

Fault Tolerant Server

Precautions before use

Thank you for choosing our Fault Tolerant Server series, and please read the following precautions before use and follow them.

Keep this document in a safe place for quick reference when necessary.

1. Notes on the UPDATE CD

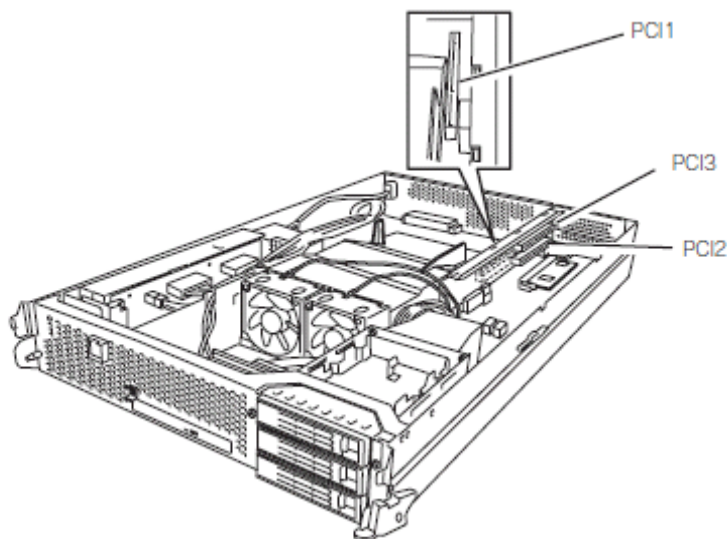
If an UPDATE CD was shipped with the server, it must be applied to update the ft Server Control SW and the NEC ESMPRO Agent.

Make sure to perform the update by using the UPDATE CD before using the system to ensure stable performance.

If you re-set up the OS on this server with the EXPRESSBUILDER CD-ROM, update the ft Server Control SW. Perform the update after verifying that the server is running in duplex mode. Refer to Users' guide to verify the status using the LED.

2. Precautions for using the SCSI board

The SCSI board cannot be added to PCI-X slot 1 on this server. Add it to PCI-X slot 2 or 3.



3. Notes for using the NEC ESMPRO Agent

Please accept our apologies for the inconvenience, but you may encounter issues when using the NEC ESMPRO Agent.

If this is the case, check below whether it is listed, and use the corresponding workaround.

(1) After the restoration of a hardware trouble, the NEC ESMPRO Agent does not report alerts.

Workaround:

When you carry out the restoration of the hardware trouble, please perform the following process.

After the hardware replacement, confirm that the status LED 2 of both CPU/IO modules is lit green (duplex).

* Please refer to the Users Guide about the location of the status LEDs.

Log in as a root user, and run the following command.

```
# /opt/nec/esmpro_sa/bin/ESMRestart
```

(2) ESMftcutil cannot execute operations to a CPU/PCI module.

Workaround:

Please do not terminate ESMftcutil until it completes a command execution such as "MTBF Clear" or "CPU(or PCI) Module Start/Stop".

To confirm the completion of the command execution, perform [Refresh], and confirm that "Current state" is as follows.

MTBF Clear < Clear > : The same status as was before execution

CPU/PCI Module < Start > : DUPLEX

* It becomes DUPLEX after INITIALIZING and DIAGNOSTICS.

CPU/PCI Module < Stop > : OFFLINE

(3) The following message is registered in the syslog when the system starts.

"ntagent: libft init fail"

Workaround:

Please check the NEC ESMPRO Agent processes after the system start.

If the ESMftreport and ESMps processes are not working, please perform ESMRestart.

[To confirm the NEC ESMPRO Agent processes]

```
# ps aux | grep ESM
```

[To perform ESMRestart]

```
# /opt/nec/esmpro_sa/bin/ESMRestart
```