intel.Technical Advisory

TA-0329-2

5200 NE Elam Young Parkway
Hillsboro, OR 97124

January 10, 2001

Microsoft* Windows* 2000 Advanced Server operating system running on Intel server systems with more than 4GB of system memory.

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Products Affected

This TA affects all the server systems that support more than 4GB of system memory when running Microsoft* Windows* 2000 Advanced Server. As of the date of this TA the specific product codes affected are identified below.

Product Type	Product Code
SBT2 Server Board	SBT2 BBTBB
STL2 Server Board	STL2 BTLBB
SKA4 Server Baseboard	BKO2HE
SRKA4 Server Platform	SKODVHI SKODVBK SKODVBS ISP4400
SPKA4 Server Platform	SKOC2HI SKOC2BS SKOC2BSxx
OCPRF100 Server System	SOCCBSYSM0 SOCCBCHSYS
OPRF100 I/O Baseboard	BOCIOCARR FOCIOCARR
SRPM8 Server System	SPMCBT

Description

On systems that support and are configured with more than 4GB of system memory and have Microsoft* Windows* 2000 Advanced Server installed, the operating system may report that the system has less than 4GB of system memory.

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Root Cause

This issue has been root caused to a limitation in Microsoft* Windows* 2000 Advanced Server. Microsoft Windows 2000 Advanced Server defaults to approximately 4GB of system memory even when system memory is more than 4GB. Microsoft has provided a workaround to enable the system memory above 4GB after the installation of the Microsoft Windows 2000 Advanced Server.

Workaround

For the Microsoft* Windows* 2000 Advanced Server to report the correct amount of memory that is in the system, perform the following procedure:

> Go to Windows "Start Menu"
> Go to "Run"
> Type "notepad boot.ini"
> Go to the last line of the file "boot.ini" which is:
>> Multi(0)disk(0)rdisk(0)partition(1)\winnt= "Microsoft Windows 2000 Advanced Server" /fastdetect
> Then, at the end of the above line,
> Leave a character space, then
> Add "/PAE"
> Save and exit the file
> Reboot the system

On the reboot, Windows* 2000 Advanced Server will detect the correct amount of system memory.

Corrective Action / Resolution

Intel® recommends careful evaluation of the information contained in this TA and suggests contacting Microsoft* for any further clarification.

Please contact your Intel Sales Representative if you require more specific information about this issue.

Server Products Division
Enterprise Platforms Group
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