

HP ProLiant

Storage Server with Windows Storage Server

2003 R2

release notes

These release notes cover HP ProLiant Storage Servers running Windows Storage Server 2003 R2. For storage servers running Windows Storage Server 2003 SP1 or lower, see the HP ProLiant release notes, part number 379129-009.

Legal and notice information

© Copyright 2006 Hewlett-Packard Development Company, L.P.

Hewlett-Packard Company makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

This document contains proprietary information, which is protected by copyright. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of Hewlett-Packard. The information is provided "as is" without warranty of any kind and is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft®, Windows®, and Windows NT® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Storage Server with Windows Storage Server 2003 R2 release notes

Release notes information

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

- [Microsoft Windows Server 2003 R2](#), page 5
 - Quotas used, page 5
 - Bugcheck 0x50 (PAGE_FAULT_IN_NONPAGED_AREA) in next boot after disabling Multipath Support, page 5
 - AppleTalk Share access problem while using Apple encrypted protocol, page 5
- [R2 Upgrade](#), page 6
 - R2 upgrade requires Windows Server 2003 CD, page 6
 - The iSCSI Feature Pack must be uninstalled prior to upgrading to R2, page 6
 - An unhandled exception message appears during an R2 upgrade over the network, page 6
 - Localization script has no affect on Region and Language options, page 6
 - HP Insight Diagnostics fails after the R2 upgrade, page 6
 - The MPIO drivers on the standard and enterprise systems are not current, page 7
 - An exception message occurs when the R2 upgrade DVD is run on a system that has already been upgraded, page 7
 - Removable Storage Manager (RSM) installation prompts for a missing `Rscconn.dll` file, page 7
 - `Wmiprvse.exe` error during R2 upgrade, page 7
 - The R2 upgrade from Workgroup to Standard edition may fail to continue, page 8
 - Installation of Insight Management Agent fails, page 8
- [HP Storage Server Management Console user interface](#), page 9
 - While connected to the HP Storage Server Management Console using the web browser method, an error is shown if the user tries to open a shared folder, page 9
 - The pie chart under HP Storage Server Management > Storage Management may indicate a larger amount of disk space than actually exists, page 9
 - The online Help for the HP Storage Server Management Console contains an incorrect note about Telnet, page 9
 - Adding multiple instances of the HP Storage Server Management snap-in to one console causes information to display incorrectly, page 9
 - The Storage Server and Microsoft MMC quota plug-in fail when creating a new quota, page 9
- [Configuration](#), page 10
 - An unknown PCI serial port device can be seen in Windows Device Manager, page 10
 - Replacement drive does not remirror data drive, page 10
 - Hard drive monitor service fault, page 10
 - DL100 G2 server/driver fail message on reboot, page 10
 - Hardware RAID drive letter setup on DL100 G2 storage server, page 10
 - A blue screen occurs on the DL100 G2 if rebooted during resynchronization of the storage volume, page 11
 - System time may differ from Summary screen of Rapid Startup Wizard, page 11
- [Exchange databases](#), page 12
 - Exchange System Manager—All Tasks option not available, page 12
 - No mail operations available during database file movement, page 12
 - Database fails to remount after Exchange database movement, page 12
 - Error when creating a mailstore, page 12
 - Microsoft Exchange Information Store has to be restarted after doing a configuration update using the Feature Pack, page 12
 - Unexpected reporting of moved mailstores during configuration change, page 13
 - Copy fails when moving multiple mailstores, page 13

- Incorrect configuration summary report seen when moving individual mailstores, page 13
- [Microsoft Services for NFS](#), page 14
 - NFS Share resource not available after cluster has been started, page 14
- [Clustering](#), page 15
 - Extended disk fails mount after cluster failover, page 15
- [Additional applications and utilities](#), page 16
 - Availability of Special Administration Console (SAC) commands for the DL100 G2 storage server, page 16
 - Cannot connect to Server Management Software (SMS) service on the DL100 G2 from a remote client, page 16
 - HP System Management Homepage Japanese Supplement Kit, page 16
 - Adaptec Storage Manager fails to display information on the local system, page 16
 - Version information of HP Insight Diagnostics is not displayed properly in Japanese on the ML310 G3, page 17
 - General view of the HP Server Management System is not displayed, page 17
 - Write cache disabled on ML110 G1, ML110 G2, and DL100, page 17
 - A blank page is opened when the Array Diagnostic Utility is executed, page 17
 - Help files are not displayed for Broadcom Advanced Control Suite, page 17
- [System installation and recovery process](#), page 18
 - After performing installation or recovery, the machine boots again to the System Installation and Recovery menu rather than the Windows logon screen, page 18
 - After restoring the system with the System Installation and Recovery DVD, the data drive may be seen by Windows as a foreign disk, page 18
 - NfsSvr logs an error in the event log, page 18
- [Documentation updates](#), page 19
 - Incorrect note for Single Instance Storage in the Windows Storage Server 2003 R2 upgrade guide, page 19
 - Incorrect procedure in Windows Storage Server 2003 R2 upgrade guide regarding product key and activation, page 19
 - Incorrect statement describing system backup with the System Installation and Recovery DVD, page 19
 - NIC Teaming appendix needs updating for the ML310 G3, DL380 G4 and DL585 storage servers, page 20

Intended audience

This document is intended for customers that use HP Proliant Storage Servers running Microsoft® Windows® Storage Server 2003 R2.

Other documentation

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

Microsoft Windows Server 2003 R2

This section describes issues related to Microsoft Windows Server 2003 R2.

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: 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 the recovery console and disable the DSM service.

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.

R2 Upgrade

This section describes issues related to upgrading to Windows Storage Server 2003 R2.

Issue: R2 upgrade requires Windows Server 2003 CD	
Description	When upgrading to Windows Storage Server 2003 R2, you are prompted to insert the Windows Server 2003 CD because files cannot be located. There are usually two files that cannot be located during the initial upgrade and one file when finalization occurs.
Workaround	The files are located on the CD under the i386 folder. To access a file: <ol style="list-style-type: none">1. Click OK. You are prompted for a location.2. Click Browse, and then locate the file in the i386 folder.3. Click Open, and then click OK.

Issue: The iSCSI Feature Pack must be uninstalled prior to upgrading to R2	
Description	The iSCSI Feature Pack is uninstalled when upgrading to Windows Storage Server 2003 R2 because it can only be managed through the WebUI.
Workaround	The iSCSI Feature Pack is not currently supported with Windows Storage Server 2003 R2. If iSCSI capability is needed, then you should not upgrade the server to R2.

Issue: An unhandled exception message appears during an R2 upgrade over the network	
Description	When upgrading to Windows Storage Server 2003 from a network share, an exception message appears that stops the upgrade from continuing.
Workaround	Run the upgrade from the server and not over the network.

Issue: Localization script has no affect on Region and Language options	
Description	After upgrading to Windows Storage Server 2003 R2, the localization script <code>c:\hpnas\conv.vbs</code> does not change the language settings of the system through the Region and Language options.
Workaround	The Multi-language User Interface (MUI) code will not be available when the R2 upgrade is released. The R2-based platforms are being developed to convert an upgraded system to French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, Korean, and Japanese, and will be made available as soon as possible after development.

Issue: HP Insight Diagnostics fails after the R2 upgrade	
Description	<p>The HP Insight Diagnostics may quit unexpectedly, or you may receive the following message after an upgrade to Windows Storage Server 2003 R2 is performed: HP Insight Diagnostics encountered a problem and needed to close.</p> <p>With this failure, an error event ID 1000 is applied to the application log with the following details:</p> <pre>Source: Application error Category: (100) Event ID: 1000 Description: Faulting application HpDiags.exe, version 6.3.1.887, faulting module lhw_dl.dll, version 6.3.1.887</pre>
Workaround	Go to http://h18004.www1.hp.com/products/servers/management/hpid/index.html and download the latest version of the HP Insight Diagnostics.

Issue: The MPIIO drivers on the standard and enterprise systems are not current	
Description	On standard and enterprise systems, the MPIIO drivers located in the c:\hpnas\components\sanconnect folder are not up-to-date.
Workaround	Go to http://h18006.www1.hp.com/products/sanworks/multipathoptions/index.html and download the latest version of the MPIIO drivers for your operating system.
Issue: An exception message occurs when the R2 upgrade DVD is run on a system that has already been upgraded	
Description	The R2 upgrade is designed to be installed once. No further upgrade is possible on a previously upgraded system with the upgrade DVD.
Workaround	Do not run the R2 upgrade on a system that has been successfully upgraded to R2.
Issue: Removable Storage Manager (RSM) installation prompts for a missing Rsconn.dll file	
Description	During the installation of the RMS Windows component, the installer prompts for Rsconn.dll and asks for the Windows Server 2003 Standard or Enterprise CD.
Workaround	The file is located in the c:\hpnas\win2k3\i386 folder. To locate the file: <ol style="list-style-type: none"> 1. Click OK. You are prompted for a location. 2. Click Browse, and then locate the file in the i386 folder. 3. Click Open. A search dialog box opens. 4. Click OK. When the file is located, you will not be prompted again.
Issue: Wmiprvse.exe error during R2 upgrade	
Description	The WMI Provider Host program may quit unexpectedly, or you may receive the following error message after the Windows R2 upgrade is performed: Wmiprvse.exe encountered a problem and needed to close. With this failure, an error event ID 1000 is applied to the application log with the following details: Source: Application error Category: (100) Event ID: 1000 Description: Faulting application wmiprvse.exe, version 5.2.3790.1830, faulting module ntdll.dll, version 5.2.3790.1830.
Workaround	Ignore the message as it does not affect system behavior.

Issue: The R2 upgrade from Workgroup to Standard edition may fail to continue

Description The Windows Storage Server 2003 R2 upgrade from Workgroup to Standard edition does not continue if the DON'T ERASE volume has been assigned a drive letter before starting the upgrade.

Workaround The R2 upgrade process removes the drive letter of the DON'T ERASE volume, which results in a different drive letter being assigned to the DVD drive. You should change the DVD drive letter back to the originally assigned drive letter and restart the upgrade process. To find the DVD drive letter at the time of the upgrade and reassign it:

1. Run `regedit.exe`
2. Navigating to the key "path" under `HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\R2Upgrade` shows the DVD-ROM drive letter.
3. Reassign the DVD-ROM letter to be the same as identified in the previous step.

Issue: Installation of Insight Management Agent fails

Description The installation of Insight Management Agent fails when upgrading to Windows Storage Server 2003 R2. The `c:\CPQSYSTEM\log\cpqsetup.log` states that the installation operation was not successful.

Workaround After the R2 upgrade has completed, remove the HP Management Agent using Add or Remove Programs from the Control Panel. This requires a reboot of the system. After the system has rebooted, set the operating system language to English (if necessary). Install the management agent manually by opening `cp006033.exe` located the `UPDATES\PSP` directory on your DVD drive.

HP Storage Server Management Console user interface

This section describes issues with the user interface for the HP Storage Server Management Console.

Issue: While connected to the HP Storage Server Management Console using the web browser method, an error is shown if the user tries to open a shared folder	
Description	While connected using the web browser method (http://machine-name:3201 or https://machine-name:3202), if the user navigates to HP Storage Server Management > Share Folder Management > Shared Folders, right-clicks on a shared folder, and selects Open, an error is shown. In addition, the desktop icons, start menu, and task bar appear on the screen. This is because the action of opening a shared folder depends on the Windows shell, which is not running by default while connected through a web browser.
Workaround	Connect directly to the storage server or via Remote Desktop.
Issue: The pie chart under HP Storage Server Management > Storage Management may indicate a larger amount of disk space than actually exists	
Description	This issue may occur if both of the following are true: <ul style="list-style-type: none">• A hard quota is set and enabled on the root folder of one or more volumes.• A volume with a hard quota on the root folder also has Single Instance Storage (SIS) enabled. This is due to an interoperability issue between directory quotas and SIS.
Workaround	Disable the hard quota on the root folder of the volume, or change the hard quota to be a soft quota.
Issue: The online Help for the HP Storage Server Management Console contains an incorrect note about Telnet	
Description	In the Telnet section of the online Help, a note states that disabling Telnet access to the server will prevent Remote Desktop from working properly. This is incorrect.
Workaround	Disabling Telnet has no effect on Remote Desktop connections.
Issue: Adding multiple instances of the HP Storage Server Management snap-in to one console causes information to display incorrectly	
Description	If multiple instances of the HP Storage Server Management snap-in are added to one console, all instances will reflect information about only the first server specified.
Workaround	Open a new MMC console for each instance of the snap-in.
Issue: The Storage Server and Microsoft MMC quota plug-in fail when creating a new quota	
Description	When creating a new quota using the HP Storage Server Management Console, the creation fails with the event log message: A File Server Resource Manager configuration file or import-export file is corrupted. If the corrupt file is a configuration file, it is required that the system or volume be restored from backup. If the file is an import-export file, export the items again and retry the operation without editing the file contents.
Workaround	If the volume has existing quotas, recover the volume from backup. If the volume does not have existing quotas, use an Administrator login to rename the <Drive Letter>:\System Volume Information\SRM\quota.xml file and try to create the quotas again. Recover from backup if the creation continues to fail.

Configuration

This section provides additional information on configuring your storage server.

Issue: An unknown PCI serial port device can be seen in Windows Device Manager	
Description	On the ML310 G3 storage server, if the optional serial port is enabled, a <code>PCI Serial Port</code> can show up as an unknown device.
Workaround	Reboot the system, press F9 during boot to enter the RBSU, open the Advanced Options , choose the Erase Non-volatile Memory option, and confirm the erase. This sets the BIOS back to factory defaults.
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).
Workaround	Contact HP Support, return the drive, and request a new replacement drive; or perform a system installation and recovery to resynchronize the drives.
WARNING! If a system installation and recovery workaround is performed, back up all data on the NAS device, as the process deletes all data stored on the drives.	
Issue: Hard drive monitor service fault	
Description	The <code>hdmmonsvc.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.
Workaround	This issue occurs because of a missing disk in Disk Manager. Resolve the missing disk problem, and restart the HDMonSvc service from the Service Management Console.
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.
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.
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.
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.

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 System Installation and Recovery DVD.

Issue: System time may differ from Summary screen of Rapid Startup Wizard

Description The system time shown in the Summary screen of the Rapid Startup Wizard may differ from the actual system time after completing the wizard. This occurs when the system time has not been changed in the Date/Time page, but a different time zone has been selected.

Workaround Use the Data/Time property page to set the correct time.

Exchange databases

This section provides additional information regarding Exchange databases.

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.
Workaround	Close and then reopen the Exchange System Manager to make the All Tasks option available.

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.
Workaround	Refer to Guidelines for Moving Files in the <i>HP Storage Server Service Release Feature Pack Deployment Guide</i> , located at ftp://ftp.hp.com/pub/information_storage/software/nsas/nas/366581-004.pdf .

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.
Workaround	When an Exchange share is created for a clustered Exchange server, 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 workaround 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 <i>HP Storage Server Service Release Feature Pack Deployment Guide</i> , located at ftp://ftp.hp.com/pub/information_storage/software/nsas/nas/366581-004.pdf .

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.

Microsoft Services for NFS

This section provides additional information on using Microsoft Services for NFS (MSNFS) on the storage server.

Issue: NFS Share resource not available after cluster has been started

Description	This issue occurs because the NFS services are not registering the cluster portion with the OS.
--------------------	---

Workaround	Uninstall Microsoft Services for NFS and reinstall it. This can be done using these steps:
-------------------	--

1. Go to **Start > Control Panel > Add Remove Programs**.
2. Choose **Add/Remove Windows Components**.
3. Click **Other Network File and Print Services**, then click **Details**.
4. Uncheck the box for **Services for Unix**, and then click **OK**.
5. Click **Next**. Allow the removal to finish, then click **Finish**.

Now add the component back into the OS.

1. In the Control Panel, choose **Add/Remove Windows Components**.
2. Click **Other Network File and Print Services**, then click **Details**.
3. Check the **Services for Unix** box, and get the details. To match the way the Hewlett-Packard Windows Storage Server is shipped from the factory, choose all subcomponents except Microsoft Client for NFS and click **OK**.
4. Click **OK** and then click **Next**. Allow the installation to finish, then click **Finish**.

Start up the Cluster Administrator and verify that the NFS Share is an available resource type. This must be done on all cluster members that could possibly own an NFS Share resource.

Clustering

This section describes issues related to clustering.

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

Additional applications and utilities

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

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.msp .
Workaround	Not applicable.

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 the Yahoo Toolbar from the client before connecting to SMS.

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 <code>AdaptecStorageManagerAgent</code> service after ensuring that the system has a valid IP address.

Issue: Version information of HP Insight Diagnostics is not displayed properly in Japanese on the ML310 G3	
Description	When the version information link that is around the upper right side of Insight-Diag page is clicked, a mini window is displayed showing you the version of the utility. Within the Japanese environment, part of version string may be displayed as corrupted text.
Workaround	Check the Auto-Select Encoding option of Internet Explorer (View > Encoding > Auto-Select).
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: 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 <i>enabled</i> 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: A blank page is opened when the Array Diagnostic Utility is executed	
Description	A blank page opens as hpapp://ADU/default.htm when the Array Diagnostic Utility 7.40.7.0 is executed. The blank page does not close after the Array Diagnostic Utility is closed.
Workaround	Close the window manually.
Issue: Help files are not displayed for Broadcom Advanced Control Suite	
Description	When selecting the Help button for the Broadcom Advanced Control Suite (Start > Programs > Broadcom > Broadcom Advanced Control Suite 2), the Help files are not displayed for the DL100 G2 server
Workaround	HP engineers are working to resolve this issue.

System installation and recovery process

This section describes issues related to installing the operating system or the recovery process.

Issue: After performing installation or recovery, the machine boots again to the System Installation and Recovery menu rather than the Windows logon screen	
Description	If the recovery DVD is left in the drive of an ML310 G3 storage server, the system will boot again from the DVD, even though the installation or recovery process is complete.
Workaround	Remove the DVD and reboot the machine

Issue: After restoring the system with the System Installation and Recovery DVD, the data drive may be seen by Windows as a foreign disk	
Description	If the data drive was a dynamic disk prior to performing a system recovery, the disk may be designated as a foreign disk by Windows after the recovery. This issue is seen in the Disk Management MMC snap-in.
Workaround	Open the Disk Management snap-in. Right-click on the foreign disk and select Import disk .

Issue: NfsSvr logs an error in the event log	
Description	<p>On systems with Windows Storage Server 2003 R2, the event log may contain an error stating that Server for NFS failed to initialize on a non-existent drive letter.</p> <p>For example:</p> <pre>Event Type: ErrorEvent Source: NfsSvr Event Category: None Event ID: 1066 Description: Server for NFS failed to initialize on volume with drive letter F:</pre>
Workaround	This error does not affect the performance of NFS. The issue will be resolved in a later HP ProLiant Storage Server release.

Documentation updates

This section describes issues related to documentation for the storage servers.

Issue: Incorrect note for Single Instance Storage in the Windows Storage Server 2003 R2 upgrade guide	
Description	On page 17 of the <i>HP ProLiant Windows Storage Server 2003 R2 upgrade guide</i> (part number 5697-5667, March 2006), the note incorrectly lists SIS availability on Windows Storage Server R2 Workgroup Edition.
Workaround	The corrected note should read: "Single-Instance Storage is only available on Windows Storage Server 2003 R2 Enterprise Edition and Windows Storage Server 2003 R2 Standard Edition."
Issue: Incorrect procedure in Windows Storage Server 2003 R2 upgrade guide regarding product key and activation	
Description	Step 8 on page 21 of the <i>HP ProLiant Windows Storage Server 2003 R2 upgrade guide</i> (part number 5697-5667, March 2006) states to enter the product key provided on your COA. The Important note on page 28 states to activate the operating system within 30 days of the upgrade.
Workaround	The product key is not requested during the upgrade and the server does not need to be activated after the upgrade.
Issue: Incorrect statement describing system backup with the System Installation and Recovery DVD	
Description	<p>An incorrect statement listed as Important appears on the first page of chapter 5 in the following March 2006 installation guides:</p> <ul style="list-style-type: none">• <i>HP ProLiant DL100 G2 Storage Server installation guide</i>, part number 5697-5588• <i>HP ProLiant DL380 G4 Storage Server installation guide</i>, part number 5697-5670• <i>HP ProLiant DL585 Storage Server installation guide</i>, part number 5697-5593• <i>HP ProLiant ML310 G3 Storage Server installation guide</i>, part number 5697-5598 <p>The statement reads: Perform full system backup using the HP ProLiant Storage Server System Installation and Recovery DVD before putting the system into production.</p>
Workaround	There is no backup utility on the System Installation and Recovery DVD. Use third-party utilities to back up your system.

Issue: NIC Teaming appendix needs updating for the ML310 G3, DL380 G4 and DL585 storage servers

Description

Information and figures in Appendix A (NIC Teaming) of the following administration guides describe version 7.30 of the HP Network Configuration Utility and are outdated:

- *HP ProLiant ML310 G3 Storage Server administration guide*, part number 5697-5597
- *HP ProLiant DL380 G4 Storage Server administration guide*, part number 5697-5669
- *HP ProLiant DL585 Storage Server administration guide*, part number 5697-5592

HP Network Configuration Utility version 8.20 is preinstalled on these storage servers.

Workaround

See the white paper discussing HP ProLiant Network Adapter Teaming for ProLiant servers running Microsoft Windows at:

<ftp://ftp.compaq.com/pub/products/servers/networking/TeamingWP.pdf>. See the online Help for information on how to use the HP Network Configuration utility, version 8.20.
