



Sun N1 System Manager 1.3 Release Notes



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Preface

The *Sun N1 System Manager 1.3 Release Notes* contains information and problem details that were not available until immediately after the release of Sun N1 System Manager 1.3.

Who Should Use This Book

This guide is intended for system administrators who are responsible for installing or upgrading the N1 System Manager software and hardware, and for personnel who use the N1 System Manager.

Related Documentation

- *Sun N1 System Manager 1.3 Introduction*
- *Sun N1 System Manager 1.3 Site Preparation Guide*
- *Sun N1 System Manager 1.3 Installation and Configuration Guide*
- *Sun N1 System Manager 1.3 Discovery and Administration Guide*
- *Sun N1 System Manager 1.3 Operating System Provisioning Guide*
- *Sun N1 System Manager 1.3 Grid Engine Provisioning and Monitoring Guide*
- *Sun N1 System Manager 1.3 Troubleshooting Guide*
- *Sun N1 System Manager 1.3 Command Line Reference Manual*
- Hardware documentation: <http://www.sun.com/products-n-solutions/hardware/docs/>

Documentation, Support, and Training

The Sun web site provides information about the following additional resources:

- Documentation (<http://www.sun.com/documentation/>)
- Support (<http://www.sun.com/support/>)
- Training (<http://www.sun.com/training/>)

Typographic Conventions

The following table describes the typographic conventions that are used in this book.

TABLE P-1 Typographic Conventions

Typeface	Meaning	Example
AaBbCc123	The names of commands, files, and directories, and onscreen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. <code>machine_name%</code> you have mail.
AaBbCc123	What you type, contrasted with onscreen computer output	<code>machine_name%</code> su Password:
<i>aabcc123</i>	Placeholder: replace with a real name or value	The command to remove a file is <i>rm filename</i> .
<i>AaBbCc123</i>	Book titles, new terms, and terms to be emphasized	Read Chapter 6 in the <i>User's Guide</i> . <i>A cache</i> is a copy that is stored locally. Do <i>not</i> save the file. Note: Some emphasized items appear bold online.

Shell Prompts in Command Examples

The following table shows the default UNIX[®] system prompt and superuser prompt for the C shell, Bourne shell, and Korn shell.

TABLE P-2 Shell Prompts

Shell	Prompt
C shell	<code>machine_name%</code>
C shell for superuser	<code>machine_name#</code>
Bourne shell and Korn shell	<code>\$</code>
Bourne shell and Korn shell for superuser	<code>#</code>

Sun N1 System Manager 1.3 Issues

This chapter describes the Sun N1™ System Manager 1.3 issues that are known to be problems.

What's New in N1 System Manager 1.3

The N1 System Manager 1.3 release provides the following new features and support:

- RSC-based hardware support: Sun Fire V490 and Sun Fire V890
- OS support on management server: Solaris 10 U1 and Red Hat 4 AS
- OS support on managed servers: Solaris 10 U1, Windows 2000 versions (provisioning only), and Windows 2003 versions (provisioning only)
- Configuring and booting Solaris and Linux diskless clients
- Installing custom OS updates
- Provisioning and monitoring Grid Engine application (Grid Engine module must be enabled)
- Discovering servers by their OS or MAC address
- Rehosting management server
- Using N1 System Manager in restricted mode (management network or provisioning network only)
- Multi-segment OS provisioning through DHCP configurations
- Automatic credential configuration on Sun Fire X4100 and X4200 servers during discovery
- Solaris DHCP support

For a full list of hardware and OSs supported by N1 System Manager, refer to *Sun N1 System Manager 1.3 Site Preparation Guide*.

Feature and Software Support Notices

This section lists the features and software that are not supported in Sun N1 System Manager 1.3 release.

- The N1 System Manager product is not localized.
- The serial console and firmware update features are not available for the Sun Fire X2100, Sun Fire V490, and Sun Fire V890 servers.
- For the Windows OS, N1 System Manager primarily supports only OS provisioning. Other features such as firmware updates and OS updates are not supported in this release for managed servers running Windows.
- The N1 System Manager management server should be dedicated only to the N1 System Manager software, and should not be managed by any system management software such as N1 System Manager, Sun Management Center, or Sun Control Station.

Documentation Updates

This section describes known documentation updates, including documentation errata.

Manageable Server OS Requirements

The manageable server OS requirements in the *Sun N1 System Manager 1.3 Site Preparation Guide* changed as follows:

- N1 System Manager does not support SUSE Linux Enterprise Server 9 SP2 on Sun Fire X4100 and Sun Fire X4200 systems.

Command Line Help

This section provides documentation errata in the command line help pages.

Specifying the force and netboot Attributes

The force and netboot attributes are documented in the command line help pages without a corresponding value. You must specify true as their values to provide a valid command, such as force=true or force true.

Grid Engine Module Name Incorrect (6393802)

The Grid Engine module name used for the CLI type attribute value should be GridEngine instead of n1ge. This affects the following commands:

- create application/create applicationprofile

- delete application/delete applicationprofile
- set application/set applicationprofile
- show application/show applicationprofile

The show module and set module commands use the n1ge value.

Addendum to Third Party Readme

The following information should be included in the THIRDPARTYLICENSEREADME file on the product media:

The following software may be included on the same DVD used for distribution of this product or otherwise distributed with this product: Telnet Application for the Java(TM) platform. Upon request, Sun will provide to any third party, for a charge no more than Sun's cost of physically performing source distribution, a complete machine-readable copy of the corresponding source code, to be distributed under the terms of Sections 1 and 2 in The GNU General Public License (see the THIRDPARTYLICENSEREADME file) on a medium customarily used for software interchange. The offer in the foregoing sentence is valid for at least three years. Requests for such source code should be made to: Your local Solutions Center, identified at <http://www.sun.com/service/contacting/solution.html>. Use of any of this software is governed by the terms of the GNU GENERAL PUBLIC LICENSE, Version 2, June 1991. Copyright (C) 1989, 1991 Free Software Foundation, Inc. 675 Mass Ave, Cambridge, MA 02139, USA

N1 System Manager Installation and Configuration Issues

This section describes known N1 System Manager installation and configuration issues.

N1 System Manager Can Fail to Install on Sun Fire X4100 and Sun Fire X4200 Servers (6284696)

If the N1 System Manager installation process is interrupted and restarted, the N1 System Manager installation can fail in step 5, "Install OS provisioning components". If this issue occurs, a subsequent uninstall and reinstall of the N1 System Manager will fail.

The installation log file `/var/tmp/installer.log.latest` shows the following after initial installation failure:

```
Installing Master Server ...
Error! Missing file (looked for /opt/SUNWn1sps
  /N1_Grid_Service_Provisioning_System_5.2
  /server/postgres/postgresql.conf.in)!
print() on closed filehandle GEN0 at
```

```

/usr/perl5/5.8.4/lib/i86pc-solaris-64int/IO/Handle.pm line 399.
SPS install failed with exit status: 256
-----

```

```

      2k. Which port should Postgres listen on?
          (default: 5434) [1024-65535] spawn id(3) is not a tty. Not changing mode
at /usr/perl5/site_perl/5.8.4/Expect.pm line 375.
admin
admin
admin

```

```
** Invalid Input. Enter a numeric value for the port number.
```

```

      2k. Which port should Postgres listen on?
          (default: 5434) [1024-65535] spawn id(3) is not a tty. Not changing mode
at /usr/perl5/site_perl/5.8.4/Expect.pm line 375.
admin
admin
admin

```

```
** Invalid Input. Enter a numeric value for the port number.
```

```

      2k. Which port should Postgres listen on?
          (default: 5434) [1024-65535

```

The installation log shows the following after uninstall and reinstall of the N1 System Manager software:

```

Error! Failed to initialize the database (exit value was 1).
Exiting..
print() on closed filehandle GEN0 at /usr/lib/perl5/5.8.0
/i386-linux-thread-multi/IO/Handle.pm line 395.
SPS install failed with exit status: 256

```

Workaround: Perform the workaround procedure below that is applicable to the operating system installed on your management server. Depending on how the installation error occurred, some of the workaround steps might not complete successfully. If a workaround step does not complete successfully, go to the next step.

Solaris based Sun Fire X4100 or Sun Fire X4200 management server:

1. Stop the server and agent.

```

# su - n1gsps -c "/opt/SUNWn1sps/N1_Service_Provisioning_System_5.2/server/bin/cr_server stop"
# su - n1gsps -c "/opt/SUNWn1sps/N1_Service_Provisioning_System/agent/bin/cr_agent stop"

```

2. Uninstall service provisioning manually.

```

# /opt/SUNWn1sps/N1_Service_Provisioning_System_5.2/cli/bin/cr_uninstall_cli.sh
# /opt/SUNWn1sps/N1_Service_Provisioning_System_5.2/server/bin/cr_uninstall_ms.sh

```

- Remove the following packages.

```
SUNWspsc1
SUNWspsms
SUNWspsm1

# pkgrm SUNWspsc1.*
# pkgrm SUNWspsms.*
# pkgrm SUNWspsc1.*
```

There may be more than one instance of the SPS packages installed. The text string `.*` specifies that all instances of the package will be removed.

Type **y** in response to prompts asking “Do you want to remove this package? [y,n,?,q]”. If the message `pkgrm: ERROR: no package associated with SUNWspsc1` appears, that package has already removed by step 2. Continue removing packages.

- Delete the service provisioning directory and files.

```
# cd /
# rm -rf /opt/SUNWn1sps/
# rm /n1gc-setup/sps/state
# rm /n1gc-setup/state/0installSPS.pl.state
```

- Reboot the management server and then install the N1 System Manager software.

Linux based Sun Fire X4100 or Sun Fire X4200 management server:

- Stop the server and agent.

```
# su - n1gsps -c "/opt/sun/N1_Service_Provisioning_System_5.2/server/bin/cr_server stop"
# su - n1gsps -c "/opt/sun/N1_Service_Provisioning_System/agent/bin/cr_agent stop"
```

- Delete the service provisioning directory and files.

```
# cd /
# rm -rf /opt/sun/N1_Grid_Service_Provisioning_System_5.1
# rm -rf /opt/sun/N1_Grid_Service_Provisioning_System
# rm -rf /opt/sun/N1_Service_Provisioning_System
# rm -rf /opt/sun/N1_Service_Provisioning_System_5.2
# rm /n1gc-setup/sps/state
# rm /n1gc-setup/state/0installSPS.pl.state
```

- Reboot the management server and then install the N1 System Manager software.

Restoring N1 System Manager Database on a Solaris x86 Management Server Fails on First Try (6390592)

Restoring the N1 System Manager database using the `n1smrestore.sh` command on a Solaris x86 management server fails and produces the following type of errors:

```
DBD::Pg::st execute failed: ERROR: Relation "as_system_config" does not exist at
/opt/SUNWscs/lib/perl5/SCSDB.pm line 508.
INFO  : Could not load config object
INFO  : Using defaults
DBD::Pg::st execute failed: ERROR: Relation "as_system_config" does not exist at
/opt/SUNWscs/lib/perl5/SCSDB.pm line 508.
INFO  : Could not load config object
INFO  : Using defaults
DBD::Pg::st execute failed: ERROR: Relation "as_ris" does not exist at
/opt/SUNWscs/lib/perl5/SCSDB.pm line 508.
No RIS servers defined
```

Workaround: Run the `n1smrestore.sh` command a second time.

N1 System Manager Database Does Not Start After Solaris x86 Management Server Reboots (6398263)

In some rare instances, the N1 System Manager database does not start after a Solaris x86 management server boots. A typical error message is as follows:

```
DBI connect('dbname=mgmt;port=5434','mgmt',...) failed: could not connect to server: No such
file or directory at /opt/SUNWscs/lib/perl5/SCSDB.pm
```

Workaround: Restart the N1 System Manager database manually on the management server:

```
# svcadm clear scs-db
# svcadm restart scs-db
```

Switching Between ISC DHCP and Solaris DHCP Does Not Work on a Solaris Management Server (6403939)

If you install and configure ISC DHCP and then change the DHCP server to Solaris DHCP, OS deployments will fail.

Workaround: You need to run the `n1smconfig` script and select the provisioning interface again by replying yes to the following question:

Do you wish to modify the network interface or DHCP range used for the Provisioning Network? ([n]/y) y

Switching DHCP Service Using `n1smconfig` Removes DHCP Subnet Configurations (6406109)

If you create new DHCP subnets using the `create dhcpconfig` command and then use `n1smconfig` to switch to a different DHCP service, your customized DHCP subnet configurations are removed.

Workaround: Use the following commands instead of `n1smconfig` to change your DHCP service:

- To switch to Solaris DHCP:

```
/opt/SUNWscs/as_dhcp_config.pl -S solaris -e -I bge0
```

- To switch to Solaris ISC:

```
/opt/sun/scs/as_dhcp_config.pl -S isc -e -I bge0
```

Security Issues

This section describes known security issues.

JobRead Privilege is Required for `delete server` Command (6379563)

Your N1 System Manager user account must have the JobRead privilege to delete a server using the `delete server` command. The Admin system default role contains the JobRead privilege.

Workaround: Ask your Security Administrator to give you the necessary privileges.

OS Provisioning Issues

This section describes the known OS provisioning (deployment) issues.

Setting Baud Rate for the BIOS Console Makes OS Deployment Fail on Sun Fire V20z and V40z Servers (6322295)

The baud rate for the BIOS console must be set to 9600 (default) or OS deployment to a Sun Fire V20z or V40z server will fail. This means that you cannot change the consolebaudrate value in the load server command or the Load OS wizard in the browser interface.

Note – If the SP console baud rate is set to something other than 9600, the OS deployment will succeed but the console through the connect server command will display garbage characters.

Workaround: You must change the baud rate for the BIOS console manually after an OS deployment. To do this, reboot the target server and enter the BIOS setup screen during the boot sequence. Consult the server's user manual to see how to change its BIOS settings.

The Same SUSE OS Profile Cannot Be Used on Sun Fire V20z/V40z Servers and Sun Fire X4000 Series Servers (6344382)

Once you load a SUSE OS profile on a Sun Fire X4000 series server, that same OS profile and associated OS distribution cannot be used on Sun Fire V20z and V40z servers. Loading a SUSE OS profile on a Sun Fire X4000 series server actually modifies the associated SUSE OS distribution, which makes that OS distribution unusable by Sun Fire V20z and V40z servers.

Note – This issue applies to the SUSE Linux Enterprise Server 9 Base and SP1 releases. It is not a problem for SUSE Linux Enterprise Server 9 SP3 release.

Workaround: You must create separate SUSE OS distributions and OS profiles for Sun Fire V20z/V40z servers and Sun Fire X4000 series servers.

Provisioning IP Address is Not Assigned Properly When Deploying the Windows OS Using DHCP (6381141)

When you deploy a Windows OS with the networktype=dhcp attribute, the IP address assigned to the managed server after Windows is installed is the IP address specified by the boot.ip attribute. The IP address should be automatically assigned by the DHCP service.

Workaround: After the installation completes, reboot the managed server. The server's provisioning IP address will be correctly reassigned from the DHCP server.

OS Deployment Job Status is Incorrect (6382570)

There are situations, such as a bad disk on the managed server, when an OS deployment job status is shown as completed when the system has failed to install and is not running.

Workaround: Verify that the managed server is installed and running properly by using the serial console feature.

Creating Windows OS Distribution Fails Due to Missing RIS Host Key (6392700)

The `create os` command will fail for Windows if the RIS server's host key does not exist in the management server's `./ssh/known_hosts` file.

Workaround: Make sure the RIS server's host key exists in the management server's `./ssh/known_hosts` file. Manually logging into the RIS server from the management server using the `ssh` command will automatically create a host key.

Creating OS Distributions with Same Name Not Supported (6393802)

The `create os` command allows you to create OS distributions with the same name. Although this is allowed, it is not recommended and it will cause naming collisions.

Workaround: Always make OS distribution names unique. If you end up having the same name for multiple OS distributions, you should delete the OS distributions and copy them again with unique names. You may have to delete all the corresponding OS profiles used by both OS distributions in order to delete them.

Creating OS Profiles with Same Name Not Supported (6404428)

The `create osprofile` command allows you to create OS profiles with the same name. Although this is allowed, it is not recommended and it will cause naming collisions.

Workaround: Always make OS profile names unique. If you end up having the same name for multiple OS profiles, you should delete the OS profiles and create them again with unique names.

Creating Windows OS Distribution Fails Due to Upgrade Problem (6405983)

If you upgrade from N1SM version 1.2 to 1.3, the create os command will fail for Windows with the following error message:

```
Error 1:
Description: INFO   : Info: 2003SE : windows : x86
INFO   : Info 2:
DBD::Pg::db do failed: ERROR:  Relation "as_distro" has no column
"ris_id" at /opt/sun/scs/lib/perl5/SCSDB.pm line 241.
INFO   : ERROR creating distro win2k3se32sp1
INFO   : Creating windows distrobution failed
```

Workaround: You must perform the following procedure on the management server and try the create os command again:

1. Become root on the management server.
2. Start the N1SM database program:
 - For Linux management server:

```
# /opt/sun/scs/sbin/db_tool.pl psql
```
 - For Solaris management server:

```
# /opt/SUNWscs/sbin/db_tool psql
```
3. Add a missing column to the `as_distro` table:

```
Welcome to psql 7.3.9-RH, the PostgreSQL interactive terminal.
```

```
Type: \copyright for distribution terms
      \h for help with SQL commands
      \? for help on internal slash commands
      \g or terminate with semicolon to execute query
      \q to quit
mgmt=> alter table as_distro add column ris_id integer;
ALTER TABLE
mgmt-> \q
```

4. Create a new directory:

```
# mkdir /var/opt/sun/scs/share/allstart/config/subnet
```

Blank Error Messages Displayed for OS Deployments Due to Exceeding Job or Job Step Timeout Value (6405994)

When deploying an OS on a large number of managed servers, the OS deployments may fail due the OS deployment jobs exceeding the job or job step timeout value. When this situation occurs, the job indicates the error but the error description is blank and the install may have actually succeeded. An example follows:

```
bash-3.00# n1sh show job 12
Job ID: 12
Date: 2006-03-29T01:06:53+0000
Type: Load OS
Status: Error (2006-03-29T03:07:00+0000)
Command: load group sparc-srvrs osprofile sol-sparc networktype=static ip=10.0.108.81-10.0.108.90
Owner: root
Errors: 10
Warnings: 0
```

Steps

ID	Type	Start	Completion	Result
1	Acquire Host	2006-03-29T01:06:54+0000	2006-03-29T01:06:54+0000	Completed
2	Acquire Host	2006-03-29T01:06:54+0000	2006-03-29T01:06:54+0000	Completed
.				
.	<i>Servers 3 through 28</i>			
.				
29	Acquire Host	2006-03-29T01:06:56+0000	2006-03-29T01:06:57+0000	Completed
30	Acquire Host	2006-03-29T01:06:56+0000	2006-03-29T01:06:57+0000	Completed
31	Execute Java	2006-03-29T01:06:56+0000	2006-03-29T03:06:58+0000	Error 1
32	Execute Java	2006-03-29T01:06:56+0000	2006-03-29T03:06:58+0000	Error 2
33	Execute Java	2006-03-29T01:06:56+0000	2006-03-29T03:06:58+0000	Error 3
34	Execute Java	2006-03-29T01:06:56+0000	2006-03-29T03:06:58+0000	Error 4
35	Execute Java	2006-03-29T01:06:56+0000	2006-03-29T03:06:58+0000	Error 5
36	Execute Java	2006-03-29T01:06:56+0000	2006-03-29T03:06:58+0000	Error 6
37	Execute Java	2006-03-29T01:06:57+0000	2006-03-29T03:06:58+0000	Error 7
38	Execute Java	2006-03-29T01:06:57+0000	2006-03-29T03:06:58+0000	Error 8
39	Execute Java	2006-03-29T01:06:57+0000	2006-03-29T03:06:58+0000	Error 9
40	Execute Java	2006-03-29T01:06:57+0000	2006-03-29T03:06:58+0000	Error 10

Errors

Error 1:
Description:

Error 2:
Description:

.
.
.
Blank error messages 3 through 8

Error 9:
Description:

Error 10:
Description:

Workaround: Increase the job timeout value using `n1smconfig` or try to reduce the reasons for exceeding the existing timeout value, for example, network latency problems. Also, it may be possible that some of the OS deployments did succeed. You can verify whether a server installed properly by viewing the OS Usage column in the All Servers page or by using the Serial Console to log into the server.

OS Deployments Fail on Newer Sun Fire V20z Servers When Specifying bge1 Device Path for bootpath Attribute (6346563)

As documented in the N1SM product documentation, the bge1 device path for Sun Fire V20z servers is `/pci@0,0/pci1022,7450@a/pci17c2,10@3`. However, when specifying the bge1 device path for the bootpath attribute, the OS deployments will fail on newer Sun Fire V20z servers because the bge1 device path has changed.

Workaround: On newer Sun Fire V20z servers, use the following bge1 device path for the bootpath attribute: `/pci@0,0/pci1022,7450@a/pci17c2,10@2,1`

Interface Issues

This section describes the known browser interface and command line interface issues.

Incorrect Server Details Are Displayed When Servers Swap Management IP Addresses (6196399)

If the management IP addresses of two discovered servers are swapped, the detailed server information displayed for each of the servers with the swapped addresses will be the information for the other swapped server. For example, if server A and server B have their management IP addresses swapped, “show server A” will show server B’s information and “show server B” will show server A’s information.

Workaround: Delete both of the servers with swapped IP addresses and then rediscover them. This will result in any user supplied information about the server being lost.

Browser Interface Becomes Out of Sync if Back Button Is Used (6215298)

The browser interface uses frames that are synchronized. If you click the browser's Back button in one of the frames, the frames can get out of sync.

Workaround: Press F5 or refresh the page to synchronize the frames.

Stopping a Job Using Browser Interface Does Not Display Stop Message in Command Line Pane (6344094)

Stopping a job in the browser interface's Job tab page does not display the associated stop message in the command line pane.

Workaround: Confirm that the job stopped by viewing the job's detail page in the browser interface or by using the `show job job-id` command.

Incorrect Swap Information Is Reported for Sun Fire X4100 and Sun Fire X4200 Servers with Firmware Level 6464 (6344709)

The browser interface server details and the `show server` command displays the wrong swap information for Sun Fire X4100 and Sun Fire X4200 Servers with Firmware Level 6464 and the Red Hat Operating System.

Workaround: Use the serial console to access the server and find out the correct swap information by using the `top` command.

Browser Interface Displays Script Problems When Displaying Over 500 Servers (6365731)

If you try to display over 500 servers in the System Dashboard page, the following popup message is displayed:

```
Warning: Unresponsive script
```

```
A script on this page may be busy, or it may have stopped responding. You can stop the script now,  
or you can continue to see if the script will complete.
```

```
<Stop script> <Continue>
```

Workaround: Choose `Stop script` and wait a few minutes for all the servers to display. This workaround will not work with the Internet Explorer browser.

Wrong Server Details Page Displayed (6389126)

When you click on a server name in the browser interface to view the server's details page, sometimes the wrong page is displayed as it loads.

Workaround: Wait until the page finishes loading or use the `show server server-name` command.

The `show privilege privilege-name` Command Does Not Display Information (6401440)

In default text mode, the `show privilege privilege-name` command either displays nothing or a null string. So, you cannot display detailed information about a privilege.

Workaround: Set the `n1sh` output mode to XML and display the `show privilege` output in XML. For example:

```
N1-ok> show privilege ServerBoot
N1-ok> set session output xml
```

```
<result status="0"/>
```

```
N1-ok> show privilege ServerBoot
```

```
<result status="0">
  <activity>
    <name>ServerBoot</name>
    <task>Reboot servers</task>
    <desc>Reboot servers</desc>
    <long-desc>reset group, reset server</long-desc>
    <resources>
      <resource>HDManagementSystem</resource>
      <resource>server</resource>
    </resources>
    <actions>
      <resource>HDRead</resource>
      <resource>boot</resource>
    </actions>
  </activity>
</result>
```

```
N1-ok> set session output text      Set n1sh shell back to default output.
```

The remove group Command Returns Error Message After Success (6404420)

The remove group command returns an error message even though the remove operation is a success. An example follows:

```
N1-ok> show group
Name          Servers  Hardware Faults      OS Resource Faults
new1          1        Unknown              -

N1-ok> show group new1
Name          Hardware  Hardware Health      Power    OS Usage      OS Resource Health
10.0.106.6    V20z     Unknown              On       OS Usage      Uninitialized

N1-ok> remove group new1 server all
"10.16.0.5,10.16.0.6" is not in "new1"          False error stating remove failed.

N1-ok> show group new1          Verification that remove succeeded.
No items found.
```

Workaround: Use the show group command as shown in the previous example to verify that the remove group command succeeded.

Firmware Update Issues

This section describes known firmware update issues.

N1 System Manager Allows Deployment of Incompatible Firmware to Dual-Core Sun Fire V20z and Sun Fire V40z Servers (6296404)

Dual-core Sun Fire V20z and Sun Fire V40z servers require a 2.3.x and greater firmware revision. N1 System Manager does not prevent you from deploying firmware revisions below 2.3.x. Deploying firmware revisions below 2.3.x may result in issues with the server's service processor.

Workaround: Double check the firmware revision before updating.

Inadequate Error Message When Firmware Update Fails on ALOM-based Servers (6330195)

If the ftp service is not enabled on the management server, firmware updates on ALOM-based servers fail with the following error message in the job output:

An exception occurred trying to update *server-name*. Please refer to the log file for more information.

Workaround: Enable the ftp service on the management server. See “Enabling FTP on the Management Server” in *Sun N1 System Manager 1.3 Site Preparation Guide* for details.

Monitoring Issues

Clock Icon Representing Running Jobs Remains After Jobs Finish (6258571)

Even after all jobs are finished running, the clock icon next to the servers in the View Selector section may still display, which is a problem with the refresh feature.

Workaround: Click the Refresh button or press F5 to refresh the browser interface.

Jobs That Are Queued But Not Running Are Shown in the Job Detail as “Not Started” (6318398)

When the total job load is high enough to prevent the next job in the queue from running, the Job Details screen shows the running jobs’ status as “running”, and the status for other jobs is shown as “Not Started”. The queued jobs will run after one or more of the running jobs have completed and the total job load is low enough to allow the next job in the queue to run.

See “Job Queueing” in *Sun N1 System Manager 1.3 Discovery and Administration Guide* for further information.

Overall Hardware Status for Sun Fire X4100 and X4200 Servers May Be Incorrect (6401238)

There may be situations when the Hardware Health status is Good, but the server actually has a hardware sensor that is in a failed state.

Workaround: View the server details page to get the correct hardware sensor status.

Modifying OS Threshold Values Fails After Changing agent snmp Value (6402945)

After you modify a managed server's agent snmp value by using the set server command, you cannot modify the OS threshold values on the server. The threshold modification fails with an "Server IP unreachable" error.

Workaround: Remove the OS monitoring feature from the managed server and add it again (remove server and add server commands, respectively).

N1 System Manager Notification Failures are Not Reported in Event Log (6353269)

The Event log does not report N1 System Manager notification failures, which may occur due to an unreachable SMTP server or an invalid email address.

Workaround: Check the SMTP server or the configured notification email address if you are not receiving notifications.

Adding Base Management Feature on a Sun Fire x4100 Server Fails Due to Non-Default Service Processor (SP) MAC Address (6407947)

Adding the base management feature on a Sun Fire x4100 server fails if the server's SP MAC address is not in the default format, which can occur if you have manually programmed the FRU. The SP MAC address must have upper-case characters and a leading 0. The following list provides details:

- 00:14:4F:20:83:D3 — This is an example of a valid, default SP MAC address
- 0:14:4f:20:83:d3 — This is an example of a non-default SP MAC address

Workaround: Update the SP firmware to the latest version or manually reprogram the SP MAC address to follow the default format guidelines described above.

Grid Engine Module Issues

This section describes known Grid Engine module issues.

Missing Job Type for Grid Engine Module Jobs (6375965)

The job type for Grid Engine module jobs are missing. For example, after issuing a load server command to install the GE application. the associated jobs 5, 6, and 7 are missing a job type:

Job ID	Date	Type	Status	Owner
7	2006-01-07T08:13:24-0700		Completed	root
6	2006-01-07T08:08:22-0700		Completed	root
5	2006-01-07T08:04:42-0700		Completed	root
4	2006-01-07T07:54:41-0700	Add Base Management Support	Completed	root
3	2006-01-07T07:53:43-0700	Add Base Management Support	Completed	root
2	2006-01-07T07:03:04-0700	Discovery	Completed	root
1	2006-01-07T07:02:10-0700	Discovery	Completed	root

Workaround: There is no workaround.

Installing Grid Engine Master Host on a Server Succeeds Even Though Load Job Fails (6389925)

The Load job associated with installing the Grid Engine master host on a server may show the following error even though the job was successful:

```
N1-ok> show job 48
```

```
Job ID: 48
```

```
Date: 2006-02-23T15:47:41-0800
```

```
Type:
```

```
Status: Error (2006-02-23T15:52:56-0800)
```

```
Command: load server raj10 applicationprofile n1ge type GridEngine hoststype=master
```

```
Owner: root
```

```
Errors: 1
```

```
Warnings: 0
```

```
Steps
```

ID	Type	Start	Completion	Result
1	Acquire Host	2006-02-23T15:47:41-0800	2006-02-23T15:47:41-0800	Completed
2	Execute Java	2006-02-23T15:47:41-0800	2006-02-23T15:47:41-0800	Completed
3	Acquire Host	2006-02-23T15:47:44-0800	2006-02-23T15:47:44-0800	Completed
4	Execute Java	2006-02-23T15:47:44-0800	2006-02-23T15:52:55-0800	Error 1

```
Errors
```

```
Error 1:
```

```
Description: Error loading GE
```

Results

Result 1:

Server: raj10

Status: -1

Message: Loading of Grid Engine module on server raj10 might have failed. Check the detailed messages below to determine if there is a problem that needs to be correct.

If necessary, fix the problem and retry the operation.

Standard Output:

```
Standard Error: INFO : **** /var/opt/SUNWscs/logs/2006-02-23_15:47:46_gemmInstallMaster.log ****
INFO : build type is linux24-x64
INFO : Copying n1ge-6_0u4-bin-linux24-x64.tar.gz
INFO : ok.

INFO : Copying n1ge-6_0u4-common.tar.gz
INFO : ok.

INFO : Copying over /opt/SUNWscs/data/gemm/conf/setup.conf to /opt/sun/bmc/libexec/gemm/setup.conf
INFO : base-mgmt-grid.fixHostnameSuccess
INFO : base-mgmt-grid.settingPortSuccess
ERROR : run on 10.19.0.110: /opt/sun/bmc/sbin/pe /opt/sun/bmc/bin/gemm_prepare.sh nfsshare
add /gridware/sge/default/common
ERROR : RC is -2, result is
WARNING: base-mgmt-grid.connectionFailure
INFO : base-mgmt-grid.addSGEuserSuccess
INFO : base-mgmt-grid.installQmasterSuccess
INFO : Successfully installed Appliance 3 as the Master host.
WARNING: base-mgmt-grid.finishedMasterInstallWarning
```

Workaround: You can verify the master host installation in the following ways:

- Run the following command to verify that the master host has been installed:


```
N1-0k> show applicationprofile profile-name type GridEngine
```
- Verify that the sge_qmaster process is currently running on the managed server installed as the master host.
- Verify the following message in the error output of the failed load job:

```
INFO : Successfully installed Appliance 3 as the Master host.
```

Non-root User With Grid Engine Privileges Cannot Create or Delete Grid Engine Application (6407102)

A non-root user with the appropriate Grid Engine privileges cannot create or delete the Grid Engine application on the management server by using the `create application` and `delete application` commands, respectively.

Workaround: You must be root on the management server to use the `create application` or `delete application` commands.

Internationalization Issues

The N1 System Manager product is not localized. However, the following issues may happen if the management server is running in a non-English environment.

Deploying Solaris 10 With Some Installation Languages Will Time Out (6178721, 6179110)

If you deploy Solaris 10 with an OS profile that has a particular installation language set, the installation is performed in interactive mode and you must select a language when prompted. The deploy OS job will eventually time out if you do not make the language selection. The following languages create this behavior:

- `ja_JP.eucJP`
- `no_NO.ISO8859-1`
- `th_TH.TIS620`
- `ko_KR.UTF-8`
- `sh_BA.ISO8859-2`
- `zh_CN.EUC`
- `zh_CN.UTF-8`

Workaround: Because the installation is no longer automated, you must monitor the deployment through the server's serial console and make the language selection. You can choose Serial Console from the Actions menu in the browser interface or use the `connect server` command.

Non-ASCII Objects Display Random Characters if the N1 System Manager Is Running in a Non-UTF8 Locale (6231209)

Non-ASCII objects created using the N1 System Manager display random characters if you start N1 System Manager in any of the following ways:

- Restarting N1 System Manager in a non-UTF8 locale
- Rebooting the management server in a non-UTF8 locale

Workaround: Use either of the two following methods.

1. Temporary solution: set the `LANG` environment variable to the UTF8 locale on the management server and restart the N1 System Manager. For example:

- Solaris management server:

```
# export LANG en_US.UTF-8
# sccadm restart n1sm
```

- Red Hat management server:

```
# export LANG en_US.UTF-8
# /etc/init.d/n1sm init stop
# /etc/init.d/n1sm init start
```

2. Permanent solution:

- Solaris based management server:

Edit the file `/etc/default/init` and change the `LANG` value to `en_US.UTF-8`.

- Red Hat based management server:

Edit the file `/etc/sysconfig/i18n` and change the `LANG` value to `en_US.UTF-8`.

Cannot Install ALOM Firmware With a Non-ASCII Firmware Name (6297238)

The load server command fails to install ALOM firmware if the firmware name is non-ASCII.

Workaround: Change the firmware name to ASCII using the `set firmware` command.

Internationalization Features Are Not Supported for the n1sh Command on Solaris Management Servers (6297808)

The Python version (2.3) on a default Solaris management server does not provide adequate internationalization support for the `n1sh` command.

Workaround: Install Python 2.4 or later on the Solaris management server. The Python executable must be `/usr/bin/python2.4`.

The n1sh Command Does Not Work In Some Locales (6402666)

The `n1sh` command fails to run in some locales and the following error message is displayed:

```
The current encoding "locale-name" is not supported.
```

Workaround: Change the LANG and LC_ALL environment variables on the management server to UTF-8 (for example, en_US.UTF-8) or en_US locale.