hp-ux 10.20

**read before
installing
support plus**

**december
2001**

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Introduction

With the approaching discontinuance of HP-UX 10.20, at the end of June 2002, HP will not provide updated patch bundles after the December 2001 release. HP will continue to provide new recommended 10.20 patches from the IT resource centers at the following web sites:

- Americas and Asia Pacific: **http://itrc.hp.com**

- Europe: **http://Europe.itrc.hp.com**

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 known problems with the release 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 the following patch bundles and software:

- Diagnostics bundle (`OnlineDiag`), including Support Tool Manager (STM) for online diagnostics, Off-line Diagnostics Environment (ODE), Event Management Services (EMS) hardware monitors, Predictive Support (for servers only), and EMS Kernel Resource Monitor.
- Quality Pack (QPK) bundle, including all recommended stable, and third-party patches with full OS release testing for selected Core OS and other products.
- General Release (GR) patches, including current patches for all Core Operating System (OS) software. The GR bundles contain 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.
- 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.

Notes

- Support Plus does *not* create a new HP-UX release. You cannot use it to install a new OS.

- Code examples and path names in this document assume that the Support Plus CD is mounted to the `/cdrom` directory.

Known Problems in This Release

This section contains critical last-minute information about patches on the Support Plus CD. This information, which arrived after the Support Plus CD was mastered, would normally appear in the patch bundle readme files. For the latest information, see the Support Plus web site:

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

UPS Monitor May Need a Patch

In some cases, the uninterrupted power supply (UPS) monitor (dm_ups) will not function, and will generate **event 45** (formerly event 42) with the message:

```
Probable Cause/Recommended Action:

The monitor was unable to locate the fifo pipe
that should have been created by ups_mond.
Therefore, information about the UPS cannot be
sent to the monitor.
```

To fix the problem, you need version (80.1.2.3) of `ups_mond` or greater. To update your system with the correct version of `ups_mond`, install the following patch:

PHCO_24153 (supersedes PHCO_23830)

You can install the PHCO_24153 patch, or install the HWE patch bundle, which contains this patch.

This problem will affect most systems with a UPS that either:

- has the December 2001 diagnostics installed (or)

- has the patch PHCO_19031 installed

The only systems (with a UPS) not affected are those that have a version of the diagnostics installed from the Support Plus releases September 2000 through March 2001 and do not have the patch PHCO_19031 installed.

General Cautions and Notes

Cautions and notes in this section apply to the current Support Plus release for HP-UX 10.20. Please check your system against this information with each release.

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. These are necessary for the optional Predictive Support product.

- 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, HP strongly recommends that you install the `OnlineDiag` *bundle.*

NOTE: Some hardware diagnostics require patches. Always check the latest information.

Several patches are recommended or required for the Hardware Diagnostics (STM, ODE, EMS hardware monitors, etc.). For more information, review the following file on the Support Plus CD: `/cdrom/DIAGNOSTICS/DIAGNOSTICS.readme`

For the latest updates, see:
http://docs.hp.com/hpux/onlinedocs/diag/st/st_read.htm

Getting Installation Instructions

For full, detailed installation instructions, see the *Support Plus User's Guide*, which appears on the CD in both Portable Document Format (PDF) and Postscript (PS) format:

```
/cdrom/USRGUIDE.PDF
/cdrom/USRGUIDE.PS
```

The *Support Plus User's Guide* is also available at the following web site (in the appropriate HP-UX operating system, under **Patch Management**):

http://docs.hp.com

The User's Guide includes information about:

- Deciding which bundle you need

- Setting up access to Support Plus depots

- Installing the patch bundles

- Using bootable offline diagnostics and utilities

- Additional information about help and documentation resources

Also included on each Support Plus CD:

- 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 in PDF files in the /cdrom/DIAGNOSTICS directory.
- A detailed technical reference for patch operations: /cdrom/PATCH_TUTORIAL.PDF

Refer to the Support Plus web site for the most current information about Support Plus and known problems in this release:

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

Mounting the CD

1. Open a terminal window and login as root on your system.

2. If the CD drive is external, switch it on.

3. Put the 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. To define /cdrom as the mount point, enter:

   mkdir /cdrom

5. If necessary, identify the drive device file:

   ioscan -fnC disk

   This 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

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

   ls /cdrom

Downloading Patches and Getting Help

To download individual patches not included with this release or to get technical support and other patch management services, see the HP IT Resource Center (ITRC) web site:

http://itrc.hp.com

Use the ITRC to:

- Find and download patches quickly and accurately
- 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
- Get one-stop access to software updates for your support entitlements

Notes: