

intel® Technical Advisory

TA-570-0

5200 NE Elam Young Parkway
Hillsboro, OR 97124

June 13, 2002

NIC EEPROM incorrectly programmed on the Intel® Server Board SE7500CW2 82550PM 10/100 on-board NICs.

Information in this document is provided in connection with Intel products. No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document. Except as provided in Intel's Terms and Conditions of Sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right. Intel products are not intended for use in medical, life saving, or life sustaining applications. Intel may make changes to specifications and product descriptions at any time, without notice. The **SC5200 Chassis or SE7500CW Server board** may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Products Affected

PBA	TA	MM#	Prod Code
A87967-502	A88031-502	845413	BCWBB (rev 01)
A87967-502	A88029-001	845398	SE7500CW2
A87967-503	A88031-503	845413	BCWBB (rev 01)
A87967-503	A88029-002	845398	SE7500CW2
A87967-503	A88030-001	845399	SE7500CW2SCSI

Description

Intel has discovered that the 82550PM NIC EEPROMs were programmed incorrectly on boards listed above. The NIC will still provide basic functionality, however, advance functions such as adapter teaming and fail-over supported by the onboard 82550PM dual onboard NIC will not function correctly. This means that if teaming is defined in the Operating System and if one of the onboard 82550PM NICs fails, network connectivity may be lost.

In addition, Microsoft Windows based operating systems will incorrectly identify the adapter in device manager as a "Mobile Combo #1 or #2 Adapter." When the 82550PM NIC EEPROM is correctly programmed, Microsoft Windows* 2000 will identify the NIC as an "Intel® 8255X 10/100 Adapter."

Root Cause

The 82550PM NIC EEPROMs were incorrectly programmed at the factory on initial SE7500CW2 board builds.

Corrective Action / Resolution

SE7500CW2 boards are now being programmed at the factory with the correct NIC EEPROM information. The problem is resolved on the following minimum level of boards:

PBA	TA	MM#	Prod Code
A87967-504	A88031-504	845413	BCWBB (rev 01)
A87967-504	A88029-003	845398	SE7500CW2
A87967-504	A88030-002	845399	SE7500CW2SCSI

intel® Technical Advisory

TA-570-0

5200 NE Elam Young Parkway
Hillsboro, OR 97124

June 13, 2002

Workaround

Intel Corporation recommends that customers download the utility **cwnicupd.exe** from the support site (<http://support.intel.com>) and run the utility as described below on all boards revisions listed in the Products Affected section prior to installing the operating system (OS). This utility will update the embedded Intel® 82550PM EEPROM controllers on the SE7500CW2 server boards.

The NIC update may create the need to re-install your OS. This is because the sub-system Device ID's may change with the update, and currently installed OSs may not be able to recognize different hardware Device ID's. The currently installed OS may not be able to accept the reprogrammed changes. The symptom is the OS will not reboot after reprogramming and BIOS will report the error of "No operating System Found" even though the OS hard-drive is fully functional.

Also, the EEPROM NIC update may change the current settings of the network controllers in certain operating systems. It is also recommended that the EEPROM update occur prior to loading the correct NIC drivers the OS.

Instructions for update:

1. Create a bootable floppy disk with on a DOS based system with either the **sys a:** or **format /u /s a:** command.
2. Download the cwnicupd.exe from Intel's support site (<http://support.intel.com>)
3. Copy the cwnicupd.exe file onto bootable floppy created in step 1 (i.e. **copy c:\cwnicupd.exe a:**).
4. Remove all add-in adapters from system
5. Make sure that ATA controller and Intel 82550's are enabled in BIOS
 - a. Reboot with **<CTRL+ALT+DEL>** key sequence.
 - b. Press **<F2>** to enter BIOS
 - c. Use the Arrow keys to select "**Advanced**" the "**On Board Device**"
 - d. You will see the onboard RAID, NIC1, and NIC2 devices mentioned here. They all need to be **<enabled>** or the cwnicupd.exe will fail to reprogram the EEPROM.
6. Boot system to DOS
7. Type **<cwnicupd>** at the DOS prompt. If your successful it will say successful reprogram of NIC EEPROM. Otherwise start for step 1 and make sure you don't have an OS installed or adapter cards installed.
8. Remove power cables from system for 10 seconds
9. Reboot and install the OS.

Please contact your Intel Sales Representative if you require more specific information about this issue.
Enterprise Platforms & Services Division
Intel Corporation