



Sun™ Remote System Control (RSC) 2.1 Release Notes

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Sun Remote System Control (RSC) 2.1 Release Notes

This document deals with Sun™ Remote System Control (RSC) 2.1 hardware and software issues.

Before Installing Sun Remote System Control Software

You can install RSC 2.1 software on:

- A Sun Fire™ 880 server running the Solaris™ 8 4/01 operating environment
- A Sun Fire 280R server running the Solaris 8 1/01 operating environment or another Solaris version that supports the RSC 2.1 product
- A Sun Enterprise™ 250 server running one of the following operating environments:
 - Solaris 2.6
 - Solaris 7
 - Solaris 8

Additionally, you can install the RSC 2.1 client interface on:

- Any other computer running the Solaris 2.6 operating environment or another Solaris version that supports the RSC 2.1 product
- Any computer running one of the following Microsoft Windows operating environments:
 - Windows 95
 - Windows 98
 - Windows NT 4.0

You must install and configure the RSC software before you can use RSC.

Before upgrading from a previous version of RSC or reinstalling the software, log in to the server as root and back up your configuration data using the following commands:

```
# rscadm show > remote_filename  
  
# rscadm usershow >> remote_filename  
  
#
```

Use a meaningful file name that includes the name of the server that RSC controls. After installation, you can refer to this file to restore your configuration settings.

Installation on the Solaris operating environment places the Sun Remote System Control (RSC) 2.0 User's Guide in the location /opt/rsc/doc/locale/pdf/user_guide.pdf. Installation on the Windows operating environment places the User's Guide in the location C:\Program Files\Sun Microsystems\Remote System Control\doc\locale\pdf\user_guide.pdf.

The following sections describe Sun Remote System Control (RSC) issues.

RSC General Issues

This section describes issues that affect RSC running on all platforms.

Reset Events Recorded in Incorrect Order in Event Log

A reset request from the graphical user interface (GUI) and the resulting reset event are recorded in the incorrect order in the RSC event log.

If Point-to-Point Protocol Is Enabled, Users Cannot Log In to RSC By Dialing In to the Modem

By default, the RSC setting "Enable PPP" in the graphical user interface is off, and the setting for the configuration variable `ppp_enabled` is false. This setting allows dial-in to the RSC modem using PPP. However, if PPP is enabled, dial-in users who

connect to the modem cannot log in to RSC. RSC expects to execute PPP handshaking activity with the user's system. Since this activity does not happen, the login prompt displays garbage characters and RSC cannot interpret the characters the user types.

RSC Console Window Fails to Close After Exiting

After logging out and exiting from the RSC graphical user interface, the console window will remain open if previously opened during the session.

RSC Console Sometimes Exits Unexpectedly

The RSC console window sometimes exits when processing large amounts of text data, for instance when executing the `ls -R` command for a large file structure. This is an intermittent problem. The workaround is to open another console window.

Break Command Does Not Bring Server to `ok` Prompt During the Boot Cycle

If you have the `auto-boot?` variable set to `true` and you perform a system reset, there is a very short time window before the system begins to boot during which the `break` command from the RSC command prompt or the Send Break menu item in the graphical user interface is effective.

If you miss this window of opportunity, you need to wait an additional two to three minutes before you can issue the break effectively.

RSC Issues for Sun Fire 280R and Sun Fire 880 Servers

This section describes issues that affect RSC running on Sun Fire 280R and Sun Fire 880 servers.

Removing and Installing the RSC Card



Caution – Removing or installing the RSC card while the system has the AC power cord connected could damage your system *or* your RSC card. Only qualified service personnel should remove or replace the RSC card. Contact your qualified service representative to perform this service operation.

Before you follow the procedures in the Sun Fire 280R Server Service Manual or Sun Fire 880 Server Service Manual to remove or install the RSC card, perform this procedure to ensure that there is no AC power present in the system.

- 1. Shut down and halt the system.**
- 2. With the system at the `ok` prompt, turn the keyswitch to the Off position.**
Standby power is still present in the system at this point.
- 3. Disconnect all AC power cords from their back panel receptacles.**
This ensures that there is no standby power voltage present in the system.
- 4. Follow the procedure you require in the Sun Fire 280R Server Service Manual or Sun Fire 880 Server Service Manual.**

Graphics Monitor User and RSC Console User Both Have Access to the Solaris Operating Environment

When the RSC software is in RSC console mode and a graphics monitor and a Universal Serial Bus keyboard are attached to the server, both the RSC console user and the graphics monitor user can log in to the Solaris operating environment simultaneously.

Additional RSC Alert

RSC generates the following alert on a Sun Fire 280R or Sun Fire 880 server when the RSC card begins battery use after a power interruption:

```
00060012: "RSC operating on battery power."
```

RSC Issues for Sun Fire 280R Servers Only

This section describes issues that affect RSC running on Sun Fire 280R servers only. See the *Sun Fire 280R Server Product Notes* for other Sun Fire 280R server issues.

Boot Sequence Sometimes Bypasses RSC

In rare instances, the system may bypass the RSC card during startup. To check whether the system booted and is online, use the `ping` command to see if the card is alive, or log in using `telnet` or `rlogin`. If the system is not connected to the network, establish a `tip` connection to the system. (Be sure that console I/O is not directed to the RSC card.) Use the `tip` connection to view boot messages on the troubled system, or reboot the system. For help in diagnosing the problem, see your hardware Owner's Guide.

Soft Reset With `xir` Does Not Work

The `xir` command does not bring the server to the `ok` prompt as expected. Do not use the `xir` command.

False Drive Fault Reported at Power-On

When you power on the system, it may report a false internal drive fault that is recorded in the Sun Remote System Control (RSC) log history.

If the error is reported by RSC, you should disregard it if the system boots successfully to the Solaris operating environment. In most cases the erroneous fault will not reappear. You can verify the disk after the boot process by using the `fsck` utility.

Note – Any disk drive error message reported by the Solaris operating environment is a real disk drive error.

If a disk fault is reported at the `ok` prompt and the system fails to boot to the Solaris operating environment, there may be a problem with the disk drive. Test the disk drive with the OpenBoot™ Diagnostics tests documented in the “Diagnostics, Monitoring, and Troubleshooting” chapter in the *Sun Fire 280R Server Service Manual*.

RSC Command `rscadm resetrsc` Fails

After a cold restart or after powering on the system, the RSC command `rscadm resetrsc` fails; this is a known condition. You need to reset the host system for the command to function correctly.

There are three ways you can reset the host. Use one of the following commands:

- At the `ok` prompt, execute the `reset-all` command.
- At the RSC command-line interface (CLI) prompt, issue the `reset` command.
- At the Solaris CLI prompt, issue the `reboot` command.

The RSC `rscadm resetrsc` command will now function correctly.

Remote Modem Settings Must Match RSC Modem Settings

When connecting to the RSC card using a remote modem, the remote modem's parameters (baud rate and parity/stop/data bits) should match the settings on the RSC modem. The RSC modem is always set to 9600 baud; the other parameters may be found by checking the RSC modem settings for Parity, Stop Bits, and Data Bits. If the settings do not match, the connection may not succeed, or garbage characters may be displayed.

If the remote modem is set to use a baud rate higher than 9600 baud, the connection actually uses 9600 baud.

RSC Issues for Sun Fire 880 Servers Only

This section describes issues that affect RSC running on Sun Fire 880 servers only.

Events Not Logged for Primary Fan Failures

RSC logs do not report primary fan failures. Secondary fan failures are logged properly.

Incorrect Front Panel LED Color Displayed

The RSC graphical user interface displays an orange-red light when monitoring a Sun Fire 880 server that has a fault condition. The actual server front panel LED color is yellow in this case.

RSC Issues for Sun Enterprise 250 Servers Only

This section describes issues that affect RSC running on Sun Enterprise 250 servers only. See the *Sun Enterprise 250 Server Product Notes* for other Sun Enterprise 250 server issues.

Do Not Run OpenBoot PROM `fsck` Command From the RSC Console

Do not issue the `fsck` command from the redirected RSC console.

Reset the system's `input-device` and `output-device` settings to `ttya`. Then reboot the system and access the system through its local console or terminal and execute the OpenBoot PROM `fsck` command directly.

Do Not Run OpenBoot PROM `boot -s` Command From the RSC Console

The command `boot -s` does not work from the RSC console.

Reset the system's `input-device` and `output-device` settings to `ttya`. Then reboot the system and access the system through its local console or terminal and execute the `boot -s` command directly.

RSC Reports Fan Failures Erroneously

RSC often reports a fan failure when the server experiences a thermal shutdown. A “System Fan Failure” event is logged, the graphical user interface (GUI) reports status red “Error - 1 Sun Enterprise 250 fan tray,” and the `environment` command reports a failure. The fan failed status is kept (still reported by the GUI and command-line interface) until the host resets and reaches the `ok` prompt.

These are not actual fan failures. The fan status should be treated as it is for the power supplies when a shutdown occurs; they are “OFF” and do not show an error condition.

Change to the `serial_hw_handshake` Variable Requires a System Reboot

In order for changes to the RSC configuration variable `serial_hw_handshake` to take effect, the server must be rebooted. This also affects the Enable Hardware Handshaking check box in the RSC graphical user interface. This limitation is not stated in the documentation.

Heavy Use of `tcsh` Shell Commands in the RSC Console May Cause Problems

Heavy use of UNIX `tcsh` shell commands in an RSC console session may stop RSC from responding to requests. Killing the `tcsh` shell restores RSC to normal behavior.

Error With `loghistory` Command

The `loghistory` command reports an error when the value of `index -n` that you specify is greater than the number of lines in the buffer.

