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## **HP-UX 11i ServiceGuard OPS Edition version A.11.14 will not install correctly from the June 2003 Application Release.**

This bulletin does not apply to HP-UX 11.0 customers who use ServiceGuard OPS Edition. HP-UX 11.0 customers can disregard this bulletin and the enclosed July 2003 media, part # 5013-2041.

This bulletin applies to HP customers who, according to our records, have received, or who are now receiving one of the following HP-UX 11i DVD or CD media:

- Application Release – June 2003 [DVD part # 5012-7839]
- Application Release – June 2003 [CD part #s 5012-7835, 5012-7836, 5012-7837, 5012-7838]

And who have received or are receiving all of the following products on the media noted above:

- B5161FA - ServiceGuard Extension for RAC LTU for HP-UX - version A.11.14
- B8324BA - Cluster Object Manager - version B.02.02
- B7609BA – Event Monitoring Software - version A.04.00

HP has identified an issue with HP-UX 11i ServiceGuard OPS Edition (SG-OPS) product version A.11.14 that is delivered on the June 2003 Application Release (AR). SG-OPS version A.11.14 will not install correctly from the June 2003 AR. This issue only affects SG-OPS version A.11.14 that is delivered on the media noted above.

Note: SG-OPS is located on the June 2003 AR CD # 4, part # 5012-7838.

### **HP's Recommendation:**

- Customers should not install HP-UX 11i ServiceGuard OPS Edition (SG-OPS) product version A.11.14 that is delivered on the June 2003 Application Release (AR). If you do attempt to install SG-OPS from the June 2003 AR, the installation will fail with swinstall errors indicating unresolved dependencies.
- HP is providing entitled customers with a special CD, part # 5013-2041, which includes ServiceGuard OPS (SG-OPS) version A.11.14 and its associated dependencies Cluster Object Manager (COM), version B.01.04, and Event Monitoring Software (EMS), version A.03.20.01.
- Customers can use the following method to install SG-OPS version A.11.14:
  1. Log in as root.



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2. Mount the special SG-OPS CD, part # 5013-2041, to an available mount-point directory and run swinstall to install SG-OPS, product # B5161FA, on the system. For example:

```
# /sbin/mount -r /dev/dsk/cXtXdX /your-mount-point  
# /usr/sbin/swinstall -s /your-mount-point B5161FA
```

NOTE: If a newer version of EMS, product # B7609BA, is already installed, the software distributor (SD) /var/adm/sw/swagent.log file will contain an error similar to the following:

```
ERROR: A later revision (one with a higher revision number) of bundle  
"B7609BA,r=A.03.20.01" has already been installed.  
Either remove this bundle or change the "allow_downdate"  
option to "true".
```

```
NOTE: Could not install the bundle "B7609BA,r=A.03.20.01" because none  
of its filesets could be installed.
```

This error can be ignored because newer versions of EMS are compatible with SG-OPS version A.11.14 and COM version B.01.04. SG-OPS and its dependencies have been installed.

3. Verify the SG-OPS installation:

```
# /usr/sbin/swverify B5161FA
```

- Customers can determine which version of HP-UX 11i SG-OPS (B5161FA), COM (B8324BA), or EMS (B7609BA) is installed on a system by completing the following steps. Substitute the desired product number in the command below. For example:

1. Identify the SG-OPS version with the following command at the HP-UX prompt:

```
# /usr/sbin/swlist -l bundle | grep -i B5161FA
```

2. Review the swlist output – it contains text similar to the following where the second field denotes the product version number :

```
B5161FA          A.11.14      ServiceGuard OPS Edition Bundle
```

For additional information on Application Releases, please see the following website:

- <http://www.software.hp.com/RELEASES-MEDIA/latest/aps/applications.htm>



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For additional information on ServiceGuard, please see the following website:

- <http://docs.hp.com/hpux/ha/index.html#ServiceGuard>

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