PRIMEQUEST 1000 Series
Notices for ServerView Suite

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FUJITSU LIMITED

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Contents

I. Preface

This document provides notices concerning ServerView Suite V10.11.07 or later as related to the PRIMEQUEST 1000 series.

II. Notices for ServerView Suite V10.11.07

1. Notices for ServerView Operations Manager (SVOM)

(1) Adding PRIMEQUEST 1000 server to server list

The addition of a PRIMEQUEST 1000 server to the server list as an object addition action, specifying the MMB (ManageMent Board), will result in an addition of partition rejection with the following message meaning the object cannot be added.

It is not allowed to add the virtual PRIMEQUEST

(2) Use ServerView Operations Manager 4.92 or later for monitoring PRIMEQUEST 1000 series

(3) Operation "test trap" in the [Connection Test] window for connecting to MMB always fails

Use MMB's test trap function to test the trap connection. For the details, see the following manual:

- [SNMP Trap] window of 1.5.6 [SNMP Configuration] menu in *PRIMEQUEST 1000 Series Tool Reference*

(4) A "fatal error" may occur during installation or updating of SVOM.

In such cases, repeat the installation or the update.

(5) Use ServerView Operations Manager 5.10.09 or later for monitoring PRIMEQUEST 1800E2.

(6) Reset status for an event detected by driver monitor as soon as the problem is resolved.

If the status is not "reset", hardware events other than "normal" are inhibited.

Method for clearing the status:

(1) Open the driver monitoring window in the SVOM window.

(2) Select the component to clear its status in the window, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

2. Notices for ServerView Agent

(1) Use ServerView Agent 4.92 or later for monitoring the PRIMEQUEST 1000 series.

(2) Use ServerView Agent 5.10.18 (Linux) or later or ServerView Agent 5.10.05 (Windows) or later for monitoring the PRIMEQUEST 1800E2.

(3) The event information created by driver monitor is reset after Operating System or SVAgent restarts.

(4) Notice for hot replacement or hot addition under Red Hat Enterprise Linux is stated below
   • Restart SVAgent after hot replacement or hot addition of a disk or a PCI card

(5) Fujitsu does not support rsyslog of Red Hat Enterprise Linux 5. If rsyslog is installed in PRIMEQUEST 1000 series, ServerView Agent cannot detect or report I/O component errors such as PCI-Express card and hard disk etc.

3. Notices for ServerView RAID

(1) If the diskctrl command is used to execute a "disk rotation stop instruction", ServerView RAID may output the following message. This message does not indicate any operational problem.

> Event ID: 10451
> Message: State change on disk ([..]) from available to failed
> <Example of output>
> ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(2) In Windows OS environment, the cause of RAID controller card failure can be confirmed by procedure below. If you confirm such failure, replace the relevant card.

   1) Check if the following event was recorded in the event log.
      Event ID: 51
      Type: Warning
      Source: Disk

      Description: An error is detected during paging operation on the device \Device\Harddiskx\DRy.
      If the event is recorded, go to step 2).

   2) Check if relevant device name found 1) is output on ServerView RAID window.

If the device is NOT displayed even though it is mounted, go to step 3). If it is displayed, no such card error can be found.

3) Check if information for the RAID controller card is output on ServerView RAID window.
If the RAID controller card is NOT displayed even though it is mounted, replace it. If it is displayed, no such card error can be found.

For cases not stated above, visit [Microsoft. KnowledgeBase](#).

4. Notices for ServerView Mission Critical Option (SVmco)

(1)   Restart the SVmco service after disk hot replacement if Red Hat Enterprise Linux is installed.

Otherwise, hardware configuration information cannot be sent correctly to system administrator.

(2)   Restart the SVmco service after PCI card hot replacement if Windows OS is installed.

Otherwise, hardware configuration information cannot be sent correctly to system administrator.

(3)   After installation of ServerView Mission Critical Option (SVmco) Version 1.0 under VMware environment, SVmco may have to be restarted with operations below.

```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```

(4)   If an error occurs on a disk mounted in the ETERNUS JX40, e-mail notification of the error may lack detailed information such as model name, vendor name, and serial number. Other items including error location are correctly notified. Therefore, Fujitsu recommends you record and keep the detailed disk configuration for disk replacement purposes.

(5)   ServerView Agent availability for PRIMEQUEST models. To monitor PRIMEQUEST 1800E2, install SVmco. For PRIMEQUEST 1800E, install PRIMEQUEST Server Agent (PSA).

For PRIMEQUEST 1800E2 with Windows OS, Fujitsu recommends you install ServerView RAID to notifying disk configurations to system administrator.

5. Notices for ServerView Installation Manager (SVIM)

(1)   A warning message may be output after HBAnyware is started.

If ServerView Installation Manager automatically installs HBAnyware and HBAnyware is started, the following warning message may be output. However, you can ignore this message.

> "RMServer: Failed to register remote request handler for adapter 0 with

(2)   Service Pack (SP) 2 for Windows Server must be included in installation processes for Windows Server(R) 2003 and Windows Server(R) 2003 R2.

- For installation of a SAN disk array
  Use SP2 Integrated CD/DVD for Windows Server 2003 or Windows Server 2003 R2. SP2 Standalone CD/DVD is not available for installing Windows 2003.

- For installation to internal storage device
  Both SP2 integrated CD/DVD and SP2 Standalone CD are available. Settings below are required to install Windows 2003 or 2003 R2 with SP2 Standalone CD.
  Select Guide Mode for [Installation mode], and check the [MS Windows Server 2003 Service Pack 2] check box in [Add On Packages] of the Application Wizard.

(3)   To install Red Hat Enterprise Linux 5.3, the required SeverView Suite version is version 10.10.04.

(4)   Setting up RAID and disks in Guide mode.
      To configure a disk partition across multiple disks, set disk partition manually after disk installation is complete.

(5)   To connect eight or more PCI cards, I/O space must be re-assigned to relevant I/O components.
- Assign I/O space to SASU/SASRU.
- Assign I/O space to FC cards.
- Assign I/O space to internal LAN ports.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).
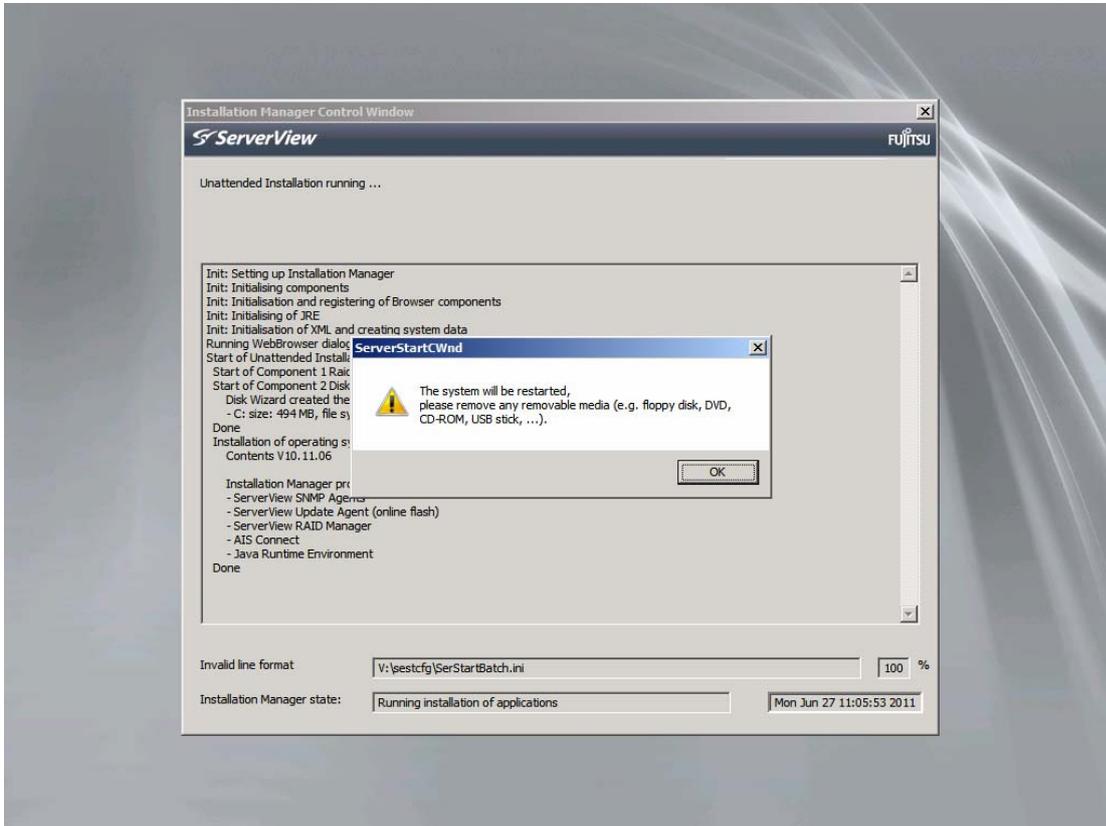
(6)   Dual Channel SAS array controller card.

Assign I/O space for Dual Channel SAS array controller cards for Red Hat Enterprise Linux.

If no I/O space is assigned after that card was installed, the Operating System may not start successfully after Red Hat Enterprise Linux installation.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(7)   SVIM Remote Installation can be used to install Red Hat Enterprise Linux 5.5 and Windows Server 2008 R2 to internal hard disks.

(8)   Configuration of large numbers of hard disks and LUNs (for instance, for SAN connection).

SVIM can recognize maximum 64 hard disks and maximum 64 LUNs. If the connections to hard disks or LUNs extend beyond 64, this software cannot recognize those disks. Fujitsu recommends removing unused hard disks.

(9)   The Server Configuration Manager window outputs PRIMEQUEST 1800S2 which should have properly displayed PRIMEQUEST 1800E2. Select PRIMEQUEST 1800S2 instead of the PRIMEQUEST 1800E2 at PRIMEQUEST model selection.

(10)   For OS installation to PRIMEQUEST 1800E2 in UEFI mode, set the x2APIC mode to "Disable".

If x2APIC mode is "Enabled", installation always fails. The default x2APIC mode at PRIMEQUEST shipment from Fujitsu is "Disable".

(11)   To install Red Hat Enterprise Linux 6 (for Intel 64) in UEFI mode, use the following procedure.

1.   Start SVIM

1)   Insert SVS DVD1 into the DVD drive, and then power on the partition.

2)   Select UEFI DVD as the boot device in the UEFI window.

Select [Boot Maintenance Manager] - [Boot Options] - [Change Boot Order] - [Change the order] from the menu.

- To use the remote storage DVD, place UEFI: DVD/CD0 at the top.
- To use the built-in DVD, place UEFI: embedded DVD/CD at the top.

3)   Select [Commit Changes and Exit] - [Reset System], and reboot the partition.

2.   Select UEFI boot at Red Hat Enterprise Linux startup

1)   When the message box below is output, remove the media from the DVD drive, and click [OK].

- "The system will be restarted. Please remove any removable media (e.g. floppy disk, DVD,

CD-ROM, USB stick.)

2) Press any key while the FUJITSU logo is output to open the UEFI menu. DO NOT press [Enter] key.

3) Select [Boot Manager] - [UEFI Shell] from the menu.

4) Enter "fs0:" on the command line, and press the [Enter] key.

5) Enter "\efi\boot\elilo.efi", and press the [Enter] key.

6) Follow the instructions on the screen above to continue installation.

(12) Remote installation in UEFI mode is not allowed. Use local installation for UEFI mode.

(13) With installation of Red Hat Enterprise Linux 6 (for Intel 64) in UEFI mode, the root password cannot be encrypted. DO NOT use password encryption for Red Hat Enterprise Linux 6 (for Intel 64) in UEFI mode. In such cases, the relevant password may be corrupted, so any subsequent login may fail.

(14) New RAID is unavailable for SVIM installation in UEFI mode
In UEFI mode, a new RAID is unavailable for SVIM installation. So, that RAID cannot be specified in the RAID and Disk Configuration window.
Use WebBIOS to configure the RAID, select the check box to use an existing RAID in the relevant RAID and Disk Configuration window, then perform installation.

(15) Installation to partition with multiple RAID controllers is disallowed.
Disconnect one LGSPB so that only one RAID controller is jointed to the partition during installation. Use the Partition Configuration function from the MMB-UI for this operation.

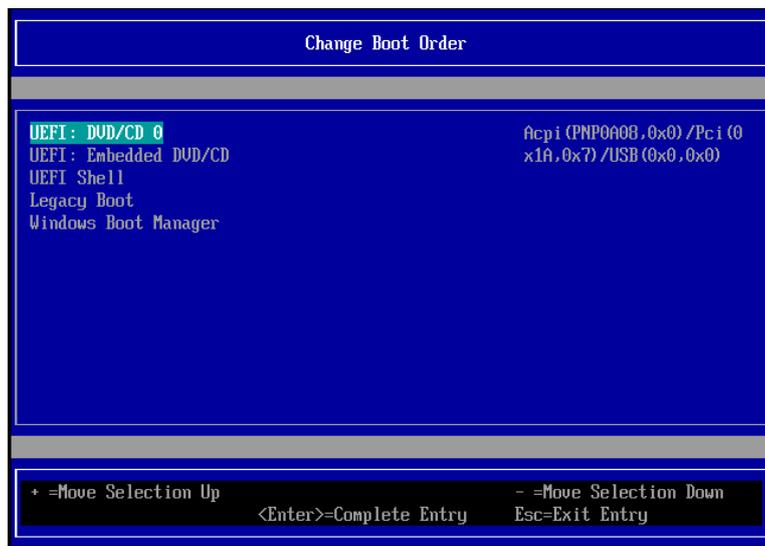(16)   Installation of OS with UEFI set to unavailable.

After shipment from Fujitsu PRIMEQUEST is set to UEFI mode and before installing an Operating System where UEFI is unavailable, set BIOS mode.

The operating systems where UEFI mode is available are as follows:

- Windows Server 2008 (64 bit)
- Windows Server 2008 R2
- Red Hat Enterprise Linux 6 (for Intel 64)

To set BIOS mode, use the following procedure.

1) After powering on the partition, press the [F2] key while the FUJITSU logo is displayed. Then the UEFI window is displayed.

2) Select the following menu items in the UEFI window:

[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－

[Change the order]

3) Specify that [**Legacy Boot**] is at the top.

```
┌──────────────────────────────────────────────────────────────────┐
│                        Change Boot Order                           │
├──────────────────────────────────────────────────────────────────┤
│                                                                    │
│  UEFI: DVD/CD 0                          Acpi(PNP0A08,0x0)/Pci(0    │
│  UEFI: Embedded DVD/CD                    x1A,0x7)/USB(0x0,0x0)     │
│  UEFI Shell                                                        │
│  Legacy Boot                                                       │
│  Windows Boot Manager                                             │
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
├──────────────────────────────────────────────────────────────────┤
│ + =Move Selection Up                      - =Move Selection Down   │
│              <Enter>=Complete Entry    Esc=Exit Entry              │
└──────────────────────────────────────────────────────────────────┘
```

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD   Specify this item to use the built-in DVD drive for installation in UEFI mode.

Legacy Boot   Specify this item to set BIOS mode. Specify it also to use remote storage for installation in BIOS mode.

UEFI Shell   Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

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6.   Notices for Notice ServerView Update Manager (SVUM)

(1)   PRIMEQUEST does not support this product.

7.   Notices for NoticeServerView Update Manager Express (SVUME)

(1)   PRIMEQUEST does not support this product.

III. Notices for NoticeServerView Suite V10.11.08

1. Notices for NoticeServerView Operations Manager (SVOM)

(1) Adding PRIMEQUEST 1000 server to the server list.

When adding PRIMEQUEST 1000 server to the server list as an object addition action, specify the MMB (ManageMent Board). Addition of "partition" is rejected with a message below meaning the object cannot be added.

It is not allowed to add the virtual PRIMEQUEST

(2) Use ServerView Operations Manager 4.92 or later for monitoring PRIMEQUEST 1000 series.

(3) Operation "test trap" in the [Connection Test] window for connecting to MMB always fails.

Use MMB's test trap function to test the trap connection. For the details, see the following manual:

PRIMEQUEST 1000 Series Tool Reference
1.5.6 [SNMP Configuration] menu
[SNMP Trap] window

(4) A "fatal error" may occur during installation or update of SVOM.

In such cases, repeat the installation or update.

(5) Use ServerView Operations Manager 5.10.09 or later for monitoring in the PRIMEQUEST 1800E2.

(6) Reset the status for any event detected by the driver monitoring function as soon as the problem is resolved.

If the status is not reset, hardware events other than Normal are inhibited.

Method for clearing the status:

(1) Open the driver monitoring window from the SVOM window.

(2) Select the component to clear its status on the window, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

2. Notices for ServerView Agent

(1) Use ServerView Agent 4.92 or later for monitoring in the PRIMEQUEST 1000 series.

(2) Use ServerView Agent 5.10.18 (Linux) or later or ServerView Agent 5.10.05 (Windows) or later for monitoring the PRIMEQUEST 1800E2.

(3) The event information created by driver monitor is reset after an Operating System or SVAgent restarts.

(4) Restart SVAgent after hot replacement or hot addition of a disk or PCI card if Red Hat Enterprise Linux is installed.

(5) With Red Hat Enterprise Linux 6, if a hard disk connected to an SAS card fails and becomes unresponsive, the Fault-LED may not light. In such cases, use the following method to locate the fault.

   1) If a hard disk connected to an SAS card fails and you receive notification of the failure, obtain PrimeCollect.

   2) Check the faulty device name in syslog.

Aug 26 22:40:11 RHEL6-SP1-GA-x64 kernel: scsi 1:0:2:0: rejecting I/O to offline device

Aug 26 22:40:11 PSA-RHEL6-SP1-GA-x64 kernel: scsi 1:0:2:0: [sdc] Unhandled error code

Aug 26 22:40:11 PSA-RHEL6-SP1-GA-x64 kernel: scsi 1:0:2:0: [sdc] Result: hostbyte=DID_NO_CONNECT driverbyte=DRIVER_OK

Aug 26 22:40:11 PSA-RHEL6-SP1-GA-x64 kernel: scsi 1:0:2:0: [sdc] CDB: Read(10): 28 00 08 8f c1 00 00 00 08 00

 :

 :

Aug 26 22:40:18 RHEL6-SP1-GA-x64 Serverview: [2151][MINOR] Driver Monitoring warning event at server RHEL6-SP1-GA-x64: RH61_offline_101 (PID=3) 14123, Unknown scsi:sd_1:0:2:0 Device or Software error (rejecting I/O to offline device) vendor=<VENDOR> model= serial-no=

Find the logged event number (14123) recorded by ServerView. Then, search back through previous log records to find a message with "rejecting I/O to offline device", which will address the cause of problem. The numbers shown immediately before the message are formatted Host:Channel:Id:Lun (1:0:2:0 in the above example).

Then, checking the log records with the same number (1:0:2:0 in the above example) helps you find the error messages for the failed device. You can find the device name (sdc in the above example) just after the number ((1:0:2:0 in the above example).

3) You can find the mounting location of the faulty disk from the obtained PrimeCollect.

Open PrimeCollect, and open the var\log\PrimeCollect\tmp\PCSysScan.xml file in Microsoft Office Word format.

```
1
MBD2300RC
FUJITSU
D007PA902HT0
SASU#2-HDD#0
sda


1
MBD2300RC
FUJITSU
D007PA902HRR
SASU#2-HDD#2
sdb


1
MBD2073RC
FUJITSU
BSF2P780004J
SASU#2-HDD#3
sdc
```

From the device name (sdc in the above figure), confirm the mounting location.(SASU#2-HDD#3 in the above example)

(6)　　Fujitsu does not support rsyslog of Red Hat Enterprise Linux 5. DO NOT install rsyslog. If rsyslog is installed, ServerView Agent cannot detect or report errors in I/O (PCI-Express card, hard disk, etc.).

3. Notices for ServerView RAID

(1) In a SAN boot configuration, if ServerView RAID Manager is used to create a logical drive on the internal hard disk or to delete a logical drive to internal hard disk, you need to restart the Operating System. Otherwise, the operating system cannot recognize the logical drive.

(2) If the diskctrl command is used to execute a "disk rotation stop instruction," ServerView RAID may output the following message. This message is output with the "disk rotation stop instruction" and does not indicate any operational problem.

   Event ID: 10451
   Message: State change on disk ([..]) from available to failed

   <Example of output>
   ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(3) In a Windows environment, RAID controller card failure can be confirmed by the procedure below. If you confirm such a failure, replace the relevant card.

   1) Check if the following event is recorded in the event log.
      Event ID: 51
      Type:Warning
      Source:Disk

      Description : An error was detected during paging operation on the device \Device\Harddiskx\DRy.
      If the event was recorded, go to step 2).

   2) Check if relevant device name found 1) is output on ServerView RAID window.
      If the device is NOT displayed although it is mounted, go to step 3). If it is displayed, no such card error can be found.

   3) Check if the RAID controller card on the device is output on ServerView RAID window.
      If the RAID controller card is NOT displayed and it is mounted, replace it. If it is displayed, no such card error can be found.

   In cases not stated above, visit Microsoft KnowledgeBase.

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4. Notices for ServerView Mission Critical Option (SVmco)

(1)　In Windows, after PCI card hot replacement, restart the SVmco service.

　　　Otherwise, hardware configuration information cannot be sent correctly to system administrator.

(2)　After installation of ServerView Mission Critical Option (SVmco) Version 1.0 under VMware environment, SVmco may have to be restarted with the operations below.


```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```


(3)　ServerView Agent availability for PRIMEQUEST models. To monitor PRIMEQUEST 1800E2, install SVmco. For PRIMEQUEST 1800E, install PRIMEQUEST Server Agent (PSA).

(4)　For PRIMEQUEST 1800E2 with Windows OS, Fujitsu recommends you install ServerView RAID to obtain notification of disk configurations to system administrator.

5. Notices for ServerView Installation Manager (SVIM)

(1)   A warning message may be output after HBAnyware is started.

   If ServerView Installation Manager automatically installs HBAnyware and HBAnyware is started, the following warning message may be output. You can ignore this message.

> "RMServer: Failed to register remote request handler for adapter 0 with

(2)   For installation on the internal storage device

   Use the CD/DVD with the integrated SP2 version or the SP2 CD.

   To use the SP2 CD, select Guide mode for [Installation mode], and check the [MS Windows Server 2003 Service Pack 2] check box in [Add On Packages] of the Application Wizard.

(3)   Service Pack (SP) 2 is required to install Windows Server(R) 2003 or Windows Server(R) 2003 R2. Note the following:

   • For installation of a SAN disk array

      Use SP2 Integrated CD/DVD for Windows Server 2003 or Windows Server 2003 R2. SP2 Standalone CD/DVD is not available for installing Windows 2003.

   • For installation to internal storage device

      Both SP2 integrated CD/DVD and SP2 Standalone CD are available. Settings below are required to install Windows 2003 or 2003 R2 with SP2 standalone CD.

      Select Guide mode for [Installation mode], and check the [MS Windows Server 2003 Service Pack 2] check box in [Add On Packages] of the Application Wizard.

(4)   To install Red Hat Enterprise Linux 5.3, the required SeverView Suite version is version 10.10.04.

(5)   Setting RAID and disks in Guide mode.

   To configure a disk partition in multiple disks, do so manually after the installation is completed.

(6)   To connect eight or more PCI cards, I/O space must be re-assigned to I/O components as below.

   • Assign I/O space to SASU/SASRU.
   • Assign I/O space to FC cards.
   • Assign I/O space to internal LAN ports.

   For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

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(7)   Dual Channel SAS array controller card.

Assign I/O space for Dual Channel SAS array controller cards for Red Hat Enterprise Linux.

If no I/O space is assigned after that card is installed, the Operating System may not start successfully after installation of Red Hat Enterprise Linux.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(8)   SVIM Remote Installation function can be used to install Red Hat Enterprise Linux 5.5 and Windows Server 2008 R2 to internal hard disks.

(9)   Configuration of large numbers of hard disks and LUNs (for instance, for SAN connection).

ServerView Installation Manager can recognize up to 64 hard disks and LUNs. If the connections to hard disks or LUNs go beyond 64, this software cannot recognize disks where SVIM installs software. Fujitsu recommends removing unused hard disks.

(10)   New RAID unavailable for SVIM installation in UEFI mode

In UEFI mode new RAID is unavailable for SVIM installation. So, such RAID cannot be specified in the RAID and Disk Configuration window.

Use WebBIOS to configure the RAID, select the check box for using an existing RAID in the relevant RAID and Disk Configuration window, then perform installation.

(11)   OS where UEFI mode is not available.

PRIMEQUEST shipped from Fujitsu is set to UEFI mode. Set BIOS mode before installing Operating Systems where UEFI is unavailable.
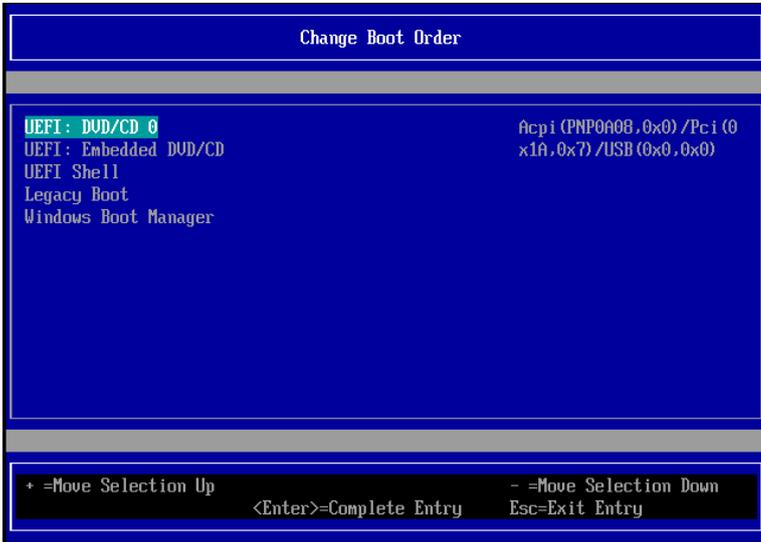
The operating systems where UEFI is available:
- Windows Server 2008 (64 bit)
- Windows Server 2008 R2
- Red Hat Enterprise Linux 6 (for Intel64)

To set BIOS mode, use the following procedure.
   1)   After powering on the partition, press the [F2] key while the FUJITSU logo is displayed, to open the UEFI window.

2) Select the following menu items in the UEFI window, in the order shown:

[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－

[Change the order]

3) Specify that [**Legacy Boot**] be at the top.

```
┌──────────────────────────────────────────────────────────────────┐
│                         Change Boot Order                          │
├──────────────────────────────────────────────────────────────────┤
│                                                                    │
│  UEFI: DVD/CD 0                        Acpi(PNP0A08,0x0)/Pci(0      │
│  UEFI: Embedded DVD/CD                 x1A,0x7)/USB(0x0,0x0)        │
│  UEFI Shell                                                        │
│  Legacy Boot                                                       │
│  Windows Boot Manager                                              │
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
├──────────────────────────────────────────────────────────────────┤
│  + =Move Selection Up                  - =Move Selection Down       │
│               <Enter>=Complete Entry   Esc=Exit Entry              │
└──────────────────────────────────────────────────────────────────┘
```

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD   Specify this item to use the built-in DVD drive for installation in UEFI mode.

Legacy Boot   Specify this item to set BIOS mode. Specify it also to use remote storage for installation in BIOS mode.

UEFI Shell   Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

6.   Notices for ServerView Update Manager (SVUM)

(1) PRIMEQUEST does not support this product.

7.   Notices for NoticeServerView Update Manager Express (SVUME)

 (1) RIMEQUEST does not support this product.

C122-E159-02EN

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