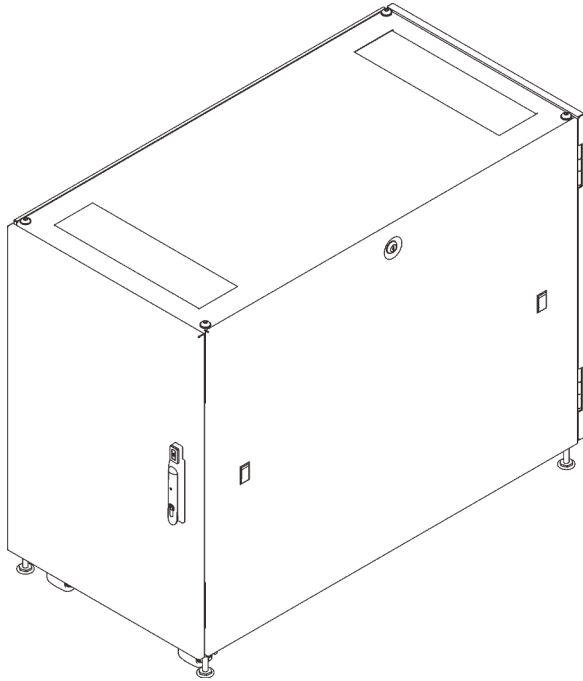


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## Chapter 1. Introduction

See this documentation to learn about specification details and installation instructions of ThinkSystem Micro DataCenter 18U Rack Cabinet.

ThinkSystem Micro DataCenter 18U rack cabinet is a 18U cabinet designed for Micro DataCenter servers.



*Figure 1. ThinkSystem Micro DataCenter 18U Rack Cabinet*

The cabinet comes with a limited warranty. For details about the warranty, see: <https://support.lenovo.com/us/en/solutions/ht503310>

For details about your specific warranty, see: <http://datacentersupport.lenovo.com/warrantylookup>



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## Chapter 2. Specifications

See this section for information about ThinkSystem Micro DataCenter 18U rack cabinet.

### Dimension and weight

<b>Dimension</b>	<ul style="list-style-type: none"><li>• Length: 1200 mm (47.24 inch)</li><li>• Width: 607 mm (23.9 inch)</li><li>• Height: 976.5 mm (38.44 inch)</li></ul>
<b>Weight</b>	106.5 kg (234.8 lbs)

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### Supported servers and configurations

See this section for information about the servers that are supported by the rack cabinet.

This rack cabinet supports the following servers:

- SR250: [https://thinksystem.lenovofiles.com/help/topic/7Y51/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y51/pdf_files.html)
- SR530: [https://thinksystem.lenovofiles.com/help/topic/7X07/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X07/pdf_files.html)
- SR550: [https://thinksystem.lenovofiles.com/help/topic/7X03/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X03/pdf_files.html)
- SR570: [https://thinksystem.lenovofiles.com/help/topic/7Y02/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y02/pdf_files.html)
- SR590: [https://thinksystem.lenovofiles.com/help/topic/7X98/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X98/pdf_files.html)
- SR630: [https://thinksystem.lenovofiles.com/help/topic/7X01/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X01/pdf_files.html)
- SR650: [https://thinksystem.lenovofiles.com/help/topic/7X05/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X05/pdf_files.html)
- SR670: [https://thinksystem.lenovofiles.com/help/topic/7Y37/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y37/pdf_files.html)
- ST250: [https://thinksystem.lenovofiles.com/help/topic/7Y45/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y45/pdf_files.html)
- ST550: [https://thinksystem.lenovofiles.com/help/topic/7X09/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X09/pdf_files.html)
- SD530: [https://thinksystem.lenovofiles.com/help/topic/7X21/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7X21/pdf_files.html)
- SE350: [https://thinksystem.lenovofiles.com/help/topic/SE350/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/SE350/pdf_files.html)



## Chapter 3. Parts Listing

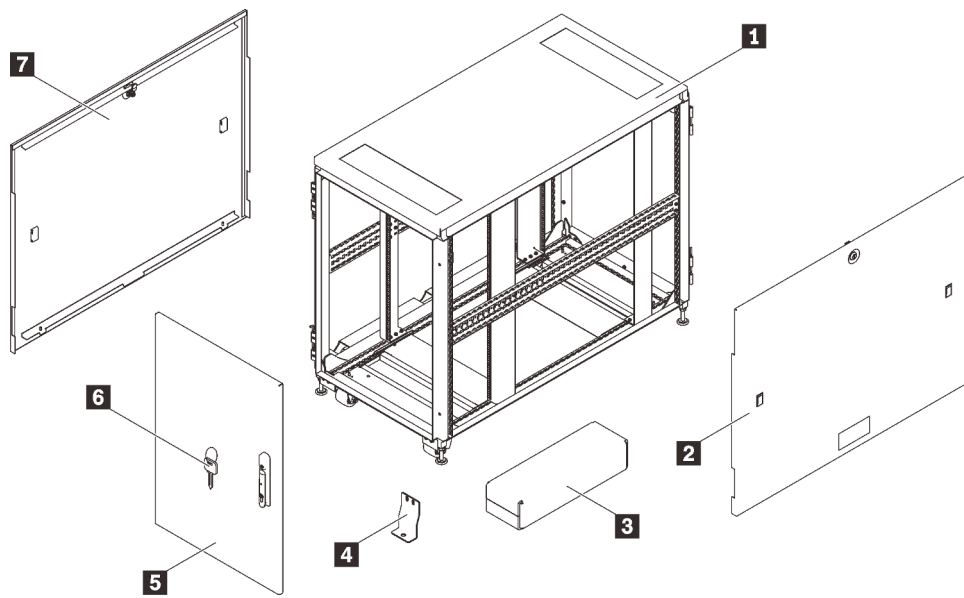


Figure 2. Rack cabinet components

Table 1. Rack cabinet components

<b>1</b> Rack cabinet frame	<b>5</b> Removable and reversible door
<b>2</b> Removable side panel	<b>6</b> Key
<b>3</b> Hardware box (see <a href="#">“Hardware box” on page 6</a> )	<b>7</b> Removable side panel
<b>4</b> Shipping bracket	

**Hardware box**

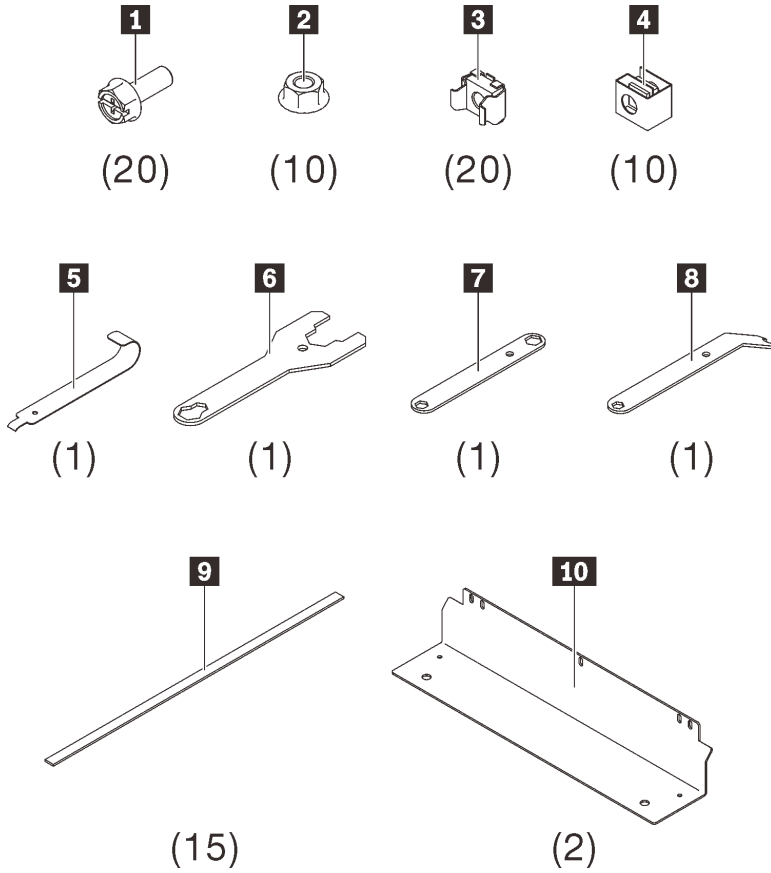


Figure 3. Components in the hardware box

Table 2. Components in the hardware box

<b>1</b> 20 M6 screws	<b>6</b> One combination wrench
<b>2</b> Ten C-type flange nuts	<b>7</b> One socket wrench
<b>3</b> 20 G-type cage nuts	<b>8</b> One spud socket wrench
<b>4</b> Ten cage nuts	<b>9</b> 15 cable ties
<b>5</b> One cage nut tool	<b>10</b> Two bolt-down brackets



---

## Chapter 4. Move the rack cabinet

**S037**



**CAUTION:**

The weight of this part or unit is more than 55 kg (121.2 lb). It takes specially trained persons, a lifting device, or both to safely lift this part or unit.



**Attention - Tip hazard.**

**Important:**

- The task in this section requires more than two people.
- The cabinet could be easily tipped. Move it with extreme caution.

**WARNING: Failure to follow these instructions could result in equipment damage, severe injuries, or death.**

Before moving the rack cabinet, complete the following steps:

1. Unlock and open both doors by pulling up the handle and turning it clockwise.

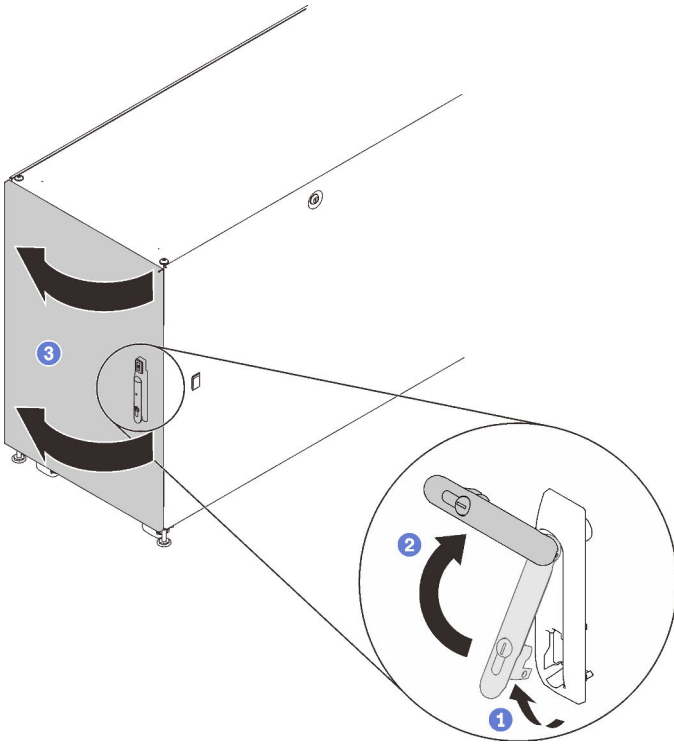


Figure 4. Opening the door

2. Remove the four shipping brackets that secure the cabinet to the pallet.

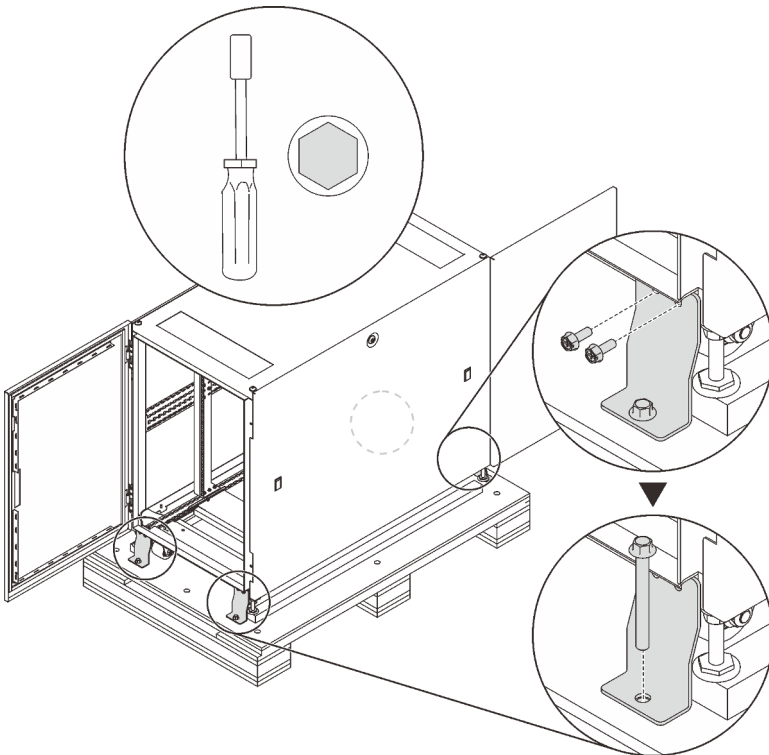


Figure 5. Removing shipping brackets

Two options are available when moving the cabinet:

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## Casters

**S037**

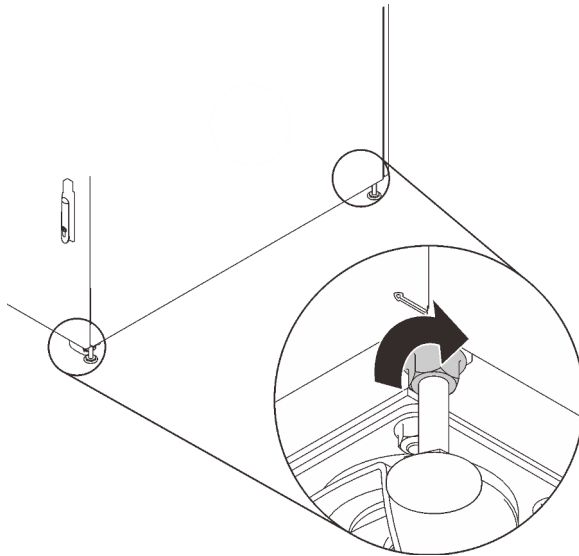


**CAUTION:**

The weight of this part or unit is more than 55 kg (121.2 lb). It takes specially trained persons, a lifting device, or both to safely lift this part or unit.

Complete the following steps to move the cabinet to the designated site:

- Step 1. Make sure the leveling feet are all up. If not, complete the following procedure on each of the leveling feet.
  - a. Loosen the nut that fixes the leveling foot.



*Figure 6. Loosening the nut*

- b. Insert the open end of the combination wrench in the hardware box (see [6](#) in “Hardware box” on page 6) into the screw above the leveling foot, and turn it counterclockwise until it no longer makes contact with the floor.

**Note:** Make sure to shorten the cabinet feet enough to allow the cabinet to slide on the ramp without getting stuck.

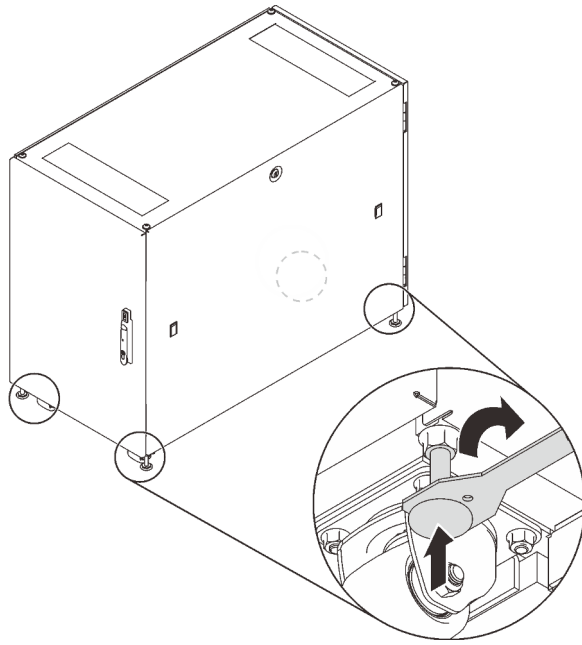


Figure 7. Adjusting the rack cabinet feet

Step 2. Make sure the ramp board is lowered and balanced, and then push the cabinet from the rear until it reaches the designated site.

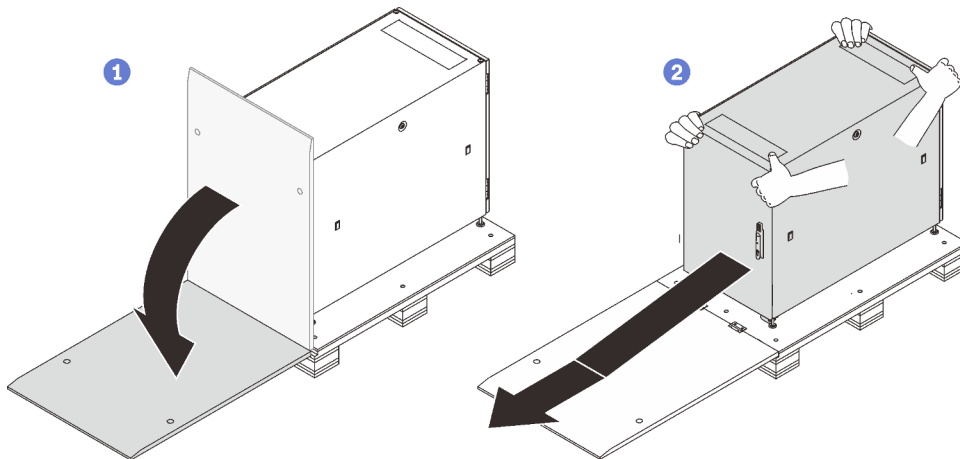


Figure 8. Sliding the cabinet down from the pallet

**Notes:**

- Make sure that more than two people are handling the cabinet while sliding it down from the ramp board.
- Do not stand in the path of the cabinet.

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**Crane lifter**



**Attention - Drop hazard.**

Complete the following steps to lift and move the cabinet to the designated site:

Step 1. Remove the four plugs from the four corners on the top of the cabinet frame.

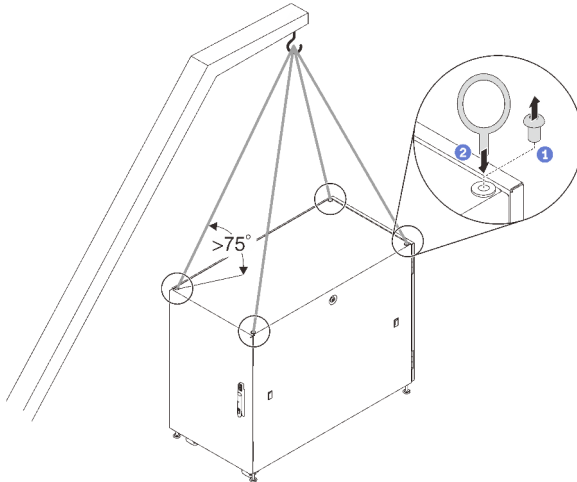


Figure 9. Lifting the rack cabinet

Step 2. Install one M12 eye bolt to each hole, and make sure they stay solidly connected to the cabinet.

Step 3. Connect the four eye bolts to the hook of a crane lifter, and make sure the cord length allows an angle more than 75°.

Step 4. Lift the cabinet and place it to the designated site.

After moving the cabinet to the designated site, complete the following steps:

1. Make sure the leveling feet are down and make firm contact to the ground. If not, complete the following procedure on each of the leveling feet.
  - a. Loosen the nut that fixes the leveling foot if necessary.

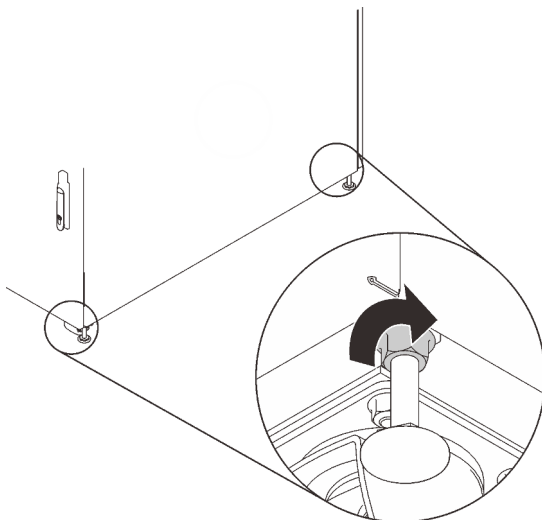


Figure 10. Loosening the nut

- b. Insert the open end of the combination wrench in the hardware box (see **6** in “Hardware box” on page 6) into the hexagonal head of the foot, and turn it clockwise until the foot makes firm contact with the floor.

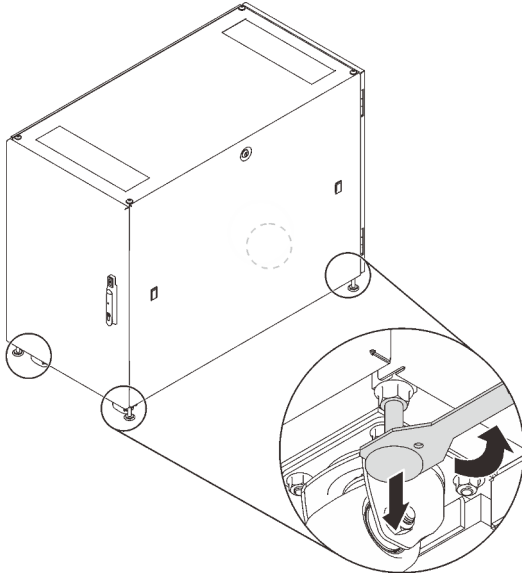


Figure 11. Adjusting the rack cabinet foot

- c. Once the leveling foot makes firm contact with the floor, tighten the nut that fixes it.

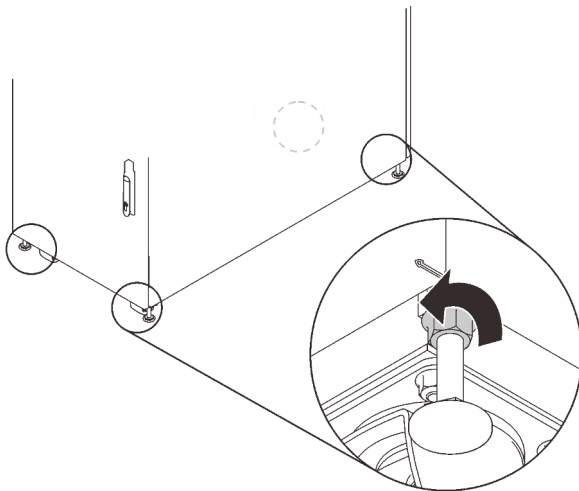


Figure 12. Tightening the nut

2. To secure the cabinet to the ground, you can install the bolt-down brackets in the hardware box (see **10** in “Hardware box” on page 6).

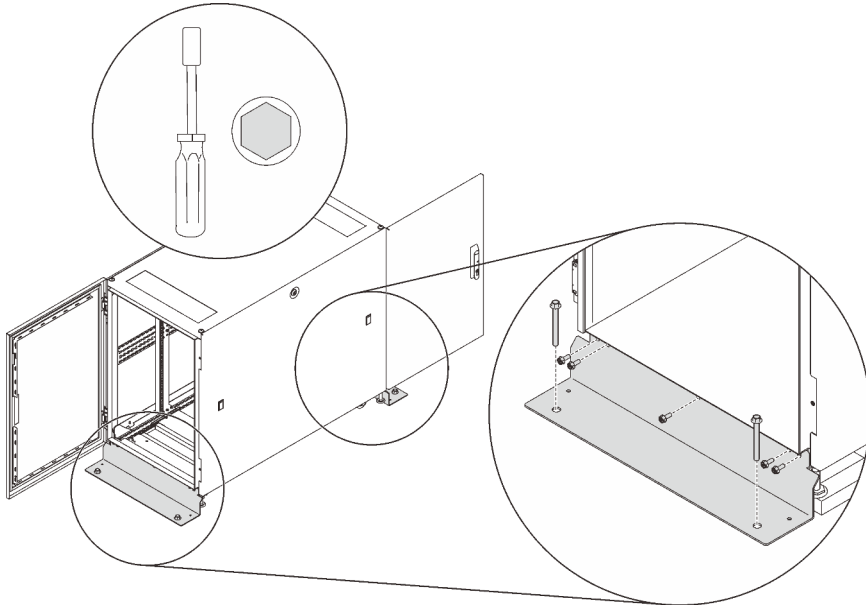


Figure 13. Installing the bolt-down brackets

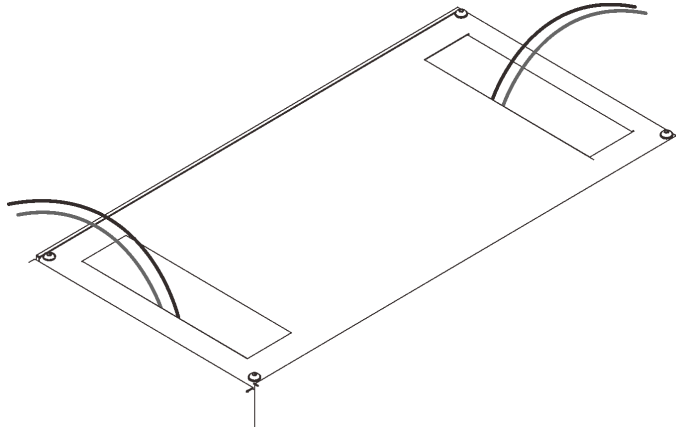




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## Chapter 5. Managing cables

See this section to learn how to manage cables for the rack cabinet.



*Figure 14. Managing cables*

Route the cables that are connected to the servers out of the cabinet from the roof holes as illustrated. If necessary, secure the cables with the straps that come in the hardware bag.

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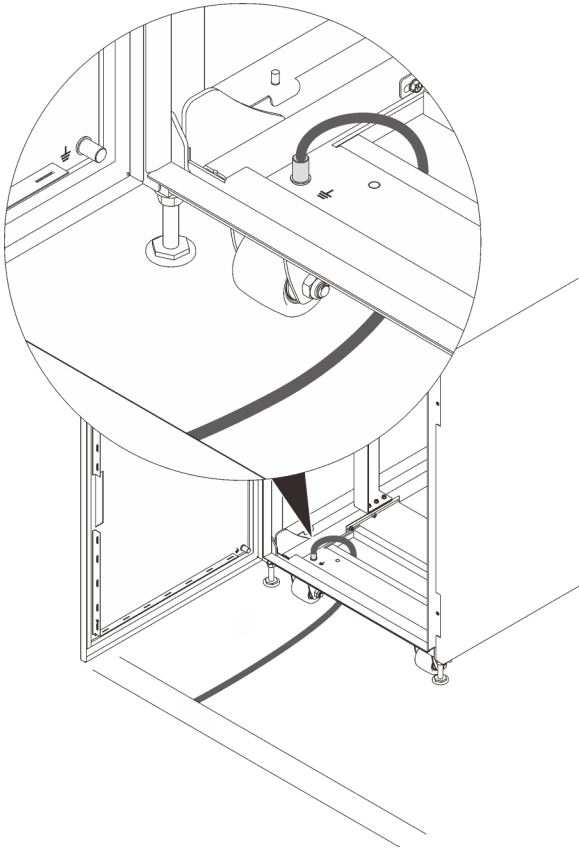
### Grounding cable

See this section to learn how to connect ground cable in the rack cabinet.

The following grounding pins close to door frame bottom are available for grounding cable connection.

#### Grounding cable from the cabinet frame

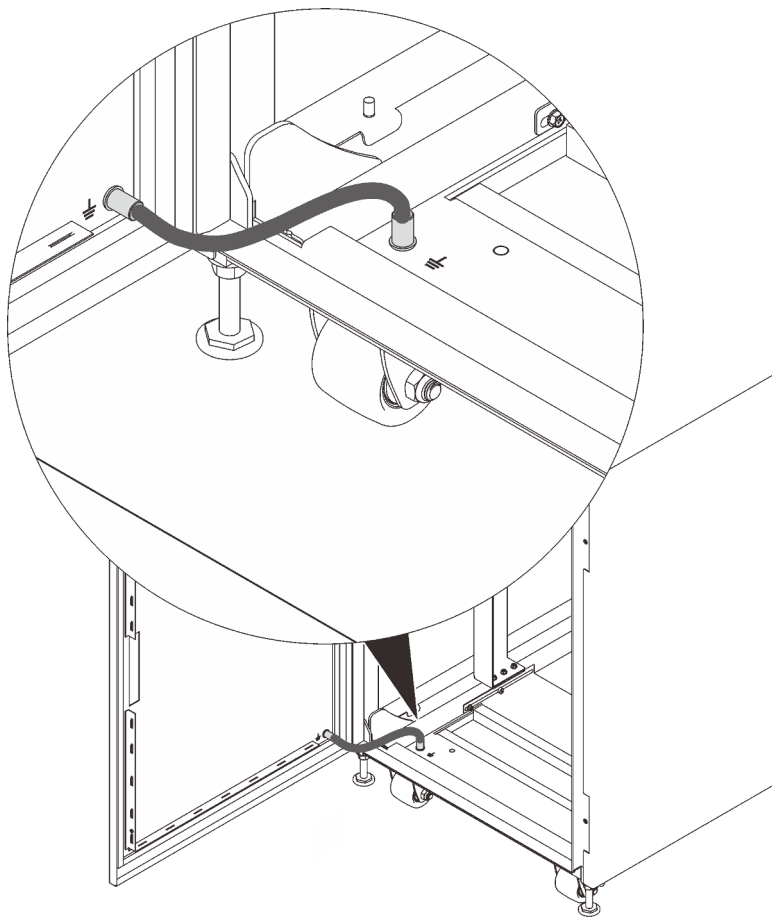
This cable is required for grounding.



*Figure 15. Grounding cable from the cabinet frame*

**Grounding cable from the cabinet door**

This is an optional grounding cable.



*Figure 16. Grounding cable from the cabinet door*

**Grounding cable from the side panel**

This is an optional grounding cable.

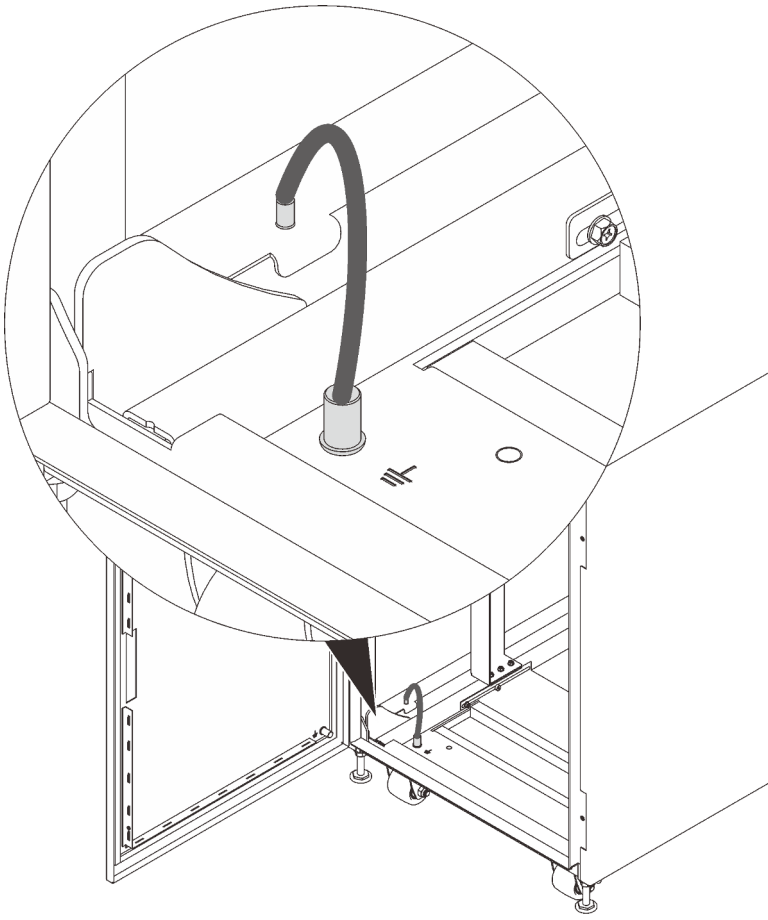


Figure 17. Grounding cable from the side panel

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## Chapter 6. Hardware removal, installation and conversion

See this section for hardware replacement and conversion.

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### Removing and installing the side panels

Follow the instructions in this section to remove and install the side panels.

#### Remove the side panels

Complete the following steps to remove the side panels.

##### Procedure

- Step 1. Acquire the key that comes with the cabinet.
- Step 2. Insert the key that comes with the rack cabinet into the key hole on the side panel, and turn it counterclockwise to unlock the panel.

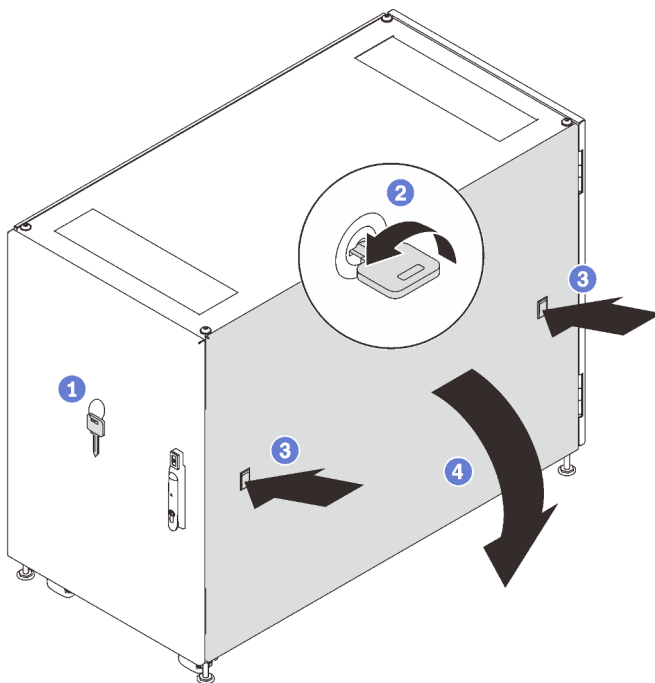


Figure 18. Removing the side panel

- Step 3. Press on the latch on both sides of the panel at the same time to release the side panel.
- Step 4. Pivot the top of the panel away from the cabinet frame to remove it.

#### Install the side panels

Complete the following steps to install the side panels.

##### Procedure

Step 1. Align the bottom of the panel to the slot on the bottom of the cabinet frame, and pivot the top of the panel towards the cabinet frame.

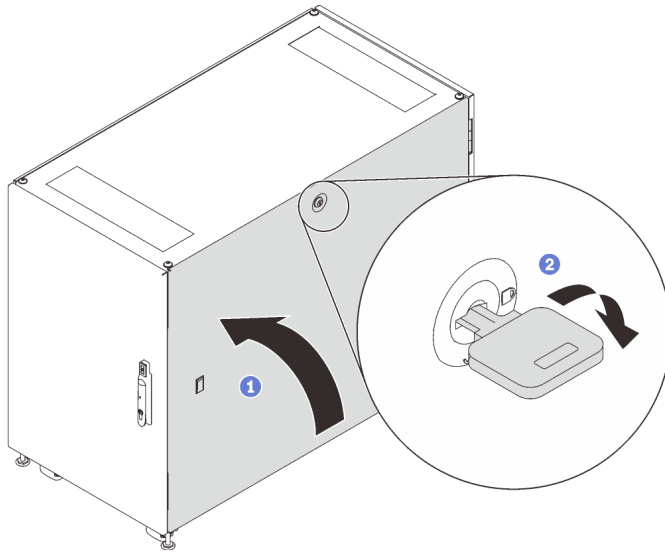


Figure 19. Installing the side panel

Step 2. Insert the key and turn it clockwise to secure the panel to the cabinet frame.

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## Removing, installing and reversing the doors

Follow the instructions in this section to remove, install, and reverse the doors.

### Remove the door

Follow the instructions in this section to remove the cabinet door.

### About this task

**Note:** For safety, this task must be done by two people.

1. If necessary, insert the key and turn it clockwise to unlock the door.
2. Pull the lower end of the handle up and clockwise; then, open the door.

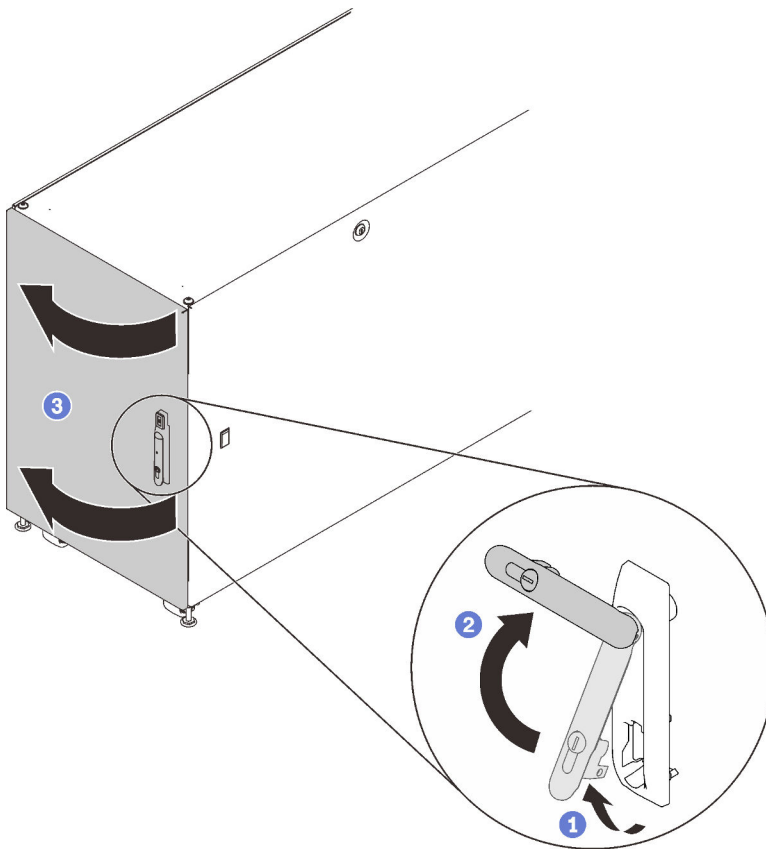


Figure 20. Opening the door

## Procedure

- Step 1. Pull up and hold both of the hinge shafts to disengage the door from the cabinet frame; then, remove the door.

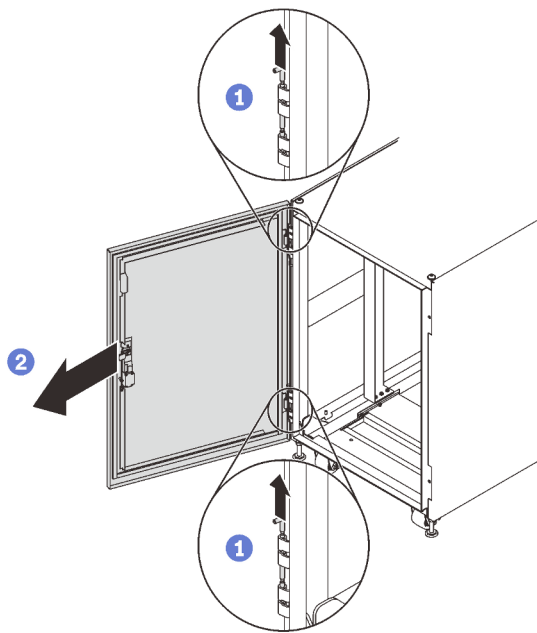


Figure 21. Removing the door

## Install the door

Follow the instructions in this section to install the cabinet door.

### About this task

**Note:** For safety, this task must be done by two people.

### Procedure

Step 1. Align the door to the frame hinges, and push the shafts in to secure the door to the frame.



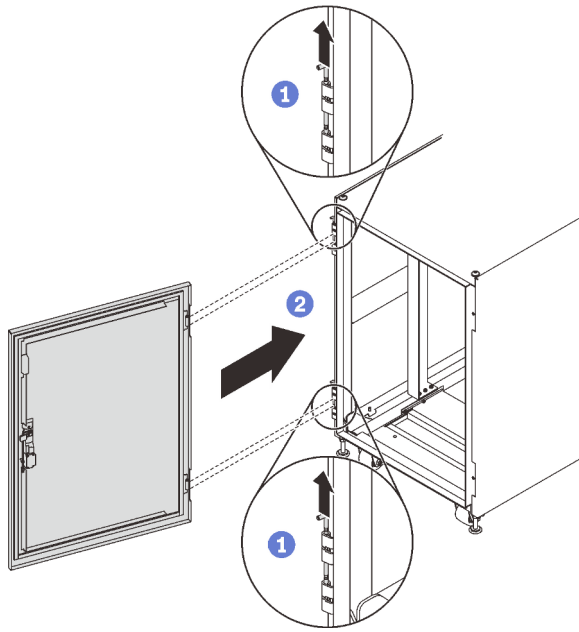


Figure 22. Installing the door

### After this task is completed

1. Close the cabinet door, and turn the door handle counterclockwise to secure it.

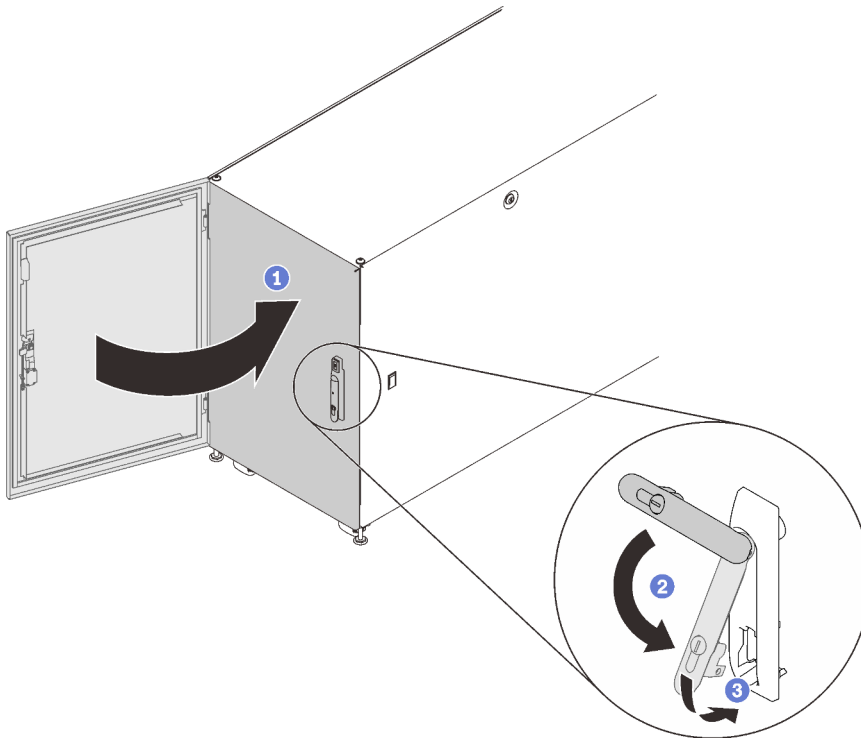


Figure 23. Closing the cabinet door

2. If necessary, insert the key and turn it counterclockwise to lock the door.

## Reverse the door

Both the doors of this cabinet are reversible. Follow the instructions in this section to reverse the cabinet door.

### About this task

**Note:** For safety, this task must be done by two people.

1. If necessary, insert the key and turn it clockwise to unlock the door.
2. Pull the lower end of the handle up and clockwise; then, open the door.

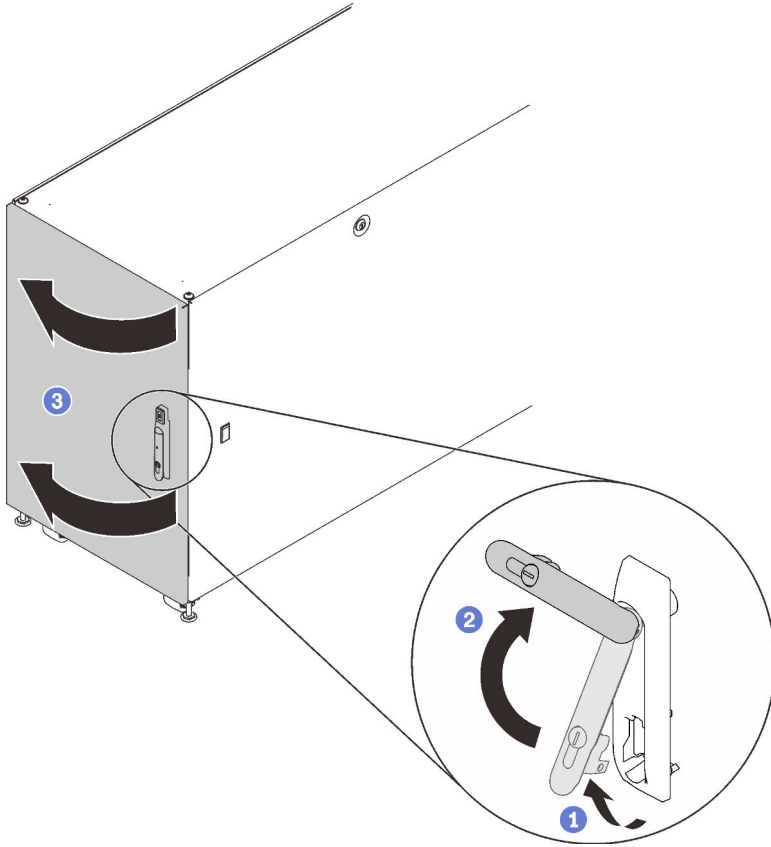


Figure 24. Opening the door

### Procedure

- Step 1. Pull up and hold both of the hinge shafts to disengage the door from the cabinet frame; then, remove the door.

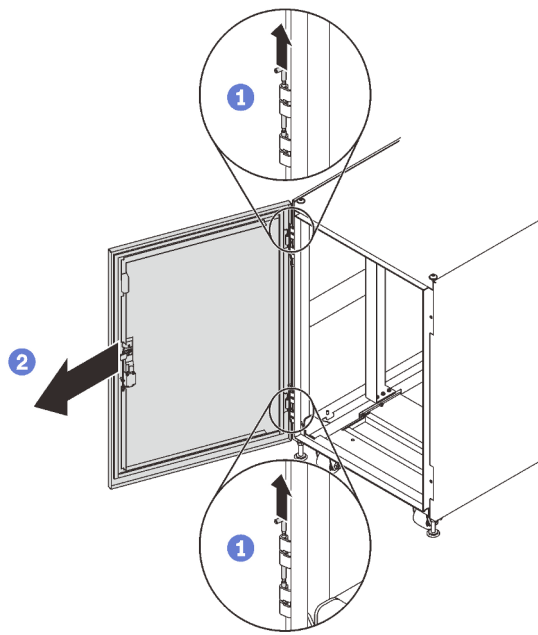


Figure 25. Removing the door

- Step 2. Remove the screws that secure the hinges to the cabinet frame.
- Step 3. Rotate both hinges 180 degree, and install the hinges to the opposite side of the frame.

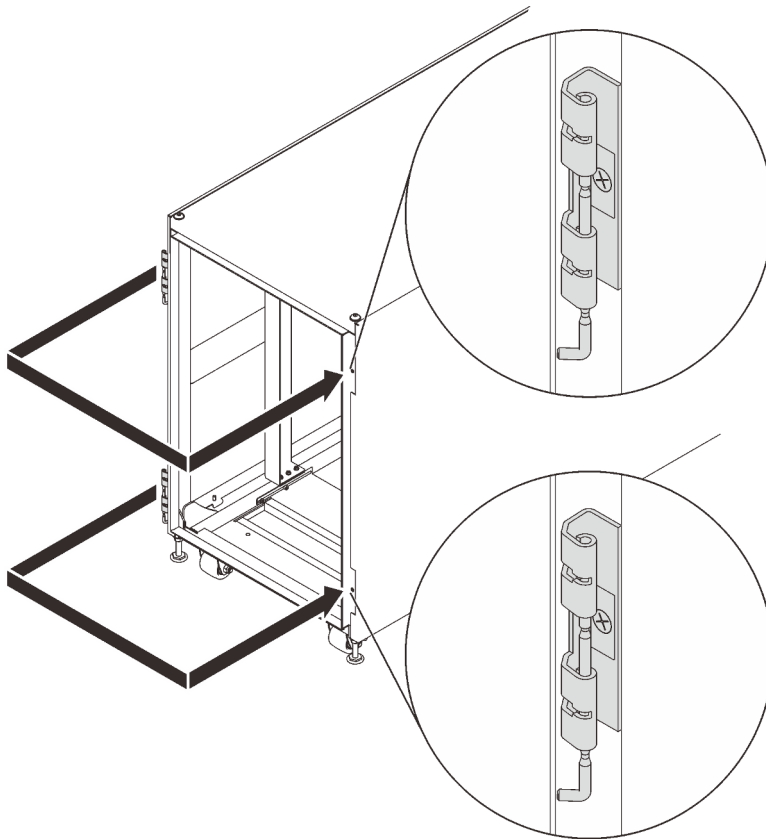
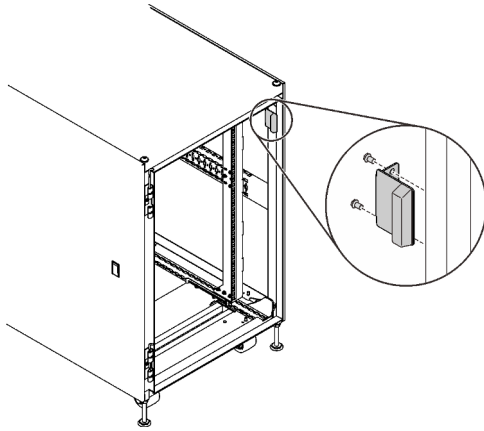


Figure 26. Converting the cabinet frame hinges

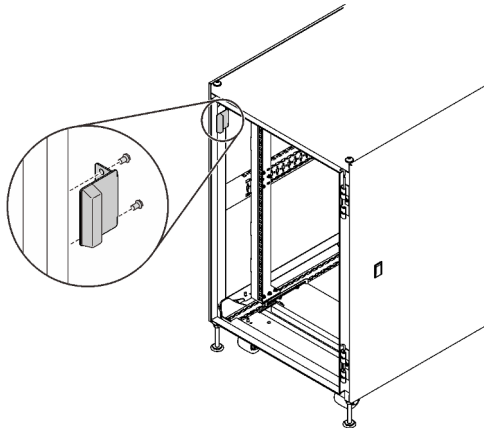
Step 4. If the cabinet comes with door position monitor devices, complete the following steps to remove and reinstall the devices.

- a. Remove the two screws that secure the door position monitor device to the cabinet frame.



*Figure 27. Removing the door position monitor device*

- b. Install the device to the equivalent location on the opposite side on the cabinet frame.



*Figure 28. Installing the door position monitor device*

- c. Remove the device from the door, and install it to the equivalent location on the opposite side of the door.

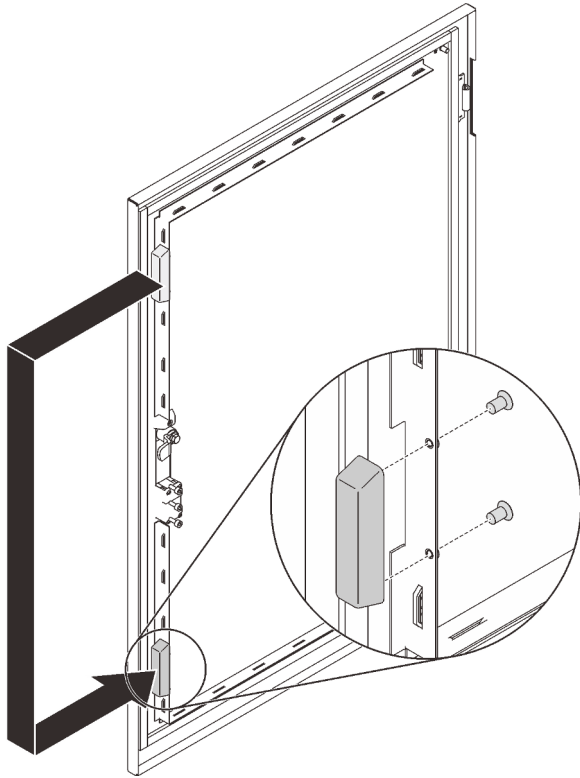


Figure 29. Removing and installing the door position monitor device

Step 5. Remove the screws that secure the handle to the door; then, rotate the door 180 degree while keeping the handle in the original orientation, and secure the handle to the door with screws.

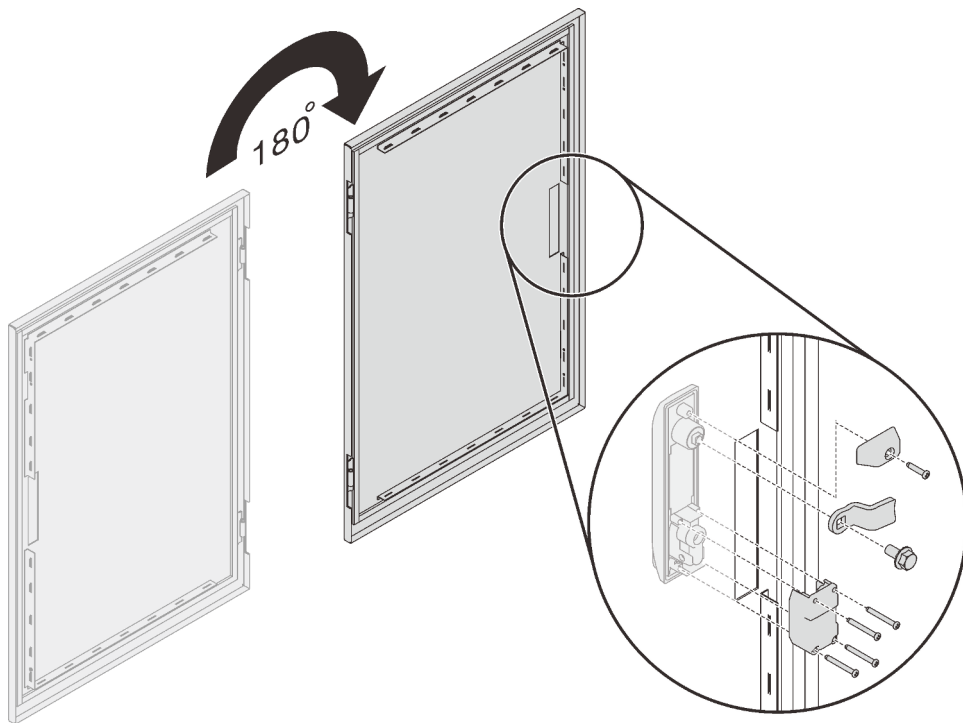


Figure 30. Installing the handle brackets

Step 6. Align the door to the frame hinges, and push the shafts in to secure the door to the frame.

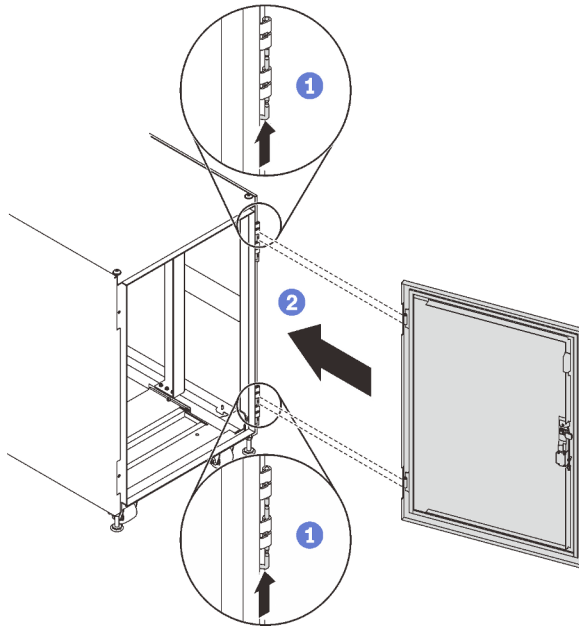


Figure 31. Installing the door

### After this task is completed

1. Close the cabinet door, and turn the door handle counterclockwise to secure it.

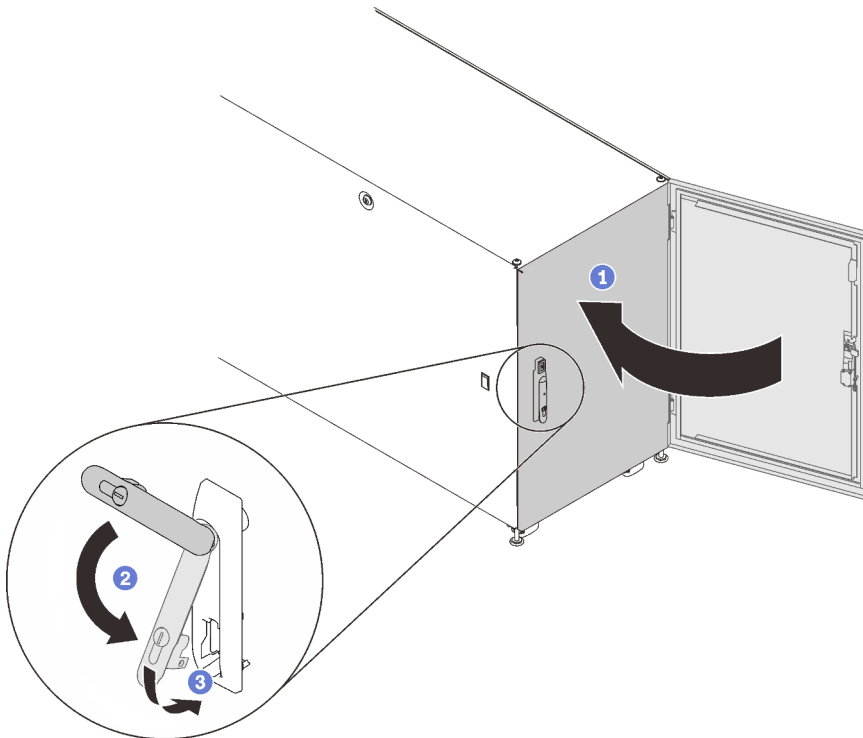


Figure 32. Closing the cabinet door

2. If necessary, insert the key and turn it counterclockwise to lock the door.

---

## Door position monitor device replacement

See this section for replacement of the door position monitor device.

**Note:** This component is a Third Party Option parts. Not with standing anything to the contrary, third party options are excluded from Lenovo Statement of Limited Warranty. See <https://support.lenovo.com/us/en/solutions/ht510461> for details.

Some cabinets might come with the following devices:

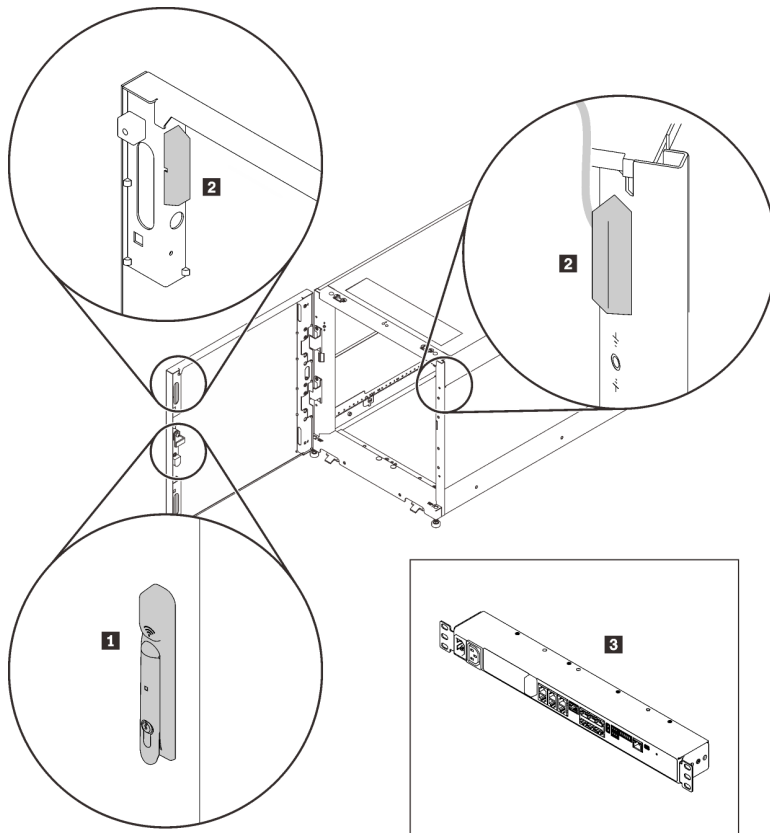


Figure 33. Door position monitor devices

- **1** Electronics lock
- **2** Door position monitor magnet and switch
- **3** Environmental monitoring appliance

In this case, contact the following for technical support and service with these devices.

- Phone number: +86-400-810-1315 (English/Chinese). Service hours: (UTC+8):
  - **Monday-Friday:** 08:15-18:00
  - **Saturday:** 09:00-17:00
- E-mail address: [itbtech.support@schneider-electric.com](mailto:itbtech.support@schneider-electric.com)
- Service website: <https://www.schneider-electric.cn/zh/work/services/>

Download the latest version of the *User Guide* from the applicable product page of <https://www.apc.com>. To find a product page, enter the part number (NBRK0250) into the search field. You can also find the documentation on <https://www.se.com>: enter the part number in the search field, and select **Documents and Software** under **Product information**.

## Remove the door position monitor device

### About this task

1. If necessary, insert the key and turn it clockwise to unlock the door.
2. Pull the lower end of the handle up and clockwise; then, open the door.

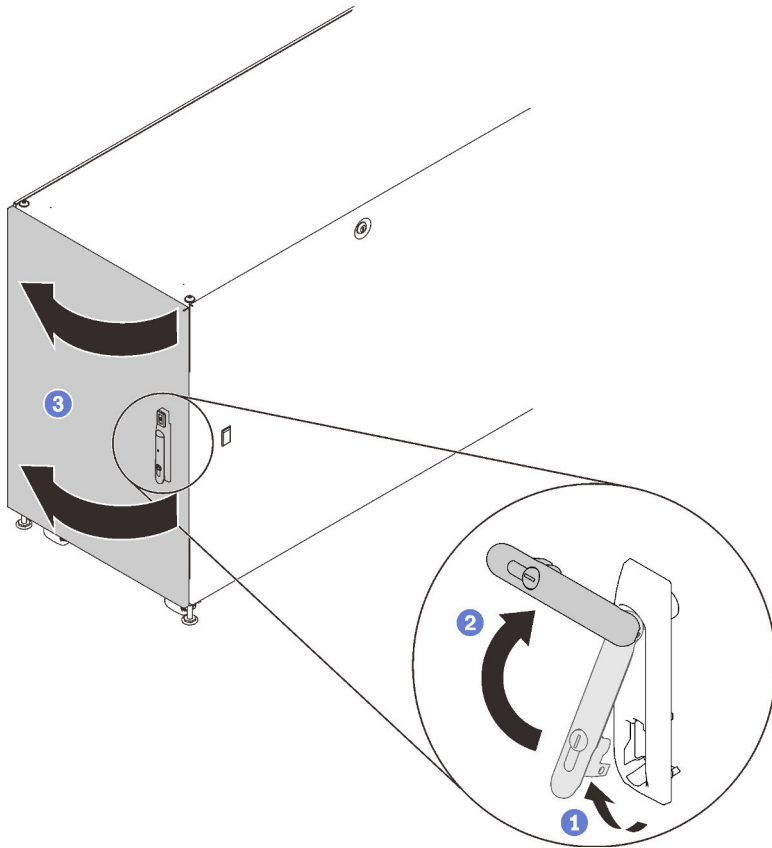


Figure 34. Opening the door

### Procedure

- Step 1. Remove the two screws that secure the door position monitor device to the cabinet frame.



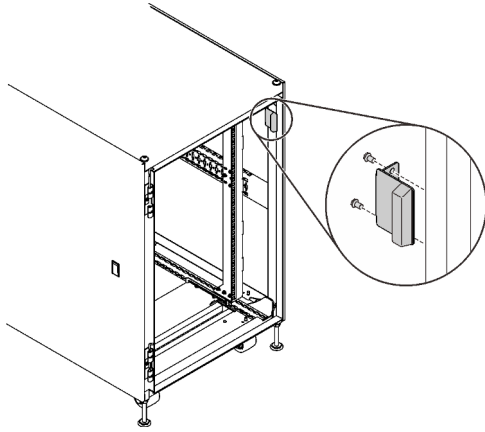


Figure 35. Removing door position monitor device

Step 2. Remove the two screws that secure the door position monitor device to the bracket to remove it.

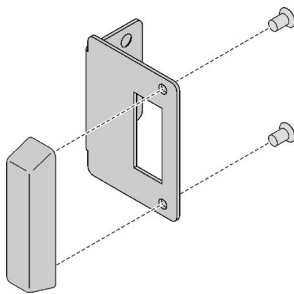


Figure 36. Removing door position monitor device

## Install the door position monitor device

### Procedure

Step 1. Install the door position monitor device to the bracket with two screws if necessary.

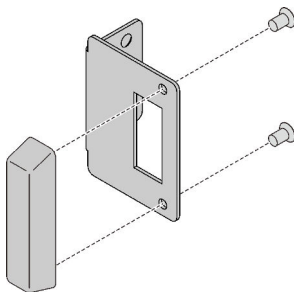


Figure 37. Installing door position monitor device

Step 2. Secure the device to the cabinet frame with two screws.

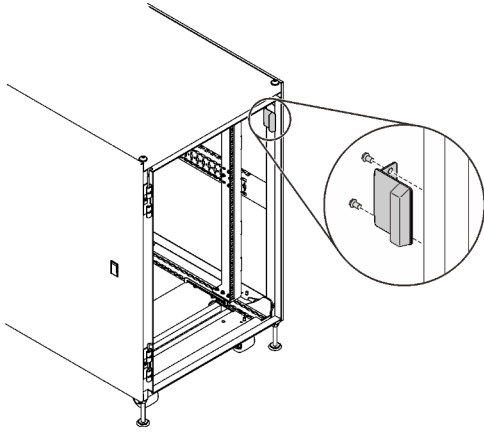


Figure 38. Installing the door position monitor device

### After this task is completed

1. Close the cabinet door, and turn the door handle counterclockwise to secure it.

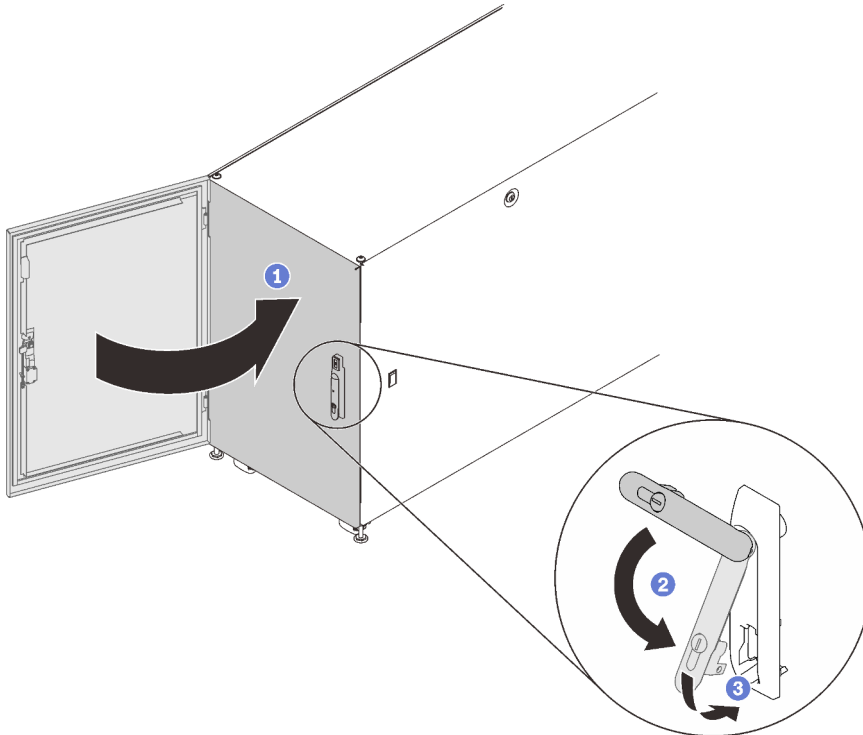


Figure 39. Closing the cabinet door

2. If necessary, insert the key and turn it counterclockwise to lock the door.

---

## Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about Lenovo products, you will find a wide variety of sources available from Lenovo to assist you.

On the World Wide Web, up-to-date information about Lenovo systems, optional devices, services, and support are available at:

<http://datacentersupport.lenovo.com>

**Note:** This section includes references to IBM web sites and information about obtaining service. IBM is Lenovo's preferred service provider for ThinkSystem.

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### Before you call

Before you call, there are several steps that you can take to try and solve the problem yourself. If you decide that you do need to call for assistance, gather the information that will be needed by the service technician to more quickly resolve your problem.

#### Attempt to resolve the problem yourself

You can solve many problems without outside assistance by following the troubleshooting procedures that Lenovo provides in the online help or in the Lenovo product documentation. The Lenovo product documentation also describes the diagnostic tests that you can perform. The documentation for most systems, operating systems, and programs contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the documentation for the operating system or program.

You can find the product documentation for your ThinkSystem products at the following location:

<http://thinksystem.lenovofiles.com/help/index.jsp>

You can take these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system and any optional devices are turned on.
- Check for updated software, firmware, and operating-system device drivers for your Lenovo product. The Lenovo Warranty terms and conditions state that you, the owner of the Lenovo product, are responsible for maintaining and updating all software and firmware for the product (unless it is covered by an additional maintenance contract). Your service technician will request that you upgrade your software and firmware if the problem has a documented solution within a software upgrade.
- If you have installed new hardware or software in your environment, check <http://www.lenovo.com/us/en/serverproven/> to make sure that the hardware and software is supported by your product.
- Go to <http://datacentersupport.lenovo.com> and check for information to help you solve the problem.
  - Check the Lenovo forums at [https://forums.lenovo.com/t5/Datacenter-Systems/ct-p/sv\\_eg](https://forums.lenovo.com/t5/Datacenter-Systems/ct-p/sv_eg) to see if someone else has encountered a similar problem.

You can solve many problems without outside assistance by following the troubleshooting procedures that Lenovo provides in the online help or in the Lenovo product documentation. The Lenovo product documentation also describes the diagnostic tests that you can perform. The documentation for most systems, operating systems, and programs contains troubleshooting procedures and explanations of error

messages and error codes. If you suspect a software problem, see the documentation for the operating system or program.

### **Gathering information needed to call Support**

If you believe that you require warranty service for your Lenovo product, the service technicians will be able to assist you more efficiently if you prepare before you call. You can also see <http://datacentersupport.lenovo.com/warrantylookup> for more information about your product warranty.

Gather the following information to provide to the service technician. This data will help the service technician quickly provide a solution to your problem and ensure that you receive the level of service for which you might have contracted.

- Hardware and Software Maintenance agreement contract numbers, if applicable
- Machine type number (Lenovo 4-digit machine identifier)
- Model number
- Serial number
- Current system UEFI and firmware levels
- Other pertinent information such as error messages and logs

As an alternative to calling Lenovo Support, you can go to <https://www-947.ibm.com/support/servicerequest/Home.action> to submit an Electronic Service Request. Submitting an Electronic Service Request will start the process of determining a solution to your problem by making the pertinent information available to the service technicians. The Lenovo service technicians can start working on your solution as soon as you have completed and submitted an Electronic Service Request.

---

## **Contacting Support**

You can contact Support to obtain help for your issue.

You can receive hardware service through a Lenovo Authorized Service Provider. To locate a service provider authorized by Lenovo to provide warranty service, go to <https://datacentersupport.lenovo.com/serviceprovider> and use filter searching for different countries. For Lenovo support telephone numbers, see <https://datacentersupport.lenovo.com/supportphonenumberlist> for your region support details.

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