

## **HP BIOS Update Procedure**

HP has identified an issue with PCI SERR generation in some of their computer models that causes problems when communicating with certain add-in cards, like the CardDeluxe™ and CDX•D8™. They have recommended the following procedure as a possible fix.

**If you do not have an HP computer, or if you are not seeing a blue-screen NMI / Parity error message, this does not apply to you.**

If you do have an HP computer and you are seeing a blue-screen NMI / Parity error message, please visit the HP support web site for your computer model to see if there is a BIOS update available for your system. If an update is available, you may need to follow these steps to update your system.

1. Download the latest ROM update for BIOS from the HP support site for your computer model.
2. Download and install the latest Microcode.
3. Enter the BIOS utility at boot-up and open the Advanced tab.
4. Under Buss Options: shut off PCI SERR Generation.
5. Reboot your computer.

We appreciate the assistance of Hewlett-Packard Development Company, L.P. in resolving this issue for our customers.