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July 9, 2004

## rx4640 Integrity server with mx2 dual processor requires PHKL\_30974

This bulletin applies to customers who have received, or who are now receiving the following Itanium® 2-based server from HP:

- rx4640 [product # AB373A and AB370A; Base System + A9730A mx2 dual processor]

And who have received, or who are now receiving the following HP-UX 11i version 2 (11.23) March 2004 Operating Environment (OE: Mission Critical; Enterprise; Foundation; Technical Computing; Minimal Technical) DVD media:

- 11.23 MCOE - [DVD part# 5013-2263]
- 11.23 EOE - [DVD part# 5013-2262]
- 11.23 FOE - [DVD part# 5013-2260]
- 11.23 TCOE - [DVD part# 5013-2261]
- 11.23 MTOE - [DVD part# 5013-2264]

Hewlett-Packard has determined that the HP-UX Event Monitoring System on rx4640 Itanium® 2-based servers from HP with the mx2 dual processor option may falsely report a correctable error as a hard error.

To avoid this issue the following patch, which is not included on the March 2004 HP-UX 11.23 OE media noted above, must be installed on the system noted above:

- PHKL\_30974: s700\_800 11.23 Prevents Duplicate Error Logs

Note: rx4640 Itanium® 2-based servers from HP with the mx2 dual processor option that are ordered with the factory Instant-Ignition option will already have this patch installed.

HP recommends that you use the following command to verify that the patch is installed on your rx4640 with the mx2 dual processor option system:

```
# /usr/sbin/swlist | grep PHKL_30974
```

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/>



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Page 2  
Part # A6961-96010

Additional information on patch management and the Event Monitoring System (EMS) can be found at the following locations:

- HP Technical Documentation Website: <http://docs.hp.com/hpux/os/11i>
  1. Select the Patch Management option
  2. Select "*Patch Management User Guide for HP-UX 11.x Systems*" (part # 5990-6753)
- HP Technical Documentation Website: <http://docs.hp.com/hpux/diag/index.html>
  1. Select the EMS Hardware Monitors (for HP 9000) option
  2. Select "*EMS Hardware Monitors User's Guide*" (part # B6191-90029)

If you require any help, please contact your local Hewlett-Packard Support Representative. We appreciate your business and look forward to serving your needs in the future.

Regards,

Hewlett-Packard Company