



August 21, 2000

Dear Valued Customer,

Congratulations on your purchase of a Silicon Graphics® Octane2™ system. We at SGI™ are committed to providing you with a high-performance and reliable user experience. To that end, we wish to inform you of the availability of a patch which fixes a software bug that may affect your system.

Bug #794637 initiates a graphics freeze during system shutdown that happens intermittently on some Octane2 systems, more frequently appearing on two-processor configurations. Resetting the system restores it to normal operation. The failure presents no known risk to data integrity and has no impact on system operation.

To resolve this system issue, SGI has released two patches available at the Web site below. The patches are:

- Patch 4017 for IRIX® 6.5.9m on Octane2 VPro™ V6 and VPro V8
- Patch 4018 for IRIX 6.5.9f on Octane2 VPro V6 and VPro V8

To install the appropriate patch for your system go to the following Web site:

<http://support.sgi.com/irix/index.html>

Click on the **Find Patches** link and then lookup patch number 4017 or 4018.

Thank you for purchasing a Silicon Graphics Octane2 system.

Regards,

Silicon Graphics Octane2 Release Team

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