



MOTHERBOARD TATTOO AND HARD DRIVE DMI UTILITIES

When do I need to use motherboard tattoo and hard drive DMI utilities?

- When replacing a motherboard, run the Motherboard Tattoo and then the Hard Drive DMI Utility.
- When replacing a hard drive, run the Hard Drive DMI Utility.
- When receiving a code purple configuration error, run the Motherboard Tattoo and then the Hard Drive DMI Utility.

Where do I get these utilities?

1. Log on to HP Techport.
 - Log on to HP TechZone at www.hptechzone.com.
If you do not have a profile on HP TechZone, you may go to www.techport.info/reflib/tattoo/dnld_tattoos.htm and login using the following information to obtain Tattoo/DMI flash utilities:
Login: takeHP
Password: 2thetop
 - Click the Resources link on the left navigation menu. The HP Techport link is listed along with the current username and password.
 - Click the HP Techport link and log on with the username and password listed.
2. Click the Reference Library tab on the menu across the top. The "hp consumer desktop pc: reference library" page displays.
3. Select the System Tattoo link from the lower left sidebar. The "reference library: system tattoo/DMI Flash" page displays.
4. In the pink box, select the "For instructions on using the DMI utility" link to view a tutorial that demonstrates how to properly perform a Tattoo/DMI service.
5. In the pink box, select the "For help choosing the right Tattoo or DMI utility" link to select an appropriate Tattoo/DMI flash utility.

NOTE: The Tattoo/DMI flash utility will not work without a valid password. To obtain this password, please contact your HP Regional Service contact or Retail Support Center. For the North American Region call HP Retail: 866-HPRETAIL (866-477-3824).

What version do I need?

- The tattoo version you need is based on the manufacture date of the PC (the most current version is listed at the top of the download page, whereas older versions are farther down.)
- The Hard Drive DMI Utility is not date specific and is listed as HDD_DMI_UTILITY.Zip

I keep inputting the featurebyte, but it won't accept it or gives me a "CRC missing or incorrect" error. What should I do?

Check for these common errors:

- Verify that you're using the correct version of the tattoo.
- If the instructions tell you to enter only the first few digits of the featurebyte, try entering the whole string instead.
- The featurebyte is case sensitive, and it is easy to mistake letters for lowercase and vice versa. Common mistakes are the letters:
C, O, S, U, V, W, X, Z
- The last group often contains a period, which must be entered as part of the featurebyte.
- Spaces can be entered to more accurately enter the featurebyte but are automatically disregarded once you hit Enter.

I have successfully run the motherboard tattoo and the hard drive DMI utility, but I still get a "code purple configuration error." What's wrong?

- The unit may require a system recovery.

I have successfully run the motherboard tattoo and the hard drive DMI utility, but I get a "these discs are not supported by this model" error. What should I do?

- If the recovery set was created by the end user, call HP retail support to send a recovery set to the end user.
- If the recovery set is an official HP set: Compare the Build ID on the discs to the BID on the PC sticker. If they do not match, then run the motherboard tattoo utility and use the Build ID on the recovery set in place of the one on the PC sticker, then run the hard drive DMI utility. This should allow you to use the recovery discs.

At some point during the motherboard tattoo, I receive a "checksum" error. Why do I get this?

- This is most often caused by RAM in dual channel mode or a bad stick of RAM.
- If the PC has two sticks of RAM, try using each of the sticks independently to perform the tattoo.
- If the PC has one stick, it must be replaced to perform the tattoo.

HP tattoo (flash) procedures

Tattooing replacement motherboards with desktop management information (DMI)

1. Download the DMI utility from HP Techport at (www.techport.info/reflib/tattoo/dnld_tattoos.htm). Use the following information to obtain Tattoo/DMI flash utilities:
Login: takeHP
Password: 2thetop
2. Create a bootable floppy disc or CD and then set the system boot order to boot from the floppy or CD.
3. Gather the necessary DMI listed below to tattoo onto the motherboard. You can find most of the DMI located on two labels on the PC.
 - **Build ID (BID)**: A ten-character, alphanumeric, case-sensitive string.
Example: 64NAemMPA4
 - **Serial number**: Ten or 12 characters (bytes). The first two characters must be letters; the last eight or ten characters are a mixture of letters and numbers. *Example: US12345678*
 - **HWBOM number** (hardware bill of materials): Three numeric characters designated during manufacturing that define the software load parameters for the recovery application.
(NOTE: Units released from 2003-2005 listed the FeatureByte as the HWBOM.) *Example: 101 (default)*
 - **RIN or SWBOM** (recovery ID number or software bill of materials): Four alphanumeric, case-sensitive characters that the recovery application uses to validate whether the model is supported by the recovery application. *Example: NA43*
 - **Product number**: Six alphanumeric characters. Refurbished units have an "R" at the end of the string; however, do not enter this letter, or the utility will not recognize the string. The product number appears as the system number on the label.
Example: PE1234A
 - **Language code**: For the United States and Canada enter ABA.
 - **Model number**: A three to seven character string.
Examples: 450, 4555, XL45C, LK0123 or 12UU345
 - **Channel**: A customization string. Use the default value, which should be RE (retail).
 - **Optional code**: Enter "0" for new units and "1" for refurbished units.
 - **Motherboard name**: This is on the label of the motherboard packaging (see below).
(NOTE: For version dmi316 or greater, accept the default value.)
Examples: Amethyst, Emery, Emery2, Goldfish 3
 - **FeatureByte**: This defines the hardware and software components. Enter the entire FeatureByte case-sensitive string, including the final characters after the period, as in ".dB" in the middle label below. However, you do NOT need to enter the spaces in-between the sets of characters. They are disregarded.
Example: Onx111400.3w3j322u333b3m383c2n2S2P2z3g2U.dB

4. Load the bootable floppy or CD and boot the PC.
5. Enter the DMI that you have gathered, following the prompts, and then verify the DMI.
6. Remove the floppy or CD and reboot the PC.

Clearing DMI from replacement hard drives

1. Download the HDD DMI utility from HP Techport.
(www.techport.info/reflib/tattoo/dnld_tattoos.htm). Use the following information to obtain DMI flash utilities:
Login: takeHP
Password: 2thetop
2. Create a bootable floppy or CD. Then insert the floppy or CD and reboot the system.
3. Clear the HDD DMI.
4. Remove the floppy or CD and reboot the system.
5. Reboot the system.