HEWLETT PACKARD

A3499A and A3564A Memory Upgrade Notice

Please read this document **BEFORE** installing additional memory into your HP 9000 D Class Server. There are two software components that are required for the Memory Upgrade. They are a diagnostic update (or patch), and a Processor Dependent Code (PDC) update.

The Support Media contains offline diagnostics (ODE), online diagnostics (Support Tool Manager or STM), and the recovery system. *The STM must be loaded from the Support Media after the operating system is installed and diagnostic patches dated after 5/1/96 must be loaded last.* The correct PDC firmware must also be resident for the A3499A and A3564A memory to run on your system.

NOTE

If you have any diagnostic patches dated after 5/1/96, please ensure you have the patches available to re-install when the procedures in this document are complete.

Example:
1. Operating system is up and running.
2. Find the newest Support Media included with the Operating System update or June 1996 Application Release, and install it into the system.
3. Re-install diagnostic patches dated after 5/1/96.

HP-UX Patches

Depending on which release of HP-UX operating system is on your computer, and which memory upgrade your are installing, determines which patch to install:

HP-UX Release	10.01	10.10	PDC Revision
Models D200, D210, or D310, with 64MB memory	PHSS_6795	PHSS_6797	36.12 or later
Models D250, D260, D350, or D360, with 64MB or 256MB memory	PHSS_6795	PHSS_6797	36.20 or later

NOTE

Models D200, D210, and D310, do not support the 256MB memory upgrade.

The PHSS_6795 or PHSS_6797 patches are required for memory diagnostics and error logging to function with the added memory. The PDC firmware patch is needed for A3499A or A3564A memory to function.

Obtaining Software Patches for HP-UX Operating Systems

Hewlett-Packard routinely responds to defect reports by creating HP-UX software "patches." Access to these HP-UX patches is available via free subscription to a special e-mail address on the Internet called HP SupportLine. This service is also accessible via the World Wide Web, CompuServe, direct Internet access or via dial-up modem in the U.S. and Canada. Subscribing to the HP SupportLine patch service offers you:

- Patch notification digests sent automatically when they are published.
- An archive list of patches issued prior to subscription.
- Copies of the HP SupportLine User's Guide.
- Patches if your configuration supports them.

An HP Support Contract is not required to subscribe to this patch notification/retrieval e-mail service. How to subscribe to HP SupportLine Patch notifications:

Electronic Mail: To automatically receive future NEW patch notifications from the HP SupportLine, send an e-mail message (no SUBJECT line required) to:

support@support.mayfield.hp.com

The TEXT portion of the message should contain instructions for what type of service you want:

- To ADD your name to the subscription list for NEW Patches, type the following text on a single line:

subscribe hpux_800_patch

- To get a copy of the HP SupportLine User's Guide, type the following (on a single line):

send guide.txt

Via World Wide Web: Use a World Wide Web browser and access the following URL:

http://support.mayfield.hp.com

Click on the Browse Patches button to see the available patch topics.
To subscribe to patch digests, click on the word **subscribe** and follow the instructions.

Via CompuServe: Type

Go HPSL

Via Direct Internet: Type

telnet support.mayfield.hp.com **or** *192.6.148.19*

If you do not have a system handle and password, type **hpslreg** at the login prompt. You will be assigned a system handle and a password, and you will be prompted for responses.

Type **hpsl** at the login prompt. After you have logged in, you may review and download patches as appropriate.

Via Modem Access: Call (415) 691-3680

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If you have a system handle and password, type **hpsl** at the login prompt. After you have logged in, you may review and download patches as appropriate.

Checking PDC Version

To confirm the version of PDC that is resident on your system, follow the steps listed:

1. Log on as root, and enter `reboot -r`. This reboot command will shutdown the system and reboot it.

2. If AUTOBOOT is on, you will see the following display:

    Process is starting autoboot process
    To discontinue, press any key within 10 seconds.

    At this point, press any key within 10 seconds to interrupt the boot process, and go into the Boot Console Handler (BCH).

3. When the main menu prompt is displayed enter the Information menu with the (`in`) command.

    MAIN MENU: Enter command or menu> in

4. When the Information Menu prompt is displayed, enter the firmware version (`fv`) command.

    Information Menu: Enter command> fv

The system will respond with the current PDC version. For Models D200, D210, and D310 the version should be 36.12. For models D250, D260, D350, and D360 the version should be 36.20. If the version numbers do not match, your PDC firmware needs to be updated to the correct version.

5. Once the revision is verified return to the Main Menu by entering the (`ma`) command.

    Information Menu: Enter command> ma

6. When the Main Menu prompt appears, boot the system with the (`bo`) command.

    MAIN MENU: Enter command or menu> bo

Allow the system to go through the normal boot process.

Obtaining the Correct Firmware Patch

The firmware Patch for Models D200, D210, and D310 is PF_CULL3612. The Firmware patch for Models D250, D260, D350, and D360 is PF_CULT3620. You can obtain the firmware patch by several methods, Email, World Wide Web, or HPSL via FTP.

Downloading the Firmware Patch via Email

Send the following in the text portion of an email message to support@support.mayfield.hp.com (no subject is required:

```
send PF_XXXXXXXX
```

Where `PF_xxxxxxxx` is either the PF_CULL3612, or PF_CULT3620 depending on the model number of your system.

NOTE

An additional file, **patch_maker**, will be sent. This file will assist you in assembling your patch file.

Downloading the Firmware Patch via the World Wide Web

To access and download the appropriate patch, perform the following steps:

1. Connect to the HP SupportLine World Wide Web service home page at URL:

    ```
    http://us.external.hp.com/patches/html/ptc_firmware.html
    ```

2. Search on the subject `CPU Patches` to locate PF_CULL3612 or PF_CULT3620.

3. The selected patch must be downloaded from HP SupportLine onto a system that has HP-UX as the operating system.

4. Follow the instructions in the `Readme` file to create a bootable tape and to update PDC.

Downloading the Firmware Patch From HPSL via FTP

There are three parts to this method, they are:

1. Downloading the firmware patch using FTP.
2. Obtaining an HPSL account.
3. Configuring the HPSL account.

Downloading the Firmware Patch using FTP

1. Connect to HPSL via ftp. You must initiate from an open subnet system as:

    ```
    >ftp us.external.hp.com
    ```

2. Enter your assigned ftp login at the `Name` prompt.

NOTE

If you do not have an assigned ftp login for HPSL, follow the instructions in the next two sections, or refer to the HP SupportLine User Guide (p/n 50718-90020).

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3. Enter your assigned ftp password at the `Password` prompt.

4. Download the appropriate patch:

    ```
    > get /firmware_patches/hp/cpu/PF_CULL3612  /tmp/PF_CULL3612
    ```

5. Disconnect from HPSL:

    ```
    > quit
    ```

Obtaining An HPSL Account

1. Connect to HPSL via telnet by entering:

   > `telnet us.external.hp.com`

2. Type `hpslreg` at the login prompt.

3. Answer the questions and be sure to write down the system handle and password that you are assigned at the end of the registration process. This information will be requested each time you access HP SupportLine.

Configuring The HPSL Account

1. Connect to HPSL via telnet by entering:

   > `telnet us.external.hp.com`

2. Type `hpsl` at the login prompt.

3. Enter your assigned system handle at the `Please enter system handle` prompt.

4. Enter your assigned password at the `Enter Password` prompt.

5. Select "Patch Support Information" from the Top menu.

6. Select "retrieve patch file transfer login" from the Patch Support Information Menu.

7. Set the transfer method to ftp.

8. Write down the patch file transfer login, it will be used when accessing HP SupportLine via ftp.

9. Exit HP SupportLine by typing `exit`.

10. You may now connect to HP SupportLine via ftp as described above.

Firmware Patch installation instructions are contained in the readme file that comes with the patch file. If you have questions or problems with any of the procedures in this notice, contact your local HP Service Representative.