

intel® Technical Advisory

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Microsoft* Windows* Server 2003 PCI Hot Plug Dependency with the Intel® Server Board SSH4 BIOS P12

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Products Affected

BSHBASE, SSHCBPE, SSHCBBK, SSHDVRBK

Description

When updating from SSH4 BIOS P08 to SSH4 BIOS P12 on a system with an existing Microsoft* Windows* 2003 Server installation a blue screen with the stop message "Inaccessible Boot Device" has been observed. Flashing back to SSH4 BIOS P08 mitigates the condition.

Root Cause

The root cause of the issue is that **after** BIOS P08 the ACPI tables that contain the active PCI Hot Plug (PHP) driver were realigned to remedy a PERR/SERR condition caused by Microsoft* Windows* 2003's placement of the call to the PHP driver. This only affects existing operating system installations. This condition does not affect **new installations** of Microsoft* Windows* Server 2003.

Corrective Action / Resolution

Prior to upgrading to SSH4 BIOS P12 on a system with an existing Microsoft* Windows* 2003 server installation the user should go into the operating system Device Manager and delete the IBM* PCI PHP driver. Upgrade the SSH4 BIOS to P12 and re-install the IBM* PCI PHP driver this can be achieved by restarting Microsoft* Windows* 2003* in safe mode and re-installing the PHP driver from the operating system CD.

Workarounds

Perform a re-install of Microsoft* Windows* Server 2003 from the original operating system CD using the **Repair Install** option. Microsoft* Windows* Server 2003 will only install the drivers it needs. No other settings or programs will be affected.

Please contact your Intel Sales Representative if you require more specific information about this issue.

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