intel® Technical Advisory

TA-580-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 18, 2002

Windows* NT 4.0 won't install with SE7500CW2 production BIOS v1.10 or v1.11

*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 **SE7500CW2 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	849161	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

SE7500CW2 BIOS prior to BIOS release v1.12 will not allow for a successful installation of Windows NT. 4.0. BIOS 1.12 contains specific changes to allow for the installation of Windows* NT 4.0 Server.

Root Cause

In BIOS v1.10 and v1.11, a boot floppy or CD installation of Windows* NT 4.0 Server does not work correctly. The problem is due to an incompatibility with Windows* NT 4.0 Server's implementation of extended memory. This does not affect any Windows* 2000 based installs, or other Operating Systems supported on SE7500CW2 baseboard.

Corrective Action / Resolution

SE7500CW2 boards require an upgrade to BIOS v1.12 that is readily accessible on http://support.intel.com. Intel will be implementing BIOS 1.12 into all production boards starting in August 2002. These boards will be identifiable by their PBA number. Please see chart below for details:

PBA	TA	MM#	Prod Code
A87967-504	A88031-504	849161	BCWBB (rev 01)
A87967-504	A88029-003	845398	SE7500CW2
A87967-504	A88030-002	845399	SE7500CW2SCSI

Workaround

intel®Technical Advisory

TA-580-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 18, 2002

Update to BIOS 1.12 or later, then follow the instructions below for a successful installation of Windows NT 4.0.

System Requirements

- SE7500CW2 Baseboard PBA number A87967-501 or later
- SE7500CW2 BIOS version 1.12 or later
- SE7500CW2 System Resource CD release A86335-004 or later
- Promise FastTrack100 ™ Controller driver version 2.00.0140.2 or later
- Blank or formatted IDE hard drive(s) attached to the RAID IDE connector(s)

Prerequisite

- Configure your RAID array on the Promise controller.

Windows* NT 4.0 Server and Service Pack 6a Installation

1. Press **<F2>** during POST to enter BIOS setup
2. Under the "Advanced menu," configure the following settings:

   a. Installed O/S: [NT4]
   b. NT4 Installation Workaround [Enabled]

3. Press **<F10>** to save and exit BIOS setup
4. Insert the "Windows* NT 4.0 Server" CD into the CD-ROM drive
5. Press **<F6>** when the following message is displayed, "Setup is inspecting your computer's hardware configuration …"
6. Insert the "Promise FastTrack100 ™ Controller" diskette into the floppy drive then press **<S>**
7. Select "Other" then press **<ENTER>**
8. Press **<ENTER>** again to continue with the installation
9. Select "WinNT Promise FastTrak100 ™ Controller" then press **<ENTER>**
10. Press **<ENTER>** again to continue with the installation and follow the on-screen instructions
11. When prompted, remove the "Windows* NT 4.0 Server " CD and "Promise FastTrack100 ™ Controller" diskette from the system

<u>Note:</u> The system will reboot twice before resuming the Windows* NT 4.0 Server installation process.

12. When prompted, insert the "Windows* NT 4.0 Server" CD into the CD-ROM drive
13. Press **<ENTER>** to continue with the installation and follow the on-screen instructions
14. For the networking configuration, select "Do not connect this computer to a network at this time"
15. When prompted, remove the "Windows* NT 4.0 Server" CD from the CD-ROM drive
16. Press **<F2>** during POST to enter BIOS setup
17. Under the Advanced menu, configure the following setting:

    a. NT4 Installation Workaround [Disabled]

intel® Technical Advisory

TA-580-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 18, 2002

18. Press **<F10>** to save and exit BIOS setup
19. Install "Windows* NT 4.0 Server Service Pack 6a" to update and patch the operating system

ATI Rage XL Video Driver Installation

1. Hold down the **<Shift>** key to disable the Autorun feature temporarily and insert the "SE7500CW2 System Resource CD" into the CD-ROM drive
2. Copy the "Drivers" directory from the "SE7500CW2 System Resource CD" to your local hard drive C:\
3. Click Start → Run and execute the following command "C:\Drivers\Video\WinNT\Setup.exe" and follow the on-screen instructions
4. After the installation is complete, remove the "SE7500CW2 System Resource CD" from the CD-ROM drive and reboot the system

Onboard Network Interface Card (Intel 82550PM NIC) Driver Installation

1. Hold down the Shift key to disable the Autorun feature temporarily and insert the "Windows* NT 4.0 Server Server" CD into the CD-ROM drive
2. Click **<Start>** → **<Settings>** → **<Control Panel>**
3. Double-click the **<Network>** icon
4. Click **<Yes>** to install Windows NT Networking components
5. Check the **"Wired to the network"** box then click **<Next>**
6. Click **"Select from list …"**
7. Click **"Have Disk …"**
8. Type in the following path "C:\Drivers\Nic1\WinNT" then click **<OK>**
9. Select **"Intel(R) PRO/100 Family Adapter"** then click **<OK>**
10. Click **<Next>** to continue with the installation and follow the on-screen instructions
11. When prompted for NT files, type in the following path "D:\I386" then click OK
12. After the installation is complete, remove the "Windows* NT 4.0 Server" CD from the CD-ROM drive and reboot the system

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