

# Information Sheet

## April 1999 HP-UX Extension Software Release CD-ROM Part No. B3782-10386

This April 1999 Extension Software CD-ROM is cumulative and replaces all other Extension Software CD-ROMs. Make sure your CD-ROM label matches the above description.

Extension Software is a tested set of core HP-UX patch bundles. The Extension Software CD-ROM contains three types of patches:

- general release patches that pertain to core HP-UX
- critical patches to fix problems that could cause data loss or corruption
- hardware enablement patches to update existing systems for new peripherals.
- Year 2000 Operating System patches

HP recommends that you install the General Release Patch Bundles. General Release Bundles contain all of the patches described above: general release, critical, and hardware enablement.

### Known Problems In This Release

#### **WARNING: Problem when Removing Diagnostics (HP-UX 10.20)**

You will have a problem when removing Diagnostics and associated patches after they have been installed on an HP-UX 10.20 system. This problem occurs if you try to remove the following patches for `diag1`:

- (S800) PHKL\_17590: `diag1` support PCI with subvendor/subsystem info
- (S700) PHKL\_17589: `diag1` support PCI with subvendor/subsystem info.

These patches are included in the February 1999 and April 1999 Extension Software and IPR releases and must be installed before installing Diagnostics.

**HP Computer Museum**  
**[www.hpmuseum.net](http://www.hpmuseum.net)**

**For research and education purposes only.**

When you try to remove the `diag1` patch, there will be an attempt to rebuild the kernel (which is required after removing a kernel patch). This kernel rebuild will fail, leaving an entry in the `/var/ad/sw/swagent.log` file that contains this text (and more):

```
/usr/ccs/bin/ld: Unsatisfied symbols:
diag1_install (code)
```

This problem will occur even if you remove the Diagnostics first.

To fix this problem:

1. Edit the file `/stand/system` and remove the line containing the word "diag1."
2. Remove the Diagnostics using `swremove`.
3. Now you can remove the `diag1` and other patches.

**NOTE: Latest 11.00 FCMS patch needed for A3740 V-class FC adapter**

Customers accessing EMC disc arrays via a Fibre Channel adapter card may experience parity errors that can put data at risk. Installing patch PHSS\_17199 (FCMS driver patch for HP-UX 11.00 systems) can address this problem. (Note: The Fibre Channel adapter card is not supported on the HP-UX 10.20 release.)

However, after installing patch PHSS\_17199, you may encounter one or more of the following problems:

1. Boot and `ioscan` times may increase substantially, for example from 1.5 minutes to 11 minutes.
2. Volume groups may fail to activate.
3. Device file names may get remapped to a new instance number.

These events have been seen on both K and V-class hosts. All events were associated with EMC arrays. Though we have not been able to reproduce these events using other mass storage devices, these events could happen on other mass storage devices as well. Many other sites have installed patch PHSS\_17199 without any problems.

**RECOVERY METHODS:**

For systems that have installed PHSS\_17199 and are experiencing one or more of the issues described above, the following actions should be taken:

## **Issues 1 and 2:**

- Manually activate all the volume groups, or
- Check with the Patch Database section of the HP Electronic Support Center (<http://us-support.external.hp.com/>) for a more recent patch.

## **Issue 3:**

- Manually recover the older device file names, or
- Check with the Patch Database section of the HP Electronic Support Center (<http://us-support.external.hp.com/>) for a more recent patch.

The PHSS\_17199 patch is available on this CD-ROM. It (or its replacement patch) is also available from the HP patch server or from the external HP FTP site:

`us-ffs.external.hp.com` or IP: 192.151.11.75

## **NOTE: Errors When Installing FTP Patch PHNE\_17106**

When installing FTP patch PHNE\_17106 you may see file size and mtime errors in the swverify logfile regarding manpages. For example:

```
ERROR:File "/usr/share/man/man1.Z/ftp.1" had a different mtime than expected.
```

```
ERROR:File "/usr/share/man/man1.Z/ftp.1" should have size "19893" bytes but the actual size is "27703" bytes.
```

```
ERROR:File "/usr/share/man/man1m.Z/ftpd.1m" had a different mtime than expected.
```

```
ERROR:File "/usr/share/man/man1m.Z/ftpd.1m" should have size "14944" bytes but the actual size is "21013" bytes.
```

```
ERROR:Fileset "InternetSrvcs.INET-ENG-A-MAN,l=/,r=B.11.00" had file errors.
```

These errors are caused by switching between the manpages for the secure and non-secure versions of ftp.

Despite these errors, the man pages are installed correctly.

## **How Do I Get Started?**

The Extension Software CD-ROM contains a README file for each bundle. These files contain notes about the release, installation instructions, notes about

problems in previous releases, a list of patches (and their dependencies) in the bundle, changes since the last release and a listing of disk space usage. This should help you find the patch information you need for your specific system.

The 10.X bundle-specific READMEs are automatically installed on your system (under `/usr/share/doc/Extension_Software`) when you install the bundle.

11.X READMEs appear only on the CD-ROM and are not automatically loaded on your system.

Hewlett-Packard recommends that you read your bundle's README file before loading your software. To do so:

1. Put the HP-UX CD-ROM into the CD-ROM drive.
2. Make sure the CD-ROM drive is mounted: Type `/usr/sbin/mount`. If there is no entry for the CD-ROM drive, mount it: Type:  
`/usr/sbin/mount /dev/dsk/<devicefile> /<your_mount_directory>`
3. To view the README for your bundle:  
`cd to /<your_mount_directory>`  
Type `more <bundlename>.readme` or print the file `<bundlename>.readme`.

### **Refreshed Bundles**

The following bundles HAVE been refreshed for this release:

- 10.10
- 10.20
- 11.00

The following bundles HAVE NOT been refreshed.

- 10.01 (last revised 2/98)
- 10.30 (last revised 12/97)
- B6397AA, S800 networking enhancements HP-UX 10.20 (last revised 4/98)

### **Year 2000 Support**

If you have an Instantly Ignited system, all Year 2000 (Y2K) patches that were available at the time it was Ignited have been loaded onto your system. However, there may be a time delay in the availability of these patches on physical media. Therefore, some patches may not be on the physical media that you received with your shipment. Hewlett-Packard advises you to review the following URL to make sure you have all the Year 2000 patches. You can download Y2K patches and

obtain the latest patch information from:

<http://www.software.hp.com/products/Y2K>

For general information about the Year 2000 transition and how it affects your workstations and applications, refer to the following Web site:

<http://www.hp.com/year2000>

### **WARNING for HP-UX 11.00 users**

To use the HP-UX 11.00 patches in this release, the bundle must be both located on, and accessed from, an HP-UX 11.00 system. All depots, including the Extension Software bundle, that contain 11.00 software or patches must be located on 11.00 systems. They must not be located on 10.X systems.

This limitation is due to data format changes that were made in SD-UX 11.00. The version of SD-UX on 10.X releases does not support these data format changes.

### **HP Electronic Support Center (ESC)**

HP's Electronic Support Center provides a suite of innovative services to meet your day-to-day business needs. At the ESC World Wide Web locations,

Electronic Support Center - US/Asia Pacific:

<http://us-support.external.hp.com>

Electronic Support Center - Europe:

<http://europe-support.external.hp.com>

you have one-stop access to valuable support solutions including Technical Support, Software Management and Electronic Patch Management.

Use the HP Electronic Support Center to:

- Increase availability of your systems
- Gain time managing your environment
- Quickly access customized support tools
- Make informed decisions with proactive information
- Access critical support information when and where you need it
- Ensure a secure mode of transfer.

**Please send your comments regarding this release to: [extsw@fc.hp.com](mailto:extsw@fc.hp.com)**

\*\* For HP Internal Reference Only \*\*

Customer Order Number

**NONE**

Printed in USA



B3782-90754

Dear Hewlett-Packard Extension Software customer,

For the past several months, Hewlett-Packard has been gathering feedback from our customers on how to best improve the delivery and usability of Extension Software. We are pleased to now share with you details of the upcoming changes that we've made in response to your input. Please take a few minutes to read about the following announcements:

- Extension Software Product Description and Release Schedule
- Extension Software Year 2000 Support
- Improved Delivery With More Delivery Choices, starting ~~June~~ 1999
- 10.01, 10.10, 10.30 Patch Bundle Archive in September 1999
- 10.20 and 11.0 separated patch bundle CD's in September 1999
  
- **Extension Software Product Description and Release Schedule**

Extension Software is HP's recommended set of tested core HP-UX patch bundles. The Extension Software CD-ROM contains three types of patches for the HP 9000:

1. General Release patches that pertain to core HP-UX
2. Critical patches to fix problems that could cause data loss or corruption
3. Hardware enablement patches to update existing systems for new peripherals.

Bundles are refreshed on a periodic basis, and the latest bundles have historically been made available on CD media and through electronic delivery every two months. Starting in June 1999, the frequency of release will change to every three months. This change allows us to increase testing of bundles, matches the change in schedule of Application Releases from HP, and better matches what our customers have told us about how frequently they update their systems.

➤ **Extension Software Year 2000 Support**

The Extension Software bundles described above contain HP's latest Year 2000 patches at the time of bundle creation. You can update your system with Year 2000 patches by:

- ❖ Using the patches on this Extension Software CD-ROM (PN: B3782-10386) or
- ❖ Obtaining patches from the following web site:

<http://www.software.hp.com/products/Y2K>

For additional information about the Year 2000 transition and how it affects your workstations and applications, refer to the following Web site:

<http://www.hp.com/go/year2000>

➤ **Improved Delivery With More Flexibility Starting June 1999**

Today, every time a new release of Extension Software is available, you are automatically sent the maximum number of Extension Software copies that you are entitled to receive. Many customers have raised concerns that with this distribution approach, they are receiving too many copies of the software and are sometimes sent releases that they do not install.

Beginning in June 1999, Hewlett-Packard will no longer automatically ship Extension Software. Instead, a notification letter will inform you of what's new on the upcoming Extension Software, and you will have the option



of requesting Extension Software kits as you need them. This will provide you with more control over when you receive Extension Software as well as the number of copies you receive. Samples of the letter and the reply card are enclosed.

This new distribution method provides reduced material receipt and handling, less environmental waste, and more customized delivery solutions.

If you are currently receiving your Extension Software through Software Update Manager (SUM), you will continue to receive notification through SUM. Software Update Manager offers the following Service Features:

- ❖ Get notification of the availability of new software update products related to your support agreement.
- ❖ Get information about changes to the Software Update Manager.
- ❖ Set your preferences for e-mail and frequency of reporting.
- ❖ View articles on-line in the Software Update Manager

If you would like to learn more about managing your software delivery options in SUM, please visit the Electronic Support Center at:

Customers in the Americas/Asia: <http://us-support.external.hp.com>

Customers in Europe: <http://europe-support.external.hp.com>

➤ **10.01, 10.10, 10.30 Patch Bundle Archive in September 1999**

Extension Software will refresh the 10.10 patch bundle, one last time in June of 1999. The 10.01 patch bundle was last refreshed in February 1998, and the 10.30 patch bundle was last refreshed in December 1997. The enclosed Extension Software CD-ROM (PN: B3782-10386) contains the most recent patch bundles for all 10.x and the 11.0 bundle that were available at release time.

Starting in September 1999, Extension Software releases will only contain HP-UX 10.20 and 11.0 patch bundles. The 10.01, 10.10, and 10.30 bundles are not planned for future update. In September of 1999, they will be removed from the Extension Software regular release schedule, and will be available as an Extension Software 10.01, 10.10, and 10.30 Archive CD. This will reduce the complexity of the contents on the Extension Software CD's.

Our recommendation is for you to archive the Extension Software CD included with this letter for your current 10.01, 10.10 and 10.30 patch bundle requirements or request the June 1999 Extension Software CD for the last 10.10 bundle. This will eliminate your need for the Extension Software 10.01, 10.10, 10.30 Archive CD in the future.

If you are interested in receiving a separate Extension Software 10.01, 10.10, and 10.30 Archive CD in September 1999, the ordering options described below will be made available:

1. You may request the Extension Software 10.01, 10.10, and 10.30 Archive through Software Update Manager (SUM). If you are a registered user of SUM through the Electronic Support Center, you will receive an e-mail announcement providing you with the information you need to request this CD.
2. You may order the Extension Software 10.01, 10.10, and 10.30 Archive CD via the HP Corporate Price List after September 1, 1999. The product number is B7891AA. This can be ordered through your HP sales representative.
3. As a final alternative, you may contact your Hewlett-Packard Support Representative to request this CD based on your support contract.

➤ **10.20 and 11.0 separated patch bundle CD's in September 1999**

In a further effort to improve the ease of use and flexibility of Extension Software releases, Extension Software 10.20 and 11.0 bundles will be released on separate CD's in the September 1999 timeframe. In addition to the General Release bundle, specialty bundles will be consolidated from other HP-UX patch media, including the HP-UX Independent Product Release and Diagnostics. This restructuring of media will reduce the number of CD's HP

provides, and will increase the usability of the Extension Software CD. Please look for more details on this change in the next Extension Software communication.

We trust these changes will improve the ease of use of Extension Software. We recognize that Extension Software is used in a variety of ways such as installing new systems, performing system maintenance, and enabling new hardware. Hewlett-Packard continues to work on improving Extension Software to fit these different operational needs. Look forward to more communication about these changes at the next Extension Software release.

Hewlett-Packard is committed to continuous product and process improvement, but we can't do it without your help! To ensure that our changes reflect the needs of our Extension Software user community, please continue to send us your comments and suggestions. Please contact HP by using the following e-mail address: niki\_white@hp.com

Regards,

Hewlett-Packard

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**Hewlett-Packard Company**  
Software Information & Distribution Operation  
690 East Middlefield Road  
Mt. View, CA 94043  
(650) 968-9200

Sample Notification

**System Handle:**

**IMPORTANT: All requests must be received by XX/XX/99.**

Dear Hewlett-Packard Customer:

We are pleased to inform you that your support agreement entitles you to receive the June 1999 Extension Software release.

**Instructions for requesting your updates within the U.S.:**

Complete and mail the corresponding reply-letter(s) using the enclosed prepaid envelope or FAX the reply-letter(s) to: (877) 445-7690 (toll free). A request form is required for each shipment you require. However, you only need to sign one request form if you have multiple requests.

**Instructions for requesting your updates Outside the U.S.:**

Complete and mail the corresponding reply-letter(s) using the enclosed envelope or FAX the letter(s) to your authorized support provider or HP Country Sales Office.

**Note:** If you are writing from Turkey or South Africa, please put the adequate postage on the envelope.

Once your order is received by the factory, your update material will be shipped within 2-3 weeks.

Distribution Number: XRXX99

Part Number: 5967-XXXX

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**HP Extension Software Release Request Letter**

Yes, I would like to receive the HP Extension Software release, distribution XRXX99 for my system.

**System Handle:**

If you need this release on another system handle, please contact your local HP Support Provider.

First and last Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

FAX Number: \_\_\_\_\_

Address Change Request  
\_\_\_\_\_  
\_\_\_\_\_

Order Number: XXX XXXX XXXX XXXX

Sample Notification

\*\* For HP Internal Reference Only \*\*



5969-0346

Customer Order Number

**NONE**

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