

Bull – Infrastructure Support Centers

NovaScale Universal Line Support.

Technical Support Bulletin IA32



Document title :	T840 - Windows may experience blue screen with BIOS79.				
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T840 already installed using BIOS R0076 with Windows 2003 w/o SP1:

After the BIOS update from R0076 to R0079 (Bull BIOS CD 1.0.13), at the reboot the server will keep a blue screen at the Windows loading step. Restart the Windows in safe mode, and open the device manager, you'll find an error for "Intel® 5000 Series Chipset Integrated Device).

This error is related to the BIOS "enhanced Intel Speedstep Tech" option. Enter in the BIOS and change the "Enhanced Speedstep Tech" option value to "Disabled", then the server will start normally.

The good way to prevent this problem is:

Before flashing the BIOS to R0079 (Bull BIOS CD 1.0.13), update the Windows 2003 w/o SP1 to Windows 2003 with SP1.

T840 using BIOS R0079, Windows 2003 w/o SP1 installation:

The server will keep a blue screen during the installation. Enter in the BIOS and change the "Enhanced Speedstep Tech" option value to "Disabled", restart the Windows installation again and it go throughout without any anomaly.

Notes:

- If you experience a blue screen with Windows 2003 including SP1, enter in the BIOS and change the "Enhanced Speedstep Tech" option value to "Disabled".
- Windows 2003 R2 is not affected with this issue.