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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE: AlphaServer 800 UltraSCSI operation

DATE: 11 February 1999

INFORMATION BLITZ #: TD 2603-CR

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DEPARTMENT: SETS/RSE, MCS

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PRODUCT NAME(S) IMPACTED:

PRODUCT FAMILY(IES):

PRODUCT NUMBERS:

Storage _____
Systems X
Networks _____
PC _____
Software _____
Other (specify) _____

AlphaServer 800

PROBLEM STATEMENT:

An EEROM setting on the AS800 (54-24803-02) motherboard may be incorrect, causing the on-board SCSI controller to operate at a FAST10 mode instead of the UltraSCSI (FAST 20) mode.

PROBLEM SYMPTOMS:

Devices running in slower mode, users may also experience some disk errors when using the AS800 with the incorrect SCSI EEROM settings.

SOLUTION:

Process to Update EEROM on AS800 (54-24803-02) motherboard:

1. Obtain the most current AlphaSystem Firmware Update CD ROM.
Current version is V5.3.
2. Enter SRM console on system to be updated
3. At >>> , type ARC (this will enter ARC console)
4. From ARC console, press F2 key (this will go into AlphaBios Setup mode)
5. From the Alpha Bios Setup Screen, go to utilities, and select from sub category "Run Maintenance Program"
6. Put latest Firmware Update CD into CDROM
7. From the Maintenance program, enter program name:
\utility\eeromcfg and then hit tab key. Tab key will take the user to the line to choose location of program
8. Choose CD and then press Enter key
9. ISP1020/1040 EEROM Configuration Utility Screen should now appear

Select Virtual Slot 5 on ISP1020 note: This is the location of the AS800 on-board SCSI controller.
10. Press "0" (not zero) for okay
11. You should now be in the "Configure EEROM Parameter" screen. At this screen,

Select Default value and type "L" (for load)
12. Type "Y" for yes at warning screen. This will load the correct EEROM settings.
13. Type "X" to exit out of EEROM configuration utility
14. Power cycle system. This will save EEROM changes.

ADDITIONAL COMMENTS:

AlphaServer 800 systems, with a 54-24803-02 motherboard, shipped from Oct 14,1997 through February 7,1999 may be affected. Systems with a 54-24803-01 (FAST10) motherboard are not affected.

The location of the file can be found at:

<http://ftp.digital.com/pub/Digital/Alpha/firmware/readmes/v5.3/utility/>

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