Intended audience

This document is for the person who installs, administers, and troubleshoots servers and storage systems. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.
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Overview

These release notes discuss any issues and their potential workarounds, as well as special information regarding the contents of the SmartStart CD.
SmartStart

• Removed support from the SmartStart and ProLiant Support Packs version 8.60 for the following servers:
  o HP ProLiant BL20p G4 Server Blade
  o HP ProLiant BL25p Server Blade
  o HP ProLiant BL25p G2 Server Blade
  o HP ProLiant BL35p Server Blade
  o HP ProLiant DL320 G4 Server
  o HP ProLiant DL360 G4p Server
  o HP ProLiant DL380 G4 Server
  o HP ProLiant DL385 Server
  o HP ProLiant DL580 G4 Server
  o HP ProLiant ML350 G4p Server
  o HP ProLiant ML570 G4 Server

• Removed support from the 8.50 versions of SmartStart and ProLiant Support Packs for the following servers:
  o HP ProLiant BL20p G3 Server Blade
  o HP ProLiant BL45p Server Blade
  o HP ProLiant BL45p G2 Server Blade
  o HP ProLiant DL580 G3 Server
  o HP ProLiant DL585 Server
  o HP ProLiant ML370 G4 Server
  o HP ProLiant ML570 G3 Server

• Included compressed SmartStart PSP components on HP ProLiant servers configured with Microsoft® Windows Server® 2003 or Microsoft® Windows Server® 2008. The PSP component directory contains a single, self-extracting archive file containing all components and HPSUM. Autorun has been enhanced to decompress the archive automatically to a temporary folder before running. To decompress the archive manually from the released ISO in Microsoft® Windows®, double click on the binary in Windows Explorer.

• Added the ability to save and replay SmartStart interview answers during deployment. When booted from a USB key, there is an option to save the interview answers in a named file on the USB key. During subsequent installations, click the Run Saved Installation icon to run an identical installation without going through the interview process again.

• Running Autorun from SmartStart 8.40 on Novell SLES 11 requires additional libraries not included on the distribution media.

Description
Some components require that the compat or compat-32bit libraries be installed on the system. These libraries are not included on the SLES11 media and must be downloaded from the Internet or updated through system updates from Novell.

All ProLiant products supporting SUSE 11 Linux are affected.

Resolution
Download the compat (for x32 installations) or compat-32bit RPM from the Novell support site or using yast2. This requires a valid subscription.

Workaround
With a valid subscription, the compat (for x32 installations) or compat-32bit RPM can be downloaded from the Novell support site or using yast2.

Permanent Fix
Future updates will eliminate the library requirement.

- SmartStart contains functionality to run a GUI-based application that provides access to the PSP, documentation, and drivers for Microsoft® Windows® operating systems automatically. Depending on operating system settings, the CD may not be able to automatically launch this application.

Workaround
If the CD does not automatically launch the GUI-based application, start the batch files on the CD manually. The application is sensitive to its launch parameters and starting directory; therefore, double-clicking the binary does not start it correctly. Start the batch files using either of the following processes:

For servers configured with Microsoft® Windows Server® (Including Windows Server® 2008 Core):

a. Insert the CD.
b. At a command prompt, navigate to the drive letter of the CD media.
c. Run the AUTORUN.CMD batch file to launch the application. Alternatively, AUTORUN.CMD can be started from Microsoft® Windows® Explorer.

For servers configured with a Linux OS:

a. Make sure that the server is running in graphical mode and has the legacy 32-bit compatibility libraries installed (often called compat RPM (for x32 installations) or compat-32bit RPM).
b. Insert the CD and allow it to be mounted in executable mode through the GUI.
c. At a bash command prompt, switch to the directory the CD was mounted to (usually under /media).
d. Run the Autorun shell script.

The script prompts to install any missing libraries that it detects. Bypassing the Autorun script causes some functions to work differently.

- Secured Linux installations sometimes do not allow executing applications from mounted media. For recommendations on ways to mount executable media, see the software vendor’s documentation.

- As of SmartStart version 8.40, only baseline support is available for the following servers, and will be removed from the 8.50 versions of SmartStart and ProLiant Support Packs:
  o HP ProLiant BL20p G3 Server Blade
  o HP ProLiant BL45p Server Blade
  o HP ProLiant BL45p G2 Server Blade
• Support has been removed in the 8.40 versions of SmartStart and ProLiant Support Packs for the following servers:
  - HP ProLiant DL320 G3 Server
  - HP ProLiant DL360 G4 Server
  - HP ProLiant ML310 G2 Server
  - HP ProLiant ML310 G3 Server
  - HP ProLiant ML310 G4 Server
  - HP ProLiant ML350 G4 Server

• As of SmartStart version 8.25, only baseline support is available for the following servers, and will be removed from the 8.30 versions of SmartStart and ProLiant Support Packs:
  - HP ProLiant BL20p G2 Server Blade
  - HP ProLiant BL30p Server Blade
  - HP ProLiant BL40p Server Blade
  - HP ProLiant DL360 G2 Server
  - HP ProLiant DL360 G3 Server
  - HP ProLiant DL380 G2 Server
  - HP ProLiant DL560 Server
  - HP ProLiant DL580 G2 Server
  - HP ProLiant DL760 G2 Server
  - HP ProLiant ML350 G2 Server
  - HP ProLiant ML350 G3 Server
  - HP ProLiant ML370 G3 Server
  - HP ProLiant ML530 G2 Server
  - HP ProLiant ML570 G2 Server

• HP ProLiant Essentials Foundation Pack delivery option is changing.
  To support the HP commitment to reduce overall environmental impact, the HP ProLiant Essentials Pack is available as a selectable option for the HP ProLiant 300 G6 series and HP ProLiant 500 G6 series and later servers at the time servers are ordered through CTO. This change provides customers the flexibility to order only the necessary media kits, eliminating the receipt of unnecessary duplicate media.
  This change starts with the G6 servers. No change is being made to previous generations. BTO products will continue to ship with the ProLiant Essentials Foundation Pack.
  To ensure that customers continue to have access to the latest updates, the contents of this kit are available as a downloadable ISO image from HP at the following HP websites:
  - SmartStart CD ([http://www.hp.com/cgi-bin/hpsupport/index.pl](http://www.hp.com/cgi-bin/hpsupport/index.pl))
Management DVD (http://www.hp.com/go/foundation)

- SmartStart version 8.20 was the last release that contained SUSE LINUX Enterprise Server 9 (x86 and AMD64/EM64T).

- Beginning with the SmartStart 8.00 release, the content is separated into two SmartStart CDs:
  - One CD for all x86 32-bit components (supported Linux and Microsoft® Windows® versions)
  - One CD for all x86 64-bit components (supported Linux and Microsoft® Windows® versions)

- All the supported operating system selections are listed on the OS Selection screen during the SmartStart process.


  HP strongly recommends that the resolutions listed in this document be applied accordingly to instructions in the resolution documents. Failure to do so might result in issues that can cause disruption to the operation and functionality of HP ProLiant servers. This list is proactively updated as new issues are discovered and resolved.

- Using external storage and SmartStart takes a long time to load drivers.

  **Description**
  The error occurs when an Ultra3 SCSI disk drive is installed in an HP StorageWorks Enclosure (4300 family) that has an Ultra2 SCSI interface and is attached to an Ultra3 host bus adapter (for example, 64-bit/66-MHz Dual Channel Wide Ultra3 SCSI adapter).

  The error occurs because the drive and HBA negotiate Ultra3 between them, but the interface in the HP StorageWorks Enclosure is not compatible with Ultra3 traffic.

  The error is observed when SmartStart boots and pauses for approximately 5 minutes during the driver load phase. The installation typically fails after SmartStart boots.

  **Workarounds**
  Upgrade the I/O module in the HP StorageWorks Enclosure (4300 family) to Ultra3.

  Use only Ultra2 disk drives in an HP StorageWorks Enclosure (4300 family) with an Ultra2 controller.

  **Notes**
  Ultra2 disk drives should work correctly in an HP StorageWorks Enclosure (4300 family) with an Ultra3 controller.

- Booting SmartStart 8.x on unsupported servers

  **Description**
  Booting SmartStart 8.x on unsupported servers behaves differently based on the server. You might encounter the following results:

  - The system might freeze while SmartStart is loading.

  - The system might boot up to a # prompt.
- SmartStart displays access to the Maintenance tab.
- If using an old monitor, you might not see anything on the screen.
- The following message appears, "SmartStart 6.00 and later do not support this system. Please reboot with SmartStart 5.50 or earlier."

**Workarounds**

Use SmartStart 5.50 on older servers that are not supported with SmartStart 8.x. For a list of servers supported by SmartStart 8.x, see the Supported Servers Guide (ftp://ftp.hp.com/pub/c-products/servers/management/smartstart/serversupportmatrix.pdf)

- Localization
  Some strings might not be localized and appear in English.

- Launching the Adaptec array configuration utility using a French keyboard requires selection of Ctrl + Q rather than Ctrl + A during the boot process.

**Description**

Text included with the SmartStart application and on the SmartStart install poster instructs the customer to press F8 or Ctrl + A during the boot process to launch the ROM-based Setup Utility, which enables the user to configure the array controller. This instruction assumes the use of a U.S. keyboard. Because the A key location on a French keyboard does not correspond with the A key location on the U.S. keyboard, pressing Ctrl + A on the French keyboard does not launch the Adaptec array configuration utility.

**Workarounds**

The A and Q key locations are reversed. Press Ctrl + Q to launch the Adaptec array configuration utility.
Diagnostics

HP Insight Diagnostics

The HP Insight Diagnostics maintenance utility displays information about the server hardware configuration and performs system and component tests to help ensure that the server is operating properly.

HP Insight Diagnostics overview

Starting with SmartStart CD version 8.30, HP Insight Diagnostics uses native 64-bit program codes. This migration from 32-bit HP Insight Diagnostics has been implemented on both 32-bit and 64-bit SmartStart boot environments.

HP Insight Diagnostics is a proactive server management tool, available in both Online and Offline editions. Insight Diagnostics provides diagnostics and troubleshooting capabilities to assist IT administrators who verify server installations, troubleshoot problems, and perform repair validation.

HP Insight Diagnostics Online Edition is a web-based application that captures hardware and operating system configuration information, records critical information for documentation and disaster recovery, and compares historical configurations on the same server or a baseline server. Available in Microsoft® Windows® and Linux versions, Insight Diagnostics helps to ensure proper system operation. Online diagnosis of hard drives and power supplies can be assessed for potential issues under the following conditions:

- Hard drives are attached to an HP Smart Array Controller.
- Power supplies are HP common slot power supplies and are deemed "diagnosable" by Power Supply Diagnosis software using specific HP part numbers and HP servers.

HP Insight Diagnostics Offline Edition captures system configuration information and provides detailed diagnostic testing capabilities. The Offline Edition provides a comprehensive suite of offline system and component tests, providing in-depth testing of critical hardware components for devices such as processors, memory, and hard drives. During offline testing, the user-installed OS is not running; therefore, software information from the system is not reported. Insight Diagnostics Offline Edition runs when the computer is started from one of the following CDs:

- HP SmartStart CD on HP ProLiant servers
- HP Documentation CD or HP Documentation and Diagnostics CD on HP business PC or HP workstation computers

**IMPORTANT:** Third-party devices not supported by HP might not be detected by HP Insight Diagnostics.

HP Insight Diagnostics simplifies the process of effectively identifying, diagnosing, and isolating hardware issues.

System availability is maintained through the following key features:

- Testing and diagnosing apparent hardware failures
• Documenting system configurations for upgrade planning, standardization, inventory tracking, disaster recovery, and maintenance
• Sending or printing configuration information to another location for more in-depth analysis
• Managing the Integrated Management Log (IML) if the system supports IML

HP Insight Diagnostics is available in two editions: The HP Insight Diagnostics Offline Edition and HP Insight Diagnostics Online Edition.

HP Insight Diagnostics Offline Edition performs various in-depth system and component tests while the operating system is not running. Access the Offline edition of Insight Diagnostics by booting to a SmartStart CD, clicking the Maintain Server button, and then clicking the Diagnose Server button.

The HP Insight Diagnostics Offline Edition now includes a ROM-Based Memory Test available in the custom/interactive test suite. This memory test is available on systems supporting Fully Buffered DIMMs and provides the most comprehensive testing on memory modules. The ROM-Based Memory Test must be run exclusively from other tests and requires a reboot during the test. For more information, see the HP Insight Diagnostics Users Guide.

HP Insight Diagnostics Online Edition is a web-based application that captures detailed hardware and software system configuration information and other related data required for effective server management. It also provides the ability to compare these configurations to form a complete and thorough auditing process for the system. With this version, the administrator can run Insight Diagnostics without rebooting the server and while the server is online. The online edition is installed automatically by the Windows or Linux PSP. It can also be downloaded from the Software and Drivers page on the HP website (http://www.hp.com) and installed independently of a PSP. The online edition is available through the System Management Homepage.

The HP Insight Diagnostics Online Edition now includes a Diagnose feature. This feature provides the ability to diagnose devices using non-intrusive system level checks of the device operational history. Beginning with Insight Diagnostics version 7.4.0, Insight Diagnostics Online Edition provides the ability to diagnose Smart Array SCSI hard disk drives. Diagnosis supports SCSI, SATA, and SAS hard drives that are attached to a Smart Array controller and configured as part of a logical volume. Diagnosis is NOT component testing, but is a combination of algorithms using hard disk drive operational history and proprietary Smart Array Controller statistics that ultimately diagnose a hard disk drive with 99.9% accuracy. Diagnosis assists in confirming hardware status and is much quicker than traditional offline testing. Using the Diagnosis feature reduces customer downtime and provides complete hard drive troubleshooting information with just one click.

The Smart Array Drive Diagnosis feature should be used in the following situations:

• To determine why a hard disk drive is in a particular state
• When Systems Insight Manager reports a disk drive pre-failure or failure
• When data corruption or storage problems exist but no physical indications are present
• When conflicting errors exist
• When repeated failures occur

Starting with SmartStart CD version 8.10, the Diagnosis tool within HP Insight Diagnostics is available in the Offline Edition of HP Insight Diagnostics version 8.1.1. Previously, the Smart Disk Array Diagnosis tool was available only in the Online Editions of HP Insight Diagnostics delivered through ProLiant Support Packs.

Starting with SmartStart CD version 8.10 and PSP 8.11/LSP 8.11 the Disk Array Diagnosis tool has been enhanced to support the new generation of intelligent Power Supplies offered with selected ProLiant...
servers. This tool enables users to diagnose and troubleshoot power supply-related problems and perform repair with the aid of Recommended Repair Action (RRA) messages when displayed on the screen. The user interface in this enhanced version of the Diagnosis tool might appear similar to previous versions; however, the internal conditions governing functionality might be different than Disk Array Diagnosis. When a user attempts to run Diagnosis, it automatically detects the hardware configuration and presents to the user interface only those devices that are applicable for Diagnosis. Software logic within Diagnosis determines if a particular power supply or disk drive is able to perform necessary testing.

**HP Insight Diagnostics issues**

HP Insight Diagnostics issues are known problems in HP Insight Diagnostics that will be corrected in a future HP Insight Diagnostics release.

- **Certain Test Modules May Intermittently Fail to Load on ProLiant Servers Configured with 512 MB of Total System Memory**
  
  **Description**
  
  When HP Insight Diagnostics (Offline Edition only) is launched on ProLiant servers configured with 512 MB of total system memory, HP Insight Diagnostics might intermittently fail to load some of the test modules. When this occurs, some diagnostic data, available under the Survey tab, might be missing.

  While this issue has been observed only on HP ProLiant DL320 G5 Servers configured with 512 MB of total system memory and running HP Insight Diagnostics, the issue could potentially occur on other servers configured with 512 MB of total system memory.

  **Workaround**
  
  Run the Online version of HP Insight Diagnostics instead of the Offline version.

- **While running Insight Diagnostics in a non-English language, some messages are still in English.**
  
  **Description**
  
  Some messages might be in English when running in French, Italian, German, Spanish, or Japanese.

  **Workaround**
  
  No workaround. A correction is scheduled for a future version of HP Insight Diagnostics.

- **Survey displays incorrect rotation rate on some SATA drives.**
  
  **Description**
  
  On systems with SATA drives, survey might report an incorrect rotation rate.

  **Workaround**
  
  No workaround. A correction is scheduled for a future version of HP Insight Diagnostics.

- **An application error might appear when Online Edition launches through iLO Remote Console with the High Performance Mouse enabled.**
  
  **Description**
  
  When launching HP Insight Diagnostics Online Edition using iLO Remote Console with the High Performance Mouse enabled, an application error might appear.

  **Workaround**
  
  Do not enable the High Performance Mouse when launching HP Insight Diagnostics using iLO Remote Console. A correction is scheduled for a future version of HP Insight Diagnostics.
• Some buttons or scrollbars used for navigation might not appear on the page in HP Insight Diagnostics Online or Offline Edition.

  **Description**
  When using HP Insight Diagnostics Online Edition on some browser configurations (mostly in Linux operating systems), some buttons might not appear on the viewable page. Some screens also do not have a scroll bar for navigating that page.

  **Workaround**
  The Page Up and Page Down keys are effective for navigating the page and for accessing the action buttons. Hiding some of the browser menus enables these items to be visible.

• Physical drive numbering appears different in HP Insight Diagnostics as compared to the HP Array Configuration Utility.

  **Description**
  The SCSI ID of physical drives is different in HP Insight Diagnostics as compared to the HP Array Configuration Utility. HP utilities and disk drive backplanes that report or indicate SCSI ID information do not consistently follow a 0-base or 1-base ordering convention. As a result, identifying a drive in question for servicing or configuration is difficult.

  **Workarounds**
  Use the new Smart Array Drive Diagnosis Identify Drive button in Insight Diagnostics to flash the amber Fault LED and identify the disk drive. For SATA and SAS drives, the Identify Drive command activates the drive’s front panel blue LED.

**HP Insight Diagnostics limitations**

HP Insight Diagnostics limitations are feature constraints caused by the environment that HP Insight Diagnostics is running in or features that have not been added in the current version.

• Limited Survey information

  **Description**
  Survey might not display complete information for some devices, or information for some devices might be limited. Data captures are based upon drivers available to HP Insight Diagnostics.

• Limited or no hard disk drive information or tests available on RAID controllers that are not Smart Array Controllers

  **Description**
  In RAID configurations that are configured without Smart Array Controllers, physical and logical drive information and available tests are limited. Depending on the configuration and RAID controller, Insight Diagnostics might not be able to view the physical and logical drives managed by the RAID controller.

  **Workaround**
  No workarounds exist.

• No fan, temperature, or power supply information is available unless the HP Management Agents are installed and running.

  **Description**
  Diagnostics is dependent on the HP Management Agents for several health-related devices such as fans, temperature sensors, and power supplies. If the Management Agents are not running, HP Insight Diagnostics ignores these devices because they are not visible to the software.
Workaround
Be sure that you are running the latest HP Management Agents, and then Install HP Insight Diagnostics on your Linux partition.

• Limited Survey data in RILOE II
  Description
  Survey data viewed through RILOE II is limited.

• No keyboard, mouse, or graphics diagnostics support for systems with 512 MB of system memory or less installed
  Description
  Due to limited available memory on systems with less than 512 MB of system memory, keyboard, mouse, and graphics tests have been disabled.

• No Fibre Channel diagnostics support
  Description
  Fibre Channel PCI cards are identified, but testing and identification of attached storage devices are not available at this time.

• Certain devices are not available for testing when running HP Insight Diagnostics.
  Description
  Network Interface Controllers and CD-ROM drives cannot be tested.

• Physical drives that are configured as part of a logical volume on non-Smart Array Controllers are not diagnosable.
  Description
  HP Insight Diagnostics Diagnosis only supports physical drives that are configured as part of a logical volume on HP Smart Array Controllers.

HP Insight Diagnostics notes
Diagnostics notes are usability issues, but are not considered problems.

• RPM does not uninstall all diagnostics files.
  Description
  Uninstallation of HP Insight Diagnostics does not remove files generated when running diagnostics.
  Workaround
  Some files might be generated during the execution of HP Insight Diagnostics. Manually remove the /opt/hp/hpdiags directory with the command `rm -rf /opt/hp/hpdiags`. By default Survey capture XML files are not removed.

• An incorrect PCI slot number is reported by a device.
  Description
  An incorrect PCI slot number might be reported by the SMBIOS and subsequently by HP Insight Diagnostics.
  Workaround
  Update to the current system ROM, and then re-run HP Insight Diagnostics.

• Array Controller memory size is reported incorrectly on some controllers.
Description
Array Controller memory is often underreported in the Overview section of diagnostics, especially for controllers with 64 MB or less of memory. This condition is a problem when the array controller firmware misreports the physical memory size to HP Insight Diagnostics.

Workaround
The actual controller memory size is reported during power-on self-test (POST). An Array Controller firmware upgrade might resolve this issue.

- USB Root Hub information is different from what is reported by the operating system.

Description
The Root Hub information might be displayed differently from the operating system information.

Workaround
USB information is correctly displayed by the operating system. A correction is scheduled for a future version of HP Insight Diagnostics.
Operating systems

Microsoft® Windows Server® 2008 R2

SmartStart 8.30 is the first release with full support for Microsoft® Windows Server® 2008 R2.

Microsoft® Windows Server® 2008

SmartStart 8.0 is the first release with full support for Microsoft® Windows Server® 2008.

Microsoft® Windows Server® 2003

To manually execute the ProLiant Support Pack (PSP) for Microsoft® Windows Server® 2003 browse to the \compaq\csp\nt\ directory on the SmartStart CD, and then double-clicking setup.exe. The ProLiant Remote Deployment Utility launches, enabling you to select the appropriate ProLiant Support Pack.

- An HP ProLiant server running Microsoft® Windows Server® 2003 with HP ProLiant Smart Array SAS/SATA Controller Driver (HPCISSS2.SYS) Version 6.6.0 (or earlier) and HP Insight Management Agents might blue screen after applying HP ProLiant Support Pack (PSP) 7.80. For more details on this issue, see the following Customer Advisories section.

- After installing Windows Server® 2003 using the Windows Server® 2003 base media, the HP ProLiant Array Configuration Utility for Windows (ACU) and HP ProLiant Array Diagnostics Utility for Windows (ADU) display the slot information for HP Smart Array SAS/SATA controllers as “Unknown.” In addition, the Insight Management Agents do not provide information for any HP Smart Array SAS/SATA controllers installed in the system.

Description

The version of the Storport.sys driver that is included on the Microsoft® Windows Server® 2003 base media returns incorrect data to the HP Smart Array SAS/SATA controller driver (Hpcisss2.sys). This action results in the slot information not showing correctly in ACU and ADU and the storage agents not reporting any information for any HP Smart Array SAS/SATA controllers installed in the server.

Workarounds

- Apply Microsoft hot fix 883646 from the Microsoft website (http://support.microsoft.com/kb/883646).
- Upgrade to Windows 2003 SP1

- Microsoft® Windows Server® 2003 Select Operating System Selection

No separate operating system selection exists for Microsoft® Windows Server® 2003 Select products during SmartStart assisted installation, unlike the process for Microsoft® Windows Server® 2000. Use the regular Windows 2003 products listed for both Select and Retail licenses. Microsoft® Windows® 2000 Select media uses a technique where setup does not prompt for a product key, but instead generates a semi-random product key value with some channel information. Microsoft®
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Microsoft® Windows Server® 2003 x64 Editions

To manually execute the ProLiant Support Pack for Microsoft® Windows Server® 2003 x64 Editions, browse to the \compaq\csp\nt\ directory on the SmartStart CD, and then double-click setup.exe. The ProLiant Remote Deployment Utility launches and allows you to select the appropriate ProLiant Support Pack.

Microsoft® Windows® 2000

SmartStart version 7.91 was the last release to contain the Windows® 2000 PSP. Windows® 2000 PSP has not been updated since version 7.60 and will continue to be available on the web for download.

Netware PSPs

SmartStart version 7.91 was the last release to contain the NetWare PSP. The NetWare PSP will continue to be available on the web for download.

ProLiant Support Pack (PSP) for Linux

Beginning with version 8.40 of the ProLiant Support Packs (PSP), HP Smart Update Manager (HPSUM) for Linux is used to deploy drivers and software instead of the Linux Deployment Utility (LDU). HPSUM provides the same manageability, added flexibility, more features, and enhanced functionality.

Linux PSP version 8.40 includes the following updates:

- In the Linux PSP version 8.31 and earlier, LDU utilizes the TAR.GZ file format for all drivers, agents, and utility/tool files. In Linux PSP version 8.40, HPSUM enables support for RPM files.
- HP SUM uses native RPMs instead of the RPM tarball format that hppldu used; therefore, HP SUM enables updated RPMs to be added and deployed with the files provided with the Linux PSP. This provides additional flexibility because the Linux PSP no longer needs to be modified to support later releases of key software.
- HP SUM now enables users to deploy RPMs both locally on a server and remotely to multiple servers (up to 29 concurrently). The hppldu utility only allowed deployment to a local server. As part of the new remote RPM deployment support, HP SUM is able to deploy to target servers running different versions and distributions than where it is being executed from. Therefore, it is not a requirement that the local system and the remote servers be running the same version or kernel of a Linux distribution in order to be updated.
- With SUSE Enterprise Linux 11 and Red Hat Enterprise Linux 5.3, the HP StorageWorks QLogic Fibre Channel Driver for 2.6x Kernels, HP StorageWorks QLogic Fibre Channel Drive for c-Class Blade Servers, and HP Linux Driver Kit for Emulex Based Fibre Channel Host Bus Adapter for 2.6.x Kernels components are provided in the OS distribution and are no longer included in the ProLiant Support Pack.
- As part of the Linux PSP version 8.40 changes, new RPMs that are included on the vendor OS media and listed in the following table may need to be installed before all RPMs included in the Linux PSP

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can be deployed. Before the update proceeds, the autorun shell script prompts for these required
RPMs to be installed.

LSP 8.40 REQUIRED ACTIONS:
Customer must update their scripts from “installxxx.sh” to “HPSUM”.
Please note new location of installation log files.
Please check the installed files for Dependency Checking.

After selecting the recommended bundle, you can get the RPMs ready for installation. (There is an
option to select the "Bundle" filter to check or select the recommended bundle). Please make sure you
do the Reboot after the installation to get the software activated.

<table>
<thead>
<tr>
<th>Distribution</th>
<th>Required RPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Novell SUSE 11 32 bit</td>
<td>compat*</td>
</tr>
<tr>
<td>Novell SUSE 11 64 bit</td>
<td>compat-32bit*</td>
</tr>
</tbody>
</table>

SUSE Linux Enterprise Server 9

SmartStart version 8.20 was the last release to contain the SUSE Linux Enterprise Server 9 PSP. The PSP
will continue to be available on the web for download.

HP StorageWorks MSA1000 and MSA1500

The bootable environment provided by SmartStart does not support the MSA1000 or MSA1500. As a
result, utilities accessed by booting from the SmartStart CD are not available to users attempting to
perform actions on volumes present on the MSA1000 or MSA1500. This limitation includes use of the
ADU, ACU, and the ROM Update Utility.

HP Insight Management WBEM Providers for
Microsoft® Windows Server® 2003/2008

These providers have the following features:
• Emulate industry standard technologies for accessing management information in an enterprise
environment
• Supply system management data through the Windows Management Instrumentation (WMI)
framework for ProLiant server platforms and options
• Serve as an alternative to SNMP-based management agents
• Support by HP-SIM 5.2
• Extend the Common Information Model (CIM) defined by the DMFT to provide a rich set of
standards-based management data that is specific to ProLiant systems
• Leverage the rich set of base level instrumentation provided by the system management controllers
and drivers
• Deliver in-depth hardware management, inventory, system state, and event notifications

For more information, see the HP website (http://www.hp.com/go/HPwbem).
Customer advisories

- **Integrated Lights-Out 2 (iLO 2) Firmware Version 1.81 (or earlier) and iLO 2 Management Controller Driver Version 1.11.1.0 (or earlier)** - A ProLiant Server may Unexpectedly Reboot and Display an Event ID 57 Error Message. For detailed information, click the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01802766]


- **HP NC-Series Gigabit Server Adapters - Creating a Bond With NC37x/38x Server Adapters and Subsequently Rebooting a ProLiant Server Running Red Hat Enterprise Linux 4 U8 Will Cause the System to Stop at Shutting Down the Bond.** For detailed information, click the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02131067]

- **ProLiant Servers: Smart Array B110i SATA RAID Controller - Driver Debug Messages Are Output to the System Log When B110i Driver Version 1.2.4-10 Is Running and the Insight Management SNMP Agents for Linux Are Starting.** For detailed information, click the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02129400]


- **HP Insight Management Agents - Support Pack Version May Not Match Latest Installed Version on the Version Control Agent (VCA) Inventory Page on ProLiant Servers Running Any Linux VCA and HP Insight Management Agents 8.4.0.** For detailed information, click the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02100437]

- **Windows Server 2003 (32-bit) or 2008 (32-bit) - ProLiant Servers May Be Unable to Load 32 (or More) ports of HP NC-Series QLogic nx3 Multifunction Driver in Certain Configurations When Running Windows Server 2003 (32-bit) or 2008 (32-bit).** For detailed information, click the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c01955465]

- **ProLiant Servers - Linux May Stop Responding When Running or Installing HP Device Mapper (HPDM) Version 4.3.1 When the Smart Array Controller Driver for Linux (cpq_cciss) from SmartStart 8.40 Is Running.** For detailed information, click the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02072518]
• HP Insight Management WBEM Providers Version 2.5.0.0 - System Management Homepage (SMH) May Display a "Time Out" Error Message After Launching SMH. For detailed information, click the following link:

• ProLiant Servers: Smart Array B110i SATA RAID Controller Configured for an 8KB Stripe Size - Server May Halt During a SmartStart 8.40 Assisted Installation of Windows Server 2003. For detailed information, click the following link:

• SmartStart Version 8.40 Or Smart Update Firmware DVD Version 9.00 - Unable to launch Autorun When Running On SUSE Linux Enterprise Server (SLES) 11 On a ProLiant Server. For detailed information, click the following link:

• ProLiant Support Pack for Linux 8.40 - HP Smart Update Manager Version 4.0.0 (HP SUM) May Incorrectly Indicate that HP Storage Drivers for Linux Are Ready to Install Even When They Have Already Been Installed. For detailed information, click the following link:

• **Customer action required:** To Prevent Potential Hard Drive Failure: Adjust Fan Speed in RBSU Before Running Hard Disk Drive Tests from HP Insight Diagnostics 8.20/8.25 on Certain ProLiant G6-Series Servers. For detailed information, click the following link:

• HP ProLiant Servers - Network Adapters: NIC Teaming Cannot Be Dissolved Under Microsoft® Windows® Small Business Server 2008. For detailed information, click the following link:

• HP NC-Series Gigabit Server Adapters - Creating a Bond With NC37x/38x Server Adapters and Subsequently Rebooting an HP ProLiant Server Running Red Hat Enterprise Linux 4 U8 Will Cause the System to Stop at Shutting Down the Bond. For detailed information, click the following link:

• HP ProLiant Servers: HP Smart Array B110i SATA RAID Controller - Driver Debug Messages Are Output to the System Log When B110i Driver Version 1.2.4-10 Is Running and the Insight Management SNMP Agents for Linux Are Starting. For detailed information, click the following link:

• Microsoft® Windows Server® 2003 R2 Datacenter - The Network Drivers May Display with a Yellow Bang and the System May Experience Reduced Performance When Used with Windows Server 2003 R2 Datacenter Edition (32 Bit) Configured with 128 GB of Memory. For detailed information, click the following link:

• HP Insight Management Agents - Support Pack Version May Not Match Latest Installed Version on the Version Control Agent (VCA) Inventory Page on HP ProLiant Servers Running Any Linux VCA and
HP Insight Management Agents 8.4.0. For detailed information, click the following link:

- Microsoft® Windows Server® 2003 (32-bit) or Microsoft® Windows Server® 2008 (32-bit) - HP ProLiant Servers May Be Unable to Load 32 (or More) ports of HP NC-Series QLogic nx3 Multifunction Driver in Certain Configurations When Running Windows Server® 2003 (32-bit) or Windows Server® 2008 (32-bit). For detailed information, click the following link:

- HP ProLiant Servers - Linux May Stop Responding When Running or Installing HP Device Mapper (HPDM) Version 4.3.1 When the Smart Array Controller Driver for Linux (cpq_cciss) from SmartStart 8.40 Is Running. For detailed information, click the following link:

- HP Insight Management WBEM Providers Version 2.5.0.0 - System Management Homepage (SMH) May Display a “Time Out” Error Message After Launching SMH. For detailed information, click the following link:

- HP ProLiant Servers: Smart Array B110i SATA RAID Controller Configured for an 8KB Stripe Size - Server May Halt During a SmartStart 8.40 Assisted Installation of Microsoft® Windows Server® 2003. For detailed information, click the following link:

- SmartStart Version 8.40 Or Smart Update Firmware DVD Version 9.00 - Unable to launch Autorun When Running On SUSE Linux Enterprise Server (SLES) 11 On an HP ProLiant Server. For detailed information, click the following link:

- HP ProLiant Support Pack for Linux 8.40 - HP Smart Update Manager Version 4.0.0 (HP SUM) May Incorrectly Indicate that HP Storage Drivers for Linux Are Ready to Install Even When They Have Already Been Installed. For detailed information, click the following link:

- Customer action required: To Prevent Potential Hard Drive Failure: Adjust Fan Speed in RBSU Before Running Hard Disk Drive Tests from HP Insight Diagnostics 8.20/ 8.25 on Certain ProLiant G6-Series Servers. For detailed information, click the following link

- ProLiant Servers – New Releases of the HP Embedded G5 SATA RAID Controller Driver Have Been Discontinued. For detailed information, click the following link

- ProLiant DL785 G5 Server – Bugcheck with STOP Error Message “STOP 0x000000EA” may occur when server is configured with ATI ES1000 Video Controller Driver Version 6.14.10.6745.512 GB of Memory and running Windows Server 2003/2008 (64-bit). For detailed information, click the following link

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• Red Hat Enterprise Linux 4 Update 8 – Linux may panic during installation of SNMP Agents/PSP Version 8.26/8.30 on ProLiant Server with NC326i Integrated Dual Port PCI Express Gigabit Server Adapter using igb Network Driver included in distribution. For detailed information, click the following link:


• ProLiant BL685 G6 Server Blade – HP NC-Series Broadcom 10GbE Multifunction Driver for Windows Server 2003 Version 4.8.101.0 (or earlier) causes blue screen if the server is configured with or upgraded to four 8400-series processors. For detailed information, click the following link:


• ProLiant DL320 G6 and ProLiant ML330 G6 Servers – System stops responding on startup or shutdown if the server is configured with 4 GB (or more) of memory, a Smart Array B110i SATA RAID Controller, and Windows Server 2003 (32-Bit). For detailed information, click the following link:


• **Driver update required**: ProLiant Servers and Smart Array B110i SATA RAID Controller – A driver update is required to avoid loss of RAID 1 protection for a two-drive boot volume after installing hpahcisr driver RPM version 1.2.0-14 under Red Hat Enterprise Linux 5. For detailed information, click the following link:


• ProLiant Servers and Smart Array Controllers – HP ProLiant Array Configuration Utility for Windows Version 8.25 (or earlier) may not function under Internet Explorer 8. For detailed information, click the following link:


• ProLiant Servers and Smart Array P212/P410/P411 Controllers – Controller may stop responding under NetWare 6.5 while booting in Maintenance Mode, unloading the HPQCISS driver, or performing a drive array expansion, deletion, or erase using CPQONLIN. For detailed information, click the following link:


• HP ProLiant ML 350 G6 and ProLiant ML370 G6 Servers - Integrated Lights-Out May Not Function and Boot Delay May Occur if Smart Array P212, P410, or P411 is Installed in PCI-Express Slot 1 on Servers Built Before April 8, 2009. For detailed information, click the following link:


• HP BladeSystem Mezzanine HBAs - Server May Experience a Blue Screen if Drivers for the Emulex and QLogic HBAs on the SmartStart or ProLiant Support Pack 8.10 or 8.15 CD Are Used With HP BL Emulex and QLogic Mezzanine Host Bus Adapters. For detailed information, click on the following link:

• HP Smart Array E200 Or HP Smart Array E200i Firmware Version 1.80 (or earlier) - FIRMWARE UPGRADE RECOMMENDED for ProLiant Servers Running Windows Server 2003 To Prevent A Blue Screen And STOP Error Message. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01725956)

• ProLiant DL320 G6 Servers - HP Smart Update Manager Cannot Install the ProLiant Support Pack (PSP) from HP SmartStart if the Serial Number and Product ID Fields in RBSU Contain Invalid Characters. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01720428)


• HP SmartStart - Assisted Installation of Windows 2003 R2 on ProLiant Servers configured with Smart Array P212 Controller will not be successful. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01717288)

• SmartStart - Assisted Installations of Microsoft Windows 2003 R2 Small Business Server Using SmartStart Require Physical Media to Complete. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01677147)

• ProLiant Servers - SUSE Linux Enterprise Server 10 (AMD64/EM64T) Reports "are failed" Messages in System Log, Indicating System ROM Does Not Support Certain Error Reporting Capabilities of the PCI-Express Bus By Means of the ACPI. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01679214)


• HP ProLiant Servers Running NetWare 6.5 SP7 (or Later) - Older Versions of ETHERTSM.NLM and MSM.NLM Are Installed with NC-Series NIC Drivers from the HP ProLiant Support Pack for NetWare Versions 7.60 through 8.10. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01667694)

• Network Speeds Returned by ethtool Versions Prior to Version 6 Are Prefixed by "Unknown!" for Network Speeds Greater Than 1 Gbps. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01558851)

• Smart Array Controller Driver - HpCISSs2 Version 6.13.0.x (or Later) Cannot Be Downgraded to Version 6.12.0x (or Earlier) on Windows Server 2003. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?locale=en_US&objectID=c01611218)

- Smart Array Controller Driver - HpCISSs2 Version 6.13.0.x (or Later) Cannot Be Downgraded to Version 6.12.0x (or Earlier) on Windows Server 2003. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01614693]

- SmartStart - NIC 1 may not be recognized as "eth0" during assisted installation on ProLiant Servers with Multiple Network Interface Controllers if "Network" is selected as the OS source type. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01611222]

- SmartStart - Unsupported USB DVD-ROM Drives may not function during a SmartStart Assisted Installation. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01597034]


- SmartStart - An "Invalid Entry" message will be displayed during a SmartStart 8.10 Assisted Installation of Windows Server 2008 if the "Without Hyper-V Media" option is chosen and the operating system cannot be installed. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01601312]

- Small memory leak may intermittently occur in certain versions of Integrated Lights-Out Agent (cmasm2d) for Linux. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01581680]

- Firmware Upgrade Components for SAS/SATA Hard Drives attached to an HP Smart Array P600 Controller running Firmware Version 1.88 or 1.98 are not currently supported under Linux. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01403290]

- HP NC-Series Network Adapter Firmware Components for Windows cannot be deployed using HP Smart Update Manager version 3.1.0 on Firmware Maintenance CD version 8.0. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01409706]

- Minimum Versions of System ROM Support for Quad-Core AMD-Based Processors on HP ProLiant Servers. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01421363]

- SmartStart 8.00 Can not be used to deploy an Operating System if the Logical Drive size created is equal to or larger than one Terabyte (1 TB). For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01495273]

- ProLiant DL580 G4 or ProLiant ML 570 G4 Server may stop responding when running HP Insight Foundation Agents for Windows version 8.00 or earlier. For detailed information, click on the following link: [http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01597034]
• HP Embedded SATA RAID driver may not load during Microsoft Windows installation on certain HP ProLiant 300 series servers configured without a floppy disk drive. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01382037)

• ProLiant Server may Blue Screen Running Microsoft Windows Server 2003 with ProLiant Smart Array SAS/SATA Controller Driver (HPCISSS2.SYS) Version 6.6.0 (or earlier) and HP Storage Agent After Applying ProLiant Support Pack (PSP) 7.80. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01102958)

• Smart Array SAS/SATA Controller Driver Version 6.6.0 (or Earlier) on ProLiant Servers Running Microsoft Windows Server 2003 SP2 and/or the Storport QFE KB932755 May Cause the System to Become Unresponsive or Blue Screen At Shutdown. For detailed information, click on the following link: (http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c01102961)