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## The December 2004 HP-UX 11i v1 (11.11) HWE patch bundle could cause HP systems with FXE graphics cards to hang on boot up.

This advisory applies to HP customers who, according to our records, have received, or who are now receiving the following December 2004 HP-UX 11i v1 (11.11) Operating Environment (OE: Technical Computing; Minimal Technical) and Support Plus DVD or CD media that contain the Hardware Enablement (HWE) patch bundle:

- TCOE - DVD part # B6821-10045; CD part # B6821-10042
- MTOE - DVD part # B6845-10040; CD part # B6845-10037
- Support Plus - CD part # 5013-3299

And who have received or are receiving the following HP systems that contain the FXE graphics card (# A4982A, or bundled product # A6150B):

- HP c8000 Workstation
- HP rp3410, rp3440, rp4440, rp5430, rp5470 Servers
- Any other HP Servers with the FXE graphics card

Hewlett-Packard (HP) has identified an issue with the December 2004 HP-UX 11i v1 (11.11) Hardware Enablement (HWE) patch bundle. HWE patch PHKL\_32037 may cause a boot hang when installed on the HP workstations or servers noted above that contain the FXE graphics card. The following "dmesg" information may also be logged in /var/adm/syslog/syslog.log:

"PROBLEM DETECTED! The system is susceptible to a panic if memory near 0xa0200000 is accessed for something other than an access of this graphics device. You need to apply the kernel vm patch **PHKL\_23203**, or a superceding version, ASAP."

Note: PHKL\_23203 was superceded by PHKL\_32037.

### HP's Recommendation:

HP recommends that you take one or more of the following actions to avoid a potential boot hang on the systems noted above with FXE graphic cards:

- Affected customers can remain on your current pre-December 2004 HP-UX 11i v1 installation until a replacement patch for PHKL\_32037 has been released by HP. This superceding patch is expected to be available at the end of March 2005.
- Affected customers who must install or update with the December 2004 HP-UX 11i v1 quarterly release should remove patch PHKL\_32037. Graphics patch PHKL\_31241, which is dependent upon PHKL\_32037, will also need to be removed if it is present:

1. Remove PHKL\_32037 and PHKL\_31241:  
# /usr/sbin/swremove -x autoreboot=true PHKL\_32037 PHKL\_31241





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2. Apply previous patches to ensure as many known issues as possible are addressed:

```
# /usr/sbin/swinstall -s <source_depot> -x autoreboot=true \  
-x patch_match_target=true PHKL_28393  
# /usr/sbin/swinstall -s <source_depot> -x autoreboot=true \  
-x patch_match_target=true PHKL_30306
```

Note: If PHKL\_28393 and PHKL\_30306 were installed prior to PHKL\_32037 and PHKL\_31241, they will automatically be restored when PHKL\_32037 and PHKL\_31241 are removed.

- Affected customers can determine if they have the FXE graphics card installed on their system by performing the following command string from the HP-UX prompt and looking for any output containing '103c108b':

```
# /usr/sbin/ioscan -kC graphics | /usr/bin/grep 103c108b
```

```
10/1/0/0      graphics PCI(103c108b) -- Built-in #5
```

Patches can be obtained from the ITRC via the web or by contacting your local HP Customer Support Representative or Sales Office. Patches can be downloaded from the following locations:

1. ITRC web site: <http://itresourcecenter.hp.com/>

Login with your user ID and password if you are already registered, or register according to the instructions provided. Remember to save the user ID assigned to you, along with your password. Click on "Individual Patches", then "Retrieve a Specific Patch" and enter the patch name in the "Patch Name" field, and click on "Retrieve" button to locate the required patch.

2. ITRC free FTP server: <ftp://ftp.itrc.hp.com/>

If you require assistance from HP, please contact your local HP Support Representative. We appreciate your business and look forward to serving your needs in the future.

Regards,

Hewlett-Packard Company

