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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 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.

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

**Operating Systems Affected:** Not Applicable

**Software Affected:** Not Applicable

**Support Communication Cross Reference ID:** IA03993436

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