IMPORTANT:
PRIOR TO UPGRADING YOUR IPRIISM 500H APPLIANCE - YOU MUST COMPLETE THE FOLLOWING STEPS. YOUR SOFTWARE
UPGRADE WILL NOT WORK IF YOU HAVE NOT COMPLETED THESE STEPS

1. Upgrade your memory
   To determine the proper memory please reference knowledge base article:
   iPrism 8.001 Memory Upgrade Requirements – h series
2. Change your BIOS settings

Memory upgrade and Jumper change procedures for a 500h

Initial Preparation

Properly shutdown your iPrism. Once it’s halted disconnect iPrism and place on a table or workbench.

IMPORTANT:
ELECTRO-STATIC DISCHARGE (ESD) CAN DAMAGE ELECTRONIC COMPONENTS. PLEASE UTILIZE THESE PRECAUTIONS.

1. Make sure that you are working in a static-safe environment. Remove any plastic bags or papers from your work space.
2. Shut down your system and make sure the power is completely off.
3. After disconnecting the power cords, discharge residual power by pressing the power button.
4. It is recommended to use a grounded wrist strap designed to prevent static discharge.
5. Touch a grounded metal object before removing the module from the antistatic container.
6. Handle memory modules by its edges only; do not touch its gold contacts.

Remove the Chassis Lid

1. Remove the holding screw from the side of the iPrism holding the chassis lid in place.

2. To remove the chassis lid press down on the buttons to release the tabs holding the lid. Please be careful not to press the tabs
too far down as this will bend them out of place and the lid may no longer properly latch.
3. Pull back the lid and remove.

4. Next remove the plastic air flow guide, making note of the direction it’s installed. It only fits properly in one direction. The chassis lid will not fit if the air flow guide is installed backwards and or not seated properly.
Install Replacement Memory

1. Next press down on the white tabs holding the current memory modules in place and remove 6 modules.

2. Next remove the new memory modules from their containers using the Electro-Static Discharge (ESD) Precautions mentioned in the beginning of this document.

3. The new modules go into the 6 Blue slots (where the original modules were). Position the module's bottom key so it aligns with the receptive point on the slot.
4. Be sure the lock/release tabs are back.

5. Insert the modules vertically and press down until the module snaps into place. You will likely need to press firmly but if the module seems to need lots of force, check to be sure the module is properly aligned with the slot.

6. When the module is properly inserted the lock/release tabs will automatically secure the module in place.

7. Repeat this until all **Blue slots are filled**.

**Change Motherboard Jumper**

1. Next there is one Jumper on the motherboard that needs changed, JPL1, near the back of the iPrism. This Jumper is circled in *red* in the picture below.
2. This Jumper needs to be moved from its original position on pins 1-2 to pins 2-3.
   
   Original position:

   ![Image of original jumper position]

   New position:

   ![Image of new jumper position]

**Replace the Chassis Lid**

1. Replace the plastic air flow guide making sure it's in the proper direction.
2. Replace the chassis lid and reinsert the holding screw(s).

**BIOS Change Procedure for a 500h**

**IMPORTANT:**
DO NOT MAKE ANY OTHER BIOS CHANGES AS THAT WILL LIKELY CAUSE YOUR IPRISM NOT TO WORK OR NOT WORK CORRECTLY.

**Enter BIOS Setup**

1. Connect a keyboard, monitor, and power cords to the iPrism.
2. Turn on the iPrism (if it doesn't start on its own).
3. Watch for the SuperMicro logo to appear on your monitor and then press “Delete” several times to access the Motherboard BIOS.
4. It will take a few minutes for your iPrism to power up.
5. Please do not enter the 3-ware RAID card BIOS.
6. You will come up to the BIOS Setup Utility.
7. Check that the “System Memory” is now 24 GB.
**BIOS Change**

1. Next navigate to the “Advanced” page using the arrow keys on your keyboard.
2. Use the down arrow on your keyboard to select “Processor & Clock Options” and press “Enter”.
3. Use the down arrow to select “Intel (R) Virtualization Tech”. Press “Enter” and select “Enabled” using the down arrow. Then press “Enter” to select “Enabled”.

4. Press the “Escape” key until you get back to the menu at the top

5. Navigate to “Exit”. “Save Changes and Exit” should already be highlighted in White. If not use the keyboard arrows to select it and press “Enter”.

6. Power off the iPrism. [IMPORTANT this is required for the change to take effect]

This completes the memory upgrade and BIOS change procedure for your iPrism 500h appliance.