

Known Important Product Issues on SmartStart

Known important product issues (associated with specific versions of SmartStart) and their resolutions are documented below. HP strongly recommends that the resolutions be applied accordingly per instructions in the resolution documents. Failure to do so may result in issues that can cause disruption to the operation and functionality of ProLiant servers. This list will be proactively updated as new issues are discovered and resolved for the current SmartStart version and one previous version.

HP ProLiant SmartStart CD Version 8.20

<u>Customer Advisory Number</u>	<u>Customer Advisory Title</u>
<u>c01719349</u>	HP Insight Management WBEM Providers 2.3.0.0 - Host Discovered Resources (HDR) WMI Provider May Cause a Handle Leak in Windows Server 2008 x64
<u>c01684544</u>	HP NC-Series Broadcom 1GbE Multifunction Driver for Windows Server - First Update to Version 4.6.16.0 To Avoid Message "HP Virtual Bus Device Installation Requires a Newer Version. Version 4.6.16.0 is Required."
<u>c01704271</u>	HP ProLiant iLO 2 Management Controller Driver - Driver Version 1.9.0.0 May Prevent Windows Server 2003 or Windows Server 2008 from Completing a Shutdown or Restart Request
<u>c01717288</u>	HP SmartStart - Assisted Installation of Windows 2003 R2 on ProLiant Servers Configured with a Smart Array P212 Controller Will Not Be Successful
<u>c01717286</u>	HP SmartStart - During a SmartStart Assisted Installation of Windows Server 2003 R2, the HP ProLiant IPMI Provider for Windows Smart Component Fails to Install and Logs the Message, "The OS Is Not Supported"
<u>c01710870</u>	HP Systems Insight Manager (HP SIM) Version 5.3 Windows Software - HP SIM Configured With the Remote Support Pack (RSP) Plug-In May Suddenly Shutdown
<u>c01718798</u>	HP System Management Homepage (SMH) 3.x - SMH Does Not Function Properly when HP Insight Management WBEM Providers 2.1, 2.2, or 2.3 are Uninstalled
<u>c01683670</u>	ProLiant DL585 G2 Server - Network Configuration Utility (NCU) for Windows Server 2003 Version 9.50 May Stop Responding When Running 'Interrupt Test' Diagnostic Tests on Certain Network Adapters
<u>c01677147</u>	SmartStart - Assisted Installations of Microsoft Windows 2003 R2 Small Business Server Using SmartStart Require Physical Media to Complete
<u>c01710868</u>	SmartStart Version 8.20 - Network Assisted Installation Feature May Exclude Certain Network Interface Card (NIC) Options

HP ProLiant Firmware Maintenance CD Version 8.40

Customer Advisory Number	Customer Advisory Title
<u>c01718795</u>	HP BladeSystem c-Class Server Blades - In Rare Instances, Certain Servers Configured with a System ROM Dated Prior to March 2009 May Experience an "Illegal Op Code" Red Screen and Stop Responding
<u>c01718799</u>	HP BladeSystem- HP Bladesystem c7000 Onboard Administrator May Report Incorrect Device Status After Removal and Reinsertion of the OA Module into the OA Tray
<u>c01717386</u>	ProLiant DL380 G6/ ProLiant DL370 G6/ ProLiant ML370 G6 Servers- Erroneous Hard Drive or System Board Temperature Values May Be Displayed
<u>c01718796</u>	HP Onboard Administrator - The "Show Config" Command Does Not Include the "Assign Server" Output
<u>c01717287</u>	HP Onboard Administrator- OA Firmware Version 2.25 "SET EBIPA NONE" CLI Command Results in Improper Enclosure Bay IP Addressing Entries
<u>c01677205</u>	HP Onboard Administrator - Active and Standby Onboard Administrator Modules Will Automatically Reboot After Being Operational for 99 Days if no GUI or CLI Sessions Have Been Initiated During That Time
<u>c01641287</u>	HP Onboard Administrator - Enclosure Bay IP Addressing (EBIPA) May Not Function Properly if Multiple Subnets Are Used in the Address Range Configuration
<u>c01626995</u>	HP ProLiant Servers - AMD Processor-Based: Certain Servers Clustered with InfiniBand Host Channel Adapters Halt with Non-Maskable Interrupt Condition
<u>c01705976</u>	Onboard Administrator (OA) Firmware Version 2.12 (or Earlier) - Virtual Connect (VC) Domain Will Be Lost and All LAN/SAN Communication Will Disconnect After Running the OA CLI Command "Update Device All" or "Update Device Icbays 1-8"
<u>c01668472</u>	ProLiant c-Class Server Blades - ONLINE ROM FLASH COMPONENT UPGRADE REQUIRED to Prevent Servers from Failing to Boot, Losing Power Measurement Capability Using iLO 2 Power Graphs or Insight Power Manager, or Losing PXE Functionality
<u>c01635634</u>	ProLiant DL320s Storage Server - FIRMWARE UPGRADE REQUIRED for SATA Hard Drives, Smart Array P400 Controller, and Drive Backplane to Prevent Erroneous SATA Hard Drive Failures from Occurring Under Certain I/O Conditions
<u>c01686968</u>	HP Smart Array Controllers - "Inconsistent Stripe" Event with RAID 1 or RAID 1+0 Logical Drives May Be Generated Under Normal Operating Conditions on Smart Array Controllers Running Certain Versions of Firmware

HP ProLiant SmartStart CD Version 8.15

Customer Advisory Number	Customer Advisory Title
c01677144	HP Insight Diagnostics- A Hard Drive S.M.A.R.T Failure Condition Will Not Be Detected By Insight Diagnostics Version 8.15 (or Earlier)
c01669574	HP NC-Series Broadcom Network Adapters - Windows Server 2003 Blue Screen May Occur Under High Network Utilization After Upgrading the Multifunction Driver from the SmartStart Version 8.15 CD to the Web Release of NCDE Version 9.40
c01683670	ProLiant DL585 G2 Server - Network Configuration Utility (NCU) for Windows Server 2003 Version 9.50 May Stop Responding When Running 'Interrupt Test' Diagnostic Tests on Certain Network Adapters
c01554944	ProLiant ML350 G5 Servers Running Windows Server 2003 Standard Edition R2 SP2 (Japanese Version) May Intermittently Stop Responding and Display a Black Screen While Booting in Certain Configurations
c01670636	ProLiant Servers - Installing ProLiant Support Pack for Linux Version 8.15 Will Remove the ProLiant Channel Interface Device Driver for iLO / iLO 2, Causing Lights-Out Online Configuration Utility Not to Install and Loss of Other Functionality
c01611218	Smart Array Controller Driver - HpCISs2 Version 6.13.0.x (or Later) Cannot Be Downgraded to Version 6.12.0x (or Earlier) on Windows Server 2003
c01677147	SmartStart - Assisted Installations of Microsoft Windows 2003 R2 Small Business Server Using SmartStart Require Physical Media to Complete
c01611222	SmartStart- NIC 1 May Not Be Recognized as "eth0" During Assisted Installation on ProLiant Servers with Multiple Network Interface Controllers if "Network" is Selected as the OS Source Type
c01663025	SmartStart - ProLiant ML310 G5p Server May Halt with "BAD_SYSTEM_CONFIG_INFO" Blue Screen When Using SmartStart Version 8.15 Assisted Installation of Windows Server 2008
c01597034	SmartStart- Unsupported USB DVD-ROM Drives May Not Function During a SmartStart Assisted Installation

HP ProLiant Firmware Maintenance CD Version 8.30

Customer Advisory Number	Customer Advisory Title
c01632392	FIRMWARE UPGRADE REQUIRED - HP NC364m Quad Port 1GbE BL-c Class Server Adapter May Not Be Detected by HP Onboard Administrator Running Firmware Version 2.31 (or Earlier)
c01562847	HP GbE2c Ethernet Blade Switch for c-Class BladeSystem Running Firmware Version 2.0.1 (or Earlier) Will Continuously Panic if the Default VLAN is Disabled and the Switch is Set to Use the iSCLl Interface
c01677205	HP Onboard Administrator - Active and Standby Onboard Administrator Modules Will Automatically Reboot After Being Operational for 99 Days if no GUI or CLI Sessions Have Been Initiated During That Time

<u>c01641287</u>	HP Onboard Administrator - Enclosure Bay IP Addressing (EBIPA) May Not Function Properly if Multiple Subnets Are Used in the Address Range Configuration
<u>c01597033</u>	HP Onboard Administrator- Upgrading Firmware From Version 1.x to Version 2.25 (or Later) Will Not Be Successful
<u>c01607546</u>	HP ProLiant ML310 G5 and DL320 G5p Servers - SC40Ge HBA May Intermittently Be Unable to Initialize During POST
<u>c01668472</u>	ProLiant c-Class Server Blades - ONLINE ROM FLASH COMPONENT UPGRADE REQUIRED to Prevent Servers from Failing to Boot, Losing Power Measurement Capability Using iLO 2 Power Graphs or Insight Power Manager, or Losing PXE Functionality
<u>c01601313</u>	SYSTEM ROM UPGRADE REQUIRED to Avoid a Windows Blue Screen on HP ProLiant Servers Containing Two Different Revisions of Intel Xeon 5200-Series or Intel Xeon 5400-Series Processors when Running Windows 2008 x64 with Certain System ROM Versions

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