

UltraBook Technical Tips

NVRAM Recovery Procedure

Explanation:

Here's the procedure for correcting the NVRAM problem in the field.

Symptoms:

Please follow these steps in sequence - they are ordered for ease of recovery. On power up the system displays: "IDprom contents are invalid"

-or-

The system tries to boot from the network. Hold down the "stop" key and press "a" (stop-a) to get to the "ok" prompt.

Solution:

This procedure requires that you know your NVRAM serial number before you begin. Please contact [customer service department](#) for this information if you don't have it.

At the "ok" prompt enter the following commands:

```
ok set-defaults  
ok reset
```

When the banner comes up (the first screen you see on power up) do a stop-a. Check to see if the NVRAM S/N is correct. If it is correct just boot normally.

```
ok boot
```

Otherwise, go to the next procedure. You are going to need the NVRAM S/N, Note: the NVRAM S/N comes up on the power up banner and is always preceded by a '#', for example, "Serial #8527379". To verify your hostid using this number use the following command at the ok prompt:

```
ok decimal 8527379 hex . <enter> NOTE: the dot (.) is required.  
ok 821e13
```

821e13 are the last six digits of the hostid (the first 2 digits are always "80") and also the last 6 digits of the MAC ethernet address for that particular serial number. Substitute your NVRAM serial number for 8527379 in the example. Next you are going to attempt to recover the NVRAM contents by typing the following:

```
ok cd /psm <enter>  
ok decimal 8527379 dont hex <enter> (replace 8527379 with your NVRAM S/N)  
ok banner <enter> (verify the hostid & ethernet address)  
ok reset <enter>
```

System should come up, display the correct hostid & ethernet and no error message should be displayed at this time. System should boot normally now.