PRODUCT NAME(S) IMPACTED: AlphaServer GS60/GS140

PRODUCT FAMILY(IES):
Storage
Systems  X
Networks
PC
Software
Other (specify)

PRODUCT NUMBERS: AlphaServer GS60, AlphaServer GS140

PROBLEM STATEMENT:
Following the standard procedure to boot the AlphaSystems Firmware Update CD V5.4 on AlphaServer GS60 and GS140 systems may intermittently fail.

PROBLEM SYMPTOM:
After booting the CD and after the program reports

"Starting new console, Please wait a minute..."

an error message like the following example may sometimes be reported:

*** Console Error, CPU 4, Restarting ***
halt code = 2, PC = 1a730
SOLUTION:

If this occurs on your system, you can use the CD to perform the firmware update, by using the following workaround procedure:

1) Re-initialize the system via the "init" console command.

2) Enter the "lfu" command at the console prompt, and respond to the prompts as shown in the following example:

P00>>>lfu

***** Loadable Firmware Update Utility *****

Select firmware load device (cda0, dva0, ewa0), or
Press <return> to bypass loading and proceed to LFU: cda0

Please enter the name of the firmware files list, or
Press <return> to use the default filename [GS140FW]: <hit enter key>

Copying GS140FW from DKB400.4.0.6.1 .
Copying [gs140]T6README from DKB400.4.0.6.1 .
Copying [gs140]T6SRMROM from DKB400.4.0.6.1 ..
    <etc., etc., Firmware Update Program starts>

3) From this point on, you can run the update program in the normal manner.

ADDITIONAL COMMENTS:

The problem will be corrected in the next release.

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