[TD 2730-CR] SMARTengine/Alpha 21264 PCI/ISA SBC W/Tru64 UNIX V4.0F - BLITZ

Unique Id: 009E28EA-896F1360-1C02A1

SOURCE: Compaq Computer Corporation   INFORMATION   BLITZ

INFORMATION BLITZ TITLE: SMARTengine/Alpha 21264 PCI/ISA SBC
running Tru64 UNIX V4.0F stops responding to serial lines

DATE: 9-December-1999

INFORMATION BLITZ #: TD 2730-CR

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DEPARTMENT: UNIX Software Division

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     PRODUCT NAME(S) IMPACTED: SMARTengine/Alpha 21264 PCI/ISA
                                Single-Board Computer

     PRODUCT FAMILY(IES):   PRODUCT NUMBERS:

     Storage   ___   _____
     Systems   _X_   Alpha 21264 SBC
     Networks   ___
     PC   ___   _____
     Software   _X_   Tru64 UNIX V4.0F
     Other (specify) ___   _____

 PROBLEM STATEMENT:
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 The SMARTengine/Alpha 21264 PCI/ISA Single-Board Computer (SBC) stops
 responding to its serial ports (COMA and/or COMB).

 CONFIGURATIONS AFFECTED:
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 All SMARTengine/Alpha 21264 PCI/ISA SBCs running Tru64 UNIX V4.0F.

 PROBLEM SYMPTOM:
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 Intermittently, a SMARTengine/Alpha 21264 PCI/ISA SBC system may not
 respond to its serial ports, COMA and/or COMB. Although the system will
 continue to respond to network pings and will accept serial input, its

serial output will hang.

 PROBLEM SOLUTION:
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Compaq's Tru64 UNIX Support Engineering has developed a patch that
resolves this problem. This patch is MANDATORY for all
SMARTengine/Alpha 21264 PCI/ISA SBC systems running Tru64 UNIX
V4.0F.

PLEASE NOTE: Tru64 UNIX V4.0F Patch Kit 2, or later, MUST be installed
before this patch is installed.

 TO OBTAIN THE PATCH:
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To obtain the patch, please contact your Compaq services provider and
have them escalate to the Tru64 UNIX Support Engineering group a
Severity 2 IPMT case which asks for this patch. Please have them include
the title of this Blitz in the escalation. This process is necessary to
ensure that no conflict exists between this patch and patches which may
already
be installed on your system(s).

In the IPMT case, please provide a pointer to 'sys_check -escalate' output
from the related system, per Compaq's normal Tru64 UNIX remedial service
escalation practices.

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