



*This Technical Advisory describes an issue which may or may not affect the customer's product*

# Intel Technical Advisory

TA-0999-1

5200 NE Elam Young Parkway  
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## **ADD-IN VIDEO DOES NOT DISPLAY UNLESS ONBOARD VIDEO IS DISABLED**

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### **Products Affected**

The following Intel® Server Boards:

- Intel® Server Board S2600CP family
- Intel® Workstation Board W2600CR family
- Intel® Server Board S2600IP family
- Intel® Server Board S2600GZ/GL family

The following Intel® Server Systems:

- Intel® Server System P4000CP family
- Intel® Server System P4000IP family
- Intel® Workstation System P4000CR family
- Intel® Server System R1000GZ/GL family
- Intel® Server System P2000GZ/GL family
- Intel® Server System H2000JF family
- Intel® Server System H2000WP family

### **Description**

The add-in video device may not display on the above mentioned Intel® Server/Workstation Boards and Systems after upgrading the BIOS version to R01.02.0003, R01.02.0004 or R01.02.0006.

### **Root Cause**

The existing output video policy in the above BIOS versions put the onboard video device as the 1<sup>st</sup> priority. The system may not automatically switch the display to the add-in device unless onboard video is disabled.

### **Corrective Action / Resolution**

This issue is planned to be fixed in a future BIOS release and will be implemented in the Intel factory product in the June 2012 timeframe. The new System Update Package (SUP) with new BIOS version will be posted on the [downloadcenter.intel.com](http://downloadcenter.intel.com) website around the middle of June 2012.

### **Workarounds**

A possible workaround for this is to switch the cable to onboard video output port and disable the onboard video device under advanced- PCI configuration in BIOS setup. For the workstation board and system, users need to connect the front VGA header to make this change.

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