Support Plus User's Guide
HP-UX Version 10.20

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Support Plus User's Guide

Overview

HP-UX 10.20 Support Plus delivers diagnostics and HP-UX system patches. These patches enable new hardware and fix known defects. In some cases, a patch may deliver new software functionality. All Support Plus software is cumulative and completely replaces any previous Support Plus release.

This document describes recommended patch bundles, gives instructions for getting started, and provides pointers for more information.

Support Plus for HP-UX 10.20 ships on two CDs—one for HP Visualize workstations, the other for HP 9000 servers. The CDs include patch bundles that contain the following software:

- Diagnostics, including Support Tool Manager (STM) for online diagnostics, ODE (off-line diagnostics), EMS hardware monitors, Predictive Support (servers only), and EMS Kernel Resource Monitor.
- General Release (GR) patches, including current patches for all Core Operating System (OS) software. The GR bundles have recommended HP-UX patches with the highest confidence ratings based on patch distribution and age, and successful completion of tests by the HP Enterprise Patch Test Center.
- Quality Pack (QPK) bundle for workstations, including all recommended, stable, and third-party defect-fix patches for selected Core OS and other products.
- Hardware enablement and critical (HWCR) patches. These patches may match or supersede patches found in other HP-UX patch bundles. You should install this bundle after other patch bundles (e.g. GR and QPK bundles) and after installation of applications (e.g. Networking driver products).
- Graphics enablement patches for the Visualize-fx family of graphics accelerators, including new drivers for the X server and 3-D graphics run-time and developer kit software.

Getting Started

Use this general installation procedure. Each step is described in the following sections of this booklet:

1. Decide which bundle you want (page 7).
2. Mount the Support Plus CD (page 9).
3. Check documentation sources for last-minute information (page 10).
4. Make the data accessible to other systems (page 12).
5. Install the selected bundle (page 13).

Deciding Which Bundle You Want

Use this table to determine which bundle you need to install.

If your platform is:	And you want to:	You should install:	Updated:
HP-UX workstation or server	Update or install all the latest diagnostic tools, including hardware monitors	Diagnostic bundle: `OnlineDiag`	Quarterly
HP-UX workstation	Install selected defect-fix patches for the Core OS, HP products, or important third party applications	Quality Pack (QPK) bundle: `700QPK1020` (HP strongly recommends that you include the latest Quality Pack as part of the OS environment for end-user systems.)	As needed
HP-UX workstation	Bring all Core OS software to current patch level without custom patch selection	General Release (GR) bundle for HP-UX workstations: `XSW700GR1020`	Quarterly
HP-UX workstation	Enable Visualize-fx graphics hardware and update selected HP applications for this hardware	Visualize-fx Graphics/Hardware Enablement bundle: `B6825AA` (Install this bundle after installing HP 3D graphics software.)	As needed
HP-UX workstation	Enable and manage add-on hardware (includes patch to update PDC workstation firmware)	Hardware (HW) enablement bundle for HP-UX workstations: XSW700HW1020	Quarterly
HP-UX server	Install critical patches or enable new add-on hardware	Hardware/Critical (HWCR) bundle: `XSW800HWCR1020`	Quarterly

If your platform is:	And you want to:	You should install:	Updated:
HP-UX server	Bring all Core OS software to current patch level without custom patch selection	General Release (GR) bundle for HP-UX servers: XSW800GR1020	Quarterly

Notes

- For all bundles listed in the table, the supported systems are HP-UX workstations or servers running HP-UX 10.20.
- Workstation bundles are located on the CD labeled "HP Visualize Workstations."
- Server bundles are located on the CD labeled "HP 9000 Enterprise Servers."
- Unless otherwise indicated, this document assumes all bundles are located directly under your CD mount-point directory, for example: `/cdrom/XSW800GR1020`. See "Mounting the CD" on page 9 for more information.

Mounting the CD

1. Open a terminal window and become root on your system.
2. If the CD drive is external, switch it on.
3. Put the appropriate Support Plus CD into the drive. Wait for the busy light to stop blinking.
4. If necessary, define a new directory as the mount point for the CD drive. For example, to define /cdrom as the mount point, enter:

   `mkdir /cdrom`

5. If necessary, identify the drive device file:

   `ioscan -fnC disk`

   This command lists all recognized CD drives and their associated device files. The file name will be something similar to `/dev/dsk/c1t2d0`.

6. Mount the CD drive to the mount-point directory:

   `mount -r /dev/dsk/c1t2d0 /cdrom`

   If the CD drive's device-file name is not c1t2d0, use the name you found using ioscan in Step 5 above.

7. You can now access the CD via the mount-point directory. For example:

   `ls /cdrom`

Checking for Last-Minute Information

Support Plus often contains last-minute information. Before proceeding, HP strongly recommends that you read the documentation for each bundle or patch you wish to load. There are several important sources of information:

- Check the HP IT Resource Center for information about recommended patches:

  `http://itrc.hp.com/`

  Select the **Maintenance and Support** page, then select the appropriate patching tools.

- Refer to the Support Plus web site for additional information:

  `http://software.hp.com/SUPPORT_PLUS/`

- Refer to the *Read Before Installing* document that accompanies the Support Plus CD. This short document contains up-to-date information about known problems with patches in recent Support Plus releases.

- Each patch bundle has its own readme file. This file contains additional installation instructions, notes about problems in previous releases, a list of patches (and their dependencies) in the bundle, changes since the last release, and a listing of disk space usage. You can print or view these files directly from the CD. For example:

  `more /cdrom/XSW800GR1020.readme`

- Each patch has an accompanying text file in the `/cdrom/TEXT_FILES` directory. This file provides detailed information about the patch. (Patch text files are also included with individual patches that you retrieve from HP.) You can print or view these directly from the CD. For example:

  `more /cdrom/TEXT_FILES/PHCO_12140.txt`

- Each bundle readme file is also available in HTML format. These files contain hyperlinks to the patch text files. You can enter a URL into a web browser to view these files directly from the CD. For example:

  `file:/cdrom/XSW800GR1020.readme.html`

- Diagnostic products have readme files and additional information in the `/cdrom/DIAGNOSTICS` directory. Some information is in Adobe® Portable Document Format (PDF) files. A free version of the Adobe Acrobat® Reader is available at:

  `http://www.adobe.com`

TIP To simplify sharing of patch information, you may wish to copy the documentation files onto your own system. The hyperlinks from the HTML bundle readme files to the patch text files will work as long as the HTML files reside in the same directory as the `TEXT_FILES` subdirectory.

Setting Up Access to Support Plus

If you mounted the CD on the system that is the target for the patch or diagnostic installation, proceed to "Installing the Selected Bundles" on page 13.

Sharing Support Plus with Remote Systems

To enable direct access from one or two other systems, you must register a Support Plus bundle with the swreg command. For example, to register the XSW800GR1020 bundle if the Support Plus CD is mounted to /cdrom:

1. Register the depot:

   ```
   swreg -l depot /cdrom/XSW800GR1020
   ```

2. Install the bundles (see "Installing the Selected Bundles" on page 13).

3. Disable remote access by unregistering the depot before unmounting the CD:

   ```
   swreg -u -l depot /cdrom/XSW800GR1020
   ```

Setting Up Hard Disk Access

If more than two systems must access the depot, or if you cannot dedicate the CD drive to the Support Plus CD, HP recommends that you copy the patch depots to a hard disk using the swcopy command. For example, with the CD mounted at /cdrom, use:

```
swcopy -s /cdrom/XSW800GR1020  \* @ /var/tmp/MyDepot
```

This copies the contents of the XSW800GR1020 bundle and depot to the local system under the /var/tmp/MyDepot directory. The new depot is automatically registered for use by remote systems.

Notes

- HP recommends that you do not merge depots created on different versions of HP-UX. Also, HP recommends that both the host system and depot should have the same major HP-UX version (for example, 10.x).
- If the swcopy interactive user interface appears, an unexpected condition was encountered and you may need to enter additional information or take other action.

Installing the Selected Bundles

Each bundle on the Support Plus CD is built, tested, and intended for use as a unit. Although you can install individual patches from each bundle, you must carefully analyze the readme files to ensure you do not overlook dependencies on other software in the bundle.

To ensure greatest reliability, HP recommends the following tasks for all systems:

1. *Plan for system down time*

   Even though the swinstall command used for installing the bundles requires that the system has networking enabled, it is prudent to limit system activity during any installation. Also, Support Plus bundles commonly include patches that require a system reboot. Therefore, you should plan the installation for an appropriate time and announce a system outage to the users ahead of time.

2. *Create a system backup*

   Some amount of risk is involved in any system modification. You should implement a recovery plan as an insurance policy against a system failure. One recovery technique is to use HP's Ignite-UX tools (available from **`http://software.hp.com/products/IUX/`**) to create recovery images.

3. *Review the documentation*

   The bundle readme files may contain additional installation instructions and other important information. Although you should already have reviewed the patch documentation, it is wise to recheck the readme files before installing. See "Checking for Last-Minute Information" on page 10.

4. *Install the patch bundles*

   HP recommends that after you have selected a bundle for installation (see "Deciding Which Bundle You Want" on page 7), you install the bundle using the matching operations of the swinstall command. For example, to install from a CD mounted and registered on the system `grendel`:

   ```
   swinstall -s grendel:/cdrom/XSW800GR1020 \
             -x match_target=true -x autoreboot=true
   ```

You can use the swinstall command's preview mode (`-p` option) to get an idea of what to expect for the bundle you want to install. For example:

```
swinstall -p -s grendel:/cdrom/XSW800GR1020 \
      -x match_target=true -x autoreboot=true
```

NOTE If the swinstall interactive user interface appears, an unexpected condition was encountered. You may need to enter additional information or take other action.

Support Tools (Diagnostics)

CAUTION

If you do not install the `OnlineDiag` bundle, some products with dependencies on `OnlineDiag`, will not function correctly.

- Each Support Plus release provides the latest tools and hardware monitors, enabling Predictive Support.
- These tools give you multiple protections against hardware failures.
- The Support Tools make it much easier to troubleshoot and fix hardware failures if they occur.

To ensure the reliability of your computer system, Hewlett-Packard strongly recommends that you load the `OnlineDiag` bundle.

The Support Tools in the `OnlineDiag` bundle give you a complete solution for verifying, troubleshooting, and monitoring HP 9000 system hardware. This includes CPUs, memory, interface cards, mass storage devices, and other devices.

The tools in `OnlineDiag`:

- Protect you against some hardware failures (e.g., some memory problems).
- Provide EMS hardware monitors that notify you of events that may indicate impending hardware failure.
- Maintain logs that can give you critical help in determining the cause of failures.
- Let you troubleshoot system problems with the system online or offline.

For most computer systems, no special configuration of the support tools is necessary.

For complete information, see the Diagnostics web site at:

`http://docs.hp.com/hpux/diag/`

Bootable Offline Diagnostics and Utilities

Experienced administrators can use either Support Plus CD as a bootable medium from which to run offline diagnostics and utilities.

1. Boot the system to the PDC (BOOTADMIN, BCH, etc.) prompt. (PDC prompts may differ on some computer models)

   `Main Menu: Enter command or menu >`

2. List the bootable devices by typing:

   `search`

3. Select the CD-device that contains the Support Plus CD.
4. Boot from that device. For example:

   `boot p3`

5. Wait for the ISL prompt: `ISL >`
6. Start the Offline Diagnostic Environment (ODE) by typing:

   `ODE`

Basic ODE Commands

After the ODE starts, you can type the following commands at the ODE prompt:

`help` To display a list and description of the available commands.

`help <`*`command`*`>`
To display additional information.

`help <`*`var`*`>` To display additional information.

`ls` To list the ODE modules that will run on your computer.

`<`*`module name`*`>` To run an ODE module interactively.

`help` To display a list of commands (once an ODE module loads).

`run <`*`module_name`*`>`
To run an ODE module non-interactively.

Getting Help

For technical support, software management, and electronic patch management services, contact HP's IT Resource Center (ITRC):

`http://itrc.hp.com`

Use the ITRC to:

- Quickly access customized support tools
- Make informed decisions with proactive information
- Access a rich knowledge database to quickly self-solve problems
- Submit hardware and software calls online
- Identify and download patches quickly and accurately
- Get one-stop access to software updates for your entitlements
- Take advantage of ITRC resources across the IT lifecycle:
  - — Forums—a community where you can collaborate and tackle IT questions with peers
  - — Training—including online seminars and self-paced web-based training
  - — Planning, Design and Implementation—guidance to manage changes to your IT environment

Getting More Information

Read Before Installing

Each Support Plus media kit contains a *Read Before Installing* document, which contains last minute information about patches in this Support Plus release.

Support Plus CD

Each Support Plus CD includes:

- Bundle readme files in text and HTML format (with hyperlinks to the patch text files), located at the same directory level as each bundle.
- Patch text files for all patches on the CD, located in the `/cdrom/TEXT_FILES` directory.
- Diagnostics readme files and other information, contained in text and PDF files in the `/cdrom/DIAGNOSTICS` directory, including:
  - — *Support Plus: Diagnostics User's Guide*, which describes all diagnostics products on Support Plus and gives instructions on how to install and use them.
  - — *EMS Hardware Monitors Users Guide*, which gives detailed instructions on how to install, configure, and use hardware monitors.
- *Patch Management Guide for HP-UX 10.X*, a detailed technical reference for patch operations: `/cdrom/PATCH_TUTORIAL.PDF`

Instant Information CD

Available documents on HP's Instant Information CD include:

- *Managing HP-UX Software With SD-UX*, for information on using swinstall, swcopy, swreg, and other Software Distributor (SD-UX) commands.
- *Installing and Updating HP-UX 10.20, ACE and Hardware Extensions* for detailed instructions about system installation and using the Ignite-UX product.

Web Resources

Additional help with HP-UX patching and related resources is available on the Web:

- Download HP-UX patches and patch information from your nearest HP IT Resource Center:

  http://itrc.hp.com/

  Select the **Maintenance and Support** page, then select the appropriate Patching tools. To receive HP Security Bulletins, select the **Maintenance and Support** page, then select **Support Information Digests**.

- Additional Support Plus information:

  http://software.hp.com/SUPPORT_PLUS/

- Latest hardware support tools (diagnostics) information, including STM and EMS Hardware Monitors:

  http://docs.hp.com/hpux/diag/

- Latest HP-UX manuals and white papers:

  http://docs.hp.com/hpux/os/10.x/

- HP-UX 11i features and news:

  http://unix.hp.com/operating/

- Latest Ignite-UX information:

  http://software.hp.com/products/IUX/

- Software Distributor (SD):

  http://software.hp.com/SD_AT_HP/

- Euro information:

  http://itrc.hp.com/

  Select the link to the European site.

Feedback

Please send your comments regarding this release to:
supportplus@hp.com

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