Great River Technology

SERVICE BULLETIN

Subject: **Velocity Computer Resource Usage Update**

Reason: Some versions of the Velocity PCIe card request more memory from the computer resources than required during boot.

If multiple cards were installed, sometimes during boot the computer would halt with a message stating "not enough memory was available".

Typically, this would not occur unless more than 3 Velocity cards were installed in the computer system.

Exception(s):   If only 1 or 2 Velocity card(s) are installed in the computer system, there will be no issues and this bulletin can be disregarded.

Product(s) Affected:

Product	P/Ns Beginning with	F/W older than
Velocity Plus	VL-E8-A8	V8017
Velocity XI	VX-E8-A8	V8017
Velocity Dual	VR-E8-A8	V8023

Solution: The correct amount of memory required has been programmed into the latest release of Velocity F/W products and this issue has been resolved – allowing up to 15 cards in a system.

If you are having this issue and have a firmware version older than the listed versions, contact Great River Technology technical support:

Go to https://www.greatrivertech.com/support
and choose "OPEN SUPPORT TICKET".