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rp7405, rp7410, and rp8400 Enterprise Servers customers may require patches to resolve application hangs when using nPartitions, and when hot plugging an internal disk in a mirrored disk environment

This bulletin applies to customers who have received the following HP servers:

- rp7405 Enterprise Server [product #A7111A, A7112A, A7113A]
- rp7410 Enterprise Server [product #A6752A]
- rp8400 Enterprise Server [product # A6093A]

Hewlett-Packard has identified the following two issues that may occur if a customer installs or reinstalls an rp7405, rp7410, or rp8400 Enterprise Server from any HP-UX 11i OE media:

- In an nPartition (hard partition) environment, if a system or user application hangs, it may be impossible to terminate the hung process, and may require an N-partition or system reboot.
- In a mirrored disk environment, if one of the internal disks fails and is hot-plugged, the alternate disk may not spin up, which may result in an application or system hang.

HP has created the following two patches to resolve these issues (patch retrieval instructions are included below):

- Patch PHKL_28100 resolves the nPartitions issue for the above-mentioned servers.
- Patch PHKL_28096 resolves the issue with internal drive spin-up, if it is hot-plugged in a mirrored disc environment.

If you experience one or more of the above-mentioned issues on your rp7405, rp7410, or rp8400 Enterprise Server, HP recommends you install patch PHKL_28100 and PHKL_28096. If you do not know if you have installed the recommended patches, HP recommends you use the `swlist` command to verify that the patches are currently installed.

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/>

Additional information on patch installation can be found in the following locations:

- HP Technical Documentation Website:



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- <http://docs.hp.com/hpux/os/11i>
- Select "*HP-UX 11i Installation and Update Guide*", HP-UX 11i Installation and Update Guide (part # 5187-1827)

Reference Chapter 4 "Updating Applications", section titled "Adding and Removing Individual Patches".

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