



ISM Errata: Important Information about ISM 5.5.5 For Your HP cc3310 Carrier Grade Server

Important Notes

This Errata contains important information about:

- *“Installation”*
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- *“Platform Instrumentation Control (PIC)”*
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- *“Platform Instrumentation (PI)”*
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- *“Direct Platform Control (DPC) Console Manager”*
- *“Client System Setup Utility (CSSU)”*
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- *“Command Line Interface”*
- *“ISM Prerequisites for Red Hat EL 3.0”*

Installation

1. Although non-English versions of the supported operating systems may be used, only English language installs of ISM are supported on release 5.5.5.
2. Use of DHCP for the BMC LAN address does not always obtain the same IP address as the OS. Configure the BMC for a static IP address, and if necessary modify the DHCP server to reserve a consistent IP for the server’s NIC1 MAC address.
3. ISM setup and some of the components thereof require a pointing device and will not be driven with keyboards alone.
4. If a PI-only install is attempted on a system with a nonsupported platform, the installation will not clean up after itself after determining that it should not install PI on this particular system.

5. A PI-only install on a supported platform will work properly.
6. It is recommended that you install all software components of Red Hat EL 3.0. The Red Hat default minimum set does not meet the requirements of ISM. To use ISM on SMP Red Hat EL 3.0 ISM requires that the following packages be manually selected when installing Red Hat 3.0:
 - o compat-libstdc++-devel-7.3-2.96.122.i386.rpm
 - o compat-libstdc++-7.3-2.96.122.i386.rpm
 - o compat-gcc-7.3-2.96.122.i386.rpm
 - o compat-gcc-c++-7.3-2.96.122.i386.rpm
 - o w3c-libww-5.4.0-5.i386.rpm

Documentation/User Interfaces Notes

1. When using DPCCLI: When using the DPCCLI “console” command it is suggested that you use the HyperTerminal method of connection (if connecting from Microsoft® Windows®), as it will display and interact better with the BIOS setup and SCSI configuration screens. Make sure the emulation is set to “auto detect”. If when using the console feature of DPCCLI you get random characters, close and reopen hyper terminal to re-establish a coherent connection. Only a single DPCCLI session is supported at one time. After entering the “console” in DPCCLI, the only way to return to DPCCLI is to disconnect the hyper terminal session and reconnect.
2. Under “Configuration Using the System Setup Utility (SSU)” Step C should read “Select the OPTIONS tab at the top then select Configure Terminal Mode.” Instead of “In the Connection Mode box, pull down the menu and select Direct Connect Mode or Modem Connection, whichever is correct for your server.”
3. Context sensitive help may not be available.

PROBLEM: In some instances the Microsoft® question mark icon for context-sensitive help may not be available.

IMPLICATION: User may not be able to access help for specific items in the interface.

WORKAROUND: Look for information in the general help documentation.
4. Help system may contain duplicate items in the index or have formatting issues.

PROBLEM: On internationalized releases, duplicate entries and terms may be displayed in the help indexes, or the help topics may have formatting problems.

IMPLICATION: User may find help navigation difficult.

WORKAROUND: None.

Platform Instrumentation Control (PIC)

1. Keyboard shortcuts do not always work.

PROBLEM: The ISM GUI is split into two windows or panes. The left pane is used for navigation. The right pane is used for presentation of information. If the current window focus is in the right pane, then keyboard shortcuts will not work. For example, the **F5** key will not refresh the screen, the **TAB** key will not navigate, and the **Alt+A** shortcut will not apply. If the current window focus is in the left pane, then the **F5** key will refresh the data displayed, including the right pane.

IMPLICATION: The mouse and menu must be used instead of the keyboard.

WORKAROUND: Use the mouse to click in the left pane to apply the window focus. This will allow use of the **F5** key for refresh. The **TAB** key and **Alt+A** key do not work.

2. The win32rap service reports several error messages if NetWare® services are not installed.

PROBLEM: If ISM is installed on a console or server without installing the NetWare services, then win32rap may report the following error messages in the application event log:

```
"failed to initialize transport 'ddetr.dll'
"failed to initialize transport 'ipx'
"initializing winsock for ipx failed (winsock error 0x0000273f)"
```

IMPLICATION: These messages simply indicate that win32rap attempted to start the NetWare services. If you are using TCP/IP for server communication, they are not a concern.

WORKAROUND: You can ignore the error if your network only supports TCP/IP.

3. The “Immediate Hardware Reset” and “Immediate Power Off” features may not work properly during initialization.

PROBLEM: During the ISM GUI initialization, if the user selects the power control actions “Immediate Hardware Reset” or “Immediate Power Off”, the actions may not work as documented.

IMPLICATION: The power control actions “Immediate Hardware Reset” and “Immediate Power Off” may not work properly and the server may continue to run without the desired action.

WORKAROUND: Users should wait until the ISM GUI has completed initialization (READY state in status bar) before attempting these actions.

4. Paging alert actions may continue after paging has been removed as an alert action.

PROBLEM: If paging is configured as an alert action for a threshold and that threshold is crossed, a page alert action will happen, as desired. If paging is then removed as an alert action from the threshold, it may still occur.

IMPLICATION: A page may be issued when not desired.

WORKAROUND: No workaround has been identified.

5. Selecting both a shutdown action and a page may interfere with page sending.

PROBLEM: If both a shutdown action and a page are selected, the page may not be sent.

IMPLICATION: A page may not be issued.

WORKAROUND: Do not configure both a page and a shutdown action on the same event.

6. Some processor temperature sensors may first show a current status of ‘unknown’ with a current reading of ‘unsupported’.

PROBLEM: The processor temperature sensors may initially show a current value of ‘unknown’ and a current reading of ‘unsupported’. These values will be replaced by the correct data as soon as the sensor becomes active; this can take up to two minutes. It may be necessary to manually refresh the console application before the health indicators correctly reflect the new status values.

IMPLICATION: The processor temperature sensor status information may not be available for approximately two minutes after the server boots. A manual refresh of the console application may be needed to correct the health indicators of a console that started before the status information was available.

WORKAROUND: If a processor temperature sensor has a status of ‘unknown’, wait two minutes and refresh the console display.

7. Due to the rounding of floating point values, the user can set different threshold values without variance in ISM PIC.

PROBLEM: Due to the rounding of floating point values, the user can set different threshold values without any effective difference between them. This is possible only if the user tries to set different threshold values so close to each other that the hardware characteristics of the sensors are bypassed.

IMPLICATION: The user may be able to set the same value for different sensor thresholds.

WORKAROUND: Do not set different threshold values very close to each other.

8. Actions for some hot-swappable power supply events may not be set and handled properly.

PROBLEM: ISM PIC supports control actions for events such as “Power supply failed”, “Power Supply OK,” and “Power Supply Likely to fail.” These events include situations of the power supply failing or the internal power cable coming loose, but they do not cover events such as removal and replacement of the hot-swap power supply, or removal of the AC input power cord.

| Control actions such as: | Cannot be set for these events: |
|--|--|
| <ul style="list-style-type: none">• Shutdown the OS• Shutdown the OS and Power off, and so on | <ul style="list-style-type: none">• “Power Supply Inserted”• “Power Supply Removed”• “Power Supply AC lost”• “Power Supply AC lost or out-of-range”• “Power Supply AC out-of-range, but present” |

Furthermore, after the removal or insertion of a power supply unit, ISM PI may not handle any of the power supply-related events properly. This means that if you set a control action to occur on power supply failure, then replace a power supply without rebooting the OS, if a power supply subsequently fails, the control action may not occur.

IMPLICATION: The system may not perform the requested control actions set for the power supply sensors.

WORKAROUND: None.

9. Auto-refresh of health status on the ISM PIC GUI may not work when monitoring a Windows-based server.

PROBLEM: Auto-refresh in ISM PIC may not work when monitoring a Windows-based server across subnets.

IMPLICATION: The PIC console may not accurately reflect the current health status of sensors for Windows-based servers, if the server and client system are in different subnets.

WORKAROUND: There are two options if this failure occurs:

- a. Map a drive to the server being monitored. Then set broadcast alert messages for any sensors you wish to monitor.
- b. Use **F5** to refresh the ISM PIC GUI; this updates the current health status of the sensors and ISM.

ISM Console

WARNING

The ISM Console works by **receiving** alerts from the managed systems. It will **not** detect when the server loses its network connection with the management station. It will also not report drive failures. This is “by design.”

If you plan to use any ISM Fault actions to power the system down you should pre-configure Linux to automount USB Floppy. In cases where the event that caused the system to power down has not been fixed or cleared, the system will automatically power down upon reaching the OS. To allow you to recover from this, the system will look for an `lra.not` file on the `fd0`: drive. For details see “Avoiding a Power On/Off Loop” under “Cautions in Setting Thresholds” in the *ISM Install and Users Guide*.

Platform Instrumentation (PI)

1. BMC/BIOS will not maintain changes to dynamic IP address unless ISM PI component is running.

PROBLEM: If you configure a DHCP (dynamic) IP address for a server using the SSU or Client SSU, the IP address is maintained by the Baseboard Management Controller (BMC). Ordinarily, a floating IP address will expire from time to time and the server is notified by the DHCP server of the new IP address. However, under certain circumstances the BMC/BIOS will retain the expired address, causing a network conflict with the entity that now has been assigned that IP address. This occurs if:

- o The ISM PI component is not installed or is not running on the server (a PI agent keeps the BMC's IP in sync with the OS's IP address)
- or**
- o The OS is not running (for example, the server is in standby mode or is running only DOS)

Under these circumstances, the BMC may issue LAN Alerts or Gratuitous-ARP broadcasts (which are enabled by default) using the expired IP address, until the server is brought back to running the OS. This can occur on the SCB2, SDS2, or later platforms.

IMPLICATION: Network traffic may be slow or exhibit access problems.

WORKAROUND: Configure the DHCP server to issue only a "fixed" DHCP address to any servers using the BMC. Then the DHCP server will always issue the same IP address to those servers. You cannot use the SSU to do this, but must configure it directly on the DHCP server. Alternatively, you can use SSU to assign a Static IP address to the server, and not use DHCP.

2. Unloading SENSOR.NLM may show a small number of short-term memory allocations that were not free.

PROBLEM: SENSOR.NLM may not free all memory associated with some functions. This will cause NetWare to display a message when it frees the memory after unloading the NLM.

IMPLICATION: A small amount of memory will be used and will not be made available again until the NLM is unloaded. This should not be a significant number of bytes and should not impact server performance.

WORKAROUND: No workaround has been identified.

3. The ISM Console health indication might not correctly display current health status for servers running the Red Hat Linux operating system.

PROBLEM: The colored icon representing health status displayed in the ISM Console for servers running Red Hat Linux 8.0 might not be the same as the colored icon displayed in the PIC user interface. This situation only occurs in servers running Red Hat Linux and using a static IP address. In this situation, the health icon displayed in PIC represents the correct current health status, while the icon displayed in the ISM Console represents an incorrect health status. The condition is caused by the DMI Service Provider running under Red Hat Linux. Servers running Red Hat Linux 8.0 which use DHCP and have access to a DNS server for name/address resolution, do not experience this problem.

IMPLICATION: The user might see conflicting health information if comparing the colored icon in the ISM Console interface to the colored icon in the PIC interface. For these cases, the icon displayed in the PIC interface is correct. All actions and logging of system events continue to operate correctly.

WORKAROUND: If the managed server running Red Hat Linux 8.0 is configured with a static IP address, the following steps will resolve the issue.

- a. Edit the "hosts" file (located in "/etc" folder).
- b. Add the IP address of the server along with the server name, if it is not already in the file. (for example, 10.7.180.45 scb2_45).
- c. Save the edits.

- d. Restart network services on the server or reboot the server.

Performing these steps will display the same colored icons for health status in both the ISM Console and the PIC interface.

4. IP address configuration in NetWare.

PROBLEM: If you use the Internetworking Configuration NLM (INETCFG.NLM) to configure the IP address of the NetWare server, the IP Synchronization Agent (IPSA.NLM), might not be able to synchronize the IP address configured by the INETCFG.NLM with the BMC.

IMPLICATION: Network traffic may be slow or exhibit access problems.

WORKAROUND: Configure the IP address in the startup script AUTOEXEC.NCF and remove network configuration from the Internetworking Configuration NLM (INETCFG.NLM). Once INETCFG.NLM configures the network board, it comments out any LOAD and BIND statements in the file AUTOEXEC.NCF and loads them using the startup script INITSYS.NCF.

To restore the original configuration take the following steps:

- a. On the NetWare server, run INETCFG.NLM and remove any network configuration.
- b. Exit to the server console.
- c. Edit the file AUTOEXEC.NCF from the server console or from a client connected to the NetWare server. Comment the line in the file AUTOEXEC.NCF which loads the startup script INITSYS.NCF by placing a # in front of the LOAD statement:

```
#LOAD SYS:ETC\INITSYS.NCF
```

- d. Add statements to load and bind the appropriate network drivers. For example, use the following information to load and bind the Intel Gigabit Ethernet driver (CE1000.LAN) using Frame type Ethernet_II:

IP Address: 169.254.11.30

Network Mask: 255.255.255.0

Gateway IP address: 169.254.11.251

You would add these lines into AUTOEXEC.NCF:

```
LOAD CE1000.LAN FRAME=Ethernet_II NAME=CE1000_1_EII BIND IP  
CE1000_1_EII ADDR=169.254.11.30 MASK=255.255.255.0  
GATE=169.254.11.251
```

- e. Restart the server to verify that the network drivers are loaded and bound.

5. Logging into a server from ISM 5.5.x Console may occasionally cause a log in to server failure, due to password error.

PROBLEM: While logging on to a server using ISM 5.5.x remote console, the user may encounter a login failure. An error message indicating that the failure is due to a password error will appear as a popup message. This only happens occasionally. And, if the user tries to log in again, they can do so successfully.

IMPLICATION: Login failure, due to password error at the first login trial, causes confusion to the user.

WORKAROUND: Log in a second time and it will work. User can log in successfully to a server from a remote ISM 5.5.x console.

6. While trying to load certain MIB files in ISM 5.5.x using ESMC HPOV, the user will encounter some failures and will see some error messages.

PROBLEM: User will notice some messages while loading certain MIB files in ISM 5.5.x using ESMC HOPV. Specifically, there will be some errors loading `Basebrd2.mib` and `rmtchas.mib`. User may also not be able to see MIB data and may get `GETNEXT` errors. Unloading the MIB successfully and then reloading does not fix the issue.

IMPLICATION: It is cumbersome to the user to reboot a second time for proper MIB file loading.

WORKAROUND: User can do an additional reboot and reload the MIBs without an error.

7. Power Unit Global Table shows fully redundant for system with only two power supplies.

PROBLEM: ISM PIC shows green healthy status for the Power Unit Global table when there are only two power supplies in the power cage that can hold three power supplies. It should show a noncritical error for a degraded power unit redundancy.

IMPLICATION: The health status of the Power Unit Global Table could be misleading to the user on a system with only two power supplies.

WORKAROUND: None.

8. Processor1 Temp will not log an event to the System Event Log when the lower noncritical threshold value is crossed.

PROBLEM: There will be no system event when the CPU temp drops below the lower noncritical temperature threshold.

IMPLICATION: Low temperature is not a likely failure scenario.

WORKAROUND: None.

Independent Hardware Vendor (IHV) Instrumentation

1. The Adaptec® SCSI component reports the wrong information about Logical Unit Drives on Mylex® Host Adapters.

PROBLEM: On NetWare Servers, a known incompatibility between the Adaptec and the Mylex ASPI drivers can cause the Adaptec SCSI component to report the wrong information about Logical Unit Drives on Mylex Host Adapters.

IMPLICATION: The wrong information may display.

WORKAROUND: The SCSI DMI instrumentation requires Adaptec ASPI drivers (`ASPI32.SYS` and `WNASPI32.DLL`). The user must load these drivers on the server. The Mylex DMI instrumentation does not require Mylex ASPI drivers. Unless some other application requires the Mylex ASPI drivers, do not load the Mylex ASPI drivers.

2. During Wired for Management (WfM) testing, the DMTF CompChk tool reports errors in the Adaptec MIF.

PROBLEM: The recent discovery of MIF syntax violations in Adaptec instrumentation does not compromise the Intel® AD450NX MP system's standing as an "WfM upgradeable" system. The SCSI instrumentation supplied by Adaptec is not required on WfM 1.1a servers.

IMPLICATION: As a side effect of WfM testing, HP has found cases where the Adaptec MIF does not comply with the syntax of DMTF standard groups. The WfM test suite uses the DMTF CompChk tool to scan the entire system MIF. It reports WfM pass/fail on the specific groups required by WfM, and also notifies the user about any problems it detects with respect to general DMI compliance for all other groups it finds registered with the service provider. The Adaptec problems fall into this second category.

WORKAROUND: None required. The (slightly) noncompliant MIFs can be successfully browsed by the DMI Explorer browser bundled with ISM. HP currently believes there should be no effect on the user's ability to access and use this data.

3. On server systems with onboard Adaptec SCSI controllers, users will see CIO Array Management event messages as the operating system loads.

PROBLEM: These messages are not reporting a problem with the system. The messages are normal indications from Self Monitoring and Reporting Technology (SMART) that the SCSI controller and hard drives are communicating normally.

IMPLICATION: Some users may find these messages annoying as the operating system is loading.

WORKAROUND: In Microsoft Windows operating systems the user may turn off SMART polling to eliminate these messages. This will however also prevent any other SMART messages being generated, including those predicting drive failure. To turn off SMART polling the user can modify the file `IOMGR.INI` in the following file folder, `Program Files\Intel\ServerManagement\bin\Adaptec`. Any text editor may be used to open this file.

Near the end of this file is a line which reads by default: `"SmartPolling = Yes"`

The user may modify this line to read: **"SmartPolling = No"**

STATUS: CIO Array Management messages are normal indications.

4. DMI and SNMP support are not available for SCSI controller and drives on NetWare 6.0.

PROBLEM: The DMI instrumentation is not working correctly under NetWare 6.0 for servers with the Adaptec Ultra 320 SCSI controller. Also SNMP support is not working correctly.

IMPLICATION: Neither DMI events nor SNMP traps will be available for events related to the Adaptec ultra 320 SCSI controller and attached SCSI disk drives for servers running NetWare 6.0 .

WORKAROUND: None available.

Direct Platform Control (DPC) Console Manager

1. Redirect does not support a green (teal) color.

PROBLEM: Console redirect does not display green shades. Currently, teal is displayed as cyan (or aqua).

IMPLICATION: The Adaptec Option ROM BIOS displays white text on a teal background. DPC Console Manager is displaying this as white text on cyan, which is extremely hard to read.

WORKAROUND: None identified.

2. The dialog "Graceful Shutdown has failed." or "Graceful reset has failed" appears when the user knows the OS is up and Platform Instrumentation is running.

PROBLEM: On rare occasions (less than 2% of the time), when the user attempts to do a reset, shutdown or boot to Service Partition, the Platform Instrumentation service may begin performing this operation, but DPC may not receive notification of this action. Under this circumstance, DPC will present a dialog indicating that this 'graceful' action has failed, and would the user like to 'force' it.

IMPLICATION: Unexpected behavior; user thinks the reset, power-down, or reboot to Service Partition action failed, when in fact it is successfully being carried out.

WORKAROUND: If you see in the status of DPC that the OS is detected, or if you are certain this OS is running and the Platform Instrumentation service is active, and this dialog appears, press 'Cancel' when prompted for a 'Force' operation. Wait 5 minutes and try again.

3. The DPC redirection console window stays open.

PROBLEM: The redirection console window should close when the server is rebooted to the service partition, but this is not the case.

IMPLICATION: The redirection console window remains open even after the server reboots to the service partition.

WORKAROUND: You must close it manually if it is in the way.

Client System Setup Utility (CSSU)

1. Pointing device needed to run CSSU.

PROBLEM: Most dialogs in CSSU do not have keyboard support; for example, pressing the **ENTER** key will not cause any action to occur in dialogs.

IMPLICATION: Ordinary keystrokes, hotkeys or keyboard shortcuts may not work.

WORKAROUND: Use a pointing device to access CSSU functions.

2. Invalid characters appear for the server name.

PROBLEM: When dialed in from an English operating system to a non-English server, the server name may display invalid characters in the server box at the bottom of the Client SSU container.

IMPLICATION: User may be unable to identify server.

WORKAROUND: None.

3. User and Administrator Passwords in SSU/CSSU/BIOS

PROBLEM: The Password Manager Help in CSSU states that an Administrator password must be entered before you can set or change a User password. On the SSH4/SPSH4/SRSH4 series of baseboards this is not true. The BIOS on these baseboards allows you to set or change the User password whether there is an Administrator password or not.

IMPLICATION: On these baseboards a user may set User and Administrator passwords independently, contrary to how it is explained in CSSU Help.

WORKAROUND: If any passwords will be set, always set an Administrator password first, then a User password. If any passwords will be cleared, always clear the User password first, then the Administrator password.

4. Keyboard input associated with the console redirection window during a CSSU remote client reboot does not function.

PROBLEM: The console redirection window that is displayed while CSSU is connecting to a remote server does not accept the **ENTER** key.

IMPLICATION: This becomes a problem when the user invokes the boot device selection menu or the F2 BIOS setup program on the server. Any operation that requires the use of the **ENTER** key to select options or to exit will not work. Also, if a password on boot is enabled and set, the user will not be able to press the **ENTER** key to invoke to server to accept the password and continue the boot process.

WORKAROUND: The user should avoid any keyboard activity while the CSSU is rebooting the remote server into the service partition. If the user inadvertently uses keystrokes that prevent completing the boot process, the CSSU connection can be terminated and a new connection re-established. When CSSU reconnects it will cause the remote server to reboot. If the user wishes to remotely run the F2 BIOS setup or other console redirection operations, using Direct Platform Control is recommended.

5. When EMP terminal mode is activated, heartbeat characters take exclusive control of the remote console.

PROBLEM: When EMP terminal mode is activated, heartbeat characters from the EMP take exclusive control of the remote console, effectively disabling the console redirection. These handshake characters are all that can be seen on the remote console, beginning shortly after the option ROM.

IMPLICATION: This prohibits the ability to access any PXE boot menus or user login prompts, and so on.

WORKAROUND: None.

Enterprise System Management Console (ESMC) Integration

1. SNMP Support: some MIB files will not manually load in some versions of HP OpenView.

PROBLEM: Some of the MIBs provided with ISM will not load in some versions of HP OpenView.

IMPLICATION: HP OpenView will not provide as rich information when displaying an SNMP trap from ISM.

WORKAROUND: No workaround has been identified.

2. Unable to launch ISM applications from CA-TNG map.

PROBLEM: After ISM gets installed and while some ISM servers are being discovered and added to the CA-TNG map, right-clicking on an ISM server and selecting "Launch ISM" fails to launch an ISM application.

IMPLICATION: User will be unable to launch ISM applications from the CA-TNG map.

WORKAROUND: This problem can be easily fixed by first stopping and then restarting the Intel TNG-ISM AutoDiscovery service. If that fails to fix the problem, a system reboot may be necessary. After the second reboot everything should work properly.

3. Unable to see ISM objects on the CA-TNG map.

PROBLEM: After ISM is installed, the user is unable to see ISM objects on the CA-TNG map.

IMPLICATION: User will be unable to see ISM objects on the CA-TNG map.

WORKAROUND: This problem can be easily fixed by first stopping and then restarting the Intel TNG-ISM AutoDiscovery service. If that fails to fix the problem, a system reboot may be necessary. After the second reboot everything should work properly.

4. Must reboot console twice following ISM install to discover ISM nodes.

PROBLEM: User must reboot Windows® XP or Windows 2000 consoles twice following ISM installation in order to discover HP OpenView ISM nodes. After installing HP OpenView version 6.2 and ISM the console is rebooted. When the user opens HP OpenView, servers with Platform Instrumentation are discovered, but no ISM nodes are available for selection. If the applications are closed and the system is rebooted, the ISM Nodes are available the next time HP OpenView is launched.

IMPLICATION: User may not be able to launch ISM applications and not know why.

WORKAROUND: None.

Intelligent Chassis Management Bus (ICMB)

1. Immediate Power Off and Immediate Hardware Reset actions are not functional in ISM 5.x using ICMB.

PROBLEM: After a successful ICMB connection using Platform Instrumentation Control (PIC), if the user tries to do an Immediate Power Off Server, this error message is displayed:

```
"The attempt to power off server <server name> failed"
```

Selecting Immediate Hardware Reset action does nothing. Immediate Power Off and Immediate Hardware Reset do not function as desired.

IMPLICATION: Immediate Power Off and Immediate Hardware Reset actions will not work as desired.

WORKAROUND: None

2. ISM Health folder for ICMB chassis always indicates green “OK” status.

PROBLEM: Using PIC, the user can access the ICMB folder. If the user selects the “Enable as Management Point” checkbox under “ICMB Configuration” tab, after the discovery period, PIC will discover any ICMB chassis. If the user goes to ICMB menu to choose “View Managed Server(s)...” and selects a remote server, PIC will show the remote ICMB server selected. However, the Health folder for this remote server will always show green “OK” status, even if the Chassis status for that remote server shows a red “Critical” error.

IMPLICATION: ISM Health folder for ICMB chassis does not function correctly.

WORKAROUND: None

DMI Tool

1. The ISM installation date and the value for attribute “Verify” are absent.

PROBLEM: When exploring data with the DMI tool under “Intel Corporation-ISM Version Information”, the ISM installation date and the value for attribute “Verify” are absent.

WORKAROUND: None.

LANAlert Viewer

1. No LAN Alert message is generated for Power Supply Removed or Power supply AC lost in ISM 5.5.x.

PROBLEM: When a power supply unit is removed or when the AC power is lost for a power supply unit, no LAN Alert is generated for the power supply events in LAN Alert Viewer. The following SEL events are logged:

```
Power Supply Removed (Power Supply AC Lost)
Power Supply Redundancy Lost
```

But, there is no SEL log that indicates: Power Supply Failure.

In SSU, LAN Alerts can only be set in one case for power supply: Power Supply Failure. So, these LAN Alerts can no longer be set from SSU.

WORKAROUND: None.

One Boot Flash Update Utility

1. The One-Boot Flash Update utility does not get installed on Windows in some cases, even when the One-Boot Flash Update Utility component is selected from the list of ISM components in the Custom Install menu of the ISM Setup program.

PROBLEM: When installing the One-Boot Flash Update utility on Windows from the ISM 5.5.5 CD, the Setup.exe program will only install the One-Boot Flash Update utility on supported platforms, that is, on platforms that support the rolling BIOS/FW update feature. If the installation is attempted on a platform that is not supported by the One-Boot Flash Update utility, then the utility will not be installed, and no message will be displayed to the user indicating the reason. The ISM installation log file, located in the “Program Files\Intel\ServerManagement” directory, will indicate which components were actually installed, but it does not indicate the reason why the One-Boot Flash Update utility component did not install.

IMPLICATION: User may be confused as to why the One-Boot Flash Update utility did not get installed, even though they selected the component from the ISM Setup program.

WORKAROUND: None. This issue is documented in the release notes associated with One-Boot Flash Update utility.

2. A duplicate entry for the “Intel 28F320C3 Flash Update Device Driver” is listed in the Windows Device Manager after a successful installation of the One-Boot Flash Update utility.

PROBLEM: After a successful installation of the One-Boot Flash Update utility Windows, there is a duplicate entry named “Intel 28F320C3 Flash Update Device Driver”, listed in the device manager. The entry shows an overlaid yellow warning icon, indicating that the driver for the device could not be loaded. This extraneous entry is due to a problem in the way the w2kinstall.exe program processes the flashud.inf file during installation of the One-Boot Flash Update utility’s driver; it is not due to a real problem with the utility or driver.

IMPLICATION: There are no known problems in functionality of the One-Boot Flash Update utility associated with this extraneous entry, however a user may be concerned by this duplicate entry since it indicates an error occurred loading the device driver.

WORKAROUND: No workaround is required. If desired, the duplicate entry may be removed by right-clicking on the entry and selecting the “uninstall” option.

3. Updating the FRUs on a system with a Hot Swap Controller (HSC) will cause the One-Boot Flash Update utility to appear to hang (~45sec).

PROBLEM: The One-Boot Flash Update utility takes a long time to update the FRUs on the HSC. To the user, the utility may appear to be hung.

IMPLICATION: User may think the utility is not functioning.

WORKAROUND: Wait for the utility to complete the task (~45sec).

4. Downloading files from a FTP/HTTP server that is running an operating system that is different from the operating system on the target server may fail.

PROBLEM: One-Boot Flash Update utility may fail to download files if the utility is running in an OS that is different than the one running on the FTP/HTTP server. For example, if the FTP/HTTP server is running Windows 2000/Windows 2003, and the One-Boot Flash Update utility is executing on a system that is running Red Hat Linux 8.0, then the utility may not be able to download the files from the server.

IMPLICATION: User may think that this feature is not functioning.

WORKAROUND:

- a. Download the update package and update files to a local directory prior to running the utility
or
- b. Use an FTP/HTTP server that is running the same OS as the target server on which the utility will be executed

5. Utility cannot download the update files if the URL contains spaces.

PROBLEM: One-Boot Flash Update cannot download the update files if the URL contains spaces. For example, the command: "flashupdt -i -u http://www.examplesite.com/Flash Update Package" contains spaces in the URL portion of the -u command line option. Instead, the URL should be specified with the spaces replaced by "%20", as follows:

```
"flashupdt -i -u http://www.examplesite.com/Flash%20Update%20Package"
```

IMPLICATION: User may think that this feature is not functioning.

WORKAROUND: Replace each space with "%20".

6. Utility allows a BMC HEX file to be updated onto the server even if the HEX file is not intended for that server.

PROBLEM: The One-Boot Flash Update utility allows the user to update the server with a HEX file that is intended for a different server; that is, the utility does not validate that the HEX file is intended for the platform prior to updating the FW.

IMPLICATION: User may think that the FW has been successfully updated with the HEX file. However, the FW will fail to update after the system reset, and will roll back to the previous version.

WORKAROUND: The “PROBE SYSTEM” command should be used in the Configuration (CFG) file to detect the platform prior to updating the BMC. By using the “PROBE SYSTEM” command the CFG file can guard against updating a HEX file to a server for which it is not intended. Please note however that even without this added check there is no risk of corrupting the FW with an incompatible version, since the FW will not allow the update to take place after the system reset; that is, the FW will detect that the new image is not intended for the platform and it will roll back to the previous version.

Serial Over LAN Console Redirection

1. From a Red Hat Linux operating system based client, some keyboard operations do not respond correctly when executed remotely during a Serial Over LAN connection.

PROBLEM: After switching to Serial Over LAN console redirection from a Command Line Interface connection, some keyboard operations do not respond correctly. Arrow direction keys, the **ENTER** key, and some function keys may fail to operate as expected.

IMPLICATION: Users might not be able to move around the console screen and could possibly encounter a situation where they cannot exit or close a remote activity.

WORKAROUND: From either a KDE or GNOME terminal window, use “xterm” to open a second terminal window. From that window, start the Command Line Interface connection as before using “telnet localhost 623”.

Command Line Interface

1. When a CLI is established with the server, the DPC tool features “Power ON, OFF” and “Reset” are grayed out. Also, the SSU tool cannot be started. If the user is trying to start the SSU tool, a message pops up saying “Unable to get a secure LAN connection to the server”.

PROBLEM: Only one secure connection can be established at one time.

IMPLICATION: Only able to run one tool at one time.

WORKAROUND: Close the CLI before running DPC, or SSU.

ISM Prerequisites for Red Hat EL 3.0

1. The Red Hat EL3.0 and AS2.1 Installation's default set of RPMs does not provide all the libraries necessary for ISM.

PROBLEM: After a Red Hat installation where only the default set of features/RPMs are selected, the installation of ISM will halt and report a list of missing RPMs.

IMPLICATION: The user must manually add these missing RPMs from the Red Hat media.

WORKAROUND: Select/Install “Everything” during the Red Hat installation or, after the Red Hat default installation, manually add the following RPMs in the order shown:

For EL3.0: glibc-kernheaders glibc-headers glibc-devel compat-gcc compat-libstdc++ compat-libstdc++-devel compat-gcc-c++ w3c-libwww.

For AS2.1: w3c-libwww.

The glibc and compat RPMs are located in the RedHat/RPMS directory of the EL3.0 3rd install CD. The w3c-libwww RPM is located in the RedHat/RPMS directory of the EL3.0 and AS2.1 install CD #2.