

Unique Id: 009DA0F0-0526D840-1C02A1

Title is Digital Unix or Tru64 Support of Elsa Gloria Synergy SN-PBXGK-BB

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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE:

Digital Unix or Tru64 support of Elsa Gloria Synergy SN-PBXGK-BB

DATE: 18-June-1999

INFORMATION BLITZ #: TD 2669-CR

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PRODUCT NAME(S) IMPACTED: Elsa GLoria Synergy SN-PBXGK-BB

PRODUCT FAMILY(IES):

PRODUCT NUMBERS:

Storage \_\_\_\_\_  
Systems   X  

AlphaServer 800, 1000A, 1200,  
4000, 4100, DS10, DS20, ES40

Networks \_\_\_\_\_  
PC \_\_\_\_\_  
Software \_\_\_\_\_  
Other (specify) \_\_\_\_\_

PROBLEM STATEMENT:

The Elsa video graphics adapter may not operate properly with the driver currently shipping with Digital UNIX 4.0E and Tru64 UNIX 4.0F. Digital UNIX V4.0D does not currently support the Elsa Gloria Synergy (r) video graphics adapter (SN-PBXGK-BB).

PROBLEM SYMPTOM:

One of three (3) conditions may occur just after system boot:

- Screen colors may change with mouse clicks
- Dragging windows may leave some pixels in color-altered states
- The root login window may not be visible, even though the X-server may have started successfully

## SOLUTION:

Tru64 UNIX 4.0F customers who have an AlphaServer 800, 1000A, 1200, 4000, or 4100, DS10, DS20, and ES40 and wish to use the Elsa GLoria Synergy(r) video graphics adapter, (SN-PBXGK-BB), are required to install the Tru64 UNIX V4.0F SSB kit and the Tru64 UNIX V4.0F Patch Kit-1 in order to ensure correct graphics operation.

The Tru64 UNIX 4.0F Patch Kit-1 can be found in the Tru64 UNIX V4.0F SSB kit on a separate CD P/N AG-RJA9A-BE, or can be found at the following web site:

<http://www.service.digital.com/patches/index.html>

Digital UNIX 4.0E customers who have an AlphaServer 800, 1000A, 1200,4000, or 4100, DS10, DS20, and ES40 and wish to use the Elsa GLoria Synergy(r) video graphics adapter, (SN-PBXGK-BB), are required to install the Tru64 UNIX V4.0E Kit-2 in order to ensure correct graphics operation. This kit can also be found at the following web site:

<http://www.service.digital.com/patches/index.html>

## ADDITIONAL COMMENTS:

Potential problem installing Compaq TRU64 UNIX on systems with configured with the ELSA Gloria Synergy graphics card:  
During the installation of Digital UNIX V4.0E and Compaq Tru64 UNIX V4.0F, the following is seen infrequently on systems using ELSA Gloria Synergy graphics adapters:  
comet driver: could not register screen  
- - - Failed to configure device in PCI bus x, slot  
y with driver comet  
...attempting to configure with next matching  
driver

and the system subsequently crashes.

Should you see this, the following workaround can be used to install the operating system. A patch can then be applied to fix the problem with the graphics support.

1. At the console, set the boot\_osflags console environment variable such that the system does an interactive boot.
2. Boot the system from the installation media
3. You will boot to another prompt. At this prompt enter the following:

```
vmunix ws_graphics=3
```

Example:

Enter <kernel\_name> [option\_1 ... option\_n]

Hit <cr> to boot default kernel vmunix : vmunix ws\_graphics=3

4. You will now boot using the generic console. Graphical installation will not be used. Please note that the system will not go to multiuser mode automatically when using interactive booting. If you are in single user mode and need to go to multiuser mode, type ^D (Ctrl D) to continue to multiuser mode.
5. When prompted for which subsets to install, be sure that the following subsets are selected. These subsets will be required for successful operation of the Elsa graphics card once the V4.0F patch kit is installed.

Tk Toolkit Commands

CDE Mail Interface

Graphical Base System Management Utilities

Graphical Print Configuration Application

Graphical System Administration Utilities

Base X Server

CDE Desktop Environment

CDE Minimum Runtime Environment

DECwindows 75dpi Fonts

DECwindows 100dpi Fonts

Old X Environment

X Fonts

X Servers Base

X Servers for PCbus

Netscape Communicator V4.5

6. Once the installation has completed the configuration stage and the kernel build, it will attempt to boot with BOOT\_OSFLAGS=A. At this point, halt the system and reboot using

```
>>> b -fl is
```

7. As in step 3, when you get to the next prompt, enter:

```
vmunix ws_graphics=3
```

8. Apply the patch kit as directed in the patch kit instructions.
9. After application of the patch kit, shutdown your system. At the console, reinitialize your system. The command will be, or is similar to, the following:

```
>>> init
```

10. Verify that boot\_osflags is still set to A. To do this, enter the following:

```
>>> sh boot_osflags
```

If it is not, reset the console variable by entering the following:

```
>>> set boot_osflags A
```

(This setting will boot your system to multiuser mode)

11. Boot the generic kernel (genvmunix), and run the doconfig command to build a new kernel. This new kernel will contain support for the Elsa GLoria Synergy graphics card.
12. Reboot the system using the new vmunix you have built.

```
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