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PICTURE 1

**Recovery Procedure for Preinstalled
OS/2 2.0**

March 11, 1992

This supplement contains instructions on what to do if you are installing a system with OS/2 2.0 *preinstalled* on the hard disk and you have operating system problems.

For future reference, keep this update card with the IBM PS/2 *Hardware Maintenance Service* manual (part number 15F2200, form number SBOF-3988-00).

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Problems During System Installation

Some systems are shipped with OS/2 2.0 *preinstalled* on the hard disk. If you are installing such a system, and you are experiencing problems, you might have a hardware failure. Follow the normal diagnostic procedures in the model-specific *Hardware Maintenance Service* pamphlet.

If the Preinstalled OS/2 Does Not Work

If you have determined that you *do not* have a hardware failure, and you cannot get the operating system to work, assist the customer in recopying the OS/2 software to the hard disk. If the customer does not have the diskettes, order replacement diskettes by doing the following:

1. Write down the machine type and serial number.
2. Determine where you want the replacement diskettes shipped.
3. Call **1-800-342-6672** (weekdays 9 a.m. to 9 p.m. eastern time).
4. Identify yourself as an IBM service representative or IBM authorized servicer.
5. Request diskette package P/N 41G-3329, and supply the machine information and shipping address.

After you receive the OS/2 diskettes, refer to the pamphlet that comes with the diskettes for OS/2 installation instructions.

Note: Blank space is available in the system *Hardware Maintenance Service* pamphlets to add the phone number and diskette part number.