

HP Proliant

Storage Server release notes

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Storage Server release notes

Release notes information

These release notes describe the following issues grouped under major categories:

- [Critical issues](#), page 7
 - Blue screen condition occurs when using Microsoft® Windows® Server 2003 SP1 with StorageWorks NAS and Proliant Storage Server products, page 7
 - Telnet service missing after SP1 installation, page 7
- [Service Release 5.5 installation](#), page 8
 - Service Release installation hangs while installing Proliant Support Pack, page 8
 - Quick start guide does not list all applicable platforms for the Proliant Support Pack, page 8
 - Install Shield Error 1607/1628 during Service Release installation, page 8
 - Intel® PROSet Device Manager tabs missing in Remote Desktop mode on 1500s, DL100, and ML110 G2, page 8
 - Event ID 63: Warnings in [WinMgmt] during Intel PROSet for Device Manager install on 1500s, DL100, and ML110 G2, page 9
 - Storage server system drive runs out of disk space causing one or more features to not install, page 9
 - Proliant Support Pack installation fails when installed over a network share, page 9
 - Error 1935 during MUI Pack installation, page 9
 - Installation of MUI Packs takes several minutes to complete, page 9
 - Storage server fails to reboot when KB840141 and Remote Storage Windows component are both installed, page 10
 - Windows Update/Automatic Update changes done through the Service Release only apply for installation user and MUI setting, page 10
 - Windows Update/Automatic Update configuration appears disabled when viewed through NAS Management console, page 10
 - Print drivers installation generates warnings in the System Event log, page 10
 - IP address selection in IIS Administration Properties page in NAS Management Console shows only loopback address, page 11
 - The SNMP service prevents Service Release installation from proceeding, page 11
- [Microsoft Windows Server 2003 Service Pack 1](#), page 12
 - Service Release 5.5 reference to PSP 7.2A and SP1 support clarification, page 12
 - Telnet service missing after SP1 installation, page 12
 - Quest Consolidator 5.0 installation fails when installed on systems with Microsoft Windows Server 2003 Service Pack 1, page 12
 - The Emulex HBAnyware utility fails to install on systems with Microsoft Windows Server 2003 Service Pack 1, page 12
 - The DFS service is stopped after SP1 installation, page 13
 - The AdaptecStorageManagerAgent service hangs or terminates unexpectedly after installing Microsoft Windows Server 2003 Service Pack 1, page 13
 - Windows Update/Automatic Update is disabled after uninstalling Microsoft Windows Server 2003 Service Pack 1, page 13
 - Group Policy editor (`gpedit.msc`) is unusable after uninstalling Microsoft Window 2003 Service Pack 1, page 13
 - HP WebUI and other HTTP requests fail with the message `Service Unavailable`, page 14
 - Telnet service fails to start after uninstallation of Microsoft Windows Server 2003 Service Pack 1, page 14
- [Storage server Web User Interface](#), page 15
 - DFS service on the DL100 G2 cannot be disabled at the File-Sharing Protocols screen, page 15
 - Help index does not show Adaptec Storage Manager, page 15

- Failure occurs when trying to extend a volume, page 15
- NetWare file sharing protocol's name is missing or displayed as 4035007D in the WebUI, page 15
- DFS properties related to a share on WebUI are not displayed after changing the host name, page 15
- Cannot search Web Administration Log in Japanese, page 15
- The Share Management page under Shares > Folders tab does not load, page 16
- WebUI fails to function in some non-English modes, page 16
- Online Volume Growth (OVG) is not displayed properly in Japanese, page 16
- Sorting by "Total Size" does not work with Shares tab on Folders page, page 16
- Time zone in Rapid Startup summary screen is shown in English regardless of the system language, page 16
- Selecting OVG components disables the WebUI secondary tabs, page 16
- Active HTML storage reports do not work correctly in Japanese, page 17
- Unable to format a volume with the WebUI, page 17
- Volume mount fails when drive letter is reused, page 17
- Reboot required after remounting a local disk volume on a mount point or drive letter that is currently being used by a mapped network share, page 17
- Error while creating an NFS-shared folder, page 17
- Extend function may show an available disk space value greater than the amount of space that a disk volume can grow, page 18
- Secure Path Manager displays `Unable to complete your request` error window, page 18
- Rapid startup wizard does not function if a network interface has not been enabled, page 18
- In Storage Reports, the Japanese folder names are not displayed correctly, page 18
- Enable boot floppy feature in the WebUI does not work, page 18
- WebUI pages have errors when logged in as a domain administrator, page 18
- WebUI Rapid Startup wizard does not change administrator password, page 19
- Cannot create shadow copies if multiple volumes are selected, page 19
- Unformatted volumes or partitions are reported as 0 MB when displayed in the WebUI, page 19
- Format fails on disks with no volume mount point or drive letter, page 19
- Can create a VSS snapshot on VSS disabled volume, page 20
- Previously created group overwritten with no warning, page 20
- WebUI allows only once per day scheduling of shadow copies, page 20
- Change of DNS suffix does not work, page 21
- Information for Web User Interface components is not included in the Take a Tour WebUI, page 21
- Improper closure of Remote Desktop, page 21
- Disabled network cards not visible in the WebUI, page 21
- Renaming host does not change address bar of browser, page 22
- Renaming host forces a restart where the restart page does not refresh, page 22
- Altering the network interface from DHCP to static causes the page to not return, page 22
- Managing NTFS mount points, page 22
- Volume mount points are improperly displayed on Volume page, page 22
- WebUI continues to display orphaned shares, page 23
- Active HTML storage reports do not display file information properly, page 23
- List boxes do not scroll properly, page 23
- DFS root does not update on file share page, page 24
- FAT and FAT32 volumes are not displayed on the Volumes main page, page 24
- Storage Manager not localized in the WebUI, page 24

- Array Configuration Utility in the WebUI fails to start, page 24
- [Configuration](#), page 25
 - Replacement drive does not remirror data drive, page 25
 - Hard drive monitor service fault, page 25
 - DL100 G2 server/driver fail message on reboot, page 25
 - Hardware RAID drive letter setup on DL100 G2 storage server, page 25
 - A blue screen occurs on the DL100 G2 if rebooted during resynchronization of the storage volume, page 26
 - Remote Desktop Timeout is removed, page 26
 - Format logical disk fails on the ML110 and DL100 without a drive letter, page 26
- [Exchange databases](#), page 27
 - Exchange System Manager—All Tasks option not available, page 27
 - Enforcing quotas, page 27
 - No mail operations available during database file movement, page 27
 - Database fails to remount after Exchange database movement, page 27
 - Unable to move an Exchange database using Remote Storage Wizard, page 28
 - Error when creating a mailstore, page 28
 - Microsoft Exchange Information Store has to be restarted after doing a configuration update using the Feature Pack, page 28
 - Unexpected reporting of moved mailstores during configuration change, page 28
 - Copy fails when moving multiple mailstores, page 28
 - Incorrect configuration summary report seen when moving individual mailstores, page 28
- [NFS clients and Services for NFS](#), page 29
 - Microsoft Server for NFS consumes system memory on DL100 G2 storage servers, page 29
 - Windows Services for NFS 3.0 and case sensitivity, page 29
 - Cannot modify NFS client created files from CIFS client or Windows Server, page 29
 - Administrator/root username mapping not working, page 29
 - Large I/O on an NFS mount point hangs NFS server, page 30
 - CIFS client and Explorer on the server are not able to open NFS client created files, page 30
 - File sizes are not reflecting properly on server, page 30
 - Clearing the NFS log via the WebUI causes the log file to become inaccessible, page 30
 - NFS administrative shares support, page 30
 - Volume mount points support, page 31
 - Administrator cannot list and map domain users and groups for NFS mapping unless the NFS administrator is logged into the domain, page 31
 - User name mapping Japanese characters, page 31
 - Comments in Password and Group file are not recognized, page 31
 - Mapping service fails to start, page 32
 - Enabling setuid behavior for Interix programs, page 32
 - Japanese characters are displayed in the Mapped Users box, page 32
- [Clustering](#), page 33
 - Configuration of cluster service fails in Windows NT 4.0 domain environment, page 33
 - Extended disk fails mount after cluster failover, page 33
 - Evicting a cluster node removes the services for NFS cluster aware ability, page 33
 - Changes to NFS share do not take affect using the Cluster Resource Wizard, page 33
- [Application Help](#), page 34
 - Help content missing for location of saved scheduled storage reports, page 34
 - Context sensitive help for HP OpenView Storage mirroring page is not displayed properly, page 34

- [Domain and workgroup settings](#), page 35
 - Cannot create or modify file and directory ACLs on the NAS system within Windows NT® 4.0 domains or workgroup environments, page 35
- [Additional applications and utilities](#), page 36
 - Online Volume Growth (OVG) in clusters is not supported using the HP StorageWorks Online Volume Growth application, page 36
 - Availability of Special Administration Console (SAC) commands for the DL100 G2 storage server, page 36
 - Server Management Software (SMS) event log on the DL100 G2 may report NICs backwards, page 36
 - Cannot connect to Server Management Software (SMS) service on the DL100 G2 from a remote client, page 36
 - AdaptecStorageManagerAgent service may not start, page 37
 - SNMP causing 50 percent CPU load or error on boot, page 37
 - Broadcom Advanced Control program does not display Help, page 37
 - General view of the HP Server Management System is not displayed, page 37
 - HP System Management Homepage Japanese Supplement Kit, page 38
 - Adaptec Storage Manager fails to display information on the local system, page 38
 - Cannot open Local User and Group console from NAS Management Console, page 38
 - Extend LUN page is ambiguous, page 38
 - Delete LUN does not show LUN name, page 38
 - Japanese Support, page 39
 - Blue screen (BSOD) triggered by accessing Storage Manager 2.0 components, page 39
 - Write cache disabled on ML110 G1, ML110 G2, and DL100, page 39
 - Internet Explorer defaults to the Windows Update page from the Microsoft web site, page 40
- [Microsoft Windows Storage Server 2003](#), page 41
 - Quotas used, page 41
 - Blue screen condition occurs when using Microsoft Windows Server 2003 SP1 with StorageWorks NAS and Proliant Storage Server products, page 41
 - Bugcheck 0x50 (PAGE_FAULT_IN_NONPAGED_AREA) in next boot after disabling Multipath Support, page 41
 - Incorrect error when file screening is implemented under Storage Manager, page 41
 - AppleTalk Share access problem while using Apple encrypted protocol, page 42
- [Data Protection Manager](#), page 43
 - DPM Administration tool can overwrite data on a physical disk with no warning given, page 43
 - DON'T ERASE disk can be added to the DPM storage pool, page 43
 - The Web UI is not functional until DPM mini-setup is complete, page 43
 - Event ID:1101 SNMP warning displayed in System Event log, page 43
 - Japanese characters are not rendered properly in DPM reports when exported to a PDF file, page 44
 - Cannot install DPM File Agent on computers with the Storage Manager quota feature installed, page 44
- [Quick Restore process](#), page 45
 - Length of Quick Restore process, page 45
 - Quick Restore with a SmartArray controller attached, page 45
 - Quick Restore—ML350 G4p (SATA), page 45
 - Multiple "File Not Found" messages during the Quick Restore process, page 45
 - The ML110 G2 Quick Restore fails to complete in Japanese mode, page 45
 - The Quick Restore DVD erases all data when logical drives are missing, page 46

- Quick Restore does not succeed with incorrect hard drive cabling, page 46
- Automatic DVD drive tray closure causes Quick Restore to start over, page 46
- DL585 Quick Restore process does not handle the deletion or renaming of the second image file correctly, page 46
- DVD-ROM does not have a drive letter, page 46
- Quick Restore does not reconfigure a default RAID1 RAIDset on the operating system drives, page 47
- Quick Restore pauses during the finalization setup if the 100 series Lights-out card is installed, page 47

Intended audience

This document is intended for customers that use HP ProLiant Storage Servers.

Other documentation

Additional documentation, including white papers and best-practices documents, is available via the HP web site at <http://www.hp.com>.

Critical issues

All issues for the Service Release are described under the major categories listed above. However, HP directs your attention to the issues below, which are deemed of critical importance, and repeats them here for your convenience.

Issue: **Blue screen condition occurs when using Microsoft® Windows® Server 2003 SP1 with StorageWorks NAS and ProLiant Storage Server products**

Description	Microsoft has offered Windows Server 2003 Service Pack 1 (SP1). If SP1 is installed directly without Service Release 5.5 or the system patch provided in the previous Service Release (SR5.4), a blue screen condition occurs when the HP NAS server is restarted after the SP1 installation. At that point, the NAS server no longer operates. The following customer bulletin contains further details and affected products:
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http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=PSD_CB0204W.

Workaround	HP highly recommends that you install Windows Server 2003 SP1 using the SR5.5 software. To learn more and order the Service Release, go to http://software.hp.com , and select the Storage and NAS link under Product Category . Select the HP Storage Server Service Release link for more information about updates and enhancements.
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Issue: **Telnet service missing after SP1 installation**

Description	On all HP ProLiant Storage Server and StorageWorks NAS models, the Telnet service can get uninstalled after installing Microsoft Server 2003 Service Pack 1. The uninstallation of the Telnet service is caused by a system name of 15 or more characters, and the service is not listed in Service Control Manager. Once the Telnet service is uninstalled, it cannot be reinstalled.
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Workaround	HP engineers are working to resolve this issue. In the meantime, using a system name of 14 characters or less <i>before</i> installing Service Pack 1 does not uninstall the service.
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Service Release 5.5 installation

This section details known issues with Service Release 5.5 installations.

Issue: Service Release installation hangs while installing Proliant Support Pack	
Description	On certain occasions, the Service Release setup may hang during the installation of the Proliant Support Pack component cp004791 (Insight Management Agent). No CPU activity is shown by the installation program cp004791.exe or cpqsetup.exe when monitored through Windows Task Manager. This issue is currently under investigation.
Workaround	End the cp004791 process from Windows Task Manager after ensuring that the cp004791.exe and cpqsetup.exe processes are both not consuming any CPU usage. This lets the Service Release setup continue. To install the cp004791 component (Insight Management Agent) at a later time, run the Service Release setup again, or install the component directly by double-clicking the cp004791.exe program from the Service Release DVD folder SR\Packages\PSP.
Issue: Quick start guide does not list all applicable platforms for the Proliant Support Pack	
Description	The section titled <i>Proliant Support Pack</i> on page 17 of the <i>HP Storage Server Service Release 5.5 and Microsoft MUI Localization Packs quick start guide</i> , available on the Service Release 5.5 DVD, does not list ML110 G2 under the <i>Affected platforms</i> table.
Workaround	This is a documentation error only. The Service Release setup includes the PSP component cp004764, <i>HP Proliant 64-Bit/133-MHz Ultra320 Adapter for Windows 2003 Package</i> that can be installed on the ML110 G2 platforms. Run the Service Release setup in the normal fashion, and ensure that the cp004764 component is selected at the select features screen.
Issue: Install Shield Error 1607/1628 during Service Release installation	
Description	Installation error 1607: Unable to install Install Shield Scripting Runtime and/or 1628: failed to complete installation may be reported during installation of the Service Release. This error can occur for various reasons, the most prevalent being a driver did not exit properly when the Service Release is run the first time. This issue is currently under investigation.
Workaround	Run the Service Release again after ensuring that no instances of the processes named msisexec.exe, setup.exe, or idriver.exe are running.
Issue: Intel® PROSet Device Manager tabs missing in Remote Desktop mode on 1500s, DL100, and ML110 G2	
Description	After installing the PROSet drivers and the Device Manager 9.2 software from this Service Release, the PROSet Windows Device Manager tabs may not appear when the storage server is accessed from a remote client via Remote Desktop or Terminal Services. This problem is caused by the COM+ identity restrictions that apply to the applications, and because the PROSet for Device Manager ncs2prov.exe method provider is a COM+ application.
Workaround	See the Intel Support site at http://www.intel.com/support/network/sb/cs-020097.htm .

Issue: Event ID 63: Warnings in [WinMgmt] during Intel PROSet for Device Manager install on 1500s, DL100, and ML110 G2

Description The Intel PROSet software installation generates the following warning in the Application log: Event ID 63 - A provider, Ncs2, has been registered in the WMI namespace, Root\IntelNCS2, to use the LocalSystem account. This account is privileged and the provider may cause a security violation if it does not impersonate user requests.

Workaround This can be treated as an informational message about the registration of the WMI provider required for the Intel PROSet Windows Device Manager. For more details, see the Intel support site at <http://www.intel.com/support/network/sb/CS-014750.htm>.

Issue: Storage server system drive runs out of disk space causing one or more features to not install

Description On storage server systems that have less than 2 GB of free space on the system drive, selecting all features, including all MUI packs for installation during the Service Release setup, can result in one or more features, including Microsoft Windows Server 2003 Service Pack 1, to not install.

Workaround Ensure that the system drive where the Service Release setup is installed has more than 2 GB of free disk space. To free disk space, unnecessary files can be deleted from the C:\temp folder. This situation can also be avoided by ensuring that only the necessary components are selected for installation when the Service Release setup is run. For example, select only the MUI language packs that need to be supported on the storage server.

Issue: Proliant Support Pack installation fails when installed over a network share

Description Installation of certain Service Release components like the Proliant Support Packs can fail when the installation is attempted over a network share.

Workaround Carry out the installation directly from the DVD or by copying the contents of the DVD to a local drive on the storage server.

NOTE: Ensure that the local drive on the storage server has at least 2 GB of free space after copying the contents of the Service Release DVD.

Issue: Error 1935 during MUI Pack installation

Description Installation error 1935 may be reported during the installation of the Microsoft MUI packs provided in the Service Release. This problem is currently under investigation.

Workaround Run the Service Release setup again and try installing the desired MUI pack.

Issue: Installation of MUI Packs takes several minutes to complete

Description The Microsoft MUI Language Packs that are provided on the Service Release DVD can take up to five minutes per package to install completely.

Workaround HP recommends that only the specific language pack necessary on the system be selected for installation.

Issue: Storage server fails to reboot when KB840141 and Remote Storage Windows component are both installed

Description The storage server fails to reboot when Microsoft hotfix KB840141 and the Remote Storage Windows component are both installed on the system. This problem is currently under investigation.

Workaround Ensure that hotfix KB840141 is not selected for installation during the Service Release setup if the Remote Storage Windows component is already installed on the storage server. If hotfix KB840141 is already installed on the storage server, do not add the Remote Storage Windows component to the system through the Microsoft Add or Remove Programs applet.

Issue: Windows Update/Automatic Update changes done through the Service Release only apply for installation user and MUI setting

Description The configuration changes done through the Enable Windows Update/Automatic Update feature in the Service Release that provide capability to manually configure Windows Update/Automatic Update on the storage server remain valid only for the user account that runs the Service Release. Also, the changes made can get reset once the language settings are changed from that used during the Service Release installation.

Workaround Run the Enable Windows Update/Automatic Update feature from the Service Release, using the necessary user account again. As an alternative, the settings can be performed manually using the steps provided in the file *Enabling Windows Update.pdf* in the DOC folder on the Service Release DVD.

Issue: Windows Update/Automatic Update configuration appears disabled when viewed through NAS Management console

Description After running the Enable Windows Update/Automatic Update feature from the Service Release, the feature may appear disabled when viewed through the NAS Management Console Local Computer policy settings.

Workaround To verify that automatic updates can be configured, right-click on **My Computer** on the storage server desktop and use the **Automatic updates** tab in the **System Properties** page.

For Windows Update, run the `wupdmgr` command on the storage server. For further details on Windows Update and Automatic Updates, and for manually configuring the services, refer to the Microsoft Software updates on the HP Proliant Storage Servers link under the documentation section.

Issue: Print drivers installation generates warnings in the System Event log

Description Installation of print drivers provided as part of the Service Release may generate warnings in the System Event log. This issue is under investigation, but has not been found to have any adverse effect on system behavior.

Workaround The warnings are benign and can be ignored. HP engineers are working to resolve this issue, but the issue has not been found to have any adverse effect on system behavior.

Issue: IP address selection in IIS Administration Properties page in NAS Management Console shows only loopback address

Description The IP address selection list in the IIS Administration Properties page provided in the NAS Management Console on the HP Proliant Storage Server desktop lists only 127.0.0.1 (loopback).

Workaround Open Internet Information Services (IIS) manager by selecting **Start > Settings > Control Panel > Administrative Tools**, and select **web sites > Administration > Properties**, and then set the proper IP address.

Issue: The SNMP service prevents Service Release installation from proceeding

Description On certain occasions the Service Release installation may hang because the SNMP service consumes excess CPU time.

Workaround Restart the SNMP service and try installing the Service Release.

Microsoft Windows Server 2003 Service Pack 1

This section describes issues that involve the installation and uninstallation of Microsoft Windows Server 2003 Service Pack 1.

Issue: Service Release 5.5 reference to PSP 7.2A and SP1 support clarification

Description	There is confusion about Microsoft Windows Server 2003 SP1 support between PSP 7.2A in Service Release 5.5 for ProLiant storage servers and PSP 7.3 offered for ProLiant servers.
Workaround	PSP 7.2A includes applicable PSP 7.3 updates that allows Service Release 5.5 to support the installation of Windows Server 2003 SP1.

Issue: Telnet service missing after SP1 installation

Description	On all HP ProLiant Storage Server and StorageWorks NAS models, the Telnet service can get uninstalled after installing Microsoft Server 2003 Service Pack 1. The uninstallation of the Telnet service is caused by a system name of 15 or more characters, and the service is not listed in Service Control Manager. Once the Telnet service is uninstalled, it cannot be reinstalled.
Workaround	HP engineers are working to resolve this issue. In the meantime, using a system name of 14 characters or less <i>before</i> installing Service Pack 1 does not uninstall the Telnet service.

Issue: Quest Consolidator 5.0 installation fails when installed on systems with Microsoft Windows Server 2003 Service Pack 1

Description	Installation of Quest Consolidator 5.0 on storage server systems that have Microsoft Windows Server 2003 Service Pack 1 installed fails with the messages Couldn't start service and One or more of the Quest Consolidator services was not configured properly. Please open the Service Control Manager to configure the services manually. This is caused by an incompatibility of the application with Microsoft Windows Server 2003 Service Pack 1.
Workaround	See the link http://questsupportlink.quest.com/eSupport/Solution.asp?WAid=268453148 .

Issue: The Emulex HBAnyware utility fails to install on systems with Microsoft Windows Server 2003 Service Pack 1

Description	Attempts to install the Emulex HBAnyware utility, after installing Microsoft Windows Server 2003 Service Pack 1 from the Service Release, fails with the message Error 1931. The Windows Installer service cannot update the system file C:\WINDOWS\system32\hbaapi.dll because the file is protected by Windows. You may need to update your operating system for this program to work correctly. Package version: 2.0.4.0, OS Protected versions:. This issue occurs because Service Pack 1 updates the component hbaapi.dll, replacing the same Emulex file.
Workaround	For Emulex support on Microsoft Windows Server 2003 Service Pack 1 and other details on this issue, see the site http://oak.emulex.com/fcsskb/findsol2.asp?solution=17906 .

Issue: The DFS service is stopped after SP1 installation

Description After installing the Microsoft Windows Server 2003 Service Pack 1 from the Service Release, the DFS service stops. As a result, the DFS shares are not accessible. Also, creating the DFS root or DFS links fails.

Workaround Using a Remote Desktop session on the storage server, select **Start > Settings > Control Panel > Administrative Tools > Services**, and do the following:

1. Right-click **Distributed File System** and click **Properties**.
2. Change the Startup type in General Tab to **Automatic**.
3. Start the service.

Issue: The AdaptecStorageManagerAgent service hangs or terminates unexpectedly after installing Microsoft Windows Server 2003 Service Pack 1

Description On storage servers with an Adaptec RAID controller card, the AdaptecStorageManagerAgent service fails to start automatically after the Microsoft Windows Server 2003 Service Pack 1 installation. This issue is currently under investigation.

Workaround Restart the AdaptecStorageManagerAgent service manually from the Service Control Manager window.

Issue: Windows Update/Automatic Update is disabled after uninstalling Microsoft Windows Server 2003 Service Pack 1

Description After enabling the Windows Update/Automatic Update from the Service Release feature on certain Proliant Storage Servers, the Windows Update/Automatic Update can get disabled if Microsoft Windows Server 2003 Service Pack 1 is uninstalled.

Workaround Run the Service Release setup again and install the *Enable Windows Update/Automatic Update* feature.

Issue: Group Policy editor (gpedit.msc) is unusable after uninstalling Microsoft Window 2003 Service Pack 1

Description When you try to modify or view Group Policy objects (GPOs) after installing Windows Server 2003 Service Pack 1, you can receive an error message similar to The following entry in the [strings] section is too long and has been truncated.

Some text can be displayed after this error message, and this text varies in different scenarios. Additionally, if you click **OK** in the message window, a similar error message can be repeated. Each error message that is repeated has different text that is displayed after the error message.

Workaround The problem is addressed in the Microsoft Knowledge Base article *KB842933*: *The following entry in the [strings] section is too long and has been truncated* error message, when you try to modify or to view GPOs in Windows Server 2003, Windows XP Professional, or Windows 2000. The resolution for the problem is available on the Microsoft Support web site <http://support.microsoft.com/?id=842933>

Issue: HP WebUI and other HTTP requests fail with the message Service Unavailable

Description On certain Proliant Storage Servers, if Microsoft Windows Server 2003 Service Pack 1 is uninstalled, the IIS web server service W3SVC fails to serve HTTP requests, generating the following message in the event log: Application Pool DefaultAppPool is being disabled due to a series of failures in the process(es) serving that application pool. The issue is currently under investigation.

Workaround Install Microsoft Windows Server 2003 Service Pack 1 again on the systems where the problem is seen.

Issue: Telnet service fails to start after uninstallation of Microsoft Windows Server 2003 Service Pack 1

Description On certain storage servers, if Microsoft Windows Server 2003 Service Pack 1 is uninstalled, the Telnet service fails to start up. The following message is displayed when the service is started from Service Control Manager: Could not start the Telnet service on Local Computer. Error 13: the data is invalid. This issue is currently under investigation.

Workaround Reconfigure the logon credentials of the Telnet service. To do this:

1. Select **Telnet service** from the Service Control Manager window.
2. Right-click and choose **Properties**.
3. In the **Log On** tab, change credentials to **Local System Account**.
4. Restart the service.

Storage server Web User Interface

This section provides additional information on using the WebUI.

Issue: DFS service on the DL100 G2 cannot be disabled at the File-Sharing Protocols screen	
Description	The Distributed File System (DFS) service cannot be disabled at the File-Sharing Protocols (Shares > Sharing Protocols) screen using the Web User Interface (WebUI). The Disable button is not available (the selection is always gray).
Workaround	Access the Services Management Console, and stop the DFS service. Change the startup type to <i>Manual</i> or <i>Disabled</i> to prevent this service from starting on the next system reboot.
Issue: Help index does not show Adaptec Storage Manager	
Description	In the WebUI, with storage servers using the Adaptec RAID controller, Adaptec Storage Manager is not shown in the Help index of the Help tab screen (for example, open WebUI and click the Help tab).
Workaround	The Adaptec Storage Manager User Guide is available for download at the following Adaptec web site: http://download.adaptec.com/pdfs/user_guides/aar2410Sa_iug.pdf .
Issue: Failure occurs when trying to extend a volume	
Description	When trying to extend a volume using the storage server WebUI, the system defaults to the largest available size to extend. There is a rounding error in the WebUI that causes a larger size than is actually available to be presented by default.
Workaround	Decrease the default size by 1 MB or choose a size less than the default.
Issue: NetWare file sharing protocol's name is missing or displayed as 4035007D in the WebUI	
Description	If you configure the <i>File and Print Service for NetWare</i> after installing Microsoft Windows Server 2003 Service Pack 1, the WebUI does not report the NetWare protocol or the NetWare protocol label is displayed as 4035007D (under Shares > Sharing Protocols page).
Workaround	On the WebUI, go to the HP Utilities tab and select File and Print Service for NetWare to manage NetWare file shares.
Issue: DFS properties related to a share on WebUI are not displayed after changing the host name	
Description	After the network host name of the storage server is changed, the DFS property of shares that were created before changing the host name are not displayed when viewed from the Shares tab on the WebUI.
Workaround	To view and modify any DFS property of shares which have this issue, use the DFS administration utility from the storage server. Using a Remote Desktop session, select Start > Settings > Control Panel > Administrative Tools > Distributed File System , to manage the DFS shares.
Issue: Cannot search Web Administration Log in Japanese	
Description	When launching the WebUI and browsing to the Maintenance > Log > Web Administration Log tab, choosing the file type in the search list box, and entering a Japanese string, the string matching fails.
Workaround	Search operations in the WebUI are currently only supported in English.

Issue: The Share Management page under Shares > Folders tab does not load

Description Launching the WebUI and browsing to the **Shares > Folders** tab, selecting a volume, clicking **Manage Share**, and selecting **Share > Properties**, results in an `Invalid Syntax` message from Internet Explorer.

This issue appears on HP Storage Servers with the Microsoft Windows Storage Server 2003 (Exchange) feature pack installed. The cause is the length of the URL generated on this page, which goes beyond 2083 characters (max URL length for Internet Explorer).

Workaround Open the WebUI, choose **Shares > Shares**, then select the share name and click **Properties**.

Issue: WebUI fails to function in some non-English modes

Description After installing MUI packages using the Service Release DVD and changing the user language to a non-English language on the storage server, the WebUI being accessed with the Microsoft Internet Explorer web browser on the storage server may fail to function correctly.

Workaround Access the HP Storage Server WebUI using Microsoft Internet Explorer from a remote system.

Issue: Online Volume Growth (OVG) is not displayed properly in Japanese

Description If you set the language to Japanese in the WebUI and select the Disk tab, OVG displays as 4A000004.

OVG is not supported with the Japanese language.

Workaround Change the language to English. In the WebUI, choose the **Language** option under the **Maintenance** tab and select **English**.

Issue: Sorting by "Total Size" does not work with Shares tab on Folders page

Description In the WebUI, a sort operation of the volumes or folders list based on the Total Size column with the Shares tab on the Folders page does not work.

Workaround To obtain a sorted view of the volumes, use Windows Explorer on the HP Proliant Storage Server to sort the volumes based on size.

Issue: Time zone in Rapid Startup summary screen is shown in English regardless of the system language

Description If you configure the date and time settings on a localized HP Proliant Storage Server through the Rapid Startup Wizard of the WebUI, the time zone displays in the English language.

Workaround To see the localized time zone, open the clock from the system taskbar, and choose **Time Zone**.

Issue: Selecting OVG components disables the WebUI secondary tabs

Description Selecting the OVG page (Disks > OVG) and clicking on any OVG tasks will disable the secondary tab.

Workaround To reload the secondary tab under the page, renavigate to the **Disks > OVG** page.

Issue: Active HTML storage reports do not work correctly in Japanese

Description On a localized Japanese HP Proliant Storage Server, storage reports in the active HTML format created from the Storage Reports page (Shares > Storage Reports) do not generate completely.

Workaround For applicable NAS servers, use the latest NAS Service Release DVD to install Microsoft hotfix Q831654: *You cannot see graph or a spreadsheet when you view Active HTML Storage Reports*. If the NAS Service Release DVD is not available, change the language setting to English by selecting **Maintenance > Languages** and generate the active HTML report.

Issue: Unable to format a volume with the WebUI

Description If you choose an existing volume and click Format on the Manage Volumes page, enter a new Volume label, and then click OK, the format may not take effect.

Workaround Verify that there are no applications accessing and locking files and folders within the drive before formatting the drive.

Issue: Volume mount fails when drive letter is reused

Description When changing the mount point of a volume through the WebUI while the volume is in use, the WebUI does not give any indication that the volume is currently being used and forces a mount point change. For example, if Microsoft Windows Explorer is currently browsed to a folder on a volume mounted at F:, and the WebUI is used to change the mount point to G:, the WebUI will not indicate the volume is in use and will force the mount point change. Also, if the WebUI is used to return the mount point back to F:, the volume may appear as *UnMounted* in the WebUI.

Workaround A system reboot restores the volume mount point to F: and the volume details are displayed properly in the WebUI.

Issue: Reboot required after remounting a local disk volume on a mount point or drive letter that is currently being used by a mapped network share

Description If a network share is currently being mapped on the storage server at a specified drive letter (for example, Y:) and an administrator mounts a local disk volume using that same specified drive letter (Y:) through the WebUI Manage Volumes page, conflicting information may be reported from various WIN32 API applications.

Workaround Disconnect the mapped network share from the specified drive letter (Y:) using the `net use Y: /d` command from a command prompt and reboot the storage server. To prevent such issues, always check and verify that the given mount point or drive letter path is not being used before mounting a disk volume or network share on that mount point.

Issue: Error while creating an NFS-shared folder

Description If you create a folder on the storage server and enable NFS sharing for the folder, an NTFS File ID is created. If that folder is deleted and a new folder is created using the same name, NFS sharing is automatically enabled using the same NFS settings as the original folder.

Workaround Try not to reuse folder names. If the same folder name is necessary, the NFS client needs to remount the NFS share.

Issue: Extend function may show an available disk space value greater than the amount of space that a disk volume can grow

Description The extend function within the WebUI does not recognize extended disk volume partition boundaries. As such, if an extended partition is created that consumes part of a disk and the extended partition has a logical drive that consumes a portion of the extended partition, the WebUI may report that all available disk space on that disk is usable for extending the logical drive within the extended partition.

Workaround Because extended partitions are seen as virtual physical disks, the logical drive within the extended partition can only be extended to the size of the extended partition. Primary partitions and dynamic disks are not affected by this issue.

Issue: Secure Path Manager displays Unable to complete your request error window

Description Accessing Secure Path Manager through the WebUI Secure Path Manager page may return an Unable to complete your request due to added security features error dialog box and a Security Alert dialog box. These dialog boxes are benign and are caused by the WebUI pointing to Secure Path Manager unsecured HTTP port 2301 instead of the required Secure Path Manager secured HTTPS port 2381.

Workaround Click **Yes** on the **Security Alert** dialog box to display the HP Insight Manager/Secure Path Manager login page at port 2381. Log in and access Secure Path Manager.

Issue: Rapid startup wizard does not function if a network interface has not been enabled

Description Rapid startup wizard does not function if a network interface has not been enabled.

Workaround Before using the rapid startup wizard in the WebUI, ensure that at least one network interface has been enabled.

Issue: In Storage Reports, the Japanese folder names are not displayed correctly

Description This issue appears in the folder name displayed on the tool tip of the pie chart version of the storage report.

Workaround HP engineers are working to resolve this issue.

Issue: Enable boot floppy feature in the WebUI does not work

Description The enable boot floppy feature in the WebUI does not work.

Workaround If a floppy boot is required, use the ROM-Based Setup Utility (press **F9** during system boot) to enable the floppy on boot.

Issue: WebUI pages have errors when logged in as a domain administrator

Description Some pages in the DL585 Storage Server WebUI have an error when you are running the WebUI logged in as a domain administrator.

Workaround Add localhost and the IP address of the system to the trusted zone to allow the WebUI to work correctly.

Issue: WebUI Rapid Startup wizard does not change administrator password

Description In the Rapid Startup wizard administrator account page, enter a password that does not meet complexity requirements. WebUI correctly displays a message indicating requirements are not met. Go back and enter a password that does meet requirements. The Rapid Startup wizard completes with no error, but the password is not changed.

Workaround The administrator password may be changed via the remote desktop.

Issue: Cannot create shadow copies if multiple volumes are selected

Description If multiple volumes are selected and one or more volumes is smaller than 350 MB, the shadow copy will fail.

Workaround When multiple volumes are selected for creating shadow copies, make sure that all volumes are larger than 350 MB.

Issue: Unformatted volumes or partitions are reported as 0 MB when displayed in the WebUI

Description On a newly created partition or dynamic volume, if the user does not format the partition or volume, the Disks page of the WebUI displays the partition or volume as 0 MB, even though Logical Disk Manager reports the volume to be the correct size.

Workaround Format the volume or partition, and then refresh the WebUI.

Issue: Format fails on disks with no volume mount point or drive letter

Description On a newly created partition or dynamic volume, if you do not mount or assign a drive letter to the partition or volume and then attempt to format the disk, the format fails.

Workaround The volume or partition must have either a drive letter or mount point assigned. Right-click the volume and select **Change drive letter or paths**. After assigning a drive letter or mount point, the disk can be formatted. After the format is complete, the path or drive letter may be removed.

If you choose an existing volume and click Format on the Manage Volumes page, enter a new Volume label, and then click OK, the format may not take effect. Verify that there are no applications accessing and locking files and folders within the drive before formatting the drive.

Issue: Can create a VSS snapshot on VSS disabled volume

Description It is possible to create a VSS snapshot on a disabled volume.

This problem is the result of confusion over the meaning of the term *disabled*. The intent of disabling a volume is to clear all settings, not to prevent shadow copies from being created.

Workaround When shadow copies are disabled on a volume, all existing shadow copies on the volume are deleted as well as the schedule for making new shadow copies. To disable shadow copies on a volume:

1. On the primary navigation bar, click **Disks**.
2. Click the **Shadow Copies** tab.
3. On the **Manage Shadow Copies** page, select one or more volumes on which to disable shadow copies.
4. In the Tasks list, click **Disable**. The **Disable Shadow Copies** page identifies the volume for which shadow copies will be disabled.
5. Click **OK** to delete all existing shadow copies and settings for the volume.

CAUTION: When the Shadow Copies service is disabled, all shadow copies on the selected volumes are deleted. After being deleted, shadow copies cannot be restored.

Issue: Previously created group overwritten with no warning

Description Open the WebUI and click the Shares tab. Select File screening > Groups > New. It is possible to create a group having the same name as an existing group. In this situation, the WebUI overwrites the previously created group without informing you that a group with the specified name already exists.

Workaround Make sure to specify a unique name for each file screening group.

Issue: WebUI allows only once per day scheduling of shadow copies

Description Opening the WebUI and selecting Disks > Shadow Copies > New does not allow a more granular scheduling of shadow copies than one per day. The warning indicates not to schedule more than one per hour, but that is not possible via the WebUI (Windows desktop allows hourly creation).

Workaround Add finer granularity by using Microsoft Remote Desktop:

1. Run Explorer.
2. Right-click **Properties** on the desired disk.
3. Select **Shadow Copies > Settings > Schedule > New** to schedule shadow copies more frequently than once per day.

Issue: Change of DNS suffix does not work

Description

Using the following steps, the DNS suffix is not changed:

1. Set the Server Name DNS suffix using Remote Desktop (for example, bob.com).
2. Open the WebUI.
3. Click on the Welcome tab.
4. Select Set Server Name.
5. Change the DNS Suffix (from: bob.com to server.wss).

The following message results:

```
There was a failure in the Change System settings.  
(80070A87)
```

Workaround

Perform the following:

1. Logon to Remote Desktop through the WebUI.
 2. Right-click on **My Computer**.
 3. Select **Properties**.
 4. Click **Change**.
 5. Click **More**.
 6. Change or enter the DNS suffix in the text box provided, and then click **OK**.
 7. Restart the system.
-

Issue: Information for Web User Interface components is not included in the *Take a Tour* WebUI

Description

The following WebUI components are missing from Take a Tour:

- SNMP Setup
- Adaptec Storage Manager

Workaround

For details on SNMP setup, click the **Help** tab. From the **Help** menu, click **Network Setup > SNMP Settings**.

For details on Adaptec Storage Manager, click the **Disks** tab, and then click the **Adaptec Storage Manager** subtab. From within Adaptec Storage Manager, click the **Help** menu to access the Adaptec Storage Manager documentation.

Issue: Improper closure of Remote Desktop

Description

Certain operations can leave the utilities running if the browser is closed instead of exiting from the program via the application menu or logging off the Remote Desktop session. Some applications may become orphaned in this manner when the Remote Desktop Session is exited improperly. A maximum of two Remote Desktop sessions may be used at any given time. Improper exiting from a session can result in the sessions becoming consumed.

Workaround

To close inactive or orphaned Terminal Service sessions, log in to the NAS server console as administrator and terminate the sessions and processes using Terminal Services Manager via **Start > Programs > Administrative Tools**.

Issue: Disabled network cards not visible in the WebUI

Description

If a network card is disabled, the network card does not appear in the WebUI.

Workaround

Remote Desktop must be used to re-enable the network card before it is visible again in the WebUI. Rapid Startup becomes unresponsive if a NIC Team is established and then Rapid Startup is run with the team in place. The network settings pages become unresponsive, and the wizard page cannot be exited. To exit Rapid Startup, click some other menu item in the WebUI.

Issue: Renaming host does not change address bar of browser

Description When renaming the host from the WebUI, the server will restart but the address bar identification is not altered. The WebUI may continue to function but may result in a message:

The page cannot be displayed.
or a Terminal Services script error.

Workaround Type the new name of the server into the address bar.

Issue: Renaming host forces a restart where the restart page does not refresh

Description When renaming the host or altering the host name in the Rapid Startup Wizard, the restart page does not refresh to the Welcome page.

Workaround Retype the new host name in the address bar on port 3202.

Issue: Altering the network interface from DHCP to static causes the page to not return

Description If the WebUI is used to alter the IP settings of the port from which you are managing, the host will be unreachable from the current address. When this happens, the network interface page buttons become grayed out and the page does not return, although the settings take affect.

Workaround To access the WebUI again, close and open the browser and navigate to the newly identified management port.

Issue: Managing NTFS mount points

Description There is currently no facility for managing NTFS mount points in the WebUI.

Workaround To create or manage NTFS mount points, you must use Remote Desktop. To start Remote Desktop, select **Maintenance > Remote Desktop** on the navigation menu.

Issue: Volume mount points are improperly displayed on Volume page

Description By design, volume mount point paths are not displayed on the Volume page.

Workaround To view mount points, access the advanced disk management selection, right-click each drive, and then select **Change drive letters and path**.

Issue: WebUI continues to display orphaned shares

Description In Windows Storage Server 2003, deleting a disk that contains a share leaves an orphaned share on the file system. Orphaned shares continue to be displayed in the WebUI until removed or until the system or service is restarted.

Workaround There are three methods for removing orphaned CIFS and NFS shares from the system. Methods 1 and 2 cause an interruption in service.

1. Restart the Server service:
 - a. Open the WebUI.
 - b. Click **Maintenance > Remote Desktop**, and then log in.
 - c. Right-click **My Computer**, and then choose **Manage**.
 - d. Open the **Services** portion of the management tree.
 - e. Right-click **Server**, and then select **Restart**.
2. Restart the storage server:
 - a. Open the WebUI.
 - b. Browse to **Maintenance > Shutdown > Restart**.
 - c. Click **OK** to restart the storage server.
3. Rebuild the share drive and share folder, and then remove each share.
 - a. Open the WebUI.
 - b. Click **Maintenance > Remote Desktop**, and then log in.
 - c. Create a disk and map it to the same drive letter as the orphaned share.
 - d. Re-create the path to the orphaned share.
 - e. Delete the share.

If the orphaned share was also an FTP share:

1. Click the Management Console icon found on the desktop.
2. Click **Core Operating System**.
3. Click **Internet Information Services**.
4. Click the storage server machine name.
5. Click the **Default FTP site** tab.
6. Right-click the name of the share to delete.
7. Click **Delete**.

If the orphaned share was also an HTTP share:

1. Click the Management Console icon found on the desktop.
 2. Click **Core Operating System**.
 3. Click **Internet Information Services**.
 4. Click the storage server machine name.
 5. Click the **Shares** tab.
 6. Right-click the name of the share to delete.
 7. Click **Delete**.
-

Issue: Active HTML storage reports do not display file information properly

Description When the storage report format is set as active HTML, the report does not show any file information when opened with Internet Explorer.

Workaround Set the storage report format to standard HTML to view the entire contents of the report.

Issue: List boxes do not scroll properly

Description Some versions of Internet Explorer fail to scroll through list boxes that are scrolled out of view from the browser window and then scrolled back into view.

Workaround Maximize the browser window so that the entire list box is displayed.

Issue: DFS root does not update on file share page

Description If a DFS root is created and enabled by default on shares, and then re-created later under a new name, the File Share page does not update the DFS local root information and attempts to create DFS entries under the old name.

Workaround Access the **Distributed File System Properties** page, update the default DFS information, and then click **OK**. The File Share page now contains the proper DFS information.

Issue: FAT and FAT32 volumes are not displayed on the Volumes main page

Description FAT and FAT32 volumes are not displayed on the Volumes main page.

Workaround Because the Disks > Volumes main page of the WebUI can only manage NTFS volumes, the page only displays NTFS volumes.

Issue: Storage Manager not localized in the WebUI

Description Storage Manager is not localized in the WebUI when the language is changed to Japanese. String IDs appear where the localized strings should be after Japanese is selected.

Workaround Perform the following steps:

1. Access **Add or Remove Programs** located in the Control Panel
 - a. Uninstall KB840141.
 - b. Uninstall Storage Manager.
2. Reboot.
3. Navigate to `c:\hpnas\components\storagemanager`.
4. Install Storage Manager with English and Japanese selected.
5. Install KB840141.

Issue: Array Configuration Utility in the WebUI fails to start

Description When accessing the WebUI Array Configuration Utility (ACU) from the Array Management page, the ACU fails to start correctly.

Workaround Terminal service into the device, and start the ACU setup from the local desktop (**Start > Programs > HP System Tools > HP Array Configuration Utility > Setup HP Array Configuration Utility**). A dialog box is displayed that asks you to select an Execution Mode. Choose **Remote Service Mode**. The ACU is now available from within the WebUI.

Configuration

This section provides additional information on configuring your storage server.

Issue: Replacement drive does not remirror data drive

Description	Windows may not allow a remirroring of data drives after replacing a drive for the DL100 G2 storage servers and StorageWorks NAS 1200s. When trying to perform a remirror of the data drives after replacing a failed drive, the Repair Volume selection in Disk Management cannot be selected (remains grayed out).
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Workaround	Contact HP Support, return the drive, and request a new replacement drive; or perform a Quick Restore to resynchronize the drives.
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WARNING! If a Quick Restore workaround is performed, back up all data on the NAS device, as the Quick Restore deletes all data stored on the drives.

Issue: Hard drive monitor service fault

Description	The <code>hdamonsvc.exe</code> application on the DL100 G2 storage and DPS servers may fault and write a “faulting application” error message in the system event log. This service monitors the internal hard drive status and updates the status LEDs on the front of the server.
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Workaround	This issue appears to revolve around a missing disk in Disk Manager. Resolve the missing disk problem, and restart the HDMonSvc service from the Service Management Console.
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Issue: DL100 G2 server/driver fail message on reboot

Description	A server/driver fail message may be displayed on bootup of the DL100 G2 storage server.
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Workaround	This can be caused by the HDMonSvc service not reporting status to the Service Control Manager. In this case it is an incorrect error. Check the event logs for other services that may be reporting a failed condition. Also, refer to the issue “AdaptecStorageManagerAgent service may not start,” on page 37 for the same type of failure.
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Issue: Hardware RAID drive letter setup on DL100 G2 storage server

Description	The DON'T ERASE partition may have both a drive letter and a mount point configured. This is not by design and may cause the data disk to not be formatted or have a drive letter.
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Workaround	Manually remove the drive letter from the DON'T ERASE disk using Disk Manager. Format, add a drive letter, and label the data disk, if required.
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Issue: A blue screen occurs on the DL100 G2 if rebooted during resynchronization of the storage volume

Description If the DL100 G2 storage server (software RAID models only) is rebooted while the storage volume in Microsoft Disk Management displays a "Resynching" status, a blue screen may occur on the storage server during startup.

WARNING! Do not shut down or reboot the DL100 G2 storage server (software RAID models only) when actions have been taken using Microsoft Disk Management to resynchronize the storage volume, and the volume status displays "Resynching." Wait until the storage volume displays "Healthy" before rebooting or shutting down the system. Resynchronization may take some time, depending on the size of the volume. Although you can access a volume while synchronization is in progress, do not make any configuration changes to the storage during resynchronization.

Workaround A recovery of the storage server must be performed using the Quick Restore DVD.

Issue: Remote Desktop Timeout is removed

Description The session timeout for Remote Desktop has been removed for the ML110 G2 and DL585 platforms.

Workaround Not applicable.

Issue: Format logical disk fails on the ML110 and DL100 without a drive letter

Description After using Quick Restore where a complete erasure of the OS and data drives occurs, the server contains two 9 GB logical OS drives and one logical data drive, which varies in size depending on the model purchased. While the data partition is present on the drive, there is no drive letter and it is not formatted. If you attempt to use Disk Management to format the partition (right-click Partition and select Format) the operation fails with `Format did not complete successfully`.

Workaround To successfully format the partition, assign a drive letter first, and then format.

Exchange databases

This section provides additional information regarding Exchange databases and the ML110 G1, ML110 G2 (Workgroup OS version), DL100, ML350 G4, ML370 G4, and DL380 G4 (except the Enterprise OS version).

Issue: Exchange System Manager—All Tasks option not available

Description	If the Exchange System Manager is open when installing the Feature Pack or the Exchange server, you may receive an error stating that the Exchange System Manager should be closed. The All Tasks command is not available in the drop-down menu that displays when a storage group in Exchange System Manager is right-clicked.
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Workaround	Close and then reopen the Exchange System Manager to make the All Tasks option available.
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Issue: Enforcing quotas

Description	Quotas are enforced using the WebUI interface. When the quota is exceeded while receiving mail, the operation fails.
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Workaround	To avoid this situation: <ol style="list-style-type: none">1. In the WebUI, increase the quota limit for the Exchange share that hosts the concerned mail store.2. Restart the Microsoft Exchange Information Store service on the Exchange server.3. Restart the mail client (for example, Microsoft Outlook).
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NOTE: A recommended method for limiting disk space usage by Exchange is to use mailbox quotas.

Issue: No mail operations available during database file movement

Description	After the Exchange database files are moved from local storage to the storage server, any mail client accessing the Exchange server must be restarted to resume mail operations.
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Workaround	Refer to Guidelines for Moving Files in the <i>HP Storage Server Service Release Feature Pack Deployment Guide</i> , located in the DOC folder on the NAS Service Release DVD.
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Issue: Database fails to remount after Exchange database movement

Description	On Exchange cluster nodes, Feature Pack CLUI commands may fail to remount the database after the Exchange database is moved.
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Workaround	When an Exchange share is created for a clustered Exchange server using the WebUI, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.
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Issue: Unable to move an Exchange database using Remote Storage Wizard

Description On an Exchange cluster node, it may not be possible to move an Exchange database using the Remote Storage Wizard from the Exchange System Manager. No available target exchange shares are listed.

Workaround Whenever an Exchange share is created for a clustered Exchange server using the WebUI, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.

Issue: Error when creating a mailstore

Description When you try to create a new Microsoft Exchange mailbox store or a new Exchange public folder store, you receive an error message stating the specified location is not a fixed drive.

Workaround This issue and the associated work around are discussed in the Microsoft KB article 839211 at <http://support.microsoft.com/?id=839211>.

Issue: Microsoft Exchange Information Store has to be restarted after doing a configuration update using the Feature Pack

Description After doing a configuration update using the Microsoft Windows Storage Server 2003 Feature Pack, the Microsoft Exchange Information Store service has to be restarted before the mail client can access the storage group.

Workaround Refer to Guidelines for Moving Files in the *HP Storage Server Service Release Feature Pack Deployment Guide*, located in the DOC folder on the NAS Service Release DVD.

Issue: Unexpected reporting of moved mailstores during configuration change

Description While using the Remote Storage Wizard from the Exchange System Manager and performing a configuration change, a report stating that the wizard is moving all files may be shown.

Workaround The report generated is erroneous. During configuration changes, no data files are moved.

Issue: Copy fails when moving multiple mailstores

Description When moving multiple mailstores in the same storage group to the same Exchange path, the copy fails if both mailstore databases have the same filename (but different original paths). For example, you are unable to copy mailstore1 (c:\one\priv1.edb) and mailstore2 (c:\two\priv1.edb) to the same Exchange share.

Workaround Make sure that you use different filenames for the mailstores.

Issue: Incorrect configuration summary report seen when moving individual mailstores

Description When using the Microsoft wizard provided in the Feature Pack to move a single mailstore to a Windows Storage Server 2003 storage server device from an Exchange server hosting several different mailstores, the wizard may report that all files will be moved.

Workaround This is erroneous. Only the files selected for relocation are moved.

NFS clients and Services for NFS

This section provides additional information on using NFS clients on the storage server.

Issue: Microsoft Server for NFS consumes system memory on DL100 G2 storage servers

Description Uni-processor systems may exhibit a lock-up condition when extreme memory pressure is applied while Server for NFS is running.

Workaround A hotfix for this issue is available from HP Support. If you are not using SFU 3.5, disable the Server for NFS service by accessing the Services Management Console and setting the startup type to *disabled* in the properties.

Issue: Windows Services for NFS 3.0 and case sensitivity

Description Accessing case insensitive files through an NFS share to UNIX clients.

Workaround Ensure the following policy is disabled in the storage server's local security policy>Security Options System Objects: **Require cases insensitivity for non-Windows subsystems**. Reboot the server if the policy is changed. With the security policy disabled, it is strongly recommended that files that differ in case always be edited from the UNIX client and not from the Windows side. See the Microsoft Knowledge Base article KB322838 for additional information at <http://support.microsoft.com/default.aspx?scid=kb;en-us;322838>

Issue: Cannot modify NFS client created files from CIFS client or Windows Server

Description If a file is created on an NFS client, and the share is accessible by both CIFS and NFS, the file cannot be modified from a CIFS client or from the server. When attempting to save the modified file, an error message is displayed stating Cannot create the *<path and filename>* file. Make sure the path and filename are correct. This issue applies to the following storage servers using Service for Unix version 3.5 (SFU 3.5): HP Proliant Storage Server DL100, ML110, ML110 G2, ML350 G4, ML370 G4/G4p, DL380 G4, DL585, and HP StorageWorks NAS 500s.

Workaround HP engineers are working to resolve this issue. In the meantime, if the file must be modified from Windows, use the following workaround:

1. On a Windows machine, make a copy of the file.
2. Delete the original file.
3. Rename the copied file to the original file name.

Issue: Administrator/root username mapping not working

Description An issue occurs when the Windows local administrator is mapped to the UNIX root user, and the local administrators group is mapped to the UNIX group id of the root user (for example, sys). When a file is created by the Windows local administrator on an NFS share, the file will have owner *nobody* and group *nogroup* (4292967294 on Linux) when viewed from the NFS client. This issue applies to the following storage servers using Service for Unix version 3.5 (SFU 3.5): HP Proliant Storage Server DL100, ML110, ML110 G2, ML350 G4, ML370 G4/G4p, DL380 G4, DL585, and HP StorageWorks NAS 500s.

Workaround HP engineers are working to resolve this issue. In the meantime, use the `chown` command on the NFS client to set the owner and group.

Issue: Large I/O on an NFS mount point hangs NFS server

Description	Large I/O on an NFS mount point hangs NFS server.
Workaround	<p>If you experience a problem with the NFS server not responding, increase the read/write buffer size.</p> <p>Increase the buffer size by changing the mount options to:</p> <pre>mount -o rsize=32768,wsiz=32768 server:/share /mount</pre> <p>If the NFS client is in a hung state, the client may need to be rebooted and the NFS server service may need to be restarted on the storage server. To restart the NFS server service on the storage server, do the following:</p> <ol style="list-style-type: none">1. Open a command prompt.2. Type net stop nfssvc.3. Type net start nfssvc.

Issue: CIFS client and Explorer on the server are not able to open NFS client created files

Description	After you delete files from a location that is shared by Server for NFS, the files do not immediately go away. Although the files seem to remain, you cannot use the files. This problem can also cause a message that states that the file is in use when you try to save the file from a program on the server or from an SMB client computer. Both symptoms last for approximately 30 seconds.
Workaround	After 30 seconds, the file will disappear from the Explorer window, and you can save new versions of the file.

Issue: File sizes are not reflecting properly on server

Description	If you mount a Windows share from an NFS client and copy files onto the same NFS share, the accurate size of the files may not be immediately displayed on the storage server.
Workaround	The storage server may take a few minutes to reflect the correct file size.

Issue: Clearing the NFS log via the WebUI causes the log file to become inaccessible

Description	When clearing the NFS logs via the WebUI, the log file clears, but the file permissions are set incorrectly. Access to the log <code>c:\SFU\logs</code> with Windows Explorer is denied.
Workaround	Stop the Server for NFS service, clear the NFS log, and then start the Server for NFS service. The log file is then accessible.

Issue: NFS administrative shares support

Description	Services for NFS does not work with administrative shares in the same fashion as CIFS.
Workaround	By default, a volume drive such as C: is CIFS shared as C\$. This is an example of an administrative share and is hidden to CIFS clients. If an NFS share is created and named drive\$, as in the example, the share is not hidden from NFS clients. This NFS share acts as a normal NFS share.

Issue: Volume mount points support

Description Attempting to create an NFS share on a disk mounted on a mount point results in the error:

`Cannot write IOCTL to NFS driver...`

The storage server supports many network sharing protocols including the NFS protocol for UNIX® and Linux clients. Shares for which the NFS protocol are enabled must be created on logical disks that are mounted on a drive letter. Microsoft Windows Storage Server 2003 supports mounting virtual disks onto mount points or reparse points created on another disk already mounted on a drive letter.

Mount points enable the administrator to mount many disk devices under a single drive letter, creating the appearance and behavior of a larger disk drive with a contiguous namespace. However, the Microsoft Services for NFS Server does not yet support the functionality of mount points.

Workaround All logical disks to be used for NFS sharing should be mounted on a drive letter, not on a reparse or mount point. If no NFS shares will be created on a particular logical disk, that virtual disk may be mounted on a mount point instead of a drive letter.

Issue: Administrator cannot list and map domain users and groups for NFS mapping unless the NFS administrator is logged into the domain

Description The administrator cannot list and map domain users and groups for NFS mapping unless the NFS administrator is logged into the domain.

Workaround The administrator must log into the domain before mapping domain users and groups. If the administrator is not logged into the domain, the domain user or group is not on the list of Windows users or groups and cannot be mapped.

Issue: User name mapping Japanese characters

Description User name mapping for the network file system (NFS) server does not support UNIX user names containing Japanese characters.

Workaround The names of NFS client groups that are used by the NFS server cannot contain Japanese characters.

Issue: Comments in Password and Group file are not recognized

Description Comments preceded by a “#” in the Password and Group file are not recognized when specifying the Password and Group file for setting up the User and Group mappings of the NFS protocol. If a Password or Group file is used with a comment, the following error is displayed in the WebUI:

`The user list cannot be retrieved. Make sure the password file is not corrupted and then try again.`

Workaround HP engineers are working to resolve this issue. In the meantime, do not use comments preceded by a # symbol in the Password and Group file.

Issue: Mapping service fails to start

Description If all network ports are not attached to an active link or contain a port terminator, the mapping service fails to start on boot. In conjunction with this failure, an error event ID 7034 is logged in the system log with the following details:

- Source: Service Control Manager
- Category: none
- EventID: 7034
- File name: netevent.dll
- Description: The user name mapping service terminated unexpectedly.

Workaround The mapping service can be restarted after all network ports become active through a link or port terminator.

Issue: Enabling setuid behavior for Interix programs

Description According to the POSIX standard, a file has permissions that include bits to set a UID (setuid) and to set a GID (setgid) when the file is executed. If either or both bits are set on a file and a process executes that file, the process gains the UID or GID of the file. When used carefully, this mechanism allows a non-privileged user to execute programs that run with the higher privileges of the file owner or group. When used incorrectly, however, this can present security risks by allowing non-privileged users to perform actions that should only be performed by an administrator. For this reason, Windows Services for UNIX setup does not enable support for this mechanism by default.

Workaround Only enable support for setuid behavior if you are sure you will be running programs that require support for this behavior. If support for setuid behavior is not enabled when installing Windows Services for UNIX, it can be enabled later. For more information, search for “enable setuid mode bits” in Windows Services for UNIX Help.

Issue: Japanese characters are displayed in the Mapped Users box

Description When viewing the mapping in the Mapped Users box from the SFU MMC, Japanese ¥ characters are substituted for \ (backslash) characters.

Workaround The ¥ characters do not inhibit the functioning of the map or the interface.

Clustering

This section describes issues related to clustering.

Issue: Configuration of cluster service fails in Windows NT 4.0 domain environment	
Description	Configuring the cluster service on the storage server may fail in a Windows NT 4.0 domain environment.
Workaround	Start the remote registry service to resolve this issue. To start the remote registry service: <ol style="list-style-type: none">1. Select Start > Programs > Administrative Tools > Services. The Services Manager window should appear.2. Double-click the Remote Registry service within the right window. The Remote Registry Properties window should appear.3. Modify the Startup Type: parameter field from Manual to Automatic.4. Click Start. Verify that the Remote Registry service has started.5. Click OK.6. Close the Services Manager window.

Issue: Extended disk fails mount after cluster failover	
Description	If you extend a volume of a disk in a clustered configuration, and the group is moved (or fails over), it fails completely due to an inability to mount the disk. This happens on any node in the cluster. As a result, the drive letter designation has been lost.
Workaround	Reassign drive letters for volumes on each of the cluster nodes. For additional information, see the Microsoft article: http://support.microsoft.com/default.aspx?scid=kb;en-us:Q304736

Issue: Evicting a cluster node removes the services for NFS cluster aware ability	
Description	If you evict a cluster node and then decide to add it back to the cluster, you see the message <code>This software update for clustering has already run on this node when running software updates from the Cluster Installation Guide found in the WebUI.</code>
Workaround	To resolve this issue: <ol style="list-style-type: none">1. Open regedit.2. Navigate to <code>HKLM\Software\Hewlett-Packard\StorageWorks Nas</code>3. Change NASClusterUpdate from 1 to 0.4. Run the software update in the Cluster Installation Guide.

Issue: Changes to NFS share do not take affect using the Cluster Resource Wizard	
Description	Changes to NFS share do not take affect using the Cluster Resource Wizard.
Workaround	You must highlight NFS share permissions if you are changing the default permissions when using the Cluster Resource Wizard in the WebUI. When creating an NFS share and not using the default permission "ALL MACHINES, Read-only, Root Access Disallowed," the NFS share permissions in the permissions box must be highlighted, and the appropriate permissions in the Access Permissions drop-down box must be selected for changes to take effect.

Application Help

This section provides additional information on using various Help applications on the storage server.

Issue: Help content missing for location of saved scheduled storage reports

Description	The help page information does not contain the location of saved reports and there is not a setting to alter the default location.
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Workaround	If a scheduled storage report is created, it is saved in C:\Windows\System32\ServerAppliance\WQuinn\ StorageCentral SRM\5.0\Reports.
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Issue: Context sensitive help for HP OpenView Storage mirroring page is not displayed properly

Description	Context sensitive help for HP OpenView Storage mirroring in the WebUI page displays Primary Navigation Page help. However, there is no help topic related to HP OpenView storage mirroring in the Help tab.
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Workaround	To obtain help for OVSM, open the management console for OVSM, and then click Help > Help Topics .
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Domain and workgroup settings

This section describes domain and workgroup settings issues.

Issue: Cannot create or modify file and directory ACLs on the NAS system within Windows NT® 4.0 domains or workgroup environments	
Description	Administrators within a Windows NT 4.0 domain or workgroup environment may not be able to create or modify any file or directory ACLs on the NAS system because the remote registry service on the storage server is off.
Workaround	<p>Start the remote registry service to resolve this issue.</p> <p>To start the remote registry service:</p> <ol style="list-style-type: none">1. Select Start > Programs > Administrative Tools > Services. The Services Manager window should appear.2. Double-click the Remote Registry service within the right window. The Remote Registry Properties window should appear.3. Modify the Startup Type: parameter field from Manual to Automatic.4. Click Start. Verify that the Remote Registry service has started.5. Click OK.6. Close the Services Manager window.

Additional applications and utilities

This section provides additional information on using certain applications and utilities on the storage server.

Issue: Online Volume Growth (OVG) in clusters is not supported using the HP StorageWorks Online Volume Growth application	
Description	The HP StorageWorks OVG application only supports single-head HP StorageWorks NAS or ProLiant Storage Server systems; clusters are not supported. If OVG was used to create a LUN on an EVA5000 and the storage server is later configured in a cluster, additional storage cannot be expanded for the LUN using the OVG application.
Workaround	To expand the storage on the EVA LUN in a clustered environment, first ensure that Windows Server 2003 Service Pack 1 (SP1) is installed on the storage server. Microsoft Windows Server 2003 SP1 contains important fixes for the Diskpart utility. The preferred method for installing SP1 is by using the latest HP ProLiant Storage Server Service Release (SR5.5 or later). Run Command View EVA on the storage server to increase the size of a presented EVA LUN. Run the Microsoft Diskpart tool to add the additional space to the volume.
	NOTE: Additional information on how to extend the partition of a cluster shared disk can be viewed at http://support.microsoft.com/default.aspx?scid=kb;en-us;304736 . Information on how to replace a disk that is on a cluster and use of the Cluster Recovery utility can be viewed at http://support.microsoft.com/kb/305793 .

Issue: Availability of Special Administration Console (SAC) commands for the DL100 G2 storage server	
Description	SAC is a component of Microsoft's Emergency Management Services technology in Windows Server 2003 that supports remote management and system recovery for servers not accessible through an in-band connection, such as a local area network (LAN) or Internet. SAC is a command-line environment accessed during the startup process. The SAC commands are available at the following web site: http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/2acd37af-5439-4789-924c-14e1040cf5a0.mspx .
Workaround	Not applicable.

Issue: Server Management Software (SMS) event log on the DL100 G2 may report NICs backwards	
Description	The SMS event log may report NICs in a different order than reported by the operating system.
Workaround	HP engineers are working to resolve this issue. In the meantime, use the system event log of the operating systems for the correct reporting status of the NICs.

Issue: Cannot connect to Server Management Software (SMS) service on the DL100 G2 from a remote client	
Description	If the Yahoo Toolbar is installed on a Windows client using Internet Explorer, the client cannot connect to the SMS service on the DL100 G2 storage server.
Workaround	In order to connect to SMS on the DL100 G2 storage server from a remote Windows client, ensure the Yahoo Toolbar is not installed, or uninstall Yahoo Toolbar from the client before connecting to SMS.

Issue: AdaptecStorageManagerAgent service may not start

Description	On applicable DL100 G2 models, the Adaptec Storage Manager Agent service may not start. The system may show the following message when it is started: Service Control Manager -- At least one service or driver failed during system startup.
Workaround	Access the Services Management Console and start the Adaptec Storage Management Agent manually.

Issue: SNMP causing 50 percent CPU load or error on boot

Description	In certain situations, the SNMP process can consume up to 50 percent of the CPU, or might return an error. The issue is associated with the Adaptec SNMP extension agent on the ProLiant ML110 G2 and DL100 and the StorageWorks NAS 500s and 1500s Storage Servers. The SNMP extension agent is repeatedly calling the <code>snmp.exe</code> service, causing the CPU load. The Adaptec SNMP extension agent is mainly used to monitor the Adaptec RAID controller.
Workaround	HP engineers are working with Adaptec to correct the problem and make the fix available as soon as possible. In the meantime, disable the Adaptec SNMP extension agent using the following procedure: <ol style="list-style-type: none">1. Stop the <code>snmp</code> service.2. Use <code>regedit.exe</code> to remove the <code>ausnmp</code> registry key from the path <code>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNMP\Parameters\ExtensionAgents</code>3. Start the <code>snmp</code> service.

WARNING! Using the Registry Editor incorrectly may cause serious problems that could require you to reinstall your operating system. Use the Registry Editor at your own risk.

Issue: Broadcom Advanced Control program does not display Help

Description	The Broadcom Advanced Control Suite 2 does not have Help topics for the DL100 G2.
Workaround	HP engineers are working to resolve this issue.

Issue: General view of the HP Server Management System is not displayed

Description	The HP SMS needs the Macromedia Flash player to display the General view on the DL100 G2 storage server.
Workaround	Download and install the Macromedia Flash player.

Issue: HP System Management Homepage Japanese Supplement Kit

Description The HP System Management Homepage Japanese Supplement Kit allows the user to browse the HP System Management Home Page in Japanese. This kit applies to the ProLiant Storage Server DL380 G4, ML350 G4/G4p, ML370 G4, DL580 G2, DL585, and StorageWorks NAS 2000s, 4000s, and 9000s models.

Workaround HP Softpaq SP29560 provides translated Japanese template files for the Web-based management application. The Softpaq and Readme files are available for download at the following FTP sites:
<ftp://ftp.compaq.com/pub/softpaq/sp29501-30000/SP29560.exe> and
<ftp://ftp.compaq.com/pub/softpaq/sp29501-30000/SP29560.txt>.
Alternatively, this issue can be fixed by applying the ProLiant Support Pack version 7.3 or later.

Issue: Adaptec Storage Manager fails to display information on the local system

Description The Adaptec Storage Manager utility can fail to display RAID controller information when a system configured in DHCP mode for the network address does not obtain an IP address in a timely manner.

Workaround Restart the `AdaptecStorageManagerAgent` service after ensuring that the system has a valid IP address.

Issue: Cannot open Local User and Group console from NAS Management Console

Description After changing the system name on certain storage servers, the Local Users and Groups snap-in is inaccessible from the NAS Management Console.

Workaround Select **Start > Settings > Control Panel > Administrative Tools > Computer Management**, and click **Local Users and Groups**.

Issue: Extend LUN page is ambiguous

Description The Extend LUN page is ambiguous.

Workaround The extend LUN size value equates to the number of GBs that the LUN will be extended. For example, if the original LUN size is 5 GB, and you enter 2 GB in the extend LUN dialog box, after performing the extend function, the LUN size becomes 7 GB.

Issue: Delete LUN does not show LUN name

Description When you delete a LUN, the system does not show the LUN name. It will only ask for confirmation.

Workaround Make sure that you correctly enter the name of the LUN that you want to delete.

Issue: Japanese Support

Description Some storage servers support Japanese for the WebUI, but a conversion process must be completed before running Rapid Startup.

Solution To convert the storage server into Japanese:

1. Connect a keyboard, monitor, and mouse.
2. Login to the local console using the administrator account. The default password is `hpinvent`.
3. Select **Run** from the **Start** menu.
4. Enter the following:
`c:\hpnas\Conv.vbs`

NOTE: If you are running an earlier version of the ProLiant ML350 G4p Storage Server, and the above command did not work, then enter:
`c:\hpnas\Components\Localization\Convjp.vbs`

5. Select **Yes** to convert the system to Japanese and restart the server.

Issue: Blue screen (BSOD) triggered by accessing Storage Manager 2.0 components

Description An issue has been discovered where the storage server can crash and reboot when Storage Manager 2.0 components are accessed. Components include directory quotas, storage reports, and file screening. This issue only exists when both OpenView Storage Mirroring 4.3.3 and Symantec AntiVirus 9.0 are installed and running on the storage server and the system is running under at least a moderate load.

NOTE: Load on the server includes client activity, reading, and writing to the server storage. Moderate load is defined differently depending on which storage server platform is used.

Workaround To avoid this issue, stop the auto-protect feature of the Symantec AntiVirus product before running the Storage Manager components. Restart auto-protect when finished.

Issue: Write cache disabled on ML110 G1, ML110 G2, and DL100

Description The Adaptec 2410SA and Adaptec 2610SA controllers contain cache memory that may be used for read ahead or write back. Enabling the write back cache improves performance by allowing the operating system to assume the write made it to disk when in fact the write only made it to the onboard memory. While this does improve performance substantially, data loss can occur on writes that make it to memory but not to disk in the event of a power failure to the unit.

Workaround HP recommends that an uninterruptible power supply (UPS) be used with the unit for cache enablement to ensure that data loss does not occur. Cache memory may be adjusted via the Adaptec Storage Manager utility (refer to the administration guide) or via the ROM based setup. By default, the Adaptec Storage Manager sets the write cache to *enabled* on newly created logical disks via the tool. The setting should be reviewed and set appropriately if a new logical device is created by the user.

Issue: Internet Explorer defaults to the Windows Update page from the Microsoft web site

Description In some instances, Internet Explorer defaults to the Windows Update page instead of the local host when using Internet Explorer from the local desktop.

Workaround Go to the address bar and enter **https://localhost:3202**

Microsoft Windows Storage Server 2003

This section describes issues related to Microsoft Windows Storage Server 2003.

Issue: Quotas used	
Description	If files for user accounts are deleted using the Local Login account, this has the effect of <i>moving</i> user files to the recycle bin instead of removing them from the drive. Due to the nature of volume-based quotas (instead of directory-based) this has the effect of not releasing quota space.
Workaround	Delete files from the Recycler and/or remove the recycle bin from the data drives.
Issue: Blue screen condition occurs when using Microsoft Windows Server 2003 SP1 with StorageWorks NAS and Proliant Storage Server products	
Description	Microsoft has offered Windows Server 2003 Service Pack 1 (SP1). If SP1 is installed directly without Service Release 5.5 or the system patch provided in the previous Service Release (SR5.4), a blue screen condition occurs when the HP NAS server is restarted after the SP1 installation. At that point, the NAS server no longer operates. The following customer bulletin contains further details and affected products: http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=PSD_CB0204W .
Workaround	HP highly recommends that you install Windows Server 2003 SP1 using the SR5.5 software. To learn more and order the Service Release, go to http://software.hp.com , and select the Storage and NAS link under Product Category . Select the HP Storage Server Service Release link for more information about updates and enhancements.
Issue: Bugcheck 0x50 (PAGE_FAULT_IN_NONPAGED_AREA) in next boot after disabling Multipath Support	
Description	Using the Microsoft Device Manager to disable the HP MPIO driver and rebooting the system causes the system to continuously reboot. After successfully installing the MPIO and DSM for MSA/EVA/XP, right-click and disable Multipath Support from Device Manager and reboot the system. During the next boot, the system bugchecks with bugcheck code 0x50 when coming up. The issue occurs because the DSM uses MPIO export DsmGetVersion. This call is made even before the DSM registers with MPIO. Since MPIO is disabled, DsmGetVersion is not available, and the system bugchecks. The uninstall driver selection under Device Manager works fine.
Workaround	Bring up the Safe Mode menu using F8 during the reboot sequence. Select Last Known Good Configuration to recover the system, or boot into recovery console and disable the DSM service.
Issue: Incorrect error when file screening is implemented under Storage Manager	
Description	If file screening is enabled on a volume or directory for a particular file type and a file transfer to that volume is attempted of the restricted type, an incorrect error message is returned to the user. The user receives a <i>Not enough free disk space</i> error when disk space is indeed available.
Workaround	Ignore the incorrect error message; the file is simply blocked.

Issue: AppleTalk Share access problem while using Apple encrypted protocol

Description Users may experience problems in accessing AppleTalk shares using Apple encrypted protocol.

Workaround Switch to Apple Clear Text protocol.

Data Protection Manager

This section describes issues related to HP ProLiant Data Protection Manager (DPM).

Besides the issues listed in this section, additional DPM issues can be viewed at the following web site (see the Known Issues section): <http://www.microsoft.com/technet/prodtechnol/dpm/proddocs/faq.mspx>.

Issue: DPM Administration tool can overwrite data on a physical disk with no warning given	
Description	On Data Protection Manager storage servers, if certain steps are followed, volumes can be created on a physical disk that the DPM Administration tool does not see. If these physical disks are allocated to DPM, the volumes will be removed with no warning about data loss given to the user.
Workaround	Always click the Rescan option before adding new disks to DPM.
Issue: DON'T ERASE disk can be added to the DPM storage pool	
Description	The DON'T ERASE disk is displayed in the list of disks that can be added to the storage pool in DPM. The DON'T ERASE disk is used during a Quick Restore, and any data on this disk will be deleted in the event of a Quick Restore.
Workaround	Do not use the DON'T ERASE disk to store DPM data.
Issue: The Web UI is not functional until DPM mini-setup is complete	
Description	During the factory installation of DPM, the World Wide Web Publishing Service is disabled.
Workaround	Access the Services Management Console, open the properties of the World Wide Web Publishing Service, set the Startup Type to <i>Automatic</i> , and start the service.
Issue: Event ID:1101 SNMP warning displayed in System Event log	
Description	The following warning may be logged to the System Event log for the Data Protection storage server: Event Source: SNMP Event ID: 1101 The SNMP Service is ignoring extension agent key SOFTWARE\Microsoft\MSSQLServer\SNMP\Current Version because it is missing or mis-configured. Because DPM only installs a named instance of SQL, it does not create the correct SNMP registry keys.
Workaround	See http://support.microsoft.com/default.aspx?scid=KB;EN-US;Q279870 for more details about the issue and workaround.

Issue: Japanese characters are not rendered properly in DPM reports when exported to a PDF file

Description Japanese characters are not rendered properly when a report is exported to a PDF file. The "?" symbol is shown in lieu of Japanese characters. This can be seen on all types of DPM reports (for example, Administrator Recovery, Disk Utilization, Network Traffic, Shadow Copy, and Synchronization). This is a known issue with Adobe Acrobat software versions 6.x and 7.0 that are installed on the storage server.

Workaround Other formats (for example, xls and htm) which can be used for exporting reports are rendered properly.

Issue: Cannot install DPM File Agent on computers with the Storage Manager quota feature installed

Description Interoperability issues between `Qafilter.sys` and DPM prevent the DPM from being used to protect Windows powered Network Attached Storage (NAS) and Windows Storage Server computers that have the Storage Manager quota feature installed.

Workaround HP engineers are working the issue to correct the problem and make the fix available as soon as possible.

NOTE: For customers not currently using the features of Storage Manager (Directory Quotas, File Screening, and Disk Reports), uninstall Storage Manager prior to deploying the DPM agent with the NAS system. Storage Manager and DPM agent can not coexist on a server at this time. Storage Manager can be reinstalled after uninstalling the DPM agent from the files located in the `c:\hpnas\Components` folder.

Quick Restore process

This section describes issues related to the Quick Restore process.

Issue: Length of Quick Restore process	
Description	In some instances, Quick Restore of the DL100 G2 may take over 3 hours. Generally, hardware RAID models take about 1 hour and software RAID models take 2 to 3 hours to complete the restore process.
Workaround	None, but HP engineers are working to improve the restore times.
Issue: Quick Restore with a SmartArray controller attached	
Description	During the Quick Restore process, a warning is displayed about disconnecting any external storage arrays connected to the SmartArray controller on the storage server.
Workaround	To avoid any chance of impacting user data, the volumes in the array should be disconnected until the Quick Restore process has completed. The Quick Restore process has several reboots. When the Windows user logon screen is displayed, the Quick Restore process is complete.
Issue: Quick Restore—ML350 G4p (SATA)	
Description	When performing a Quick Restore for the ML350 G4p (SATA version only) storage server, if there is data on the data drives but no OS logical drives (arrays) (for example, OS drives needed to be replaced), a prompt is displayed that states to remove the data drives. The data drives must be physically pulled from the system, then proceed with the Quick Restore.
Workaround	Not applicable.
Issue: Multiple "File Not Found" messages during the Quick Restore process	
Description	During the Quick Restore process of the ML350 G4p, you may see multiple messages on the screen stating <code>File Not Found</code> . The Quick Restore process is trying to remove files that may have been created during the install process.
Workaround	None required, this is normal during the Quick Restore process for the ML350 G4p.
Issue: The ML110 G2 Quick Restore fails to complete in Japanese mode	
Description	The Quick Restore process on ML110 G2 systems (Workgroup and Express editions) do not complete successfully due to known issues in the restore process. The restore process can restart the storage server continuously, after displaying the message <code>Processing final stage of Proliant Storage Server installation</code> in Japanese. On the Express edition, the Quick Restore process completes with the data drive partitions not being created correctly.
Workaround	Run the Quick Restore process in English mode. After completion of the restore process, the system can be localized to Japanese by running the <code>C:\hpnas\conv.vbs</code> conversion utility.

Issue: The Quick Restore DVD erases all data when logical drives are missing

Description If the Quick Restore cannot detect the original primary and secondary OS logical drives, Quick Restore erases all data on the drives. If the logical drive layout has remained unaltered, the data drive will be preserved. If the data drive is preserved, a drive letter must be reassigned to the preserved volume before use. This item pertains to the DL100/ML110 G1/ML110 G2 (Express OS Edition) Storage Server products. This entry also applies to the ML110 G2 (Workgroup OS Edition) model, however, it has only one OS logical drive.

Workaround Refer to the *HP ProLiant Storage Server Administration Guide* and the *HP ProLiant Storage Server User (formerly "Installation") Guide* for information on backing up data prior to performing a Quick Restore procedure.

Issue: Quick Restore does not succeed with incorrect hard drive cabling

Description Quick Restore does not succeed with incorrect hard drive cabling.

Workaround Hard drives must be cabled correctly for the Quick Restore process to succeed. For the ML110 G2 Workgroup edition, the drives must be connected to ports 0, 1, 2, and 3 of the Serial ATA RAID controller.

Issue: Automatic DVD drive tray closure causes Quick Restore to start over

Description Automatic DVD drive tray closure causes Quick Restore to start over. This issue applies to the DL100/ML110 G1/ML110 G2/ML350 G4/ML370 G4 storage server products only.

Workaround On servers containing automatic DVD trays that close upon power on, make sure that the DVD is removed when the DVD tray is ejected. Otherwise, the Quick Restore process starts over again. If this happens, remove the DVD and power cycle the server.

Issue: DL585 Quick Restore process does not handle the deletion or renaming of the second image file correctly

Description If the second image file (IMG.002) is renamed or deleted from the backup partition and you Quick Restore the system, the Quick Restore process assumes that it can use the images on the backup partition. If you choose to restore from the backup partition, the Quick Restore fails, and the operating system is not fully installed.

Workaround You can do a successful Quick Restore if you select to Quick Restore from the DVD when prompted. If both image files are deleted, the Quick Restore process works properly.

Issue: DVD-ROM does not have a drive letter

Description Following a non-data destructive Quick Restore of the ML110 G2, the DVD-ROM is not assigned a drive letter.

Workaround Open the Disk Manager in Windows and assign or reassign drive letters.

Issue: Quick Restore does not reconfigure a default RAID1 RAIDset on the operating system drives

Description This issue exists across all platforms using the SmartArray controllers as the operating system drive controllers.

If there is no RAID configuration on the operating system drives when you boot the server, the SmartArray controller configures a default RAID1 drive across the drives if you do not cancel the operation. If this RAID1 volume is present, the Quick Restore process does not erase it, and you will get an array error during the Quick Restore process.

Workaround Reboot the NAS server. During restart, using the iLO management connection or NAS console, access the SmartArray ROM utility (press **F8**) and remove the RAID1 set on the first two disks. Exit the utility allowing the Quick Restore process to continue.

Issue: Quick Restore pauses during the finalization setup if the 100 series Lights-out card is installed

Description The ML110 G2 Quick Restore process pauses during the finalization step (after the DVD has been removed from the DVD drive) due to the EMS ability of the Lights-out card.

Workaround Connect a keyboard, monitor, and mouse. Reply to the on-screen popup box.
