



GSMH-39MKWR

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Service Hints & Tips

IBM PS/2 - System partition and OS/2 CID install problem in 76i/77i

Symptom:

While downloading and installing OS/2 through a Configuration, Installation & Distribution (CID) process the 9576i, 9576s or 9577i, 9577s system IML partition is overwritten or destroyed. The system indicates that files are missing.

Problem Isolation Aids:

This tip applies only if the 9576 or 9577 is a Model xUx, xNx, or xTx. Installing OS/2 via diskettes allows successful installation.

This tip applies only if the unit is a 9576i, 9576s, 9577i or 9577s.

Fix:

If the customer is experiencing the symptom above, the customer should be directed to OS/2 Software Support at 1-800-992-4777. The customer should request APAR PJ15049. This APAR provides a fix to the DELETE:ALL command in FDISK.COM. EMEA customers should be directed to EMEA OS/2 support.

This APAR may be downloaded from the IBM PC Company Bulletin Board System at 919-517-0001. If assistance is required in downloading the APAR the customer can contact the Help Center at 1-800-772-2227.

OS/2 support will send the customer a diskette, if required with the fix. Instructions for installation are included in the READ.ME file.

No parts should be replaced in an attempt to fix this problem.

If following the instructions identified above does not correct the problem, the servicer should use normal problem determination procedures.

SAS KEYWORDS:

PSY2	PSY2FDSK	DASD	D/T9576
9576	9577	D/T9577I	D/T9576I

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Reverse Doclinks and Admin Purposes	