

**hp-ux 11.00  
support plus**

**read before  
installing  
support plus**



**i n v e n t**

**march 2001**

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## **Introduction**

HP-UX 11.00 Support Plus delivers diagnostics and HP-UX system patches. These patches enable new hardware and fix known defects. In some cases, a patch may deliver new software functionality. All Support Plus software is cumulative and completely replaces any previous Support Plus release.

This document provides pointers for more information and describes known problems with the release.

The Support Plus CD includes bundles that contain the following software:

- Diagnostics, including Support Tool Manager (STM) for online diagnostics, ODE (off-line diagnostics), EMS hardware monitors, Predictive Support, EMS Kernel Resource Monitor, and the Instant Capacity on Demand (iCOD) client product.
- General Release patches, including Year 2000 (Y2K) changes and current patches for all Core Operating System (OS) software. The GR bundles have recommended HP-UX patches with the highest

confidence ratings based on patch distribution and age, and successful completion of tests by the HP Enterprise Patch Test Center.

- Hardware/critical patches, which include critical patches, hardware enablement patches, networking driver patches, and current Core OS Y2K changes. This bundle includes patches that may match or supersede patches found in other HP-UX patch bundles. You should install this bundle after other patch bundles (e.g. GR and QPK bundles) and after installation of applications (e.g. Networking driver products).
- Quality Pack software, including all recommended stable, Y2K, and third-party patches with full OS release testing for selected Core OS and other products.

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**Note** Support Plus supplies patches to the Core OS and diagnostic products. It does *not* create a new HP-UX release, and you cannot use it to install a new OS.

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## New for This Support Plus Release

- The *Support Plus User's Guide* is now delivered in electronic format only—both on the Support Plus CD (see page 9) and on:

**<http://docs.hp.com>**

(Select **HP-UX 11.0 Operating System**, then select **Patch Management**.)

- Post-release information about known problems in this release is contained on the Support Plus web site:

**[http://software.hp.com/SUPPORT\\_PLUS/](http://software.hp.com/SUPPORT_PLUS/)**

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## Mounting the CD

1. Open a terminal window and become root on your system.
2. If the CD drive is external, switch it on.
3. Put the Support Plus CD into the drive. Wait for the busy light to stop blinking.
4. If necessary, define a new directory as the mount point for the CD drive. For example, to define /cdrom as the mount point, enter:

```
mkdir /cdrom
```

5. If necessary, identify the drive device file:

```
ioscan -fnC disk
```

This lists all recognized CD drives and their associated device files. The file name will be something similar to /dev/dsk/c1t2d0.

6. Mount the CD drive to the mount-point directory:

```
mount -r /dev/dsk/c1t2d0 /cdrom
```

If the CD drive's device-file name is not `c1t2d0`, use the name you found using `ioscan` in Step 5 above.

7. You can now access the CD via the mount-point directory. For example:

```
ls /cdrom
```

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**Note** Code examples and path names in this document assume that the Support Plus CD is mounted to the `/cdrom` directory.

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## Getting Installation Instructions

For full, detailed installation instructions, see the *Support Plus User's Guide*, which appears on the CD in both Portable Document Format (PDF) and Postscript (PS) format:

**/cdrom/USRGUIDE.PDF**

**/cdrom/USRGUIDE.PS**

The User's Guide includes information about

- Deciding which bundle you need
- Setting up access to Support Plus depots
- Installing the patch bundles
- Using bootable offline diagnostics and utilities
- Additional information about help and documentation resources

Also included on each Support Plus CD:

- Bundle readme files in text and HTML format (with hyperlinks to the patch text files), located at the same directory level as each bundle.
- Patch text files for all patches on the CD, located in the **/cdrom/TEXT\_FILES** directory.
- Diagnostics readme files and other information in PDF files in the **/cdrom/DIAGNOSTICS** directory.
- A detailed technical reference for patch operations: **/cdrom/PATCH\_TUTORIAL.PDF**

Refer to the Support Plus web site for the most current information about Support Plus and known problems in this release:

**[http://software.hp.com/SUPPORT\\_PLUS/](http://software.hp.com/SUPPORT_PLUS/)**

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## Known Problems in This Release

This section contains critical last-minute information about patches on the Support Plus CD. This information, which arrived after the Support Plus CD was mastered, would normally appear in the patch bundle readme files. For the latest information, see the Support Plus web site:

**[http://software.hp.com/SUPPORT\\_PLUS/](http://software.hp.com/SUPPORT_PLUS/)**

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### **NOTE: SAM Patch available for managing new hardware**

If you have or will be managing any of these devices:

- HP C5683A and C7369A Ultrium 1 tape drives
- HP A6188A (SureStore Virtual Array 7100) disk array
- HP A5856A RAID I/O card
- All HP ATM I/O cards

you'll need to install patch PHCO\_22269 which is not available via the Support Plus Hardware/Critical bundle.

PHCO\_22269 also includes SAM defect fixes for managing these devices:

- HP SureStore E Disk System SC10 or HVD10
- HP C6280 DLT library
- HP C5153 DLT library
- HP A4846A DLT library
- HP A4845A DLT library
- HP A5617A DLT library
- HP A6697A DLT library
- HP A5713A DLT library
- HP C5713A DLT drive
- IBM 03590B11 DLT drive
- STK 9840 DLT drive
- Benchmark DLT1 DLT drive

To acquire this patch, go to **<http://itrc.hp.com>** and select **individual patches** from the home page.

For more detailed information, see the PHCO\_22269 documentation.

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## General Cautions and Notes

Cautions and notes in this section apply only to Support Plus for this release.

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**NOTE: Some hardware diagnostics require patches. Always check the latest information.**

Several patches are recommended or required for the Hardware Diagnostics (STM, ODE, EMS hardware monitors, etc.). Review the file `/cdrom/DIAGNOSTICS/DIAGNOSTICS.readme` on the Support Plus CD for more information. For the latest updates, see:

`http://docs.hp.com/hpux/onlinedocs/diag/st/st\_read.htm`

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## Getting Help

For technical support, software management, and electronic patch management services, contact the HP IT Resource Center (ITRC):

**<http://itrc.hp.com>**

Use the ITRC to:

- Quickly access customized support tools.
- Make informed decisions with proactive information.
- Access a rich knowledge database to quickly self-solve problems.
- Submit hardware and software calls online
- Identify and download patches quickly and accurately
- Get one stop access to software updates for your entitlements





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