COMMUNIQUÉ

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CONTENTS

Microsoft Windows NT 4.0 Beta-2 Release with Compaq Server Products

The Microsoft Windows NT 4.0 (Beta-2) release program began in May 1996. This document discusses issues and solutions to problems encountered during the initial testing phase of Windows NT 4.0 (Beta-2) release and the Compaq Support Software for Microsoft Windows NT 3.5x (SSD), Version 1.17, Rev. C.

The Compaq SSD for Windows NT, Version 1.17, Rev C, is the only release supported for the Windows NT 4.0 (Beta-2) release. Previous versions of the Compaq SSD for Windows NT should be upgraded prior to the upgrade or installation of Windows NT 4.0 (Beta-2).

Microsoft Windows NT 4.0 (Beta-2) is not a final product. As with all Beta software, problems should be expected. Also, other issues might be encountered that are not listed in this document.

Compaq recommends that beta software testing be performed in non-production environments.

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NOTICE

The information in this publication is subject to change without notice.

Microsoft Windows NT 4.0 Beta-2 Release with
Compaq Server Products

COMPAQ PRODUCTS AFFECTED

All Compaq Server products that support Microsoft Windows NT.

DETAILS AND SOLUTIONS OF PROBLEMS

The following issues were encountered during the initial testing phase of Windows NT 4.0 (Beta-2).

Issue #1 - System will not boot Windows NT 4.0 (Beta-2) CD-ROM Disk.

Problem:

When attempting to boot the Microsoft Windows NT 4.0 (Beta-2) CD-ROM disk for Installation/Upgrade of the computer, the computer will hang with the cursor in the top left hand corner of the screen.

Solution/Workaround:

The three *Setup* disks must be created and the computer must be booted from the Windows NT 4.0 (Beta-2) boot disk.

Issue #2 - System will not reboot after initial Installation/Upgrade temporary file loading.

Problem:

After the initial loading of Microsoft Windows NT 4.0 (Beta-2) the Installation/Upgrade status box appears indicating that this portion of Setup is complete and to remove any floppy diskettes installed, once the floppy disk is removed and you choose to Restart the computer, the system will hang with the cursor on the top left hand corner of the screen.

Solution/Workaround:

You must also remove the Windows NT 4.0 (Beta-2) CD-ROM disk from the CD-ROM drive when the status box appears indicating that this portion of Setup is complete and to remove any floppy diskettes installed.

Issue #3 - Compaq SSD for Windows NT, Version 1.17 HAL Incompatibility.

Problem:

Compaq systems running the HAL (Hardware Abstraction Layer) driver provided by the Compaq SSD for Windows NT, Version 1.17, Rev. C. or earlier are incompatible with Windows NT 4.0 (Beta-2).

Solution/Workaround:

Obtain an updated Compaq HAL by downloading the file *SP1993.EXE* (Softpaq #1993) from the Compaq World Wide Web site: (http:\\www.compaq.com). The *SP1993.EXE* file is a self-extracting file that produces new Compaq HAL and Compaq System Management files along with the instructions on applying them.

If upgrading from previous versions of Windows NT to Windows NT 4.0 (Beta-2), you must apply Softpaq #1993 before the upgrade procedure. However, if you have not installed Windows

NT 4.0 (Beta-2), install as normal and apply the Softpaq #1993 after the installation has completed.

Issue #4 - Windows NT 4.0 (Beta-2) and the Compaq SSD for Windows NT, Version 1.17, Rev. C.

Problem:

When installing the Compaq SSD for Windows NT, a warning message indicating that the Compaq SSD for Windows NT, Version 1.17 has not been tested with build 1314 of Windows NT.

Solution/Workaround:

Ignore the warning message and continue the installation of the Compaq SSD for Windows NT.

Do not select to install the Compaq HAL driver or the System Management driver from the Compaq SSD for Windows NT, these drivers are incompatible with Windows NT 4.0 (Beta-2).

Issue #5 - Options not appearing during the Compaq SSD for Windows NT Driver installation.

Problem:

When running the Compaq SSD for Windows NT, Version 1.17, Rev. C. setup utility, the *SCSI Adapter Setup* dialog box and the *Network Setting* dialog box do not appear after you select to install the Compaq SCSI Controllers Support or the Compaq Network Support.

Solution/Workaround:

Select and configure the *SCSI Adapter Setup* option or the *Network Settings* option in *Control Panel* to correct this issue.

Issue #6 - Compaq Drive Array Support Driver

Problem:

When installing the Compaq Drive Array Support driver from the Compaq SSD for Windows NT in the *SCSI Adapter* option in the *Control Panel*, a non-critical error message is encountered indicating that an external library procedure, called SetupChangeServiceStart, reports the following error:

> Bad or invalid parameter passed to the open service call.

Solution/Workaround:

Ignore the warning and continue the installation.

Issue #7 - Compaq Drive Array Support Driver listed twice.

Problem:

When installing the Compaq Drive Array Support driver from the Compaq SSD for Windows NT in the *SCSI Adapter* option in *Control Panel*, setup list the driver twice. When attempting to delete one driver, both are deleted.

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Solution/Workaround:

Do not delete the driver. This issue does not cause a functional problem. The error is due to an issue in the *OEMSETUP.INF* file.

Issue #8 - PRLNTSS.SYS Driver fails to load.

Problem:

If you select to install the Compaq Proliant Storage Support drivers from the Compaq SSD for Windows NT, Version 1.17, Rev. C. or earlier, the following warning message is encountered after rebooting the server:

At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details.

The Event Log has an error listed as follows:

The following boot-start or system-start driver(s) failed to load: PrlntSS

Solution/Workaround:

You must edit the Registry parameters for the PrlntSS driver with the Registry Editor as follows:

1. Select the *HKEY_LOCAL_MACHINE* key.

2. Select the *System s*ubkey.

3. Select *ControlSet001* subkey.

4. Select the *Services* subkey.

5. Highlight the *PrlntSS* subkey.

6. Select *Edit.*

7. Select *Add Value.*

8. Set *Value Name =* **TAG**

9. Set *Data Type =* **Reg_Dword**

10. Select *OK.*

11. In the Dword Editor, set *Data=***2**, *and set to Hex.*

12. Exit the Registry Editor, shutdown and reboot the server.

Issue #9 - Compaq NetFlex-3 Controller

Problem:

If you select a Compaq NetFlex-3 Controller from the list of supported network controllers, an error message is received indicating that the INF file has an invalid file description line in section [files_inf] installing Windows NT 4.0 (Beta-2).

Solution/Workaround:

Select *Have Disk* and install the NetFlex-3 Controller from the Compaq SSD for Windows NT to correct this issue.

Issue #10 - Compaq Uninterruptible Power Supply

Problem:

When selecting to install the Compaq Uninterruptible Power Supply (UPS) driver from the Compaq SSD for Windows NT, the *Compaq UPS Configuration* dialog box appears momentarily or until the mouse is moved, then the *Restart Unit* dialog box appears.

Solution/Workaround:

Select *Do not restart system* from the *Restart Unit* dialog box and the *Compaq UPS* dialog box reappears. Next, continue the Compaq UPS configuration and restart the system.

Issue #11 - Compaq Insight Management Agents

Problem:

Compaq Insight Management Agents Version 2.61 are supported on Windows NT 4.0 (Beta-2) with the exception of asynchronous notification over Point-to-Point Protocol (PPP). The Insight Agent installation program installs *SNMP.EXE* in the %systemroot%\system32 directory. This executable is replaced to add support to SNMP for asynchronous notification over PPP. The version of *SNMP.EXE* copied by the Insight Agent installation program does not work on Windows NT 4.0 (Beta-2).

Solution/Workaround:

Install the Insight Agents Version 2.61. Copy *SNMP.EXE* from the original Windows NT 4.0 (Beta-2) CD to the %systemroot%\system32 directory to correct this issue.

Issue #12 - NCR SCSI Driver

Problem:

A potential lock-up during the Windows NT 4.0 (Beta) boot process could occur if both the Compaq 32-Bit SCSI-2 Controller driver, *CPQ32FS2.SYS,* and the *NCRC710.SYS* or *NCRC810.SYS* drivers are loaded simultaneously.

Solution/Workaround:

Make sure that the *CPQ32FS2.SYS* and the *NCRC710.SYS* or *NCRC810.SYS* drivers are not installed simultaneously. The NCR driver must be removed from the installed drivers in the *SCSI Adapter* option in *Control Panel*.

If the issue has already been encountered, follow these steps to correct the issue.

1. Rename the NCR SCSI driver in the %systemroot%\system32\drivers directory.

2. Restart the system.

3. Select the *Device* option in *Control Panel.*

4. Change the Startup selection for the appropriate NCR driver to *Disabled*.