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SUPPORT COMMUNICATION - CUSTOMER ADVISORY

Document ID: c03993436**Version:** 1**Advisory:** HP Z420/Z620/Z820 Workstation - May Not Be Able To Update System BIOS

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2013-10-31**Last Updated:** 2014-01-30

DESCRIPTION

A user is not able to update a System BIOS to new version 02.XX or 03.XX when an HP Z420, Z620, or Z820 workstation has the System BIOS version older than 1.07.

SCOPE

Information in this document applies to the following:

Systems:

- HP Z420 Workstation
- HP Z620 Workstation
- HP Z820 Workstation

Operating Systems:

- Non-OS Specific

System BIOS: older than version 1.07

RESOLUTION

To resolve this issue, install a System BIOS version 01.23 (or 01.20 for Z820) and then the new version 02.XX or 03.XX.

NOTE

To determine the BIOS family and BIOS date, press F10 on the target workstation during Power On to run the Computer Setup Utility, and then select File/"System Information". This information can be saved into a text file on a USB flash media device by selecting File/"Save to Removable Storage Device".

NOTE You can download HP Z420/Z620 Workstations System BIOS VERSION: 01.23 Rev. A at:

<ftp://ftp.hp.com/pub/softpaq/sp64501-65000/sp64701.exe>

<ftp://ftp.hp.com/pub/softpaq/sp64501-65000/sp64701.html>

<ftp://ftp.hp.com/pub/softpaq/sp64501-65000/sp64701.cva>

HP Z820 Workstations System BIOS VERSION: 01.20 Rev. A at:

<ftp://ftp.hp.com/pub/softpaq/sp61001-61500/sp61312.html>

<ftp://ftp.hp.com/pub/softpaq/sp61001-61500/sp61312.exe>

<ftp://ftp.hp.com/pub/softpaq/sp61001-61500/sp61312.cva>

WARNING : After installing a 2.xx or 3.xx BIOS onto the system, the system will not be able to flash back to a 1.xx BIOS.

Hardware Platforms Affected: HP Z420 Workstation, HP Z620 Workstation, HP Z820 Workstation

Operating Systems Affected: Not Applicable

Software Affected: Not Applicable

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