



# Sun N1 System Manager 1.3.1 Release Notes



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Part No: 819-6532  
July 2006

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# Preface

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*Sun N1 System Manager 1.3.1 Release Notes* contains information and problem details that are specific to the N1 System Manager software.

## 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 1.3.1 What's New*
- *Sun N1 System Manager 1.3.1 Troubleshooting Guide*
- *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 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.
<b>AaBbCc123</b>	What you type, contrasted with onscreen computer output	<code>machine_name%</code> <b>su</b> 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. <b>Note:</b> 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 1.3.1 Issues

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This chapter contains important information available at the time of the Sun N1 System Manager 1.3.1 release. Enhancements, installation notes, known problems, and other late-breaking issues are addressed here. Read this document before you begin using this Sun product.

## What's New in N1 System Manager 1.3.1

The N1 System Manager 1.3.1 release provides the following new hardware and operating system support:

- Sun Blade™ 8000 Modular System
  - Sun Blade X8000 Chassis
  - Sun Blade X8400 Server Module
- Sun Fire™ X4100 M2 server
- Sun Fire X4200 M2 server
- Sun Fire X4600 M2 server
- Sun Fire X4500 server

The provisionable operating systems for the Sun Blade X8400 Server Modules are as follows:

- Solaris™ x64 Version 10 Update 2, 64-bit
- Red Hat Enterprise Linux 4.0 AS Update 3, 64-bit
- SUSE Linux Enterprise Server 9 SP3, 64-bit
- Windows 2003 SE, 2003 EE, SP1 32-bit
- Windows 2003 SE, 2003 EE 64-bit

For specific information on the changes to the N1 System Manager in this release, refer to *Sun N1 System Manager 1.3.1 What's New*.

## Feature and Software Support Notices

This section lists the features and software that are not supported in Sun N1 System Manager 1.3.1 release.

- The N1 System Manager product is localized only in Japanese.
- For the Windows OS, N1 System Manager primarily supports only OS provisioning. Other features such as OS monitoring 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.
- Diskless clients are not supported for Sun Blade X8400 Server Modules.

## Documentation Updates

This section describes known documentation updates, including documentation errors.

### **Sun N1 System Manager 1.3 Document Collection Issue**

When instructed to “log in as root”, either use the “su - root” command, or physically log in to the server using the server’s root account and password.

### **Sun N1 System Manager 1.3 Site Preparation Guide Issue**

The information in the second list item of the Linux OS Installation Requirements section is incorrect. The information should read as follows:

If you are installing Red Hat Enterprise LinuxAS 4.0 Update 1 or later, when prompted whether to enable SELinux, choose Disable. N1 System Manager does not support SELinux enabled even in permissive mode.

### **Sun N1 System Manager 1.3 Discovery and Administration Guide Issue**

The restricted mode capabilities of the show privilege command are not correct. This command is available only to the SecurityAdmin role.

## Sun N1 System Manager 1.3 Installation and Configuration Guide Issue

The information on the port used by IPMI in Appendix A, “Sun N1 System Manager Protocol, Ports, and Features Reference,” in *Sun N1 System Manager 1.3 Installation and Configuration Guide* is incorrect. IPMI uses the UDP protocol and not TCP.

## Command-Line Help Issues

This section provides documentation errors 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`.

### Description of `bootip` Attribute Is Incomplete

The command-line help page mentions that the `bootip` attribute is required only to provision Linux. However, the `bootip` attribute is also required to provision Windows.

### `create os` Errors

The `type` attribute is not valid with the `file` and `cdrom` attributes. When copying OS images, the OS `type` is automatically determined.

## Grid Engine Module Name Is Incorrect

The Grid Engine module name used for the CLI `type` attribute value must 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`

## N1 System Manager Installation and Configuration Issues

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

- Check the localization settings of the system prior to installation. The settings need to be consistent and not mixed.
- If you are configuring N1 System Manager on a Solaris 10 OS on a Sun Blade X8400 platform, you must choose ISC DHCP.

### N1 System Manager Does Not Automatically Restart After Backup and Restore (6444305)

N1 System Manager on a Solaris Sparc or x86 Management Server does not automatically restart after backup and restore. You might get the following error message:

```
Lost connection to command line service.
```

Workaround: Restart N1 System Manager manually by typing the following command:

```
#svcadm enable n1sm
```

### Occasionally Unable to Run n1sh Shell After Installation and Configuration (6443655)

Workaround: SSL certificates might be corrupted. Regenerate the security keys by doing the following:

```
# /opt/sun/cacao/bin/cacaoadm stop
```

```
# /opt/sun/cacao/bin/cacaoadm create-keys --force
```

```
# /opt/sun/cacao/bin/cacaoadm start
```

For detailed steps, refer to “Regenerating Common Agent Container Security Keys” in *Sun N1 System Manager 1.3.1 Troubleshooting Guide*.

### Java Web Console Is Removed After N1 System Manager Uninstall (6433383)

When N1 System Manager is installed and uninstalled, the Java Web Console is removed from the system. The packages of Java Web Console are not available in the system.

Workaround: Before uninstalling N1 System Manager, run `/n1gc-setup/installer/jobs/3installLockhart.pl`.

## Stopping N1 System Manager Stops the Java Web Console (6432305)

Workaround: Restart the Java Web Console by using `/usr/sbin/smcwebserver start`.

## When Installation Is Cancelled, User Interface Components Are Not Installed (6430787)

If you cancel the N1 System Manager installation process using Control-C, the user interface components are not installed.

Workaround: Manually uninstall the user interface components using `/usr/share/webconsole/bin/setup -u -f`. Run the installer again.

## 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 boot. 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
```

## N1 System Manager Can Fail to Install (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 message 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"

```

- 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.*
```

More than one instance of the SPS packages might be 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 been removed in 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.

## OS Provisioning Issues

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

### Windows OS Deployment Fails if OS Profile Does Not Have the Product Key (6449265)

The deployment fails because the OS profile does not have the product key. However, attempting to add the product key to the OS profile fails with the message “OS profile is in use.”

Workaround: Wait until the job times out to add the product key to the OS profile.

### Red Hat OS Deployment Using DHCP Option Does Not Assign an IP Address from the DHCP Range (6449051)

When Red Hat OS is deployed on a system using the DHCP option, the system does not get an IP address from the DHCP range.

Workaround: Perform the following steps:

1. Log in to the management server.
2. Edit the `/opt/sun/scs/data/allstart/scripts/dhcp_redhat.sh` file.

```
DEVICE=eth0
FILE=/etc/sysconfig/network-scripts/ifcfg-$DEVICE
cat <<_EOF_> $FILE DEVICE=$DEVICE
BOOTPROTO=dhcp
_EOF_
chown root.root $FILE
chmod 644 $FILE
```

Change the `Device` entry to the appropriate interface needed to run DHCP.

3. Add the `dhcp_redhat.sh` script to the server's OS profile.

```
#n1sh add osprofile osprofile-name script
/opt/sun/scs/data/allstart/scripts/dhcp_redhat.sh type=post
```

### Red Hat OS Deployment on a Sun Blade X8400 Server Fails if ACPI Is Enabled (6442992)

By default, the Sun Blade X8400 Server CMOS settings have ACPI enabled, which will cause Linux installation to go into interactive mode.

Workaround: Specify the additional kernel parameter to the `load` command.



```
N1-ok> load server <servername> osprofile <profilename> ... kernelparameter
pci=nommconf
```

Specify this parameter each time you issue the load command.

## SUSE Linux Enterprise Server 9 SP3, 64 Bit OS Deployment on a Sun Blade X8400 Server Fails if `nfs` Option Is Specified (6438194)

If `nfs` is specified as the install protocol, OS deployment goes into interactive mode.

Workaround: Specify `http` as the install protocol.

## Managed Server Does Not Reboot Completely After Red Hat OS Is Provisioned on a Sun Blade X8400 Server Through Expansion Module (6437482)

The managed server fails to reboot completely after Red Hat Enterprise Linux 4.0AS Update 3, 64-bit operating system is provisioned on an Sun Blade X8400 server through the expansion module. The blade might fail to boot if Kudzu is enabled. The operation stops with the message Checking for new hardware.

To disable Kudzu on a Sun Blade X8400 Server through a Linux OS Profile, perform the following steps:

1. Log in to the management server as root.
2. Create a shell script file containing the following lines.

```
#!/bin/sh
chkconfig kudzu off
```

3. Save the file in a known location, for example, `/scripts/kudzu.sh`.
4. Add the script to the post section of the OS profile from the N1 System Manager command line using the `add osprofile` command.

For example, if your Red Hat Enterprise Linux 4 Update 3 OS profile is named `rhel4u3`, you would then type:

```
N1-ok> add osprofile rhel4u3 script /scripts/kudzu.sh type=post
```

Ensure that you add the script to the correct OS profile.

5. Redeploy the Red Hat Enterprise Linux 4 Update 3 to the Sun Blade X8400 Server using the updated profile.

## During Windows Deployment, Specifying Manual Netboot Does Not Create an Entry in the `dhcpd.conf` File (6432047)

Workaround: Deploy without specifying manual netboot.

## SUSE Linux Enterprise Server 9 SP3, 64-Bit OS Deployment Fails on a Sun Fire X2100 Server (6416190)

The deployment fails with the message “Reread of the partition table failed.

Workaround: Specify `hde` for the `device` attribute value in the server’s OS profile.

## 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 might 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 might 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, some of the OS deployments might have succeeded. 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.

## 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.

## 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.

## Solaris 10 Update 2 OS Deployment on a Sun Fire X4500 Server Requires a Profile (6379990)

Deploying Solaris 10 Update 2 OS on a Sun Fire X4500 Server requires a special profile and you cannot choose any random disks. The system needs to be booted first (either from the factory installed OS, a CD-ROM) to determine the server's correct boot disk.

To discover the correct boot disk, use the following steps:

1. Open a terminal window.
2. To find the first bootable disk, type the command:

```
#cfgadm | grep sata3/0
```

You should see something like this:

```
sata3/0::disk/cXt0dY
```

Where *X* and *Y* are numbers. For example, `c4t0d0`

3. To find the second bootable drive, perform either of the following:  
Increment 0 by 4. For example, if the first drive is `c4t0d0`, then the second drive is `c4t4d0`.  
Or type the command: `#cfgadm | grep sata3/4`  
You should see something like this:  

```
sata3/4::disk/cNtNdN
```

  
Where *N* is a number. For example, `c4t1d0`
4. Proceed through the install using the information in Step 2 and Step 3 and apply it to the server's OS profile.

## OS Profile for Windows Does Not Have Default Values for Time Zone and Language Attributes (6374740)

Workaround: No workaround exists.

---

## 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`

## 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.

## OS Profile Install Fails on a Server Which Has Grid Engine Application (6406020)

When the user tries to load a OS profile on a server which has Grid Engine application, the operation fails with the message "Operation failed."

Workaround: Unload Grid Engine application from the target server.

## Interface Issues

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

### **N1 System Manager Browser Interface Does Not Have the Correct Image Icon for Sun Fire X4500 Server (6441192)**

Workaround: No workaround exists.

### **Print Function in Online Help Does Not Work Consistently (6440149, 6436572)**

The Printer icon in the online help window might not work in some instances.

Workaround: Open the help content frame in a new browser window and print the help like a typical web page. For example, in a Mozilla-based browser, click mouse button 3 on the content page and select This Frame->Open Frame in New Window.

### **N1 System Manager Express Module Nomenclature Does Not Match Sun Blade X8400 Server Module CLI (6432413)**

Express modules for a Sun Blade X8400 Server Module are denoted by EM. 0 and EM. 1 instead of EMa and EMb in the ILOM Web GUI.

Workaround: EMa in the user interface needs to be inferred as EM. 0 and EMb as EM. 1.

### **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		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.

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

If you try to display more than 500 servers in the System Dashboard page, the following 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.

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

The browser interface server details and the show server command results show 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.

## 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.

## Firmware Update Issues

This section describes known firmware update issues.

### Run a Script Before Updating Firmware on Sun Fire X4100/X4200/X4600 Platforms

If you are running older versions of firmware on Sun Fire X4100/X4200/X4600 platforms and wish to update firmware to the current level, you *must* first run a pre-flash upgrade script on all affected servers. Refer to the chapter "Flash Upgrading Your Server to Release 1.1" at <http://www.sun.com/products-n-solutions/hardware/docs/html/819-1162-17/> to determine if your servers are affected.

N1 System Manager provides a script that will automatically perform the following actions:

- Examine all discovered servers.
- Determine the servers that require pre-flash upgrade.
- Run the pre-flash upgrade script on each affected server.

The location of the script is `/opt/sun/n1gc/bin/updateall`.

After this script has been successfully applied to all the affected servers, you can update the firmware using N1 System Manager. Refer to the *Sun N1 System Manager 1.3 Operating System Provisioning Guide* for instructions.

### N1 System Manager Does Not Display System Firmware Version for T1000/T2000 Platforms (6443502)

Firmware updates for T1000/T2000 platforms are provided as versioned bundles which might update any of its subcomponents. N1 System Manager does not display this version number.



Workaround: Login manually to the service processor using telnet. Determine the version of System Firmware using the `showhost` command.

## 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.

## 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 might result in issues with the server’s service processor.

Workaround: Double check the firmware revision before updating.

## Monitoring Issues

### OS Monitoring Threshold Violations Are Not Being Sent (6433480)

The OS monitoring agent outbound interface might not match the user specified `agent.ip`. If `uname -n` on the target server does not resolve to `agent.ip`, the agent will not send traps to N1 System Manager over the `agent.ip` interface and the system will not restart upon reboot.

Workaround: Before adding the OS monitoring (`osmonitor`) feature, ensure that on the target server, the primary host name always resolves to the `agent.ip` IP address, which will be used to add the OS monitoring feature. Verify that `uname -n` always returns this host name, even upon reboot. Then, add the OS monitoring feature.

## 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.

## 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 might still display, due to a problem with the refresh feature.

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

## Grid Engine Module Issues

This section describes known Grid Engine module issues.

### Grid Engine Master Cannot Be Unloaded From N1 System Manager When Two Masters Are Present (6423617)

Workaround: Reload N1 System Manager or do the following:

Remove one of the master hosts from the database using the following steps:

1. Access the database through `/opt/SUNWscs/sbin/db_tool.pl psql` for Solaris or `/opt/sun/scs/sbin/db_tool.pl psql` for Linux.
2. List the entries for the two masters:

```
mgmt=>select * from sge_hosts;
```

```

appliance_id | type | hostname | spooldir
-----+-----+-----+-----
          2 | MASTER | 10-0-0-17 | /gridware/sge/default/spool/qmaster
          3 | MASTER | hdco16    | /gridware/sge/default/spool/qmaster

```

```
(2 rows)
```

```
mgmt=>SELECT * from sge_host_versions;
```

```
appliance_id | version
-----+-----
           2 | a1
           3 | a1
```

```
(2 rows)
```

3. Delete one of the masters from the sge\_host\_versions table and the sge\_hosts table.

```
mgmt=>delete from sge_host_versions where appliance_id = '3';
```

```
DELETE 1
```

```
mgmt=>SELECT * from sge_host_versions;
```

```
appliance_id | version
-----+-----
           2 | a1
```

```
(1 row)
```

```
mgmt=>delete from sge_hosts where appliance_id = '3';
```

```
DELETE 1
```

```
mgmt=>select * from sge_hosts;
```

```
appliance_id | type | hostname | spooldir
-----+-----+-----+-----
           2 | MASTER | 10-0-0-17 | /gridware/sge/default/spool/qmaster
```

```
(1 row)
```

## 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: No workaround exists.

## 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 following issues might happen if the management server is running in a non-English environment.

### Language Attributes for Each OS Profile Are Not Documented (6426098)

N1 System Manager Online Help does not display a list of valid language attributes for each OS profile. The language attribute differs depending on the OS platform of the OS profile.

#### Language Attributes for RHEL3 and RHEL4 Platforms

name='Chinese(Mainland)' attribute='zh\_CN'

name='Chinese(Taiwan)' attribute='zh\_TW'

name='Czech' attribute='cs\_CZ'

name='Danish' attribute='da\_DK'

name='Dutch' attribute='nl\_NL'

name='English' attribute='en\_US'

name='French' attribute='fr\_FR'

name='German' attribute='de\_DE'

name='Icelandic' attribute='is\_IS'

name='Italian' attribute='it\_IT'

name='Japanese' attribute='ja\_JP'

name='Korean' attribute='ko\_KR'

name='Norwegian' attribute='no\_NO'

name='Portuguese' attribute='pt\_PT'

name='Russian' attribute='ru\_RU'

name='Slovenian' attribute='sl\_SI'

name='Spanish' attribute='es\_ES'

name='Swedish' attribute='sv\_SE'

name='Ukrainian' attribute='uk\_UA'

## Language Attributes for Solaris Platform

name='Arabic (UTF-8)' attribute='ar\_EG.UTF-8'

name='Arabic (ISO8859-6)' attribute='ar\_EG.ISO8859-6'

name='Bulgarian (ISO-8859-5)' attribute='bg\_BG.ISO8859-5'

name='English (7-bit ASCII)' attribute='C'

name='Catalan (ISO 8859-1)' attribute='ca\_ES.ISO8859-1'

name='Catalan (ISO 8859-15)' attribute='ca\_ES.ISO8859-15'

name='Czech (ISO 8859-2)' attribute='cs\_CZ.ISO8859-2'

name='Danish (ISO 8859-1)' attribute='da\_DK.ISO8859-1'

name='Danish (ISO 8859-15)' attribute='da\_DK.ISO8859-15'

name='German (Austria ISO 8859-1)' attribute='de\_AT.ISO8859-1'

name='German (Austria ISO 8859-15)' attribute='de\_AT.ISO8859-15'

name='German (Switzerland ISO 8859-1)' attribute='de\_CH.ISO8859-1'

name='German (de\_DE UTF-8)' attribute='de\_DE.UTF-8'

name='German (de\_DE ISO 8859-1)' attribute='de\_DE.ISO8859-1'

name='German (de\_DE ISO 8859-15)' attribute='de\_DE.ISO8859-15'

name='Greek (el\_GR ISO 8859-7)' attribute='el\_GR.ISO8859-7'

name='English (Australia ISO 8859-1)' attribute='en\_AU.ISO8859-1'

name='English (Canada ISO 8859-1)' attribute='en\_CA.ISO8859-1'

name='English (Great Britain ISO 8859-1)' attribute='en\_GB.ISO8859-1'  
name='English (Great Britain ISO 8859-15)' attribute='en\_GB.ISO8859-15'  
name='English (Ireland ISO 8859-1)' attribute='en\_IE.ISO8859-1'  
name='English (Ireland ISO 8859-15)' attribute='en\_IE.ISO8859-15'  
name='English (New Zealand ISO 8859-1)' attribute='en\_NZ.ISO8859-1'  
name='English (UTF-8)' attribute='en\_US.UTF-8'  
name='Canada-English (ISO8859-1)' attribute='en\_US'  
name='U.S.A. (en\_US.ISO8859-1)' attribute='en\_US.ISO8859-1'  
name='U.S.A. (en\_US.ISO8859-15)' attribute='en\_US.ISO8859-15'  
name='Spanish (Argentina) (es\_AR.ISO8859-1)' attribute='es\_AR.ISO8859-1'  
name='Spanish (Bolivia) (es\_BO.ISO8859-1)' attribute='es\_BO.ISO8859-1'  
name='Spanish (Chile) (es\_CL.ISO8859-1)' attribute='es\_CL.ISO8859-1'  
name='Spanish (Columbia) (es\_CO.ISO8859-1)' attribute='es\_CO.ISO8859-1'  
name='Spanish (Costa Rica) (es\_CR.ISO8859-1)' attribute='es\_CR.ISO8859-1'  
name='Spanish (Ecuador) (es\_EC.ISO8859-1)' attribute='es\_EC.ISO8859-1'  
name='Spanish (Spain) (es\_ES ISO8859-1)' attribute='es\_ES.ISO8859-1'  
name='Spanish (Spain) (es\_ES ISO8859-15)' attribute='es\_ES.ISO8859-15'  
name='Spanish (Guatemala) (es\_GT.ISO8859-1)' attribute='es\_GT.ISO8859-1'  
name='Spanish (Mexico) (es\_MX.ISO8859-1)' attribute='es\_MX.ISO8859-1'  
name='Spanish (Nicaragua) (es\_NI.ISO8859-1)' attribute='es\_NI.ISO8859-1'  
name='Spanish (Panama) (es\_PA.ISO8859-1)' attribute='es\_PA.ISO8859-1'  
name='Spanish (Peru) (es\_PE.ISO8859-1)' attribute='es\_PE.ISO8859-1'  
name='Spanish (Paraguay) (es\_PY.ISO8859-1)' attribute='es\_PY.ISO8859-1'  
name='Spanish (El Salvador) (es\_SV.ISO8859-1)' attribute='es\_SV.ISO8859-1'  
name='Spanish (Uruguray) (es\_UY.ISO8859-1)' attribute='es\_UY.ISO8859-1'  
name='Spanish (Venezula) (es\_VE.ISO8859-1)' attribute='es\_VE.ISO8859-1'  
name='Estonian (et\_EE.ISO8859-15)' attribute='et\_EE.ISO8859-15'

name='Finnish (fi\_FI.UTF-8)' attribute='fi\_FI.UTF-8'  
name='Finnish (fi\_FI.ISO8859-1)' attribute='fi\_FI.ISO8859-1'  
name='Finnish (fi\_FI.ISO8859-15)' attribute='fi\_FI.ISO8859-15'  
name='French (Belgium) (fr\_BE.UTF-8)' attribute='fr\_BE.UTF-8'  
name='French (Belgium) (fr\_BE.ISO8859-1)' attribute='fr\_BE.ISO8859-1'  
name='French (Belgium) (fr\_BE.ISO8859-15)' attribute='fr\_BE.ISO8859-15'  
name='French (Canada) (fr\_CA.ISO8859-1)' attribute='fr\_CA.ISO8859-1'  
name='French (Switzerland) (fr\_CH.ISO8859-15)' attribute='fr\_CH.ISO8859-15'  
name='French (French) (fr\_FR.UTF-8)' attribute='fr\_FR.UTF-8'  
name='French (French) (fr\_FR.ISO8859-1)' attribute='fr\_FR.ISO8859-1'  
name='French (French) (fr\_FR.ISO8859-15)' attribute='fr\_FR.ISO8859-15'  
name='Hebrew (Israel) (he\_IL.UTF-8)' attribute='he\_IL.UTF-8'  
name='Hebrew (Israel) (he\_IL.ISO8859-8)' attribute='he\_IL.ISO8859-8'  
name='English (India) (hi\_IN.UTF-8)' attribute='hi\_IN.UTF-8'  
name='Croatian (hr\_HR.ISO8859-2)' attribute='hr\_HR.ISO8859-2'  
name='Hungarian (hu\_HU.ISO8859-2)' attribute='hu\_HU.ISO8859-2'  
name='Icelandic (is\_IS.ISO8859-1)' attribute='is\_IS.ISO8859-2'  
name='Italian (it\_IT.UTF-8)' attribute='it\_IT.UTF-8'  
name='Italian (it\_IT.ISO8859-1)' attribute='it\_IT.ISO8859-1'  
name='Italian (it\_IT.ISO8859-15)' attribute='it\_IT.ISO8859-15'  
name='Japanese (ja\_JP.UTF-8)' attribute='ja\_JP.UTF-8'  
name='Japanese (ja)' attribute='ja'  
name='Japanese (ja\_JP.PCK)' attribute='ja\_JP.PCK'  
name='Korean (ko\_KR.UTF-8)' attribute='ko\_KR.UTF-8'  
name='Lithuanian (lt\_LT.ISO8859-13)' attribute='lt\_LT.ISO8859-13'  
name='Latvian (lv\_LV.ISO8859-13)' attribute='lv\_LV.ISO8859-13'  
name='Macedonian (mk\_MK.ISO8859-5)' attribute='mk\_MK.ISO8859-5'

name='Dutch (Belgium) (nl\_BE.ISO8859-1)' attribute='nl\_BE.ISO8859-1'  
name='Dutch (Belgium) (nl\_BE.ISO8859-15)' attribute='nl\_BE.ISO8859-15'  
name='Dutch (Netherlands) (nl\_NL.ISO8859-1)' attribute='nl\_NL.ISO8859-1'  
name='Dutch (Netherlands) (nl\_NL.ISO8859-15)' attribute='nl\_NL.ISO8859-15'  
name='Norwegian (no\_NO.ISO8859-1)' attribute='no\_NO.ISO8859-1'  
name='Polish (pl\_PL.UTF-8)' attribute='pl\_PL.UTF-8'  
name='Polish (pl\_PL.ISO8859-2)' attribute='pl\_PL.ISO8859-2'  
name='Portuguese (Brazil) (pt\_BR.UTF-8)' attribute='pt\_BR.UTF-8'  
name='Portuguese (Brazil) (pt\_BR.ISO8859-1)' attribute='pt\_BR.ISO8859-1'  
name='Portuguese (Portugal) (pt\_PT.ISO8859-1)' attribute='pt\_PT.ISO8859-1'  
name='Portuguese (Portugal) (pt\_PT.ISO8859-15)' attribute='pt\_PT.ISO8859-15'  
name='Romanian (Romania) (ro\_RO.ISO8859-2)' attribute='ro\_RO.ISO8859-2'  
name='Russian (Russia) (ru\_RU.UTF-8)' attribute='ru\_RU.UTF-8'  
name='Russian (Russia) (ru\_RU.ANSI1251)' attribute='ru\_RU.ANSI1251'  
name='Russian (Russia) (ru\_RU.ISO8859-5)' attribute='ru\_RU.ISO8859-5'  
name='Russian (Russia) (ru\_RU.KO18-R)' attribute='ru\_RU.KO18-R'  
name='Serbo-Croatian (sh\_BA.ISO8859-2)' attribute='sh\_BA.ISO8859-2'  
name='Slovak (sk\_SK.ISO8859-2)' attribute='sk\_SK.ISO8859-2'  
name='Slovenian (sl\_SI.ISO8859-2)' attribute='sl\_SI.ISO8859-2'  
name='Albanian (sq\_AL.ISO8859-2)' attribute='sq\_AL.ISO8859-2'  
name='Serbian (sr\_YU.ISO8859-5)' attribute='sr\_YU.ISO8859-5'  
name='Swedish (sv\_SE.UTF-8)' attribute='sv\_SE.UTF-8'  
name='Swedish (sv\_SE.ISO8859-1)' attribute='sv\_SE.ISO8859-1'  
name='Swedish (sv\_SE.ISO8859-15)' attribute='sv\_SE.ISO8859-15'  
name='Thai (th\_TH.UTF-8)' attribute='th\_TH.UTF-8'  
name='Thai (th\_TH.TIS620)' attribute='th\_TH.TIS620'  
name='Turkish (tr\_TR.UTF-8)' attribute='tr\_TR.UTF-8'



```
name='Turkish (tr_TR.ISO8859-9)' attribute='tr_TR.ISO8859-9'  
name='Simplified Chinese (zh_CN.UTF-8)' attribute='zh_CN.UTF-8'  
name='Simplified Chinese (zh_CN.EUC)' attribute='zh_CN.EUC'  
name='Simplified Chinese (zh_CN.GB18030)' attribute='zh_CN.GB18030'  
name='Traditional Chinese (zh_HK.Big5HK)' attribute='zh_HK.Big5HK'  
name='Traditional Chinese (zh_HK.UTF-8)' attribute='zh_HK.UTF-8'  
name='Traditional Chinese (zh_TW.UTF-8)' attribute='zh_TW.UTF-8'  
name='Traditional Chinese (zh_TW.Big5)' attribute='zh_TW.BIG5'
```

## Language Attributes for SUSE Platform

```
name='Catala' attribute='ca_ES.UTF-8'  
name='Bosnia' attribute='bs_BA'  
name='Cestina' attribute='cs_CZ.UTF-8'  
name='Dansk' attribute='da_DK.UTF-8'  
name='Deutsch' attribute='de_DE.UTF-8'  
name='Greek' attribute='el_GR.UTF-8'  
name='English (GB)' attribute='en_GB.UTF-8'  
name='English (US)' attribute='en_US.UTF-8'  
name='Espanol' attribute='es_ES.UTF-8'  
name='Francais' attribute='fr_FR.UTF-8'  
name='Magyar' attribute='hu_HU.UTF-8'  
name='Italiano' attribute='it_IT.UTF-8'  
name='Japanese' attribute='ja_JP.UTF-8'  
name='Korean' attribute='ko_KR.UTF-8'  
name='Lithuanian' attribute='lt_LT.UTF-8'  
name='Nederlands' attribute='nl_NL.UTF-8'  
name='Norsk' attribute='no_NO.UTF-8'
```

```
name='Portugues brasileiro' attribute='pt_BR.UTF-8'
```

```
name='Portugues' attribute='pt_PT.UTF-8'
```

```
name='Slovenscina' attribute='sl_SI.UTF-8'
```

```
name='Slovincina' attribute='sk_SK.UTF-8'
```

```
name='Svenska' attribute='sv_SE.UTF-8'
```

```
name='Simplified Chinese' attribute='zh_CN.gb18030'
```

```
name='Traditional Chinese' attribute='zh_TW'
```

```
name='Turkce' attribute='tr_TR.UTF-8'
```

## 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.

## Windows OS Deployment Does Not Work When OS Chooser Directory Name and RIS Server Language Are Different (6400419)

The RIS server assumes that you have files in a language path which is the same as the RIS server's OS language. To provision a Windows OS which is not the same as the RIS server's OS language, you need to do some additional configuration.

Workaround: Copy the other language's files to the English path.

1. Go to the directory in which the OS Chooser files live.

For example:

```
% cd RemoteInstall\OSChooser
```

2. Copy the files from the language directory to an English directory.

For example:

```
% copy -r Japanese English
```

This creates a directory `RemoteInstall\OSChooser\English` that contains the install screens in the native language. When the RIS software looks into the default English path, it will display the non-English OS Chooser screens during install.

The above workaround is for English RIS server to deploy a non-English Windows image. When you use a non-English RIS server to deploy a English Windows image, type:

```
% copy -r English <language>
```

## 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`.

## 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.

## 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.

- 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 nlsm
```

- Red Hat management server:

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

- 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`.

## Deploying Solaris 10 OS With Some Installation Languages Will Time Out (6178721)

If you deploy Solaris 10 OS 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.