

**IMPORTANT:**

PRIOR TO UPGRADING YOUR IPRISM 15H 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. Confirm your BIOS settings

## Memory Upgrade Procedures For a 15h

### 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.

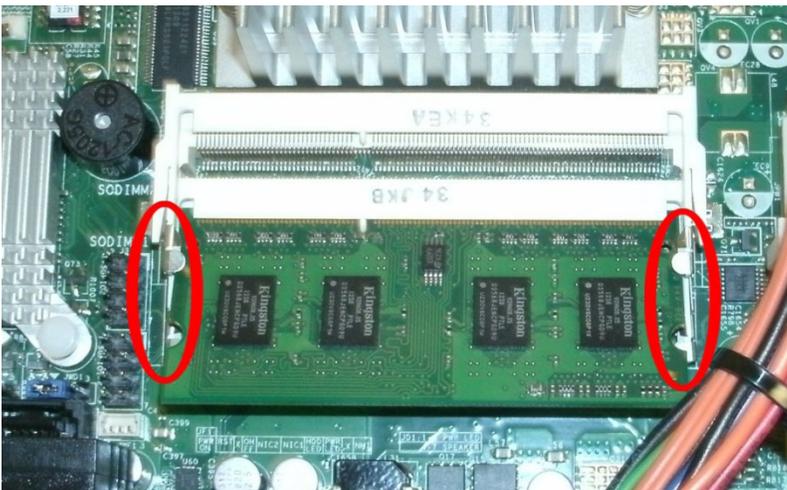
1. Make sure that you are working in a static-safe environment. Remove any plastic bags or papers from your work space.
2. Shut down your system and make sure the power is completely off.
3. After disconnecting the power cords, discharge residual power by pressing the power button.
4. It is recommended 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

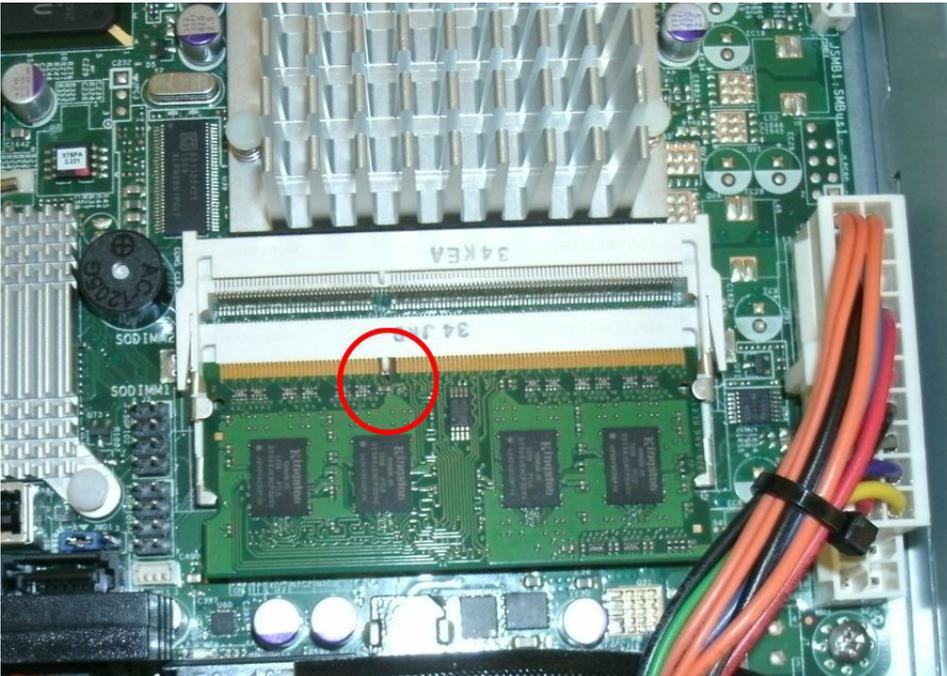
1. Remove the 5 holding screws from the lid of the 15h iPrism, 2 on each side, 1 in the back. (Be careful not to lose these).

### Install Replacement Memory

1. Next push out the metal tabs holding the current memory module in place. (Circled in RED below.)
2. The module should "pop" up slightly. Remove the module.



3. Next remove the new memory modules from their containers using the Electro-Static Discharge (ESD) Precautions mentioned in the beginning of this document.
4. Start with the bottom slot.
5. Position the module's bottom key so it aligns with the receptive point on the slot. (Circled in RED below.)



6. Push the module into the slot and be sure it is well seated then press it down until it snaps in place between the metal tabs. You may need to press a bit firmly but if the module seems to need lot of force, check to be sure the module is properly aligned with the slot.
7. Repeat this for the second (upper) slot.



This is what it should look like when finished.

## Replace the Chassis Lid

1. Replace the chassis lid and reinsert the holding screw(s).

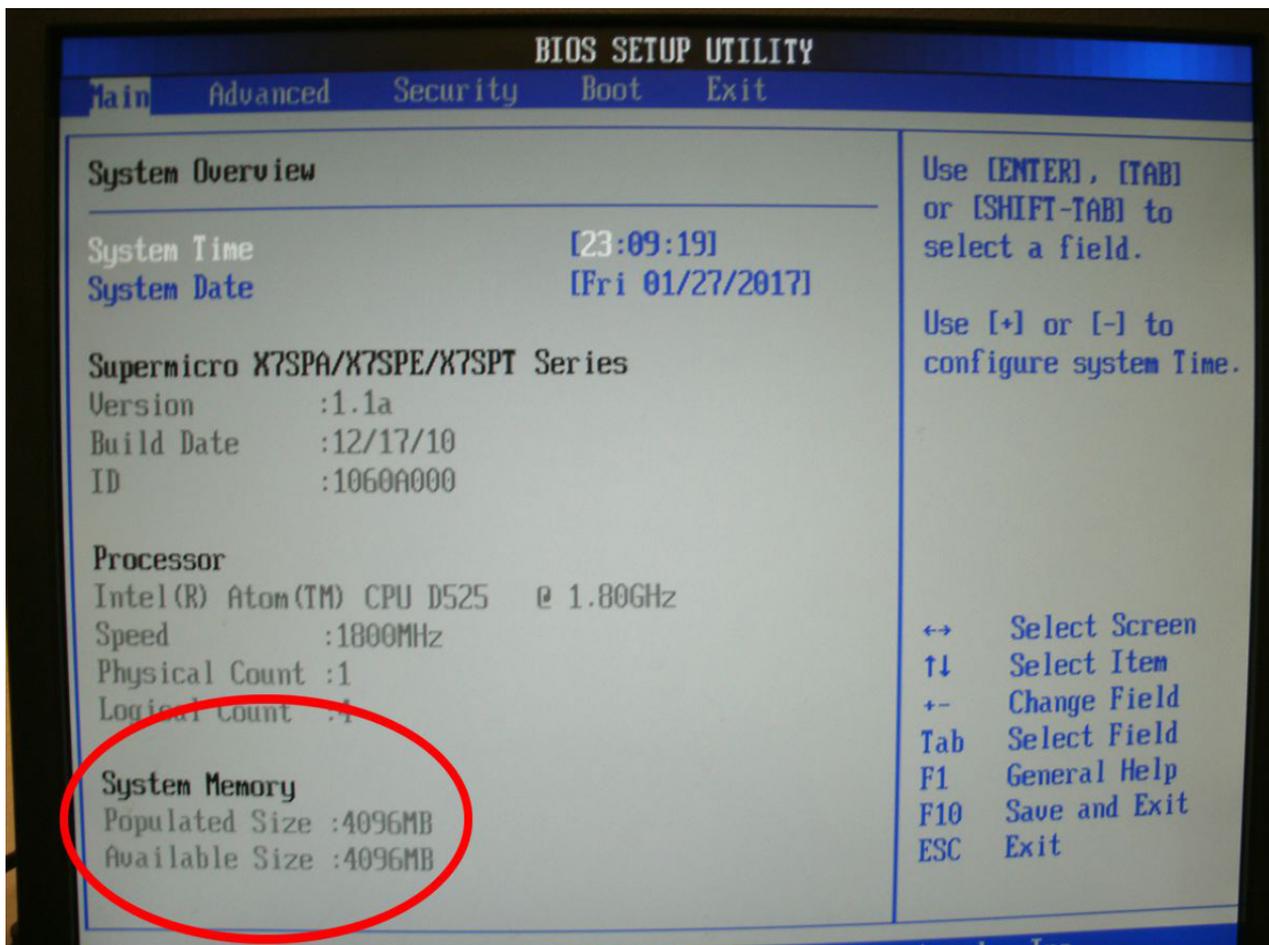
## Check Motherboard BIOS

### **IMPORTANT:**

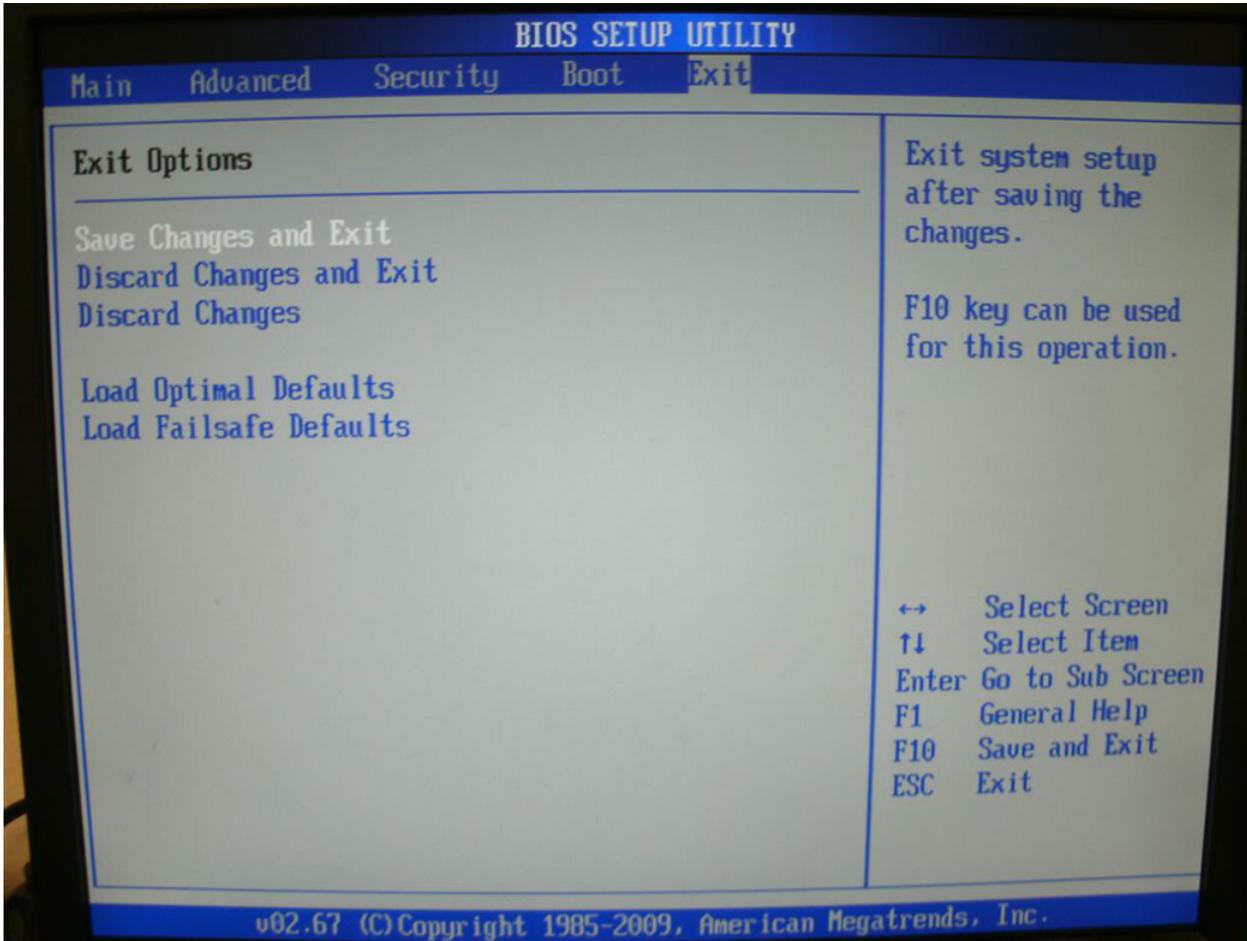
DO NOT MAKE ANY OTHER BIOS CHANGES AS THAT WILL LIKELY CAUSE YOUR IPRISM NOT TO WORK OR NOT WORK CORRECTLY.

## 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 4 GB. (Circled in RED below.)



- Next 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".



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

This completes the memory upgrade and BIOS check procedure for your iPrism 15h appliance.