



PCI Expansion System User's Manual



6 Slot PCI Express® to PCI Expansion
Model: PE6R4

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Table of Contents

PREFACE	I
Advisories	i
Safety Instructions.....	ii
When Working Inside a Computer	ii
Protecting Against Electrostatic Discharge	iii
CHAPTER 1 INTRODUCTION	1
General Specifications	1
Pre-Installation Information	1
Parts List.....	2
Tools Required for Installation.....	2
CHAPTER 2 HARDWARE INSTALLATION	3
Before you Begin.....	4
Install PCI Express Host Card.....	4
Attach Power and Expansion Cables	5
Recheck the Installation	6
Applying Power Correctly	6
Starting Up:	6
Shutting Down:	8
Rack Installations	8
CHAPTER 3 VERIFY INSTALLATION	9
Windows	9
Mac OS X.....	11
CHAPTER 4 INSTALL CARDS AND DRIVES	13
Remove PCI Expansion Chassis Cover	13
Install 3 rd Party PCI Cards or Hard Drives.....	15
Installing 3 rd Party PCI Cards.....	15
Installing Hard Drives.....	16
System Should Be Up and Running.....	17
Finishing Touches	17
CHAPTER 5 TROUBLESHOOTING	18
Locate the Problem	18
My Computer Can't Find the PCI Expansion System	19
When Nothing Works.....	20
My Computer Hangs During Power Up	20
My PCI Card Doesn't Work.....	22
Support for 3 rd Party PCI Cards	23
Windows Error Codes.....	24

CHAPTER 6 HOW TO GET MORE HELP	26
Frequently Asked Questions (FAQ)	26
Contacting Technical Support	26
MAGMA Debug Utility	27
PCIScope Software Utility	28
Returning Merchandise to MAGMA	30
APPENDIX A BUS HIERARCHY	31
Bus Hierarchy	31
APPENDIX B NEED MORE SLOTS?	32
Multiple PCI Expansion System Configurations	32
Fan-Out	34
Verify your configuration	35
Daisy-Chaining	36
Verify your configuration	36
Combination Configurations	37
PCI Card Conflicts	38
Power-On Sequence for Advanced Configurations	38
Troubleshooting Advanced Configurations	38
Finding the Problem Card	40
APPENDIX C COMPLIANCE	41
FCC	41
Industry Canada	41
CE	41

Preface

Advisories

Five types of advisories are used throughout this manual to provide helpful information, or to alert you to the potential for hardware damage or personal injury. They are **Note**, **Important**, **Caution**, **Warning**, and **Danger**. The following is an example of each type of advisory.



NOTE

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



IMPORTANT

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



CAUTION

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



WARNING

Used to indicate and prevent the following step from causing injury.



DANGER or STOP

Used to indicate and prevent the following step from causing serious injury or significant data loss.

Disclaimer: We have attempted to identify most situations that may pose a danger, warning, or caution condition in this manual. However, Mobility Electronics, Inc. does not claim to have covered all situations that might require the use of a Caution, Warning, or Danger indicator.

Safety Instructions

Always use caution when servicing any electrical component. Before handling the MAGMA PCI Expansion chassis, read the following instructions and safety guidelines to prevent damage to the product and to ensure your own personal safety. Refer to the “[Advisories](#)” section for advisory conventions used in this manual, including the distinction between Danger, Warning, Caution, Important, and Note.

- ◆ Always use caution when handling/operating the computer. Only qualified, experienced, authorized electronics personnel should access the interior of the computer. The power supplies produce high voltages and energy hazards, which can cause bodily harm.
- ◆ Use extreme caution when installing or removing components. Refer to the [installation instructions](#) in this manual for precautions and procedures. If you have any questions, please contact Mobility Technical Support.



WARNING

High voltages are present inside the expansion chassis when the unit's power cord is plugged into an electrical outlet. Disconnect the power cord from its source before removing the system cover.

Never modify or remove the radio frequency interference shielding from your workstation or expansion unit. To do so may cause your installation to produce emissions that could interfere with other electronic equipment in the area of your system.

When Working Inside a Computer

Before taking covers off a computer, perform the following steps:

1. Turn off the computer and any peripheral devices.
2. Disconnect the computer and peripherals from their power sources to prevent electric shock or system board damage.
3. Disconnect any telephone or telecommunications lines from the computer.

In addition, take note of these safety guidelines when appropriate:

- ◆ To help avoid possible damage to systems boards, wait five seconds after turning off the computer before removing a component, removing a system board, or disconnecting a peripheral device from the computer.
- ◆ When you disconnect a cable, pull on its connector or on its strain-relief loop, not on the cable itself. Some cables have a connector with locking tabs. If you are disconnecting this type of cable, press in on the locking tabs before disconnecting the cable. As you pull connectors apart, keep them evenly aligned to avoid bending any connector pins. Also, before connecting a cable, make sure both connectors are correctly oriented and aligned.



CAUTION

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

Protecting Against Electrostatic Discharge



Electrostatic Discharge (ESD) Warning

Electrostatic Discharge (ESD) is the enemy of semiconductor devices. You should always take precautions to eliminate any electrostatic charge from your body and clothing before touching any semiconductor device or card by using an electrostatic wrist strap and/or rubber mat.

Static electricity can harm system boards. Perform service at an ESD workstation and follow proper ESD procedures to reduce the risk of damage to components. Mobility strongly encourages you to follow proper ESD procedures, which can include wrist straps and smocks, when servicing equipment.

You can also take the following steps to prevent damage from electrostatic discharge (ESD):

- ◆ When unpacking a static-sensitive component from its shipping carton, do not remove the component's anti-static packaging material until you are ready to install the component in a computer. Just before unwrapping the anti-static packaging, be sure you are at an ESD workstation or are grounded.
- ◆ When transporting a sensitive component, first place it in an anti-static container or packaging.

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- ◆ Handle all sensitive components at an ESD workstation. If possible, use anti-static floor pads and workbench pads.
- ◆ Handle components and boards with care. Don't touch the components or contacts on a board. Hold a board by its edges or by its metal mounting bracket.

Chapter 1 Introduction

General Specifications

The MAGMA 6 Slot PCI Express to PCI Expansion System is a general-purpose bus expansion chassis for the Peripheral Component Interconnect (PCI) local bus. The expansion chassis is fully compliant with the PCI Local Bus Specification.

This system consists of a PCI Express host card, a pair of 1-meter Infiniband™ cables, a rack-mount enclosure containing a 6 slot PCI backplane, a power supply, and cooling fans.

Item	Description
▪ Host Card:	PCI Express x4 or 4 lanes
▪ Backplane:	Six 64-bit / 66MHz PCI slots
▪ Enclosure:	4U rack-mount (All Steel)
▪ Dimensions:	19" W x 7" H x 17.7" D
▪ Weight:	24 lb or 11.804 kg
▪ Standard Cable Length:	1 meter
▪ PCI Express Bus Specification	Revision 1.0a
▪ PCI Local Bus Specification:	Revision 2.3
▪ PCI Bridge Architecture Spec:	Revision 1.2
▪ Interconnect Bandwidth:	528 MB/sec (Theoretical Max. of PCI 64/66)
▪ Cooling:	One 85.2 CFM fan (removable/cleanable air filter)
▪ Power Supply:	400W, 100-240V/6.3A, 50-60HZ
▪ MTBF:	53,000 hours
▪ Operating Environment:	0° to 50° C Operating Temperature -20° to 60° C Storage Temperature 5% to 85% Relative Humidity, Non-condensing
▪ Operating Systems:	Windows XP/2000/Server 2003 Mac OS X version 10.4.x + Red Hat Linux 9
▪ Warranty:	1 Year Return to Factory
▪ Available Options:	3-meter cable (PN: SUBCBL3IF) Disk Drive Cage for up to eight 3.5" internal disk drives (PN: RDRIVECAGE) Rack-mount slide kit (PN: RSLIDES-XX)

Pre-Installation Information

Before using the MAGMA expansion chassis you should perform the following steps:

- Inventory the shipping carton contents for all of the required parts
- Gather all of the necessary tools required for installation
- Read this manual

Parts List

The following parts are provided:

Item	Qty	Item
①	1	64-bit/66MHz 6 slot rack-mount PCI expansion chassis
②	1	Pair of 1-meter shielded PCI expansion cables
③	1	Half-height PCI Express host card with both full and low-profile mounting brackets
④	1	U.S. Standard 115V power cord
	1	Software CD-ROM
	1	User's Manual



Tools Required for Installation



In order to complete the installation of the MAGMA expansion system you will need a Phillips-head screwdriver.

Chapter 2 Hardware Installation

The following steps will guide you through the installation of your MAGMA PCI Express to PCI Expansion chassis.

Electrostatic Discharge (ESD) Warning



Warning

All PCI cards are susceptible to electrostatic discharge. When moving PCI cards, it is best to carry the cards in anti-static packaging. If you need to set a PCI card down, be sure to place it inside or on top of an anti-static surface. For more information, see [“Protecting Against Electrostatic Discharge”](#) in the Preface.

WARNING



Warning

High voltages are present inside the expansion chassis when the unit's power cord is plugged into an electrical outlet. Disconnect the power cord from its source before removing the enclosure cover. Turning the system power off at the power on/off switch does not remove power to components. High voltage is still present.

CAUTION



Caution

Before touching anything inside the enclosure, move to an ESD station and follow proper ESD procedures. Failure to do so may result in electrostatic discharge, damaging the computer or its components. For more information, see [“Protecting Against Electrostatic Discharge”](#) in the Preface.

STOP



Danger

If your MAGMA expansion chassis was not purchased directly from Mobility Electronics, Inc., you must check to ensure that it doesn't contain any pre-installed PCI cards.

Check the rear side of the chassis to see if any PCI cards are visible in the slots. If you see a PCI card, you should continue installation using instructions provided by your dealer. If no separate instructions are available, remove the cover by using instructions in [Chapter 4 Install Cards and Drives](#). Then remove the card(s) as normal. If no PCI card is visible, then continue with the cable installation.

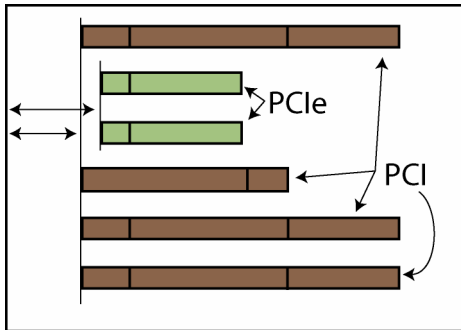
Before you Begin

The 400W AC power supply is auto-switching. This means that it will automatically switch to match whatever source power you are using. Since all products ship with a US/Canadian Standard 125V power cord, you will need to use a locally available power cord for non-US Standard power sources.

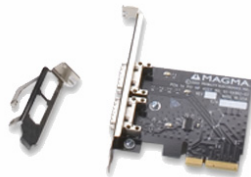
1 Install PCI Express Host Card

Begin the installation of your PCI Express (PCIe) host card by first powering down your computer. Use the procedures for shutting down your operating system and shutting off power to your system provided in your owner's manual or system documentation.

After the host computer is off and all power cords disconnected, remove the cover and insert the PCI Express host card into a vacant x4+ PCIe slot by gently pushing the card until it is firmly seated. Notice that the PCI Express slots are located at a greater distance from the edge of the computer's motherboard than are the standard PCI slots. Then secure the card to the slot with a mounting screw.



The PCIe host card is a “half-height” x4 PCIe card mounted to a “full-height” bracket for convenient mounting in most desktop computer systems. It is also shipped with a low profile card bracket to allow mounting on low profile computer systems.



For low profile case applications, you may need to change the mounting bracket to the low profile bracket that shipped with your system. This is done by removing the screws that hold the card to the bracket. Be sure you are using proper ESD procedures when completing this action.

STOP

YOU MUST ONLY INSTALL THE PCIe HOST CARD INTO A **PCI EXPRESS SLOT**.



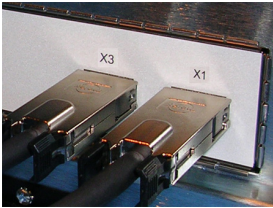
Only use cards WITH brackets. This will ensure that your PCIe host card can only be inserted into a PCIe slot. Although PCI Express cards without brackets may fit into conventional PCI slots, you run the risk of damaging the PCI Express host card if you insert it into a PCI slot. Please ensure that your host computer has PCI Express slots and install the host card **only** into a PCI Express slot.

For more information on using PCIe cards, please refer to your computer's user manual or system documentation.

2

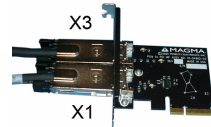
Attach Power and Expansion Cables

A set of two 1-meter Infiniband™ cables are included with your MAGMA expansion chassis. Carefully position the expansion chassis so that the supplied expansion cables will conveniently reach from the host computer to the connectors on the back of the chassis.



Connect cables to the chassis.

It is important that the cable be attached securely to the appropriate x1/x1 and x3/x3 connectors at both ends.



Connect cables to the host card.

When properly installed, each cable will have matching labels at both ends (x1 to x1 and x3 to x3).

**CAUTION**

All cables attached to the expansion chassis must be securely fastened. When you hear a “click,” it is properly secured. If not securely connected, the connectors may cause intermittent or lost connections.

Connect the power cord to the power-in receptacle located at the rear of the enclosure.

**NOTE**

If at all possible, plug all power cords from the expansion chassis and your host computer into a shared power strip, preferably one that has surge and noise suppression circuitry built into it.

3**Recheck the Installation**

Check your installation **before** powering up the MAGMA expansion chassis for the first time. Although the power supply has an over voltage protection device built into it, it may not "trip" in time to fully protect a device that has been improperly connected, or whose power cable has been damaged.

**CAUTION**

This product is provided with a power supply that automatically adjusts to input voltages between 100 to 240 Vac. A U.S. and Canadian 125 V power supply cord is provided with this product. If using this product outside of the U.S. or Canada, please use locally available power supply cords

4**Applying Power Correctly****Starting Up:**

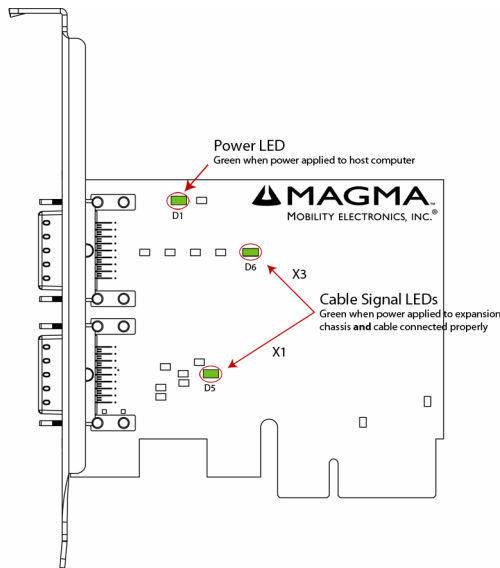
You must apply power to the MAGMA expansion chassis **BEFORE** you power up your computer. This will allow the higher numbered PCI buses in the PCI bus hierarchy to be at a stable state when the host system issues its master power-on bus reset. In systems that perform automatic PCI bus configuration, this will allow the configuration code to recognize the PCI bus hierarchy and any attached devices.

There is an On/Off switch on the front panel, as well as an LED indicator to indicate power status. Verify that the green power indicator is ON.



IMPORTANT

When powering up, pay close attention to three LEDs on the PCI Express Host Card inside the computer. All **three LEDs must be solid green before the system will function properly, as shown below:**



PCIe to PCI HIF card LEDs



IMPORTANT

If any LED is not solid green, power off the system and check that the cables are connected properly before powering up again.

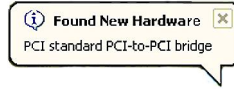


NOTE

The expansion chassis can function using only the **x1** (1 lane) connection. The second cable provides the additional **x3** (3 lane) connection. Combining the x1 cable and the x3 cable yields 4 lanes (x4).

Windows Start Up

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



You are now ready to go. No drivers are needed. Now go to [Chapter 3 Verify Installation](#).

MAC Start Up

Apple MAC OS computers will boot up without any visible indicators that the Expansion System is connected. Go to [Chapter 3 Verify Installation](#).

Shutting Down:



STOP

DO NOT TURN OFF THE MAGMA EXPANSION CHASSIS UNTIL YOU HAVE SHUT DOWN YOUR COMPUTER COMPLETELY! It can cause a system lockup and loss of any unsaved data.

When shutting your system down, it is recommended that you first shut down the computer correctly, and then power down the MAGMA expansion chassis to avoid 'computer lock-up' and potential data loss.

Rack Installations

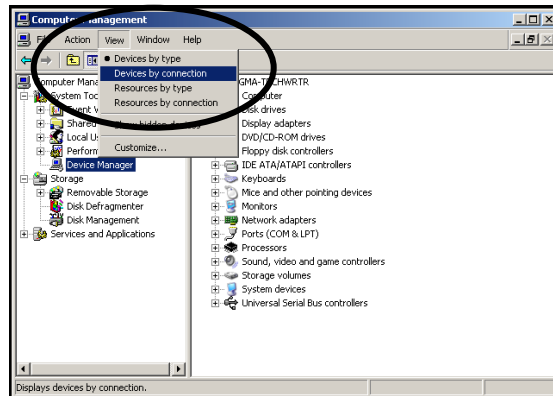
Installing your new 6 Slot PCIe to PCI Expansion Chassis into an equipment rack has never been easier. Simply attach one of MAGMA's optional Rack-mount slide kits (PN: RSLIDES-XX) to allow you to mount the chassis in a computer rack and then simply slide the chassis in and out whenever you need to do work on, or in, it. These sets come in various lengths to accommodate various racks. Contact MAGMA for more information, or to order a set. When ordering, replace the "XX" in the part number with your required kit size (18, 24, 26, or 28 inches).



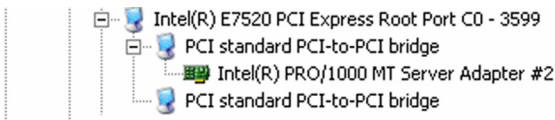
CHAPTER 3 Verify Installation

Windows

To verify a successful installation on Windows, find the **'My Computer'** icon and "right-click" on it. Then select **'Manage'** from the pop-up menu. Next, click on **'Device Manager'** in the leftmost Computer Management window. Finally, click on the **View Menu** and select **View Devices by Connection**.




Open ACPI (BIOS) → Open PCI Bus → Click the '+' sign several times until you reach a PCI Express Root Port with a PCI Standard PCI-to-PCI Bridge beneath it.

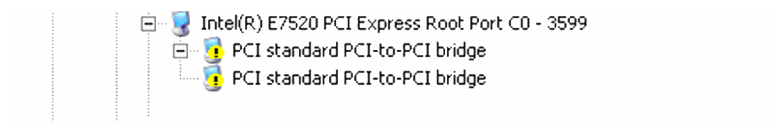


When installed correctly, you will see two "PCI to PCI Bridges" below your system's PCIe Controller. Any 3rd Party PCI cards installed in the chassis will appear below one of the PCI-to-PCI bridges.

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If everything is OK, then the MAGMA expansion system installation is complete. You can now proceed to [Chapter 4](#) and install your 3rd Party PCI Cards and/or up to eight (8) hard drives.

If, however, the installation was unsuccessful, you may not see the PCI to PCI Bridge, or it will have a small yellow  in front of it.

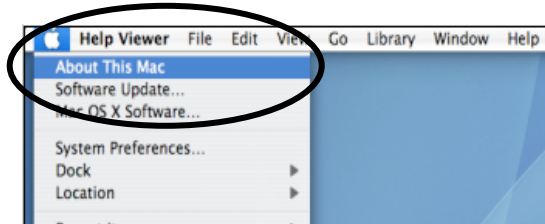


Proceed to [Chapter 5 for Troubleshooting](#) installation problems.

Mac OS X

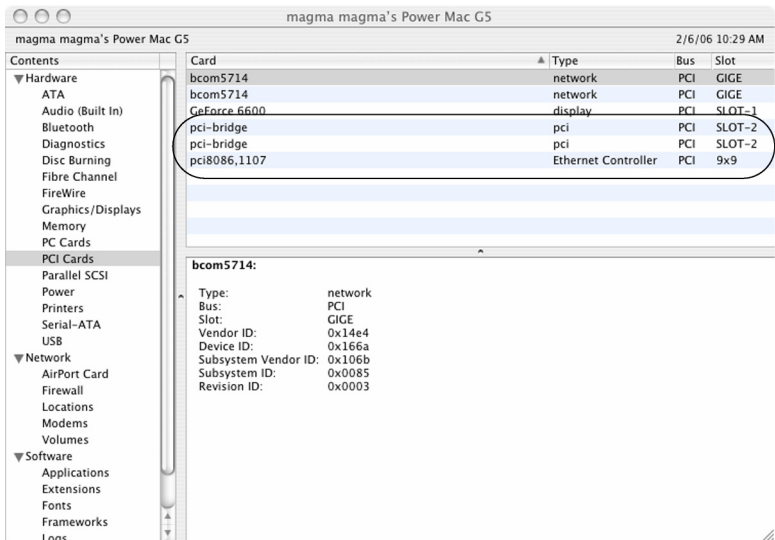
When using Mac OS X no additional software or drivers are needed. As long as you are using Mac OS X Version 10.4 or newer, the operating system should automatically recognize the MAGMA expansion chassis.

Select “About This Mac” under the Apple Icon



Then click the “More Info” button → click on the Devices tab → you should see a **pci-bridge** device listed under PCI as shown below:

Any PCI Cards you install in the expansion chassis will appear behind the **pci-bridge** device.



Mac OS 10.4.x

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If any of these devices are not displayed as shown above, you should shut down your system (computer first, then the expansion chassis) and reconnect the cables and the PCIe expansion host card to ensure that you have a solid connection. Then restart the MAGMA expansion chassis followed by the computer. Next, try to verify the installation again, as shown above. If you are still having problems, contact Mobility Technical Support at (858) 530-2511.

Chapter 4 Install Cards and Drives

This chapter provides information on how to install 3rd Party PCI cards or hard drives into your MAGMA expansion chassis. More details on the installation of individual cards are provided by the card's manufacturer. This chapter is provided as a simple guide to help you install your PCI cards, or hard drives, in the chassis.

For the purpose of installation, the MAGMA expansion chassis functions exactly as a standard desktop computer chassis. Always follow the manufacturer's instructions for installing their card or hard drive on a desktop computer.

IMPORTANT

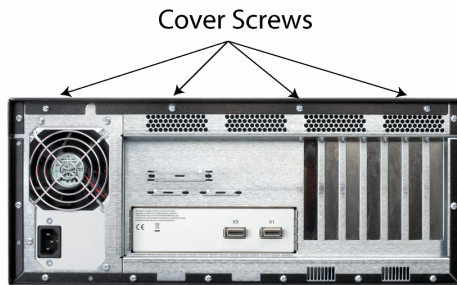


We will provide reasonable technical support with 3rd Party PCI cards or hard drives. However, if you have verified a successful installation of the MAGMA expansion system (as defined in [Chapter 3](#)), but experience difficulty installing your 3rd Party PCI cards or hard drive, the card or drive manufacturer should be able to provide the best support.

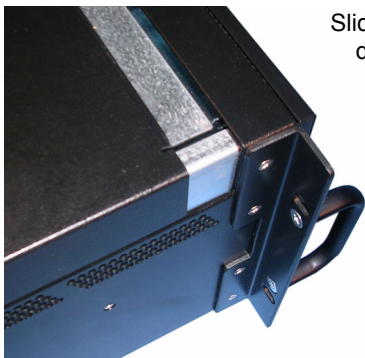
1

Remove PCI Expansion Chassis Cover

Four (4) screws retain the cover on the expansion chassis.



Remove all of these screws to open the enclosure.



Slide the enclosure cover backward to disengage it from the guides at the front of the enclosure by firmly grasping the edges of the cover lip and pulling the cover backward about 1" until it clears the front hold-down, and then lift the cover off.

Be careful to store the cover to avoid damage while you are working inside the chassis.



CAUTION

When replacing the enclosure cover, be sure that the front edge of the cover slides completely under the front lip of the enclosure.

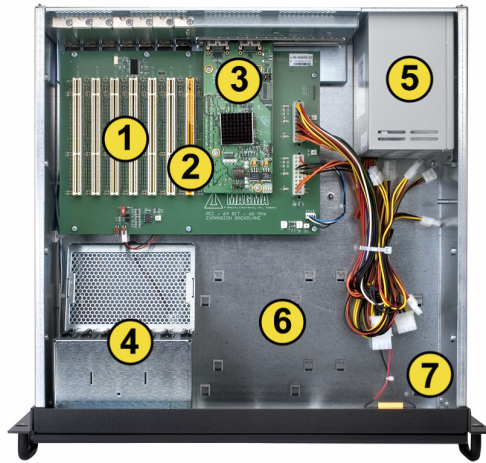
2

Install 3rd Party PCI Cards or Hard Drives



CAUTION

When installing PCI cards or hard drives, please ensure that the input current rating specified on the AC input label is not exceeded.



- ① Six (6) 64-bit/66Mhz PCI slots
- ② One (1) non-operational slot – DO NOT USE
- ③ Daughter card with x1 and x3 connectors on top of main backplane.
- ④ Fan assembly with slot holders for full-length cards
- ⑤ 400W, 100-240V/6.3A, 50-60HZ Power Supply
- ⑥ Drive bay – used to mount up to eight (8) 3.5" internal hard drives using 1 or 2 optional Disk Drive Cages (PN: RDRIVECAGE)
- ⑦ 5V load resistor – to be removed if optional hard drives are installed

Installing 3rd Party PCI Cards

Slot ordering in the 6 Slot expansion chassis should begin with the slot farthest away from the power supply – labeled **SLOT 4**.

Generally, when installing 3rd Party PCI cards in the MAGMA expansion chassis, it should make no difference which PCI slot you place your cards in, unless specified by the card manufacturer.

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Install PCI cards following PCI card manufacturer's recommendations. Some PCI card manufacturers recommend that you install their software driver(s) prior to installing the hardware. If this is the case, you should install their driver before you connect and power up the expansion chassis.

Make sure that all PCI cards are fully seated in their connectors. When correctly seated in its connector, you will notice a firm resistance when you pull up gently on the card. To keep the cards in place, secure them in the enclosure with their retaining screws (supplied with the MAGMA expansion chassis).

IMPORTANT



The sheer number of PCI cards and device drivers available makes it impossible for Mobility to fully test and certify all available PCI cards for use in the MAGMA expansion chassis. Our best advice to you in this regard is to insist on full PCI Specification compliance from your card and system vendors. Cards and systems should be at least PCI Specification Revision 2.0 compliant or better. Compliance in your system motherboard, PCI cards, and console firmware (or BIOS) is your best assurance that everything will install and operate smoothly.

Not all PCI cards are as "well-behaved" as they should be. Sometimes simply moving a PCI card that is having a problem to a different slot, or reordering your cards in their slots, will alleviate "behavior" problems.

Installing Hard Drives

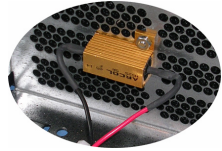


Installing up to eight (8) hard drives into your chassis is simple using one or two optional Drive Cages (PN: RDRIVECAGE), available from MAGMA. Each cage can hold up to four (4) 3.5" hard drives. The cages mount into the hard drive area in the chassis identified by a ⑥ in the previous graphic. If you want to install a hard drive in your system, a PCI hard drive controller card must also be installed into one of the available PCI slots.

You will also have to remove a 5V Load Resistor from the hard drive area before installing any hard drive cages.

**DANGER**

The Load Resistor is **HOT** and must NOT BE TOUCHED unless the system has been shut off for at least 25-30 minutes. Use caution when touching the Load Resistor.

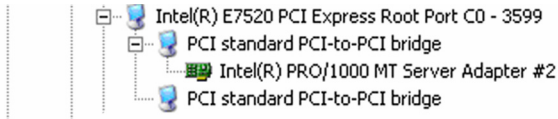



4

System Should Be Up and Running

Apply power to the MAGMA expansion chassis first, then power up the computer.

Use the procedures detailed in [Chapter 3](#) to confirm the card installation(s) in the Windows Device Manager or Apple System Profiler. When everything is functioning correctly, your Windows Device Manager should look something like this:



If you discover that any of your 3rd Party PCI cards contain a  you have a problem with that card. Refer to [Chapter 5 Troubleshooting](#) for further guidance.

5

Finishing Touches

After your system is working properly, replace any empty slots with slot covers, and replace the host computer and the expansion chassis covers.

Last, if you previously installed the rack slides (PN RSLIDES-XX), simply insert the chassis rails into the rack rail, slide into the rack, and snap-lock into position.

Chapter 5 Troubleshooting

Locate the Problem

If you are having trouble with the MAGMA expansion system, verify that all cards are seated properly and all cables are connected properly. Be sure you followed the instructions in earlier sections of this User Guide. Always remember to power **On** and **Off** correctly when rechecking and testing your installation. If you are still having problems, try these simple troubleshooting steps.

- [My Computer Can't Find the PCI Expansion System](#)
- [When Nothing Works](#)
- [My PCI Card Doesn't Work](#)

The PCIe to PCI Expansion System is correctly displayed as a “**PCI standard PCI-to-PCI bridge**” (Windows Device Manager) and as a “**pci-bridge**” (MAC Apple System Profiler). When connected and functioning correctly, this Expansion System will be displayed as follows:



Windows

pci-bridge	pci	PCI	SLOT-2
pci-bridge	pci	PCI	SLOT-2
pci8086,1107	Ethernet Controller	PCI	9x9

MAC

If this is not what you are seeing when you verify your installation, the following troubleshooting steps may help you locate and resolve your installation issues without having to call Technical Support.

My Computer Can't Find the PCI Expansion System

If the expansion system is not visible in your Windows Device Manager or your Apple System Profiler at all, you will need to turn off your computer (first) and then the MAGMA expansion chassis (second) and test all cords and cables to ensure you have everything connected correctly. If everything seems to be connected correctly, and you are sure you have applied power correctly (power up expansion chassis first and then the computer), then try these additional troubleshooting steps:

- Double-check the PCI Express host card to ensure it is in a PCI Express slot and is inserted correctly.
- Try moving the PCIe host card to a different PCIe slot.
- Check for a bad PCIe cable or connection. Put the x1 to x1 cable on the x3 to x3 connectors and the x3 to x3 cable on the x1 to x1 connectors.





NOTE

The expansion chassis can function using only the **x1** (1 lane) connection. The second cable provides the additional **x3** (3 lane) connection. Combining the x1 cable and the x3 cable yields 4 lanes (x4).

- If the expansion system is still not visible after trying all of the above steps, go to [Chapter 6](#) to see about getting additional help.

Windows

If the PCI to PCI Bridge is now visible, but contains a  in front of it, it has a problem that must be fixed.

To identify this problem, right-click on the line with the  and select "Properties" from the pop-up menu.

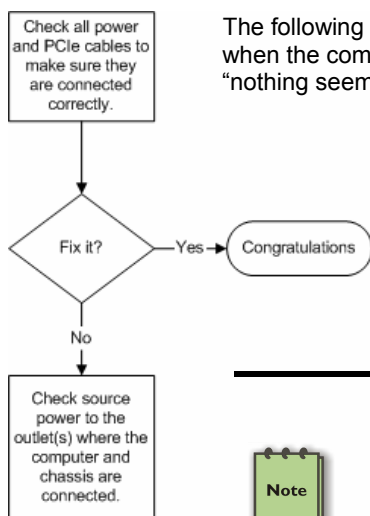
Resolve the identified problem or go to [Chapter 6](#) to see about getting additional help.



MAC

Go to [Chapter 6](#) to see about getting additional help.

When Nothing Works



The following troubleshooting steps will help you when the computer or chassis won't turn on or "nothing seems to work" correctly:

NOTE



Review Chapters [3 \(Verify Installation\)](#) and [4 \(Install Cards and Drives\)](#) as necessary to verify that you have a valid installation of the MAGMA expansion system and that you have correctly installed your 3rd Party PCI card(s) and their associated drivers (as required).

If it powers up OK, but nothing works, check the computer's Device Manager or System Profiler to see if the expansion system has been found. If not found, try the troubleshooting steps for [My Computer Can't Find the PCI Expansion System](#). If the expansion system is visible, but has a problem, try to resolve the problem (See Note above). If that fails, go to [Chapter 6](#) to see about getting additional help.

My Computer Hangs During Power Up

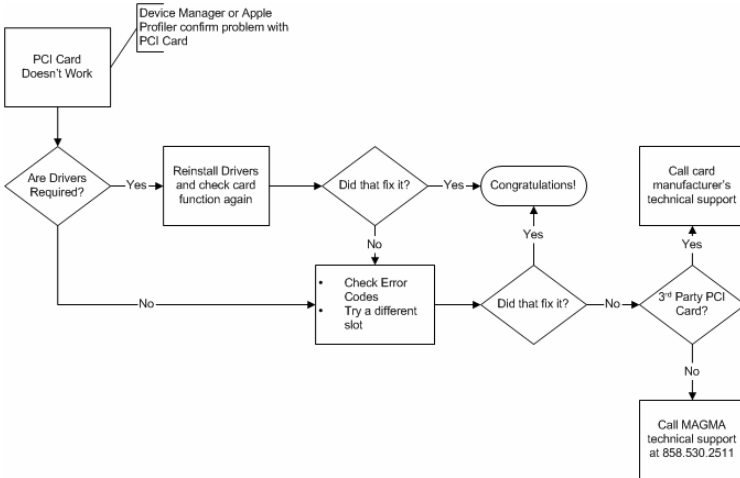
If your computer "hangs" while being turned on and you can't even start, follow these simple steps to try to fix this problem:

1. Shut off the computer (first) and then the MAGMA expansion system and verify that all cards and cables are installed correctly. Reapply power first to the expansion system and then to the computer.
2. If it still hangs, power everything back off and try switching the PCIe cables. Reapply power and see if it works.

3. If it still hangs, and you have added one or more hard drives in addition to several PCI cards, get ready to do some math. Compute the power requirements for each attached device to ensure that you have not exceeded the power capabilities of the expansion system power supply. You can verify the capacity of your power supply by checking the label on the power supply. It will provide all necessary capacity information. If you have exceeded these limits, remove something. If you have not, continue checking.
4. If it still hangs, remove all 3rd Party PCI cards and try booting up without any cards installed.
 - a. If it still hangs, remove the MAGMA PCIe expansion host card from the computer and try booting up without the MAGMA expansion system attached.
 - i. If it boots up OK without the MAGMA expansion system attached, call Mobility Technical Support.
 - ii. If it still hangs, the problem is in the computer and not with the MAGMA expansion system or the 3rd Party PCI cards.
 - b. If it boots up OK without any 3rd Party PCI cards installed, try adding only one card and see if it boots up.
 - i. If it boots up OK with one card in it, shut it down (in the proper order, of course) and swap cards. Repeat this until all cards have been tested. If they all test OK, then add them back one at a time until you find the combination that doesn't work, or you are running fine. If you find a bad card, call Technical Support. If you don't – congratulations, you fixed it!
 - ii. If it still hangs up, try a different card – this one is probably bad (or has driver problems). If the second card works, troubleshoot the first card. If the second card also fails, call Technical Support.

My PCI Card Doesn't Work

Follow these simple troubleshooting steps to resolve typical 3rd Party PCI card problems:





The following additional steps might also help when the above troubleshooting steps fail to resolve your problem:

1. Shut down the computer followed by the MAGMA expansion chassis
2. Remove the PCI card displaying a problem
3. Replace the "problem card" with a *simple* PCI card, such as an Ethernet card that has drivers built into the operating system. (*Using this "type of card" will avoid any future questions about drivers possibly being installed incorrectly.*)
4. Turn on the MAGMA expansion chassis, and then turn on the computer.

Windows

- Next, open the Device Manager (View by Connection selection).

If the  is gone, the problem is with the 3rd Party PCI card or the card drivers. You should go to the [Windows Error Codes](#) section of this chapter to learn how to troubleshoot using error codes.

If the  is still visible, the problem may be with the MAGMA expansion system. Please contact Mobility Technical Support for further guidance and/or a replacement product.

If an error shows on any of the PCIe to PCI Bridge Connections, call Mobility Technical Support immediately.

MAC

- Next, open the Apple System Profiler and if the PCIe to PCI Bridge Connections and the 3rd Party PCI card(s) are now correctly visible.

Support for 3rd Party PCI Cards

Mobility will provide reasonable technical support to with 3rd Party PCI cards. However, if you have verified a successful installation of the MAGMA PCI Expansion System (as defined in [Chapter 4](#)), but experience difficulty installing your 3rd Party PCI cards, the PCI card manufacturer may be able to provide the best support.

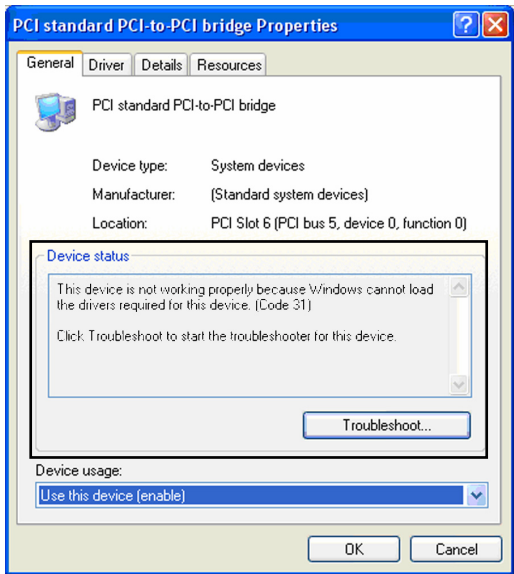
IMPORTANT



The MAGMA PCI Expansion System is designed to function exactly like your desktop computer. This means that you should follow the PCI card maker's instructions for installation on a Windows or Mac computer as if the expansion chassis WAS the desktop computer. When correctly installed, there is no difference to the operating system, removable cards, or most software.

Windows Error Codes

If you are having a problem with one of your devices, and the Device status box shows a Windows Error Code, refer to the following list of error codes for guidance:



Error Code	Description/Action
10	<p>This code indicates that there is a problem with the 3rd Party PCI Card driver.</p> <p>If necessary, contact the PCI Card's manufacturer for updated PNP compatible drivers. If all else fails, contact Mobility Technical Support for further assistance.</p>
12	<p><u>On the Bridge:</u> If you receive error code 12 on the first PCI to PCI Bridge, call Mobility Technical Support.</p> <p><u>On the PCI Card:</u> This usually means the memory, I/O, or prefetch is more than has been allocated. Call Mobility Technical Support.</p>

Error Code	Description/Action
28 (PCI Card)	The driver for the PCI Card is not installed on your system. Reinstall the PCI Card driver following the manufacturer's instructions. If that fails to fix the problem, call the card manufacturer for new drivers.
1	The PCI host card or expansion chassis are not working correctly. Reinstall the PCI host card into the computer's PCI slot and recheck all cable connections. If the error code remains, try another PCI slot. If you still have the error, call Mobility Technical Support.
Other Codes	<p>For all other error codes, call:</p> <p><u>On the PCI to PCI Bridge:</u> Mobility Technical Support</p> <p><u>On the PCI Card:</u> Card Manufacturer's Technical Support, after first verifying that the MAGMA expansion system is installed properly.</p>

If you are still having problems, contact Mobility Technical Support for more help.

Chapter 6 How to Get More Help

Frequently Asked Questions (FAQ)

You can visit the MAGMA Technical Support FAQ pages on the Internet at:

www.magma.com/support/

Contacting Technical Support

Our support department can be reached by fax at (858) 530-2733 or by phone at (858) 530-2511. Support is available Monday through Friday, 8:00 AM to 5:00 PM PT. When contacting MAGMA Technical Support, please be sure to include the following information:

- | | |
|------------------|--|
| 1) Name | 7) Serial Number |
| 2) Company Name | 8) Computer Make |
| 3) Phone Number | 9) Computer Model |
| 4) Fax Number | 10) Operating System and Version |
| 5) Email Address | 11) Make/Model of PCI cards in expansion chassis |
| 6) Model Number | 12) Detailed description of the problem |

You can also visit our web site at:

www.magma.com/support/

For a quick response, use the Technical Support and RMA Request Form available in the Support Section of the website. Simply complete the form with all required information. Please make sure that your problem description is sufficiently detailed to help us understand your problem.

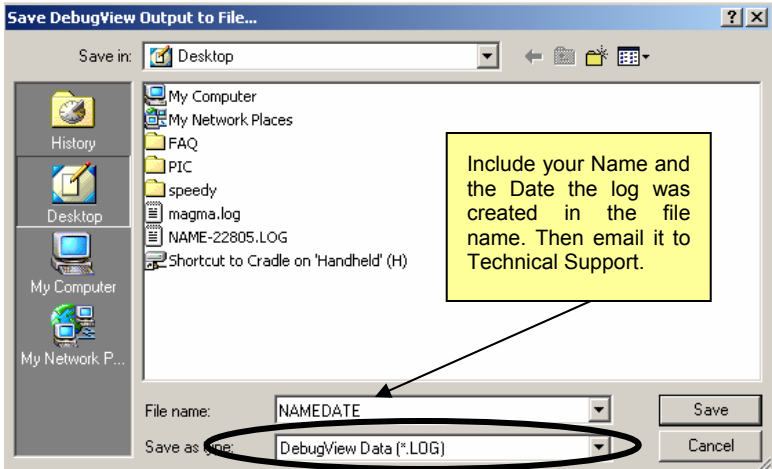
For example: Don't say "Won't boot up." Do say "Tried all the steps in the Troubleshooting Section and it still won't boot up."

For faster diagnosis of your problem, please run the two utility programs described in the following sections and include the diagnostic files they generate with your email.

MAGMA Debug Utility

Occasionally, Mobility Technical Support may request Windows users to produce and email a MAGMA debug log file to help them resolve your problem. This file should be emailed to support@magma.com. This file should have a “.log” file extension. To create the *.log file, follow these instructions:

1. Locate a file called **dbgview.exe** on the MAGMA CDROM.
2. Double-click on the file **dbgview.exe**
3. While the **dbgview** screen is open, locate and double-click on a file called **dump.exe** on the MAGMA CDROM.
4. Switch back to the **dbgview** screen, which is now filled with data.
5. Save this file and email to support@magma.com upon request.



Use the “Save as type” drop-down arrow to select a file type of (*.LOG).

PCIScope Software Utility

PCIScope is a powerful tool for Windows users. It was designed by a Germany company called APSOFT. This software utility is a valuable resource to explore, examine and debug the PCI subsystem of your computer. It was made to fit the requirements of the most demanding users, especially engineers, programmers, and system administrators, and to integrate all advanced functions and tools into one product. Please visit www.tssc.de for more information about the capabilities of **PCIScope** and other utilities offered by APSOFT.

An evaluation version of **PCIScope** is available for download at www.tssc.de. (You can purchase an inexpensive license from APSOFT for use beyond the evaluation period.)

PCIScope has proven to be extremely useful when verifying and debugging configurations involving the MAGMA PCI Expansion Systems under any Windows platform.

PCIScope can provide information to you and our Technical Support Group such as PCI Bus Numbering, Resource Allocation, and other information that may prove useful when debugging expansion chassis or PCI card problems.

If you are experiencing problems setting up your system, you should run **PCIScope** before contacting the Mobility Technical Support Group.

With the MAGMA expansion chassis powered up and connected to your computer, load and launch the **PCIScope** application. The **PCIScope** Program will be installed on your computer and a window similar to the one shown below will appear. (The example was taken from a Compaq Armada 7400)

The screenshot shows the PCIScope application window with the title bar "PCIScope - [C:\WINDOWS\DESKTOP\SAMPLE.BPD]". The left pane displays a tree view of PCI buses and devices. The right pane shows detailed information for a selected device, including PCI registers, bridging information, and resource allocation.

PCI Registers

PCI1250 PC card Cardbus Controller
Cardbus Bridge
Bus 00h : Device 0Ch : Function 00h

Vendor ID : 104Ch (Texas Instruments (TI))
Device ID : AC16h (PCI1250 PC card Cardbus Contro
SubVendor ID : 0E11h (Compaq)
SubDevice ID : B048h (Unknown)
Revision ID : 02h

Base class code : 06h (Bridge Device)
Sub-class code : 07h (CardBus Bridge)
Programming interface : 00h (CardBus Bridge)

Header Type : 82h (CardBus bridge, Multiple function
Built-In Self-Test : No

Bridging Information

PCI bus number : 00h
Cardbus bus number : 04h
Subordinate bus number : 06h

Resource Allocation

Reg.	Type	Base	Limit	Size	Comment
0	Mem	No window open			
1	Mem	D0000000h	D01FFFFFFh	00200000h	2 MB. Prefetchable.
0	I/O	No window open			
1	I/O	No window open			

CardBus socket Registers/ExCA
Base address Register : 7FFFE000h (Locate anywhere in 32 bit

Interrupt Line : IRQ 11 (0Bh)
Interrupt Pin : INTA

Device Configuration

Command register : 07h

I/O space access : Enabled
Memory space access : Enabled
Bus master : Enabled
Special cycles operations : Disabled
Memory write and invalidate : Disabled

PCI Bus Numbering

Resource Allocation

It's a good sign if any of these read "Enabled"

You should save this data as a file on your computer. Please include your name and date as part of the file name with an extension of ".bpd." Then email this file to support@magma.com if you are experiencing configuration problems.

Returning Merchandise to MAGMA

If factory service is required, a Service Representative will give you a Return Merchandise Authorization (RMA) number. Put this number and your return address on the shipping label when you return the item(s) for service. **MAGMA will return any product that is not accompanied by an RMA number.** Please note that MAGMA WILL NOT accept COD packages, so be sure to return the product freight and duties-paid.

Ship the well-packaged product to the address below:

MAGMA RETURNS DEPT.
RMA # _____
9918 Via Pasar
San Diego, CA 92126
USA

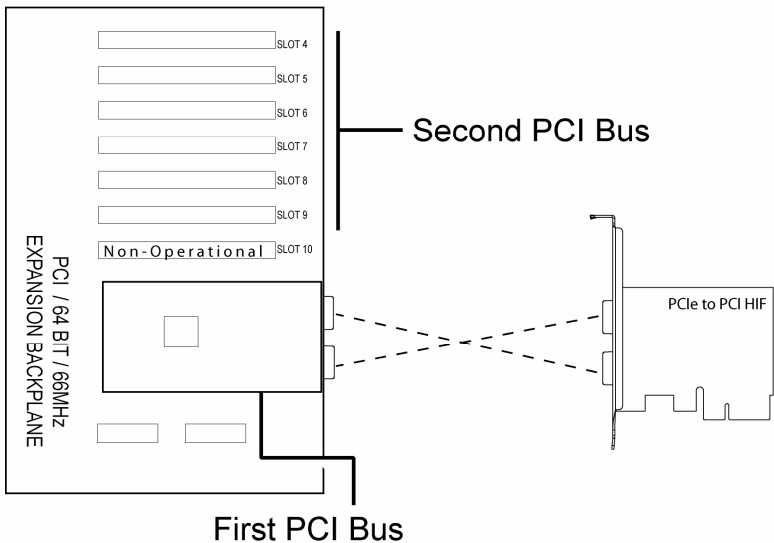
It is not required, though highly recommended, that you keep the packaging from the original shipment of your MAGMA product. However, if you return a product to MAGMA for warranty repair/replacement or take advantage of the 30-day money back guarantee, you will need to package the product in a manner similar to the manner in which it was received from our plant. MAGMA cannot be responsible for any physical damage to the product or component pieces of the product (such as the host or expansion interfaces for PCI expansion chassis) that are damaged due to inadequate packing. Physical damage sustained in such a situation will be repaired at the owner's expense in accordance with Out of Warranty Procedures. Please, protect your investment, a bit more padding in a good box will go a long way to insuring the device is returned to use in the same condition you shipped it in. Please call for an RMA number first.

Appendix A Bus Hierarchy

Bus Hierarchy

The following figure is representative of the 6 Slot PCIe to PCI Expansion System. This figure pictorially conveys the overall PCI bus topology of the system.

6 Slot PCIe to PCI Topology



In general, we do not know what the actual Bus numbers are. We only know how they increment starting from the PCI expansion host card.



NOTE

All PCI cards installed in the PCI Expansion chassis will appear on a PCI standard PCI-to-PCI bridge behind the PCIe Root Port that the PCIe host card is installed on. *If you need to know the actual Bus number, right-click on the Bus and select Properties.*

Appendix B Need More Slots?

Multiple PCI Expansion System Configurations

The PCI Local Bus Specification defines the PCI bus as a *hierarchical bus*, where PCI to PCI Bridges (PPBs) may be used to add "levels" to the PCI bus hierarchy. Because hierarchies are *organized systems arranged into different levels*, you can take advantage of this automatic organizing and layering to expand the number of available PCI slots beyond the number available in your computer's motherboard.

You can easily add two or more Magma expansion systems to your current system in either a "fan-out" or "daisy-chain" configuration. Each of these configurations has advantages and uses. To determine which type of configuration you wish to use, you should first understand a few basic facts:

1. In a desktop computer, the bios enumerates automatically behind PCI bridges. In the Magma configuration, the bios finds the Magma host card in a PCI Express slot. The bios configures it, and then looks beyond it to find any PCI cards installed in the expansion chassis. The bios then configures the cards and allocates resources. Empty PCI slots are ignored during configuration.



In theory, your computer "should" be able to travel across up to 255 PCI buses to identify and configure all installed PCI cards. Unfortunately, not all computers are created equal. The 255 PCI bus limit is actually a theoretical maximum. The practical limit is somewhat lower, but should still be a fairly large number.



In a desktop computer the bus numbers tend to be lower (0, 1, 2, etc.). Once the bios is finished configuring everything and assigning resources, the Operating System starts loading and activates the PCI cards found.



When adding more Expansion Systems to an existing system, be sure to connect and test them "one-at-a-time." This will allow you to quickly resolve any connectivity, or other, issues right at the start. **DO NOT INSTALL any 3rd Party PCI cards into any system until ALL attached systems are working correctly.**

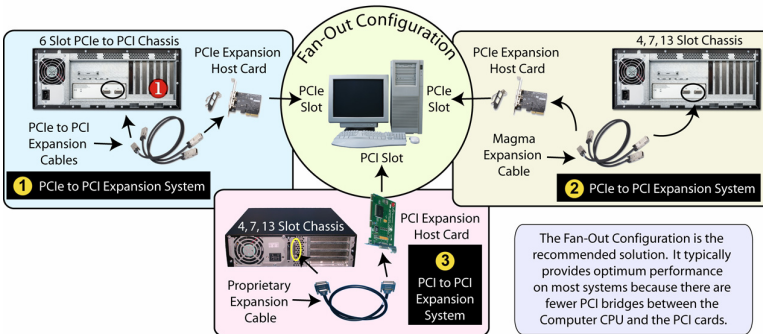
2. The 4 and 7 Slot Magma Expansion Systems each add two (2) PCI to PCI Bridges to the PCI Local Bus. The 13 Slot adds three (3) PCI to PCI Bridges to the PCI Local Bus. The 6 Slot adds one (1) bridge. These bridges are the communication paths between the PCI cards and the computer resources. Most computers allow multiple bridges (and thus PCI buses) to be correctly configured. Some computers, unfortunately, place an arbitrary limit on the number of bridge levels that can be traveled during power-on configuration. Your computer "power-on-software" should be PCI Specification 2.1 compliant in order to effectively use a MAGMA PCI Expansion System. For "fan-out" and "daisy chained" system configurations, where more than one PCI expansion system is being used, you should count all of the bridge levels to your most deeply nested PCI bus to determine the maximum number of bridge levels that must be traveled.
3. For easier understanding, the PCI Local Bus should be viewed as a "Resource Toll road" that runs from the computer CPU (resource home), through the "Toll Booths" (the PCI bridges), to the "Resource Users" (PCI Cards). As in the case of a real Toll Road, the more Toll Booths you have to slow down a "nanosecond" for, the longer it will take you (your data) to get from the PCI Card to the CPU and back again. Under most circumstances the effect cannot even be detected. However, under other conditions, it can be important to know about.

Fan-Out

For reasons described in bullet #3 above, we recommend using a fan-out configuration when you need to add successive PCI expansion systems to the host computer. This addition to the PCI bus hierarchy is at the "peer" level of other existing expansion buses, thus adding "breadth" to the PCI bus hierarchy, since these buses will be at the same hierarchical level within the system configuration.



You may use either PCIe or PCI host cards in your host computer, depending on available slots and your performance requirements. You must ensure that you have the corresponding PCIe to PCI Expansion System, or PCI Expansion System, chassis to connect with your host card and support your desired configuration.



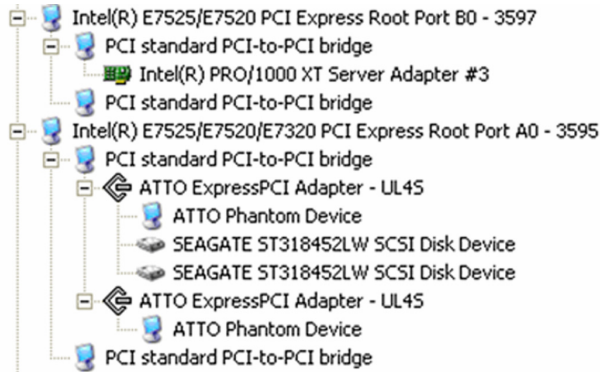
In this configuration, you have fewer "Toll Booths" (PCI Bridges) to pass through; therefore there are fewer opportunities for concern.



For clarification, it is necessary to understand that the amount of latency caused by any PCI Bridge (even those built into a 3rd Party PCI card or the computer motherboard itself) is negligible ("nanoseconds") and will not produce any visible effect on most systems. It is only mentioned here because on a few rare configurations which use some unique PCI cards with special software drivers, the total number of PCI buses that the data must pass through COULD make a difference. See [Chapter 5 Troubleshooting](#) for more information if you suspect this could be an issue with one of your specialty PCI cards.

Verify your configuration

Before you start installing your PCI cards (refer to [Chapter 4 Install Cards and Drives](#) for more information), you should confirm that everything is in proper working order. Refer to [Chapter 3 Verify Installation](#) for guidance in verifying the proper installation of your Expansion System. The following image shows the Windows Device Manager display when a Windows PC has 2 Expansion Systems connected in a “Fan-Out” configuration.



Windows Device Manager with 2 PCIe to PCI Expansion Systems Installed in a “Fan-Out Configuration.”

The following image shows the Apple Profiler display when a MAC has 2 Expansion Systems connected in a “Fan-Out” configuration

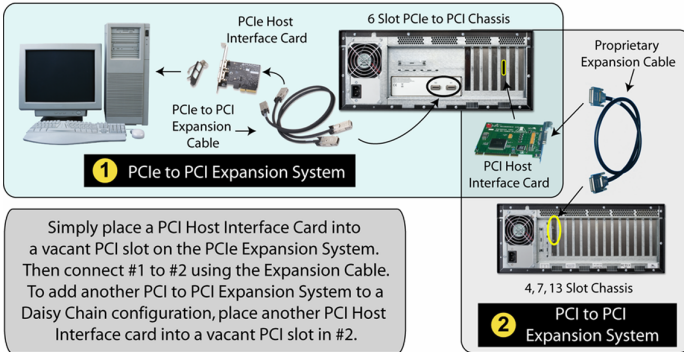
Card	Type	Bus	Slot
ATTO ExpressPCI UL45	scsi-2	PCI	ex9
ATTO ExpressPCI UL45	scsi-2	PCI	ex9
ATY,RADEON	display	PCI	bx9
bcom5714	network	PCI	GIGE
bcom5714	network	PCI	GIGE
GeForce 6600	display	PCI	SLOT-1
pci-bridge	pci	PCI	SLOT-4
pci-bridge	pci	PCI	SLOT-3
pci-bridge	pci	PCI	SLOT-3
pci-bridge	pci	PCI	SLOT-2
pci-bridge	pci	PCI	SLOT-2
pci-bridge	pci	PCI	SLOT-4
pci8086,1001	Ethernet Controller	PCI	7x9

MAC System Profiler with 2 PCIe to PCI Expansion Systems Installed in a “Fan-Out Configuration.”

Daisy-Chaining

Recognizing the typical insignificance of the performance variance between the “Fan-Out” and “Daisy-Chaining” configurations, the primary reason for using this one would be limitations on physical space. This could be the number of available slots on the computer motherboard, or a lack of desk or rack space.

Daisy-Chaining Expansion Systems



In the daisy-chain configuration, successive PCI expansion systems are added to the "end" of the PCI bus hierarchy, which adds "depth" to the PCI Local Bus by increasing the number of PCI Local Bus levels active in the system configuration.

Verify your configuration

Before you start installing your PCI cards (*refer to [Chapter 4 Install Cards and Drives](#) for more information*), you should confirm that everything is in proper working order. Refer to [Chapter 3 Verify Installation](#) for guidance in verifying the proper installation of your Expansion System.



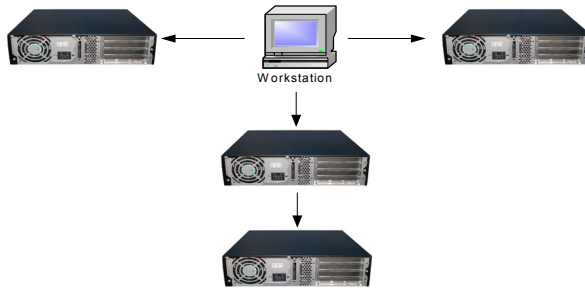
NOTE

Notice that each Daisy-Chained unit appears in the Device Manager in the reverse order of its place in the configuration.

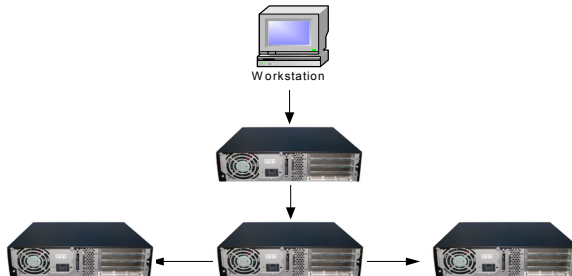
Combination Configurations

Depending on your business requirements, and your physical space limitations, you can add additional Expansion System in multiple configurations, such as these. These combinations are only limited by the available slot types: PCIe or PCI.

Fan-Out Daisy-Chain Combination Configuration



Daisy-Chain Fan-Out Combination Configuration



Obviously, you will need to keep an eye on your system performance and make any adjustments that may be required, either to PCI card location or to Expansion System configuration, to obtain maximum performance.

PCI Card Conflicts

If you determine that one PCI card is interfering with the operation of another card, first try reorganizing the cards on the motherboard. Moving the cards around can change the order in which the cards are configured by the system during power-on. This will go a long way toward resolving module conflicts.

Power-On Sequence for Advanced Configurations

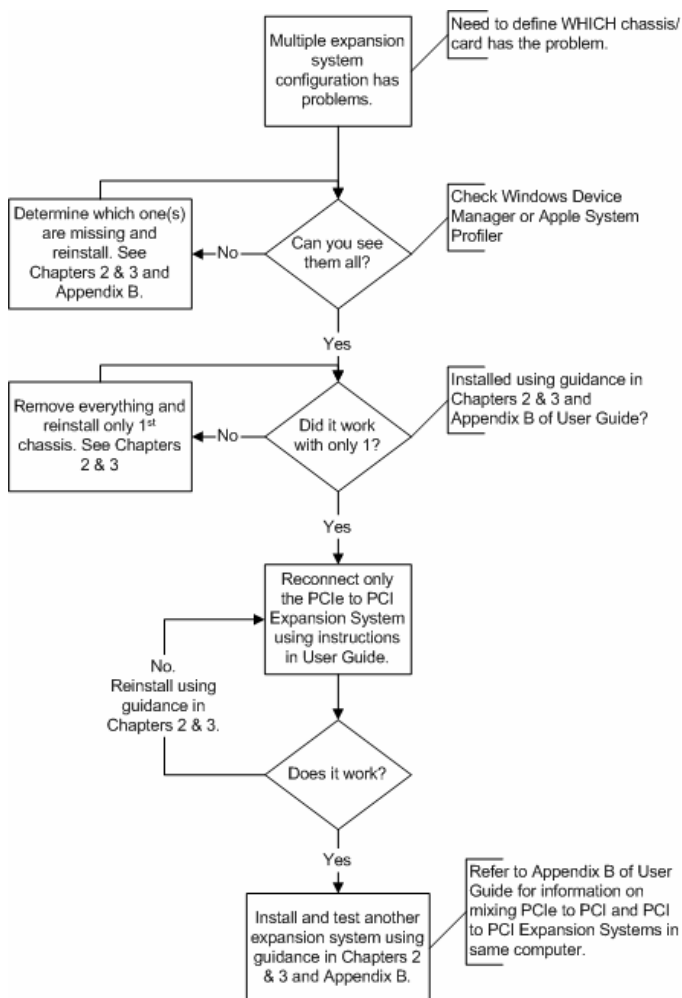
As previously stated in [Chapter 2 Hardware Installation](#), it remains necessary to power up ALL Expansions Systems BEFORE you turn on the computer. This will ensure that your power-on software can read all available PCI buses and properly configure all installed PCI cards.

Obviously, the reverse also remains true for shutting your system down. The computer must be shut off BEFORE you attempt to turn off your Expansion System(s).

Troubleshooting Advanced Configurations

When trying to troubleshoot problems with PCI cards in a multiple expansion system configuration, it is vital to correctly determine the nature of the problem. Therefore, the first task is to identify the card or chassis having a problem by using the Windows Device Manager, or Apple System Profiler. Refer to the first part of this Appendix for more information on identifying hierarchical levels in multiple expansion system configurations.


Remember, Fan-Out configurations can consist of both PCIe to PCI Expansion Systems and PCI to PCI Expansion Systems. Whereas, Daisy-Chain configurations will consist of a PCIe to PCI Expansion System, followed by one or more PCI to PCI Expansion Systems. Only after you have all expansion systems working without any 3rd Party PCI cards should you attempt to install any 3rd Party PCI cards.

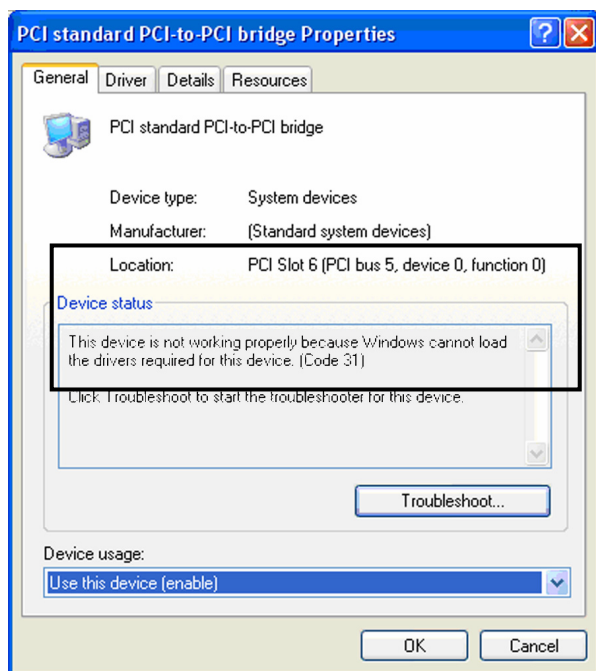


Problems with 3rd Party cards might only be trackable once you have identified the expansion system containing the problem card. Remember, it may be necessary to identify the PCIe/PCI Slot that the Host Interface Card is in before you can properly identify the correct expansion chassis and ultimately the card. Obviously, this is only an issue if you have multiples of the same type of card installed.

Finding the Problem Card

Windows

If you need help to determine which PCI card, or which expansion chassis, has the problem, you can “right-click” on the card with the  and check the information contained in the “Location:” field.



Look for the “Error Code” in the box in the center of the Properties Window and then go to the [Windows Error Code](#) section for information on how to resolve this issue.

MAC

If you have already reinstalled and reseated everything according to instructions in [Chapter 2](#), and the PCI to PCI Bridge is still not visible in the Apple System Profiler, call Mobility Technical Support.

APPENDIX C Compliance

FCC

NOTE: 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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



NOTE

The assembler of a personal computer system may be required to test the system and/or make necessary modifications if a system is found to cause harmful interferences or to be noncompliant with the appropriate standards for its intended use.

Industry 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

CE



The product(s) described in this manual complies with all applicable European Union (CE) directives. Mobility will not retest or recertify systems or components that have been reconfigured by customers.

MOBILITY ELECTRONICS, INC.[®]

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