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rp8400 Enterprise Servers may experience issues with initial disk related commands after power-on

This bulletin applies to customers who have received the following HP server:

- rp8400 Enterprise Server [product # A6093A, model string 9000/800/S16K-A]

NOTE: No action is required for customers receiving this bulletin who do not plan to install or reinstall any of the HP-UX 11i OEs from the December 2001 media.

Hewlett-Packard has identified two issues related to the power-on of an rp8400 Enterprise server:

- During a cold-install (from Ignite-UX or media) to an internal boot disk, the installation may be interrupted reporting a disk size of zero bytes:

Sample listing:

** Querying disk device: 0/0/0/3/0.6.0 ... * Disk at 0/0/0/3/0.6.0
(SEAGATE_ST318404LC) reported a size of zero
* Querying disk device: 0/0/4/0/0.8.0 ...*

...

*NOTE: Default (boot) source does not appear to be a valid (or complete)
install source, switching source to Network
* Setting keyboard language.*

- Immediately after power-on and boot-up, some commands or applications executed on an rp8400 may initially fail while internal disks spin-up. HP-UX commands (for example: diskinfo, mount, crashconf) or applications (for example: SAM), which access an internal non-boot disk after power-on, are potentially affected.

These issues result from the following affected patches: PHKL_24441, PHKL_25165, PHKL_25509.

These patches are found in patch bundles on the following Operating Environments (OEs):

- HP-UX 11i Support Plus Media for December 2001 [part # 5012-0015]
- HP-UX 11i OE - December 2001 [product # B3920EA]
- HP-UX 11i Enterprise OE December 2001 [product # B7993AA]
- HP-UX 11i Mission Critical OE December 2001 [product # B7994AA]

And in the following bundles:

- Patch Bundle GOLDBASE11i (B.11.11.0112.6)
- Patch Bundle HWEnable11i (B.11.11.0112.5)

Any rp8400 systems installed with any HP-UX 11i OEs September 2001 or HP-UX 11i Support Plus Media for September 2001 (part # 5012-7961) are not exposed to these issues; however, HP strongly recommends that you install patch PHKL_25896 on your rp8400 as soon as possible. These issues are limited to rp8400 systems installed, reinstalled or updated with any of the HP-UX 11i OEs from the *HP-UX 11i Support Plus Media for December 2001* (part# 5012-0015) or patched with one of the affected patches.

HP has created patch PHKL_25896 to resolve these issues (patch retrieval instructions are included below).



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Customers receiving this notification with their rp8400 servers will not experience these issues as HP has removed the affected patches and installed patch PHKL_25896 to resolve this issue.

HP's Recommendation:

- If you are receiving this notification **with** your rp8400 system and **do not** plan to **install or re-install** your rp8400, you need not take any further actions.
- If you are receiving this notification **with** your rp8400 system and plan to **install or re-install** your rp8400 with any of the HP-UX 11i OEs from the *HP-UX 11i Support Plus Media for December 2001*, HP strongly recommends that during patch installation you unselect PHKL_25165 from the HWEEnable11i bundle (described in Chapter 4 of the "*HP-UX Installation and Update Guide*" under the section titled "Adding and Removing Individual Patches"), and that you obtain and install patch PHKL_25896 before using the system.

Note: If you encounter the previously mentioned installation issue, the issue can be worked around by selecting the "Scan Again" choice and continue the installation (described in the "*HP-UX Installation and Update Guide*", which is available at: <http://docs.hp.com/hpux/os/11i>. Refer to step 7 of the section entitled "Cold-Installing HP-UX 11i").

- If you are receiving this notification **separate from** your rp8400 system and you **have installed patch PHKL_25896** onto your rp8400 server, you need not take any further actions.
- If you are receiving this notification **separate from** your rp8400 and you **have installed patches PHKL_24441, PHKL_25165 or PHKL_25509** onto your rp8400 server, HP strongly recommends that you remove the affected patch and install patch PHKL_25896 onto your rp8400 system.
- If you are receiving this notification **separate from** your rp8400 system and you **did not install patches PHKL_24441, PHKL_25165 or PHKL_25509** onto the system, HP still strongly recommends that you install patch PHKL_25896 onto your rp8400 system.
- If you **do not know if you have installed any of the** affected patches are on your system, perform the following steps:
 1. Login as root.
 2. Verify if PHKL_24441, PHKL_25165, PHKL_25509, or PHKL_25896 are installed onto your system:

```
# /usr/sbin/swlist -l product | grep -e PHKL_24441 -e PHKL_25165 \
-e PHKL_25509 -e PHKL_25896
```

If any of the output displays "PHKL_25896", you need not take any action.



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If any of the output displays "PHKL_24441", "PHKL_25165", or "PHKL_25509" then your system has one of the affected patches installed, and HP strongly recommends that you remove the affected patch and install patch PHKL_25896 onto your rp8400 system.

The following workarounds are available until patch PHKL_25896 (or its successor) is installed or the affected patch(es) removed from your rp8400 system:

- The workaround for the installation issue affecting rp8400 internal boot disks is to select the "Scan Again" choice and continue the installation (described in the *"HP-UX Installation and Update Guide"* manual which is available at: <http://docs.hp.com/hpux/os/11i>. Refer to step 7 of the section entitled "Cold-Installing HP-UX 11i").
- The workaround for commands and applications issue affecting rp8400 internal disks after power-on is to re-execute the command or application again.

Patches can be obtained from the ITRC via the web or by contacting your local HP Customer Support Representative or Sales Office. Patches can be downloaded from the following locations:

1. ITRC web site: <http://itresourcecenter.hp.com/>

Login with your user ID and password if you are already registered, or register according to the instructions provided. Remember to save the user ID assigned to you, along with your password. Click on "Individual Patches", then "Retrieve a Specific Patch" and enter the patch name in the "Patch Name" field, and click on "Retrieve" button to locate the required patch.

2. ITRC free FTP server: <ftp://ftp.itrc.hp.com/>

Additional information on patch installation and removal can be found in the following locations:

- HP Technical Documentation Website:
<http://docs.hp.com/hpux/os/11i>
Select *"HP-UX 11i Installation and Update Guide"*
- HP-UX 11i Installation and Update Guide (part # 5185-6511)

Reference Chapter 4 "Updating Applications", section titled "Adding and Removing Individual Patches".

If you require any help, please contact your local Hewlett-Packard Support Representative. We appreciate your business and look forward to serving your needs in the future.

Regards,

Hewlett-Packard Company