HP ProLiant

Storage Server with Windows Storage Server 2003 R2

release notes

These release notes cover HP ProLiant Storage Servers and Data Protection Storage Servers running editions of Microsoft® Windows Storage Server 2003 R2. For storage servers running Windows Storage Server 2003 SP1 or lower, see the HP ProLiant release notes, part number 379129–009.

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Description

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Update recommendation Recommended

Supercedes These release notes supersede part number 5697–5885, published in June 2006.

Product models

The following table identifies HP ProLiant Storage Servers that are capable of being upgraded to Windows Storage Server 2003 R2. All four versions of the Service Pack 1 editions (Express, Workgroup, Standard and Enterprise) can be upgraded to their R2 equivalents. In addition, the R2 edition of the Workgroup operating system can be upgraded to the R2 edition of the Standard operating system.

Table 1 Servers eligible for upgrade to WSS 2003 R2

Upgrade OS	HP ProLiant storage server
WSS 2003 R2 Express OS	• ML110 G2 (320GB only)
WSS 2003 R2 Workgroup OS	• DL100 G2 • ML110 G2 • ML310 G3
WSS 2003 R2 Standard OS	• DL100 • DL100 G2 File-Print Appliance (640GB only) • DL100 G2 DPSS • ML110 • ML310 G3 DPSS • ML350 G4 • ML350 G4p • ML350 G5 • ML370 G4 • DL380 G3 • DL380 G4 • DL380 G4 DPSS • DL380 G5 • DL380 G5 DPSS • StorageWorks NAS 1500s • StorageWorks NAS 2000s
WSS 2003 R2 Enterprise OS	• DL380 G3 (SAN Gateway only) • DL380 G4 (SAN Gateway only) • DL380 G5 (SAN Gateway only) • DL580 G2 • DL585 • StorageWorks NAS 4000s • StorageWorks NAS 9000s

Operating systems

Microsoft Windows Storage Server 2003 R2

Languages

When the Microsoft Multilingual User Interface (MUI) is installed on the HP ProLiant Storage Server, the following languages are available:

- French
- Italian
- German
- Japanese
- Korean
- Simplified Chinese
- Spanish
- Traditional Chinese

Issues and workarounds

Issues and their workarounds have been identified and placed into categories. These categories are:

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Microsoft Windows Server 2003 R2

This section describes issues related to Microsoft Windows Server 2003 R2.

Microsoft Windows Server 2003 R2	
Issue:	**Quotas used**
Description	If files for user accounts are deleted using the local login account, this has the effect of moving user files to the recycle bin instead of removing them from the drive. Due to the nature of volume-based quotas (instead of directory-based) this has the effect of not releasing quota space.
Workaround	Delete files from the Recycler and/or remove the recycle bin from the data drives.
Issue:	**Bugcheck 0x50 (PAGE_FAULT_IN_NONPAGED_AREA) in next boot after disabling Multipath Support**
Description	Using the Microsoft Device Manager to disable the HP MPIO driver and rebooting the system causes the system to continuously reboot. After successfully installing the MPIO and DSM for MSA/EVA/XP, right-click and disable Multipath Support from Device Manager and reboot the system. During the next boot, the system bugchecks with bugcheck code 0x50 when coming up. The issue occurs because the DSM uses MPIO export DsmGetVersion. This call is made even before the DSM registers with MPIO. Since MPIO is disabled, DsmGetVersion is not available, and the system bugchecks. The uninstall driver selection under Device Manager works fine.
Workaround	Bring up the Safe Mode menu using **F8** during the reboot sequence. Select **Last Known Good Configuration** to recover the system, or boot into the recovery console and disable the DSM service.
Issue:	**AppleTalk share access problem while using Apple encrypted protocol**
Description	Users may experience problems in accessing AppleTalk shares using Apple encrypted protocol.
Workaround	Switch to Apple Clear Text protocol.

R2 upgrade

This section describes issues related to the upgrade for Windows Storage Server 2003 R2.

R2 upgrade	
Issue:	**R2 upgrade requires Windows Server 2003 CD**
Description	When upgrading to Windows Storage Server 2003 R2, you are prompted to insert the Windows Server 2003 CD because files cannot be located. There are usually two files that cannot be located during the initial upgrade and one file when finalization occurs.
Workaround	The files are located on the CD under the i386 folder. To access a file: 1. Click **OK**. You are prompted for a location. 2. Click **Browse**, and then locate the file in the i386 folder. 3. Click **Open**, and then click **OK**.
Issue:	**The iSCSI Feature Pack must be uninstalled prior to upgrading to R2**
Description	The iSCSI Feature Pack is uninstalled when upgrading to Windows Storage Server 2003 R2 because it can only be managed through the WebUI.

R2 upgrade	
Workaround	HP ProLiant Storage Server iSCSI Feature Pack R2 v2.01 allows you to use the iSCSI Feature Pack on ProLiant Storage Servers using Windows Storage Server 2003 R2. Go to http://h20293.www2.hp.com/portal/swdepot/ displayProductInfo.do?productNumber=T3669-10201 to obtain the software.

Issue:	**An unhandled exception message appears during an R2 upgrade over the network**
Description	When upgrading to Windows Storage Server 2003 from a network share, an exception message appears that stops the upgrade from continuing.
Workaround	Run the upgrade from the server and not over the network.

Issue:	**Localization script has no affect on Region and Language options**
Description	After upgrading to Windows Storage Server 2003 R2, the localization script `c:\hpnas\conv.vbs` does not change the language settings of the system through the Region and Language options.
Workaround	Use the Storage Server R2 Localization DVD. The DVD can be obtained from http:// h20293.www2.hp.com/portal/swdepot/displayProductsList.do?category=NAS. The R2-based platforms were developed to convert an upgraded system to French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, Korean, and Japanese.

Issue:	**HP Insight Diagnostics fails after the R2 upgrade**

Description	The HP Insight Diagnostics may quit unexpectedly, or you may receive the following message after an upgrade to Windows Storage Server 2003 R2 is performed: `HP Insight Diagnostics encountered a problem and needed to close.`
	
	With this failure, an error event ID 1000 is applied to the application log with the following details:
	
	`Source:  Application error`
	`Category:  (100)`
	`Event ID: 1000`
	`Description:  Faulting application HpDiags.exe, version 6.3.1.887, faulting module lhw_dl.dll, version 6.3.1.887`

Workaround	Go to http://h18004.www1.hp.com/products/servers/management/hpid/ index.html and download the latest version of the HP Insight Diagnostics.

Issue:	**The MPIO drivers on the standard and enterprise systems are not current**
Description	On standard and enterprise systems, the MPIO drivers located in the `c:\hpnas\components\sanconnect` folder are not up-to-date.
Workaround	Go to http://h18006.www1.hp.com/products/sanworks/multipathoptions/ index.html and download the latest version of the MPIO drivers for your operating system.

Issue:	**An exception message occurs when the R2 upgrade DVD is run on a system that has already been upgraded**
Description	The R2 upgrade is designed to be installed once. No further upgrade is possible on a previously upgraded system with the upgrade DVD.
Workaround	Do not run the R2 upgrade on a system that has been successfully upgraded to R2.

R2 upgrade	
Issue:	**Removable Storage Manager (RSM) installation prompts for a missing `Rsconn.dll` file**

	Description	During the installation of the RMS Windows component, the installer prompts for `Rsconn.dll` and asks for the Windows Server 2003 Standard or Enterprise CD.
	Workaround	The file is located in the `c:\hpnas\win2k3\i386` folder. To locate the file: 1. Click **OK**. You are prompted for a location. 2. Click **Browse**, and then locate the file in the i386 folder. 3. Click **Open**. A search dialog box opens 4. Click **OK**. When the file is located, you will not be prompted again.

Issue:	**Wmiprvse.exe error during R2 upgrade**

	Description	The WMI Provider Host program may quit unexpectedly, or you may receive the following error message after the Windows R2 upgrade is performed: `Wmiprvse.exe encountered a problem and needed to close.`
		With this failure, an error event ID 1000 is applied to the application log with the following details:
		`Source:  Application error`
		` Category:  (100)`
		` Event ID: 1000`
		` Description:  Faulting application wmiprvse.exe,`
		`version 5.2.3790.1830, faulting module ntdll.dll,`
		`version 5.2.3790.1830.`

	Workaround	Ignore the message as it does not affect system behavior.

Issue:	**The R2 upgrade from Workgroup to Standard edition may fail to continue**

	Description	The Windows Storage Server 2003 R2 upgrade from Workgroup to Standard edition does not continue if the DON'T ERASE volume has been assigned a drive letter before starting the upgrade.
	Workaround	The R2 upgrade process removes the drive letter of the DON'T ERASE volume, which results in a different drive letter being assigned to the DVD drive. You should change the DVD drive letter back to the originally assigned drive letter and restart the upgrade process. To find the DVD drive letter at the time of the upgrade and reassign it: 1. Run `regedit.exe`. 2. Navigating to the key "path" under `HKEY_LOCAL_MACINE\SOFT-WARE\Hewlett-Packard\R2Upgrade` shows the DVD-ROM drive letter. 3. Reassign the DVD-ROM letter to be the same as identified in the previous step.

Issue:	**Installation of Insight Management Agent fails**

	Description	The installation of the Insight Management Agent fails when upgrading to Windows Storage Server 2003 R2. The `c:\CPQSYSTEM\log\cpqsetup.log` states that the installation operation was not successful.
	Workaround	After the R2 upgrade has completed, remove the HP Management Agent using Add or Remove Programs from the Control Panel. This requires a reboot of the system. After the system has rebooted, set the operating system language to English (if necessary). Install the management agent manually by opening `cp006033.exe` located the UPDATES\PSP directory on your DVD drive.

HP Storage Server Management console user interface

This section describes issues with the user interface for the HP Storage Server Management console.

HP Storage Server Management console user interface		
Issue:	**HP Storage Server Management console stops responding after cancelling *Install SIS***	
	Description	After selecting HP Storage Server Management > Storage Management > Single Instance Storage, the management console sometimes stops responding after performing the following steps: 1. Click on any data volume that does not have Single Instance Storage installed. 2. Select the Install SIS action from the Actions pane or from the right-click menu. 3. Click No when prompted about whether or not to continue.
	Workaround	If the console is unresponsive, do the following: 1. Run Task Manager (select **Start**, then **Run**, and type `taskmgt.exe`). 2. Select the **Applications** tab. 3. Select **HP Storage Server Management**. 4. Click the **End Task** button. 5. Click **End Now** when prompted.

Issue:	**Shutdown Options property page becomes unavailable**	
	Description	On the Shutdown Options page under HP Storage Server Management > System Settings, certain values for a scheduled shutdown or restart will cause the HP Storage Server Management console to crash the next time the Shutdown Options page is opened. The values that may cause this behavior are: • One month in the future • One month minus one day in the future • The current day, if scheduled in the past While in this state, the scheduled shutdown or restart cannot be removed through the HP Storage Server Management console.
	Workaround	To remove the scheduled shutdown or restart, do the following: 1. Select **Run**, then click **Start**, and type `cmd.exe`. 2. Type the command `at.exe` to see a list of scheduled tasks. 3. Look for the task that has the `shutdown.exe` command in the Command Line field. 4. Type the command `at.exe # /delete`, where # is the ID number of the command found in step 3.

Issue:	**HP Storage Server Management console reports a DL100 G2 Data Protection Storage Server as a DL100 G2 Storage Server**	
	Description	After an upgrade to Windows Storage Server 2003 R2, a DL100 G2 Data Protection Storage Server can identify itself in labels as a DL100 G2 Storage Server.
	Workaround	None required. This does not effect the functionality or the software installed on the server.

Issue:	**HP Storage Server Management console reports that Services for UNIX (SFU) 3.5 is installed on the server after an upgrade to Windows Storage Server 2003 R2**	
	Description	After an upgrade to Windows Storage Server 2003 R2, the system can report the wrong version of the NFS Server being used by the Windows operating system. SFU 3.5 is uninstalled prior to the upgrade and is not on the system.
	Workaround	Not required. Any reference to SFU 3.5 in the Management Console can be ignored.

HP Storage Server Management console user interface	
Issue:	**While connected to the HP Storage Server Management console using the web browser method, an error is shown if the user tries to open a shared folder**
Description	While connected using the web browser method (http://machine-name:3201 or https://machine-name:3202), if the user navigates to HP Storage Server Management > Share Folder Management > Shared Folders, right-clicks on a shared folder, and selects Open, an error is shown. In addition, the desktop icons, start menu, and task bar appear on the screen. This is because the action of opening a shared folder depends on the Windows shell, which is not running by default while connected through a web browser.
Workaround	Connect directly to the storage server or via Remote Desktop.

Issue:	**The pie chart under HP Storage Server Management > Storage Management may indicate a larger amount of disk space than actually exists**
Description	This issue may occur if both of the following are true: • A hard quota is set and enabled on the root folder of one or more volumes. • A volume with a hard quota on the root folder also has Single Instance Storage (SIS) enabled. This is due to an interoperability issue between directory quotas and SIS.
Workaround	Disable the hard quota on the root folder of the volume, or change the hard quota to be a soft quota.

Issue:	**The online help for the HP Storage Server Management console contains an incorrect note about Telnet**
Description	In the Telnet section of the online help, a note states that disabling Telnet access to the server will prevent Remote Desktop from working properly. This is incorrect.
Workaround	Disabling Telnet has no effect on Remote Desktop connections.

Issue:	**Adding multiple instances of the HP Storage Server Management snap-in to one console causes information to display incorrectly**
Description	If multiple instances of the HP Storage Server Management snap-in are added to one console, all instances will reflect information about only the first server specified.
Workaround	Open a new MMC console for each instance of the snap-in.

Issue:	**The Storage Server and Microsoft MMC quota plug-in fail when creating a new quota**
Description	When creating a new quota using the HP Storage Server Management console, the creation may fail with the event log message: `A File Server Resource Manager configuration file or import-export file is corrupted. If the corrupt file is a configuration file, it is required that the system or volume be restored from backup. If the file is an import-export file, export the items again and retry the operation without editing the file contents.`
Workaround	If the volume has existing quotas, recover the volume from backup. If the volume does not have existing quotas, use an Administrator login to rename the `<Drive Letter>:\System Volume Information\SRM\quota.xml` file and try to create the quotas again. Recover from backup if the creation continues to fail.

Configuration

This section provides additional information on configuring your storage server.

Configuration	
Issue:	**An unknown PCI serial port device can be seen in Windows Device Manager**
Description	On the ML310 G3 storage server, if the optional serial port is enabled, a PCI serial port can show up as an unknown device.
Workaround	Reboot the system, press **F9** during boot to enter the RBSU, open the **Advanced Options**, choose the **Erase Non-volatile Memory** option, and confirm the erase. This sets the BIOS back to factory defaults.
Issue:	**Replacement drive does not remirror data drive**
Description	Windows may not allow a remirroring of data drives after replacing a drive for the DL100 G2 storage servers and StorageWorks NAS 1200s. When trying to perform a remirror of the data drives after replacing a failed drive, the Repair Volume selection in Disk Management cannot be selected (remains grayed out).
Workaround	Contact HP Support, return the drive, and request a new replacement drive; or perform a system installation and recovery to resynchronize the drives. **WARNING!** If a system installation and recovery workaround is performed, back up all data on the NAS device, as the process deletes all data stored on the drives.
Issue:	**Hard drive monitor service fault**
Description	The `hdmonsvc.exe` application on the DL100 G2 storage and DPS servers may fault and write a "faulting application" error message in the system event log. This service monitors the internal hard drive status and updates the status LEDs on the front of the server.
Workaround	This issue occurs because of a missing disk in Disk Manager. Resolve the missing disk problem, and restart the HDMonSvc service from the Service Management console.
Issue:	**DL100 G2 server/driver fail message on reboot**
Description	A server/driver fail message may be displayed on bootup of the DL100 G2 storage server.
Workaround	This can be caused by the HDMonSvc service not reporting status to the Service Control Manager. In this case it is an incorrect error. Check the event logs for other services that may be reporting a failed condition.
Issue:	**Hardware RAID drive letter setup on DL100 G2 storage server**
Description	The DON'T ERASE partition may have both a drive letter and a mount point configured. This is not by design and may cause the data disk to not be formatted or have a drive letter.
Workaround	Manually remove the drive letter from the DON'T ERASE disk using Disk Manager. Format, add a drive letter, and label the data disk, if required.
Issue:	**A blue screen occurs on the DL100 G2 if rebooted during resynchronization of the storage volume**

Configuration

Description		If the DL100 G2 storage server (software RAID models only) is rebooted while the storage volume in Microsoft Disk Management displays a "Resynching" status, a blue screen may occur on the storage server during startup.
		WARNING!
		Do not shut down or reboot the DL100 G2 storage server (software RAID models only) when actions have been taken using Microsoft Disk Management to resynchronize the storage volume, and the volume status displays "Resynching." Wait until the storage volume displays "Healthy" before rebooting or shutting down the system. Resynchronization may take some time, depending on the size of the volume. Although you can access a volume while synchronization is in progress, do not make any configuration changes to the storage during resynchronization.
Workaround		A recovery of the storage server must be performed using the System Installation and Recovery DVD.

Issue:	**System time may differ from Summary screen of Rapid Startup Wizard**
Description	The system time shown in the Summary screen of the Rapid Startup Wizard may differ from the actual system time after completing the wizard. This occurs when the system time has not been changed in the Date/Time page, but a different time zone has been selected.
Workaround	Use the Date/Time property page to set the correct time.

Exchange databases

This section provides additional information regarding Exchange databases.

Exchange databases

Issue:	**Exchange System Manager—All Tasks option not available**
Description	If the Exchange System Manager is open when installing the Feature Pack or the Exchange server, you may receive an error stating that the Exchange System Manager should be closed. The All Tasks command is not available in the drop-down menu that displays when a storage group in Exchange System Manager is right-clicked.
Workaround	Close and then reopen the Exchange System Manager to make the All Tasks option available.

Issue:	**No mail operations available during database file movement**
Description	After the Exchange database files are moved from local storage to the storage server, any mail client accessing the Exchange server must be restarted to resume mail operations.
Workaround	Refer to Guidelines for Moving Files in the *HP Storage Server Service Release Feature Pack Deployment Guide*, located at ftp://ftp.hp.com/pub/information_storage/software/nsas/nas/366581-004.pdf.

Issue:	**Database fails to remount after Exchange database movement**
Description	On Exchange cluster nodes, Feature Pack CLUI commands may fail to remount the database after the Exchange database is moved.

Exchange databases		
Workaround		When an Exchange share is created for a clustered Exchange server, all the member nodes of the cluster should be added to the list of servers that can access the Exchange share.

Issue:		Error when creating a mailstore
	Description	When you try to create a new Microsoft Exchange mailbox store or a new Exchange public folder store, you receive an error message stating the specified location is not a fixed drive.
	Workaround	This issue and the associated workaround are discussed in the Microsoft KB article 839211 at http://support.microsoft.com/?id=839211.

Issue:		Microsoft Exchange Information Store has to be restarted after doing a configuration update using the Feature Pack
	Description	After doing a configuration update using the Microsoft Windows Storage Server 2003 Feature Pack, the Microsoft Exchange Information Store service has to be restarted before the mail client can access the storage group.
	Workaround	Refer to Guidelines for Moving Files in the *HP Storage Server Service Release Feature Pack Deployment Guide*, located at ftp://ftp.hp.com/pub/information_storage/software/nsas/nas/366581-004.pdf.

Issue:		Unexpected reporting of moved mailstores during configuration change
	Description	While using the Remote Storage Wizard from the Exchange System Manager and performing a configuration change, a report stating that the wizard is moving all files may be shown.
	Workaround	The report generated is erroneous. During configuration changes, no data files are moved.

Issue:		Copy fails when moving multiple mailstores
	Description	When moving multiple mailstores in the same storage group to the same Exchange path, the copy fails if both mailstore databases have the same filename (but different original paths). For example, you are unable to copy mailstore1 (`c:\one\priv1.edb`) and mailstore2 (`c:\two\priv1.edb`) to the same Exchange share.
	Workaround	Make sure that you use different filenames for the mailstores.

Issue:		Incorrect configuration summary report seen when moving individual mailstores
	Description	When using the Microsoft wizard provided in the Feature Pack to move a single mailstore to a Windows Storage Server 2003 storage server device from an Exchange server hosting several different mailstores, the wizard may report that all files will be moved.
	Workaround	This is erroneous. Only the files selected for relocation are moved.

Microsoft Services for NFS

This section provides additional information on using Microsoft Services for NFS (MSNFS) on the storage server.

Microsoft Services for NFS	
Issue:	**NFS Share resource not available after cluster has been started**
Description	This issue occurs because the NFS services are not registering the cluster portion with the operating system.
Workaround	Uninstall Microsoft Services for NFS and reinstall it. This can be done using these steps: 1. Go to **Start** > **Control Panel** > **Add Remove Programs**. 2. Choose **Add/Remove Windows Components**. 3. Click **Other Network File and Print Services**, then click **Details**. 4. Uncheck the box for **Services for Unix**, and then click **OK**. 5. Click **Next**. Allow the removal to finish, then click **Finish**. Now add the component back into the operating system: 1. In the Control Panel, choose **Add/Remove Windows Components**. 2. Click **Other Network File and Print Services**, then click **Details**. 3. Check the **Services for Unix** box, and get the details. To match the way the Hewlett-Packard Windows Storage Server is shipped from the factory, choose all subcomponents except Microsoft Client for NFS and click **OK**. 4. Click **OK** and then click **Next**. Allow the installation to finish, then click **Finish**. Start up the Cluster Administrator and verify that the NFS Share is an available resource type. This must be done on all cluster members that could possibly own an NFS Share resource.

Clustering

This section describes issues related to clustering

Clustering	
Issue:	**Extended disk fails mount after cluster failover**
Description	If you extend a volume of a disk in a clustered configuration, and the group is moved (or fails over), it fails completely due to an inability to mount the disk. This happens on any node in the cluster. As a result, the drive letter designation has been lost.
Workaround	Reassign drive letters for volumes on each of the cluster nodes. For additional information, see the Microsoft article at http://support.microsoft.com/default.aspx?scid=kb;en-us;Q304736.

Additional applications and utilities

This section provides additional information on using certain applications and utilities on the storage server.

Additional applications and utilities	
Issue:	**JRE-dependent applications or web sites prompt for JVM installation, or it is not properly displayed**
Description	A web site or application that is dependent on Java Virtual Machine (JVM) is not displayed properly with Internet Explorer. A message prompts you to install JVM.
Workaround	Uninstall the Java Runtime Environment (JRE) using the Control Panel and Add or Remove Programs. Reinstall the JRE from the `c:\hpnas\components\JRE` folder.
Issue:	**Unable to create a volume on a SAN using Virtual Disk Services (VDS) provider for the MSA 1500**

Additional applications and utilities	
Description	Creating a volume using the Create a New LUN wizard and also selecting the Create Volume option on Storage Manager for SAN launched from the HP Storage Server Management console sometimes results in a message stating `Storage Manager for SANs was able to create the LUN, but could not create the volume because the disk did not arrive in 5 minutes.`
Workaround	Use the Array Configuration Utility (ACU) to create the LUN and then use the Disk Manager utility on the Windows storage server to create the LUN volume.

Issue:	**VDS provider for MSA does not refresh after volume creation fails**
Description	Creating a LUN and volume using the Create a New LUN wizard using Storage Manager for SAN results in the volume creation failing and displays a warning icon on the created volume in the Storage Manager for SAN user interface. The warning icon continues to display even after closing and re-opening the HP Storage Server Management console. Attempting to delete the LUN results in the Storage Manager for SAN user interface becoming unresponsive and unable to proceed past the delete LUN dialog box.
Workaround	Do one of the following: • Restart the system to load the LUNs and to refresh Storage Manager for SAN. • Use the Array Configuration Utility (ACU) to create the LUN on the MSA, and then use the Disk Manager utility on the Windows storage server to create the LUN volume.

Issue:	**Storage Manager for SAN stops responding when Subsystem is selected**
Description	When Subsystem is clicked in Storage Manager for SAN, the system stops responding and displays the message `MMC has detected an error in a snap-in and will unload it.` This behavior is seen only when any of the MSA subsystem volumes are being expanded.
Workaround	Use the Array Configuration Utility (ACU) to access the MSA subsystem when volumes are being expanded.

Issue:	**Availability of Special Administration Console (SAC) commands for the DL100 G2 storage server**
Description	SAC is a component of Microsoft's Emergency Management Services technology in Windows Server 2003 that supports remote management and system recovery for servers not accessible through an in-band connection, such as a local area network (LAN) or Internet. SAC is a command-line environment accessed during the startup process. The SAC commands are available at the following web site: http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/2acd37af-5439-4789-924c-14e1040cf5a0.mspx.
Workaround	Not applicable.

Issue:	**Cannot connect to Server Management Software (SMS) service on the DL100 G2 from a remote client**
Description	If the Yahoo Toolbar is installed on a Windows client using Internet Explorer, the client cannot connect to the SMS service on the DL100 G2 storage server.
Workaround	In order to connect to SMS on the DL100 G2 storage server from a remote Windows client, ensure the Yahoo Toolbar is not installed, or uninstall the Yahoo Toolbar from the client before connecting to SMS.

Issue:	**Adaptec Storage Manager fails to display information on the local system**

Additional applications and utilities		
	Description	The Adaptec Storage Manager utility can fail to display RAID controller information when a system configured in DHCP mode for the network address does not obtain an IP address in a timely manner.
	Workaround	Restart the `AdaptecStorageManagerAgent` service after ensuring that the system has a valid IP address.

Issue:	**Version information of HP Insight Diagnostics is not displayed properly in Japanese**	
	Description	When the version information link that is around the upper right side of Insight-Diag page is clicked, a mini window is displayed showing you the version of the utility. Within the Japanese environment, part of the version string may be displayed as corrupted text.
	Workaround	Check the Auto-Select Encoding option of Internet Explorer (View > Encoding > Auto-Select).

Issue:	**General view of the HP Server Management System is not displayed**	
	Description	The HP SMS needs the Macromedia Flash player to display the General view on the DL100 G2 storage server.
	Workaround	Download and install the Macromedia Flash player.

Issue:	**Write cache disabled on ML110 G1, ML110 G2, DL100, and DL100 G2**	
	Description	The Adaptec 2410SA and Adaptec 2610SA controllers contain cache memory that may be used for read ahead or write back. Enabling the write back cache improves performance by allowing the operating system to assume the write made it to disk when in fact the write only made it to the onboard memory. While this does improve performance substantially, data loss can occur on writes that make it to memory but not to disk in the event of a power failure to the unit.
	Workaround	HP recommends that an uninterruptible power supply (UPS) be used with the unit for cache enablement to ensure that data loss does not occur. Cache memory may be adjusted via the Adaptec Storage Manager utility or via the ROM based setup. By default, the Adaptec Storage Manager sets the write cache to enabled on newly created logical disks via the tool. The setting should be reviewed and set appropriately if a new logical device is created by the user.

Issue:	**A blank page is opened when the Array Diagnostic Utility is executed**	
	Description	A blank page opens as hpapp://ADU/default.htm when the Array Diagnostic Utility 7.40.7.0 is executed. The blank page does not close after the Array Diagnostic Utility is closed.
	Workaround	Close the window manually.

Issue:	**Help files are not displayed for Broadcom Advanced Control Suite**	
	Description	When selecting the Help button for the Broadcom Advanced Control Suite (**Start** > **Programs** > **Broadcom** > **Broadcom Advanced Control Suite 2**), the Help files are not displayed for the DL100 G2 server.
	Workaround	HP engineers are working to resolve this issue.

Data Protection Manager

This section describes issues related to Microsoft Data Protection Manager (DPM) running on HP ProLiant Storage Servers.

Data Protection Manager	
Issue:	**Two hotfixes need to be installed after running DPM mini-setup**
Description	The following two hotfixes should be installed only after the DPM mini-setup is complete: • DataProtectionManager2006–KB910330.exe • DataProtectionManager2006–KB911169.exe These hotfixes can be obtained from the `c:\hpnas\components\hotfix` folder on the Data Protection Storage Server.
Workaround	Not applicable.

Issue:	**DPM Administration tool can overwrite data on a physical disk with no warning given**
Description	On storage servers with Data Protection Manager, if certain steps are followed, volumes can be created on a physical disk that the DPM Administration tool does not see. If these physical disks are allocated to DPM, the volumes will be removed with no warning about data loss given to the user.
Workaround	Always click the Rescan option before adding new disks to DPM.

Issue:	**DON'T ERASE disk can be added to the DPM storage pool**
Description	The DON'T ERASE disk is displayed in the list of disks that can be added to the storage pool in DPM. The DON'T ERASE disk is used during a Quick Restore, and any data on this disk will be deleted in the event of a Quick Restore.
Workaround	Do not use the DON'T ERASE disk to store DPM data.

Issue:	**Event ID:1101 SNMP warning displayed in System Event log**

Description	The following warning may be logged to the System Event log for the Data Protection Storage Server:
	`Event Source:  SNMP`
	`Event ID: 1101`
	`The SNMP Service is ignoring extension agent key`
	`SOFTWARE\Microsoft\MSSQLServer\SNMP\Current Version because`
	`it is missing or mis-configured.`
	Because DPM only installs a named instance of SQL, it does not create the correct SNMP registry keys.

Workaround	See http://support.microsoft.com/default.aspx?scid=KB;EN-US;Q279870& for more details about the issue and workaround.

Issue:	**Japanese characters are not rendered properly in DPM reports when exported to a PDF file**
Description	Japanese characters are not rendered properly when a report is exported to a PDF file. The "?" symbol is shown in lieu of Japanese characters. This can be seen on all types of DPM reports (for example, Administrator Recovery, Disk Utilization, Network Traffic, Shadow Copy, and Synchronization). This is a known issue with Adobe Acrobat software versions 6.x and 7.0 that are installed on the storage server.
Workaround	Other formats (for example, xls and htm) that can be used for exporting reports are rendered properly.

Data Protection Manager	
Issue:	**Cannot install DPM File Agent on Windows Storage Server 2003 (pre-R2) computers with the Storage Manager quota feature installed**
Description	Interoperability issues between Qafilter.sys and DPM prevent DPM from being used to protect Windows-powered Network Attached Storage (NAS) computers using Windows Storage Server 2003 (prior to R2) that have Storage Manager quota feature installed. **NOTE:** This issue does not apply to the ProLiant ML110 G2 Storage Server 320 GB model with the Express edition of Windows Storage Server 2003.
Workaround	**For customers not currently using the features of Storage Manager (for example, Directory Quotas, File Screening, and Disk Reports) on Windows Storage Server 2003 (pre-R2) storage servers or StorageWorks NAS where the DPM File Agent is to be installed:** Uninstall Storage Manager and all related hotfixes prior to deploying the DPM Agent with the NAS system. Install the DPM File Agent. If required, Storage Manager can be reinstalled using the setup file located in the `c:\hpnas\Components` folder, however, the DPM File Agent must be uninstalled before Storage Manager is installed. **For customers requiring use of Storage Manager on Windows Storage Server 2003 (pre-R2) storage servers or StorageWorks NAS where the DPM File Agent is to be installed:** A previous version of release notes (March 2006) mentions installing Microsoft hotfix KB896718. This does not completely fix the issue. HP and Microsoft engineers are working to resolve this issue. HP recommends that users do not install the DPM File Agent until a new Microsoft hotfix is released. Contact HP support for the hotfix status, and when released, to obtain the Microsoft hotfix.

System installation and recovery process

This section describes issues related to installing the operating system on a storage server or performing the recovery process.

System installation and recovery process	
Issue:	**After performing installation or recovery, the machine boots again to the System Installation and Recovery menu rather than the Windows logon screen**
Description	If the recovery DVD is left in the drive of an ML310 G3 storage server, the system will boot again from the DVD, even though the installation or recovery process is complete.
Workaround	Remove the DVD and reboot the machine.

Issue:	**After restoring the system with the System Installation and Recovery DVD, the data drive may be seen by Windows as a foreign disk**
Description	If the data drive was a dynamic disk prior to performing a system recovery, the disk may be designated as a foreign disk by Windows after the recovery. This issue is seen in the Disk Management MMC snap-in.
Workaround	Open the Disk Management snap-in. Right-click on the foreign disk and select **Import disk**.

Issue:	**NfsSvr logs an error in the event log**
Description	On systems with Windows Storage Server 2003 R2, the event log may contain an error stating that Server for NFS failed to initialize on a non-existent drive letter. For example:

```
Event Type:  ErrorEvent
 Source:  NfsSvr
 Event Category:  None
 Event ID: 1066
 Description:  Server for NFS failed to initialize
on volume with drive letter F:
```

Workaround	This error does not affect the performance of NFS. The issue will be resolved in a later HP ProLiant Storage Server release.

Documentation updates

This section describes issues related to documentation for the storage servers.

Documentation updates	
Issue:	**Incorrect note about User Name Mapping component in Windows Storage Server 2003 R2 administration guide**
Description	An incorrect note appears on the first page of chapter 7 in the following March 2006 administration guides:

- *HP ProLiant DL100 G2 Storage Server administration guide*, part number 5697-5587
- *HP ProLiant DL380 G4 Storage Server administration guide*, part number 5697-5669
- *HP ProLiant DL585 Storage Server administration guide*, part number 5697-5592
- *HP ProLiant ML310 G3 Storage Server administration guide*, part number 5697-5597

The note reads: `After the Windows Storage Server R2 release, the User Name Mapping component will no longer ship with Microsoft Services for NFS.`

Workaround	Please ignore this note.

Documentation updates		
Issue:	**Incorrect note for Single Instance Storage in the Windows Storage Server 2003 R2 upgrade guide**	
	Description	On page 17 of the *HP ProLiant Windows Storage Server 2003 R2 upgrade guide* (part number 5697-5667, March 2006), the note incorrectly lists SIS availability on Windows Storage Server R2 Workgroup Edition.
	Workaround	The corrected note should read: "Single-Instance Storage is only available on Windows Storage Server 2003 R2 Enterprise Edition and Windows Storage Server 2003 R2 Standard Edition."
Issue:	**Incorrect procedure in Windows Storage Server 2003 R2 upgrade guide regarding product key and activation**	
	Description	Step 8 on page 21 of the *HP ProLiant Windows Storage Server 2003 R2 upgrade guide* (part number 5697-5667, March 2006) states to enter the product key provided on your COA. The Important note on page 28 states to activate the operating system within 30 days of the upgrade.
	Workaround	The product key is not requested during the upgrade and the server does not need to be activated after the upgrade.
Issue:	**Incorrect statement describing system backup with the System Installation and Recovery DVD**	
	Description	An incorrect statement listed as Important appears on the first page of chapter 5 in the following March 2006 installation guides: • *HP ProLiant DL100 G2 Storage Server installation guide*, part number 5697-5588 • *HP ProLiant DL380 G4 Storage Server installation guide*, part number 5697-5670 • *HP ProLiant DL585 Storage Server installation guide*, part number 5697-5593 • *HP ProLiant ML310 G3 Storage Server installation guide*, part number 5697-5598 The statement reads: `Perform full system backup using the HP ProLiant Storage Server System Installation and Recovery DVD before putting the system into production.`
	Workaround	There is no backup utility on the System Installation and Recovery DVD. Use third-party utilities to back up your system.
Issue:	**NIC Teaming appendix needs updating for the ML310 G3, DL380 G4 and DL585 storage servers**	
	Description	Information and figures in Appendix A (NIC Teaming) of the following administration guides describe version 7.30 of the HP Network Configuration Utility and are outdated: • *HP ProLiant ML310 G3 Storage Server administration guide*, part number 5697-5597 • *HP ProLiant DL380 G4 Storage Server administration guide*, part number 5697-5669 • *HP ProLiant DL585 Storage Server administration guide*, part number 5697-5592 HP Network Configuration Utility version 8.20 is preinstalled on these storage servers.
	Workaround	See the white paper discussing HP ProLiant Network Adapter Teaming for ProLiant servers running Microsoft Windows at: ftp://ftp.compaq.com/pub/products/servers/networking/TeamingWP.pdf. See the online Help for information on how to use the HP Network Configuration utility, version 8.20.

Installation instructions

To complete the configuration of storage servers that have Windows Storage Server 2003 R2 preinstalled, see the installation guide for your storage server. To upgrade a storage server to Windows Storage Server 2003 R2, see the *HP ProLiant Windows Storage Server R2 upgrade guide*.

Supersedes history

Version 6.1, released June 26, 2006

Effective date

September 12, 2006