



Microsoft Windows Server “Longhorn” Checklist

Installing the ProLiant Support Pack (PSP)

Microsoft® Windows® Server “Longhorn” is the next release in the Microsoft family of server operating systems. To support early beta customers, HP announces ProLiant Support Pack (PSP) 7.65, designed specifically for use with Windows Server “Longhorn” on HP ProLiant servers.

The PSP has a new look due to the replacement of the Remote Deployment Utility (RDU) with the next generation deployment utility known as HP Smart Update Manager (HPSUM). HPSUM includes the following features:

- Detection of hardware and software on the server
- Automatic component dependency checking
- Presentation of components for installation which have available updates and the hardware is in the server

Please keep the following in mind before installing this PSP:

USING THE PSP

- Use with Windows Server “Longhorn” only.
- Do not use on any shipping Windows operating system.
- Use only with HP ProLiant servers.
- Recommended Windows Server “Longhorn” builds are:
 - 5600 for 32-bit version
 - 5744 for 64-bit version
- Customers who choose to use builds other than the ones listed above do so at their own risk.
- There is no remote deployment of the PSP at this time. It can only be deployed on the local system.
- There is no HPSUM command line support at this time. To deploy the PSP, use the HPSUM GUI.

UPDATES

- PSP updates will be made available through the web.
- SmartStart 7.60 and its corresponding PSP will not support Windows Server “Longhorn” and should not be used in a Windows Server “Longhorn” test environment.
- HP plans to target PSP updates in conjunction with Windows Server “Longhorn” major milestones. Refer to the official Microsoft schedule for major milestone dates.

REPORTING FEEDBACK

- HP support channels will not accept calls regarding this PSP.
- All feedback regarding this PSP should be sent to longhornbeta@hp.com.
- Issues reported through this e-mail address will be assessed and, if necessary, submitted for a fix. However, HP does not guarantee the availability of that fix prior to RTM of Windows Server “Longhorn.”

DRIVER SIGNATURES

Driver signatures contained in the PSP are either signed by HP or use the existing Microsoft Windows 2003 signatures. Microsoft does not currently issue Windows Server “Longhorn” signatures.

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ISSUES RESOLVED BY INSTALLING THIS PSP

Issue 1: Storage drivers on the Windows Server "Longhorn" media for the SA-5x/6x and SA-E200/P400/P600 may bug check when running HP storage agents.

Cause: This is a bug.

Workaround: Use the latest storage drivers included with the Windows Server "Longhorn" PSP.

Issue 2: Storage drivers on the Windows Server "Longhorn" media for the SA-5x/6x and SA-E200/P400/P600 may hit an assertion on shutdown when a debugger is connected.

Cause: Storage drivers are hitting a DPC timeout when flushing the controller cache.

Workaround: Use the latest storage drivers included with the Windows Server "Longhorn" PSP. For the SA-5x/6x controllers, set the controller cache to 100% read cache using ACU. This assertion will only be hit if a debugger is connected. At no time is data corruption possible.

Issue 3: The G5 NIC drivers are not found on the Windows Server "Longhorn" media.

Cause: The drivers were not available at the time of submission for inclusion in the Longhorn media.

Solution: The driver is available on the Windows Server "Longhorn" PSP 7.65 from HP.

STEP 1: VERIFY SERVER SUPPORT

HP has made available a white paper that outlines the server support strategy for Windows Server "Longhorn." Please verify that your server is listed in the HP white paper (see link below) before installing Windows Server "Longhorn" or the PSP.

The white paper, "Implementing Microsoft Windows Server "Longhorn" on HP Servers," can be found at the following URL:

<http://h20000.www2.hp.com/bc/docs/support/SupportManual/c00710606/c00710606.pdf>

STEP 2: DOWNLOAD THE PSP

The Windows Server "Longhorn" PSP will be available from the following locations:

- For the 32-bit beta PSP 7.65:
<ftp://ftp.compaq.com/pub/softlib2/software1/supportpack-windows/p308275497/v35573/psp-7.65.lh.i386.exe>
- For the 64-bit beta PSP 7.65:
<ftp://ftp.compaq.com/pub/softlib2/software1/supportpack-windows/p308275494/v35574/psp-7.65.lh.x64.exe>

The PSP contains updates to the following:

- Platform Drivers and Agents
- Storage Drivers and Agents
- Network Interface Controller (NIC) Drivers and Agents
- Version Control Agent (VCA)
- System Management Home Page (SMH)

The PSP does NOT contain:

- NIC Teaming Drivers
- Installation Support on Server Core
- Remote Deployment via HPSUM
- Fibre Channel Controller Drivers

The items listed above that are not included in the first release of the PSP are being evaluated for inclusion in future PSP releases prior to RTM of Windows Server "Longhorn."

STEP 3: INSTALL THE PSP

Once you download the PSP self-extracting executable, complete the following steps:

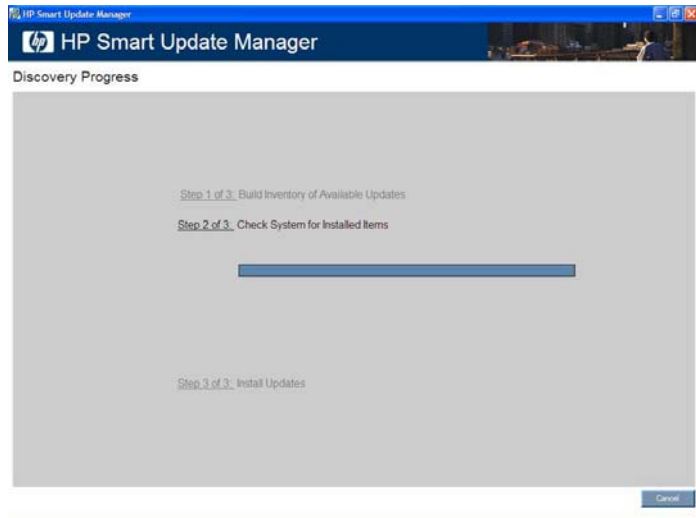
1. Go to the directory where the PSP executable is saved.
2. Double-click the executable and extract the PSP to a desired location.

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- Go to the directory where the extracted PSP is located.
- Double-click **hpsum.exe** to start the HP Smart Update Manager GUI.

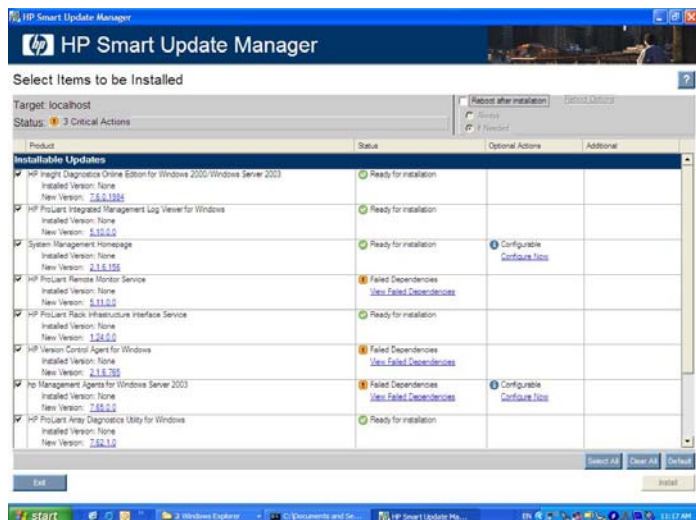
NOTE: The PSP contains numerous files. All files must be present in the same directory as the hpsum.exe program for the PSP to be properly installed.

- As the HPSUM GUI starts, it performs an inventory of the available updates and checks the local system to see what hardware and software is installed.



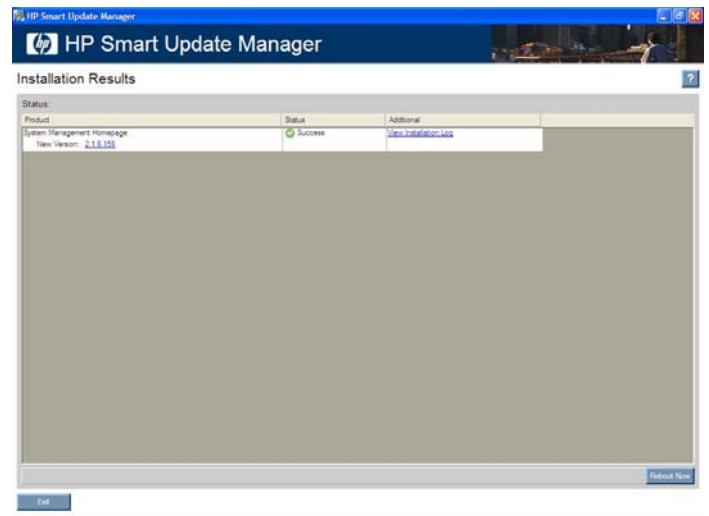
- Once the inventory and discovery processes are complete, the Select Items to be Installed screen will display, allowing you to:

- Select the components to be installed
- Configure the components, if necessary
- Review failed dependencies before installation
- Review the revision history of the components



- After selecting the components to install, click **Install** to proceed with the installation.

Once the installation completes, the Installation Results screen will display for you to review the results.



If the PSP installs successfully, the process is complete.

- If some components did not install successfully, complete the following steps:
 - Exit HPSUM
 - Make corrections to your environment
 - Restart HPSUM to install the components that had problems.

KNOWN ISSUES WITH THE PSP

HP is already aware of issues with the Windows Server “Longhorn” PSP. Those issues, the causes, and the workarounds are listed below:

Issue 1: During installation of components using HPSUM, canceling the install causes a hang at 100%.

Cause: A component being installed experienced a hang.

Workaround: Go to the Task Manager and end the process for the component being installed. The installation then proceeds to the installation results screen.

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Issue 2: The 32-bit version of the PSP allows installation attempts on a 64-bit “Longhorn” system and the 64-bit version of the PSP allows installation attempts on a 32-bit “Longhorn” system.

Cause: The 32-bit and 64-bit versions of the PSP share common components.

Solution: The component installer will not allow 32-bit specific components to land on a 64-bit system or vice versa, which means that the 32-bit specific components will fail to install on a 64-bit system and 64-bit specific components will fail to install on a 32-bit system. To install successfully, components must be specified for both 32-bit and 64-bit systems.

Issue 3: HPSUM will not allow for pre-configuring any component when the PSP files are copied from a CD onto the hard drive.

Cause: When copying the components from a CD-ROM to a hard drive and then attempting to configure the component through HPSUM, the component retains the read-only attribute from the CD-ROM copy.

Workaround: Remove the read-only attribute through Windows Explorer or by using the attrib command in a command prompt window, and then re-run HPSUM.

Issue 4: In the HPSUM GUI, instead of “Not Required,” the PSP components are showing “Success Same Version Installed” for hardware components that are not present in the system.

Cause: This is a bug.

Workaround: Treat the message, “Success, Same Version Installed,” the same as “Component was not required” text.

Issue 5: HPSUM does not support silent installations of the Windows Server “Longhorn” PSP.

Cause: There are components that require a Microsoft digital signature before the installation will proceed silently in Windows Server “Longhorn” PSP.

Workaround: This option will not be supported until digital signatures can be acquired from Microsoft.

Issue 6: The System Management Home (SMH) page does not run properly under Windows Server “Longhorn.”

Cause: The SNMP settings have not been configured.

Solution: Go to Services/SNMP and configure both the community string and access rights of read/create.

Issue 7: The HPSUM installer reports that SNMP is not present, even though it is installed on the system.

Cause: The SNMP service must be running at the time HPSUM is initialized.

Solution: Either start the SNMP service manually or reboot the server. Restarting the PSP installation will allow HPSUM to identify that the SNMP service is running.

ADDITIONAL RESOURCES

For more information, visit:

www.hp.com/go/windows

www.microsoft.com/windowsserver/longhorn/default.mspx

CALL TO ACTION

Send comments about this paper to TechCom@HP.com.

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