IBM

CUSTOMER SERVICE DIVISION

System/23
5322/5324
Computer

Maintenance Library
Incident
Reporting Guide

TABLE OF CONTENTS

FOR PROBLEMS THAT REQUIRE REPAIR ACTIVITY

1. Record the Major and the Minor Codes in the appropriate block. When a part fails that does not have a Minor Code, record "00" in the Minor Field and explain in the narrative section of the IR.

2. Record the Activity Codes that best DESCRIBE the Action/Activity.

FOR PROBLEMS THAT DO NOT REQUIRE REPAIR ACTIVITY

1. No Trouble Found (NTF) — record a minor of 93 with the Major Unit that is most suspected to be the problem. If a suspected Major Unit cannot be determined, use the Major Unit on which time was spent analyzing the problem. Use Symptom **Activity Codes on Page 3** for NTF.

2. Customer Responsibility, Major Code 870 — use with Service Codes 14 and 30 only. Use the Major/Minor/Activity Codes provided that best describes the activity/situation.

ACTIVITY CODES CHART (For Minor 93 see Page 3)

Major   Minor   Activity

Most Significant Action Taken

| | Diagnostic Package Effectiveness (MAPS, MI, etc.) | **Failure Mode** |

1. Reseat or reinstall original part
2. *Swap for diagnostic purposes
3. Replaced — Known Failure
4. Replaced — Suspected Failure
5. Adjust, repair or modify
6. Clean or lubricate
7. Other action (Explain)

2 Effective
3 Not Effective
4 Not used
— Solid

5 Effective
6 Not effective
7 Not used
— Intermittent

Notes:
1. Consider the MAPs or other diagnostics effective if they identify the failing part or direct you to the appropriate repair action.
2. **For Minor Code 93 (No Trouble Found) use Symptom Activity codes on Page 3.**

*Swap includes the exchange of parts within a machine or between two or more machines or parts used for diagnostic purposes (returned to stock).

NO TROUBLE FOUND SYMPTOM CODES
(USE IN PLACE OF CAUSE/ACTIVITY CODES)

Code	Description
01	Blank Screen
02	Blows Fuses
04	Intensity Changes
05	Keyboard Inoperative
06	Key Sticky
07	No Interrupt
08	No IPL
09	No Record Found
10	Noise-Audible
11	Noise-Electrical
12	Not Ready
13	Not Able to Establish Data Communications
14	Overheats
15	Poor Quality
16	Power Failure
18	Program Loop
19	Read Error
20	Seek Error
17	Trap Errors
21	Unstable
22	Write Error
23	Wrong Output
00	Other (Explain)

BASE

MAJOR

001   **Base 5322**

MINOR

08   Fan
04   Keyboard Cover
09   Mounting Hardware
01   Panel Assembly
03   Rear Cover
02   Top Cover
00   Other (Explain)
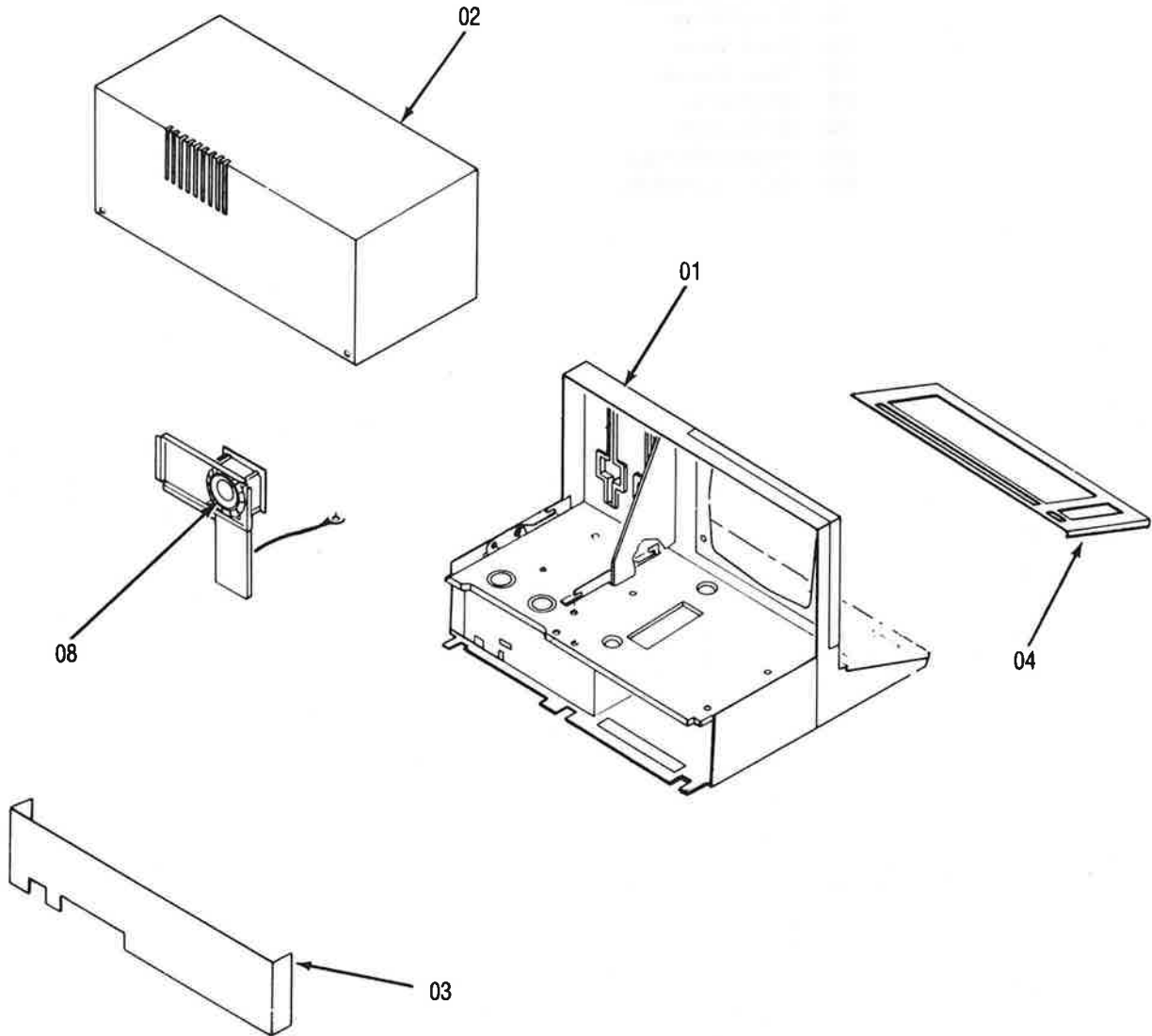
BASE

MAJOR

002   Base-5324

MINOR

10   CRT Front Bezel
11   CRT Lower Cover
12   CRT Top Cover
03   Enclosure Cover
08   Fan
01   Front Cover
04   Keyboard Top Cover
05   Keyboard Bottom Cover
09   Mounting Hardware (Except CRT Display)
02   Rear Cover
00   Other (Explain)
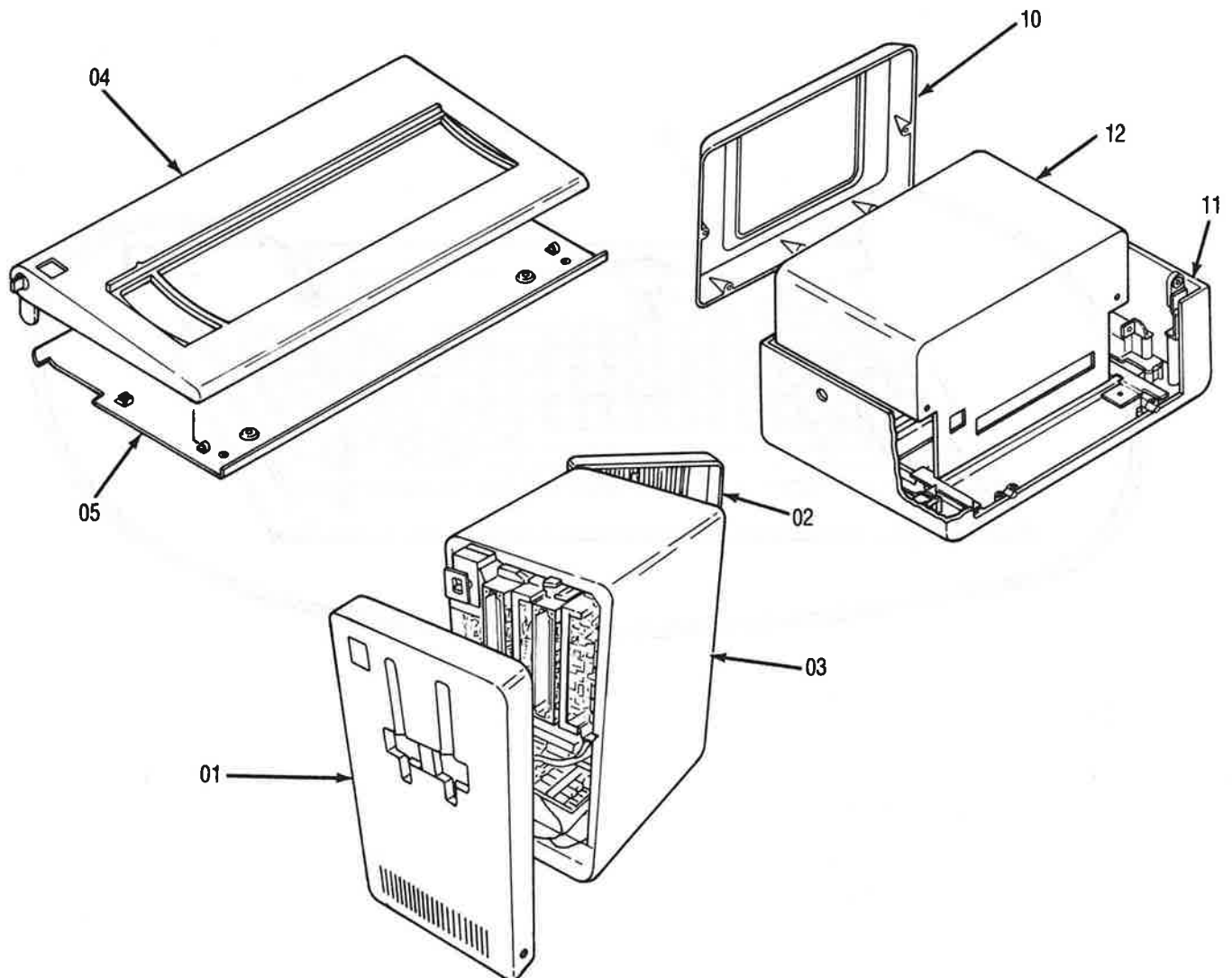
KEYBOARD

MAJOR

040   **Keyboard**

MINOR

30   Driver/Receiver Card (5324 Only)
82   Cables/Connectors
93   No Trouble Found
99   Unit Replacement (Without Card/Cables
00   Other (Explain)

30

CRT DISPLAY

MAJOR

050   **CRT Display**

MINOR

01   Display Assembly
04   Driver/Receiver Card (5324 Only)
02   Fuse/Holder
03   Knob
09   Tilt/Raise/Mounting Hardware (5324 Only)
82   Cables/Connectors
93   No Trouble Found
99   Unit Replacement (Without Card/Cables)
00   Other (Explain)
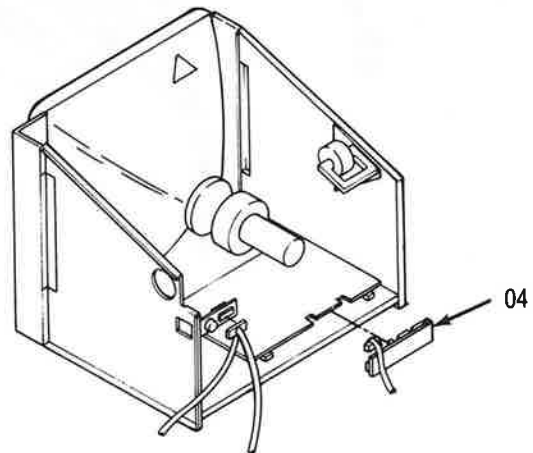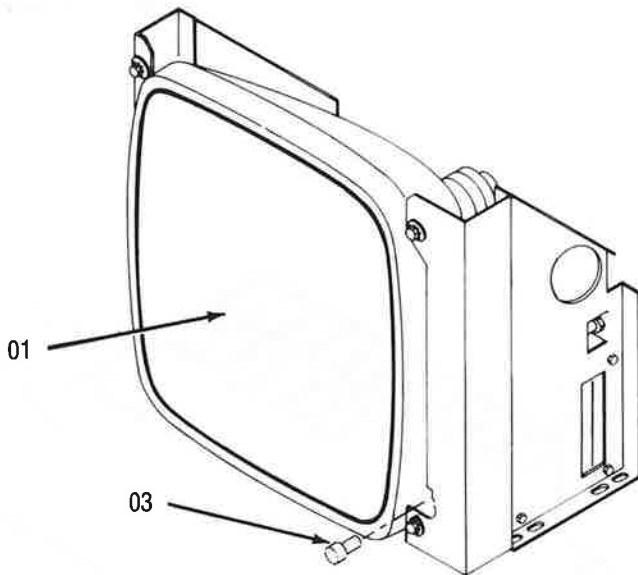
LOGIC/TELEPROCESSING

MAJOR
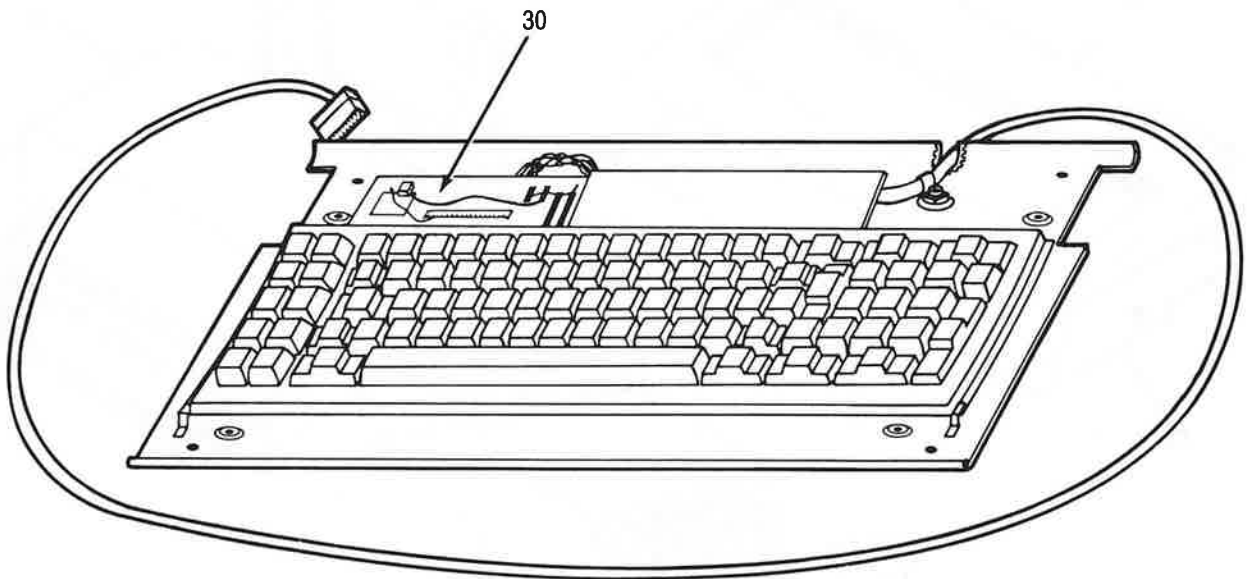
100   **Teleprocessing**

     MINOR

     01   **Communications Card**
     82   **Cables/Connectors**
     93   **No Trouble Found**
     00   **Other (Explain)**

MAJOR

301   **32K Card**
304   **64K Card**
310   **2 Drive Diskette Attachment**
313   **4 Drive Diskette Attachment**
307   **CPU Planar**
317   **Machine Update (IMF) Card**
316   **Second Printer Attachment**
320   **SIA Attachment**
318   **Word Processing Card**

     MINOR

     82   **Cables/Connectors**
     93   **No Trouble Found**
     99   **Unit Replacement**
     00   **Other (Explain)**
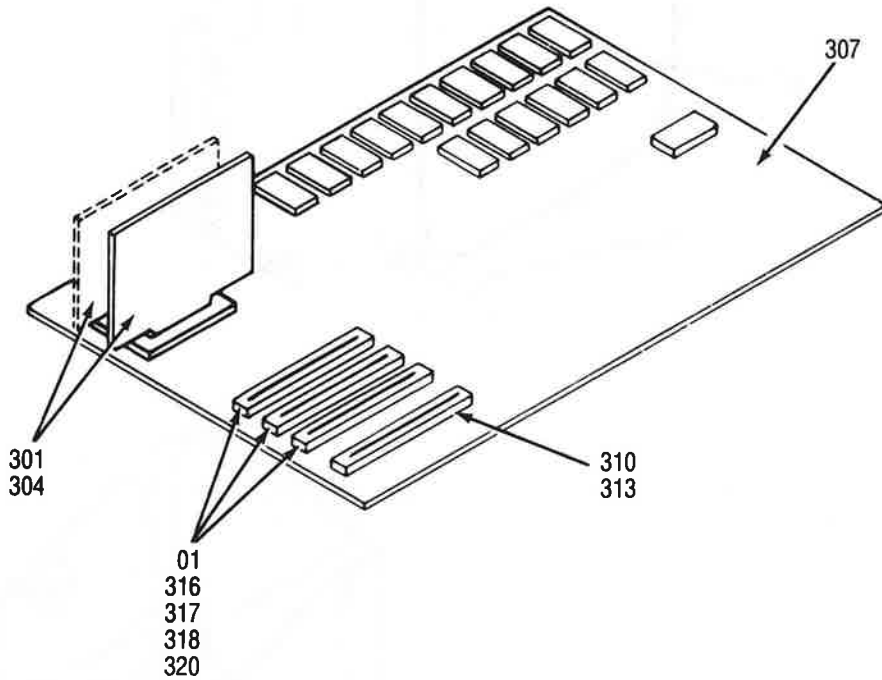
MICROCODE

MAJOR

340   **Microcode**

MINOR

01   Customer Support Function Diskette
02   Diagnostic Diskette
03   Processor/Basic Interpreter (ROS)
04   Teleprocessing Diskette
05   Wordprocessing Diskette
93   No Trouble Found
00   Other (Explain)

POWER-FERRORESONANT SUPPLY

MAJOR

600   **Power-Ferroresonant Supply**

MINOR

02   **Fuse/5V**
03   **Fuse/12V**
04   **Fuse/24V**
09   **Fuse/A.C.**
05   **Line Cord**
07   **Switch (On-Off)**
82   **Cables/Connectors**
93   **No Trouble Found**
99   **Unit Replacement**
00   **Other (Explain)**
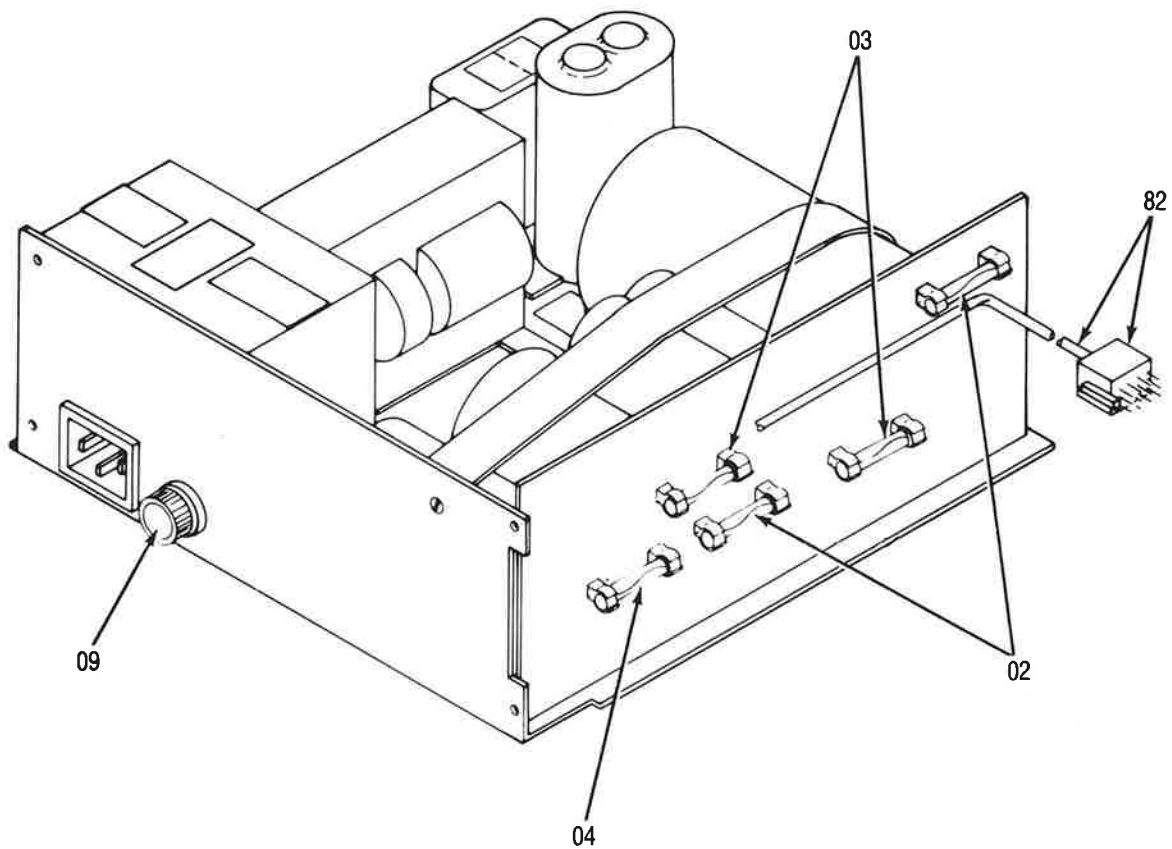
POWER-TRANSISTOR SWITCHING REGULATED (TSR)

MAJOR

601 **Power-Transistor Switching Regulated (TSR)**

MINOR

02   Fuse/5V
03   Fuse/12V
04   Fuse/24V
09   Fuse/A.C.
05   Line Cord
07   Switch (ON-OFF)
82   Cables/Connectors
93   No Trouble Found
99   Unit Replacement
00   Other (Explain)
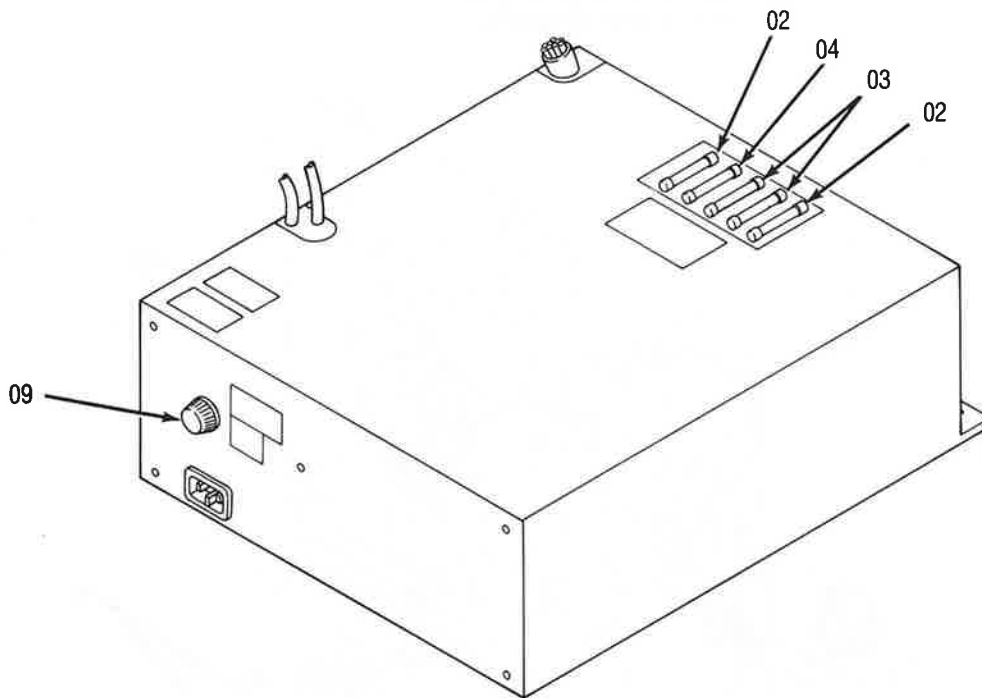
DISKETTE DRIVE (31SD)

MAJOR

823   Diskette Drive (31SD)

MINOR

11   A.C. Drive Motor
17   Band/Pulley/Clamp
14   Capacitor Assembly, A.C. Motor
05   Collet/Flat Spring Assembly
04   Control Card
21   Diskette Drive Assembly
03   Diskette Guide
02   Drive Belt
16   Fan Enclosure
15   Fan/Pulley Assembly
07   Head Carriage Assembly
08   Head Load Bail Assembly
09   Head Load Solenoid Assembly
13   Latch Assembly
10   LED/PTX Assembly
18   Shield
12   Stepper Motor
82   Cables/Connectors
93   No Trouble Found
99   Unit Replacement
00   Other (Explain)
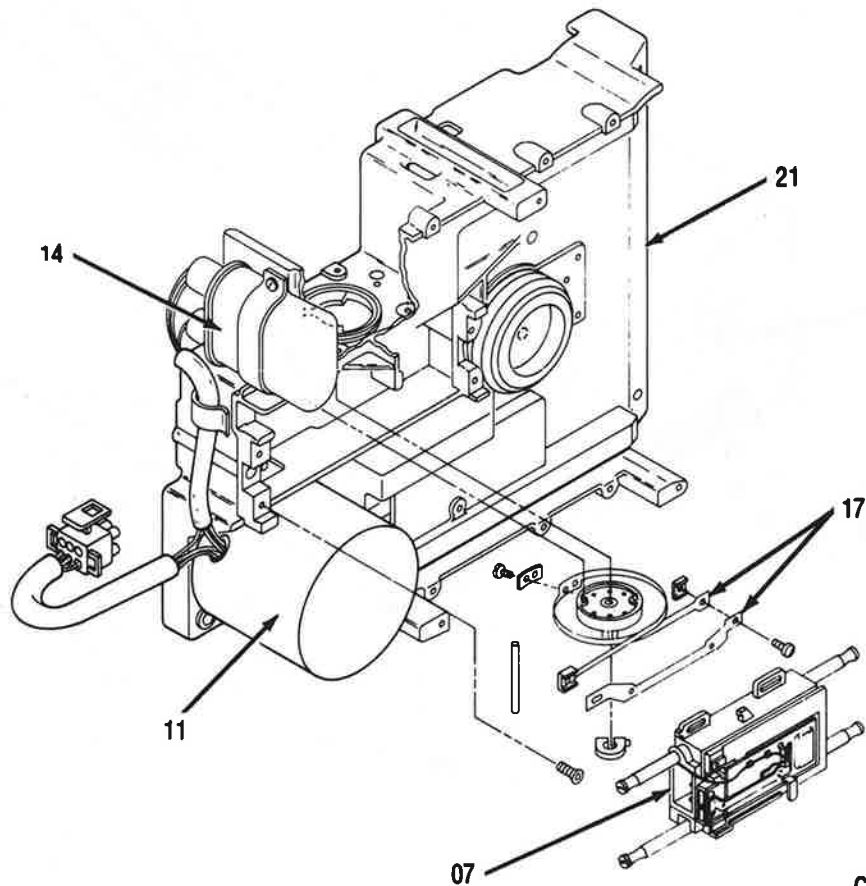
823 DISKETTE DRIVE (31SD)
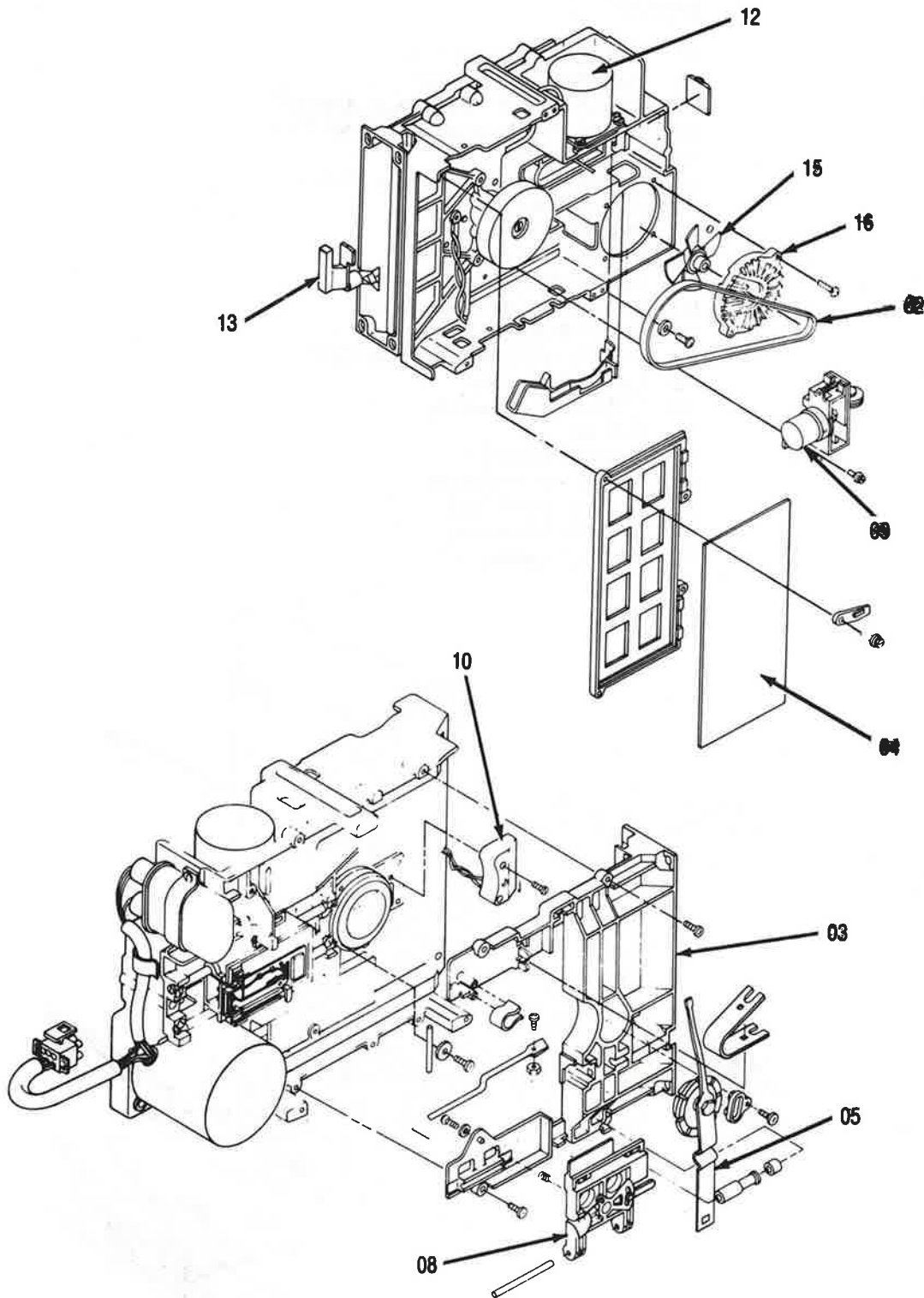
DISKETTE DRIVE (51TD)

MAJOR

825   Diskette Drive (51TD)

MINOR

11	A.C. Drive Motor
17	Band/Pulley/Clamp
14	Capacitor Assembly, A.C. Motor
05	Collet/Flat Spring Assembly
04	Control Card
21	Diskette Drive Assembly
03	Diskette Guide
02	Drive Belt
16	Fan Enclosure
15	Fan/Pulley Assembly
07	Head Carriage Assembly
08	Head Load Bail Assembly
09	Head Load Solenoid Assembly
13	Latch Assembly
10	LED/PTX Assembly
18	Shield
12	Stepper Motor
82	Cables/Connectors
93	No Trouble Found
99	Unit Replacement
00	Other (Explain)

14

825 DISKETTE DRIVE (51TD)
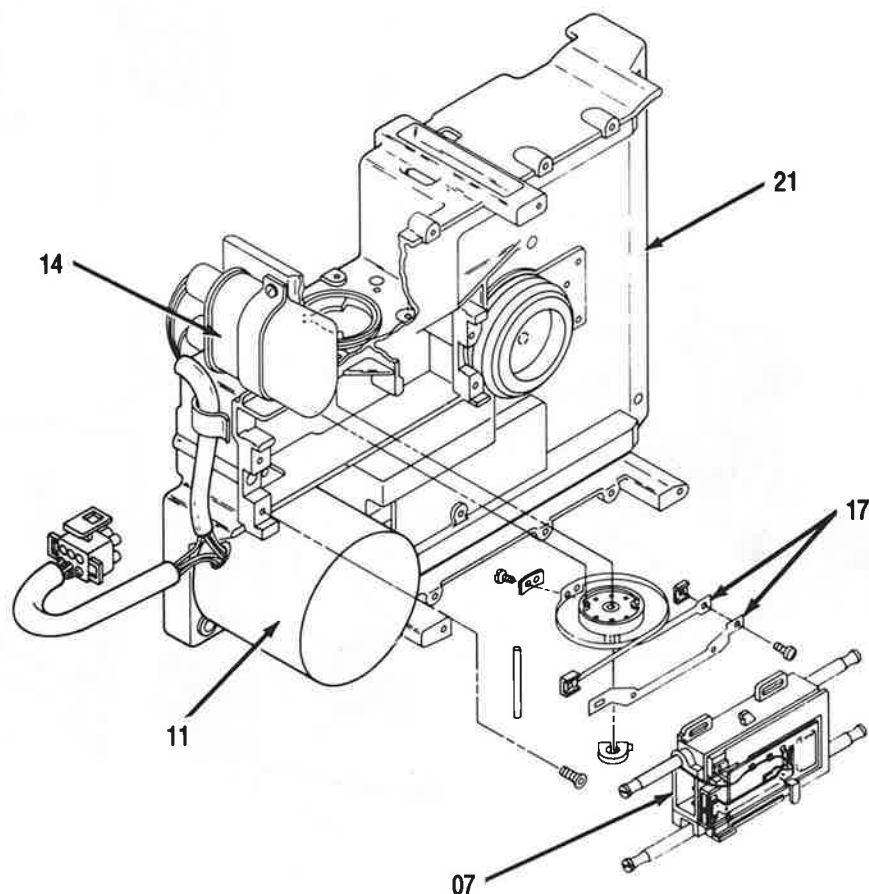
CUSTOMER RESPONSIBILITY/RPQ

MAJOR

870 Customer Responsibility (Use With Service Code 14 and 30 Only)

MINOR

01 Electrical/Mechanical Noise/ESD
02 Environment-Temperature/Humidity
03 Hardware Compatibility
04 Procedural Error
05 Programming Error
06 Power Failure/Incorrect Voltage (External)/PLD
07 OEM Equipment
08 Wiring Error (Customer)
09 Media (Paper, TP Facilities, Diskettes)
00 Other (Explain)

MAJOR

900 RPQ

MINOR

01 Extended Diskette Card
03 Extended Driver Card
05 External Monitor Card
82 Cables/Connectors
93 No Trouble Found
00 Other (Explain)

DATE	DESCRIPTION OF PROBLEM/ACTION TAKEN (RECORD ONLY INFORMATION ESSENTIAL FOR CONTINUED EFFECTIVE SERVICE)	EMPLOYEE NAME/INIT
	DESCRIPTION OF PROBLEM/ACTION TAKEN (RECORD ONLY INFORMATION ESSENTIAL FOR CONTINUED EFFECTIVE SERVICE)	EMPLOYEE NAME/INIT

IBM

CUSTOMER SERVICE DIVISION
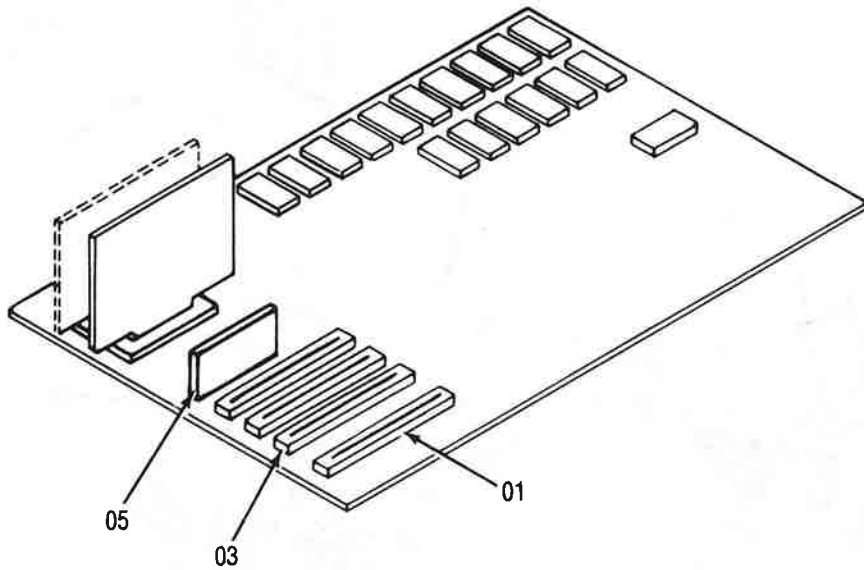
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