

SERVICE ADVISORY

NO: EL010810_SW03 **REVISION:** 0
MARKET
GEO: Worldwide
DATE: 05 December 2001
SUBJECT: Real-Time Clock on Some Compaq Servers Loses Time When Connected to An External Battery

DESCRIPTION

The real-time clock (RTC) on some Compaq servers loses time. This issue occurs when the RTC is connected to an external battery and AC power is removed. Depending on the amount of time power is removed from the server, settings contained within the NVRAM may be lost.

PRODUCTS AFFECTED

This issue affects any Compaq ProLiant 1850R, ProLiant 800, ProLiant CL1850 or Compaq Prosignia Server 740 with an external battery connected to the real-time clock. This occurs with those computers having a system board Assembly No. 007823-xxx Revision DD and lower.

Note: The xxx suffix of the Assembly No. further identifies the system boards affected.

RESOLUTION/SOLUTION

A Compaq Authorized Service Provider should replace system board Assembly No. 007823-xxx Revision DD and lower with system board Assembly No. 007823-xxx Revision DE or higher.

Currently shipping spare system boards are not affected by this issue.

SERVICE ACTION

When the above-listed ProLiant and Prosignia Server products under warranty display a loss of time under the circumstances described, replace system board Assembly No. 007823-xxx Revision DD with system board Assembly No. 007823-xxx Revision DE or higher. Order the appropriate spare part according to the following table.

ProLiant and Prosignia Server Affected Spare Part Numbers	
System Board Assembly No. 007823-xxx Revision DE or higher	Spare Part Number
101	333110-001
102	320978-001
103	387760-001
104	144081-001
105	143882-001, 333110-001
106	144574-001, 320978-001
107	147911-001
108	147912-001
109	147506-001
401	143882-001, 155350-001, 333110-001
402	144574-001, 155348-001, 320978-001
403	147506-001, 157292-001, 387760-001

RECOMMENDED ACTION: Fix on Specified Failure

PLATFORMS AFFECTED: ProLiant 1850R, ProLiant 800, ProLiant CL1850, Prosignia Server 740

COMPONENTS AFFECTED: Processor/System Boards

OPERATING SYSTEMS AFFECTED: Non-os specific

SOFTWARE AFFECTED: Non-software specific

THIRD PARTY PRODUCTS AFFECTED: Does Not Apply

DOWNLOADABLE FILES: Does Not Apply

Service Coverage Notice

Unless otherwise specified, HP is only responsible for part and/or labor costs associated with products that are under HP warranty at the time of service.

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