

**hp-ux 11.0**

**read before  
installing  
support plus**



**i n v e n t**

**march  
2002**

# NOTICES

The information in this document is subject to change without notice.

Hewlett-Packard makes no warranty of any kind with regard to this manual, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be held liable for errors contained herein or direct, indirect, special, incidental or consequential damages in connection with the furnishing, performance, or use of this material.

## **Warranty.**

A copy of the specific warranty terms applicable to your Hewlett-Packard product and replacement parts can be obtained from your local Sales and Service Office.

**Restricted Rights Legend.** Use, duplication, or disclosure by the U.S. Government Department is subject to restrictions as set forth in subparagraph (c) (1) (ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 for DOD agencies, and subparagraphs (c) (1) and (c) (2) of the Commercial Computer Software Restricted Rights clause at FAR 52.227-19 for other agencies.

HEWLETT-PACKARD COMPANY 3000 Hanover Street Palo Alto, California 94304 U.S.A.

## **Copyright Notices.**

© 2002 Hewlett-Packard Company, all rights reserved.

Reproduction, adaptation, or translation of this document without prior written permission is prohibited, except as allowed under the copyright laws.

## **Trademark Notices.**

HP-UX® is a registered trademark of the Hewlett-Packard Company.

---

## Contents

Introduction.....	4
Known Problems in This Release.....	6
General Notes.....	13
Getting Installation Instructions .....	15
Mounting the Support Plus CD.....	17
Downloading Patches and Getting Help .....	19

---

## Introduction

HP-UX 11.0 Support Plus delivers diagnostics and HP-UX system patches. These patches enable new hardware and fix known defects. In some cases, a patch may deliver new software functionality. Each Support Plus release is cumulative, and completely replaces any previous Support Plus release for the same HP-UX version. This document provides pointers for more information and describes known problems with the release.

The Support Plus CD includes the following patch bundles and software:

- Hardware Enablement (HWE) patch bundle provides patches required for new systems and for add-on hardware supported on HP-UX 11.0. The bundle includes patches that may match or supersede patches found in other HP-UX patch bundles.
- Quality Pack (QPK) patch bundle includes all stable, defect fix patches for Core HP-UX, graphics, and key networking drivers. As of September 2001, the former General Release (GR) patch bundle has been consolidated with the QPK bundle. See the “Bundle Changes for September 2001” on page 14.

- Diagnostics (OnlineDiag) bundle includes Support Tool Manager (STM) for online diagnostics, Off-line Diagnostics Environment (ODE), Event Management Services (EMS) hardware monitors, Predictive Support (for servers only), and EMS Kernel Resource Monitor.
- Instant Capacity on Demand (iCOD) bundles include the Purchase product (in the B9073AA iCOD-purchase bundle) and the Pay-Per-Use product (in the T1322AA iCOD-utility bundle).

## Notes

- Support Plus does *not* create a new HP-UX release. Support Plus provides you with patches to apply to your HP-UX release. You cannot use Support Plus to install a new OS.
- Code examples and path names in this document assume that the Support Plus CD is mounted to the `/cdrom` directory.

---

## Known Problems in This Release

This section contains critical, last-minute information about patches on the Support Plus CD:

- PV sparing in latest LVM patches may not engage
- Workstation firmware patches not working with Ignite-UX
- PHCO\_23876 (HP-UX 11.00 SAM/ObAM patch) does not support new drivers
- PHCO\_23966 (HP-UX 11.00 SD patch) removes `.supported_bits` dependency
- Process Resource Manager may core dump on startup with `libc` patch loaded

For more detail on patches and diagnostics, see the readme file for the product. For the latest information, see the Support Plus web site:

**[http://software.hp.com/SUPPORT\\_PLUS](http://software.hp.com/SUPPORT_PLUS)**

## **PV sparing in latest LVM patches may not engage**

With PHKL\_24268, the LVM feature known as "disk sparing" may not engage. Specifically, sparing happens correctly if a disk begins returning errors, but if a disk becomes unresponsive, LVM waits forever for it to come back instead of using a spare. Disk sparing requires installation of the optional MirrorDisk/UX product. Customers without MirrorDisk/UX, or those with MirrorDisk/UX but not using spare disks, are not affected.

This problem will not cause a system panic or hang, nor will it cause LVM data to become unavailable that otherwise would have been available. However, a system administrator must intervene manually or the system is vulnerable to a second failure. When disk sparing works correctly, the system is only vulnerable to a second failure for a brief time, measured in minutes, while LVM copies data from a mirror to the spare.

The HWE1100 and QPK1100 bundles will continue to provide PHKL\_24268 for the support of the current HP disk arrays and other critical fixes for LVM.

PHKL\_24268 is found in these bundles:

Mar. 2002	HWE1100 and QPK1100
Dec. 2001	HWE1100
Sep. 2001	XSWHWCR1100

## Workstation firmware patches not working with Ignite-UX

PHSS\_22901, PHSS\_21385, and PHSS\_24105 (HP-UX 11.00 B-, C-, and J-Class firmware patches) fail to update the system firmware correctly when they are included in an OS archive (also known as a golden or system image). Ignite-UX uses the archive to load a system. During the Ignite-UX session, an error similar to the following is generated:

```
ERROR: Cannot find the utility: lifcp
ERROR: The script: "/var/adm/sw/products/PHSS_24105
        /pfiles/iux_postload" failed, exit code was 1.
```

The behavior is due to the omission of the directory `/usr/bin` in the `PATH` variable defined in the `iux_postload` script. Please note that the patch does install correctly using `swinstall(1M)`. The behavior only occurs when the patch is included in an OS archive installed by Ignite-UX. The behavior is corrected in PHSS\_25982, which is released.

Because the behavior does not have a negative effect on the system (it simply does not update the system firmware) it is not necessary to remove PHSS\_22901, PHSS\_23185, or PHSS\_24105 from systems on which they are installed. However, in order to avoid this behavior, HP does recommend that PHSS\_25982 be



installed on systems that will be used to create an OS archive, which may be loaded on other systems with Ignite-UX.

PHSS\_24105 is found in these bundles:

Sep 2001	QPK1100 and XSWHWCR1100
----------	-------------------------

Dec 2001	QPK1100 and HWE1100
----------	---------------------

Mar 2002	QPK1100 and HWE1100
----------	---------------------

PHSS\_23185 is found in this bundle:

Jun 2001	XSWGR1100 and XSWHWCR1100
----------	---------------------------

PHSS\_22901 is found in this bundle:

Mar 2001	XSWHWCR1100
----------	-------------

## **PHCO\_23876 (HP-UX 11.00 SAM/ObAM patch) does not support new drivers**

The current HP-UX 11.00 cumulative SAM/ObAM patch (PHCO\_23876) cannot configure the new graphics (gvid) driver and Ultra160 SCSI driver (c8xx) that were introduced in the March 2002 release of the HWE1100 bundle. A future HP-UX 11.00 SAM/ObAM patch will add these new drivers to the Kernel Configuration tool supported by SAM.

PHCO\_23876 is found in these bundles:

March 2002:	HWE1100 and QPK1100
December 2001:	HWE1100 and QPK1100
September 2001:	XSWHWCR1100 and QPK1100

## **PHCO\_23966 (HP-UX 11.00 SD patch) removes .supported\_bits dependency**

The HP-UX 11.00 Software Distributor (SD) patch (starting with PHCO\_22526) has removed the need to update the `.supported_bits` file with the latest model strings for new HP systems. The HP-UX 11.00 SD patch now uses the same mechanism as HP-UX 11.11 SD to select the 64-bit filesets for most of the newer HP systems. With this improvement, HP has no need to supersede PHCO\_23169 (cumulative 64-bit hardware enablement patch) that delivers the `.supported_bits` file.

PHCO\_23966 is found in these bundles:

March 2002:	HWE1100 and QPK1100
December 2001:	HWE1100 and QPK1100
September 2001:	XSWHWCR1100 and QPK1100

## **Process Resource Manager may core dump on startup with libc patch loaded**

If you use Process Resource Manager (PRM) version 1.08 or 1.08.2, /opt/prm/bin/prm3d may core dump at startup if either PHCO\_23770 or PHCO\_24148 (libc cumulative patches) are loaded and PRM is running. The following message displays:

```
Assertion failed: !isLocked_, file daemon.cc, line 232
```

To solve the problem, load PRM 2.0 (or later) from the September 2001 (or later) Application Release (AR) media. If you do not experience the core dump at startup, you will probably not encounter problems. while PRM is running.

PHCO\_23770 is found in these bundles:

September 2001	QPK1100 and XSWHWCR1100
----------------	-------------------------

December 2001	QPK1100
---------------	---------

PHCO\_24148 is found in these bundles:

December 2001	XSWHWCR1100
---------------	-------------

March 2002	QPK1100 and XSWHWCR1100
------------	-------------------------

---

## General Notes

The notes apply to all Support Plus releases for HP-UX 11.0. Check your system against this information with each release.

### Load the OnlineDiag Bundle

If you remove or do not install the OnlineDiag bundle, some products with dependencies on OnlineDiag will not function correctly.

To ensure the reliability of your computer system, HP strongly recommends that you load the OnlineDiag bundle.

- Each Support Plus release provides the latest tools and hardware monitors. You need them for the Predictive Support product in the OnlineDiag bundle on Support Plus media.
- These tools give you multiple protection against hardware failures.
- The Support Tools make it much easier to troubleshoot and fix hardware failures if they occur.

For the latest updates, see the web site:

[http://docs.hp.com/hpux/onlinedocs/diag/st/st\\_read.htm](http://docs.hp.com/hpux/onlinedocs/diag/st/st_read.htm)

## **Bundle Changes for December 2001**

In the December 2001 release, the HP-UX 11.0 Hardware Enablement (HWE) bundle replaces the HP-UX 11.0 Hardware/Critical (HWCR) bundle. The HWE bundle provides the minimal number of patches for supporting new and legacy hardware using the HP-UX 11.0 OS. Critical patches found previously in the HWCR bundle are available in the Quality Pack bundle.

## **Bundle Changes for September 2001**

Also, in the September HP-UX 11.0 release, the updated Quality Pack (QPK) bundle replaced the General Release (GR) patch bundle. HP has eliminated separate patch bundles on the HP-UX 11.0 Support Plus CD for servers versus workstations.

For the most current information, see the Support Plus web site:

**`http://software.hp.com/SUPPORT\_PLUS`**

If you have immediate questions or concerns regarding these changes, please send e-mail to the following:

**`supportplus@hp.com`**

---

## Getting Installation Instructions

For detailed installation instructions, see the *Support Plus User Guide*, which is on the Support Plus CD in both Portable Document Format (PDF) and Postscript (PS) format:

```
/cdrom/USRGUIDE.PDF
```

```
/cdrom/USRGUIDE.PS
```

The *Support Plus User Guide* includes information about:

- Deciding which bundle you need
- Setting up access to Support Plus depots
- Installing the patch bundles
- Using bootable offline diagnostics and utilities
- Additional information about help and documentation resources

Also included on each Support Plus CD:

- Bundle readme files in text and HTML format with hyperlinks to the patch text files, located at the same directory level as each bundle.
- Patch text files for all patches on the CD, located in the

/cdrom/TEXT\_FILES directory.

- Diagnostics readme files and other information in PDF files in the /cdrom/DIAGNOSTICS directory.
- Detailed technical reference for patch operations:  
/cdrom/PATCH\_TUTORIAL.PDF

Refer to the Support Plus web site for the most current information about Support Plus in this release:

**[http://software.hp.com/SUPPORT\\_PLUS](http://software.hp.com/SUPPORT_PLUS)**



---

## Mounting the Support Plus CD

1. On your system, open a terminal window and log in as `root`.
2. Insert the Support Plus CD into the drive.
3. If necessary, define a new directory as the mount point for the CD drive. To define `/cdrom` as the mount point, enter:

```
mkdir /cdrom
```

4. If necessary, identify the drive device file:

```
ioscan -fnC disk
```

This command lists all recognized CD drives and their associated device files. The file name will be something similar to `/dev/dsk/clt2d0`.

5. Mount the CD drive to the mount-point directory:

```
mount -r /dev/dsk/clt2d0 /cdrom
```

6. You can now access the CD via the mount-point directory.  
For example:

```
ls /cdrom
```

---

## Downloading Patches and Getting Help

To download individual patches not included in this release or media, or to get technical support and other patch management services, see the HP IT Resource Center (ITRC) web site:

**<http://itrc.hp.com>**

Use the ITRC to do the following:

- Find and download patches quickly and accurately.
- Access customized support tools quickly.
- Make informed decisions with proactive information.
- Access a rich, knowledge database to solve problems quickly.
- Submit hardware and software calls online.
- Get one-stop access to software updates for your support entitlements.





E0302  
Printed in U.S.A.



5185-4364

**Manufacturing Part Number**