



# Service Bulletin

Distribution:  
Internal & External

Service Bulletin Number:  
SB-IPS-86204000

- Worldwide
- Americas
- PacRim
- RoW
- GV Service
- Service Partner
- Dealer/Reseller
- Customer

**Product:** IGNITE

**Subject:** HP Replacement for IGNITE Systems

**Effective Date:**

22-Aug-08

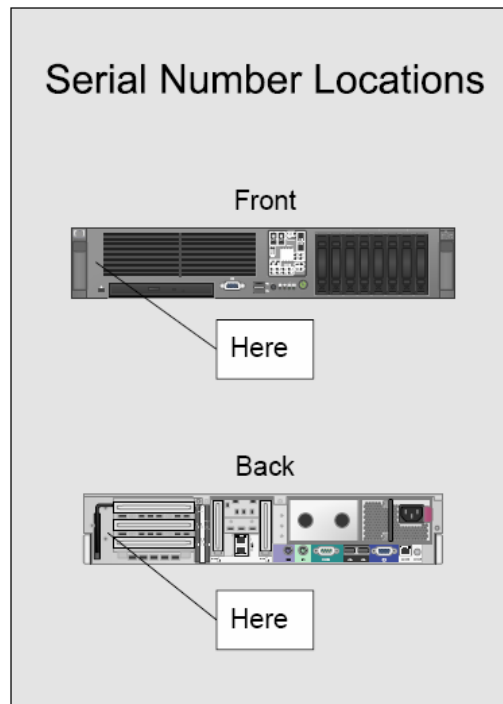
**Reference ECO/ÄM:**

## OVERVIEW

Grass Valley is partnering with Hewlett-Packard (HP) to roll out a performance upgrade to the HPDL380G5 Server for the Ignite™ Live Production Control and ScriptViewer™ systems.

## DESCRIPTION

The HP upgrade replaces the computer's current system processor with a Xeon L5240 3.0GHz, 1.333fsb unit. This no-cost upgrade will be made available to customers whose HP serial numbers fall within the range of USE808N0AB to USE830N9PF. To verify the serial number, refer to the figure below for serial number locations.



Customers with HP DL380G5 servers outside this serial number range already have a processor with similar specifications; therefore, an update is not needed.

Work will be performed at your facility at a time that fits your schedule. Like all upgrades, you are not required to accept these changes but Grass Valley recommends doing so to ensure long term product quality, performance, and serviceability.

## ■ ACTION REQUIRED:

Grass Valley will be contacting you shortly to make arrangements to complete this upgrade. If you have any questions, comments or concerns, please feel free to contact our technical support team via the Contact information below.

## ■ CONTACT

### Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report a new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone. Please refer to <http://www.thomsongrassvalley.com/support/contact/phone> for a list of service contacts in your region.

### Web Technical Support

Web-based support is available for some products. To access support information on the Web, visit the Grass Valley Web site product support page <http://www.grassvalley.com/support/>. You can download software or find solutions to problems by searching our FAQ (Frequently Asked Questions) database.

### Phone and E-mail Support

Zone	Area	Support Location	Phone	Email local support
North America	North America	Nevada City (toll free)	+ 1 800 547 8949	<a href="mailto:gvtechsupport@thomson.net">gvtechsupport@thomson.net</a>
	North America	Nevada City	+1 530 478 4148	<a href="mailto:gvtechsupport@thomson.net">gvtechsupport@thomson.net</a>
International	Rest of the world	France (toll free)	+800 8080 2020	<a href="mailto:gv.callcentre@thomson.net">gv.callcentre@thomson.net</a>
	Rest of the world	France	+33 1 48 25 20 20	<a href="mailto:gv.callcentre@thomson.net">gv.callcentre@thomson.net</a>