INFINITY iSERVER
Troubleshooting Tips

Overview:

- LEDs on the server
- Sounds/Beeping from the server
- Remote Access to the server
- RAID
- Silence Alarms
- Critical Issues
- Contact Support

TOP TROUBLESHOOTING TIPS

Red light(s) flashing on one, or more, of the disks
This is completely normal and indicates a hot-spare disk.
If there is a problem with a drive the light will be solid red accompanied by beeping sound.

## When the machine is turned on, there is beeping
If your Infinity server came with a redundant 1+1 power supply then please ensure both power supplies are plugged in in order to avoid warning alarm.

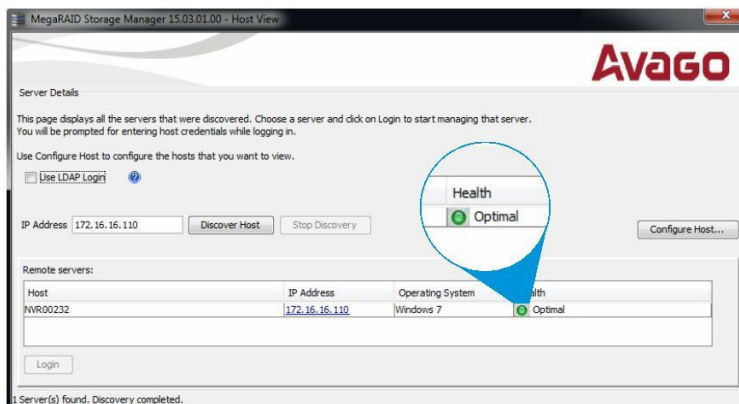## How can I have remote access to the machine?
Infinity uses AnyDesk as its remote access solution.
Please contact Infinity support via email support@infinity-electronics.com and we can assist with configuring this for you.
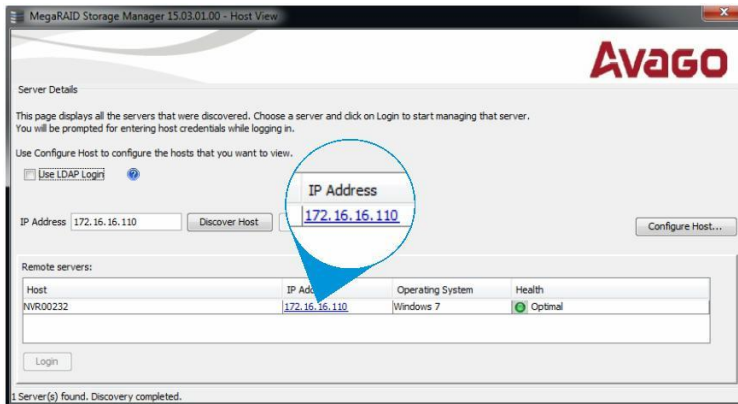
How can I check the status of RAID array(s)
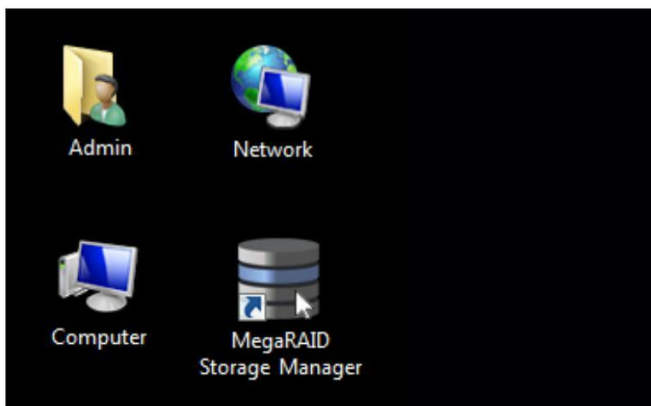
1. From the Desktop of your OS, **double-click** the MegaRAID utility

2. The current status is shown here within the utility

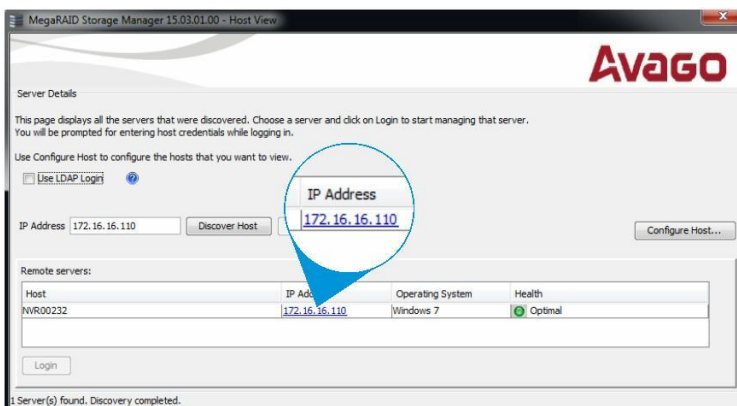3. If you need any further information, you can click here

4. From this dialogue box you are asked to login. The default username is **admin** and the password is blank. NOTE: If a Windows user has been setup (for example, "Steve") then you will need to use the username and password of this account

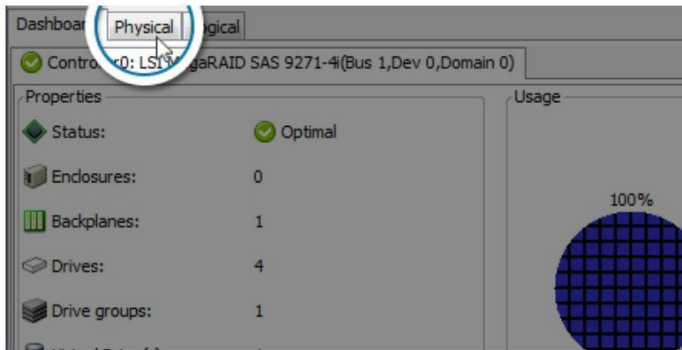## If there is an Alarm, how can I silence it?
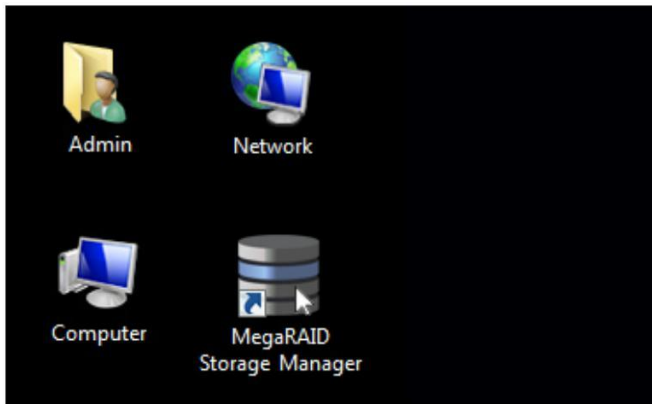
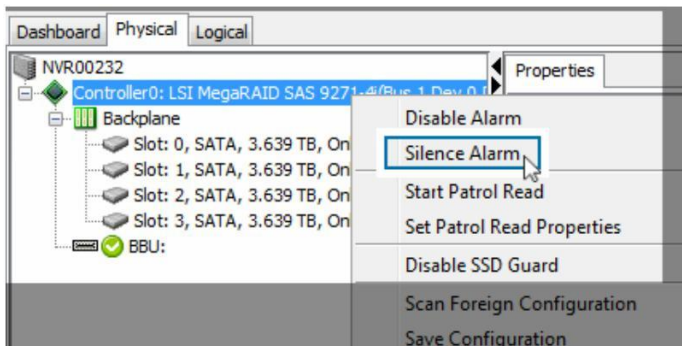1. From the Desktop of your OS, **double-click** the MegaRAID utility

2. Click here to log into the utility

3. From this dialogue box you are asked to login. The default username is **admin** and the password is blank. NOTE: If a Windows user has been setup (for example, "Steve") then you will need to use the username and password of this account

4. Click the **Physical** tab

5. Right-click on the RAID controller

6. Select **Silence Alarm** from the dropdown list.

   NOTE: if the RAID array is degraded the alarm may start again until a rebuild is finished

CRITICAL – there is a solid red light on one, or more, of the disks and the machine constantly beeps

Please contact Infinity support for assistance via the details below

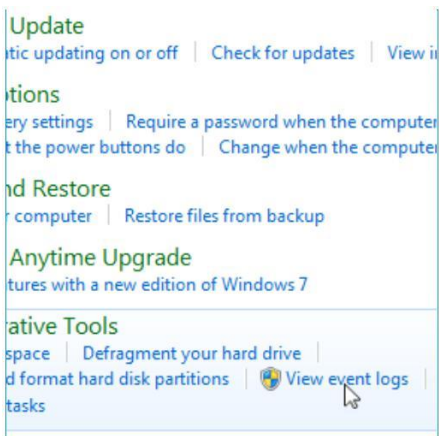| Email	Skype	FAQs
support@infinity-electronics.com	InfinityElectronics	infinity-electronics.com/support/faq

How to view Event Logs?

The Windows Event Log can be useful to diagnose problems.

1. From the **Start Menu** either type or find **Control Panel**

2. From the Control Panel window that opens there are a number of options, click **System and Security**

3. Click **View event logs**

Contact Infinity Support

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