



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, California 94304
<http://www.hp.com>

Mailing Address
P.O. Box 10301
Palo Alto, CA 94303-0890

September 30, 2003

SNAPLUS2 products delivered on the HP-UX 11i December 2002 or March 2003, and HP-UX 11.0 March or June 2003 Application Release will cause installation errors.

This bulletin applies to HP customers who have received one of the following HP-UX 11i DVD or CD media:

- Application Release - December 2002 [DVD part # 5013-0187]
- Application Release - March 2003 [DVD part # 5013-0550]
- Application Release - December 2002 [CD part #s 5012-1973, 5012-1974, 5012-1975, 5012-1976]
- Application Release - March 2003 [CD part #s 5012-7811, 5012-7812, 5012-7813, 5012-7814]

Or, one of the following HP-UX 11.0 CD media:

- Application Release - March 2003 [CD part #s 5012-7807, 5012-7808, 5012-7809, 5012-7810]
- Application Release - June 2003 [CD part #s 5012-7831, 5012-7832, 5012-7833, 5012-7834]

And who have received one of the following HP-UX 11i SNAPLUS2 products on the media noted above:

- J2636BA -- TN3270 System License to Use (LTU) for Servers & Workstations
- J2720BA -- SNAPLUS2 Link Server LTU
- J2721BA -- SNAPLUS2 APPN End Node Server LTU
- J2722BA -- SNAPLUS2 3270/3179G Server LTU
- J2723BA -- SNAPLUS2 RJE Server LTU
- J2724BA -- SNAPLUS2 API Server LTU

And who have received HP-UX 11i Software Distributor (SD-UX) December 2002 version that is delivered as part of the HP Operating Environment (OE) releases on the following DVDs or CDs:

- MTOE - December 2002 [DVD part # B6845-10017]
- MTOE - March 2003 [DVD part # B6845-10020]
- MTOE - December 2002 [CD part #s B6845-10015, B6845-10016]
- MTOE - March 2003 [CD part #s B6845-10018, B6845-10019]
- TCOE - December 2002 [DVD part # B6821-10022]
- TCOE - March 2003 [DVD part # B6821-10025]
- TCOE - December 2002 [CD part #s B6821-10020, B6821-10021]
- TCOE - March 2003 [CD part #s B6821-10023, B6821-10024]



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, California 94304

Mailing Address
P.O. Box 10301
Palo Alto, CA 94303-0890

April 4, 2003
Page 2

Part # 5187-3610

- OE - December 2002 [DVD part # B3920-14068]
- OE - March 2003 [DVD part # B3920-14071]
- OE - December 2002 [CD part #s B3920-14066, B3920-14067]
- OE - March 2003 [CD part #s B3920-14069, B3920-14070]

- Enterprise OE - December 2002 [DVD part # B7993-10020]
- Enterprise OE - March 2003 [DVD part # B7993-10023]
- Enterprise OE - December 2002 [CD part #s B7993-10018, B7993-10019]
- Enterprise OE - March 2003 [CD part #s B7993-10021, B7993-10022]

- Mission Critical OE - December 2002 [DVD part # B7994-10020]
- Mission Critical OE - March 2003 [DVD part # B7994-10023]
- Mission Critical OE - December 2002 [CD part #s B7994-10018, B7994-10019]
- Mission Critical OE - March 2003 [CD part #s B7994-10021, B7994-10022]

Or, who have received HP-UX 11.0 Software Distributor (SD-UX) March 2003 version that is delivered as part of the HP-UX Core OS releases on the following CDs:

- HP-UX 11.0 Core OS – March and June 2003 [CD part # 5012-7803]

HP has identified an issue with SNAplus2 products installed with the HP-UX 11i SD-UX December 2002 and March 2003, and the HP-UX 11.0 SD-UX March and June 2003 versions. The SNAplus2 products noted above when installed with SD-UX, version B.11.11.0212 or B.11.11.0303, will result in installation errors that prevent a complete SNAplus2 product installation. The /var/adm/sw/swagent.log file will contain errors that indicate an unknown owner and group for some SNAplus2 files.

HP has resolved this issue in the HP-UX 11i SNAplus2 products delivered on the June 2003 AR, and in the HP-UX 11.0 SNAplus2 products that will be delivered on the September 2003 AR.

HP's Recommendation:

- To avoid installation errors, install the SNAplus2 products noted above, from the following media:
 - HP-UX 11i Application Release - June 2003 [DVD part # 5012-7839]
 - HP-UX 11i Application Release - June 2003 [CD part #s 5012-7835, 5012-7836, 5012-7837, 5012-7838]
 - HP-UX 11.0 Application Release - September 2003 [CD part #s 5012-7987, 5012-7988, 5012-7989, 5012-7990]



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, California 94304

Mailing Address
P.O. Box 10301
Palo Alto, CA 94303-0890

April 4, 2003
Page 3

Part # 5187-3610

- You can use a workaround to avoid the install errors and to install the SNAplus2 products noted above. Before installing the SNAplus2 products, manually create the SNAplus2 group and user by completing the following steps:

1. Log in as root.
2. Add the SNAplus2 group with the following command at the HP-UX prompt:

```
# /usr/sbin/groupadd -g 21 -o sna
```

Note: If there is already a group ID (GID) 21 on the system, then determine and use the next higher available GID number.

3. Add the SNAplus2 user with the following command at the HP-UX prompt:

```
# /usr/sbin/useradd -u 28 -o -m -c "SNAplus2 User,," -g sna sna
```

Note: If there is already a user ID (UID) 28 on the system, then determine and use the next higher available UID number.

Your SNAplus2 product can now be installed with swinstall.

- You can determine which version of HP-UX 11i or 11.0 SD-UX is installed on your system by completing the following steps:

1. Run the following command at the HP-UX prompt:

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

2. Review the swlist output – if it contains text similar to the following, then the SNAplus2 products that are delivered on the media noted above will not install correctly on your system:

```
"HPUXBaseAux B.11.11.0212 HP-UX Base OS Auxiliary"  
"HPUXBaseAux B.11.11.0303 HP-UX Base OS Auxiliary"  
"HPUXBaseAux B.11.00.0303 HP-UX Base OS Auxiliary"  
"HPUXBaseAux B.11.00.0306 HP-UX Base OS Auxiliary"
```

Note: The 0212, 0303 or 0306 portion of the version number corresponds to December 2002, March or June 2003 respectively.

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

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



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, California 94304

Mailing Address
P.O. Box 10301
Palo Alto, CA 94303-0890

April 4, 2003
Page 4

Part # 5187-3610

For additional information on Operating Environments, please see the following website:

- <http://www.software.hp.com/RELEASES-MEDIA/latest/osoe/tblcont.htm>

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