CA92344-1520-05

FUJITSU Server
PRIMEQUEST 2000/1000 Series
Notes on ServerView Suite

May, 2017

FUJITSU LIMITED

Contents

I. Preface 4

II. **Notes on ServerView Suite V12.16.10** 5

1. Notes on ServerView Operations Manager (SVOM) (V12.16.10) 5
2. Notes on ServerView Agents(V12.16.10) 8
3. Notes on ServerView RAID (V12.16.10) 12
4. Notes on ServerView Mission Critical Option (SVmco) (V12.16.10) 16
5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.16.10) 20
6. Notes on ServerView ESXi CIM Provider (V12.16.10) 26
7. Notes on ServerView Installation Manager (SVIM) (V12.16.10) 28
8. Notes on ServerView Update Manager (SVUM) (V12.16.10) 39
9. Notes on ServerView Update Manager Express (SVUME) (V12.16.10) 39

III. **Notes on ServerView Suite V12.16.12** 40

1. Notes on ServerView Operations Manager (SVOM) (V12.16.12) 40
2. Notes on ServerView Agents(V12.16.12) 42
3. Notes on ServerView RAID (V12.16.12) 46
4. Notes on ServerView Mission Critical Option (SVmco) (V12.16.12) 50
5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.16.12) 54
6. Notes on ServerView ESXi CIM Provider (V12.16.12) 60
7. Notes on ServerView Installation Manager (SVIM) (V12.16.12) 62
8. Notes on ServerView Update Manager (SVUM) (V12.16.12) 73
9. Notes on ServerView Update Manager Express (SVUME) (V12.16.12) 73

IV. **Notes on ServerView Suite V12.17.02** 74

1. Notes on ServerView Operations Manager (SVOM) (V12.17.02) 74
2. Notes on ServerView Agents(V12.17.02) 76
3. Notes on ServerView RAID (V12.17.02) 80
4. Notes on ServerView Mission Critical Option (SVmco) (V12.17.02) 84
5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.17.02) 88
6. Notes on ServerView ESXi CIM Provider (V12.17.02) 94
7. Notes on ServerView Installation Manager (SVIM) (V12.17.02) 96
8. Notes on ServerView Update Manager (SVUM) (V12.17.02) 106
9. Notes on ServerView Update Manager Express (SVUME) (V12.17.02) 106

V. **Notes on ServerView Suite V12.17.04** 107

1. Notes on ServerView Operations Manager (SVOM) (V12.17.04) 107

2. Notes on ServerView Agents(V12.17.04) 109
3. Notes on ServerView RAID (V12.17.04) 113
4. Notes on ServerView Mission Critical Option (SVmco) (V12.17.04) 117
5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.17.04) 121
6. Notes on ServerView ESXi CIM Provider (V12.17.04) 127
7. Notes on ServerView Installation Manager (SVIM) (V12.17.04) 129
8. Notes on ServerView Update Manager (SVUM) (V12.17.04) 139
9. Notes on ServerView Update Manager Express (SVUME) (V12.17.04) 139

VI. Notes on ServerView Suite V12.17.05 140

1. Notes on ServerView Operations Manager (SVOM) (V12.17.05) 140
2. Notes on ServerView Agents(V12.17.05) 142
3. Notes on ServerView RAID (V12.17.05) 146
4. Notes on ServerView Mission Critical Option (SVmco) (V12.17.05) 150
5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.17.05) 154
6. Notes on ServerView ESXi CIM Provider (V12.17.05) 160
7. Notes on ServerView Installation Manager (SVIM) (V12.17.05) 162
8. Notes on ServerView Update Manager (SVUM) (V12.17.05) 172
9. Notes on ServerView Update Manager Express (SVUME) (V12.17.05) 172

I. Preface

This manual provides notes on ServerView Suite V12.17.05 or later as related to the PRIMEQUEST 2000/1000 series.

Please refer to the manual “CA92344-0545-xx” and “CA92344-0679-xx” before ServerView Suite V11.15.xx.

II. Notes on ServerView Suite V12.16.10

1. Notes on ServerView Operations Manager (SVOM) (V12.16.10)

(1) [PRIMEQUEST 2000/1000 Series]

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board), Note the following point about adding a server in the PRIMEQUEST series to the server list.

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board) as the object to be added. If you specify a partition directly, the following message is output, and the object cannot be added.

It is not allowed to add the virtual PRIMEQEUST

(2) [PRIMEQUEST 2000/1000 Series]

In a test of a connection on the PRIMEQUEST MMB, "test trap" in the [Connection Test] window always fails.

Use the test trap function of the MMB to test the trap connection. For details on the test trap function of the MMB, see the following manual:

Tool Reference
1.5.6 [SNMP Configuration] menu
[SNMP Trap] window

(3) [PRIMEQUEST 2000/1000 Series]

In rare cases, a "fatal error" may occur during a new installation or update installation.

In such cases, perform the new installation or update installation again.

(4) [PRIMEQUEST 2000/1000 Series]

As soon as the event detected by the driver monitoring function is resolved, clear the status.

If the status is not cleared, the event of the hardware whose status is not Normal is suppressed, and there is no notification.

Clearing the status:

(1) Open the driver monitoring window from the SVOM window.

(2) Select the component to clear its status, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

(5) [PRIMEQUEST 2000/1000 Series]

In case of management of power of Partition, do not use the power management function on the SVOM . Use the power Management function on the MMB.

(6) [PRIMEQUEST 2000/1000 Series]

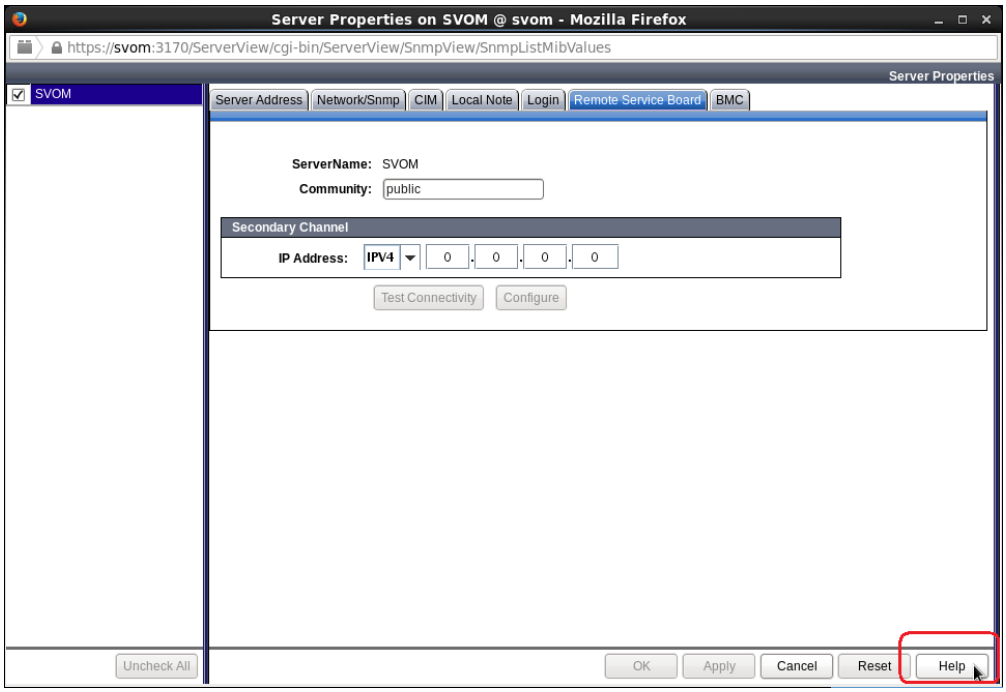
Use SVOM V6.10.05 or later for monitoring VMware vSphere 5.

Wrong VMware ESXi partition information will be shown with older version of SVOM.

(7) [PRIMEQUEST 2000/1000Series]

You might not be able to input IP address on "remote service port(RSB)" in "Server property" window, if SVOM is working on RHEL OS. At the time, please open the other window and close. Then you can input it.

For example, please click the help button in the window. Help window will be opened. And then close it.



(8) [PRIMEQUEST 2000Series]

After a SB is added on RHEL7.2 by hotadd, the names of the added CPUs are not displayed in the SVOM screen of “System Information”. Please confirm CPUs information by Web-UI.

(9) [PRIMEQUEST 2000/1000Series]

ServerView Operations Manager for Windows V7.20.04 not support upgrade installation on Japanese Operating System.

If you want to upgrade SVOM, you should uninstall previous version before install this version, and install ServerView Operations Manager for Windows V7.20.04

(10)[PRIMEQUEST 2000Series]

ServerView Operations Manager for Windows V7.20.04 require .NET Framework 3.5 before installation on Windows Server 2016.

2. Notes on ServerView Agents(V12.16.10)

(1) [PRIMEQUEST 2000/1000 Series]

The event information displayed by driver monitoring is cleared after an operating system or SVAgent restart.

(2) [PRIMEQUEST 1000 Series]

In operation with Red Hat Enterprise Linux 6, if a hard disk connected to an SAS card fails and becomes unresponsive, the Fault-LED may not go on.In such cases, use the following method to find the fault location.

1) If a hard disk connected to an SAS card fails and you receive notification of the failure, obtain PrimeCollect.

2) Check the device name in syslog.

Find the logged event (14123) detected by ServerView. Then, find the item logged before it ([rejecting I/O to offline device]).The numbers shown immediately before the message are Host:Channel:Id:Lun (1:0:2:0 in the above example).The device name (sdc in the above example) can be found from the log item that has the same Host:Channel:Id:Lun.

3) You can find the mounting location of the faulty disk from the obtained PrimeCollect.

Open PrimeCollect, and open the var\log\PrimeCollect\tmp\PCSysScan.xml file in Word.

```
1
MBD2300RC
FUJITSU
D007PA902HT0
SASU#2-HDD#0
sda

1
MBD2300RC
FUJITSU
D007PA902HRR
SASU#2-HDD#2
sdb

1
MBD2073RC
FUJITSU
BSF2P780004J
SASU#2-HDD#3
sdc
```

From the device name (sdc in the above figure), confirm the mounting location.(SASU#2-HDD#3 in the above example)

(3) [PRIMEQUEST 1000 Series]

Fujitsu does not support rsyslog in Red Hat Enterprise Linux 5.If rsyslog is installed, ServerView Agent cannot detect and report errors in I/O (PCI-Express card, hard disk, etc.).

(4) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher. If you have SSD drive on the PCI slot.

(5) [PRIMEQUEST 1000 Series]

Use Windows version of Agents V6.10.05 or higher, If you will use Windows Server 2012

(6) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher If you will use Oracle VM.

(7) [PRIMEQUEST 2000/1000 Series]

Check I/O status on the SVOM after OS boot completes, because ServerView Agents might not be able to detect I/O error during OS booting phase.

(8) [PRIMEQUEST 2000 Series]

If you use Windows Server 2008 R2 without ServerView Installation Manager on PRIMEQUEST 2000 Series, you should adopt the following Windows Hotfix before install ServerView Agents

http://support.microsoft.com/kb/2674913/en-us

(9) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(10) [PRIMEQUEST 2000 Series]

ServerView Agents has possibilities to log the following WARNING messages in */var/log/messages* when ServerView Agents started on RHEL7.

There is no problem. Please ignore it.

systemd: [/etc/rc.d/init.d/eecd:21] Failed to add dependency on +aurad.service, ignoring: Invalid argument

systemd: [/etc/rc.d/init.d/srvmagt_scs:19] Failed to add dependency on +eecd.service, ignoring: Invalid argumen

(11) [PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(12) [PRIMEQUEST 1000 Series]

When you monitor PRIMEQUEST 1800E2 without using SVOM, please install the following ServerView Agents.

- For Linux: SVAgents V5.30.12 or later
- For Windows: SVAgents V5.10.05 or later

(13) [PRIMEQUEST 2000 Series]

When installing SV-Agent in RHEL7.2, the following general error is displayed.

There is no problem. Please ignore it.

Displayed general error:

Starting ServerView Agents Linux ...

Waiting for Inventory data 0 giving up after 300 seconds!

./functions: ? 76: log_failure_msg: Command is not found

Starting aborted with status 1 (General error).

3. Notes on ServerView RAID (V12.16.10)

(1) [PRIMEQUEST 1000 Series]

If the diskctrl command is used to execute a "disk rotation stop instruction," ServerView RAID may output the following message. This message is output with the "disk rotation stop instruction" and does not indicate any operational problem.

Event ID: 10451
Message: State change on disk ([..]) from available to failed

<Example of output>
ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(2) [PRIMEQUEST 2000/1000 Series]

In a Windows environment, if the following event (ID 51) occurs, a RAID card may have failed. Use the following procedure to check whether the RAID card failed and to replace a failed card.

1) Confirm that the following event is recorded in the event log.
   Event ID: 51
   Type:Warning
   Source:Disk

   Description:An error during paging was detected on the device \Device\Harddiskx\DRy.
   >> If the event was recorded, go to step 2).

2) Confirm that the ServerView RAID window displays the device where the error occurred as described in the above step 1).
   >> If the device is not displayed even though it is mounted, go to step 3).

3) Confirm that the ServerView RAID window displays the RAID controller card on the device described the above 2).
   >> If the RAID controller card is not displayed even though it is mounted, replace it.
   (SAS array disk unit or external RAID card)

In the above case, follow the troubleshooting information provided by Microsoft.

(3) [PRIMEQUEST 1000 Series]

In case of monitoring RAID on PRIMEQUEST 1000 series with VMware vSphere 5, install ServerView RAID to guest OS which ServerView Mission Critical Option for VM installed.

(4) [PRIMEQUEST 1000 Series]

Use appropriate version of software combination to detect and inform error of ServerView RAID.

If you use the following software without the combination that specified the following table, you will have some problem about RAID error handling. E.g. no error event informed or some of information is lacked from event message when error is detected on the RAID.

Related Software : PRIMEQUEST Server Agent (PSA)/ ServerView Mission Critical Option (SVmco)/ ServerView Mission Critical Option for VM (SVmcovm)/ServerView Agents

Refer to the following table and find appropriate combination of software.

Model Name	Software name	OS	ServerView RAID version	
			V5.7.3	V5.7.8 or later *2
PRIMEQUEST 1800E	PRIMEQUEST Server Agent	Windows2003/ Windows2008	x64 OS : 2.11.1 or later x86 OS : 2.11.0 or later	2.16.0 or later *3
		RHEL5	2.12.0 or later	2.16.0 or later
		RHEL6	2.11.1 or later	2.17.0 or later
		VMware ESX4.0/4.1	2.12.0 or later	2.16.0 or later
PRIMEQUEST 1800E2	ServerView Agents	Windows2008/ Windows2012	V6.11.03 or later	V6.21.07 or later
		RHEL5/ RHEL6	V5.50.20 or later	V6.21-20 or later
		VMware ESX4.0/4.1	V6.00.10 or later	V6.21-20 or later
	ServerView Mission Critical Option	RHEL5/ VMware ESX4.1	1.0.5 or later	
		RHEL6	1.0.5 or later	
		Windows2008	x64 OS : 1.8.1 or later x86 OS : 1.0.3 or later	
		Windows2012	x64 OS : 1.8.1 or later x86 OS : 1.1.0 or later	

	ServerView Mission Critical Option for VM *1	RHEL5	1.1.2 or later	1.4.0 or later
		RHEL6	1.1.2 or later	1.4.0 or later
		Windows2008	x64 OS : 1.3.1 or later x86 OS : 1.1.1 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later
		Windows2012	x64 OS : 1.3.1 or later x86 OS : 1.2.0 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later

*1 About “ServerView Mission Critical Operation for VM”, “OS” field means OS which installed to virtual system on VMware ESXi 5

*2 The difference of ServerView RAID Manager v5.7.3 and v5.7.8 are the following.

V5.7.3 can’t inform some of event(10987,10988) of ServerView RAID Manager

*3 This software is only for Windows2008.

You can download these software from the following site.

http://support.ts.fujitsu.com/Index.asp

(5) [PRIMEQUEST 1000 Series]

If you find Error event(ID: 18500-18999/28500-28999) from ServerView RAID manager, Execute appropriate action for the event and check ServerView RAID manager GUI another error event available or not.

You found another error event you should execute action for it.

(6) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(7) [PRIMEQUEST 2000/1000 Series]

Set network environment so that hostname is resolved. If hostname is not resolved, ServerView RAID may not start normally.

<Example>

ServerView RAID does not start and the following message is logged.

Waiting until ServerView-RAID service is listening on port #3173 0 giving up after 30 seconds ServerView-RAID service is not listening. Continue anyway.

If this problem occurs, add the setting to "/etc/hosts".

<Example>

192.168.0.1 Hostname
127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4
::1 localhost localhost.localdomain localhost6 localhost6.localdomain6

(8) [PRIMEQUEST 2400E2/2800E2/2800B2]

When DISK UNIT is observed with ServerView RAID, the installing slot number of DISK UNIT equipped with the disk is not corresponding to the physical drive number on ServerView RAID.

Please read in a different way as follows and operate it when you observe DISK UNIT with ServerView RAID.

1. Physical drive number on ServerView RAID	2. Installing slot number of DISK UNIT
3. 0	7. HDD#0
4. 1	8. HDD#1
5. 4	9. HDD#2
6. 5	10. HDD#3

4. Notes on ServerView Mission Critical Option (SVmco) (V12.16.10)

(1) [PRIMEQUEST 1000 Series]

For monitoring in the PRIMEQUEST 1800E2, install SVmco.

For monitoring in the PRIMEQUEST 1800E, do not install SVmco.

(For the PRIMEQUEST 1800E, PSA monitors and reports errors.)

(2) [PRIMEQUEST 1000 Series]

If SVmco needs to be restarted for the post-SVmco-installation settings in VMware (2.3.3 in the *ServerView Mission Critical Option Version 1.0 User Manual*), execute the following procedure in the terminal window:

```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```

(3) [PRIMEQUEST 1000 Series]

When you use Windows as the operating system, install ServerView RAID.

Unless ServerView RAID is operating, hardware configuration information about the disk is not sent correctly to the REMCS center.

(4) [PRIMEQUEST 1000 Series]

When you use Oracle VM, please install SVmco V1.2.0 or later in the Host OS.

(5) [PRIMEQUEST 1000 Series]

When you use PCIe SSD card, please install the following SVmco.

- For Linux: SVmco V1.4.1 or later
- For Windows: SVmco V1.2.1 or later

(6) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012, please install SVmco V1.1.0.2 or later.

and, SIRMS V4.5.0.0 or later

Note:

For the PSHED Plugin driver of earlier than the V1.8.0 edition, the Windows hardware recognition for Windows Server 2012 is unsupported.

Please use the SVmco V1.8.0 or later for the Windows Server 2012.

However, If you use SVmco earlier than V1.8.0, it is not indicate any functionally problem.

(7) [PRIMEQUEST 1000 Series]

Please install the SVmco V1.2.0.0 or later of RHEL5 for the Oracle VM.

(8) [PRIMEQUEST 2000/1000 Series]

If you use SVmco v1.4 or later and disable IPv6, you need to remove the setting of the snmptrapd file.
This setting is necessary to receive Trap.
When you do not delete the setting , you can not receive Trap.
For example, if you build the PRIMECLUSTER linkage in your system, you can not receive Trap from the other node.
Please delete the setting according to the following procedures.

1. Open the /etc/snmp/snmptrapd.conf. and delete the "**udp6:162**".

Before:

```
snmpTrapdAddr udp:162,udp6:162
```

After

```
snmpTrapdAddr udp:162
```

2. Restart snmptrad service. and confirm to start normally

```
#/etc/init.d/snmptrad restart
Stopping snmptrapd:                                        [ OK ]
Starting snmptrapd:                                        [ OK ]
#
```

(9) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012 R2, please install SVmco V1.8.1.0 or later..

Note:

For the PSHED Plugin driver of earlier than the V1.8.1.0 th edition, the Windows hardware recognition for Windows Server 2012 R2 is unsupported.
Therefore, there is functionally no problem though pop up is output when you install.

(10)[PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(11)[PRIMEQUEST 2000 Series]

Please restart SVmco service follow the procedure when the following messages are output to syslog on Red Hat Enterprise Linux.at the startup of SVmco.

```
SVmco: E 02801 y10SVmco Initialization Error
```

Restarting procedure

Please restart the SVmco service on the following procedures by administrator authority.

1) Please stop the SVmco service.

```
# service y10SVmco stop
```

2) It is necessary to stop other services that use ipmi to restart the ipmi service.
   Please stop the service when the following software is installed in your system.

- ServerView Agent
- ServerView Agentless Service
- PRIMEQUEST REMCS Option

   Please refer to the product-specific documentation/README about the how to stop.

3) Please restart the ipmi service

```
# service ipmi stop
```

```
# service ipmi start
```

4) Please start the service that stops according to step 1 and 2
   As follows in case of SVmco. Please refer to the manual about the other products.

```
#service y10SVmco start
```

```
#service y30SVmco start
```

Please confirm the thing that the following messages are not output to syslog after SVmco restart.

```
SVmco: E 02801 y10SVmco Initialization Error
```

When the message is output, please execute the procedure of the above-step 1-4again.

(12) [PRIMEQUEST 2000 Series]

In Extended Partitioning, it might take about ten minutes to start SVmco when the first time after install.

(13)[PRIMEQUEST 1000/2000 Series]

No action is required though the following messages when SVmco is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

(14)[PRIMEQUEST 1000 Series]

Please install the ServerView Mission Critical Option 1.10.3 or later when you use ServerView Agents V7.31.16 or later.
If you do not apply ServerView Mission Critical Option 1.10.3, it may report to REMCS even though the hard disk managed by RAID card has not failed.

5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.16.10)

(1) [PRIMEQUEST 1000 Series]

Select a virtual machine on the VMware ESXi 5 server to install SVmcovm in a virtual machine.
Virtual Machine is necessary in each partition that runs ESXi.
Refer to “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(2) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, hard configuration information on PCI card/disk is not reported to the REMCS center.

(3) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, "PCI-Express Card Information" and "Firmware Version" in the table of "PCI-Express Slots" of the MMB screen is not displayed. (IOB or PCI_Box of the menu of the MMB screen).

(4) [PRIMEQUEST 1000 Series]

The following table lists the packages required for SVmcovm operation.

Please confirm the packages necessary for this operation has been installed in the partition before installing SVmcovm.

Remarks:

To install to 64-bit RHEL5 or 6, you need to install “32-bit openssl” package.

Also, you only need to instsall “32-bit glibc” package when you install svmcovm to 64-bit RHEL6.

When these packages are not installed, SVmcovm cannot be normally started.

- Packages (RHEL5)

X86	**X64**
gdb-x.x-x.x.i386	gdb-x.x-x.x.x86_64
tcl-x.x.x-x.i386	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
expect-x.x.x-x.x.i386	expect-x.x.x-x.x.x86_64
openssh-clients-x.x-x.x.i386	openssh-clients-x.x-x.x.x86_64

- Packages (RHEL6)

X86	**X64**
gdb-x.x-x.x.i686	gdb-x.x-x.x.x86_64
	glibc-x.x-x.x.i686
tcl-x.x.x-x.i686	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
openssh-clients-x.x-x.x.i686	openssh-clients-x.x-x.x.x86_64
expect-x.x.x-x.x.i686	expect-x.x.x-x.x.x86_64

(5) [PRIMEQUEST 1000 Series]

The standard of the amount of the resource of SVmcovm is the following.

Hard Configuration: 1partition and 1SB (2CPU).

- Linux

	At normal	**At failure detection**
CPU	About 0%	About 1.7%
MEM	About 21MB	About the same (left).
HDD	About 32MB	About the same (left).

- Windows

	At normal	**At failure detection**
CPU	About 0.4%	About 0.5%
MEM	About 13MB	About the same (left).
HDD	About 13MB	About the same (left).

(6) [PRIMEQUEST 1000 Series]

About the report time at failure detection.

Time in the report message to syslog, REMCS, and Mail is different according to the environment in which SVmcovm is installed.

- RHEL6 :

1) Confirm the time of the following logs output to syslog.

```
SVmco: I 00069 SVPM startup succeeded (/etc/fujitsu/SVmco/global/pmsvmco.conf)
```

2) Compare the time of the red line of the following example and the time examined according to step one.

- After the time that SVmcovm started (step one):
  The report time is local time of a virtual machine in which SVmcovm is installed.

- Before the time that SVmcovm started (step one):
  The report time is reported of with UTC (Coordinated Universal Time).

- RHEL5:
  All the report time is local time of a virtual machine in which SVmcovm is installed.

The target time is a red line of the following example.

Refer to “8 Messages” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

■ Syslog

```
Dec 14 19:19:42 RHEL55onVM SVmcovm: E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4)
Device error (State change on disk from operational to offline)
```

■ REMCS

SVmcovm P#1 2011-12-15 21:18:50 E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4) Device error (State change on disk from operational to offline)
Dec 15 21:18:50 RHEL55onVM ServerView RAID: [10505][Warning] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (4): State change on disk (1:8) from operational to offline vendor=INTEL model=SSDSA2SH064G1GC serial-no=CVEM008 101VW064KGN

■ Mail

SVmcovm P#1 2011-12-28 14:22:50 E 18516 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (3) Adapter error (BBU temperature problem detected) vendor-id=1000 device-id=0079 revision=
Dec 28 14:22:50 rhel5 ServerView RAID: [10152][Error] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (3): BBU temperature problem detected

(7) [PRIMEQUEST 1000 Series]

The Unit name of the ServerView event message is displayed with Seg:Bus:Dev.Func (example 0:0:25.0).

- Unit name in Partition Event Log on MMB screen.
- Unit name in output event of ServerView.

Refer to “9 Procedure for specifying PCI card error part in VMware5” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(8) [PRIMEQUEST 1000 Series]

When the environment is configured of Windows Server 2012, use since SVmcovm V1.2.0.0.

(9) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware ESXi5.5 or later, the message that fails in the System Status Change might be output to Syslog or Eventlog.
However, the operation (restart of SVmcovm) described in the manual is unnecessary.

The message is the following.
Event ID: 09135
The message: System Status is Changed in the “OS Running”: failed ret=%1
%1 is arbitrary numerical value.

(10)[PRIMEQUEST 1000 Series]

When the fibre channel card is used on VMware ESXi 5.5 or later, it is necessary to renew Fibre Channel Firmware and SVmcovm.

Please inquire of our charge business and SE about details.

(11)[PRIMEQUEST 1000 Series]

No action is required though the following messages when SVmcovm is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

(12)[PRIMEQUEST 1000 Series]

If you use the following SVmcovm in the environment of「ESXi600-201608001」patch applied VMware ESXi 6.0, it is not possible to identify the fault location of Fibre Channel card.

- SVmcovm for Windows 1.6.2
- SVmcovm for Linux 1.6.1

Please use SVmcovm V1.7.0 or later.

6. Notes on ServerView ESXi CIM Provider (V12.16.10)

(1) [PRIMEQUEST 2000/1000 Series]

The behavior of Software Watchdog has been changed from ServerView ESXi CIM Provider V7.01.04.

You can use Software Watchdog only for system monitoring purpose.

You should satisfy the following condition on SVOM or MMB software watchdog configuration page if you want to use Software Watchdog.

SVOM

Action : “Continue”

TimeOut : a value more than 4 minute

MMB

Action when watchdog expires : “Continue”

Timeout time(second) :a value more than 240 second

Refer each manuals to configure Software Watchdog on SVOM or MMB.

(2) [PRIMEQUEST 2000/1000 Series]

You can’t monitor PRIMEQUEST partition by using ServerView Operations Manager(SVOM).

You should monitor PRIMEQUEST hardware the following way.

1) Monitoring the partition with SVOM

You can monitor the partition only on the following conditions.

Monitor by the way of 2) or 3), if your environment does not meet the condition.

The partition is composed by 1SB:

You can monitor the partition with SVOM by using the ServerView ESXi CIM Provider V7.20.21 or later version.

Using VMware ESXi 5,5:

You can monitor the partition with SVOM by using ServerView ESXi CIM Provider V7.00.08 or older version.

Confirm the readme document which version of ServerView ESXi CIM Provider you can use.

It depend on PRIMEQUEST type.

2) Monitoring only the chassis with SVOM

You can monitor PRIMEQUEST chassis node on ServerList.

SVOM can’t monitor each partition node(VMware ESXi) under PRIMEQUEST chassis.

However, MMB monitoring hardware and you can confirm it as PRIMEQUEST chassis node status.

You can confirm VM information(virtual machine information under VMWare ESXi host) and OS information on vCenter Server.

3) Monitoring without SVOM

Monitor PRIMEQUEST hardware via MMB Web-UI.

You can’t confirm VM information(virtual machine information under VMWare ESXi host) and OS information on MMB Web-UI.

Use vCenter Server for above purpose.

7. Notes on ServerView Installation Manager (SVIM) (V12.16.10)

Notice) PRIMEQUEST 1000 series are not supported by SVIM V12.16.10.

(1) [PRIMEQUEST 2000Series]

A warning message may appear when HBAnyware starts.

If ServerView Installation Manager automatically installs the application HBAnyware, the following warning message may appear when HBAnyware starts. You can ignore this message.

"RMServer: Failed to register remote request handler for adapter 0 with

(2) [PRIMEQUEST 2000 Series]

Note the following points about configuring the RAID and disks in Guide mode.

Do not configure a disk partition across multiple disks. To configure a disk partition across multiple disks, do so manually after the installation is completed.

(3) [PRIMEQUEST 2000 Series]

To connect eight or more PCI cards, the I/O space assignment must be changed. Note the following.

- Assign I/O space to the SASU/SASRU.
- For installation in a SAN environment, assign I/O space to the FC card that connects the SAN environment.
- For remote installation, assign I/O space to the built-in LAN port.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(4) [PRIMEQUEST 2000 Series]

Note the following about using the Dual Chanel SAS array controller card.

Before using the Dual Channel SAS array controller card (RAID card for an external disk unit) in Red Hat Enterprise Linux, assign I/O space.

After Red Hat Enterprise Linux is installed, if no I/O space is assigned when that card is installed, the operating system may not start.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(5) [PRIMEQUEST 2000 Series]

Note the following note about a SAN or other environment that is connected to many hard disks and LUNs.

This software can recognize up to 64 hard disks or LUNs.If many hard disks or LUNs are connected, it may not recognize the installation destination.If possible, remove all the hard disks or LUNs that are not the installation destination.

(6) [PRIMEQUEST 2000 Series]

Note the following about installing an operating system that does not support UEFI.

The PRIMEQUEST is in UEFI mode when shipped from the factory.Before installing an operating system that does not support UEFI, set BIOS mode.

The operating systems that support UEFI are as follows:

Windows Server 2008 (64 bit)

Windows Server 2008 R2

Red Hat Enterprise Linux 6 (for Intel64)

To set BIOS mode, use the following procedure.

1) After powering on the partition, press the [F2] key while the FUJITSU logo is displayed to open the UEFI window.

2) Select the following menu items in the UEFI window, in the order shown:
[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－
[Change the order]

3) Specify that [**Legacy Boot**] be at the top.

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD	Specify this item to use the built-in DVD drive for installation in UEFI mode.
Legacy Boot	Specify this item to set BIOS mode.Specify it also to use remote storage for installation in BIOS mode.
UEFI Shell	Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

(7) [PRIMEQUEST 2000 Series]

You cannot use guided mode in remote installation.

(8) [PRIMEQUEST 2000 Series]

Note the following about using many CPU/PCI cards.

When many CPU/PCI cards mounted, after choosing OS, a warning message may be displayed on OS selection Screen. Please install by once constituting smaller one.

(9) [PRIMEQUEST 2000 Series]

When 16 or more LAN cards are mounted, a screen may freeze in Language Selection.

If you wait for a while after a screen freezes, it will recover, but if you reduce the number of LAN cards, a symptom can be canceled.

(10)[PRIMEQUEST 2000 Series]

When installing in UEFI mode using remote storage, it is necessary to change Boot Order.

It is necessary to start SVIM in UEFI mode to install OS in UEFI mode.

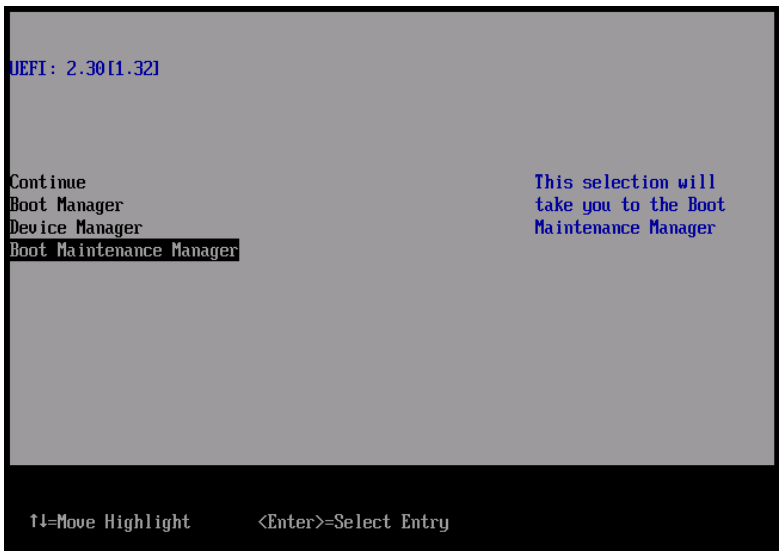
Using remote storage, for setting it in UEFI mode, You set [UEFI:DVD/CD 0] in [Boot Maintenance Manager] as the top.

(11)[PRIMEQUEST 2000 Series]

Please register the boot manager, when you install the VMware ESXi in UEFI mode.

Procedure is the following.

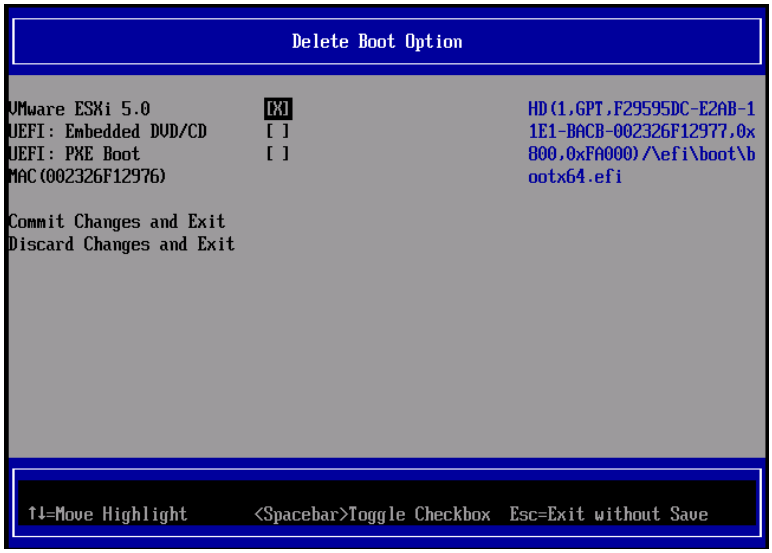
1) After power on, push F2 key while FUJITSU logo is displayed. The following UEFI screen is displayed.



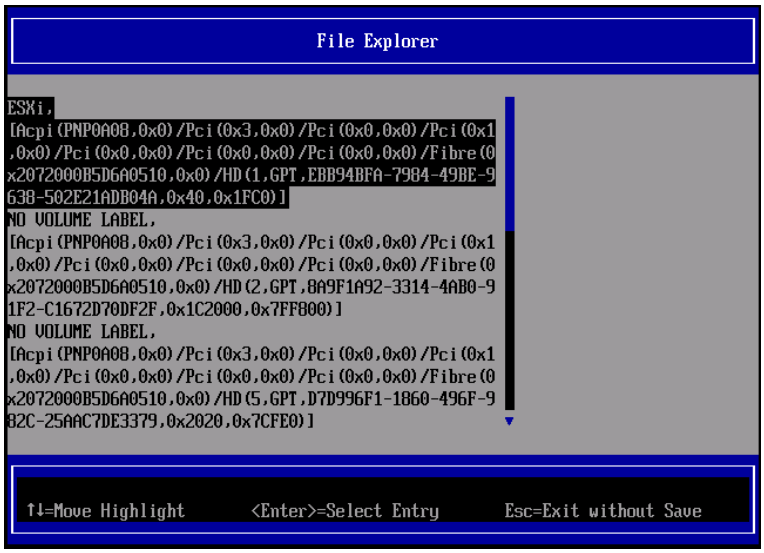
2) Select the menu in order to the below.

[Boot Maintenance Manager]-[Boot Options]-[Delete Boot Option]

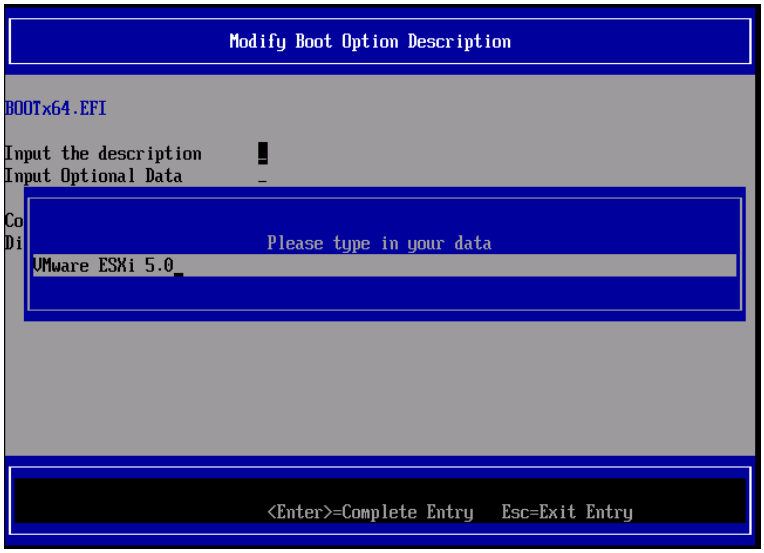
3) Position cursor in VMware ESXi 5.x, and push the space bar on it.



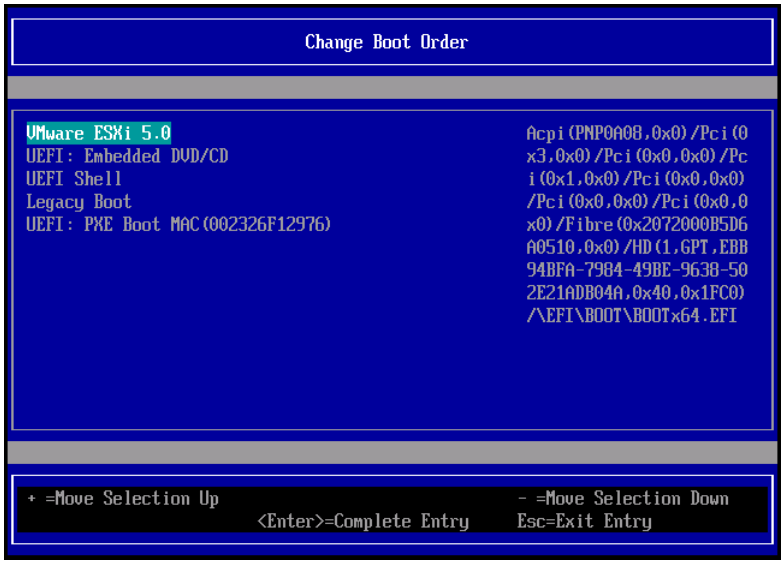
4) Select [Commit Change and Exit].
5) Select [Add Boot Option].
6) Select the item of top “ESXi …..”



7) Select <EFI>^<BOOT>^Bootx64.EFI.
8) Input the following strings into the item of [Input the description] as the item of boot manager.
“VMware ESXi x.x”



9) Select [Commit Changes and Exit].



After completion of setup, press Enter key and reboot the server.

And, in order to start automatically, please position the boot manager to the top of boot order.

(12)[PRIMEQUEST 2000 Series]

If you have two or more disks mounted in server, please install VMware ESXi to first one.

(13)[PRIMEQUEST 2000 Series]

VMware ESXi cannot perform remote installation in UEFI mode.

(14)[PRIMEQUEST 2000 Series]

When total number of Ethernet ports including onboard Ethernet in PRIMEQUEST is 96 or more, Uncorrectable Error occurs during starting of SVIM. In such case, please reduce the number of network cards so that the number of ports becomes less than 95. And please set again reduced cards after installation.

(15) [PRIMEQUEST 2000 Series]

When installing Window Server 2008 or 2008R2, a product key input screen may be displayed.
When installing using the Microsoft Corporation media, in spite of having inputted the product key on the GUI screen of SVIM, a product key input screen may be displayed again. Please advance without inputting a product key.

(16) [PRIMEQUEST 2000 Series]

Here is a caution when installing the Red Hat Enterprise Linux into SAN boot environment.
When you install RHEL and you have built-in HDD, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI. Installation will fail if you choose "MBR". In that case, you may remove built-in HDD.

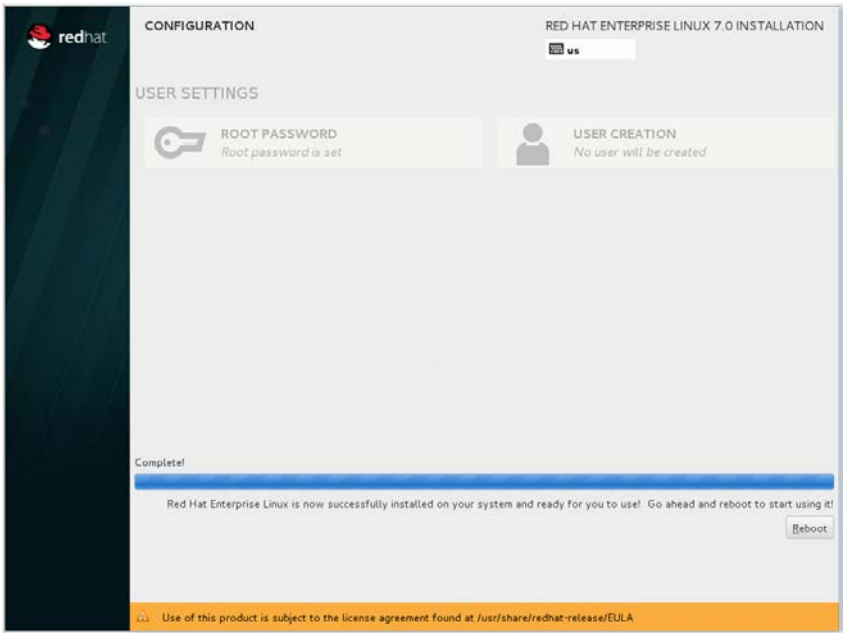
(17)[PRIMEQUEST 2000 Series]

The way for remove of OS disc when install RHEL7.

In installation of RHEL7, the following screen is displayed when installation completes.

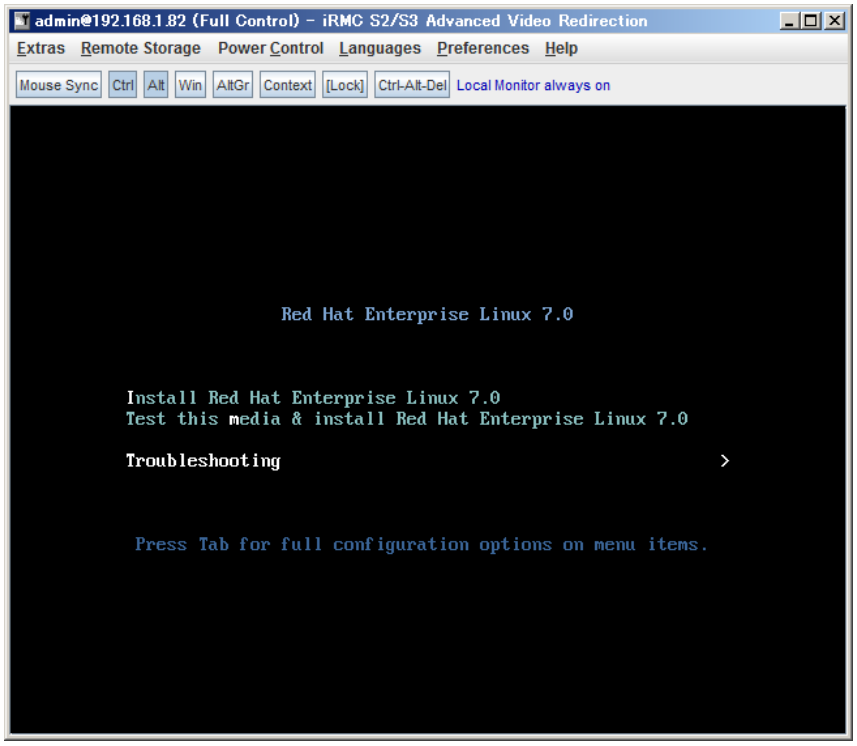
At this moment, you should still not remove OS media from DVD drive (or the remote storage).

So an I/O error will occur.



At first, please click "reboot" button, after that remove the OS media until the "Fujitsu" logo is displayed.

If you do not remove the OS media, RHEL will boot automatically soon (see below). At that case, you should press <ctrl>+<Alt>+<Delete> key. The system will reboot again. Please remove the OS media before RHEL boot.



(18) [PRIMEQUEST 2000 Series]

If you have two or more Hard Disks mounted in server, you should remove Hard disks except for target of installation.

(19)[PRIMEQUEST 2000 Series]

When you install RHEL with UEFI mode, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI as "MBR".

(20)[PRIMEQUEST2000 Series]

Notice of installation of Windows Server 2012

When installing Windows Server 2012 using OS media by which direct buying was carried out, the time which installation takes may be longer than usual.

(21)[PRIMEQUEST 2000 Series]

When the loading memory total in a partition is not less than 256 GB, and you install Windows, please specify boot partition size larger than the memory size.

Although Windows creates the page file for a swap to a boot partition, the size is dependent on loading memory size. The size of the boot partition which SVIM sets up is 51,200 MB by default. You must assign bigger if needed.

(22)[PRIMEQUEST 2000 Series]

In installation RHEL7, SVIM is not supported UEFI Secure Boot.

If UEFI Secure Boot is set as Enable by BIOS setup, it is not installable with SVIM. Please be sure to install, after setting it as Disable. In order to validate Secure Boot, please set it as Enable anew after installation of OS. In addition, in the state of the default, it is set as Disable.

(23)[PRIMEQUEST 2000 Series]

The way to recover the trouble which LUN of SAN boot is not recognized by SVIM.

In case of SAN boot configuration, the ETERNUS LUN may not be recognized. Please check the following point of view.

a. You must display "Boot Manager" page by BOIS menu before SVIM starts.

b. It cannot be recognized, if Initialized form of LUN and SVIM boot mode is different.

c. It may be the cause that unjust data remains in LUN. Please initialize LUN again.

(24)[PRIMEQUEST 2000 Series]

Operation after installing SVOM for Linux

When SVOM for Linux is installed by SVIM, you should carry out the following operation after installing RHEL OS.

a. Please open terminal window by super user.

b. Input the following command into terminal window.

```
# ldapmodify -H ldap://localhost:1473 -D "uid=admin,ou=system" -x -w \
"admin" –a -c –f /opt/fujitsu/ServerViewSuite/svcommon/files/SVApacheDS.ldif \
1>/dev/null 2>&1
# sv_services restart
```

(25)[PRIMEQUEST 2000 Series]

SLES11 SP3 is no longer supported.

If you want to use SLES11 SP3, please download the version of ServerView DVD which supports SLES11 SP3.

http://www.fujitsu.com/fts/products/computing/servers/primergy/management/index.html

There is the item "ServerView ISO Images" at the right side of this page. DVD1 and DVD2 in there are ISO image of ServerView DVD attached to a server.

(26) [PRIMEQUEST 1000 Series]

In installation of PRIMEQUEST 1800 series, Installation of OS may be displayed un-supporting or un-supporting on the OS selecting page.

It is no problem, please ignore it and continue the installation operation.

(27)[PRIMEQUEST 2000 Series]

In the following PRIMEQUEST 2000 series, all of VMware ESXi version cannot install with UEFI mode by using SVIM. You have to install by manual operation.

Influenced model: 2400E / 2800E / 2800B

(28)[PRIMEQUEST 2000 Series]

Attention of installation of RHEL7 with 4GB DIMM in the Extended Partitioning.

If you try installation of RHEL7 to the Extended Partitioning with 4GB DIMM, you should set the ”text mode(graphical is default)“ in the "Basic Configuration" page or increase the DIMM to 8GB or more. Because, it may be frozen during install a system.

(29)[PRIMEQUEST 2000 Series]

In Extended Partitioning, there is a notification when you start the PRIMEQUEST using V12.16.10 or later.

The BSOD error may occur during the OS installation using V12.16.10 or later on Extended Partitioning environment. In such case, you should perform the following workaround.

1) If the server firmware older than Bx17021 (x=A,B,C: depend on machine type), please update.

2) You should change the number of CPU core into between 2 and 47.

After the OS installation, change the CPU core allotment to the original number.

8. Notes on ServerView Update Manager (SVUM) (V12.16.10)

(1) [PRIMEQUEST 1000 Series]

PRIMEQUEST 1000 Series does not support this product.

9. Notes on ServerView Update Manager Express (SVUME) (V12.16.10)

(1) [PRIMEQUEST 2000/1000 Series]

PRIMEQUEST does not support this product.

III. Notes on ServerView Suite V12.16.12

1. Notes on ServerView Operations Manager (SVOM) (V12.16.12)

(1) [PRIMEQUEST 2000/1000 Series]

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board), Note the following point about adding a server in the PRIMEQUEST series to the server list.

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board) as the object to be added. If you specify a partition directly, the following message is output, and the object cannot be added.

It is not allowed to add the virtual PRIMEQEUST

(2) [PRIMEQUEST 2000/1000 Series]

In a test of a connection on the PRIMEQUEST MMB, "test trap" in the [Connection Test] window always fails.

Use the test trap function of the MMB to test the trap connection. For details on the test trap function of the MMB, see the following manual:

Tool Reference
1.5.6 [SNMP Configuration] menu
[SNMP Trap] window

(3) [PRIMEQUEST 2000/1000 Series]

In rare cases, a "fatal error" may occur during a new installation or update installation.

In such cases, perform the new installation or update installation again.

(4) [PRIMEQUEST 2000/1000 Series]

As soon as the event detected by the driver monitoring function is resolved, clear the status.

If the status is not cleared, the event of the hardware whose status is not Normal is suppressed, and there is no notification.

Clearing the status:

(1) Open the driver monitoring window from the SVOM window.

(2) Select the component to clear its status, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

(5) [PRIMEQUEST 2000/1000 Series]

In case of management of power of Partition, do not use the power management function on the SVOM .

Use the power Management function on the MMB.

(6) [PRIMEQUEST 2000/1000 Series]

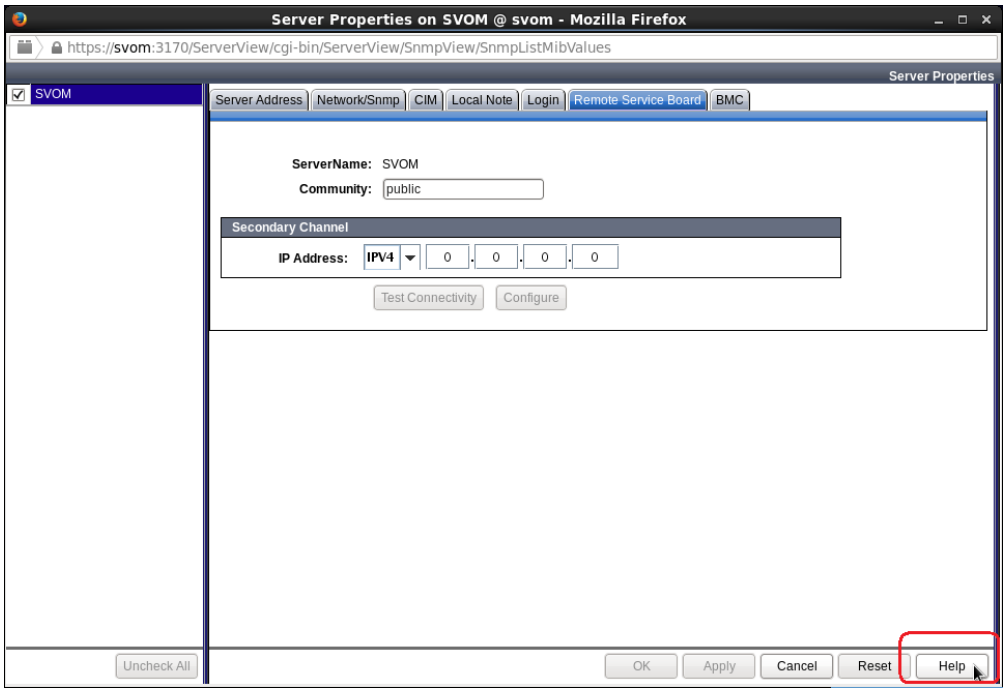
Use SVOM V6.10.05 or later for monitoring VMware vSphere 5.

Wrong VMware ESXi partition information will be shown with older version of SVOM.

(7) [PRIMEQUEST 2000/1000Series]

You might not be able to input IP address on "remote service port(RSB)" in "Server property" window, if SVOM is working on RHEL OS. At the time, please open the other window and close. Then you can input it.

For example, please click the help button in the window. Help window will be opened. And then close it.



(8) [PRIMEQUEST 2000Series]

After a SB is added on RHEL7.2 by hotadd, the names of the added CPUs are not displayed in the SVOM screen of “System Information”. Please confirm CPUs information by Web-UI.

(9) [PRIMEQUEST 2000Series]

ServerView Operations Manager for Windows V7.20.04 or later requires .NET Framework 3.5 before installation on Windows Server 2016.

2. Notes on ServerView Agents(V12.16.12)

(1) [PRIMEQUEST 2000/1000 Series]

The event information displayed by driver monitoring is cleared after an operating system or SVAgent restart.

(2) [PRIMEQUEST 1000 Series]

In operation with Red Hat Enterprise Linux 6, if a hard disk connected to an SAS card fails and becomes unresponsive, the Fault-LED may not go on.In such cases, use the following method to find the fault location.

1) If a hard disk connected to an SAS card fails and you receive notification of the failure, obtain PrimeCollect.

2) Check the device name in syslog.

Find the logged event (14123) detected by ServerView. Then, find the item logged before it ([rejecting I/O to offline device]).The numbers shown immediately before the message are Host:Channel:Id:Lun (1:0:2:0 in the above example).The device name (sdc in the above example) can be found from the log item that has the same Host:Channel:Id:Lun.

3) You can find the mounting location of the faulty disk from the obtained PrimeCollect.

Open PrimeCollect, and open the var\log\PrimeCollect\tmp\PCSysScan.xml file in Word.

```
1
MBD2300RC
FUJITSU
D007PA902HT0
SASU#2-HDD#0
sda

1
MBD2300RC
FUJITSU
D007PA902HRR
SASU#2-HDD#2
sdb

1
MBD2073RC
FUJITSU
BSF2P780004J
SASU#2-HDD#3
sdc
```

From the device name (sdc in the above figure), confirm the mounting location.(SASU#2-HDD#3 in the above example)

(3) [PRIMEQUEST 1000 Series]

Fujitsu does not support rsyslog in Red Hat Enterprise Linux 5.If rsyslog is installed, ServerView Agent cannot detect and report errors in I/O (PCI-Express card, hard disk, etc.).

(4) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher. If you have SSD drive on the PCI slot.

(5) [PRIMEQUEST 1000 Series]

Use Windows version of Agents V6.10.05 or higher, If you will use Windows Server 2012

(6) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher If you will use Oracle VM.

(7) [PRIMEQUEST 2000/1000 Series]

Check I/O status on the SVOM after OS boot completes, because ServerView Agents might not be able to detect I/O error during OS booting phase.

(8) [PRIMEQUEST 2000 Series]

If you use Windows Server 2008 R2 without ServerView Installation Manager on PRIMEQUEST 2000 Series, you should adopt the following Windows Hotfix before install ServerView Agents

http://support.microsoft.com/kb/2674913/en-us

(9) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(10) [PRIMEQUEST 2000 Series]

ServerView Agents has possibilities to log the following WARNING messages in */var/log/messages* when ServerView Agents started on RHEL7.

There is no problem. Please ignore it.

systemd: [/etc/rc.d/init.d/eecd:21] Failed to add dependency on +aurad.service, ignoring: Invalid argument

systemd: [/etc/rc.d/init.d/srvmagt_scs:19] Failed to add dependency on +eecd.service, ignoring: Invalid argumen

(11) [PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(12) [PRIMEQUEST 1000 Series]

When you monitor PRIMEQUEST 1800E2 without using SVOM, please install the following ServerView Agents.

- For Linux: SVAgents V5.30.12 or later
- For Windows: SVAgents V5.10.05 or later

(13) [PRIMEQUEST 2000 Series]

When installing SV-Agent in RHEL7.2, the following general error is displayed.

There is no problem. Please ignore it.

Displayed general error:

Starting ServerView Agents Linux ...

Waiting for Inventory data 0 giving up after 300 seconds!

./functions: ? 76: log_failure_msg: Command is not found

Starting aborted with status 1 (General error).

3. Notes on ServerView RAID (V12.16.12)

(1) [PRIMEQUEST 1000 Series]

If the diskctrl command is used to execute a "disk rotation stop instruction," ServerView RAID may output the following message. This message is output with the "disk rotation stop instruction" and does not indicate any operational problem.

Event ID: 10451
Message: State change on disk ([..]) from available to failed

<Example of output>
ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(2) [PRIMEQUEST 2000/1000 Series]

In a Windows environment, if the following event (ID 51) occurs, a RAID card may have failed. Use the following procedure to check whether the RAID card failed and to replace a failed card.

1) Confirm that the following event is recorded in the event log.
   Event ID: 51
   Type:Warning
   Source:Disk

   Description:An error during paging was detected on the device \Device\Harddiskx\DRy.
   >> If the event was recorded, go to step 2).

2) Confirm that the ServerView RAID window displays the device where the error occurred as described in the above step 1).
   >> If the device is not displayed even though it is mounted, go to step 3).

3) Confirm that the ServerView RAID window displays the RAID controller card on the device described the above 2).
   >> If the RAID controller card is not displayed even though it is mounted, replace it.
   (SAS array disk unit or external RAID card)

In the above case, follow the troubleshooting information provided by Microsoft.

(3) [PRIMEQUEST 1000 Series]

In case of monitoring RAID on PRIMEQUEST 1000 series with VMware vSphere 5, install ServerView RAID to guest OS which ServerView Mission Critical Option for VM installed.

(4) [PRIMEQUEST 1000 Series]

Use appropriate version of software combination to detect and inform error of ServerView RAID.

If you use the following software without the combination that specified the following table, you will have some problem about RAID error handling. E.g. no error event informed or some of information is lacked from event message when error is detected on the RAID.

Related Software : PRIMEQUEST Server Agent (PSA)/ ServerView Mission Critical Option (SVmco)/ ServerView Mission Critical Option for VM (SVmcovm)/ServerView Agents

Refer to the following table and find appropriate combination of software.

Model Name	Software name	OS	ServerView RAID version	
			V5.7.3	V5.7.8 or later *2
PRIMEQUEST 1800E	PRIMEQUEST Server Agent	Windows2003/ Windows2008	x64 OS : 2.11.1 or later x86 OS : 2.11.0 or later	2.16.0 or later *3
		RHEL5	2.12.0 or later	2.16.0 or later
		RHEL6	2.11.1 or later	2.17.0 or later
		VMware ESX4.0/4.1	2.12.0 or later	2.16.0 or later
PRIMEQUEST 1800E2	ServerView Agents	Windows2008/ Windows2012	V6.11.03 or later	V6.21.07 or later
		RHEL5/ RHEL6	V5.50.20 or later	V6.21-20 or later
		VMware ESX4.0/4.1	V6.00.10 or later	V6.21-20 or later
	ServerView Mission Critical Option	RHEL5/ VMware ESX4.1	1.0.5 or later	
		RHEL6	1.0.5 or later	
		Windows2008	x64 OS : 1.8.1 or later x86 OS : 1.0.3 or later	
		Windows2012	x64 OS : 1.8.1 or later x86 OS : 1.1.0 or later	

	ServerView Mission Critical Option for VM *1	RHEL5	1.1.2 or later	1.4.0 or later
		RHEL6	1.1.2 or later	1.4.0 or later
		Windows2008	x64 OS : 1.3.1 or later x86 OS : 1.1.1 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later
		Windows2012	x64 OS : 1.3.1 or later x86 OS : 1.2.0 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later

*1 About “ServerView Mission Critical Operation for VM”, “OS” field means OS which installed to virtual system on VMware ESXi 5

*2 The difference of ServerView RAID Manager v5.7.3 and v5.7.8 are the following.

V5.7.3 can’t inform some of event(10987,10988) of ServerView RAID Manager

*3 This software is only for Windows2008.

You can download these software from the following site.

http://support.ts.fujitsu.com/Index.asp

(5) [PRIMEQUEST 1000 Series]

If you find Error event(ID: 18500-18999/28500-28999) from ServerView RAID manager, Execute appropriate action for the event and check ServerView RAID manager GUI another error event available or not.

You found another error event you should execute action for it.

(6) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(7) [PRIMEQUEST 2000/1000 Series]

Set network environment so that hostname is resolved. If hostname is not resolved, ServerView RAID may not start normally.

<Example>

ServerView RAID does not start and the following message is logged.

Waiting until ServerView-RAID service is listening on port #3173 0 giving up after 30 seconds ServerView-RAID service is not listening. Continue anyway.

If this problem occurs, add the setting to "/etc/hosts".

<Example>

192.168.0.1 Hostname
127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4
::1 localhost localhost.localdomain localhost6 localhost6.localdomain6

(8) [PRIMEQUEST 2400E2/2800E2/2800B2]

When DISK UNIT is observed with ServerView RAID, the installing slot number of DISK UNIT equipped with the disk is not corresponding to the physical drive number on ServerView RAID.

Please read in a different way as follows and operate it when you observe DISK UNIT with ServerView RAID.

11. Physical drive number on ServerView RAID	12. Installing slot number of DISK UNIT
13. 0	17. HDD#0
14. 1	18. HDD#1
15. 4	19. HDD#2
16. 5	20. HDD#3

4. Notes on ServerView Mission Critical Option (SVmco) (V12.16.12)

(1) [PRIMEQUEST 1000 Series]

For monitoring in the PRIMEQUEST 1800E2, install SVmco.

For monitoring in the PRIMEQUEST 1800E, do not install SVmco.

(For the PRIMEQUEST 1800E, PSA monitors and reports errors.)

(2) [PRIMEQUEST 1000 Series]

If SVmco needs to be restarted for the post-SVmco-installation settings in VMware (2.3.3 in the *ServerView Mission Critical Option Version 1.0 User Manual*), execute the following procedure in the terminal window:

```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```

(3) [PRIMEQUEST 1000 Series]

When you use Windows as the operating system, install ServerView RAID.

Unless ServerView RAID is operating, hardware configuration information about the disk is not sent correctly to the REMCS center.

(4) [PRIMEQUEST 1000 Series]

When you use Oracle VM, please install SVmco V1.2.0 or later in the Host OS.

(5) [PRIMEQUEST 1000 Series]

When you use PCIe SSD card, please install the following SVmco.

- For Linux: SVmco V1.4.1 or later
- For Windows: SVmco V1.2.1 or later

(6) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012, please install SVmco V1.1.0.2 or later.

and, SIRMS V4.5.0.0 or later

Note:

For the PSHED Plugin driver of earlier than the V1.8.0 edition, the Windows hardware recognition for Windows Server 2012 is unsupported.

Please use the SVmco V1.8.0 or later for the Windows Server 2012.

However, If you use SVmco earlier than V1.8.0, it is not indicate any functionally problem.

(7) [PRIMEQUEST 1000 Series]

Please install the SVmco V1.2.0.0 or later of RHEL5 for the Oracle VM.

(8) [PRIMEQUEST 2000/1000 Series]

If you use SVmco v1.4 or later and disable IPv6, you need to remove the setting of the snmptrapd file.
This setting is necessary to receive Trap.
When you do not delete the setting , you can not receive Trap.
For example, if you build the PRIMECLUSTER linkage in your system, you can not receive Trap from the other node.
Please delete the setting according to the following procedures.

1. Open the /etc/snmp/snmptrapd.conf. and delete the "**udp6:162**".

Before:

```
snmpTrapdAddr udp:162,udp6:162
```

After

```
snmpTrapdAddr udp:162
```

2. Restart snmptrad service. and confirm to start normally

```
#/etc/init.d/snmptrad restart
Stopping snmptrapd:                                        [ OK ]
Starting snmptrapd:                                        [ OK ]
#
```

(9) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012 R2, please install SVmco V1.8.1.0 or later..

Note:

For the PSHED Plugin driver of earlier than the V1.8.1.0 th edition, the Windows hardware recognition for Windows Server 2012 R2 is unsupported.
Therefore, there is functionally no problem though pop up is output when you install.

(10)[PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(11)[PRIMEQUEST 2000 Series]

Please restart SVmco service follow the procedure when the following messages are output to syslog on Red Hat Enterprise Linux.at the startup of SVmco.

```
SVmco: E 02801 y10SVmco Initialization Error
```

Restarting procedure

Please restart the SVmco service on the following procedures by administrator authority.

1) Please stop the SVmco service.

```
# service y10SVmco stop
```

2) It is necessary to stop other services that use ipmi to restart the ipmi service.
   Please stop the service when the following software is installed in your system.

- ServerView Agent
- ServerView Agentless Service
- PRIMEQUEST REMCS Option

   Please refer to the product-specific documentation/README about the how to stop.

3) Please restart the ipmi service

```
# service ipmi stop
```

```
# service ipmi start
```

4) Please start the service that stops according to step 1 and 2
   As follows in case of SVmco. Please refer to the manual about the other products.

```
#service y10SVmco start
```

```
#service y30SVmco start
```

Please confirm the thing that the following messages are not output to syslog after SVmco restart.

```
SVmco: E 02801 y10SVmco Initialization Error
```

When the message is output, please execute the procedure of the above-step 1-4again.

(12) [PRIMEQUEST 2000 Series]

In Extended Partitioning, it might take about ten minutes to start SVmco when the first time after install.

(13)[PRIMEQUEST 1000/2000 Series]

No action is required though the following messages when SVmco is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

(14)[PRIMEQUEST 1000 Series]

Please install the ServerView Mission Critical Option 1.10.3 or later when you use ServerView Agents V7.31.16 or later.
If you do not apply ServerView Mission Critical Option 1.10.3, it may report to REMCS even though the hard disk managed by RAID card has not failed.

5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.16.12)

(1) [PRIMEQUEST 1000 Series]

Select a virtual machine on the VMware ESXi 5 server to install SVmcovm in a virtual machine.

Virtual Machine is necessary in each partition that runs ESXi.

Refer to “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(2) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, hard configuration information on PCI card/disk is not reported to the REMCS center.

(3) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, "PCI-Express Card Information" and "Firmware Version" in the table of "PCI-Express Slots" of the MMB screen is not displayed. (IOB or PCI_Box of the menu of the MMB screen).

(4) [PRIMEQUEST 1000 Series]

The following table lists the packages required for SVmcovm operation.

Please confirm the packages necessary for this operation has been installed in the partition before installing SVmcovm.

Remarks:

To install to 64-bit RHEL5 or 6, you need to install “32-bit openssl” package.

Also, you only need to instsall “32-bit glibc” package when you install svmcovm to 64-bit RHEL6.

When these packages are not installed, SVmcovm cannot be normally started.

- Packages (RHEL5)

X86	**X64**
gdb-x.x-x.x.i386	gdb-x.x-x.x.x86_64
tcl-x.x.x-x.i386	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
expect-x.x.x-x.x.i386	expect-x.x.x-x.x.x86_64
openssh-clients-x.x-x.x.i386	openssh-clients-x.x-x.x.x86_64

- Packages (RHEL6)

X86	**X64**
gdb-x.x-x.x.i686	gdb-x.x-x.x.x86_64
	glibc-x.x-x.x.i686
tcl-x.x.x-x.i686	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
openssh-clients-x.x-x.x.i686	openssh-clients-x.x-x.x.x86_64
expect-x.x.x-x.x.i686	expect-x.x.x-x.x.x86_64

(5) [PRIMEQUEST 1000 Series]

The standard of the amount of the resource of SVmcovm is the following.

Hard Configuration: 1partition and 1SB (2CPU).

- Linux

	At normal	**At failure detection**
CPU	About 0%	About 1.7%
MEM	About 21MB	About the same (left).
HDD	About 32MB	About the same (left).

- Windows

	At normal	**At failure detection**
CPU	About 0.4%	About 0.5%
MEM	About 13MB	About the same (left).
HDD	About 13MB	About the same (left).

(6) [PRIMEQUEST 1000 Series]

About the report time at failure detection.

Time in the report message to syslog, REMCS, and Mail is different according to the environment in which SVmcovm is installed.

- RHEL6 :

1) Confirm the time of the following logs output to syslog.

```
SVmco: I 00069 SVPM startup succeeded (/etc/fujitsu/SVmco/global/pmsvmco.conf)
```

2) Compare the time of the red line of the following example and the time examined according to step one.

- After the time that SVmcovm started (step one):
  The report time is local time of a virtual machine in which SVmcovm is installed.

- Before the time that SVmcovm started (step one):
  The report time is reported of with UTC (Coordinated Universal Time).

- RHEL5:
  All the report time is local time of a virtual machine in which SVmcovm is installed.

The target time is a red line of the following example.

Refer to “8 Messages” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

■ Syslog

```
Dec 14 19:19:42 RHEL55onVM SVmcovm: E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4)
Device error (State change on disk from operational to offline)
```

■ REMCS

SVmcovm P#1 2011-12-15 21:18:50 E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4) Device error (State change on disk from operational to offline)
Dec 15 21:18:50 RHEL55onVM ServerView RAID: [10505][Warning] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (4): State change on disk (1:8) from operational to offline vendor=INTEL model=SSDSA2SH064G1GC serial-no=CVEM008 101VW064KGN

■ Mail

SVmcovm P#1 2011-12-28 14:22:50 E 18516 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (3) Adapter error (BBU temperature problem detected) vendor-id=1000 device-id=0079 revision=
Dec 28 14:22:50 rhel5 ServerView RAID: [10152][Error] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (3): BBU temperature problem detected

(7) [PRIMEQUEST 1000 Series]

The Unit name of the ServerView event message is displayed with Seg:Bus:Dev.Func (example 0:0:25.0).

- Unit name in Partition Event Log on MMB screen.
- Unit name in output event of ServerView.

Refer to “9 Procedure for specifying PCI card error part in VMware5” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(8) [PRIMEQUEST 1000 Series]

When the environment is configured of Windows Server 2012, use since SVmcovm V1.2.0.0.

(9) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware ESXi5.5 or later, the message that fails in the System Status Change might be output to Syslog or Eventlog.
However, the operation (restart of SVmcovm) described in the manual is unnecessary.

The message is the following.
Event ID: 09135
The message: System Status is Changed in the “OS Running”: failed ret=%1
%1 is arbitrary numerical value.

(10)[PRIMEQUEST 1000 Series]

When the fibre channel card is used on VMware ESXi 5.5 or later, it is necessary to renew Fibre Channel Firmware and SVmcovm.

Please inquire of our charge business and SE about details.

(11)[PRIMEQUEST 1000 Series]

No action is required though the following messages when SVmcovm is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

(12)[PRIMEQUEST 1000 Series]

If you use the following SVmcovm in the environment of「ESXi600-201608001」patch applied VMware ESXi 6.0, it is not possible to identify the fault location of Fibre Channel card.

- SVmcovm for Windows 1.6.2
- SVmcovm for Linux 1.6.1

Please use SVmcovm V1.7.0 or later.

6. Notes on ServerView ESXi CIM Provider (V12.16.12)

(1) [PRIMEQUEST 2000/1000 Series]

The behavior of Software Watchdog has been changed from ServerView ESXi CIM Provider V7.01.04.

You can use Software Watchdog only for system monitoring purpose.

You should satisfy the following condition on SVOM or MMB software watchdog configuration page if you want to use Software Watchdog.

SVOM

Action : “Continue”

TimeOut : a value more than 4 minute

MMB

Action when watchdog expires : “Continue”

Timeout time(second) :a value more than 240 second

Refer each manuals to configure Software Watchdog on SVOM or MMB.

(2) [PRIMEQUEST 2000/1000 Series]

You can’t monitor PRIMEQUEST partition by using ServerView Operations Manager(SVOM).

You should monitor PRIMEQUEST hardware the following way.

1) Monitoring the partition with SVOM

You can monitor the partition only on the following conditions.

Monitor by the way of 2) or 3), if your environment does not meet the condition.

The partition is composed by 1SB:

You can monitor the partition with SVOM by using the ServerView ESXi CIM Provider V7.20.21 or later version.

Using VMware ESXi 5,5:

You can monitor the partition with SVOM by using ServerView ESXi CIM Provider V7.00.08 or older version.

Confirm the readme document which version of ServerView ESXi CIM Provider you can use.

It depend on PRIMEQUEST type.

2) Monitoring only the chassis with SVOM

You can monitor PRIMEQUEST chassis node on ServerList.

SVOM can’t monitor each partition node(VMware ESXi) under PRIMEQUEST chassis.

However, MMB monitoring hardware and you can confirm it as PRIMEQUEST chassis node status.

You can confirm VM information(virtual machine information under VMWare ESXi host) and OS information on vCenter Server.

3) Monitoring without SVOM

Monitor PRIMEQUEST hardware via MMB Web-UI.

You can’t confirm VM information(virtual machine information under VMWare ESXi host) and OS information on MMB Web-UI.

Use vCenter Server for above purpose.

7. Notes on ServerView Installation Manager (SVIM) (V12.16.12)

(1) [PRIMEQUEST 2000/1000Series]

A warning message may appear when HBAnyware starts.

If ServerView Installation Manager automatically installs the application HBAnyware, the following warning message may appear when HBAnyware starts. You can ignore this message.

"RMServer: Failed to register remote request handler for adapter 0 with

(2) [PRIMEQUEST 2000/1000 Series]

Note the following points about configuring the RAID and disks in Guide mode.

Do not configure a disk partition across multiple disks. To configure a disk partition across multiple disks, do so manually after the installation is completed.

(3) [PRIMEQUEST 2000/1000 Series]

To connect eight or more PCI cards, the I/O space assignment must be changed. Note the following.

- Assign I/O space to the SASU/SASRU.
- For installation in a SAN environment, assign I/O space to the FC card that connects the SAN environment.
- For remote installation, assign I/O space to the built-in LAN port.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(4) [PRIMEQUEST 2000/1000 Series]

Note the following about using the Dual Chanel SAS array controller card.

Before using the Dual Channel SAS array controller card (RAID card for an external disk unit) in Red Hat Enterprise Linux, assign I/O space.

After Red Hat Enterprise Linux is installed, if no I/O space is assigned when that card is installed, the operating system may not start.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(5) [PRIMEQUEST 2000 Series]

Note the following note about a SAN or other environment that is connected to many hard disks and LUNs.

This software can recognize up to 64 hard disks or LUNs.If many hard disks or LUNs are connected, it may not recognize the installation destination.If possible, remove all the hard disks or LUNs that are not the installation destination.

(6) [PRIMEQUEST 2000/1000 Series]

Note the following about installing an operating system that does not support UEFI.

The PRIMEQUEST is in UEFI mode when shipped from the factory.Before installing an operating system that does not support UEFI, set BIOS mode.

The operating systems that support UEFI are as follows:

Windows Server 2008 (64 bit)

Windows Server 2008 R2

Red Hat Enterprise Linux 6 (for Intel64)

To set BIOS mode, use the following procedure.

1) After powering on the partition, press the [F2] key while the FUJITSU logo is displayed to open the UEFI window.

2) Select the following menu items in the UEFI window, in the order shown:
[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－
[Change the order]

3) Specify that [**Legacy Boot**] be at the top.

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD	Specify this item to use the built-in DVD drive for installation in UEFI mode.
Legacy Boot	Specify this item to set BIOS mode.Specify it also to use remote storage for installation in BIOS mode.
UEFI Shell	Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

(7) [PRIMEQUEST 2000/1000 Series]

You cannot use guided mode in remote installation.

(8) [PRIMEQUEST 2000/1000 Series]

Note the following about using many CPU/PCI cards.

When many CPU/PCI cards mounted, after choosing OS, a warning message may be displayed on OS selection Screen. Please install by once constituting smaller one.

(9) [PRIMEQUEST 2000/1000 Series]

When 16 or more LAN cards are mounted, a screen may freeze in Language Selection.

If you wait for a while after a screen freezes, it will recover, but if you reduce the number of LAN cards, a symptom can be canceled.

(10)[PRIMEQUEST 2000/1000 Series]

When installing in UEFI mode using remote storage, it is necessary to change Boot Order.

It is necessary to start SVIM in UEFI mode to install OS in UEFI mode.

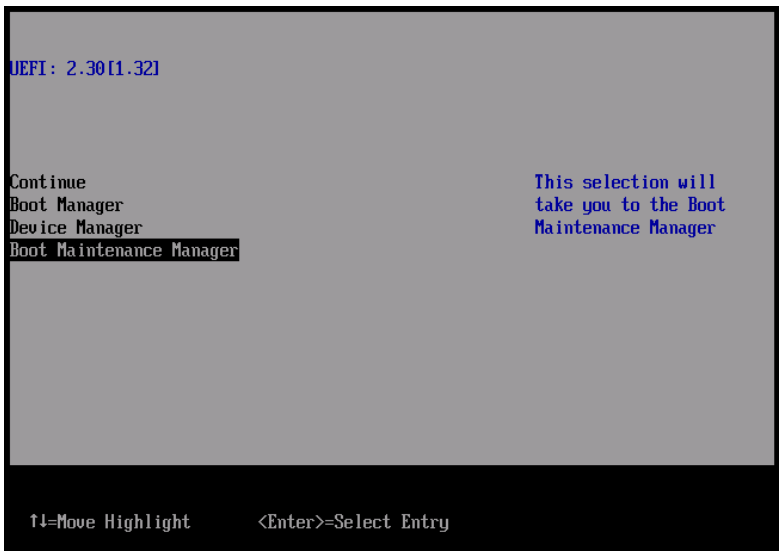
Using remote storage, for setting it in UEFI mode, You set [UEFI:DVD/CD 0] in [Boot Maintenance Manager] as the top.

(11)[PRIMEQUEST 2000/1000 Series]

Please register the boot manager, when you install the VMware ESXi in UEFI mode.

Procedure is the following.

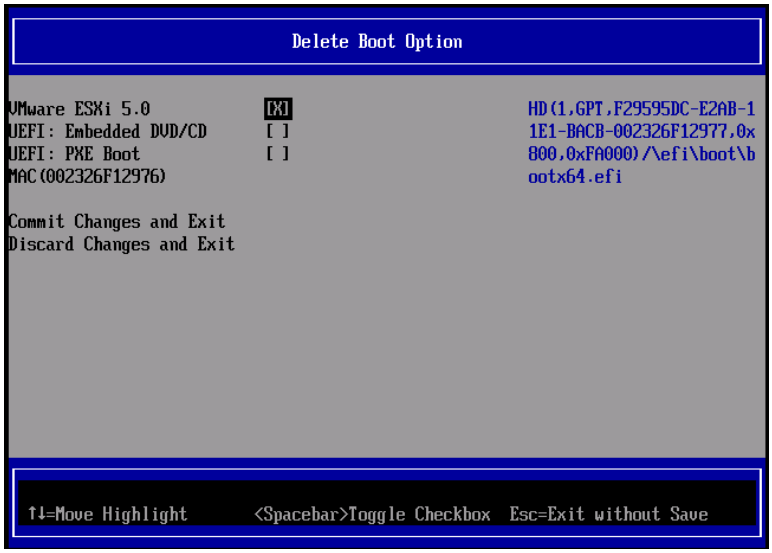
1) After power on, push F2 key while FUJITSU logo is displayed. The following UEFI screen is displayed.



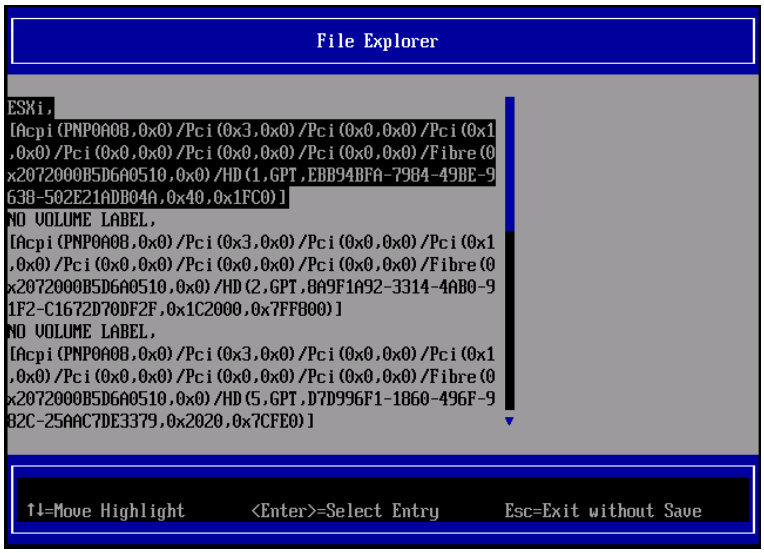
2) Select the menu in order to the below.

[Boot Maintenance Manager]-[Boot Options]-[Delete Boot Option]

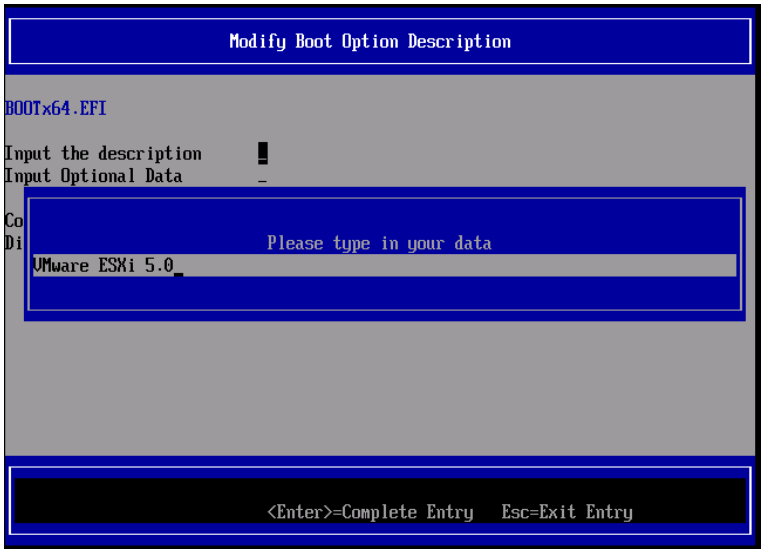
3) Position cursor in VMware ESXi 5.x, and push the space bar on it.



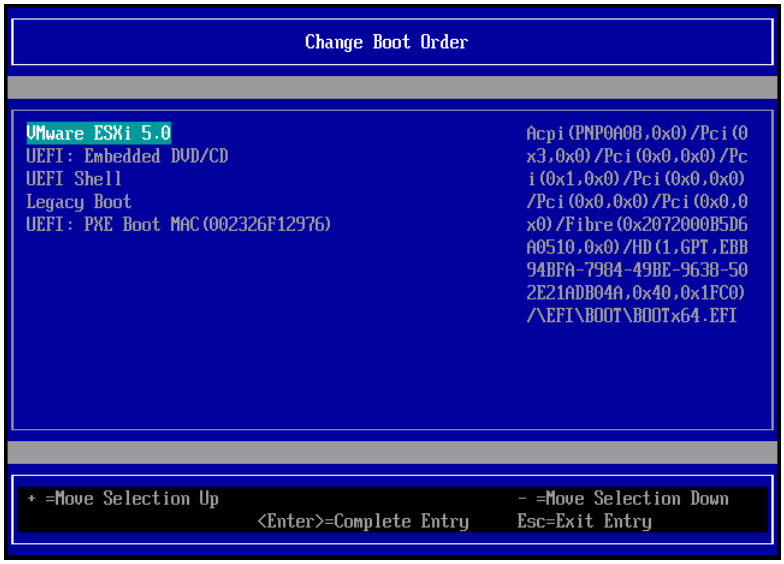
4) Select [Commit Change and Exit].
5) Select [Add Boot Option].
6) Select the item of top “ESXi …..”



7) Select <EFI>^<BOOT>^Bootx64.EFI.
8) Input the following strings into the item of [Input the description] as the item of boot manager.
“VMware ESXi x.x”



9) Select [Commit Changes and Exit].



After completion of setup, press Enter key and reboot the server.

And, in order to start automatically, please position the boot manager to the top of boot order.

(12)[PRIMEQUEST 2000/1000 Series]

If you have two or more disks mounted in server, please install VMware ESXi to first one.

(13)[PRIMEQUEST 2000/1000 Series]

VMware ESXi cannot perform remote installation in UEFI mode.

(14)[PRIMEQUEST 2000 Series]

When total number of Ethernet ports including onboard Ethernet in PRIMEQUEST is 96 or more, Uncorrectable Error occurs during starting of SVIM. In such case, please reduce the number of network cards so that the number of ports becomes less than 95. And please set again reduced cards after installation.

(15) [PRIMEQUEST 2000/1000 Series]

When installing Window Server 2008 or 2008R2, a product key input screen may be displayed.
When installing using the Microsoft Corporation media, in spite of having inputted the product key on the GUI screen of SVIM, a product key input screen may be displayed again. Please advance without inputting a product key.

(16) [PRIMEQUEST 2000/1000 Series]

Here is a caution when installing the Red Hat Enterprise Linux into SAN boot environment.
When you install RHEL and you have built-in HDD, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI. Installation will fail if you choose "MBR". In that case, you may remove built-in HDD.

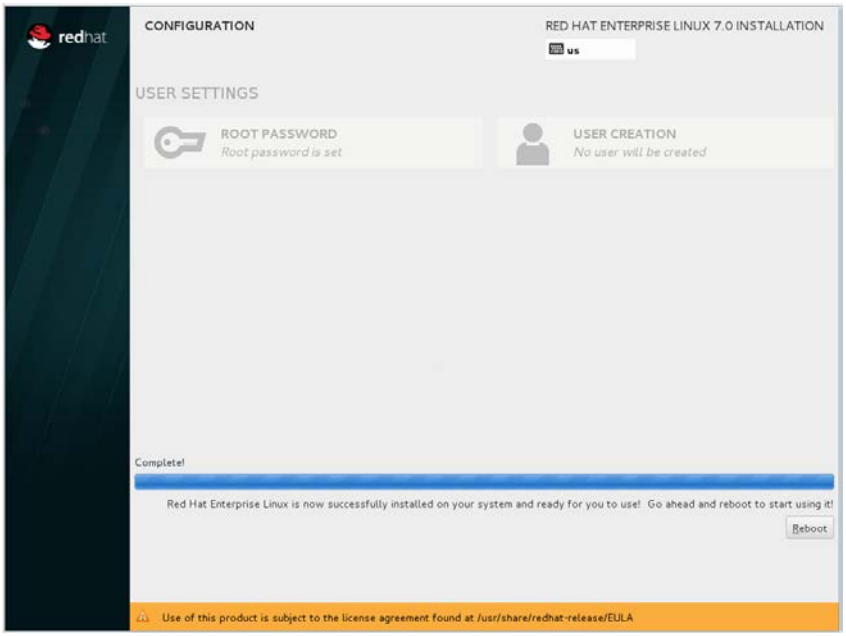
(17)[PRIMEQUEST 2000 Series]

The way for remove of OS disc when install RHEL7.

In installation of RHEL7, the following screen is displayed when installation completes.

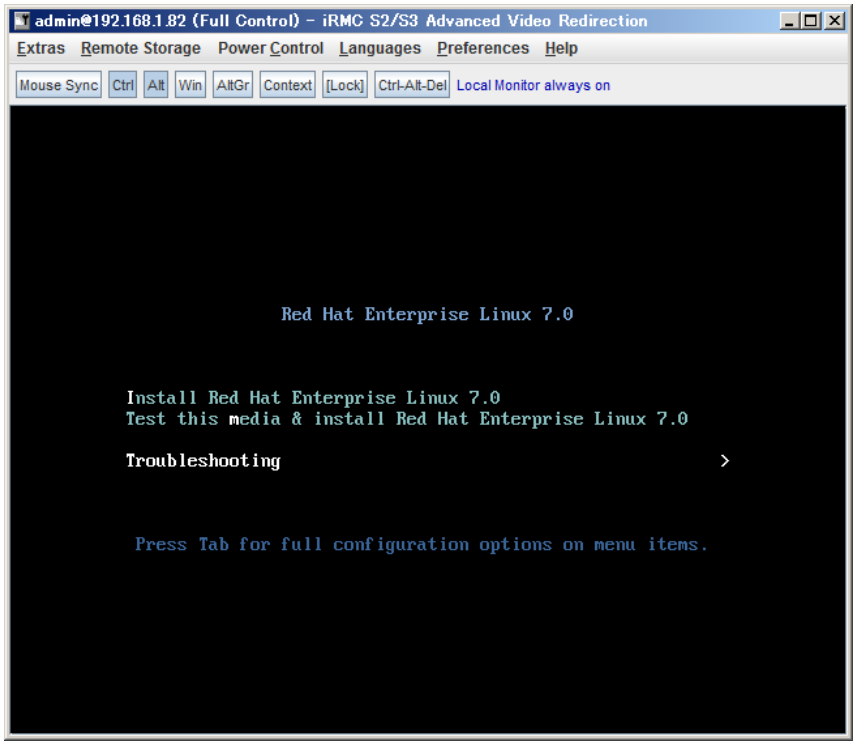
At this moment, you should still not remove OS media from DVD drive (or the remote storage).

So an I/O error will occur.



At first, please click "reboot" button, after that remove the OS media until the "Fujitsu" logo is displayed.

If you do not remove the OS media, RHEL will boot automatically soon (see below). At that case, you should press <ctrl>+<Alt>+<Delete> key. The system will reboot again. Please remove the OS media before RHEL boot.



(18) [PRIMEQUEST 2000 Series]

If you have two or more Hard Disks mounted in server, you should remove Hard disks except for target of installation.

(19)[PRIMEQUEST 2000 Series]

When you install RHEL with UEFI mode, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI as "MBR".

(20)[PRIMEQUEST2000/1000 Series]

Notice of installation of Windows Server 2012

When installing Windows Server 2012 using OS media by which direct buying was carried out, the time which installation takes may be longer than usual.

(21)[PRIMEQUEST 2000/1000 Series]

When the loading memory total in a partition is not less than 256 GB, and you install Windows, please specify boot partition size larger than the memory size.

Although Windows creates the page file for a swap to a boot partition, the size is dependent on loading memory size. The size of the boot partition which SVIM sets up is 51,200 MB by default. You must assign bigger if needed.

(22)[PRIMEQUEST 2000 Series]

In installation RHEL7, SVIM is not supported UEFI Secure Boot.

If UEFI Secure Boot is set as Enable by BIOS setup, it is not installable with SVIM. Please be sure to install, after setting it as Disable. In order to validate Secure Boot, please set it as Enable anew after installation of OS. In addition, in the state of the default, it is set as Disable.

(23)[PRIMEQUEST 2000/1000 Series]

The way to recover the trouble which LUN of SAN boot is not recognized by SVIM.

In case of SAN boot configuration, the ETERNUS LUN may not be recognized. Please check the following point of view.

a. You must display "Boot Manager" page by BOIS menu before SVIM starts.

b. It cannot be recognized, if Initialized form of LUN and SVIM boot mode is different.

c. It may be the cause that unjust data remains in LUN. Please initialize LUN again.

(24) [PRIMEQUEST 2000 Series]

SLES11 SP3 is no longer supported.

If you want to use SLES11 SP3, please download the version of ServerView DVD which supports SLES11 SP3.

SLES11 SP3 is supported by V11.16.02.

http://www.fujitsu.com/fts/products/computing/servers/primergy/management/index.html

There is the item "ServerView ISO Images" at the right side of this page. DVD1 and DVD2 in there are ISO image of ServerView DVD attached to a server.

(25) [PRIMEQUEST 1000 Series]

In installation of PRIMEQUEST 1800 series, Installation of OS may be displayed un-supporting or un-supporting on the OS selecting page.

It is no problem, please ignore it and continue the installation operation.

(26)[PRIMEQUEST 2000 Series]

Attention of installation of RHEL7 with 4GB DIMM in the Extended Partitioning.

If you try installation of RHEL7 to the Extended Partitioning with 4GB DIMM, you should set the ”text mode(graphical is default)“ in the "Basic Configuration" page or increase the DIMM to 8GB or more. Because, it may be frozen during install a system.

(27)[PRIMEQUEST 2000 series]

In installation of SUSE Linux Enterprise Server12, you cannot specify LVM volume.

An error occurs when you specify LVM and continue installation.

(28)[PRIMEQUEST 2000 Series]

In Extended Partitioning, there is a notification when you start the PRIMEQUEST using V12.16.10 or later. The BSOD error may occur during the OS installation using V12.16.10 or later on Extended Partitioning environment. In such case, you should perform the following workaround.

1) If the server firmware older than Bx17021 (x=A,B,C: depend on machine type), please update.

2) You should change the number of CPU core into between 2 and 47.

After the OS installation, change the CPU core allotment to the original number.

8. Notes on ServerView Update Manager (SVUM) (V12.16.12)

(1) [PRIMEQUEST 1000 Series]

PRIMEQUEST 1000 Series does not support this product.

9. Notes on ServerView Update Manager Express (SVUME) (V12.16.12)

(1) [PRIMEQUEST 2000/1000 Series]

PRIMEQUEST does not support this product.

IV. Notes on ServerView Suite V12.17.02

1. Notes on ServerView Operations Manager (SVOM) (V12.17.02)

(1) [PRIMEQUEST 2000/1000 Series]

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board), Note the following point about adding a server in the PRIMEQUEST series to the server list.

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board) as the object to be added. If you specify a partition directly, the following message is output, and the object cannot be added.

It is not allowed to add the virtual PRIMEQEUST

(2) [PRIMEQUEST 2000/1000 Series]

In a test of a connection on the PRIMEQUEST MMB, "test trap" in the [Connection Test] window always fails.

Use the test trap function of the MMB to test the trap connection. For details on the test trap function of the MMB, see the following manual:

Tool Reference
1.5.6 [SNMP Configuration] menu
[SNMP Trap] window

(3) [PRIMEQUEST 2000/1000 Series]

In rare cases, a "fatal error" may occur during a new installation or update installation.

In such cases, perform the new installation or update installation again.

(4) [PRIMEQUEST 2000/1000 Series]

As soon as the event detected by the driver monitoring function is resolved, clear the status.

If the status is not cleared, the event of the hardware whose status is not Normal is suppressed, and there is no notification.

Clearing the status:

(1) Open the driver monitoring window from the SVOM window.

(2) Select the component to clear its status, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

(5) [PRIMEQUEST 2000/1000 Series]

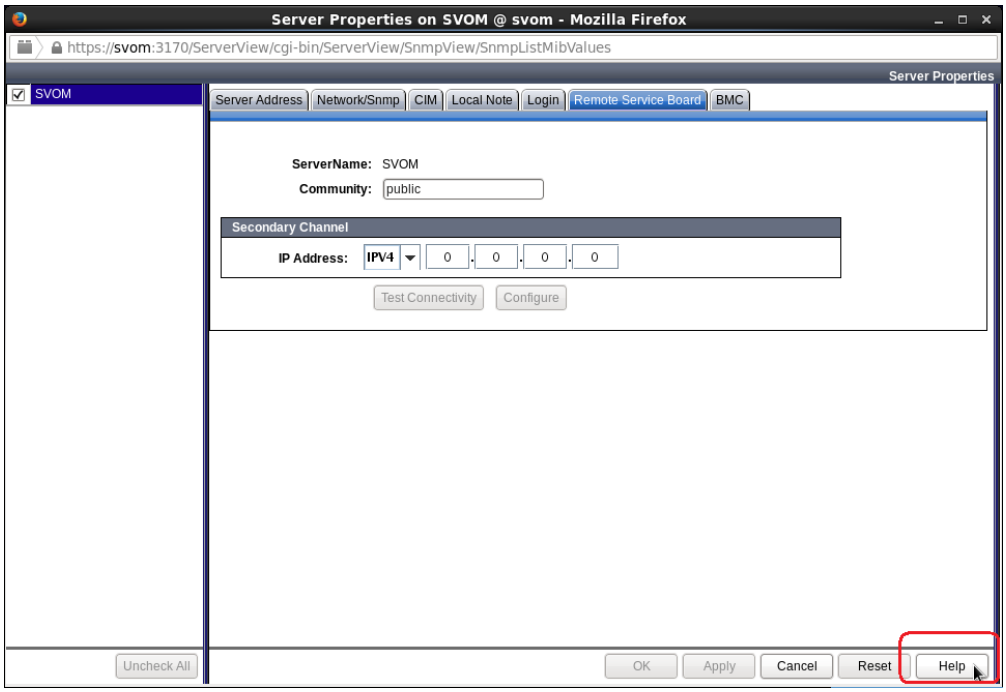
In case of management of power of Partition, do not use the power management function on the SVOM .
Use the power Management function on the MMB.

(6) [PRIMEQUEST 2000/1000 Series]

Use SVOM V6.10.05 or later for monitoring VMware vSphere 5.
Wrong VMware ESXi partition information will be shown with older version of SVOM.

(7) [PRIMEQUEST 2000/1000Series]

You might not be able to input IP address on "remote service port(RSB)" in "Server property" window, if SVOM is working on RHEL OS. At the time, please open the other window and close. Then you can input it.
For example, please click the help button in the window. Help window will be opened. And then close it.



(8) [PRIMEQUEST 2000Series]

After a SB is added on RHEL7.2 by hotadd, the names of the added CPUs are not displayed in the SVOM screen of “System Information”. Please confirm CPUs information by Web-UI.

(9) [PRIMEQUEST 2000Series]

ServerView Operations Manager for Windows V7.20.04 or later requires .NET Framework 3.5 before installation on Windows Server 2016.

2. Notes on ServerView Agents(V12.17.02)

(1) [PRIMEQUEST 2000/1000 Series]

The event information displayed by driver monitoring is cleared after an operating system or SVAgent restart.

(2) [PRIMEQUEST 1000 Series]

In operation with Red Hat Enterprise Linux 6, if a hard disk connected to an SAS card fails and becomes unresponsive, the Fault-LED may not go on.In such cases, use the following method to find the fault location.

1) If a hard disk connected to an SAS card fails and you receive notification of the failure, obtain PrimeCollect.

2) Check the device name in syslog.

Find the logged event (14123) detected by ServerView. Then, find the item logged before it ([rejecting I/O to offline device]).The numbers shown immediately before the message are Host:Channel:Id:Lun (1:0:2:0 in the above example).The device name (sdc in the above example) can be found from the log item that has the same Host:Channel:Id:Lun.

3) You can find the mounting location of the faulty disk from the obtained PrimeCollect.

Open PrimeCollect, and open the var\log\PrimeCollect\tmp\PCSysScan.xml file in Word.

```
1
MBD2300RC
FUJITSU
D007PA902HT0
SASU#2-HDD#0
sda

1
MBD2300RC
FUJITSU
D007PA902HRR
SASU#2-HDD#2
sdb

1
MBD2073RC
FUJITSU
BSF2P780004J
SASU#2-HDD#3
sdc
```

From the device name (sdc in the above figure), confirm the mounting location.(SASU#2-HDD#3 in the above example)

(3) [PRIMEQUEST 1000 Series]

Fujitsu does not support rsyslog in Red Hat Enterprise Linux 5.If rsyslog is installed, ServerView Agent cannot detect and report errors in I/O (PCI-Express card, hard disk, etc.).

(4) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher. If you have SSD drive on the PCI slot.

(5) [PRIMEQUEST 1000 Series]

Use Windows version of Agents V6.10.05 or higher, If you will use Windows Server 2012

(6) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher If you will use Oracle VM.

(7) [PRIMEQUEST 2000/1000 Series]

Check I/O status on the SVOM after OS boot completes, because ServerView Agents might not be able to detect I/O error during OS booting phase.

(8) [PRIMEQUEST 2000 Series]

If you use Windows Server 2008 R2 without ServerView Installation Manager on PRIMEQUEST 2000 Series, you should adopt the following Windows Hotfix before install ServerView Agents

http://support.microsoft.com/kb/2674913/en-us

(9) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(10) [PRIMEQUEST 2000 Series]

ServerView Agents has possibilities to log the following WARNING messages in */var/log/messages* when ServerView Agents started on RHEL7.

There is no problem. Please ignore it.

systemd: [/etc/rc.d/init.d/eecd:21] Failed to add dependency on +aurad.service, ignoring: Invalid argument

systemd: [/etc/rc.d/init.d/srvmagt_scs:19] Failed to add dependency on +eecd.service, ignoring: Invalid argumen

(11) [PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(12) [PRIMEQUEST 1000 Series]

When you monitor PRIMEQUEST 1800E2 without using SVOM, please install the following ServerView Agents.

- For Linux: SVAgents V5.30.12 or later
- For Windows: SVAgents V5.10.05 or later

(13) [PRIMEQUEST 2000 Series]

When installing SV-Agent in RHEL7.2, the following general error is displayed.

There is no problem. Please ignore it.

Displayed general error:

Starting ServerView Agents Linux ...

Waiting for Inventory data 0 giving up after 300 seconds!

./functions: ? 76: log_failure_msg: Command is not found

Starting aborted with status 1 (General error).

3. Notes on ServerView RAID (V12.17.02)

(1) [PRIMEQUEST 1000 Series]

If the diskctrl command is used to execute a "disk rotation stop instruction," ServerView RAID may output the following message. This message is output with the "disk rotation stop instruction" and does not indicate any operational problem.

Event ID: 10451
Message: State change on disk ([..]) from available to failed

<Example of output>
ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(2) [PRIMEQUEST 2000/1000 Series]

In a Windows environment, if the following event (ID 51) occurs, a RAID card may have failed. Use the following procedure to check whether the RAID card failed and to replace a failed card.

1) Confirm that the following event is recorded in the event log.
   Event ID: 51
   Type:Warning
   Source:Disk

   Description:An error during paging was detected on the device \Device\Harddiskx\DRy.
   >> If the event was recorded, go to step 2).

2) Confirm that the ServerView RAID window displays the device where the error occurred as described in the above step 1).
   >> If the device is not displayed even though it is mounted, go to step 3).

3) Confirm that the ServerView RAID window displays the RAID controller card on the device described the above 2).
   >> If the RAID controller card is not displayed even though it is mounted, replace it.
   (SAS array disk unit or external RAID card)

In the above case, follow the troubleshooting information provided by Microsoft.

(3) [PRIMEQUEST 1000 Series]

In case of monitoring RAID on PRIMEQUEST 1000 series with VMware vSphere 5, install ServerView RAID to guest OS which ServerView Mission Critical Option for VM installed.

(4) [PRIMEQUEST 1000 Series]

Use appropriate version of software combination to detect and inform error of ServerView RAID.

If you use the following software without the combination that specified the following table, you will have some problem about RAID error handling. E.g. no error event informed or some of information is lacked from event message when error is detected on the RAID.

Related Software : PRIMEQUEST Server Agent (PSA)/ ServerView Mission Critical Option (SVmco)/ ServerView Mission Critical Option for VM (SVmcovm)/ServerView Agents

Refer to the following table and find appropriate combination of software.

Model Name	Software name	OS	ServerView RAID version	
			V5.7.3	V5.7.8 or later *2
PRIMEQUEST 1800E	PRIMEQUEST Server Agent	Windows2003/ Windows2008	x64 OS : 2.11.1 or later x86 OS : 2.11.0 or later	2.16.0 or later *3
		RHEL5	2.12.0 or later	2.16.0 or later
		RHEL6	2.11.1 or later	2.17.0 or later
		VMware ESX4.0/4.1	2.12.0 or later	2.16.0 or later
PRIMEQUEST 1800E2	ServerView Agents	Windows2008/ Windows2012	V6.11.03 or later	V6.21.07 or later
		RHEL5/ RHEL6	V5.50.20 or later	V6.21-20 or later
		VMware ESX4.0/4.1	V6.00.10 or later	V6.21-20 or later
	ServerView Mission Critical Option	RHEL5/ VMware ESX4.1	1.0.5 or later	
		RHEL6	1.0.5 or later	
		Windows2008	x64 OS : 1.8.1 or later x86 OS : 1.0.3 or later	
		Windows2012	x64 OS : 1.8.1 or later x86 OS : 1.1.0 or later	

	ServerView Mission Critical Option for VM *1	RHEL5	1.1.2 or later	1.4.0 or later
		RHEL6	1.1.2 or later	1.4.0 or later
		Windows2008	x64 OS : 1.3.1 or later x86 OS : 1.1.1 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later
		Windows2012	x64 OS : 1.3.1 or later x86 OS : 1.2.0 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later

*1 About “ServerView Mission Critical Operation for VM”, “OS” field means OS which installed to virtual system on VMware ESXi 5

*2 The difference of ServerView RAID Manager v5.7.3 and v5.7.8 are the following.

V5.7.3 can’t inform some of event(10987,10988) of ServerView RAID Manager

*3 This software is only for Windows2008.

You can download these software from the following site.

http://support.ts.fujitsu.com/Index.asp

(5) [PRIMEQUEST 1000 Series]

If you find Error event(ID: 18500-18999/28500-28999) from ServerView RAID manager, Execute appropriate action for the event and check ServerView RAID manager GUI another error event available or not.

You found another error event you should execute action for it.

(6) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(7) [PRIMEQUEST 2000/1000 Series]

Set network environment so that hostname is resolved. If hostname is not resolved, ServerView RAID may not start normally.

<Example>

ServerView RAID does not start and the following message is logged.

Waiting until ServerView-RAID service is listening on port #3173 0 giving up after 30 seconds ServerView-RAID service is not listening. Continue anyway.

If this problem occurs, add the setting to "/etc/hosts".

<Example>

192.168.0.1 Hostname
127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4
::1 localhost localhost.localdomain localhost6 localhost6.localdomain6

(8) [PRIMEQUEST 2400E2/2800E2/2800B2]

When DISK UNIT is observed with ServerView RAID, the installing slot number of DISK UNIT equipped with the disk is not corresponding to the physical drive number on ServerView RAID.

Please read in a different way as follows and operate it when you observe DISK UNIT with ServerView RAID.

21. Physical drive number on ServerView RAID	22. Installing slot number of DISK UNIT
23. 0	27. HDD#0
24. 1	28. HDD#1
25. 4	29. HDD#2
26. 5	30. HDD#3

4. Notes on ServerView Mission Critical Option (SVmco) (V12.17.02)

(1) [PRIMEQUEST 1000 Series]

For monitoring in the PRIMEQUEST 1800E2, install SVmco.

For monitoring in the PRIMEQUEST 1800E, do not install SVmco.

(For the PRIMEQUEST 1800E, PSA monitors and reports errors.)

(2) [PRIMEQUEST 1000 Series]

If SVmco needs to be restarted for the post-SVmco-installation settings in VMware (2.3.3 in the *ServerView Mission Critical Option Version 1.0 User Manual*), execute the following procedure in the terminal window:

```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```

(3) [PRIMEQUEST 1000 Series]

When you use Windows as the operating system, install ServerView RAID.

Unless ServerView RAID is operating, hardware configuration information about the disk is not sent correctly to the REMCS center.

(4) [PRIMEQUEST 1000 Series]

When you use Oracle VM, please install SVmco V1.2.0 or later in the Host OS.

(5) [PRIMEQUEST 1000 Series]

When you use PCIe SSD card, please install the following SVmco.

- For Linux: SVmco V1.4.1 or later
- For Windows: SVmco V1.2.1 or later

(6) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012, please install SVmco V1.1.0.2 or later.

and, SIRMS V4.5.0.0 or later

Note:

For the PSHED Plugin driver of earlier than the V1.8.0 edition, the Windows hardware recognition for Windows Server 2012 is unsupported.

Please use the SVmco V1.8.0 or later for the Windows Server 2012.

However, If you use SVmco earlier than V1.8.0, it is not indicate any functionally problem.

(7) [PRIMEQUEST 1000 Series]

Please install the SVmco V1.2.0.0 or later of RHEL5 for the Oracle VM.

(8) [PRIMEQUEST 2000/1000 Series]

If you use SVmco v1.4 or later and disable IPv6, you need to remove the setting of the snmptrapd file.
This setting is necessary to receive Trap.
When you do not delete the setting , you can not receive Trap.
For example, if you build the PRIMECLUSTER linkage in your system, you can not receive Trap from the other node.
Please delete the setting according to the following procedures.

1. Open the /etc/snmp/snmptrapd.conf. and delete the "**udp6:162**".

Before:

```
snmpTrapdAddr udp:162,udp6:162
```

After

```
snmpTrapdAddr udp:162
```

2. Restart snmptrad service. and confirm to start normally

```
#/etc/init.d/snmptrad restart
Stopping snmptrapd:                                        [ OK ]
Starting snmptrapd:                                        [ OK ]
#
```

(9) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012 R2, please install SVmco V1.8.1.0 or later..

Note:

For the PSHED Plugin driver of earlier than the V1.8.1.0 th edition, the Windows hardware recognition for Windows Server 2012 R2 is unsupported.
Therefore, there is functionally no problem though pop up is output when you install.

(10)[PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(11)[PRIMEQUEST 2000 Series]

Please restart SVmco service follow the procedure when the following messages are output to syslog on Red Hat Enterprise Linux.at the startup of SVmco.

```
SVmco: E 02801 y10SVmco Initialization Error
```

Restarting procedure

Please restart the SVmco service on the following procedures by administrator authority.

1) Please stop the SVmco service.

```
# service y10SVmco stop
```

2) It is necessary to stop other services that use ipmi to restart the ipmi service.
   Please stop the service when the following software is installed in your system.

- ServerView Agent
- ServerView Agentless Service
- PRIMEQUEST REMCS Option

   Please refer to the product-specific documentation/README about the how to stop.

3) Please restart the ipmi service

```
# service ipmi stop
```

```
# service ipmi start
```

4) Please start the service that stops according to step 1 and 2
   As follows in case of SVmco. Please refer to the manual about the other products.

```
#service y10SVmco start
```

```
#service y30SVmco start
```

Please confirm the thing that the following messages are not output to syslog after SVmco restart.

```
SVmco: E 02801 y10SVmco Initialization Error
```

When the message is output, please execute the procedure of the above-step 1-4again.

(12) [PRIMEQUEST 2000 Series]

In Extended Partitioning, it might take about ten minutes to start SVmco when the first time after install.

(13)[PRIMEQUEST 1000/2000 Series]

No action is required though the following messages when SVmco is uninstalled on RHEL6.8 or later.

warning:　erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

(14)[PRIMEQUEST 1000 Series]

Please install the ServerView Mission Critical Option 1.10.3 or later when you use ServerView Agents V7.31.16 or later.
If you do not apply ServerView Mission Critical Option 1.10.3, it may report to REMCS even though the hard disk managed by RAID card has not failed.

5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.17.02)

(1) [PRIMEQUEST 1000 Series]

Select a virtual machine on the VMware ESXi 5 server to install SVmcovm in a virtual machine.
Virtual Machine is necessary in each partition that runs ESXi.
Refer to “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(2) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, hard configuration information on PCI card/disk is not reported to the REMCS center.

(3) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, "PCI-Express Card Information" and "Firmware Version" in the table of "PCI-Express Slots" of the MMB screen is not displayed. (IOB or PCI_Box of the menu of the MMB screen).

(4) [PRIMEQUEST 1000 Series]

The following table lists the packages required for SVmcovm operation.

Please confirm the packages necessary for this operation has been installed in the partition before installing SVmcovm.

Remarks:

To install to 64-bit RHEL5 or 6, you need to install “32-bit openssl” package.

Also, you only need to instsall “32-bit glibc” package when you install svmcovm to 64-bit RHEL6.

When these packages are not installed, SVmcovm cannot be normally started.

- Packages (RHEL5)

X86	**X64**
gdb-x.x-x.x.i386	gdb-x.x-x.x.x86_64
tcl-x.x.x-x.i386	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
expect-x.x.x-x.x.i386	expect-x.x.x-x.x.x86_64
openssh-clients-x.x-x.x.i386	openssh-clients-x.x-x.x.x86_64

- Packages (RHEL6)

X86	**X64**
gdb-x.x-x.x.i686	gdb-x.x-x.x.x86_64
	glibc-x.x-x.x.i686
tcl-x.x.x-x.i686	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
openssh-clients-x.x-x.x.i686	openssh-clients-x.x-x.x.x86_64
expect-x.x.x-x.x.i686	expect-x.x.x-x.x.x86_64

(5) [PRIMEQUEST 1000 Series]

The standard of the amount of the resource of SVmcovm is the following.

Hard Configuration: 1partition and 1SB (2CPU).

- Linux

	At normal	**At failure detection**
CPU	About 0%	About 1.7%
MEM	About 21MB	About the same (left).
HDD	About 32MB	About the same (left).

- Windows

	At normal	**At failure detection**
CPU	About 0.4%	About 0.5%
MEM	About 13MB	About the same (left).
HDD	About 13MB	About the same (left).

(6) [PRIMEQUEST 1000 Series]

About the report time at failure detection.

Time in the report message to syslog, REMCS, and Mail is different according to the environment in which SVmcovm is installed.

- RHEL6 :

1) Confirm the time of the following logs output to syslog.

```
SVmco: I 00069 SVPM startup succeeded (/etc/fujitsu/SVmco/global/pmsvmco.conf)
```

2) Compare the time of the red line of the following example and the time examined according to step one.

- After the time that SVmcovm started (step one):
  The report time is local time of a virtual machine in which SVmcovm is installed.

- Before the time that SVmcovm started (step one):
  The report time is reported of with UTC (Coordinated Universal Time).

- RHEL5:

  All the report time is local time of a virtual machine in which SVmcovm is installed.

The target time is a red line of the following example.

Refer to “8 Messages” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

■ Syslog

```
Dec 14 19:19:42 RHEL55onVM SVmcovm: E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4)
Device error (State change on disk from operational to offline)
```

■ REMCS

```
SVmcovm P#1 2011-12-15 21:18:50 E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4) Device error
(State change on disk from operational to offline)
Dec 15 21:18:50 RHEL55onVM ServerView RAID: [10505][Warning] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (
4): State change on disk (1:8) from operational to offline vendor=INTEL model=SSDSA2SH064G1GC serial-no=CVEM008
101VW064KGN
```

■ Mail

```
SVmcovm P#1 2011-12-28 14:22:50 E 18516 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (3) Adapter error
(BBU temperature problem detected) vendor-id=1000 device-id=0079 revision=
Dec 28 14:22:50 rhel5 ServerView RAID: [10152][Error] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (3): BBU
temperature problem detected
```

(7) [PRIMEQUEST 1000 Series]

The Unit name of the ServerView event message is displayed with Seg:Bus:Dev.Func (example 0:0:25.0).

- Unit name in Partition Event Log on MMB screen.
- Unit name in output event of ServerView.

Refer to “9 Procedure for specifying PCI card error part in VMware5” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(8) [PRIMEQUEST 1000 Series]

When the environment is configured of Windows Server 2012, use since SVmcovm V1.2.0.0.

(9) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware ESXi5.5 or later, the message that fails in the System Status Change might be output to Syslog or Eventlog.

However, the operation (restart of SVmcovm) described in the manual is unnecessary.

The message is the following.

Event ID: 09135

The message: System Status is Changed in the “OS Running”: failed ret=%1

%1 is arbitrary numerical value.

(10)[PRIMEQUEST 1000 Series]

When the fibre channel card is used on VMware ESXi 5.5 or later, it is necessary to renew Fibre Channel Firmware and SVmcovm.

Please inquire of our charge business and SE about details.

(11)[PRIMEQUEST 1000 Series]

No action is required though the following messages when SVmcovm is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

(12)[PRIMEQUEST 1000 Series]

If you use the following SVmcovm in the environment of「ESXi600-201608001」patch applied VMware ESXi 6.0, it is not possible to identify the fault location of Fibre Channel card.

- SVmcovm for Windows 1.6.2
- SVmcovm for Linux 1.6.1

Please use SVmcovm V1.7.0 or later.

6. Notes on ServerView ESXi CIM Provider (V12.17.02)

(1) [PRIMEQUEST 2000/1000 Series]

The behavior of Software Watchdog has been changed from ServerView ESXi CIM Provider V7.01.04.

You can use Software Watchdog only for system monitoring purpose.

You should satisfy the following condition on SVOM or MMB software watchdog configuration page if you want to use Software Watchdog.

SVOM

Action : “Continue”

TimeOut : a value more than 4 minute

MMB

Action when watchdog expires : “Continue”

Timeout time(second) :a value more than 240 second

Refer each manuals to configure Software Watchdog on SVOM or MMB.

(2) [PRIMEQUEST 2000/1000 Series]

You can’t monitor PRIMEQUEST partition by using ServerView Operations Manager(SVOM).

You should monitor PRIMEQUEST hardware the following way.

1) Monitoring the partition with SVOM

You can monitor the partition only on the following conditions.

Monitor by the way of 2) or 3), if your environment does not meet the condition.

The partition is composed by 1SB:

You can monitor the partition with SVOM by using the ServerView ESXi CIM Provider V7.20.21 or later version.

If you using VMware ESXi 6.5, use the ServerView ESXi CIM Provider V7.31.14 or later version.

Using VMware ESXi 5,5:

You can monitor the partition with SVOM by using ServerView ESXi CIM Provider V7.00.08 or older version.

Confirm the readme document which version of ServerView ESXi CIM Provider you can use.

It depend on PRIMEQUEST type.

2) Monitoring only the chassis with SVOM

You can monitor PRIMEQUEST chassis node on ServerList.

SVOM can’t monitor each partition node(VMware ESXi) under PRIMEQUEST chassis.

However, MMB monitoring hardware and you can confirm it as PRIMEQUEST chassis node status.

You can confirm VM information(virtual machine information under VMWare ESXi host) and OS information on vCenter Server.

3) Monitoring without SVOM

Monitor PRIMEQUEST hardware via MMB Web-UI.

You can’t confirm VM information(virtual machine information under VMWare ESXi host) and OS information on MMB Web-UI.

Use vCenter Server for above purpose.

7. Notes on ServerView Installation Manager (SVIM) (V12.17.02)

(1) [PRIMEQUEST 2000/1000Series]

A warning message may appear when HBAnyware starts.

If ServerView Installation Manager automatically installs the application HBAnyware, the following warning message may appear when HBAnyware starts. You can ignore this message.

"RMServer: Failed to register remote request handler for adapter 0 with

(2) [PRIMEQUEST 2000/1000 Series]

Note the following points about configuring the RAID and disks in Guide mode.

Do not configure a disk partition across multiple disks. To configure a disk partition across multiple disks, do so manually after the installation is completed.

(3) [PRIMEQUEST 2000/1000 Series]

To connect eight or more PCI cards, the I/O space assignment must be changed. Note the following.

- Assign I/O space to the SASU/SASRU.
- For installation in a SAN environment, assign I/O space to the FC card that connects the SAN environment.
- For remote installation, assign I/O space to the built-in LAN port.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(4) [PRIMEQUEST 2000/1000 Series]

Note the following about using the Dual Chanel SAS array controller card.

Before using the Dual Channel SAS array controller card (RAID card for an external disk unit) in Red Hat Enterprise Linux, assign I/O space.

After Red Hat Enterprise Linux is installed, if no I/O space is assigned when that card is installed, the operating system may not start.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(5) [PRIMEQUEST 2000 Series]

Note the following note about a SAN or other environment that is connected to many hard disks and LUNs.

This software can recognize up to 64 hard disks or LUNs.If many hard disks or LUNs are connected, it may not recognize the installation destination.If possible, remove all the hard disks or LUNs that are not the installation destination.

(6) [PRIMEQUEST 2000/1000 Series]

Note the following about installing an operating system that does not support UEFI.

The PRIMEQUEST is in UEFI mode when shipped from the factory.Before installing an operating system that does not support UEFI, set BIOS mode.

The operating systems that support UEFI are as follows:

Windows Server 2008 (64 bit)

Windows Server 2008 R2

Red Hat Enterprise Linux 6 (for Intel64)

To set BIOS mode, use the following procedure.

1) After powering on the partition, press the [F2] key while the FUJITSU logo is displayed to open the UEFI window.

2) Select the following menu items in the UEFI window, in the order shown:
[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－
[Change the order]

3) Specify that [**Legacy Boot**] be at the top.

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD	Specify this item to use the built-in DVD drive for installation in UEFI mode.
Legacy Boot	Specify this item to set BIOS mode.Specify it also to use remote storage for installation in BIOS mode.
UEFI Shell	Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

(7) [PRIMEQUEST 2000/1000 Series]

You cannot use guided mode in remote installation.

(8) [PRIMEQUEST 2000/1000 Series]

Note the following about using many CPU/PCI cards.

When many CPU/PCI cards mounted, after choosing OS, a warning message may be displayed on OS selection Screen. Please install by once constituting smaller one.

(9) [PRIMEQUEST 2000/1000 Series]

When 16 or more LAN cards are mounted, a screen may freeze in Language Selection.

If you wait for a while after a screen freezes, it will recover, but if you reduce the number of LAN cards, a symptom can be canceled.

(10)[PRIMEQUEST 2000/1000 Series]

When installing in UEFI mode using remote storage, it is necessary to change Boot Order.

It is necessary to start SVIM in UEFI mode to install OS in UEFI mode.

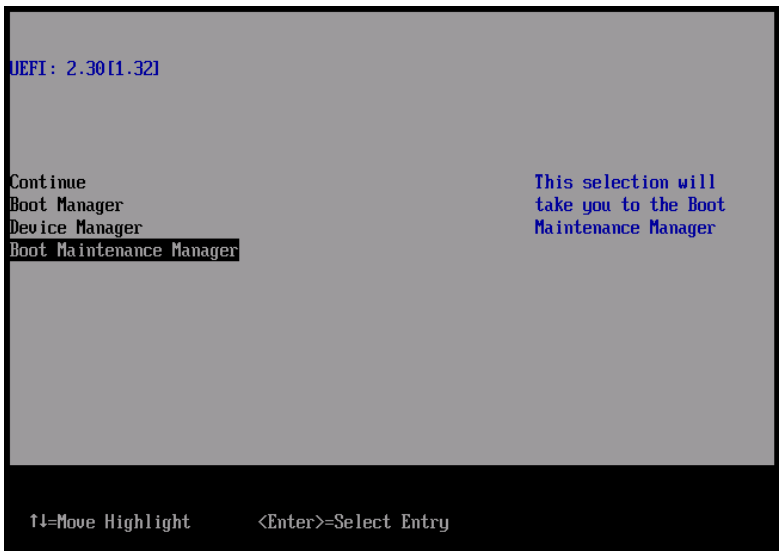
Using remote storage, for setting it in UEFI mode, You set [UEFI:DVD/CD 0] in [Boot Maintenance Manager] as the top.

(11)[PRIMEQUEST 2000/1000 Series]

Please register the boot manager, when you install the VMware ESXi in UEFI mode.

Procedure is the following.

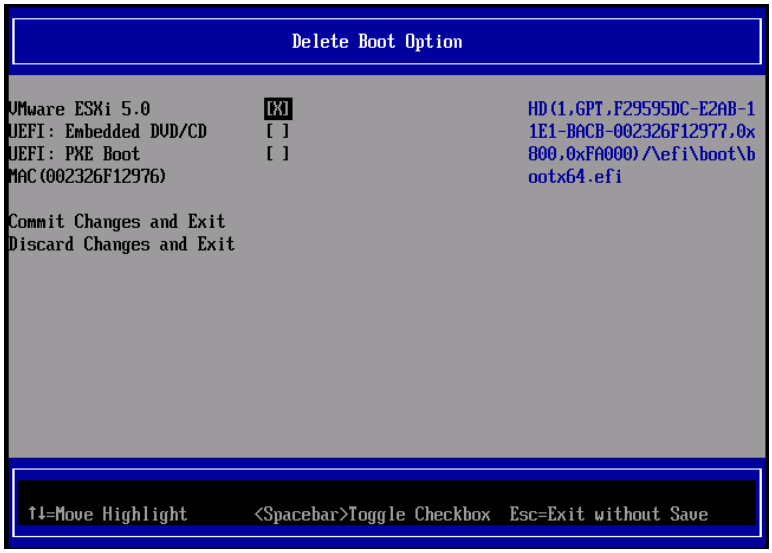
1) After power on, push F2 key while FUJITSU logo is displayed. The following UEFI screen is displayed.



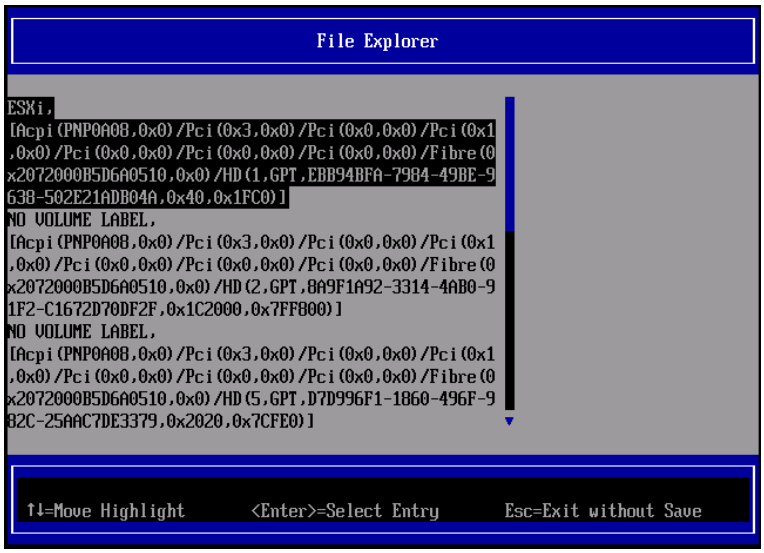
2) Select the menu in order to the below.

[Boot Maintenance Manager]-[Boot Options]-[Delete Boot Option]

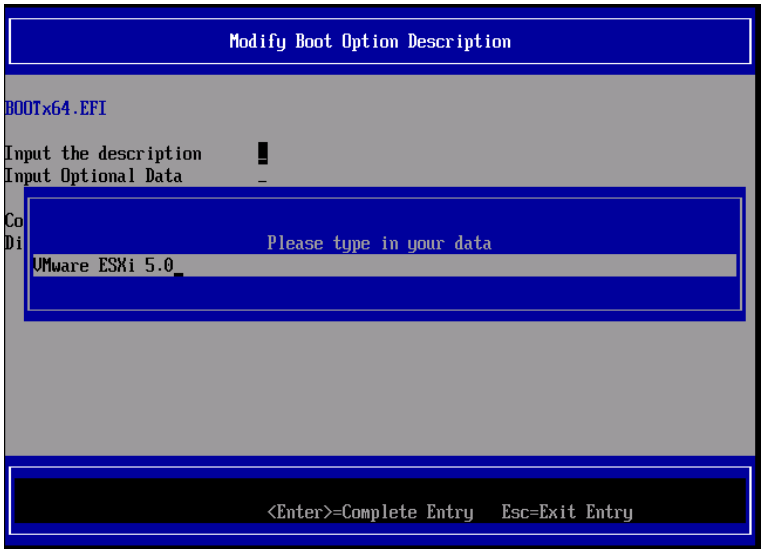
3) Position cursor in VMware ESXi 5.x, and push the space bar on it.



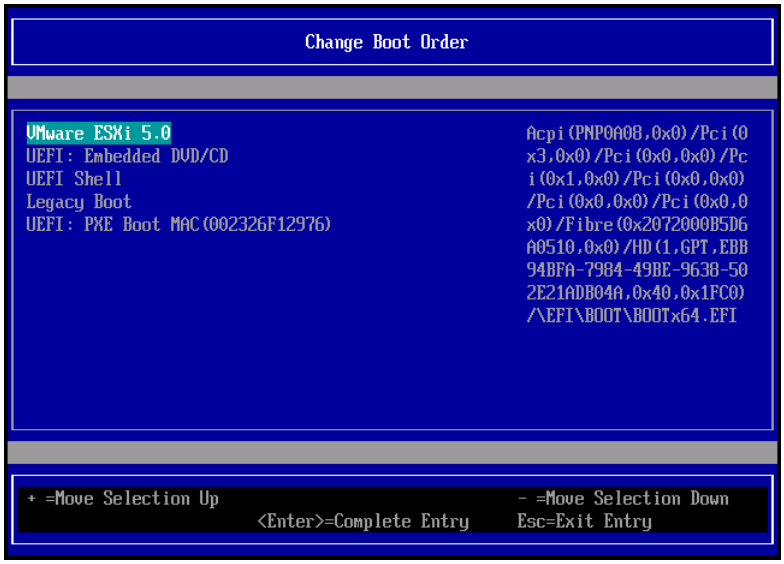
4) Select [Commit Change and Exit].
5) Select [Add Boot Option].
6) Select the item of top “ESXi …..”



7) Select <EFI>^<BOOT>^Bootx64.EFI.
8) Input the following strings into the item of [Input the description] as the item of boot manager.
“VMware ESXi x.x”



9) Select [Commit Changes and Exit].



After completion of setup, press Enter key and reboot the server.

And, in order to start automatically, please position the boot manager to the top of boot order.

(12)[PRIMEQUEST 2000/1000 Series]

If you have two or more disks mounted in server, please install VMware ESXi to first one.

(13)[PRIMEQUEST 2000/1000 Series]

VMware ESXi cannot perform remote installation in UEFI mode.

(14)[PRIMEQUEST 2000 Series]

When total number of Ethernet ports including onboard Ethernet in PRIMEQUEST is 96 or more, Uncorrectable Error occurs during starting of SVIM. In such case, please reduce the number of network cards so that the number of ports becomes less than 95. And please set again reduced cards after installation.

(15) [PRIMEQUEST 2000/1000 Series]

When installing Window Server 2008 or 2008R2, a product key input screen may be displayed.
When installing using the Microsoft Corporation media, in spite of having inputted the product key on the GUI screen of SVIM, a product key input screen may be displayed again. Please advance without inputting a product key.

(16) [PRIMEQUEST 2000/1000 Series]

Here is a caution when installing the Red Hat Enterprise Linux into SAN boot environment.
When you install RHEL and you have built-in HDD, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI. Installation will fail if you choose "MBR". In that case, you may remove built-in HDD.

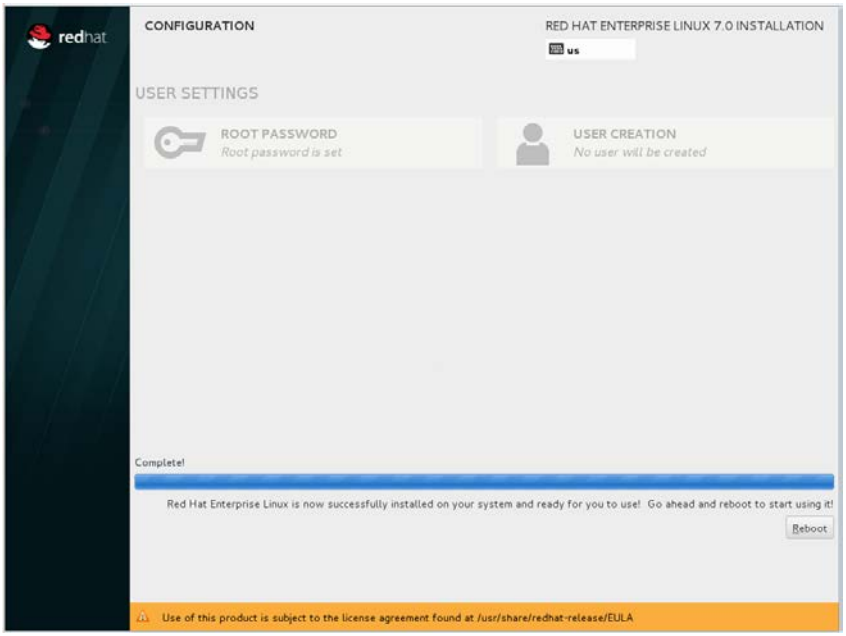
(17)[PRIMEQUEST 2000 Series]

The way for remove of OS disc when install RHEL7.

In installation of RHEL7, the following screen is displayed when installation completes.

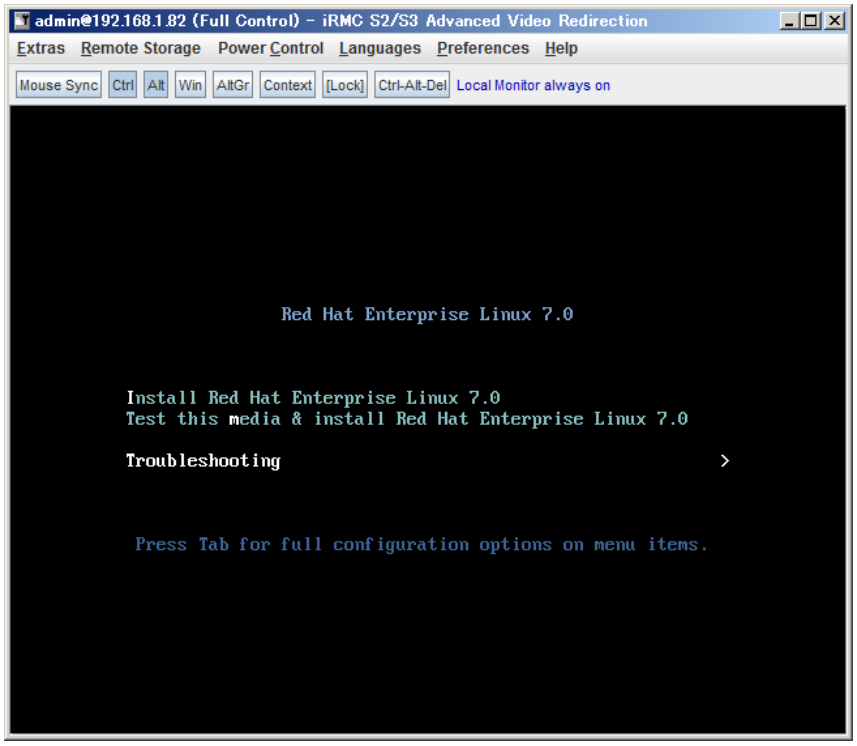
At this moment, you should still not remove OS media from DVD drive (or the remote storage).

So an I/O error will occur.



At first, please click "reboot" button, after that remove the OS media until the "Fujitsu" logo is displayed.

If you do not remove the OS media, RHEL will boot automatically soon (see below). At that case, you should press <ctrl>+<Alt>+<Delete> key. The system will reboot again. Please remove the OS media before RHEL boot.



(18) [PRIMEQUEST 2000 Series]

If you have two or more Hard Disks mounted in server, you should remove Hard disks except for target of installation.

(19)[PRIMEQUEST 2000 Series]

When you install RHEL with UEFI mode, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI as "MBR".

(20)[PRIMEQUEST2000/1000 Series]

Notice of installation of Windows Server 2012

When installing Windows Server 2012 using OS media by which direct buying was carried out, the time which installation takes may be longer than usual.

(21)[PRIMEQUEST 2000/1000 Series]

When the loading memory total in a partition is not less than 256 GB, and you install Windows, please specify boot partition size larger than the memory size.

Although Windows creates the page file for a swap to a boot partition, the size is dependent on loading memory size. The size of the boot partition which SVIM sets up is 51,200 MB by default. You must assign bigger if needed.

(22)[PRIMEQUEST 2000 Series]

In installation RHEL7, SVIM is not supported UEFI Secure Boot.

If UEFI Secure Boot is set as Enable by BIOS setup, it is not installable with SVIM. Please be sure to install, after setting it as Disable. In order to validate Secure Boot, please set it as Enable anew after installation of OS. In addition, in the state of the default, it is set as Disable.

(23)[PRIMEQUEST 2000/1000 Series]

The way to recover the trouble which LUN of SAN boot is not recognized by SVIM.

In case of SAN boot configuration, the ETERNUS LUN may not be recognized. Please check the following point of view.

a. You must display "Boot Manager" page by BOIS menu before SVIM starts.

b. It cannot be recognized, if Initialized form of LUN and SVIM boot mode is different.

c. It may be the cause that unjust data remains in LUN. Please initialize LUN again.

(24) [PRIMEQUEST 2000 Series]

SLES11 SP3 is no longer supported.

If you want to use SLES11 SP3, please download the version of ServerView DVD which supports SLES11 SP3.

SLES11 SP3 is supported by V11.16.02.

http://www.fujitsu.com/fts/products/computing/servers/primergy/management/index.html

There is the item "ServerView ISO Images" at the right side of this page. DVD1 and DVD2 in there are ISO image of ServerView DVD attached to a server.

(25) [PRIMEQUEST 1000 Series]

In installation of PRIMEQUEST 1800 series, Installation of OS may be displayed un-supporting or un-supporting on the OS selecting page.

It is no problem, please ignore it and continue the installation operation.

(26)[PRIMEQUEST 2000 Series]

Attention of installation of RHEL7 with 4GB DIMM in the Extended Partitioning.

If you try installation of RHEL7 to the Extended Partitioning with 4GB DIMM, you should set the ”text mode(graphical is default)“ in the "Basic Configuration" page or increase the DIMM to 8GB or more. Because, it may be frozen during install a system.

(27)[PRIMEQUEST 2000 series]

In installation of SUSE Linux Enterprise Server12, you cannot specify LVM volume.

An error occurs when you specify LVM and continue installation.

(28)[PRIMEQUEST 2000 Series]

In Extended Partitioning, there is a notification when you start the PRIMEQUEST using V12.16.10 or later. The BSOD error may occur during the OS installation using V12.16.10 or later on Extended Partitioning environment. In such case, you should perform the following workaround.

1) If the server firmware older than Bx17021 (x=A,B,C: depend on machine type), please update.

2) You should change the number of CPU core into between 2 and 47.

After the OS installation, change the CPU core allotment to the original number.

8. Notes on ServerView Update Manager (SVUM) (V12.17.02)

(1) [PRIMEQUEST 1000 Series]

PRIMEQUEST 1000 Series does not support this product.

9. Notes on ServerView Update Manager Express (SVUME) (V12.17.02)

(1) [PRIMEQUEST 2000/1000 Series]

PRIMEQUEST does not support this product.

V. Notes on ServerView Suite V12.17.04

1. Notes on ServerView Operations Manager (SVOM) (V12.17.04)

(1) [PRIMEQUEST 2000/1000 Series]

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board), Note the following point about adding a server in the PRIMEQUEST series to the server list.

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board) as the object to be added. If you specify a partition directly, the following message is output, and the object cannot be added.

It is not allowed to add the virtual PRIMEQEUST

(2) [PRIMEQUEST 2000/1000 Series]

In a test of a connection on the PRIMEQUEST MMB, "test trap" in the [Connection Test] window always fails.

Use the test trap function of the MMB to test the trap connection. For details on the test trap function of the MMB, see the following manual:

Tool Reference
1.5.6 [SNMP Configuration] menu
[SNMP Trap] window

(3) [PRIMEQUEST 2000/1000 Series]

In rare cases, a "fatal error" may occur during a new installation or update installation.

In such cases, perform the new installation or update installation again.

(4) [PRIMEQUEST 2000/1000 Series]

As soon as the event detected by the driver monitoring function is resolved, clear the status.

If the status is not cleared, the event of the hardware whose status is not Normal is suppressed, and there is no notification.

Clearing the status:

(1) Open the driver monitoring window from the SVOM window.

(2) Select the component to clear its status, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

(5) [PRIMEQUEST 2000/1000 Series]

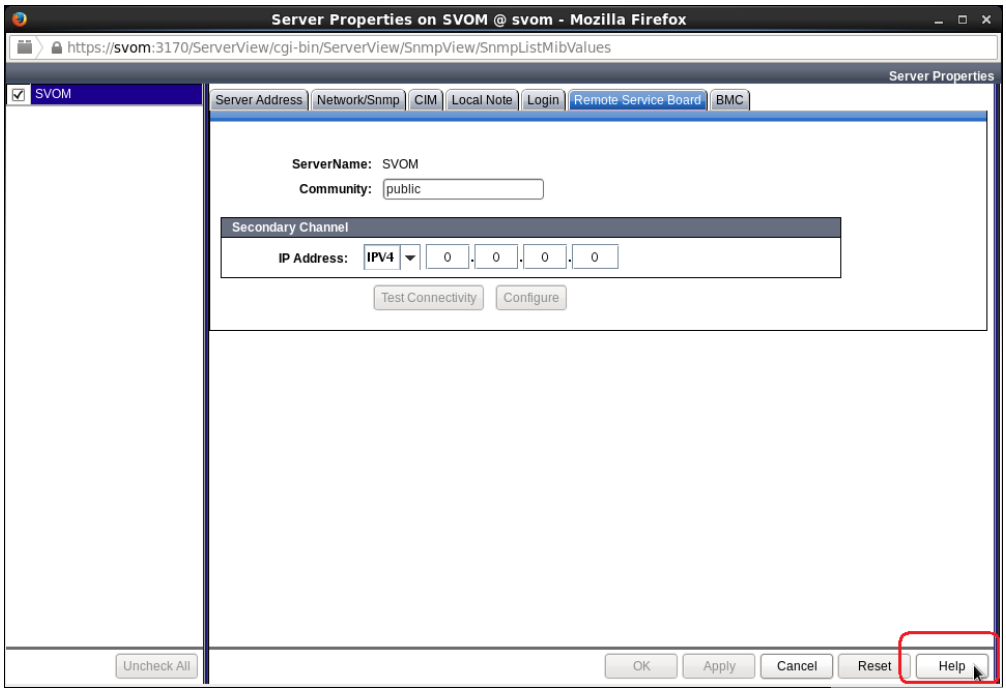
In case of management of power of Partition, do not use the power management function on the SVOM .
Use the power Management function on the MMB.

(6) [PRIMEQUEST 2000/1000 Series]

Use SVOM V6.10.05 or later for monitoring VMware vSphere 5.
Wrong VMware ESXi partition information will be shown with older version of SVOM.

(7) [PRIMEQUEST 2000/1000Series]

You might not be able to input IP address on "remote service port(RSB)" in "Server property" window, if SVOM is working on RHEL OS. At the time, please open the other window and close. Then you can input it.
For example, please click the help button in the window. Help window will be opened. And then close it.



(8) [PRIMEQUEST 2000Series]

After a SB is added on RHEL7.2 by hotadd, the names of the added CPUs are not displayed in the SVOM screen of “System Information”. Please confirm CPUs information by Web-UI.

(9) [PRIMEQUEST 2000Series]

ServerView Operations Manager for Windows V7.20.04 or later requires .NET Framework 3.5 before installation on Windows Server 2016.

2. Notes on ServerView Agents(V12.17.04)

(1) [PRIMEQUEST 2000/1000 Series]

The event information displayed by driver monitoring is cleared after an operating system or SVAgent restart.

(2) [PRIMEQUEST 1000 Series]

In operation with Red Hat Enterprise Linux 6, if a hard disk connected to an SAS card fails and becomes unresponsive, the Fault-LED may not go on.In such cases, use the following method to find the fault location.

1) If a hard disk connected to an SAS card fails and you receive notification of the failure, obtain PrimeCollect.

2) Check the device name in syslog.

Find the logged event (14123) detected by ServerView. Then, find the item logged before it ([rejecting I/O to offline device]).The numbers shown immediately before the message are Host:Channel:Id:Lun (1:0:2:0 in the above example).The device name (sdc in the above example) can be found from the log item that has the same Host:Channel:Id:Lun.

3) You can find the mounting location of the faulty disk from the obtained PrimeCollect.

Open PrimeCollect, and open the var\log\PrimeCollect\tmp\PCSysScan.xml file in Word.

```
1
MBD2300RC
FUJITSU
D007PA902HT0
SASU#2-HDD#0
sda

1
MBD2300RC
FUJITSU
D007PA902HRR
SASU#2-HDD#2
sdb

1
MBD2073RC
FUJITSU
BSF2P780004J
SASU#2-HDD#3
sdc
```

From the device name (sdc in the above figure), confirm the mounting location.(SASU#2-HDD#3 in the above example)

(3) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher. If you have SSD drive on the PCI slot.

(4) [PRIMEQUEST 1000 Series]

Use Windows version of Agents V6.10.05 or higher, If you will use Windows Server 2012

(5) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher If you will use Oracle VM.

(6) [PRIMEQUEST 2000/1000 Series]

Check I/O status on the SVOM after OS boot completes, because ServerView Agents might not be able to detect I/O error during OS booting phase.

(7) [PRIMEQUEST 2000 Series]

If you use Windows Server 2008 R2 without ServerView Installation Manager on PRIMEQUEST 2000 Series, you should adopt the following Windows Hotfix before install ServerView Agents

http://support.microsoft.com/kb/2674913/en-us

(8) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(9) [PRIMEQUEST 2000 Series]

ServerView Agents has possibilities to log the following WARNING messages in */var/log/messages* when ServerView Agents started on RHEL7.

There is no problem. Please ignore it.

systemd: [/etc/rc.d/init.d/eecd:21] Failed to add dependency on +aurad.service, ignoring: Invalid argument

systemd: [/etc/rc.d/init.d/srvmagt_scs:19] Failed to add dependency on +eecd.service, ignoring: Invalid argumen

(10) [PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

If you use the ServerView Agent for Linux V7.31.16 or later, it is necessary to install ServerView Mission Critical Option V1.10.3 or later to report hard configuration information on PCI card/disk to the REMCS center.

(13) [PRIMEQUEST 1000 Series]

When you monitor PRIMEQUEST 1800E2 without using SVOM, please install the following ServerView Agents.

- For Linux: SVAgents V5.30.12 or later
- For Windows: SVAgents V5.10.05 or later

(14) [PRIMEQUEST 2000 Series]

When installing SV-Agent in RHEL7.2, the following general error is displayed.

There is no problem. Please ignore it.

Displayed general error:

Starting ServerView Agents Linux ...

Waiting for Inventory data 0 giving up after 300 seconds!

./functions: ? 76: log_failure_msg: Command is not found

Starting aborted with status 1 (General error).

3. Notes on ServerView RAID (V12.17.04)

(1) [PRIMEQUEST 1000 Series]

If the diskctrl command is used to execute a "disk rotation stop instruction," ServerView RAID may output the following message. This message is output with the "disk rotation stop instruction" and does not indicate any operational problem.

Event ID: 10451
Message: State change on disk ([..]) from available to failed

<Example of output>
ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(2) [PRIMEQUEST 2000/1000 Series]

In a Windows environment, if the following event (ID 51) occurs, a RAID card may have failed. Use the following procedure to check whether the RAID card failed and to replace a failed card.

1) Confirm that the following event is recorded in the event log.
   Event ID: 51
   Type:Warning
   Source:Disk

   Description:An error during paging was detected on the device \Device\Harddiskx\DRy.
   >> If the event was recorded, go to step 2).

2) Confirm that the ServerView RAID window displays the device where the error occurred as described in the above step 1).
   >> If the device is not displayed even though it is mounted, go to step 3).

3) Confirm that the ServerView RAID window displays the RAID controller card on the device described the above 2).
   >> If the RAID controller card is not displayed even though it is mounted, replace it.
   (SAS array disk unit or external RAID card)

In the above case, follow the troubleshooting information provided by Microsoft.

(3) [PRIMEQUEST 1000 Series]

In case of monitoring RAID on PRIMEQUEST 1000 series with VMware vSphere 5, install ServerView RAID to guest OS which ServerView Mission Critical Option for VM installed.

(4) [PRIMEQUEST 1000 Series]

Use appropriate version of software combination to detect and inform error of ServerView RAID.

If you use the following software without the combination that specified the following table, you will have some problem about RAID error handling. E.g. no error event informed or some of information is lacked from event message when error is detected on the RAID.

Related Software : PRIMEQUEST Server Agent (PSA)/ ServerView Mission Critical Option (SVmco)/ ServerView Mission Critical Option for VM (SVmcovm)/ServerView Agents

Refer to the following table and find appropriate combination of software.

Model Name	Software name	OS	ServerView RAID version	
			V5.7.3	V5.7.8 or later *2
PRIMEQUEST 1800E	PRIMEQUEST Server Agent	Windows2008	x64 OS : 2.11.1 or later x86 OS : 2.11.0 or later	2.16.0 or later *3
		RHEL6	2.11.1 or later	2.17.0 or later
		VMware ESX5/6	2.12.0 or later	2.16.0 or later
PRIMEQUEST 1800E2	ServerView Agents	Windows2008/ Windows2012	V6.11.03 or later	V6.21.07 or later
		RHEL6	V5.50.20 or later	V6.21-20 or later
		VMware ESX5/6	V6.00.10 or later	V6.21-20 or later
	ServerView Mission Critical Option	VMware ESX5/6	1.0.5 or later	
		RHEL6	1.0.5 or later	
		Windows2008	x64 OS : 1.8.1 or later x86 OS : 1.0.3 or later	
		Windows2012	x64 OS : 1.8.1 or later x86 OS : 1.1.0 or later	
	ServerView	RHEL6	1.1.2 or later	1.4.0 or later

	Mission Critical Option for VM *1	Windows2008	x64 OS : 1.3.1 or later x86 OS : 1.1.1 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later
		Windows2012	x64 OS : 1.3.1 or later x86 OS : 1.2.0 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later

*1 About “ServerView Mission Critical Operation for VM”, “OS” field means OS which installed to virtual system on VMware ESXi 5

*2 The difference of ServerView RAID Manager v5.7.3 and v5.7.8 are the following.

V5.7.3 can’t inform some of event(10987,10988) of ServerView RAID Manager

*3 This software is only for Windows2008.

You can download these software from the following site.

http://support.ts.fujitsu.com/Index.asp

(5) [PRIMEQUEST 1000 Series]

If you find Error event(ID: 18500-18999/28500-28999) from ServerView RAID manager, Execute appropriate action for the event and check ServerView RAID manager GUI another error event available or not.

You found another error event you should execute action for it.

(6) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(7) [PRIMEQUEST 2000/1000 Series]

Set network environment so that hostname is resolved. If hostname is not resolved, ServerView RAID may not start normally.

<Example>

ServerView RAID does not start and the following message is logged.

Waiting until ServerView-RAID service is listening on port #3173 0 giving up after 30 seconds

ServerView-RAID service is not listening. Continue anyway.

If this problem occurs, add the setting to "/etc/hosts".

<Example>

192.168.0.1 Hostname 127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4 ::1 localhost localhost.localdomain localhost6 localhost6.localdomain6

(8) [PRIMEQUEST 2400E2/2800E2/2800B2]

When DISK UNIT is observed with ServerView RAID, the installing slot number of DISK UNIT equipped with the disk is not corresponding to the physical drive number on ServerView RAID.

Please read in a different way as follows and operate it when you observe DISK UNIT with ServerView RAID.

31. Physical drive number on ServerView RAID	32. Installing slot number of DISK UNIT
33. 0	37. HDD#0
34. 1	38. HDD#1
35. 4	39. HDD#2
36. 5	40. HDD#3

4. Notes on ServerView Mission Critical Option (SVmco) (V12.17.04)

(1) [PRIMEQUEST 1000 Series]

For monitoring in the PRIMEQUEST 1800E2, install SVmco.

For monitoring in the PRIMEQUEST 1800E, do not install SVmco.

(For the PRIMEQUEST 1800E, PSA monitors and reports errors.)

(2) [PRIMEQUEST 1000 Series]

If SVmco needs to be restarted for the post-SVmco-installation settings in VMware (2.3.3 in the *ServerView Mission Critical Option Version 1.0 User Manual*), execute the following procedure in the terminal window:

```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```

(3) [PRIMEQUEST 1000 Series]

When you use Windows as the operating system, install ServerView RAID.

Unless ServerView RAID is operating, hardware configuration information about the disk is not sent correctly to the REMCS center.

(4) [PRIMEQUEST 1000 Series]

When you use Oracle VM, please install SVmco V1.2.0 or later in the Host OS.

(5) [PRIMEQUEST 1000 Series]

When you use PCIe SSD card, please install the following SVmco.

- For Linux: SVmco V1.4.1 or later
- For Windows: SVmco V1.2.1 or later

(6) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012, please install SVmco V1.1.0.2 or later.

and, SIRMS V4.5.0.0 or later

Note:

For the PSHED Plugin driver of earlier than the V1.8.0 edition, the Windows hardware recognition for Windows Server 2012 is unsupported.

Please use the SVmco V1.8.0 or later for the Windows Server 2012.

However, If you use SVmco earlier than V1.8.0, it is not indicate any functionally problem.

(7) [PRIMEQUEST 1000 Series]

Please install the SVmco V1.2.0.0 or later of RHEL5 for the Oracle VM.

(8) [PRIMEQUEST 2000/1000 Series]

If you use SVmco v1.4 or later and disable IPv6, you need to remove the setting of the snmptrapd file.
This setting is necessary to receive Trap.
When you do not delete the setting , you can not receive Trap.
For example, if you build the PRIMECLUSTER linkage in your system, you can not receive Trap from the other node.
Please delete the setting according to the following procedures.

1. Open the /etc/snmp/snmptrapd.conf. and delete the "**udp6:162**".

Before:

```
snmpTrapdAddr udp:162,udp6:162
```

After

```
snmpTrapdAddr udp:162
```

2. Restart snmptrad service. and confirm to start normally

```
#/etc/init.d/snmptrad restart
Stopping snmptrapd:                                        [ OK ]
Starting snmptrapd:                                        [ OK ]
#
```

(9) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012 R2, please install SVmco V1.8.1.0 or later..

Note:

For the PSHED Plugin driver of earlier than the V1.8.1.0 th edition, the Windows hardware recognition for Windows Server 2012 R2 is unsupported.
Therefore, there is functionally no problem though pop up is output when you install.

(10)[PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(11)[PRIMEQUEST 2000 Series]

Please restart SVmco service follow the procedure when the following messages are output to syslog on Red Hat Enterprise Linux.at the startup of SVmco.

```
SVmco: E 02801 y10SVmco Initialization Error
```

Restarting procedure

Please restart the SVmco service on the following procedures by administrator authority.

1) Please stop the SVmco service.

```
# service y10SVmco stop
```

2) It is necessary to stop other services that use ipmi to restart the ipmi service.
   Please stop the service when the following software is installed in your system.

- ServerView Agent
- ServerView Agentless Service
- PRIMEQUEST REMCS Option

   Please refer to the product-specific documentation/README about the how to stop.

3) Please restart the ipmi service

```
# service ipmi stop
```

```
# service ipmi start
```

4) Please start the service that stops according to step 1 and 2
   As follows in case of SVmco. Please refer to the manual about the other products.

```
#service y10SVmco start
```

```
#service y30SVmco start
```

Please confirm the thing that the following messages are not output to syslog after SVmco restart.

```
SVmco: E 02801 y10SVmco Initialization Error
```

When the message is output, please execute the procedure of the above-step 1-4again.

(12) [PRIMEQUEST 2000 Series]

In Extended Partitioning, it might take about ten minutes to start SVmco when the first time after install.

(13)[PRIMEQUEST 1000/2000 Series]

No action is required though the following messages when SVmco is uninstalled on RHEL6.8 or later.

warning:　erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.17.04)

(1) [PRIMEQUEST 1000 Series]

Select a virtual machine on the VMware ESXi 5 server to install SVmcovm in a virtual machine.

Virtual Machine is necessary in each partition that runs ESXi.

Refer to “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(2) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, hard configuration information on PCI card/disk is not reported to the REMCS center.

(3) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, "PCI-Express Card Information" and "Firmware Version" in the table of "PCI-Express Slots" of the MMB screen is not displayed. (IOB or PCI_Box of the menu of the MMB screen).

(4) [PRIMEQUEST 1000 Series]

The following table lists the packages required for SVmcovm operation.

Please confirm the packages necessary for this operation has been installed in the partition before installing SVmcovm.

Remarks:

To install to 64-bit RHEL6, you need to install “32-bit openssl” package.

Also, you only need to instsall “32-bit glibc” package when you install svmcovm to 64-bit RHEL6.

When these packages are not installed, SVmcovm cannot be normally started.

- Packages (RHEL6)

X86	**X64**
gdb-x.x-x.x.i686	gdb-x.x-x.x.x86_64
	glibc-x.x-x.x.i686
tcl-x.x.x-x.i686	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
openssh-clients-x.x-x.x.i686	openssh-clients-x.x-x.x.x86_64
expect-x.x.x-x.x.i686	expect-x.x.x-x.x.x86_64

(5) [PRIMEQUEST 1000 Series]

The standard of the amount of the resource of SVmcovm is the following.

Hard Configuration: 1partition and 1SB (2CPU).

- Linux

	At normal	**At failure detection**
CPU	About 0%	About 1.7%
MEM	About 21MB	About the same (left).
HDD	About 32MB	About the same (left).

- Windows

	At normal	**At failure detection**
CPU	About 0.4%	About 0.5%
MEM	About 13MB	About the same (left).
HDD	About 13MB	About the same (left).

(6) [PRIMEQUEST 1000 Series]

About the report time at failure detection.

Time in the report message to syslog, REMCS, and Mail is different according to the environment in which SVmcovm is installed.

- RHEL6 :

1) Confirm the time of the following logs output to syslog.

```
SVmco: I 00069 SVPM startup succeeded (/etc/fujitsu/SVmco/global/pmsvmco.conf)
```

2) Compare the time of the red line of the following example and the time examined according to step one.

- After the time that SVmcovm started (step one):
  The report time is local time of a virtual machine in which SVmcovm is installed.

- Before the time that SVmcovm started (step one):
  The report time is reported of with UTC (Coordinated Universal Time).

The target time is a red line of the following example.

Refer to “8 Messages” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

■ Syslog

```
Dec 14 19:19:42 RHEL55onVM SVmcovm: E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4)
Device error (State change on disk from operational to offline)
```

■ REMCS

```
SVmcovm P#1 2011-12-15 21:18:50 E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4) Device error
(State change on disk from operational to offline)
Dec 15 21:18:50 RHEL55onVM ServerView RAID: [10505][Warning] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (
4): State change on disk (1:8) from operational to offline vendor=INTEL model=SSDSA2SH064G1GC serial-no=CVEM008
101VW064KGN
```

■ Mail

```
SVmcovm P#1 2011-12-28 14:22:50 E 18516 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (3) Adapter error
(BBU temperature problem detected) vendor-id=1000 device-id=0079 revision=
Dec 28 14:22:50 rhel5 ServerView RAID: [10152][Error] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (3): BBU
temperature problem detected
```

(7) [PRIMEQUEST 1000 Series]

The Unit name of the ServerView event message is displayed with Seg:Bus:Dev.Func (example 0:0:25.0).

- Unit name in Partition Event Log on MMB screen.
- Unit name in output event of ServerView.

Refer to “9 Procedure for specifying PCI card error part in VMware5” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(8) [PRIMEQUEST 1000 Series]

When the environment is configured of Windows Server 2012, use since SVmcovm V1.2.0.0.

(9) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware ESXi5.5 or later, the message that fails in the System Status Change might be output to Syslog or Eventlog.

However, the operation (restart of SVmcovm) described in the manual is unnecessary.

The message is the following.

Event ID: 09135

The message: System Status is Changed in the “OS Running”: failed ret=%1

%1 is arbitrary numerical value.

(10)[PRIMEQUEST 1000 Series]

When the fibre channel card is used on VMware ESXi 5.5 or later, it is necessary to renew Fibre Channel Firmware and SVmcovm.

Please inquire of our charge business and SE about details.

(11)[PRIMEQUEST 1000 Series]

No action is required though the following messages when SVmcovm is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

6. Notes on ServerView ESXi CIM Provider (V12.17.04)

(1) [PRIMEQUEST 2000/1000 Series]

The behavior of Software Watchdog has been changed from ServerView ESXi CIM Provider V7.01.04.

You can use Software Watchdog only for system monitoring purpose.

You should satisfy the following condition on SVOM or MMB software watchdog configuration page if you want to use Software Watchdog.

SVOM

Action : “Continue”

TimeOut : a value more than 4 minute

MMB

Action when watchdog expires : “Continue”

Timeout time(second) :a value more than 240 second

Refer each manuals to configure Software Watchdog on SVOM or MMB.

(2) [PRIMEQUEST 2000/1000 Series]

You can’t monitor PRIMEQUEST partition by using ServerView Operations Manager(SVOM).

You should monitor PRIMEQUEST hardware the following way.

1) Monitoring the partition with SVOM

You can monitor the partition only on the following conditions.

Monitor by the way of 2) or 3), if your environment does not meet the condition.

The partition is composed by 1SB:

You can monitor the partition with SVOM by using the ServerView ESXi CIM Provider V7.20.21 or later version.

If you using VMware ESXi 6.5, use the ServerView ESXi CIM Provider V7.31.14 or later version.

Using VMware ESXi 5,5:

You can monitor the partition with SVOM by using ServerView ESXi CIM Provider V7.00.08 or older version.

Confirm the readme document which version of ServerView ESXi CIM Provider you can use.

It depend on PRIMEQUEST type.

2) Monitoring only the chassis with SVOM

You can monitor PRIMEQUEST chassis node on ServerList.

SVOM can’t monitor each partition node(VMware ESXi) under PRIMEQUEST chassis.

However, MMB monitoring hardware and you can confirm it as PRIMEQUEST chassis node status.

You can confirm VM information(virtual machine information under VMWare ESXi host) and OS information on vCenter Server.

3) Monitoring without SVOM

Monitor PRIMEQUEST hardware via MMB Web-UI.

You can’t confirm VM information(virtual machine information under VMWare ESXi host) and OS information on MMB Web-UI.

Use vCenter Server for above purpose.

7. Notes on ServerView Installation Manager (SVIM) (V12.17.04)

(1) [PRIMEQUEST 2000/1000Series]

A warning message may appear when HBAnyware starts.

If ServerView Installation Manager automatically installs the application HBAnyware, the following warning message may appear when HBAnyware starts. You can ignore this message.

"RMServer: Failed to register remote request handler for adapter 0 with

(2) [PRIMEQUEST 2000/1000 Series]

Note the following points about configuring the RAID and disks in Guide mode.

Do not configure a disk partition across multiple disks. To configure a disk partition across multiple disks, do so manually after the installation is completed.

(3) [PRIMEQUEST 2000/1000 Series]

To connect eight or more PCI cards, the I/O space assignment must be changed. Note the following.

- Assign I/O space to the SASU/SASRU.
- For installation in a SAN environment, assign I/O space to the FC card that connects the SAN environment.
- For remote installation, assign I/O space to the built-in LAN port.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(4) [PRIMEQUEST 2000/1000 Series]

Note the following about using the Dual Chanel SAS array controller card.

Before using the Dual Channel SAS array controller card (RAID card for an external disk unit) in Red Hat Enterprise Linux, assign I/O space.

After Red Hat Enterprise Linux is installed, if no I/O space is assigned when that card is installed, the operating system may not start.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(5) [PRIMEQUEST 2000 Series]

Note the following note about a SAN or other environment that is connected to many hard disks and LUNs.

This software can recognize up to 64 hard disks or LUNs.If many hard disks or LUNs are connected, it may not recognize the installation destination.If possible, remove all the hard disks or LUNs that are not the installation destination.

(6) [PRIMEQUEST 2000/1000 Series]

Note the following about installing an operating system that does not support UEFI.

The PRIMEQUEST is in UEFI mode when shipped from the factory.Before installing an operating system that does not support UEFI, set BIOS mode.

The operating systems that support UEFI are as follows:

Windows Server 2008 R2

Red Hat Enterprise Linux 6 (for Intel64)

To set BIOS mode, use the following procedure.

1) After powering on the partition, press the [F2] key while the FUJITSU logo is displayed to open the UEFI window.

2) Select the following menu items in the UEFI window, in the order shown:
[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－
[Change the order]

3) Specify that [**Legacy Boot**] be at the top.

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD	Specify this item to use the built-in DVD drive for installation in UEFI mode.
Legacy Boot	Specify this item to set BIOS mode.Specify it also to use remote storage for installation in BIOS mode.
UEFI Shell	Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

(7) [PRIMEQUEST 2000/1000 Series]

You cannot use guided mode in remote installation.

(8) [PRIMEQUEST 2000/1000 Series]

Note the following about using many CPU/PCI cards.

When many CPU/PCI cards mounted, after choosing OS, a warning message may be displayed on OS selection Screen. Please install by once constituting smaller one.

(9) [PRIMEQUEST 2000/1000 Series]

When 16 or more LAN cards are mounted, a screen may freeze in Language Selection.

If you wait for a while after a screen freezes, it will recover, but if you reduce the number of LAN cards, a symptom can be canceled.

(10)[PRIMEQUEST 2000/1000 Series]

When installing in UEFI mode using remote storage, it is necessary to change Boot Order.

It is necessary to start SVIM in UEFI mode to install OS in UEFI mode.

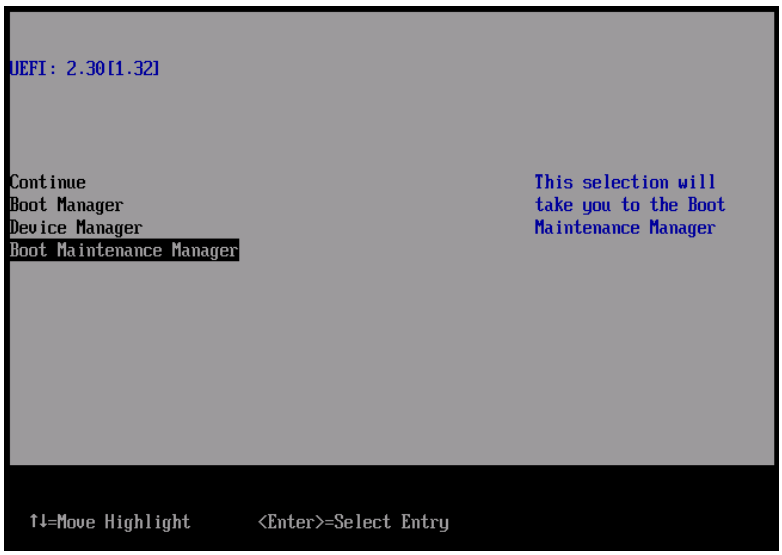
Using remote storage, for setting it in UEFI mode, You set [UEFI:DVD/CD 0] in [Boot Maintenance Manager] as the top.

(11)[PRIMEQUEST 2000/1000 Series]

Please register the boot manager, when you install the VMware ESXi in UEFI mode.

Procedure is the following.

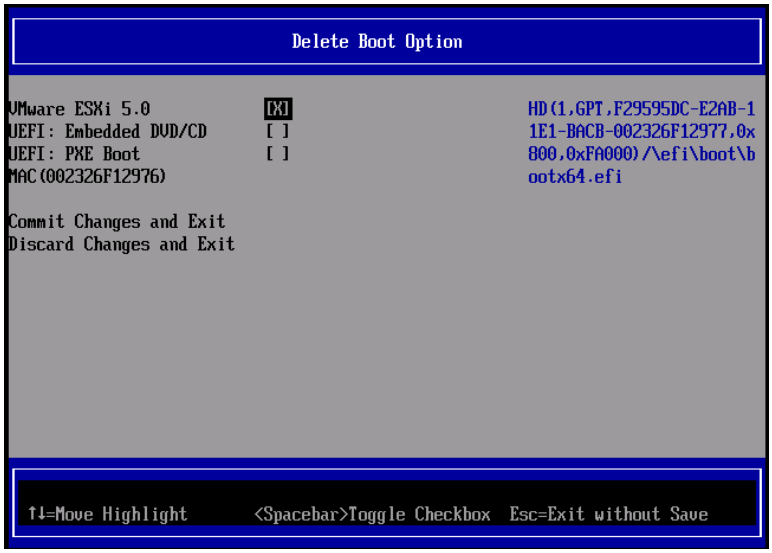
1) After power on, push F2 key while FUJITSU logo is displayed. The following UEFI screen is displayed.



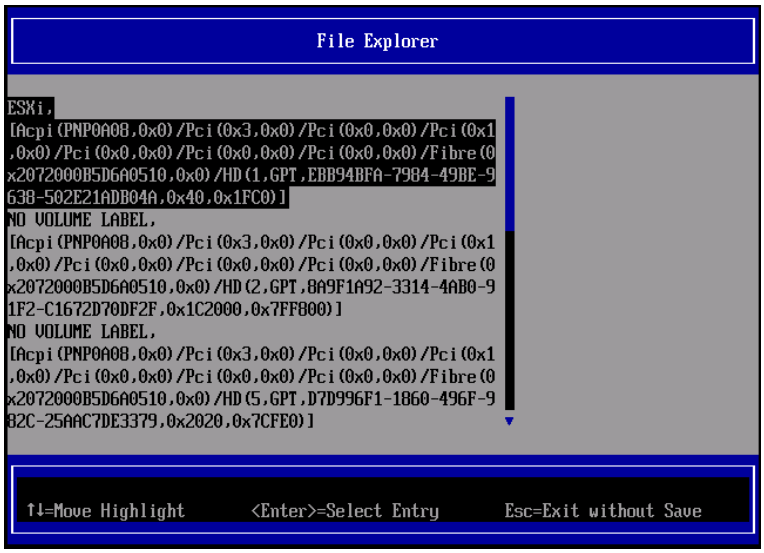
2) Select the menu in order to the below.

[Boot Maintenance Manager]-[Boot Options]-[Delete Boot Option]

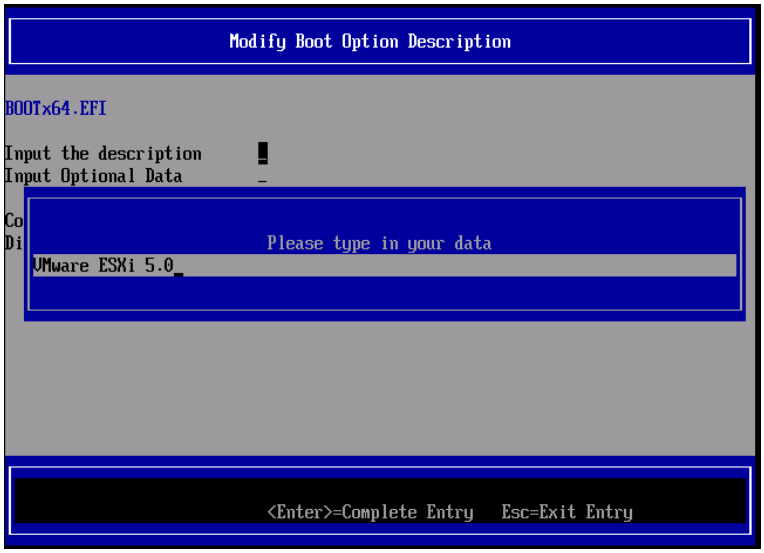
3) Position cursor in VMware ESXi 5.x, and push the space bar on it.



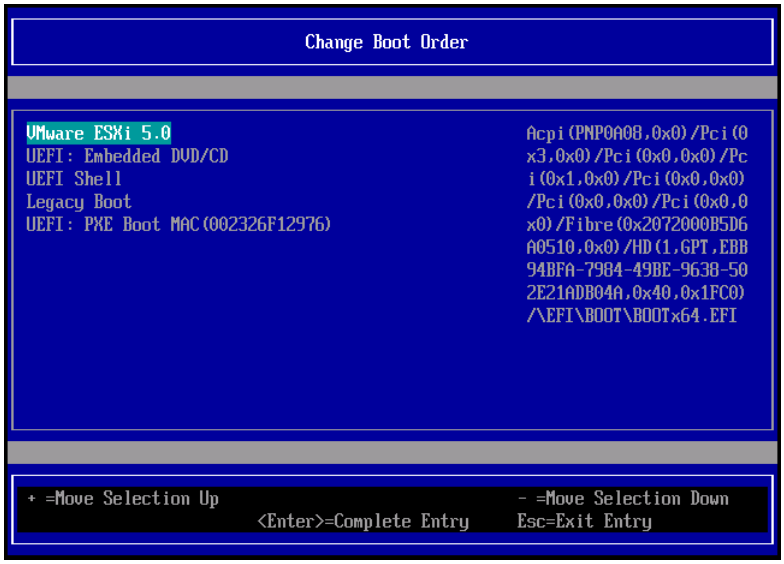
4) Select [Commit Change and Exit].
5) Select [Add Boot Option].
6) Select the item of top “ESXi …..”



7) Select <EFI>^<BOOT>^Bootx64.EFI.
8) Input the following strings into the item of [Input the description] as the item of boot manager.
“VMware ESXi x.x”



9) Select [Commit Changes and Exit].



After completion of setup, press Enter key and reboot the server.

And, in order to start automatically, please position the boot manager to the top of boot order.

(12)[PRIMEQUEST 2000/1000 Series]

If you have two or more disks mounted in server, please install VMware ESXi to first one.

(13)[PRIMEQUEST 2000/1000 Series]

VMware ESXi cannot perform remote installation in UEFI mode.

(14)[PRIMEQUEST 2000 Series]

When total number of Ethernet ports including onboard Ethernet in PRIMEQUEST is 96 or more, Uncorrectable Error occurs during starting of SVIM. In such case, please reduce the number of network cards so that the number of ports becomes less than 95. And please set again reduced cards after installation.

(15) [PRIMEQUEST 2000/1000 Series]

When installing Window Server 2008R2, a product key input screen may be displayed.

When installing using the Microsoft Corporation media, in spite of having inputted the product key on the GUI screen of SVIM, a product key input screen may be displayed again. Please advance without inputting a product key.

(16) [PRIMEQUEST 2000/1000 Series]

Here is a caution when installing the Red Hat Enterprise Linux into SAN boot environment.

When you install RHEL and you have built-in HDD, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI. Installation will fail if you choose "MBR". In that case, you may remove built-in HDD.

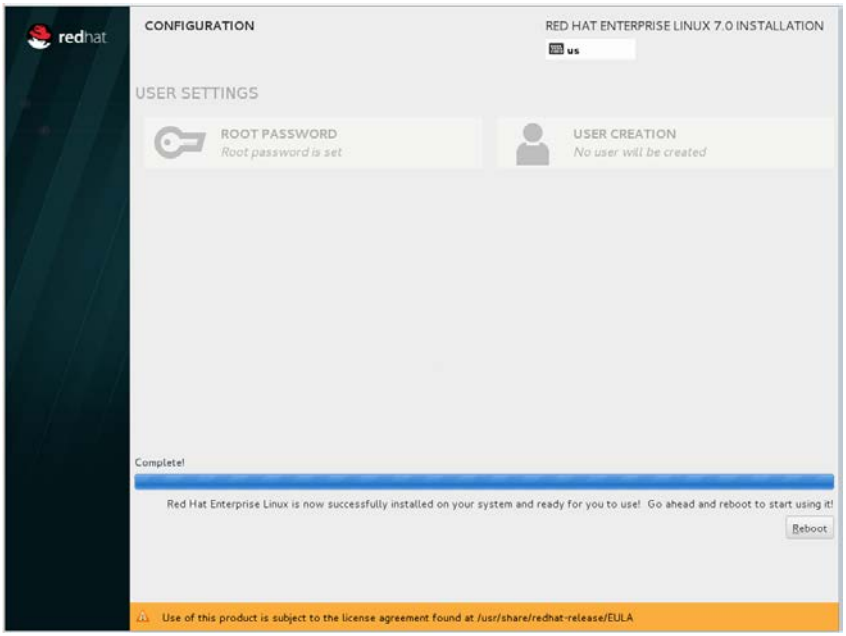
(17)[PRIMEQUEST 2000 Series]

The way for remove of OS disc when install RHEL7.

In installation of RHEL7, the following screen is displayed when installation completes.

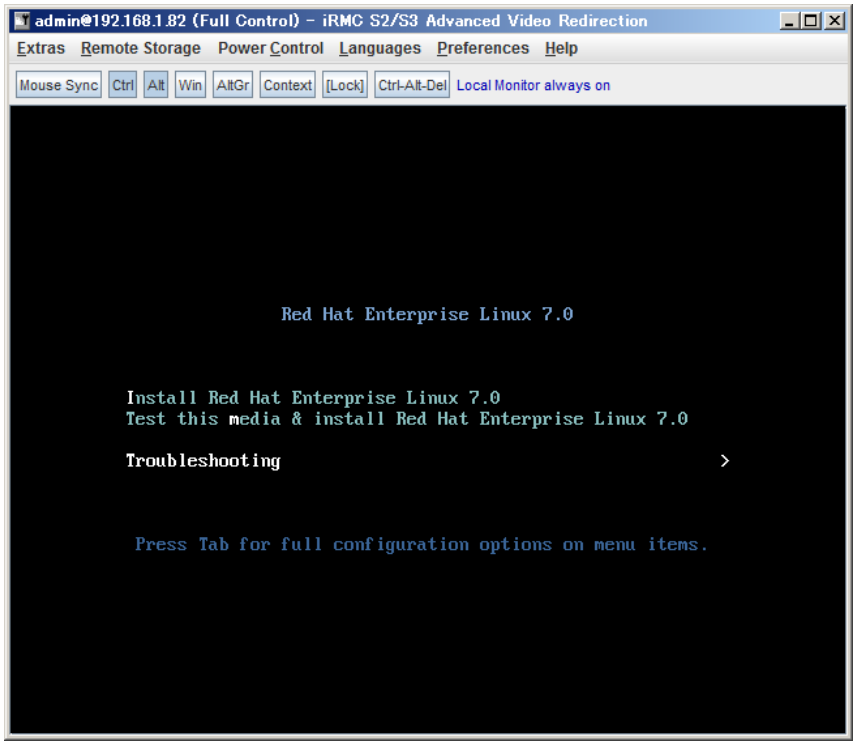
At this moment, you should still not remove OS media from DVD drive (or the remote storage).

So an I/O error will occur.



At first, please click "reboot" button, after that remove the OS media until the "Fujitsu" logo is displayed.

If you do not remove the OS media, RHEL will boot automatically soon (see below). At that case, you should press <ctrl>+<Alt>+<Delete> key. The system will reboot again. Please remove the OS media before RHEL boot.



(18) [PRIMEQUEST 2000 Series]

If you have two or more Hard Disks mounted in server, you should remove Hard disks except for target of installation.

(19)[PRIMEQUEST 2000 Series]

When you install RHEL with UEFI mode, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI as "MBR".

(20)[PRIMEQUEST2000/1000 Series]

Notice of installation of Windows Server 2012

When installing Windows Server 2012 using OS media by which direct buying was carried out, the time which installation takes may be longer than usual.

(21)[PRIMEQUEST 2000/1000 Series]

When the loading memory total in a partition is not less than 256 GB, and you install Windows, please specify boot partition size larger than the memory size.

Although Windows creates the page file for a swap to a boot partition, the size is dependent on loading memory size. The size of the boot partition which SVIM sets up is 51,200 MB by default. You must assign bigger if needed.

(22)[PRIMEQUEST 2000 Series]

In installation RHEL7, SVIM is not supported UEFI Secure Boot.

If UEFI Secure Boot is set as Enable by BIOS setup, it is not installable with SVIM. Please be sure to install, after setting it as Disable. In order to validate Secure Boot, please set it as Enable anew after installation of OS. In addition, in the state of the default, it is set as Disable.

(23)[PRIMEQUEST 2000/1000 Series]

The way to recover the trouble which LUN of SAN boot is not recognized by SVIM.

In case of SAN boot configuration, the ETERNUS LUN may not be recognized. Please check the following point of view.

a. You must display "Boot Manager" page by BOIS menu before SVIM starts.

b. It cannot be recognized, if Initialized form of LUN and SVIM boot mode is different.

c. It may be the cause that unjust data remains in LUN. Please initialize LUN again.

(24) [PRIMEQUEST 2000 Series]

SLES11 SP3 is no longer supported.

If you want to use SLES11 SP3, please download the version of ServerView DVD which supports SLES11 SP3.

SLES11 SP3 is supported by V11.16.02.

http://www.fujitsu.com/fts/products/computing/servers/primergy/management/index.html

There is the item "ServerView ISO Images" at the right side of this page. DVD1 and DVD2 in there are ISO image of ServerView DVD attached to a server.

(25) [PRIMEQUEST 1000 Series]

In installation of PRIMEQUEST 1800 series, Installation of OS may be displayed un-supporting or un-supporting on the OS selecting page.

It is no problem, please ignore it and continue the installation operation.

(26)[PRIMEQUEST 2000 Series]

Attention of installation of RHEL7 with 4GB DIMM in the Extended Partitioning.

If you try installation of RHEL7 to the Extended Partitioning with 4GB DIMM, you should set the ”text mode(graphical is default)“ in the "Basic Configuration" page or increase the DIMM to 8GB or more. Because, it may be frozen during install a system.

(27)[PRIMEQUEST 2000 series]

In installation of SUSE Linux Enterprise Server12, you cannot specify LVM volume.

An error occurs when you specify LVM and continue installation.

(28)[PRIMEQUEST 2000 Series]

In Extended Partitioning, there is a notification when you start the PRIMEQUEST using V12.16.10 or later. The BSOD error may occur during the OS installation using V12.16.10 or later on Extended Partitioning environment. In such case, you should perform the following workaround.

1) If the server firmware older than Bx17021 (x=A,B,C: depend on machine type), please update.

2) You should change the number of CPU core into between 2 and 47.

After the OS installation, change the CPU core allotment to the original number.

8. Notes on ServerView Update Manager (SVUM) (V12.17.04)

(1) [PRIMEQUEST 1000 Series]

PRIMEQUEST 1000 Series does not support this product.

9. Notes on ServerView Update Manager Express (SVUME) (V12.17.04)

(1) [PRIMEQUEST 2000/1000 Series]

PRIMEQUEST does not support this product.

VI. Notes on ServerView Suite V12.17.05

1. Notes on ServerView Operations Manager (SVOM) (V12.17.05)

(1) [PRIMEQUEST 2000/1000 Series]

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board), Note the following point about adding a server in the PRIMEQUEST series to the server list.

When adding a server in the PRIMEQUEST series to the server list, specify the MMB (ManageMent Board) as the object to be added. If you specify a partition directly, the following message is output, and the object cannot be added.

It is not allowed to add the virtual PRIMEQEUST

(2) [PRIMEQUEST 2000/1000 Series]

In a test of a connection on the PRIMEQUEST MMB, "test trap" in the [Connection Test] window always fails.

Use the test trap function of the MMB to test the trap connection. For details on the test trap function of the MMB, see the following manual:

Tool Reference
1.5.6 [SNMP Configuration] menu
[SNMP Trap] window

(3) [PRIMEQUEST 2000/1000 Series]

In rare cases, a "fatal error" may occur during a new installation or update installation.

In such cases, perform the new installation or update installation again.

(4) [PRIMEQUEST 2000/1000 Series]

As soon as the event detected by the driver monitoring function is resolved, clear the status.

If the status is not cleared, the event of the hardware whose status is not Normal is suppressed, and there is no notification.

Clearing the status:

(1) Open the driver monitoring window from the SVOM window.

(2) Select the component to clear its status, and click the [Approve] button.

(3) Click the [Update] button at the top of the window.

(5) [PRIMEQUEST 2000/1000 Series]

In case of management of power of Partition, do not use the power management function on the SVOM .

Use the power Management function on the MMB.

(6) [PRIMEQUEST 2000/1000 Series]

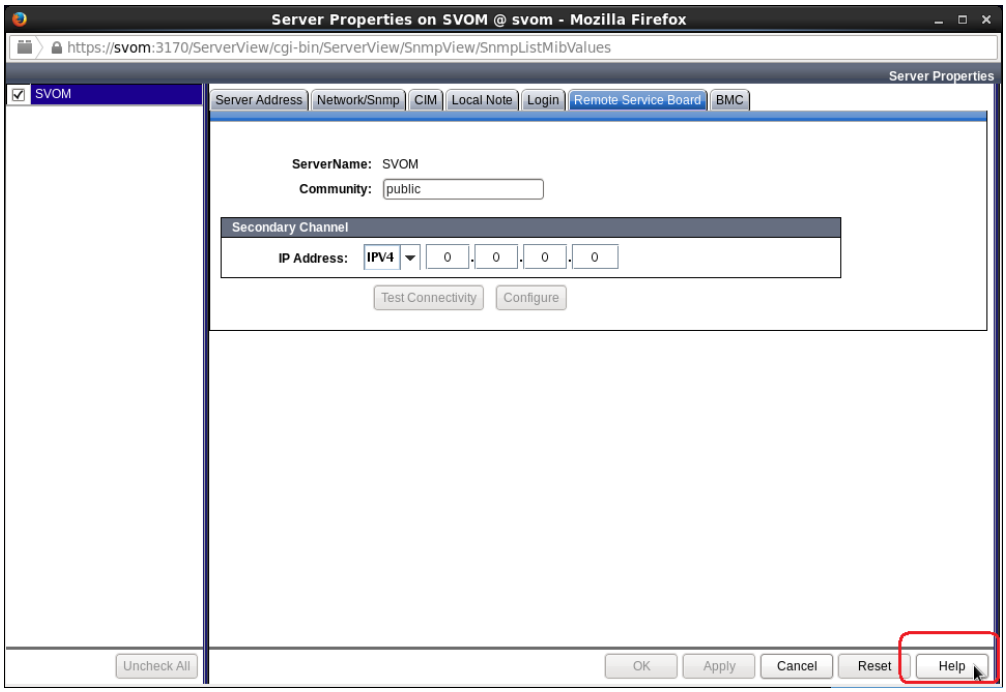
Use SVOM V6.10.05 or later for monitoring VMware vSphere 5.

Wrong VMware ESXi partition information will be shown with older version of SVOM.

(7) [PRIMEQUEST 2000/1000Series]

You might not be able to input IP address on "remote service port(RSB)" in "Server property" window, if SVOM is working on RHEL OS. At the time, please open the other window and close. Then you can input it.

For example, please click the help button in the window. Help window will be opened. And then close it.



(8) [PRIMEQUEST 2000Series]

After a SB is added on RHEL7.2 by hotadd, the names of the added CPUs are not displayed in the SVOM screen of “System Information”. Please confirm CPUs information by Web-UI.

(9) [PRIMEQUEST 2000Series]

ServerView Operations Manager for Windows V7.20.04 or later requires .NET Framework 3.5 before installation on Windows Server 2016.

2. Notes on ServerView Agents(V12.17.05)

(1) [PRIMEQUEST 2000/1000 Series]

The event information displayed by driver monitoring is cleared after an operating system or SVAgent restart.

(2) [PRIMEQUEST 1000 Series]

In operation with Red Hat Enterprise Linux 6, if a hard disk connected to an SAS card fails and becomes unresponsive, the Fault-LED may not go on.In such cases, use the following method to find the fault location.

1) If a hard disk connected to an SAS card fails and you receive notification of the failure, obtain PrimeCollect.

2) Check the device name in syslog.

Find the logged event (14123) detected by ServerView. Then, find the item logged before it ([rejecting I/O to offline device]).The numbers shown immediately before the message are Host:Channel:Id:Lun (1:0:2:0 in the above example).The device name (sdc in the above example) can be found from the log item that has the same Host:Channel:Id:Lun.

3) You can find the mounting location of the faulty disk from the obtained PrimeCollect.

Open PrimeCollect, and open the var\log\PrimeCollect\tmp\PCSysScan.xml file in Word.

```
1
MBD2300RC
FUJITSU
D007PA902HT0
SASU#2-HDD#0
sda

1
MBD2300RC
FUJITSU
D007PA902HRR
SASU#2-HDD#2
sdb

1
MBD2073RC
FUJITSU
BSF2P780004J
SASU#2-HDD#3
sdc
```

From the device name (sdc in the above figure), confirm the mounting location.(SASU#2-HDD#3 in the above example)

(3) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher. If you have SSD drive on the PCI slot.

(4) [PRIMEQUEST 1000 Series]

Use Windows version of Agents V6.10.05 or higher, If you will use Windows Server 2012

(5) [PRIMEQUEST 1000 Series]

Use Linux version of Agents V6.10.06 or higher If you will use Oracle VM.

(6) [PRIMEQUEST 2000/1000 Series]

Check I/O status on the SVOM after OS boot completes, because ServerView Agents might not be able to detect I/O error during OS booting phase.

(7) [PRIMEQUEST 2000 Series]

If you use Windows Server 2008 R2 without ServerView Installation Manager on PRIMEQUEST 2000 Series, you should adopt the following Windows Hotfix before install ServerView Agents

http://support.microsoft.com/kb/2674913/en-us

(8) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(9) [PRIMEQUEST 2000 Series]

ServerView Agents has possibilities to log the following WARNING messages in */var/log/messages* when ServerView Agents started on RHEL7.

There is no problem. Please ignore it.

systemd: [/etc/rc.d/init.d/eecd:21] Failed to add dependency on +aurad.service, ignoring: Invalid argument

systemd: [/etc/rc.d/init.d/srvmagt_scs:19] Failed to add dependency on +eecd.service, ignoring: Invalid argumen

(10) [PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

If you use the ServerView Agent for Linux V7.31.16 or later, it is necessary to install ServerView Mission Critical Option V1.10.3 or later to report hard configuration information on PCI card/disk to the REMCS center.

(11) [PRIMEQUEST 1000 Series]

When you monitor PRIMEQUEST 1800E2 without using SVOM, please install the following ServerView Agents.

- For Linux: SVAgents V5.30.12 or later
- For Windows: SVAgents V5.10.05 or later

(12) [PRIMEQUEST 2000 Series]

When installing SV-Agent in RHEL7.2, the following general error is displayed.

There is no problem. Please ignore it.

Displayed general error:

Starting ServerView Agents Linux ...

Waiting for Inventory data 0 giving up after 300 seconds!

./functions: ? 76: log_failure_msg: Command is not found

Starting aborted with status 1 (General error).

3. Notes on ServerView RAID (V12.17.05)

(1) [PRIMEQUEST 1000 Series]

If the diskctrl command is used to execute a "disk rotation stop instruction," ServerView RAID may output the following message. This message is output with the "disk rotation stop instruction" and does not indicate any operational problem.

Event ID: 10451
Message: State change on disk ([..]) from available to failed

<Example of output>
ServerView RAID: [10451][Error] Adapter Linux Multiple Devices (0): State change on disk (sdb 8:16) from available to failed

(2) [PRIMEQUEST 2000/1000 Series]

In a Windows environment, if the following event (ID 51) occurs, a RAID card may have failed. Use the following procedure to check whether the RAID card failed and to replace a failed card.

1) Confirm that the following event is recorded in the event log.
   Event ID: 51
   Type:Warning
   Source:Disk

   Description:An error during paging was detected on the device \Device\Harddiskx\DRy.
   >> If the event was recorded, go to step 2).

2) Confirm that the ServerView RAID window displays the device where the error occurred as described in the above step 1).
   >> If the device is not displayed even though it is mounted, go to step 3).

3) Confirm that the ServerView RAID window displays the RAID controller card on the device described the above 2).
   >> If the RAID controller card is not displayed even though it is mounted, replace it.
   (SAS array disk unit or external RAID card)

In the above case, follow the troubleshooting information provided by Microsoft.

(3) [PRIMEQUEST 1000 Series]

In case of monitoring RAID on PRIMEQUEST 1000 series with VMware vSphere 5, install ServerView RAID to guest OS which ServerView Mission Critical Option for VM installed.

(4) [PRIMEQUEST 1000 Series]

Use appropriate version of software combination to detect and inform error of ServerView RAID.

If you use the following software without the combination that specified the following table, you will have some problem about RAID error handling. E.g. no error event informed or some of information is lacked from event message when error is detected on the RAID.

Related Software : PRIMEQUEST Server Agent (PSA)/ ServerView Mission Critical Option (SVmco)/ ServerView Mission Critical Option for VM (SVmcovm)/ServerView Agents

Refer to the following table and find appropriate combination of software.

Model Name	Software name	OS	ServerView RAID version	
			V5.7.3	V5.7.8 or later *2
PRIMEQUEST 1800E	PRIMEQUEST Server Agent	Windows2008	x64 OS : 2.11.1 or later x86 OS : 2.11.0 or later	2.16.0 or later *3
		RHEL6	2.11.1 or later	2.17.0 or later
		VMware ESX5/6	2.12.0 or later	2.16.0 or later
PRIMEQUEST 1800E2	ServerView Agents	Windows2008/ Windows2012	V6.11.03 or later	V6.21.07 or later
		RHEL6	V5.50.20 or later	V6.21-20 or later
		VMware ESX5/6	V6.00.10 or later	V6.21-20 or later
	ServerView Mission Critical Option	VMware ESX5/6	1.0.5 or later	
		RHEL6	1.0.5 or later	
		Windows2008	x64 OS : 1.8.1 or later x86 OS : 1.0.3 or later	
		Windows2012	x64 OS : 1.8.1 or later x86 OS : 1.1.0 or later	
	ServerView	RHEL6	1.1.2 or later	1.4.0 or later

	Mission Critical Option for VM *1	Windows2008	x64 OS : 1.3.1 or later x86 OS : 1.1.1 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later
		Windows2012	x64 OS : 1.3.1 or later x86 OS : 1.2.0 or later	RAID 5.7.8 /5.7.10 1.6.0 or later RAID 5.8.5 or later 1.6.2 or later

*1 About “ServerView Mission Critical Operation for VM”, “OS” field means OS which installed to virtual system on VMware ESXi 5

*2 The difference of ServerView RAID Manager v5.7.3 and v5.7.8 are the following.

V5.7.3 can’t inform some of event(10987,10988) of ServerView RAID Manager

*3 This software is only for Windows2008.

You can download these software from the following site.

http://support.ts.fujitsu.com/Index.asp

(5) [PRIMEQUEST 1000 Series]

If you find Error event(ID: 18500-18999/28500-28999) from ServerView RAID manager, Execute appropriate action for the event and check ServerView RAID manager GUI another error event available or not.

You found another error event you should execute action for it.

(6) [PRIMEQUEST 2000/1000 Series]

When you have ServerView RAID installed with ServerView Agent already installed, it is necessary to manually restart the ServerView Agents on the Windows.

If you don't restart the ServerView Agents,fault location of event(28500-28999) concerning ServerView RAID cannot be done.

Please restart ServerView Agents by "Restart Agents" of the "Diagnostic Tools" menu.

(7) [PRIMEQUEST 2000/1000 Series]

Set network environment so that hostname is resolved. If hostname is not resolved, ServerView RAID may not start normally.

<Example>

ServerView RAID does not start and the following message is logged.

Waiting until ServerView-RAID service is listening on port #3173 0 giving up after 30 seconds

ServerView-RAID service is not listening. Continue anyway.

If this problem occurs, add the setting to "/etc/hosts".

<Example>

192.168.0.1 Hostname 127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4 ::1 localhost localhost.localdomain localhost6 localhost6.localdomain6

(8) [PRIMEQUEST 2400E2/2800E2/2800B2]

When DISK UNIT is observed with ServerView RAID, the installing slot number of DISK UNIT equipped with the disk is not corresponding to the physical drive number on ServerView RAID.

Please read in a different way as follows and operate it when you observe DISK UNIT with ServerView RAID.

41. Physical drive number on ServerView RAID	42. Installing slot number of DISK UNIT
43. 0	47. HDD#0
44. 1	48. HDD#1
45. 4	49. HDD#2
46. 5	50. HDD#3

4. Notes on ServerView Mission Critical Option (SVmco) (V12.17.05)

(1) [PRIMEQUEST 1000 Series]

For monitoring in the PRIMEQUEST 1800E2, install SVmco.

For monitoring in the PRIMEQUEST 1800E, do not install SVmco.

(For the PRIMEQUEST 1800E, PSA monitors and reports errors.)

(2) [PRIMEQUEST 1000 Series]

If SVmco needs to be restarted for the post-SVmco-installation settings in VMware (2.3.3 in the *ServerView Mission Critical Option Version 1.0 User Manual*), execute the following procedure in the terminal window:

```
/sbin/service y30SVmco stop
/sbin/service y10SVmco start
/sbin/service y30SVmco start
```

(3) [PRIMEQUEST 1000 Series]

When you use Windows as the operating system, install ServerView RAID.

Unless ServerView RAID is operating, hardware configuration information about the disk is not sent correctly to the REMCS center.

(4) [PRIMEQUEST 1000 Series]

When you use Oracle VM, please install SVmco V1.2.0 or later in the Host OS.

(5) [PRIMEQUEST 1000 Series]

When you use PCIe SSD card, please install the following SVmco.

- For Linux: SVmco V1.4.1 or later
- For Windows: SVmco V1.2.1 or later

(6) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012, please install SVmco V1.1.0.2 or later.

and, SIRMS V4.5.0.0 or later

Note:

For the PSHED Plugin driver of earlier than the V1.8.0 edition, the Windows hardware recognition for Windows Server 2012 is unsupported.

Please use the SVmco V1.8.0 or later for the Windows Server 2012.

However, If you use SVmco earlier than V1.8.0, it is not indicate any functionally problem.

(7) [PRIMEQUEST 1000 Series]

Please install the SVmco V1.2.0.0 or later of RHEL5 for the Oracle VM.

(8) [PRIMEQUEST 2000/1000 Series]

If you use SVmco v1.4 or later and disable IPv6, you need to remove the setting of the snmptrapd file.
This setting is necessary to receive Trap.
When you do not delete the setting , you can not receive Trap.
For example, if you build the PRIMECLUSTER linkage in your system, you can not receive Trap from the other node.
Please delete the setting according to the following procedures.

1. Open the /etc/snmp/snmptrapd.conf. and delete the "**udp6:162**".

Before:

```
snmpTrapdAddr udp:162,udp6:162
```

After

```
snmpTrapdAddr udp:162
```

2. Restart snmptrad service. and confirm to start normally

```
#/etc/init.d/snmptrad restart
Stopping snmptrapd:                                        [ OK ]
Starting snmptrapd:                                        [ OK ]
#
```

(9) [PRIMEQUEST 1000 Series]

When you use Windows Server 2012 R2, please install SVmco V1.8.1.0 or later..

Note:

For the PSHED Plugin driver of earlier than the V1.8.1.0 th edition, the Windows hardware recognition for Windows Server 2012 R2 is unsupported.
Therefore, there is functionally no problem though pop up is output when you install.

(10)[PRIMEQUEST 1000 Series]

If you use the ServerView Agent for Linux V7.01 or later, it is necessary to install ServerView Mission Critical Option V1.10.0 or later to report hard configuration information on PCI card/disk to the REMCS center.

(11)[PRIMEQUEST 2000 Series]

Please restart SVmco service follow the procedure when the following messages are output to syslog on Red Hat Enterprise Linux.at the startup of SVmco.

```
SVmco: E 02801 y10SVmco Initialization Error
```

Restarting procedure

Please restart the SVmco service on the following procedures by administrator authority.

1) Please stop the SVmco service.

```
# service y10SVmco stop
```

2) It is necessary to stop other services that use ipmi to restart the ipmi service.
   Please stop the service when the following software is installed in your system.

- ServerView Agent
- ServerView Agentless Service
- PRIMEQUEST REMCS Option

   Please refer to the product-specific documentation/README about the how to stop.

3) Please restart the ipmi service

```
# service ipmi stop
```

```
# service ipmi start
```

4) Please start the service that stops according to step 1 and 2
   As follows in case of SVmco. Please refer to the manual about the other products.

```
#service y10SVmco start
```

```
#service y30SVmco start
```

Please confirm the thing that the following messages are not output to syslog after SVmco restart.

```
SVmco: E 02801 y10SVmco Initialization Error
```

When the message is output, please execute the procedure of the above-step 1-4again.

(12) [PRIMEQUEST 2000 Series]

In Extended Partitioning, it might take about ten minutes to start SVmco when the first time after install.

(13)[PRIMEQUEST 1000/2000 Series]

No action is required though the following messages when SVmco is uninstalled on RHEL6.8 or later.

warning:　erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

5. Notes on ServerView Mission Critical Option for VM (SVmcovm) (V12.17.05)

(1) [PRIMEQUEST 1000 Series]

Select a virtual machine on the VMware ESXi 5 server to install SVmcovm in a virtual machine.

Virtual Machine is necessary in each partition that runs ESXi.

Refer to “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(2) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, hard configuration information on PCI card/disk is not reported to the REMCS center.

(3) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware vSphere 5, "PCI-Express Card Information" and "Firmware Version" in the table of "PCI-Express Slots" of the MMB screen is not displayed. (IOB or PCI_Box of the menu of the MMB screen).

(4) [PRIMEQUEST 1000 Series]

The following table lists the packages required for SVmcovm operation.

Please confirm the packages necessary for this operation has been installed in the partition before installing SVmcovm.

Remarks:

To install to 64-bit RHEL6, you need to install “32-bit openssl” package.

Also, you only need to instsall “32-bit glibc” package when you install svmcovm to 64-bit RHEL6.

When these packages are not installed, SVmcovm cannot be normally started.

- Packages (RHEL6)

X86	**X64**
gdb-x.x-x.x.i686	gdb-x.x-x.x.x86_64
	glibc-x.x-x.x.i686
tcl-x.x.x-x.i686	tcl-x.x.x-x.x86_64
	openssl-x.x.x-x.x.i686
openssh-clients-x.x-x.x.i686	openssh-clients-x.x-x.x.x86_64
expect-x.x.x-x.x.i686	expect-x.x.x-x.x.x86_64

(5) [PRIMEQUEST 1000 Series]

The standard of the amount of the resource of SVmcovm is the following.

Hard Configuration: 1partition and 1SB (2CPU).

- Linux

	At normal	**At failure detection**
CPU	About 0%	About 1.7%
MEM	About 21MB	About the same (left).
HDD	About 32MB	About the same (left).

- Windows

	At normal	**At failure detection**
CPU	About 0.4%	About 0.5%
MEM	About 13MB	About the same (left).
HDD	About 13MB	About the same (left).

(6) [PRIMEQUEST 1000 Series]

About the report time at failure detection.

Time in the report message to syslog, REMCS, and Mail is different according to the environment in which SVmcovm is installed.

- RHEL6 :

1) Confirm the time of the following logs output to syslog.

```
SVmco: I 00069 SVPM startup succeeded (/etc/fujitsu/SVmco/global/pmsvmco.conf)
```

2) Compare the time of the red line of the following example and the time examined according to step one.

- After the time that SVmcovm started (step one):
  The report time is local time of a virtual machine in which SVmcovm is installed.

- Before the time that SVmcovm started (step one):
  The report time is reported of with UTC (Coordinated Universal Time).

The target time is a red line of the following example.

Refer to “8 Messages” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

■ Syslog

```
Dec 14 19:19:42 RHEL55onVM SVmcovm: E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4)
Device error (State change on disk from operational to offline)
```

■ REMCS

```
SVmcovm P#1 2011-12-15 21:18:50 E 18565 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (4) Device error
 (State change on disk from operational to offline)
Dec 15 21:18:50 RHEL55onVM ServerView RAID: [10505][Warning] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (
4): State change on disk (1:8) from operational to offline vendor=INTEL model=SSDSA2SH064G1GC serial-no=CVEM008
101VW064KGN
```

■ Mail

```
SVmcovm P#1 2011-12-28 14:22:50 E 18516 0:14:0.0 SV RAID:[10.24.76.104] LSI MegaRAID SAS 9280-8e (3) Adapter error
(BBU temperature problem detected) vendor-id=1000 device-id=0079 revision=
Dec 28 14:22:50 rhel5 ServerView RAID: [10152][Error] Adapter [10.24.76.104] LSI MegaRAID SAS 9280-8e (3): BBU
temperature problem detected
```

(7) [PRIMEQUEST 1000 Series]

The Unit name of the ServerView event message is displayed with Seg:Bus:Dev.Func (example 0:0:25.0).

- Unit name in Partition Event Log on MMB screen.
- Unit name in output event of ServerView.

Refer to “9 Procedure for specifying PCI card error part in VMware5” of “PRIMEQUEST 1000 Series ServerView Mission Critical Option User Manual” for details.

(8) [PRIMEQUEST 1000 Series]

When the environment is configured of Windows Server 2012, use since SVmcovm V1.2.0.0.

(9) [PRIMEQUEST 1000 Series]

When the environment is configured of VMware ESXi5.5 or later, the message that fails in the System Status Change might be output to Syslog or Eventlog.

However, the operation (restart of SVmcovm) described in the manual is unnecessary.

The message is the following.

Event ID: 09135

The message: System Status is Changed in the “OS Running”: failed ret=%1

%1 is arbitrary numerical value.

(10)[PRIMEQUEST 1000 Series]

When the fibre channel card is used on VMware ESXi 5.5 or later, it is necessary to renew Fibre Channel Firmware and SVmcovm.

Please inquire of our charge business and SE about details.

(11)[PRIMEQUEST 1000 Series]

No action is required though the following messages when SVmcovm is uninstalled on RHEL6.8 or later.

warning: erase unlink of xxxxx failed: No such file or directory

* xxxxx is file name.

6. Notes on ServerView ESXi CIM Provider (V12.17.05)

(1) [PRIMEQUEST 2000/1000 Series]

The behavior of Software Watchdog has been changed from ServerView ESXi CIM Provider V7.01.04.

You can use Software Watchdog only for system monitoring purpose.

You should satisfy the following condition on SVOM or MMB software watchdog configuration page if you want to use Software Watchdog.

SVOM

Action : “Continue”

TimeOut : a value more than 4 minute

MMB

Action when watchdog expires : “Continue”

Timeout time(second) :a value more than 240 second

Refer each manuals to configure Software Watchdog on SVOM or MMB.

(2) [PRIMEQUEST 2000/1000 Series]

You can’t monitor PRIMEQUEST partition by using ServerView Operations Manager(SVOM).

You should monitor PRIMEQUEST hardware the following way.

1) Monitoring the partition with SVOM

You can monitor the partition only on the following conditions.

Monitor by the way of 2) or 3), if your environment does not meet the condition.

The partition is composed by 1SB:

You can monitor the partition with SVOM by using the ServerView ESXi CIM Provider V7.20.21 or later version.

If you using VMware ESXi 6.5, use the ServerView ESXi CIM Provider V7.31.14 or later version.

Using VMware ESXi 5,5:

You can monitor the partition with SVOM by using ServerView ESXi CIM Provider V7.00.08 or older version.

Confirm the readme document which version of ServerView ESXi CIM Provider you can use.

It depend on PRIMEQUEST type.

2) Monitoring only the chassis with SVOM

You can monitor PRIMEQUEST chassis node on ServerList.

SVOM can’t monitor each partition node(VMware ESXi) under PRIMEQUEST chassis.

However, MMB monitoring hardware and you can confirm it as PRIMEQUEST chassis node status.

You can confirm VM information(virtual machine information under VMWare ESXi host) and OS information on vCenter Server.

3) Monitoring without SVOM

Monitor PRIMEQUEST hardware via MMB Web-UI.

You can’t confirm VM information(virtual machine information under VMWare ESXi host) and OS information on MMB Web-UI.

Use vCenter Server for above purpose.

7. Notes on ServerView Installation Manager (SVIM) (V12.17.05)

(1) [PRIMEQUEST 2000/1000Series]

A warning message may appear when HBAnyware starts.

If ServerView Installation Manager automatically installs the application HBAnyware, the following warning message may appear when HBAnyware starts. You can ignore this message.

"RMServer: Failed to register remote request handler for adapter 0 with

(2) [PRIMEQUEST 2000/1000 Series]

Note the following points about configuring the RAID and disks in Guide mode.

Do not configure a disk partition across multiple disks. To configure a disk partition across multiple disks, do so manually after the installation is completed.

(3) [PRIMEQUEST 2000/1000 Series]

To connect eight or more PCI cards, the I/O space assignment must be changed. Note the following.

- Assign I/O space to the SASU/SASRU.
- For installation in a SAN environment, assign I/O space to the FC card that connects the SAN environment.
- For remote installation, assign I/O space to the built-in LAN port.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(4) [PRIMEQUEST 2000/1000 Series]

Note the following about using the Dual Chanel SAS array controller card.

Before using the Dual Channel SAS array controller card (RAID card for an external disk unit) in Red Hat Enterprise Linux, assign I/O space.

After Red Hat Enterprise Linux is installed, if no I/O space is assigned when that card is installed, the operating system may not start.

For details on I/O space assignment, see 5.5 [Device Manager] Menu in the *PRIMEQUEST 1000 Series Tool Reference* (C122-E110EN).

(5) [PRIMEQUEST 2000 Series]

Note the following note about a SAN or other environment that is connected to many hard disks and LUNs.

This software can recognize up to 64 hard disks or LUNs.If many hard disks or LUNs are connected, it may not recognize the installation destination.If possible, remove all the hard disks or LUNs that are not the installation destination.

(6) [PRIMEQUEST 2000/1000 Series]

Note the following about installing an operating system that does not support UEFI.

The PRIMEQUEST is in UEFI mode when shipped from the factory.Before installing an operating system that does not support UEFI, set BIOS mode.

The operating systems that support UEFI are as follows:

Windows Server 2008 R2

Red Hat Enterprise Linux 6 (for Intel64)

To set BIOS mode, use the following procedure.

1) After powering on the partition, press the [F2] key while the FUJITSU logo is displayed to open the UEFI window.

2) Select the following menu items in the UEFI window, in the order shown:
[Boot Maintenance Manager]－[Boot Options]－[Change Boot Order]－
[Change the order]

3) Specify that [**Legacy Boot**] be at the top.

The following shows the meanings of the menu items.

UEFI: Embedded DVD/CD	Specify this item to use the built-in DVD drive for installation in UEFI mode.
Legacy Boot	Specify this item to set BIOS mode.Specify it also to use remote storage for installation in BIOS mode.
UEFI Shell	Use it to display the UEFI command prompt at startup.

4) Specify [Commit Changes and Exit] - [Reset System], and reboot the partition.

(7) [PRIMEQUEST 2000/1000 Series]

You cannot use guided mode in remote installation.

(8) [PRIMEQUEST 2000/1000 Series]

Note the following about using many CPU/PCI cards.

When many CPU/PCI cards mounted, after choosing OS, a warning message may be displayed on OS selection Screen. Please install by once constituting smaller one.

(9) [PRIMEQUEST 2000/1000 Series]

When 16 or more LAN cards are mounted, a screen may freeze in Language Selection.

If you wait for a while after a screen freezes, it will recover, but if you reduce the number of LAN cards, a symptom can be canceled.

(10)[PRIMEQUEST 2000/1000 Series]

When installing in UEFI mode using remote storage, it is necessary to change Boot Order.

It is necessary to start SVIM in UEFI mode to install OS in UEFI mode.

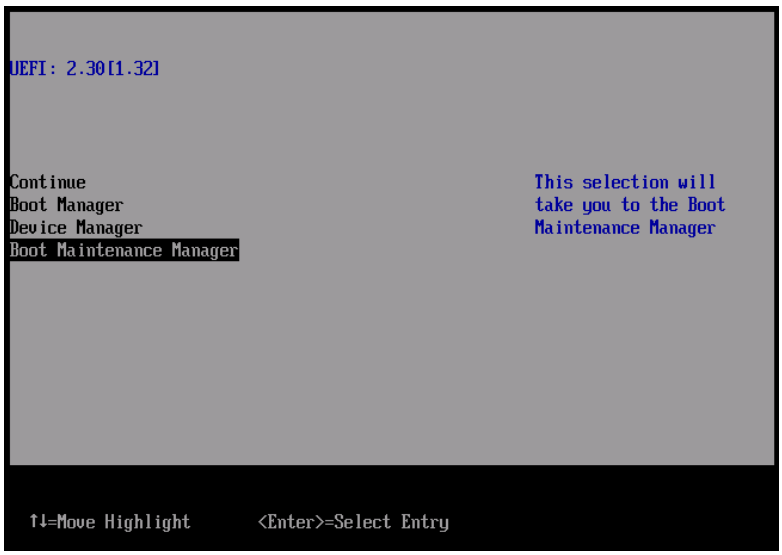
Using remote storage, for setting it in UEFI mode, You set [UEFI:DVD/CD 0] in [Boot Maintenance Manager] as the top.

(11)[PRIMEQUEST 2000/1000 Series]

Please register the boot manager, when you install the VMware ESXi in UEFI mode.

Procedure is the following.

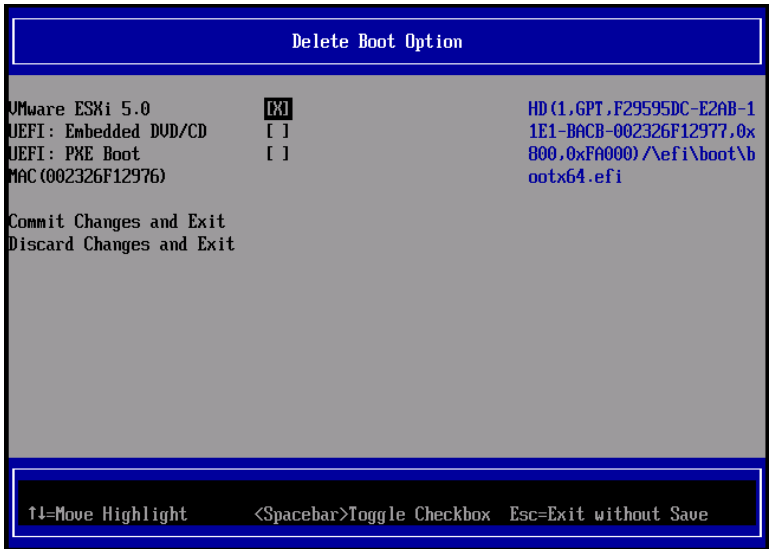
1) After power on, push F2 key while FUJITSU logo is displayed. The following UEFI screen is displayed.



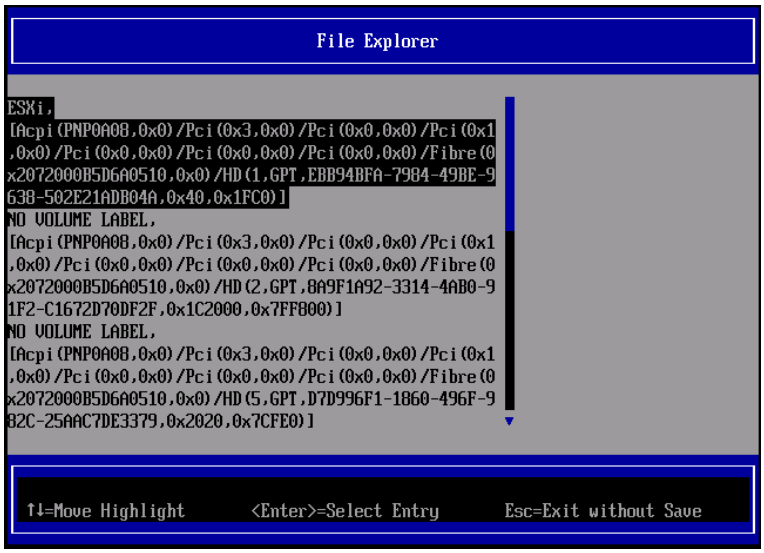
2) Select the menu in order to the below.

[Boot Maintenance Manager]-[Boot Options]-[Delete Boot Option]

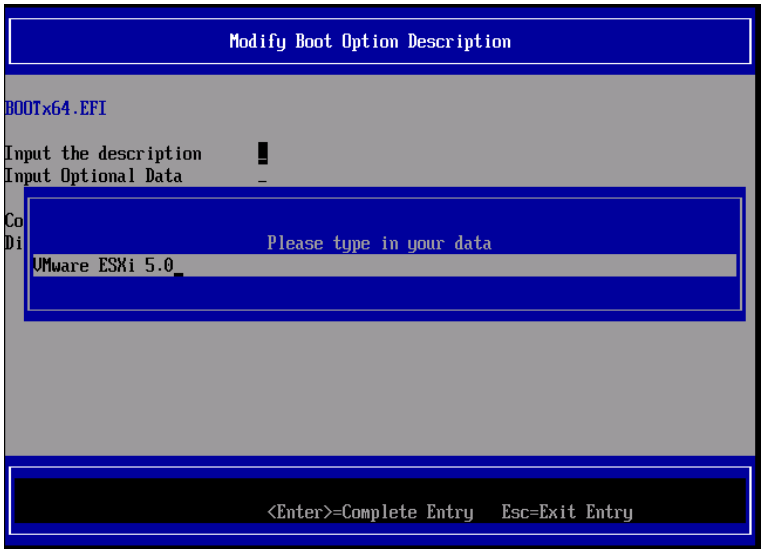
3) Position cursor in VMware ESXi 5.x, and push the space bar on it.



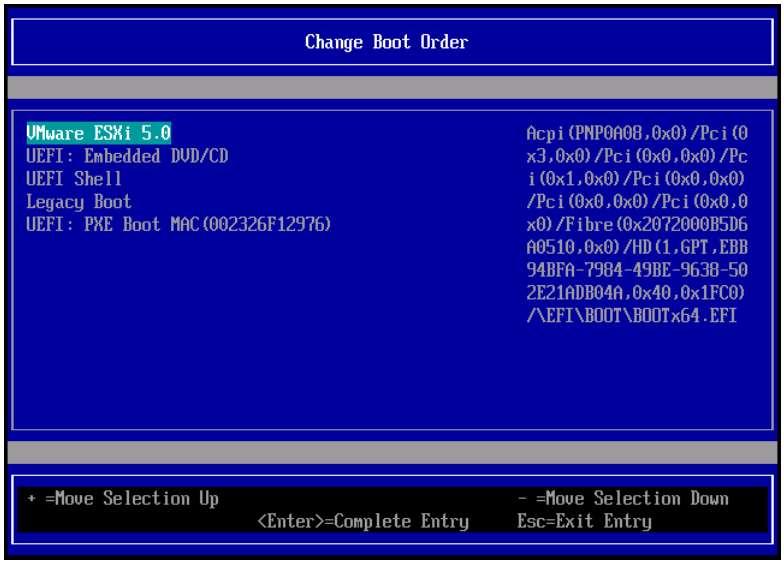
4) Select [Commit Change and Exit].
5) Select [Add Boot Option].
6) Select the item of top “ESXi …..”



7) Select <EFI>^<BOOT>^Bootx64.EFI.
8) Input the following strings into the item of [Input the description] as the item of boot manager.
“VMware ESXi x.x”



9) Select [Commit Changes and Exit].



After completion of setup, press Enter key and reboot the server.

And, in order to start automatically, please position the boot manager to the top of boot order.

(12)[PRIMEQUEST 2000/1000 Series]

If you have two or more disks mounted in server, please install VMware ESXi to first one.

(13)[PRIMEQUEST 2000/1000 Series]

VMware ESXi cannot perform remote installation in UEFI mode.

(14)[PRIMEQUEST 2000 Series]

When total number of Ethernet ports including onboard Ethernet in PRIMEQUEST is 96 or more, Uncorrectable Error occurs during starting of SVIM. In such case, please reduce the number of network cards so that the number of ports becomes less than 95. And please set again reduced cards after installation.

(15) [PRIMEQUEST 2000/1000 Series]

When installing Window Server 2008R2, a product key input screen may be displayed.

When installing using the Microsoft Corporation media, in spite of having inputted the product key on the GUI screen of SVIM, a product key input screen may be displayed again. Please advance without inputting a product key.

(16) [PRIMEQUEST 2000/1000 Series]

Here is a caution when installing the Red Hat Enterprise Linux into SAN boot environment.

When you install RHEL and you have built-in HDD, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI. Installation will fail if you choose "MBR". In that case, you may remove built-in HDD.

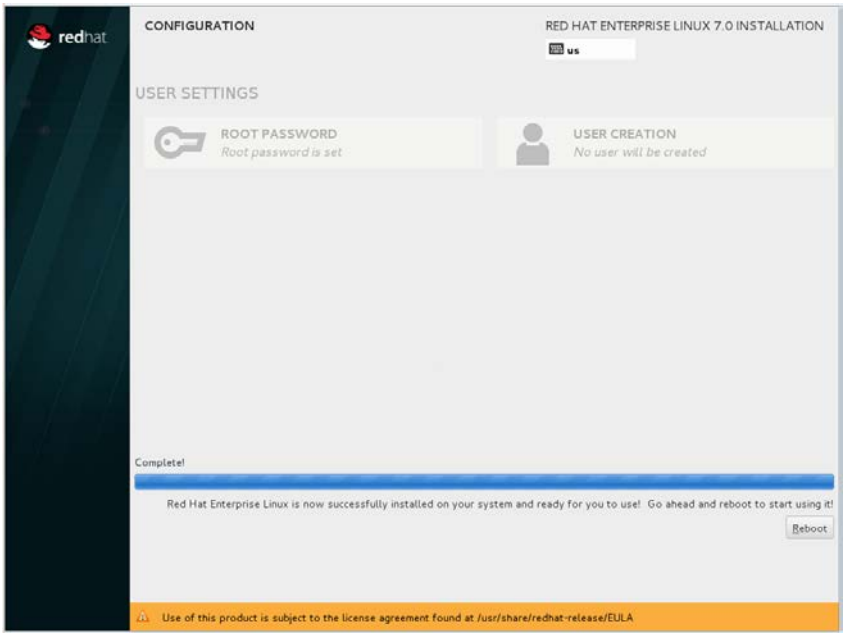
(17)[PRIMEQUEST 2000 Series]

The way for remove of OS disc when install RHEL7.

In installation of RHEL7, the following screen is displayed when installation completes.

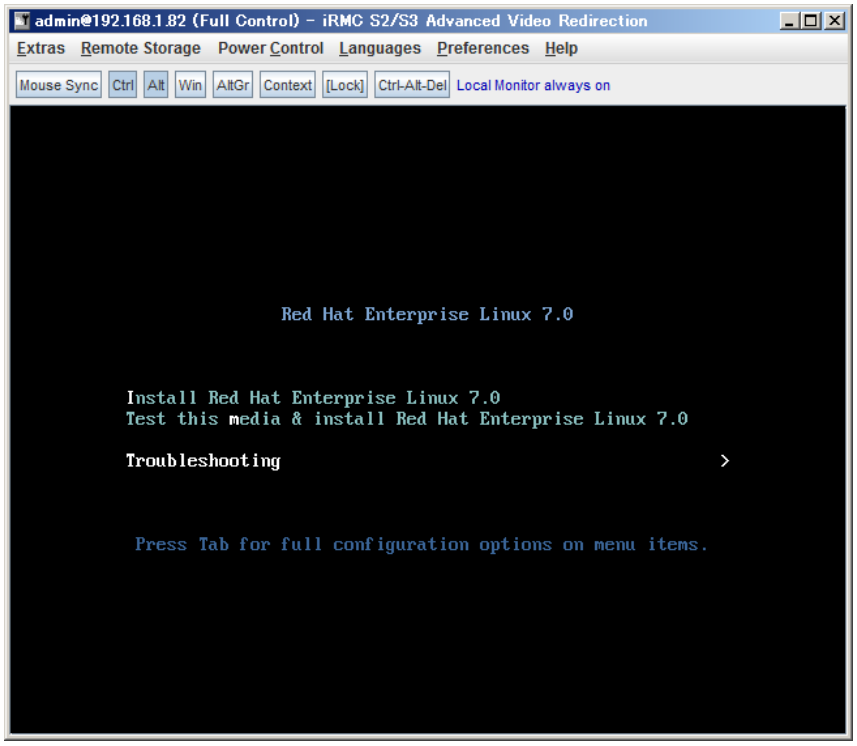
At this moment, you should still not remove OS media from DVD drive (or the remote storage).

So an I/O error will occur.



At first, please click "reboot" button, after that remove the OS media until the "Fujitsu" logo is displayed.

If you do not remove the OS media, RHEL will boot automatically soon (see below). At that case, you should press <ctrl>+<Alt>+<Delete> key. The system will reboot again. Please remove the OS media before RHEL boot.



(18) [PRIMEQUEST 2000 Series]

If you have two or more Hard Disks mounted in server, you should remove Hard disks except for target of installation.

(19)[PRIMEQUEST 2000 Series]

When you install RHEL with UEFI mode, please specify "Head of a boot partition" on the boot-loader screen of SVIM-GUI as "MBR".

(20)[PRIMEQUEST2000/1000 Series]

Notice of installation of Windows Server 2012

When installing Windows Server 2012 using OS media by which direct buying was carried out, the time which installation takes may be longer than usual.

(21)[PRIMEQUEST 2000/1000 Series]

When the loading memory total in a partition is not less than 256 GB, and you install Windows, please specify boot partition size larger than the memory size.

Although Windows creates the page file for a swap to a boot partition, the size is dependent on loading memory size. The size of the boot partition which SVIM sets up is 51,200 MB by default. You must assign bigger if needed.

(22)[PRIMEQUEST 2000 Series]

In installation RHEL7, SVIM is not supported UEFI Secure Boot.

If UEFI Secure Boot is set as Enable by BIOS setup, it is not installable with SVIM. Please be sure to install, after setting it as Disable. In order to validate Secure Boot, please set it as Enable anew after installation of OS. In addition, in the state of the default, it is set as Disable.

(23)[PRIMEQUEST 2000/1000 Series]

The way to recover the trouble which LUN of SAN boot is not recognized by SVIM.

In case of SAN boot configuration, the ETERNUS LUN may not be recognized. Please check the following point of view.

a. You must display "Boot Manager" page by BOIS menu before SVIM starts.

b. It cannot be recognized, if Initialized form of LUN and SVIM boot mode is different.

c. It may be the cause that unjust data remains in LUN. Please initialize LUN again.

(24) [PRIMEQUEST 2000 Series]

SLES11 SP3 is no longer supported.

If you want to use SLES11 SP3, please download the version of ServerView DVD which supports SLES11 SP3.

SLES11 SP3 is supported by V11.16.02.

http://www.fujitsu.com/fts/products/computing/servers/primergy/management/index.html

There is the item "ServerView ISO Images" at the right side of this page. DVD1 and DVD2 in there are ISO image of ServerView DVD attached to a server.

(25) [PRIMEQUEST 1000 Series]

In installation of PRIMEQUEST 1800 series, Installation of OS may be displayed un-supporting or un-supporting on the OS selecting page.

It is no problem, please ignore it and continue the installation operation.

(26)[PRIMEQUEST 2000 Series]

Attention of installation of RHEL7 with 4GB DIMM in the Extended Partitioning.

If you try installation of RHEL7 to the Extended Partitioning with 4GB DIMM, you should set the ”text mode(graphical is default)“ in the "Basic Configuration" page or increase the DIMM to 8GB or more. Because, it may be frozen during install a system.

(27)[PRIMEQUEST 2000 series]

In installation of SUSE Linux Enterprise Server12, you cannot specify LVM volume.

An error occurs when you specify LVM and continue installation.

(28)[PRIMEQUEST 2000 Series]

In Extended Partitioning, there is a notification when you start the PRIMEQUEST using V12.16.10 or later. The BSOD error may occur during the OS installation using V12.16.10 or later on Extended Partitioning environment. In such case, you should perform the following workaround.

1) If the server firmware older than Bx17021 (x=A,B,C: depend on machine type), please update.

2) You should change the number of CPU core into between 2 and 47.

After the OS installation, change the CPU core allotment to the original number.

8. Notes on ServerView Update Manager (SVUM) (V12.17.05)

(1) [PRIMEQUEST 1000 Series]

PRIMEQUEST 1000 Series does not support this product.

9. Notes on ServerView Update Manager Express (SVUME) (V12.17.05)

(1) [PRIMEQUEST 2000/1000 Series]

PRIMEQUEST does not support this product.