FCO Implementation Instructions

MCS PM&D Contact: Robert O'Malley   **DTN: 276-9109**

Affected Units:

	PB2GA-JC	PB2GA-JD
Americas:	3553	197
Europe:	1989	110
APA:	1065	60
TOTAL:	6607	367

PBU FCO Implementation Requirements:

      Warranty Customers: All AlphaServer 4100/4000 customer with PB2GA-JC and PB2GA-JD qualify for a no charge , on-site, replacement of their PB2GA-JC or PB2GA-JD Video module, revision B01 or lower.

      Contract Customers: All systems that shipped are still under warranty. It is expect that all customer who need this FCO will be identified over the duration of this FCO, 6 months.

      Non-Warranty/Non-Contract Customers: NA

      Product Business Unit Channels Inventory: Inventory between Digital and any channel should be handle through normal channel exchange process. System install at a customer location fall under the Warranty T&C

Required FCO Completion Date : July 1, 1998

Special Action and Considerations: This FCO should be installed only systems where symptoms are present and when possible in conjunction with other site activity.

FCO Customer Applicability Document

Field Change Order Number: PB2GA-JX-F001
Authors: Robert O'Malley
Tel. No.: dtn 276-9109
Internet Address: OMALLEYR@MAIL.DEC.COM

Applicability: This FCO applies to all AlphaServer 4100/4000 system with PB2GA-JC/JD (Trio 64) Video cards with module revision below C01.

Problem Statement: AlphaServer 4100/4000 systems with PB2GA-JC/JD (Trio 64 V+) Video Adapters intermittently failing during initialization due to PCI data parity errors. And potentially drop system performance resulting in a system crash because of excess parity errors during operation.

Symptom: During system initialization the AlphaServer 4100/4000 system will report the following messages on the operator console:

> I/O detected PCI bus data parity error on IOD0
> It is recommended that you set pci_parity off and reset your machine.

NOTE: The recommendation in the above message is obsolete, engineering does not recommend changing the pci_parity environment variable. Use the console command "show pci_parity" to examine the state of the environment variable, if off enable PCI parity with the following console command, "set pci_parity on".

Solution: The problem with the PB2GA-JC/JD has been fixed with the a new version of the BIOS, system that are showing the above symptom should have the video card replaced.

Reference the following table to determine the revision of the BIOS on PB2GA-JC/JD graphics adapter.

Option	old	new	30 class PN	Ram size	old BIOS	new BIOS	EQ kit
PB2GA-JC	B01	C01	30-48118-01	1 Mbyte	2.16.07	2.16.08	EQ-01759-01
PB2GA-JD	B01	C01	30-48118-02	2 Mbyte	2.36.07	2.36.08	EQ-01760-01

> **BIOS** ROM location if holding video card with component side up with fingers to the right is in the lower left hand corner, and will be labeled with the BIOS rev as in the table.

Additional Information: Systems shipping after October 15 should have the upgraded modules installed

Quick Check: PB2GA-JC/JD module contains BIOS revision 2.16.08/2.36.08.

Pre/Co-Requisite FCO: NONE   **MTTI Hrs**: .5

Tool/Test Equipment: No special tools required

FCO Parts Information:

FCO KIT Number	DESCRIPTION OF CONTENTS
FA-05094-01	Customer applicability Document
EQ-01759-01	PBG2A-JC rev C01 or higher
FA-05095-01	Customer Applicability Document
FA-01760-01	PBG2A-JD Rev C01 or higher

Installation Procedure:

C A U T I O N : Use ALL ESD safety precautions to prevent DOA's on material in kit. The module, as with all modules, contain electrostatic discharge sensitive devices (ESDS).   The use of the Velostat Kit or ESD module box is essential to prevent damage which may not be noticed immediately.

Install FCO kit
----
a. Remove the PB2GA-JC/JD graphics module from PCI slot.
b. Replace the PB2GA-JC/JD graphics module as specified in this FCO.
c. Power-up system and verify functionality.