



# Hewlett Packard HPE Support Center Enterprise

## Software release 5500.EI-4800G\_R2220-US for the 5500EI switches fails to update boot code

### SUPPORT COMMUNICATION - CUSTOMER ADVISORY

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**NOTICE:** The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2013-04-09  
Last Updated: 2013-04-11

### DESCRIPTION

Software release '5500.EI-4800G\_R2220-US' was published on the HP web site on March 4th 2013. It has been found that the boot code included with this software (A5500EI-BTM-715.btm) was corrupt and could not load on to the switch. If a customer attempts to load the boot code an error is reported as shown below:

```
<APH1-IDFW5-ASW1>bootrom update file flash:/a5500ei-btm-715.btm slot 1  
This command will update bootrom file on the specified board(s), Continue? [Y/N]:y  
Now updating bootrom, please wait...  
Failed to update bootrom of Board 1.
```

The failure to upgrade the bootrom does not create any known problems.

### SCOPE

This will affect any HP 5500 EI Series Switch(es) that attempted an update to the bootrom with the file included in the March 4, 2013 version of 5500.EI-4800G\_R2220-US software.

### RESOLUTION

A replacement software package is now available; it includes a corrected boot file which can be applied at your convenience.

### Downloadable Solutions

Product Series	Downloadable File	Location
HP 5500 EI Switches	5500.EI-4800G_R2220-US or newer	<a href="#">My Networking downloads</a>

Hardware Platforms Affected: HP 5500 EI Switch Series  
Components Affected: Not Applicable  
Operating Systems Affected: Not Applicable  
Software Affected: Not Applicable  
Third Party Products Affected: Not Applicable  
Support Communication Cross Reference ID: IA03732444

### REVISION HISTORY

1

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