

Unique Id: 009D9133-875AAFC0-1C02A1

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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE:

UPDATE on AlphaStation 500 Firmware Upgrade Problem with Console Update Image AS500_V7_0.EXE, .SYS (from V5.4 Firmware Update CD)

DATE: June 18, 1999

INFORMATION BLITZ #: TD 2658-CR-A

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DEPARTMENT: AlphaServers, HPSD

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PRODUCT NAME(S) IMPACTED: AlphaStation 500

PRODUCT FAMILY(IES):

Storage
Systems X
Networks
PC
Software
Other (specify)

PRODUCT NUMBERS: AlphaStation 500

PROBLEM STATEMENT:

Performing a firmware update on an AlphaStation 500 System using the AlphaSystems Firmware Update CD V5.4 may render the system inoperable, due to a problem in the FLASH Prom programming routine in the AS500_V7_0.EXE/.SYS update image, which contains the latest Console Firmware V7.0-10. The problem is intermittent, and may fail frequently, infrequently, or not at all on a given system. The problem exists whether the image is booted via the CD, or from a floppy, or from the network.

PROBLEM SYMPTOM:

(first screen) :

Current Version - SRM v6.9-5

New Version - SRM v7.0-10

```
Update Full ROM      ( <-- user selected Full ROM )
Update SRM ROM
Update ARC ROM
Main Menu
```

(second screen) :

```
APU-I ARE YOU READY TO PROGRAM (SRM  ) ROM DEVICE ? (Y/N) y
APU-I PRECHARGING (SRM  ) ROM DEVICE
APU-I ERASING (SRM  ) ROM DEVICE
APU-I PROGRAMMING (SRM  ) ROM DEVICE
WARNING: Rom 1 Pgm Fail, Offset 0x28f7d, Exp 0x10, Act 0x0
```

Press RETURN to continue

(At this point, the FLASH is corrupted, and when the user cycles the power, the system will fail to start the Console, thus rendered inoperable. The only way to recover at this point is to move the jumper on the system board from position J11 to J13, and boot a recovery floppy containing an older update image which does not have the problem. After that, the jumper must be returned to J11 for normal operation).

SOLUTION:

Since this Blitz was first issued (on 3-June-1999), a corrected firmware update utility image has been created, and it is available on the Alpha Systems Firmware Web Page at:

<http://ftp.digital.com/pub/Digital/Alpha/firmware/interim/as500>

The corrected image is called AS500_V7_0A.EXE (and .SYS). It contains the official released SRM Console V7.0-10, as before, however the Update Utility has been fixed to work correctly. These files can be used as described in the update instructions which can be found at:

<http://ftp.digital.com/pub/Digital/Alpha/firmware/readmes/alpha500.html>

```
*****< NOTE >*****
*
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```

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