[TD 2622-CR] UNIX Workaround for EV6 PAL Code Error - BLITZ

Unique Id: 009D54AF-A7142BE0-1C02A1

   SOURCE: Compaq Computer Corporation   INFORMATION   BLITZ

   INFORMATION BLITZ TITLE:

   UNIX Workaround for EV6 PAL Code Error

   DATE: 19-Mar-1999

   INFORMATION BLITZ #: TD 2622-CR

   AUTHOR: Tom Hayden

   E-MAIL: hayden@zk3.dec.com

   DEPARTMENT: UNIX Support Engineering Group

   ===

   PRODUCT NAME(S) IMPACTED: Compaq's DIGITAL UNIX V4.0E

    PRODUCT FAMILY(IES):

    PRODUCT NUMBERS:

Storage	___	_____
Systems	_X__	DS20, ES40, GS60, GS140
Networks	___	_____
PC	___	_____
Software	_X__	DIGITAL UNIX V4.0E
Other (specify)	___	_____

PROBLEM STATEMENT:

Compaq and Oracle recently received a few reports from their customers
of occurrences of a fatal Oracle error - ORA 600 [512] - when running
under DIGITAL UNIX V4.0E on Compaq GS60 and GS140 (EV6) systems.
This problem was not experienced on any other hardware platform or
operating system. This problem was not caused by the Oracle products in
use.

SOLUTION:

After an intensive investigation, a joint Compaq and Oracle hardware
and software engineering team has isolated the problem. Even though,
to date, the problem has occurred only on systems running Oracle, it is
not an Oracle problem. It is theoretically possible for the underlying

problem to occur on DIGITAL UNIX DS20, ES40, GS60, and
GS140 systems not running Oracle, though that has not happened to
the best of our knowledge.

The source of the problem has been identified as a flaw in a particular
path of the EV6 PAL code used in DS20, ES40, GS60, and GS140
systems running DIGITAL UNIX. Compaq has developed new PAL
code to fix this problem in these systems and is currently testing the
code extensively. A release date for the new PAL code is not yet
available.

In the meantime, as a temporary workaround, Compaq has developed
a change to DIGITAL UNIX V4.0E which will prevent the problem
from occurring. This workaround is now available from Compaq Services'
Product Support organizations. Please specify that you need the "UNIX
Workaround for the EV6 PAL Code Error".

\ In the customer viewable portion of this Blitz, customers are
\ being notified that this workaround is now available from Compaq
\ Services' Product Support organizations. Customers are being advised
\ to request the "UNIX Workaround for the EV6 PAL Code Error".
\ It is important that we track every customer who receives this
\ workaround. Compaq product support groups which receive requests
\ for this workaround must request it on a case-by-case basis via
\ e-mail to the USEG (UNIX Support Engineering Group). Please send
\ your requests to:
\   unxev6wa@zk3.dec.com
\ In the e-mail request you must include: the name of the Compaq
\ employee making the request to USEG, the CHAMPS or other problem
\ tracking system ID of the customer's original request, the
\ customer's company and address, and a person at the customer site
\ who can be contacted if needed.
\ USEG's response will include a pointer to where the workaround can
\ be obtained.

NOTES:

     (1) DIGITAL UNIX V4.0E Patch Kit 1 (BL1) must be installed
     before this workaround is applied.

     (2) This workaround must be be applied to all DS20, ES40, GS60,
     and GS140 systems running DIGITAL UNIX until the new EV6
     PAL code becomes available.

     (3) All DS20, ES40, GS60, and GS140 systems running DIGITAL
     UNIX must be upgraded to the new EV6 PAL code when it
     becomes available.

     (4) The UNIX workaround must be removed when the new EV6
     PAL code is installed.

ADDITIONAL INFORMATION:

Compaq will announce the availability of the corrected EV6 PAL code.

```
<>UPDATE /TEXT_UPDATE/UNIQUE_IDENTIFIER="009D54AF-A7142BE0-1C02A1"-
 /TITLE="[TD 2622-CR] UNIX Workaround for EV6 PAL Code Error - BLITZ"-
 /BADGE=(AUTHOR="999997",ENTER="134779",MODIFY="134779",-
 EDITORIAL_REVIEW="134779",TECHNICAL_REVIEW="999997")-
 /NAME=(AUTHOR="TOM HAYDEN",ENTER="LORETTA LIGHT",-
 MODIFY="LORETTA LIGHT",EDITORIAL_REVIEW="LORETTA LIGHT",TECHNICAL_REVIEW="TOM HAYDEN
 /DATE=(AUTHOR="18-MAR-1999",ENTER="18-MAR-1999",-
 EXPIRE="18-MAR-2001",FLASH="18-MAR-1999",MODIFY="19-MAR-1999",-
 EDITORIAL_REVIEW="18-MAR-1999",TECHNICAL_REVIEW="18-MAR-1999")-
 /GEOGRAPHY="USA"/SITE="EIRS"/OWNER="TIM-BLITZ"-
 /FLAGS=(USA_CUSTOMER_READABLE,NOPOST_MESSAGE_DISPLAY,NOLOCAL,-
 EUR_CUSTOMER_READABLE,GIA_CUSTOMER_READABLE,NOINIT_MESSAGE_DISPLAY,-
 EDITORIAL_REVIEWED,FIELD_READABLE,FLASH,TECHNICAL_REVIEWED,READY)
```