

Oracle Hardware Management Pack 2.2 Release Notes



Part No: E27995-01
March 2012

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS. Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Ce logiciel et la documentation qui l'accompagne sont protégés par les lois sur la propriété intellectuelle. Ils sont concédés sous licence et soumis à des restrictions d'utilisation et de divulgation. Sauf disposition de votre contrat de licence ou de la loi, vous ne pouvez pas copier, reproduire, traduire, diffuser, modifier, breveter, transmettre, distribuer, exposer, exécuter, publier ou afficher le logiciel, même partiellement, sous quelque forme et par quelque procédé que ce soit. Par ailleurs, il est interdit de procéder à toute ingénierie inverse du logiciel, de le désassembler ou de le décompiler, excepté à des fins d'interopérabilité avec des logiciels tiers ou tel que prescrit par la loi.

Les informations fournies dans ce document sont susceptibles de modification sans préavis. Par ailleurs, Oracle Corporation ne garantit pas qu'elles soient exemptes d'erreurs et vous invite, le cas échéant, à lui en faire part par écrit.

Si ce logiciel, ou la documentation qui l'accompagne, est concédé sous licence au Gouvernement des Etats-Unis, ou à toute entité qui délivre la licence de ce logiciel ou l'utilise pour le compte du Gouvernement des Etats-Unis, la notice suivante s'applique:

U.S. GOVERNMENT END USERS. Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

Ce logiciel ou matériel a été développé pour un usage général dans le cadre d'applications de gestion des informations. Ce logiciel ou matériel n'est pas conçu ni n'est destiné à être utilisé dans des applications à risque, notamment dans des applications pouvant causer des dommages corporels. Si vous utilisez ce logiciel ou matériel dans le cadre d'applications dangereuses, il est de votre responsabilité de prendre toutes les mesures de secours, de sauvegarde, de redondance et autres mesures nécessaires à son utilisation dans des conditions optimales de sécurité. Oracle Corporation et ses affiliés déclinent toute responsabilité quant aux dommages causés par l'utilisation de ce logiciel ou matériel pour ce type d'applications.

Oracle et Java sont des marques déposées d'Oracle Corporation et/ou de ses affiliés. Tout autre nom mentionné peut correspondre à des marques appartenant à d'autres propriétaires qu'Oracle.

Intel et Intel Xeon sont des marques ou des marques déposées d'Intel Corporation. Toutes les marques SPARC sont utilisées sous licence et sont des marques ou des marques déposées de SPARC International, Inc. AMD, Opteron, le logo AMD et le logo AMD Opteron sont des marques ou des marques déposées d'Advanced Micro Devices. UNIX est une marque déposée d'The Open Group.

Ce logiciel ou matériel et la documentation qui l'accompagne peuvent fournir des informations ou des liens donnant accès à des contenus, des produits et des services émanant de tiers. Oracle Corporation et ses affiliés déclinent toute responsabilité ou garantie expresse quant aux contenus, produits ou services émanant de tiers. En aucun cas, Oracle Corporation et ses affiliés ne sauraient être tenus pour responsables des pertes subies, des coûts occasionnés ou des dommages causés par l'accès à des contenus, produits ou services tiers, ou à leur utilisation.

Contents

Updates in Oracle Hardware Management Pack 2.2	5
New Features	5
Platform Support Added and Removed	6
Issues Fixed	6
Finding Documentation for Hardware Management Pack	9
Supported Servers and Operating Systems	11
Installation Notes and Issues	13
Installing on Oracle Solaris 11 SPARC (7141897)	13
Install <code>glibc.i686</code> for Oracle Enterprise Linux 6 Before Running the Installer (7045379)	14
Red Hat Installation Dependencies	14
Install Path Issues	14
Software Has Not Passed Windows Logo Testing Warning Message During Hardware Management Pack Installation (6981579)	14
Windows Service Pack Update Required	15
ILOM 3.0 and Windows Server 2003 R2	15
SUSE Linux Enterprise Server 11 Requires an Updated <code>mpt2sas</code> for the Sun StorageTek 6Gb/s SAS REM/HBA (6956482)	15
Known Issues and Notes for Software Release 2.2	17
Common Management Pack Known Issues	17
Storage Viewer Known Issues	18
SNMP Agent Known Issues	20
FWupdate Known Issues	27
RAIDconfig Known Issues	29
BIOSconfig Known Issues	31
ILOMconfig Known Issues	31
IPMItool Known Issues	32
<code>hwmgmtcli</code> Known Issues	33

Updates in Oracle Hardware Management Pack 2.2

This section describes the changes between the previous releases of Oracle Hardware Management Pack: 2.1a (x86 systems release) and 2.1.1 (SPARC systems release).

- “New Features” on page 5
- “Platform Support Added and Removed” on page 6
- “Issues Fixed” on page 6

New Features

Note – For more details on these features, refer to the documentation at:

<http://www.oracle.com/pls/topic/lookup?ctx=ohmp>

The following is a list of new feature in Oracle Hardware Management Pack 2.2:

- **Local Host Interconnect:** A faster local host interconnect interface is now available for some Hardware Management Pack tools to provide fast data transfer between the host and service processor. The following tools are using this faster interface:
 - Hardware Management Agent
 - fwupdate
 - ilomconfig
- **Hardware Management Agent:** The following have been updated: OS viewer:
 - Disk Predictive failure analysis based on S.M.A.R.T. data.
 - Basic OS version information is accessible in ILOM.

Note – To receive storage predictive failure analysis based on S.M.A.R.T and view OS version information in ILOM, you must have the correct ILOM version. Refer to the documentation for your ILOM version to determine whether or not the feature is available.

- **fwupdate:** Support has been added for updating Infiniband HBAs from Mellanox.
- **hwmgmtcli:** This is a new CLI utility that displays hardware configuration information and the status of your Oracle servers.

- **raidconfig:** Command-line options have been added that are necessary to perform day-to-day maintenance on logical and disk volumes. This includes:
 - Adding a disk to a degraded logical disk. The disk reconstruction occurs automatically.
 - Removing a disk from a logical volume (for example if the disk if failed).

Platform Support Added and Removed

The following platform support has been added this release:

- SPARC T4-1 server
- SPARC T4-1B server module
- SPARC T4-2 server
- SPARC T4-4 server

The following platform support has been removed from this release:

- Sun Fire X2250 server
- Sun Fire X2270 server
- Sun Fire X4100 M2 server
- Sun Fire X4140 server
- Sun Fire X4150 server
- Sun Fire X4200 M2 server
- Sun Fire X4240 server
- Sun Fire X4250 server
- Sun Fire X4440 server
- Sun Fire X4450 server
- Sun Fire X4540 server
- Sun Fire X4600 M2 server
- Sun Fire X4640 server
- Sun Blade X6220 server module
- Sun Blade X6240 server module
- Sun Blade X6250 server module
- Sun Blade X6450 server module
- Sun Blade X6275 server module

Issues Fixed

The following issues were fixed in this release:

- 6947217: Disks with Foreign RAID Configurations Are Not Supported, Resulting in Errors When Creating RAID Volumes on 6Gbps SAS-2 RAID HBA/REM (SGX-SAS6-R-INT-Z or SGX-SAS6-REM-Z)
- 6959788: FWupdate Does Not Indicate if a Device is Unsupported

-
- 6966347: Misleading Error Returned When Trying to Create RAID0 Volume Using One Disk on 8-Port 6Gbps SAS-2 HBA (SGX-SAS6-INT-Z)
 - 6971749: Mis-formatted sunHwTrapComponentName When A Disk Removed from RAID Volumes
 - 6974869: Information About Added Disk is Not Shown When Running hwmgmt
 - 6985407: sunHwTrapAssocObjectId is not being set in fault and error traps
 - 6988638: Disks Are Reported Twice on Two Controllers With SPARC T3-1 Server 16-disk Configuration
 - 6990741: Expander is Showing Up Once for List Output but Twice When Updating on SPARC T3-1 System
 - 6991665: Error in Packet When Trying to Set Locator Status on Solaris SPARC
 - 6992371: Failed to Modify Read/Write Cache of a RAID Volume on SLES11 When Using SAS1 LSI HBAs
 - 7004938: The ilomconfig import config Command Fails to Restore XML File to ILOM
 - 7005103: The ilomconfig reset config Command Fails to Reset the Configuration to Factory Defaults
 - 7008620: Start Up of hwmgmt Slow With SPARC T3-4 Server
 - 7016756: raidconfig Command Might Allow Configuration of More Hard Disks as Global Spares Than Supported by a RAID Controller
 - 7047759: Oracle Hardware Management Pack 2.2a Installer Incorrectly Detects Previously Installed Version

Finding Documentation for Hardware Management Pack

Complete documentation for using Hardware Management Pack can be found in the following documents, available on the web at:

For more details on these features, refer to the documentation at: <http://www.oracle.com/pls/topic/lookup?ctx=ohmp>

Oracle Hardware Management Pack 2.2 Installation Guide (E25304-01) - provides an overview of the different Hardware Management Pack components and instructions on installing Hardware Management Pack.

Oracle Server Management Agents 2.2 User's Guide (E25305-01) - provides details about installing and configuring the Sun Server Management Agents, which enable you to manage your Sun servers at the operating system level.

Oracle Server CLI Tools 2.2 User's Guide (E25306-01) - provides details about installing and configuring the Sun Server CLI Tools and IPMItool, which provide utilities to configure and manage your Sun servers.

Supported Servers and Operating Systems

All Management Pack components might not be available on all servers and all supported operating systems for each server. In addition, some Management Pack components such as RAIDconfig, FWupdate and Storage Viewer might not support all storage and hardware options on all servers and operating systems.

For details, click the View Support Matrices link on the HMP tab at the following site:

<http://www.oracle.com/goto/system-management>

Installation Notes and Issues

The following notes and issues are related to Oracle Hardware Management Pack 2.2 installation.

Issue	Workaround?
“Installing on Oracle Solaris 11 SPARC (7141897)” on page 13	No
“Install <code>glibc.i686</code> for Oracle Enterprise Linux 6 Before Running the Installer (7045379)” on page 14	No
“Red Hat Installation Dependencies” on page 14	Yes
“Install Path Issues” on page 14	No
“Software Has Not Passed Windows Logo Testing Warning Message During Hardware Management Pack Installation (6981579)” on page 14	No
“Windows Service Pack Update Required” on page 15	No
“ILOM 3.0 and Windows Server 2003 R2” on page 15	No
“SUSE Linux Enterprise Server 11 Requires an Updated <code>mpt2sas</code> for the Sun StorageTek 6Gb/s SAS REM/HBA (6956482)” on page 15	No

Installing on Oracle Solaris 11 SPARC (7141897)

The directory structure of the Oracle Solaris 11 SPARC architecture Management Pack 2.2 download consists of two directories:

- `oracle-hmp-2.2`: contains all of the software except `zoningcli`.
- `hmp-2.2-zoningcli`: contains `zoningcli`.

To install `zoningcli`, use the following command to add the directory as a local repository:

```
pkgrepo rebuild -s file://extraction-directory/hmp-zoning-cli/snv_repo
```

Then use this command to install `zoningcli`:

```
pkg install -g extraction-directory/hmp-2.2-zoningcli/snv_repo hmp-zoningcli
```

Install glibc.i686 for Oracle Enterprise Linux 6 Before Running the Installer (7045379)

Before installing Hardware Management Pack 2.2 on a system running Oracle Enterprise Linux 6, `glibc.i686` must be installed.

To install `glibc.i686`, run the following command:

```
yum install glibc.i686
```

Red Hat Installation Dependencies

During an automatic installation on Red Hat Enterprise Linux, the Net-SNMP service is not automatically started. Net-SNMP service must be restarted before running the Hardware Management Agent.

▼ Workaround

- To restart the service, the following command can be run:

```
service snmpd restart
```

Install Path Issues

- On all operating systems, if you modify the installation path of the Hardware Management Agent, you must ensure that the path is no longer than 70 characters, does not contain any white spaces, and does not contain any of these characters: ? - _ . /
- When creating a response file for a silent installation, you must use an absolute path to create the response file (CR 6982588).

For example: `./install.bin -i GUI -r /tmp/response.txt`

Software Has Not Passed Windows Logo Testing Warning Message During Hardware Management Pack Installation (6981579)

When installing the LAN-Over-USB driver on a Windows system, a message that states that the software has not passed Windows logo testing appears. This does not affect operation of the software, and it is safe to continue with the installation.

Windows Service Pack Update Required

A security update from Microsoft is required for the target server to avoid errors in Oracle Hardware Management Agent installation. The download site for the security update is:

<http://www.microsoft.com/downloads/details.aspx?familyid=766A6AF7-EC73-40FF-B072-9112BAB119C2&displaylang=en>

Download and install `vcredist_x86.exe` on the target server.

ILOM 3.0 and Windows Server 2003 R2

Microsoft hotfix <http://support.microsoft.com/kb/982915> must be installed on Windows Server 2003 R2 in order for Hardware Management Agent to work correctly with ILOM 3.0.

SUSE Linux Enterprise Server 11 Requires an Updated mpt2sas for the Sun StorageTek 6Gb/s SAS REM/HBA (6956482)

When using SUSE Linux Enterprise Server 11 and the Sun StorageTek 6Gb/s SAS REM HBA, an updated `mpt2sas` driver needs to be installed.

Known Issues and Notes for Software Release 2.2

This section provides the known issues for the current version of Hardware Management Pack. Where appropriate, 7–digit reference numbers are provided. Quote these numbers in any contact with Oracle support.

The following topics are covered in this section:

- “Common Management Pack Known Issues” on page 17
- “Storage Viewer Known Issues” on page 18
- “SNMP Agent Known Issues” on page 20
- “FWupdate Known Issues” on page 27
- “RAIDconfig Known Issues” on page 29
- “BIOSconfig Known Issues” on page 31
- “ILOMconfig Known Issues” on page 31
- “IPMItool Known Issues” on page 32
- “hwmgmtcli Known Issues” on page 33

Common Management Pack Known Issues

The following issue is related to all Hardware Management Pack tools.

Issues	Workaround?
“Some Utilities Run Slowly on SPARC T3 Systems (6984220, 7010105, 7031607, 7092802)” on page 17	Yes

Some Utilities Run Slowly on SPARC T3 Systems (6984220, 7010105, 7031607, 7092802)

The `hwmgmtd` utility might not provide accurate results when run on a SPARC T3 system. Some other Oracle Hardware Management Pack utilities (such as `raidconfig`, `hwmgmtcli`, `storageviewer`) can also run very slowly on a SPARC T3 system.

These problems are due to a Solaris issue documented in CR 6937169.

▼ Workaround

Before You Begin Make sure that you read the mdb documentation carefully before issuing these commands.

1 Disable the affected utility by issuing the following commands:

```
# mdb -kw
> ddi_aliases_present/W 0
```

2 Re-enable the utility.

Storage Viewer Known Issues

The following issues are related to Storage Viewer.

Issues	Workaround?
“Storage Viewer Shows RAID Volume on Multiple Controllers (7006475)” on page 18	Yes
“Sun Flash Accelerator F20 PCIe Card FDOMs Not Visible in /STORAGE (6955698)” on page 19	No
“Concatenated RAID Volumes Not Reflected in ILOM CLI Using Windows (6900378)” on page 19	No
“Global Hot Spare for RAID 1 Volume Displayed as a Dedicated Hot Spare on Solaris (6877654)” on page 19	No
“The max_disks Property Is Incorrect When Using Adaptec Disk Controller (SGXPCIESAS-R-INT-Z) (6875715)” on page 19	No
“The write_cache_enabled Property Not Available for Adaptec Controllers (SGXPCIESAS-R-INT-Z) (6873660)” on page 19	No

Storage Viewer Shows RAID Volume on Multiple Controllers (7006475)

When you have two controllers and only the second has a volume, Storage Viewer shows the volume on both controllers. If the first controller has a volume or both controllers have volumes, then this is not an issue.

If you see this condition please contact Oracle support services to get a firmware update for your 16 disk backplane. The new firmware will zone your backplane and prevent this issue from occurring.

This is an Oracle ILOM issue, which might be fixed in a future ILOM release.

▼ Workaround

- Use the `raidconfig list all` command to view the correct location of the volumes.

Sun Flash Accelerator F20 PCIe Card FDOMs Not Visible in /STORAGE (6955698)

When you are using a Sun Flash Accelerator F20 PCIe Card, the FDOMs are not visible under /STORAGE in ILOM.

Concatenated RAID Volumes Not Reflected in ILOM CLI Using Windows (6900378)

RAID volumes consisting of concatenated logical drives (also known as RAID on RAID) are not supported in this version.

Global Hot Spare for RAID 1 Volume Displayed as a Dedicated Hot Spare on Solaris (6877654)

When you are using Storage Management Agent on a Solaris system configured with a global hot spare for a RAID 1 (Mirrored) RAID with a Sun Storagetek PCI-E SAS RAID HBA (SGXPCIESAS-R-INT-Z), the details of the disk are displayed as a dedicated hot spare.

The max_disks Property Is Incorrect When Using Adaptec Disk Controller (SGXPCIESAS-R-INT-Z) (6875715)

The `max_disks` property for a Sun Storagetek PCI-E SAS RAID HBA (SGXPCIESAS-R-INT-Z) is incorrectly displayed as 0 in Storage Viewer.

The write_cache_enabled Property Not Available for Adaptec Controllers (SGXPCIESAS-R-INT-Z) (6873660)

The `write_cache_enabled` property for RAID Volume is not available when using Sun Storagetek PCI-E SAS RAID HBA (SGXPCIESAS-R-INT-Z).

SNMP Agent Known Issues

The following issues are related to SNMP Agent.

Issues	Workaround?
“hwmgmt Memory Usage Grows Over Time in Windows Systems (7092223)” on page 21	Yes
“hwmgmt Not Started When Oracle Hardware Management Pack 2.2 is Installed on an ESX 3.5 Server (7084494)” on page 21	Yes
“Some SNMP Traps Available in Oracle ILOM Are Not Generated by Hardware Management Pack (7005620)” on page 21	Yes
“snmpwalk of the Storage MIB Results in a Timeout or Error Message (7015980)” on page 22	No
“SNMP Trap Issues” on page 22	Yes
“Sun X6250 Server Module Reports Wrong Service Processor Version Number” on page 22	Yes
“Parent FRU Name for Sensors on Shared Components in a Blade Chassis is Incorrect (7008072)” on page 23	Yes
“Service Processor Serial Number is Missing From sunHwMonSPSerialNumber.0 for SPARC T3-Series Servers (7003819)” on page 23	Yes
“sunHwMonFruManufacturer and sunHwMonFruDesc Are Empty for Most Components on SPARC T3-Series Servers (7003873)” on page 24	Yes
“Discrete Current Sensors Are Miscategorized on SPARC T3-Series Servers (7007522)” on page 24	Yes
“sunHwMonFruStatus Does Not Reflect the Fault State of A Component (7007556)” on page 24	Yes
“SunHwMonInventoryTable Shows Incorrect Number of DIMMs (6846770)” on page 24	Yes
“SunHwMonDiscreteHardDriveSensorTable Incorrect Sensors” on page 25	No
“Host Agent Might Generate Incorrect NOTIFICATION (6992731)” on page 25	Yes
“Windows Hardware Management Agent SNMP Walk on a Sensor Group Issue (6902930)” on page 25	Yes
“SNMP Walk of a Sun X4470 Server Returns Unknown LED Indicators (6931281)” on page 26	No
“sunStorageVolumeOSMountPoint Not Showing Mount Point (6981973)” on page 26	No

Issues	Workaround?
“Incorrect DiskOSDeviceName on SPARC T3-2 System (6984216)” on page 26	Yes
“Storage MIB Does Not Expose Dual Path Disks (6990667)” on page 26	Yes

hwmgmt Memory Usage Grows Over Time in Windows Systems (7092223)

When hwmgmt is running on a Windows system, the daemon uses more memory over time.

▼ Workaround

- hwmgmt is automatically restarted every 24 hours on Windows systems so that memory usage is flushed. You will see a message in the logs stating that hwmgmt has restarted.

hwmgmt Not Started When Oracle Hardware Management Pack 2.2 is Installed on an ESX 3.5 Server (7084494)

After installing Management Pack 2.2 in a system running ESX 3.5 hwmgmt does not start automatically.

▼ Workaround

- Start the hwmgmt agent manually. Refer to the Oracle Server Management Agents 2.2 User's Guide for more information on running hwmgmt manually.

Some SNMP Traps Available in Oracle ILOM Are Not Generated by Hardware Management Pack (7005620)

The following types of SNMP traps that might be generated by Oracle ILOM are not generated by Hardware Management Pack:

- Events that get reported for host state changes
- Events related to fault handling
- Events related to presence state changes of components on the platform

▼ Workaround

- Access this information from Oracle ILOM or other SNMP management tools.

snmpwalk of the Storage MIB Results in a Timeout or Error Message (7015980)

When you use the `snmpwalk` command with a Storage MIB on a SPARC system, the storage information displays, but you might receive an error message or timeout at the end of the output.

This error message can safely be ignored.

SNMP Trap Issues

- `sunHwTrapProductName` can be empty on some platforms.
- `sunHwTrapSystemIdentifier` is empty when service processor is running Oracle ILOM 2.0.
- `sunHwTrapAssocObjectId` is always set to `SNMPv2-SMI::zeroDotZero`.
- `sunHwTrapComponentName` is set to the IPMI name of the component rather than the name used by Oracle ILOM.
- Solaris Hardware Management Pack - `sunHwTrapThresholdValue` and `sunHwTrapSensorValue` are set to 0.0 (CR 6811841).
- On Sun Fire X4200 M2 servers, Hardware Management Agent sends `sunHwTrapComponentOK` or `sunHwTrapComponentError` instead of `sunHwTrapSlotOrConnectorOk` or `sunHwTrapSlotOrConnectorError`, which are sent by ILOM.

▼ Workaround

- Access this information from Oracle ILOM or other SNMP management tools.

Sun X6250 Server Module Reports Wrong Service Processor Version Number

When you run the Hardware Management Agent on Sun X6250 server modules with older service processor firmware, the wrong version of service processor is reported.

▼ Workaround

- Upgrade to the latest firmware for the server module.

Parent FRU Name for Sensors on Shared Components in a Blade Chassis is Incorrect (7008072)

sunHwMon...SensorParentFruName is incorrectly set to /SYS for sensors on shared field replaceable units (FRUs) in a blade chassis.

▼ Workaround

- Use Oracle ILOM to determine the correct parent name for these sensors.

Service Processor Serial Number is Missing From sunHwMonSPSerialNumber.0 for SPARC T3-Series Servers (7003819)

Object sunHwMonSPSerialNumber.0 is empty on SPARC T3-series servers.

▼ Workaround

- The SP serial number can be viewed from one of the following:

sunHwMonInventoryGroup

For example:

```
SUN-HW-MONITORING-MIB::sunHwMonFruName.145 = STRING: /SYS/MB/SP
SUN-HW-MONITORING-MIB::sunHwMonFruSerialNumber.145 = STRING: 1005LCB-1026DC007N
ILOM
```

For example:

```
-> show /SYS/MB/SP fru_serial_number
/SYS/MB/SP
```

Properties:

```
fru_serial_number = 1005LCB-1026DC007N
```

sunHwMonFruManufacturer and sunHwMonFruDesc Are Empty for Most Components on SPARC T3-Series Servers (7003873)

sunHwMonFruManufacturer and sunHwMonFruDesc objects are set to empty strings for most FRUs on SPARC T3-Series servers.

▼ **Workaround**

- Access this information from Oracle ILOM or other SNMP management tools.

Discrete Current Sensors Are Miscategorized on SPARC T3-Series Servers (7007522)

On SPARC T3-Series servers, discrete current sensors are miscategorized and listed in sunHwMonDiscreateOtherSensorTable instead of in sunHwMonDiscreteCurrentSensorTable.

▼ **Workaround**

- Use the sunHwMonDiscreateOtherSensorTable to view discrete current sensors.

sunHwMonFruStatus Does Not Reflect the Fault State of A Component (7007556)

A component's status, as represented by sunHwMonFruStatus, is a cumulative status of sensors on that component. This status can differ from the component status in Oracle ILOM.

▼ **Workaround**

- Check Oracle ILOM to determine whether or not a components is faulted.

SunHwMonInventoryTable Shows Incorrect Number of DIMMs (6846770)

On some platforms, DIMMs which are not present in the system are shown in sunHwMonInventoryTable.

▼ Workaround

- **View the FruDescr, FruPartNumber, FruSerialNumber and FruManufacturer objects.**
 - If these values are filled in, the DIMMs are present in the system.
 - If there objects are not filled in, it indicates DIMMs that are not present and can be safely ignored.

SunHwMonDiscreteHardDriveSensorTable Incorrect Sensors

Due to platform limitations, sunHwMonDiscreteHardDriveSensorTable can contain sensors for disks not physically present on the host. These sensors have a ParentFruIndex of -1 and end with STATE-HIDDEN.

These sensors can be safely ignored.

Host Agent Might Generate Incorrect NOTIFICATION (6992731)

Not all device types defined in recent releases of ILOM are recognized by the host agent, resulting in cases where the host agent will generate a generic sunHwTrapComponent Notification rather than a device specific Notification (for example, sunHwTrapSlotOrConnector).

This is due to a component error rather than a slot or connector.

▼ Workaround

- **Use the NAC name from the MIB to determine the specific device for the notification.**

Windows Hardware Management Agent SNMP Walk on a Sensor Group Issue (6902930)

When you use Hardware Management Agent on a Windows operating system, an SNMP walk of a sensor group returns an empty string if this group contains discrete sensors. A work around is an SNMP walk of the whole Sun-HW-Monitoring MIB.

SNMP Walk of a Sun X4470 Server Returns Unknown LED Indicators (6931281)

SNMP walk of the Hardware Management Agent on a Sun X4470 server returns "unknown" for Type and Current Status for some indicators. These indicators can be safely ignored.

sunStorageVolumeOSMountPoint Not Showing Mount Point (6981973)

sunStorageVolumeOSMountPoint reports a device name instead of a mount point.

Incorrect DiskOSDeviceName on SPARC T3-2 System (6984216)

DiskOSDeviceName on a SPARC T3-2 server reports 02000000:0 and 02000000:2 as OSDeviceName. No such names can be found on the host OS.

▼ Workaround

- For multipath disks, RAIDConfig returns only the WWN for the device instead of the full path name. The format command returns the full path name of this device with the WWN embedded in it. You can correlate the device by using the WWN.

For example, this is the information that you will get on a device using RAIDconfig:

```
Device: 5000CCA00A49BC1C
```

This is the information that you will get on a device using the format command:

```
Device: c0t5000CCA00A49BC1Cd0
```

Storage MIB Does Not Expose Dual Path Disks (6990667)

sunStorageDiskTable shows only a single disk instance when a physical disk is dual-pathed to two controllers.

▼ Workaround

- Use Oracle ILOM to determine the correct information about the disk.

FWupdate Known Issues

The following issues are related to the FWupdate tool.

Issues	Workaround?
“After Updating the Firmware on an Internal Expander Configured for a Sun StorageTek 6Gb/s SAS PCIe HBA, Internal (SGX-SAS6-INT-Z), a Reboot is Required (6970551)” on page 27	Yes
“FWUpdate Cannot Downgrade Firmware (6978199)” on page 27	Yes
“Automated Power Cycle Is Not Supported for Solaris and Windows Systems (6985009)” on page 28	Yes
“Cannot Update HDDs Firmware With fwupate update Command With Windows 2008 R2 and OEL 5.4 (6952534)” on page 28	No
“FDOMs on Sun Flash Accelerator F20 PCIe Card Cannot Be Seen in ILOM (6955698)” on page 28	No
“IPMI Initialization Causes an Error Message in the fwupdate.log File (6986715)” on page 28	No

After Updating the Firmware on an Internal Expander Configured for a Sun StorageTek 6Gb/s SAS PCIe HBA, Internal (SGX-SAS6-INT-Z), a Reboot is Required (6970551)

After updating the internal expander firmware on a X4270 M2 server with Sun StorageTek 6Gb/s SAS PCIe HBA, Internal (SGX-SAS6-INT-Z), a reset command causes the server to become unstable and possibly hang.

▼ Workaround

- A reboot is required to resolve this problem.

FWUpdate Cannot Downgrade Firmware (6978199)

If you attempt to downgrade firmware for an Hitachi H101414SC 146 GB disk driver using FWupdate, you might receive a message stating that the update was successful; however, FWUpdate does not support firmware downgrades.

▼ Workaround

- Compare the current firmware version with the version to which you want to update. If the current version is newer, do not update the firmware.

Automated Power Cycle Is Not Supported for Solaris and Windows Systems (6985009)

If a device requires an automated power cycle as specified in the firmware metadata, it is only supported on Linux operating systems for FWupdate. Automated power cycling is not currently supported for Windows and Solaris operating systems.

Linux power cycle support includes a power cycle duration of 10, 60 and 180 seconds. If a longer duration is needed, FWupdate will require the user to do a manual power cycle. The message for a manual power cycle is as follows:

```
Automatic system power action failed.Terminating fwupdate.  
Please reset system manually and then proceed.  
ERROR: Invalid option
```

Cannot Update HDDs Firmware With fwupate update Command With Windows 2008 R2 and OEL 5.4 (6952534)

You cannot update HDD firmware with fwupdate update if you have the following HDDs installed on a Sun Fire X2270 M2 server:

- For Windows systems: Seagate model ST35000NSSUN500G and Hitachi model HUA7210SASUN1.0T.
- For Linux systems: Seagate model ST35000NSSUN500G

FDOMs on Sun Flash Accelerator F20 PCIe Card Cannot Be Seen in ILOM (6955698)

The FDOMs on the Sun Flash Accelerator F20 PCIe Card card cannot be seen in ILOM.

IPMI Initialization Causes an Error Message in the fwupdate.log File (6986715)

The following message is output when running FWUpdate on a Windows system:

```
fwupdate version 2.0.0
Wed Sep 22 15:23:26 2010:(CLI) Fishwrap version 4.0.1
Failed to initialize security (80010119)
```

This message can be ignored.

RAIDconfig Known Issues

The following issues are related to the RAIDconfig tool.

Issues	Workaround?
“When Running init Task on RAID Volume clear Tasks on Disks Always Show 0% Complete (7091117)” on page 29	No
“An Extra Controller Displays After Creating RAID on a Solaris OS Server (7086105)” on page 29	Yes
“Mounted Property for RAID Volumes is Not Visible When Using SGX-SAS6-R-REM-Z or SGX-SAS6-R-INT-Z (6986724)” on page 30	Yes
“After Creating a RAID Volume With --name Option With LSI REM, Volume's Name is Still Null (6992358)” on page 30	No
“Different RAID Volumes Have the Same Device Name When OS is VMWare ESX 3.5 Update 5 (6992008)” on page 30	No

When Running init Task on RAID Volume clear Tasks on Disks Always Show 0% Complete (7091117)

When an init task is running on a RAID volume, the disks in that RAID volume have a clear task started on them. The percentage complete for the clear task always shows zero until the init task has finished. A workaround not required.

An Extra Controller Displays After Creating RAID on a Solaris OS Server (7086105)

On a Solaris OS sever, After using RAIDconfig create raid command to create a RAID volume, an extra controller might display in the output of `raidconfig list all` command.

This is due to RAIDconfig using stale information to report disks made unavailable through the Solaris OS.

▼ Workaround

- Reboot the OS to clean up the stale disk information.

Mounted Property for RAID Volumes is Not Visible When Using SGX-SAS6-R-REM-Z or SGX-SAS6-R-INT-Z (6986724)

The Mounted property is missing from RAID volumes created when using the SGX-SAS6-R-INT-Z HBA or SGX-SAS6-R-REM-Z. RAIDconfig will not prevent you from deleting a mounted volume.

▼ Workaround

- 1 Using the `raidconfig` command, retrieve the Device Name for the RAID volume.
- 2 Check the output of the `mount` command for an instance of the Device Name retrieved in Step 1.
- 3 If the Device Name is present in the output of the `mount` command, the RAID volume is currently mounted and should not be deleted using RAIDconfig.
- 4 Unmount the RAID volume first, then use RAIDconfig to delete the volume.

After Creating a RAID Volume With --name Option With LSI REM, Volume's Name is Still Null (6992358)

After creating a RAID volume on the RAID 0/1 Expansion Module (X4607A) using RAIDconfig with the `--name` option, the RAID volume name is still null, though the RAID volume is successfully created.

Different RAID Volumes Have the Same Device Name When OS is VMWare ESX 3.5 Update 5 (6992008)

When creating two RAID volumes on a RAID Expansion Module (X4620A) on a server running VMWare ESX 3.5 Update 5, the RAID volumes have the same device name.

BIOSconfig Known Issues

The following issue is related to the BIOSconfig tool.

Issues	Workaround?
“Windows Server 2008 x64 SP2 Driver Warning (6944248)” on page 31	Yes

Windows Server 2008 x64 SP2 Driver Warning (6944248)

When you are using BIOSconfig on Windows Server 2008 x64 SP2, you might encounter an unsigned driver warning. This warning can be safely ignored.

ILOMconfig Known Issues

The following issues are related to the ILOMconfig tool.

Issues	Workaround?
“ILOMconfig create user Command Can Only Be Run on a Local Server (7111081)” on page 31	No
“ILOMconfig Does Not Have a --password Option (7095790)” on page 31	No
“ILOMconfig Commands Might Fail When Using ILOM 3.0.9 (6962179)” on page 32	Yes

ILOMconfig create user Command Can Only Be Run on a Local Server (7111081)

Do not run the `ilomconfig create user` command with the `--remote-hostname=` and `--remote-username=` options. This command can only be run on a local server.

ILOMconfig Does Not Have a --password Option (7095790)

The Oracle Server CLI Tools 2.2 User's Guide states that there is a `--password` option for creating a user with the `ilomconfig` command, but this option is not available.

ILOMconfig Commands Might Fail When Using ILOM 3.0.9 (6962179)

ILOM versions 3.0.9 and earlier have limitations that might cause the `ilomconfig` command to fail with the error `Cannot connect to BMC`. These errors can occur when multiple programs attempt to access the IPMI interface of ILOM.

If such errors do occur, ILOM must recover from this error. This recovery could mean a one or two minute disruption in the services provided by ILOM.

▼ Workaround

- To help avoid this error, disable the Hardware Management Agent and Storage Monitoring Agent before using `ILOMconfig`. Also, any other IPMI access to ILOM, such as using `ipmitool`, should also be avoided when the running `ilomconfig` command.

IPMItool Known Issues

The following issue is related to IPMItool.

Header	Header
“IPMItool Error Might Occur When SP Is Booted When SPARC T3-4 Host Is On (7011416)” on page 32	Yes

IPMItool Error Might Occur When SP Is Booted When SPARC T3-4 Host Is On (7011416)

When the SPARC T3-4 host is powered on and the SP is booted, you might receive the following error:

```
SP communication failure....Please start IPMI
```

IPMItool will not function in this state.

▼ Workaround

- If you encounter this error, reboot the host to clear the error.

hwmgmtcli Known Issues

The following issue is related to `hwmgmtcli`.

Issues	Workaround?
“Sun Blade X6270 M2 Shows Incorrect Chassis Data (7074477, 7082315, 7082300)” on page 33	Yes

Sun Blade X6270 M2 Shows Incorrect Chassis Data (7074477, 7082315, 7082300)

When using the `hwmgmtcli` command to view chassis information on a Sun Blade X6270 M2 server module, some information about the chassis is missing.

▼ **Workaround**

- Use Oracle ILOM CMM to view the chassis information.

