



Technical Bulletin

(1006583 Rev. A)

October 24, 2007

Models Affected:

1005972 SV-4002-X2
1006255 SV-4002-X2
1006297 SV-2003-X2
1006332 SV-4002-X2
1006333 SV-4002-X2
1006394 SV-4002-X2

Serial Numbers Affected:

146258, 146329, 146413, 146414, 146450, 146451, 146452, 146453, 146488, 146489, 146490

Details:

The system blue screens when loading Microsoft 2003 (32 or 64-bit), Small Business Server 2003, or XP 32-bit without an integrated service pack.

Component Part Numbers (if required):

1005845 MB,S5000PAL,RETAIL
1005857 MB,S5000PSLSATA,RETAIL
1005988 MB,S5000XVNSATA,RETAIL
1006271 MB,S5000PSLSAS,RETAIL
1006530 MB,S5000XVNSATA,REFRESH,RETAIL
1006531 MB,S5000PSLSATA,REFRESH,RETAIL
1006532 MB,S5000PSLSAS,REFRESH,RETAIL
1006533 MB,S5000XVNSAS,REFRESH,RETAIL
1006545 MB,S5000PAL,REFRESH,RETAIL

Solution:

1. Install Microsoft Windows and the service pack prior to updating to BIOS 79 or 81.
 - a. Windows 2003 requires Service Pack 1
 - b. Windows XP requires Service Pack 2
2. Use an installation that includes the integrated service pack
 - a. Windows 2003 requires Service Pack 1
 - b. Windows XP requires Service Pack 2
3. Continue using BIOS 76