

# Sun Ultra™ 24 Workstation Product Notes

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# Workstation Product Notes

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This document lists and describes known issues and late-breaking information about the Sun Ultra 24 workstation.

It includes the following sections:

- “Documentation Information” on page 2
- “Supported Operating Systems” on page 3
- “Firmware Updates” on page 3
- “Hardware and BIOS Issues” on page 4
- “Pc-Check Issues” on page 12
- “Software Issues” on page 15

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# Documentation Information

## Sun Ultra 24 Workstation Documentation

- 820-2478 *Sun Ultra 24 Workstation Product Notes*
- 820-2480 *Sun Ultra 24 Workstation Service Manual*
- 820-2475 *Sun Ultra 24 Workstation Installation Guide*
- 820-2476 *Sun Ultra 24 Workstation Operating System Installation Guide*
- 820-2472 *Sun Ultra 24 Workstation Safety and Compliance Guide*
- 820-2474 *Where to Find Sun Ultra 24 Workstation Documentation*

## Recent Document Revisions

- *Sun Ultra 24 Workstation Service Manual* 820-2480-12 (posted 5/29/09)

## Sun Ultra 24 Workstation Documentation Online

<http://docs.sun.com/app/docs/prod/ultra24.ws#hic>

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# Supported Operating Systems

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<b>Solaris OS</b>	Solaris 10 10/08
<b>OpenSolaris</b>	Open Solaris 2008.11
<b>Linux</b>	RHEL 4.7 WS, 32-bit and 64-bit RHEL 5.2 Client, 32-bit and 64-bit RHEL 5.3, 32-bit and 64-bit SUSE Linux Enterprise Server (SLES) 9 SP4 64-bit SUSE Linux Enterprise Desktop (SLED) 10 SP2 64-bit only
<b>Windows</b>	Windows XP Professional SP3 32-bit and SP2 64-bit (WHQL certified) Windows 2003 Enterprise Server SP2 32-bit and 64-bit (WHQL certified) Windows Vista Ultimate 32-bit and 64-bit (WHQL certified)
<b>List online at:</b>	<a href="http://www.sun.com/desktop/workstation/ultra24/specs.xml">http://www.sun.com/desktop/workstation/ultra24/specs.xml</a>

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## Firmware Updates

Firmware updates are available on the Tools and Drivers DVD releases. These releases contain platform-specific drivers, patches, and fixes for supported operating systems. You can download an ISO image of the Ultra 24 Workstation Tools and Drivers DVD at:

<http://www.sun.com/desktop/workstation/ultra24/downloads.jsp>

## Features of the Tools and Drivers DVD v1.4

- BIOS v1.53
- Intel NIC: Windows v13.5, Linux v8.0.9
- NVIDIA Gfx: Windows 2003 and Vista v169.21, Linux v169.12, Solaris 10 v169.06
- RealTek Audio: Vista v2.21 and Linux v4.07

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## Hardware and BIOS Issues

The following hardware issues apply to the Sun Ultra 24 Workstation, regardless of the operating system (OS) installed on the workstation.

- [“SATA Mode Default Setting Changed to AHCI Mode With Update to BIOS v1.50” on page 4](#)
- [“CPU Fan Error Might Occur After Power On” on page 4](#)
- [“Workstation Does Not Boot with LSI SAS1064E 4-Port Controller Card in x16 Slots” on page 6](#)
- [“Corrupted BIOS: System Does Not Perform POST” on page 6](#)
- [“Intel Management Engine Firmware Recovery Procedure \(CPU Fan Error\)” on page 7](#)
- [“Incorrect DIMM Population Instructions on System Service Label and Service Manual” on page 10](#)
- [“System Might Fail POST and Halt at Code E0” on page 11](#)
- [“Cannot Enable Console Redirection in the BIOS” on page 11](#)
- [“Write Cache is Disabled When SATA is Configured as AHCI mode” on page 11](#)
- [“Headphone Volume Might Be Too Loud” on page 11](#)
- [“RAID Array Greater Than 2 TB Is Not Recognized by the BIOS” on page 12](#)
- [“ROM Initialization Error Occurs When RAID is Enabled for On-board SATA Drives” on page 12](#)

### SATA Mode Default Setting Changed to AHCI Mode With Update to BIOS v1.50

If your OS was installed with IDE mode, set the SATA mode back to IDE mode after updating to BIOS v1.50 (or later). BIOS v1.50 is available on Tools and Drivers v1.3.

### CPU Fan Error Might Occur After Power On

If you power on the workstation before the system enters the S3 sleep state, a CPU fan error might occur.

Workaround:

To prevent or resolve this issue, use the following procedure to access the Management Engine (ME) BIOS Setup utility and change the power policies. This information will be added to a revision of the Sun Fire Ultra 24 Service Manual.

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**Note** – If the ME BIOS is corrupted, use the firmware recovery procedures described in the section, [“Intel Management Engine Firmware Recovery Procedure \(CPU Fan Error\)”](#) on page 7.

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## ▼ To Access the ME BIOS Setup Utility and Set Power Policies

1. **Power on the workstation and watch the output for the prompt to press Ctrl-P to enter the Intel ME Setup.**
2. **When the prompt appears, press Ctrl-P.**  
A password prompt appears.
3. **Enter the following ME password:**  
**admin**  
The Intel ME BIOS Setup main menu appears.
4. **Move the cursor to Intel ME Configuration and press Enter.**  
The following message appears:  
  

```
System resets after configuration changes. Continue?: (Y/N)
```
5. **Type Y and press Enter.**
6. **Move the cursor to Intel ME Firmware Power Control and press Enter.**
7. **Move the cursor to Intel ME ON in Host Sleep States and press Enter.**
8. **Move the cursor to Desktop: ON in S0, S3 and press Enter.**
9. **Press the Esc key to exit the Intel ME BIOS Setup utility.**  
The utility saves your changes and the workstation reboots with the power policy changes.

## Workstation Does Not Boot with LSI SAS1064E 4-Port Controller Card in x16 Slots

The workstation might halt at POST code 94 and not boot when an LSI SAS1064E controller card is installed in slots PCIe 0 or PCIe 2. PCIe 0 and PCIe 2 are x16 slots. Functionality internal to the card prevents initialization when this card is installed in the x16 slots. See the *Sun Ultra 24 Workstation Service Manual* for information on POST codes.

Workaround:

- **Do not install the card in slot PCIe 0 or slot PCIe 2.**

## Corrupted BIOS: System Does Not Perform POST

An interrupted or failed BIOS update, might result in a corrupted BIOS, which could cause the system to fail POST and not boot. To resolve this issue, recover the BIOS.

### ▼ To Recover the BIOS

1. **Copy the file `/BIOS/RELEASED_BIOS/xxx/xxx.ROM` from the Tools and Drivers DVD to the root directory of a USB flash drive.**  
where `xxx` is the BIOS version number.
2. **On the flash drive, rename the file `BIOSxxx.ROM` to `AMIBOOT.ROM`.**
3. **Insert USB flash drive into an available USB port on the workstation.**
4. **Power on the workstation, press and hold the Ctrl + Home keys, and watch the USB flash drive's access light.**
5. **When the flash drive's access light starts to blink, release the keys.**
6. **Follow the onscreen instructions to recover system BIOS.**

This procedure will be added to the *Sun Ultra 24 Workstation Service Manual*.



# Intel Management Engine Firmware Recovery Procedure (CPU Fan Error)

If the Intel Management Engine (ME) firmware on your workstation becomes corrupted, you might see the following message:

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```
CPU Fan Error! Please Check CPU Fan! System Will Shutdown After 10
seconds
System Fan Error! Please Check System Fan! System Will Shutdown
After 10 seconds
Press F2 to Run SETUP. Press ESC to Skip Shutdown..... 0
```

---

To resolve this issue, you need to recover the ME firmware using the procedure, [To Recover the ME Firmware, Option 1](#). If this procedure does not resolve the issue, use [To Recover the ME Firmware, Option 2](#). These procedures have been added to the *SunUltra 24 Workstation Service Manual*.

## ▼ To Recover the ME Firmware, Option 1

1. **Download the Sun Ultra 24 Workstation Tools and Drivers DVD v1.2 (or later) ISO image from:**

<http://www.sun.com/desktop/workstation/ultra24/downloads.jsp>

2. **Burn a DVD from the ISO image.**
3. **Boot the workstation using the Tools and Drivers DVD you created in [Step 2](#).**  
The Tools and Drivers DVD main menu appears.
4. **Select option 3, Firmware Update.**  
This step recovers the firmware and reboots the workstation.

## ▼ To Recover the ME Firmware, Option 2

If the above procedure does not recover the firmware, use this procedure.



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**Caution** – Electronic components in your workstation are extremely sensitive to static electricity. Ordinary amounts of static electricity from clothing or the work environment can destroy the components located on these devices. Do not touch the components without antistatic precautions. Do not touch the metal contacts. Always use antistatic precautions and wear an ESD wrist strap.

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1. **Review this procedure before proceeding.**
2. **Insert the Tools and Drivers DVD in the CD/DVD drive and boot the workstation.**



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**Caution** – Possibility of electric shock. Do not operate the workstation without the covers installed..

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The workstation boots, and the Tools and Drivers DVD main menu appears.

3. **Select option number 4 to go to DOS.**

A window opens, and a DOS prompt appears.

4. **Depending on your version of Tools and Drivers CD, update the firmware using one of the following batch files:**

- For Tools and Drivers CD v1.2 or lower:

```
> flash\me\latest\flash.bat
```

–or–

- For Tools and Drivers CD v1.3 or later

```
> flash\me\latest\patch.bat
```

The ME firmware update process begins.

5. **When the update is finished, power off the workstation using the power switch on the rear panel.**
6. **Remove the side cover, and locate jumper J25 on the workstation motherboard.**

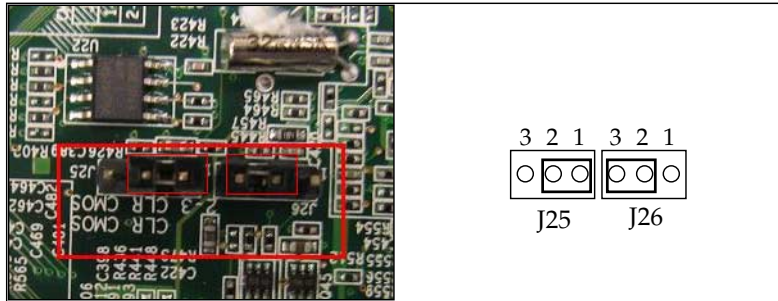
J25 is a three position jumper located near the inside end of slot PCI 0. Jumper J25 is located next to jumper J26. [FIGURE 1](#) shows a photograph and a graphic representation of the location of J25 and J26, the pin numbering, and the jumper cap residing at the factory setting.

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**Note** – If a video card is blocking access to jumper J25, remove the video card. See the *Sun Ultra 24 Workstation Service Manual* for information about removing and installing PCIe cards.

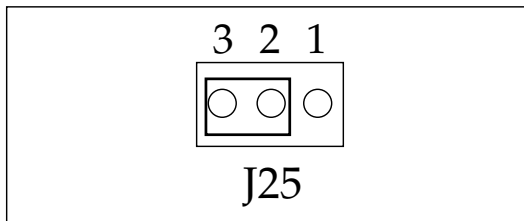
---

**FIGURE 1** Photograph and a Graphic Representation of Jumper J25



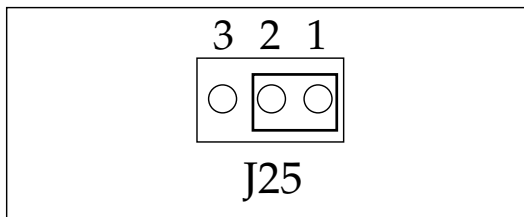
7. Pull the jumper cap on J25 from pin position 1-2 (factory setting) and move the cap to pin position 2-3. [FIGURE 2](#) shows the jumper cap on J25 set to pin position 2-3.

**FIGURE 2** Jumper J25 with Cap on Pins 2 and 3



8. Wait 60 seconds and then move the jumper cap back to pin position 1-2 (see [FIGURE 3](#)).

**FIGURE 3** Jumper J25 with Cap Moved Back to Pins 1 and 2



9. If necessary restore the video card to the original configuration.
10. Install the covers, attach all cables, and prepare the workstation for operation.
11. Power on the workstation and watch the output for the prompt to press Ctrl-P to enter the Intel ME Setup.

12. **When the prompt appears, press Ctrl-P.**  
A password prompt appears.
13. **Enter the following ME password:**  
**admin**  
The Intel ME BIOS Setup main menu appears.
14. **Move the cursor to Intel ME Configuration and press Enter.**  
The following message appears:  
  
`System resets after configuration changes. Continue?: (Y/N)`
15. **Type Y and press Enter.**
16. **Move the cursor to Intel ME Firmware Power Control and press Enter.**
17. **Move the cursor to Intel ME ON in Host Sleep States and press Enter.**
18. **Move the cursor to Desktop: ON in S0, S3 and press Enter.**
19. **Press the Esc key to exit the Intel ME BIOS Setup utility.**  
The utility saves your changes and the workstation reboots.

## Incorrect DIMM Population Instructions on System Service Label and Service Manual

Information on early system service labels and in the *Sun Ultra 24 Workstation Service Manual* incorrectly states that you should use slot DIMM 3 for a single DIMM configuration. The correct location is DIMM 1. When installing DIMMs in the workstation, use the following rules:

- DIMMs must be installed and removed in pairs
- DIMM slots are numbered 0 to 3
- Slot DIMM 0 is closest to the CPU
- Populate slots DIMM 1 and DIMM 3, and then slots DIMM 0, and DIMM 2
- For a single DIMM configuration use slot DIMM 1

This correction has been added to the *Sun Ultra 24 Workstation Service Manual*.

## System Might Fail POST and Halt at Code E0

This issue might occur when powering on your system.

Workaround:

- **Turn off the power supply on the back of the computer, and turn it back on.**

If problem persists, please contact your Sun representative.

## Cannot Enable Console Redirection in the BIOS

The Console Redirection option automatically resets back to Disabled after exiting BIOS setup.

*This issue is resolved in BIOS v1.10 (and later), which is available on Tools and Drivers DVD v1.1.*

Workaround:

- **Upgrade the BIOS to v1.10 or later.**

## Write Cache is Disabled When SATA is Configured as AHCI mode

Write cache is automatically disabled when AHCI mode is set in the BIOS.

*This issue is resolved in BIOS v1.10 (and later), which is available on Tools and Drivers DVD v1.1..*

Workaround:

- **Upgrade the BIOS to v1.10 or later.**

## Headphone Volume Might Be Too Loud



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**Caution** – Possible hearing loss. Listening to headphones and earphones with the equalizer on or near the maximum setting can cause excessive sound pressure levels, which might cause hearing loss.

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Excessive sound pressure from earphones and headphones can cause hearing loss. Adjusting the equalizer to the maximum setting increases the earphone and headphone sound pressure output voltage, and therefore the sound pressure level.

## RAID Array Greater Than 2 TB Is Not Recognized by the BIOS

Intel ICH9R RAID arrays greater than 2 terabytes (TB) can only be used as a data disk, and are not bootable. Therefore, arrays greater than 2 TB do not appear in the BIOS. This is an Intel ICH9R limitation.

Workaround:

- **Create a RAID array that is smaller than 2 TB in size.**

## ROM Initialization Error Occurs When RAID is Enabled for On-board SATA Drives

Enabling RAID for the on-board SATA drives with a U320 SCSI card installed might cause the card to function incorrectly, and it will cause the following BIOS error message to appear:

```
Expansion ROM not initialized.
```

Workaround:

- **Disable SATA RAID if the option card's expansion ROM is greater than the available shadow memory.**

For example:

You can use the Single Ultra-320 (1-Port) SCSI PCI-X card only when the on-board SATA RAID is disabled in the BIOS.

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## Pc-Check Issues

These issues apply to a Sun Ultra 24 Workstation running Eurosoft Pc-Check:

- [“Pc-Check Fails to Start on TSST H353 DVD-ROM Drives” on page 13](#)

- “Incorrect Video Memory Size Detected for Some NVIDIA Graphics Cards” on page 13
- “System Halts at “loading drive library”” on page 13
- “DVD Is Not Detected If SATA Is Configured as Enhanced IDE in the BIOS” on page 14
- “Keyboard Functionality Is Lost After Running USB Controller or Functionality Test” on page 14
- “Unable To Move Mouse in Cursor Redefine Test” on page 14
- “Audio CD Test Fails to Run on Some DVD Dual Drives” on page 14

## Pc-Check Fails to Start on TSST H353 DVD-ROM Drives

When attempting to run Pc-Check on systems with TSST-H353 DVD-ROM drives, Pc-Check fails to start, and the following message appears:

```
There has been a serious error loading a section of PC-Check. This may be because the disk has been removed; if so, then please replace it.
```

Workaround:

- **Configure SATA as IDE in the BIOS.**

*This issue is under investigation.*

## Incorrect Video Memory Size Detected for Some NVIDIA Graphics Cards

Pc-Check incorrectly detects and reports the video memory for some NVIDIA graphics cards.

*This issue is under investigation.*

## System Halts at “loading drive library”

Currently, Pc-Check does not have support for ICH9 AHCI.

*This issue is resolved in BIOS v1.10 (and later), which is available on Tools and Drivers DVD v1.1..*

## DVD Is Not Detected If SATA Is Configured as Enhanced IDE in the BIOS

When running CD-ROM/DVD test. Pc-Check displays the following message:

```
There are no CD/DVD drives installed.
```

Workaround:

- **Change the setting to Compatible IDE in the BIOS and run CD-ROM/DVD test.**

*This issue is under investigation.*

## Keyboard Functionality Is Lost After Running USB Controller or Functionality Test

The user might experience the loss of keyboard functionality after running multiple iterations of USB Controller or Functional test.

*This issue is resolved in BIOS v1.10, available on Tools and Drivers DVD v1.1.*

Workaround:

- **Upgrade the BIOS to v1.10 or later.**

## Unable To Move Mouse in Cursor Redefine Test

The user cannot move the mouse in Mouse -> Cursor Redefine test.

*This issue is resolved in Pc-Check v6.06c, available on Tools and Drivers DVD v1.1.*

Workaround:

- **Upgrade the BIOS to v1.10 or later.**

## Audio CD Test Fails to Run on Some DVD Dual Drives

The Audio CD test fails to run on some versions of the TSST H653 DVD Dual.

*This issue is resolved in Pc-Check v6.06c, available on Tools and Drivers DVD v1.1.*

Workaround:

- **Upgrade the BIOS to v1.10 or later.**



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## Software Issues

The following software issues apply to the Sun Ultra 24 workstation:

- [“Solaris OS Issues” on page 15](#)
- [“Linux Issues” on page 17](#)
- [“Windows Issues” on page 21](#)

## Solaris OS Issues

These issues apply to a Sun Ultra 24 Workstation running the minimum supported Solaris OS, or later versions:

- [“Workstation Not Booting With Solaris 10 8/07 OS and Intel Xeon 5200 and 5400 CPUs and Intel Core2” on page 15](#)
- [“Vulnerability in the Java Runtime Environment with Applet Caching for Solaris, Windows, and Linux” on page 16](#)
- [“Clarification of the Host ID and the Preinstalled Solaris OS” on page 16](#)
- [“X-Server Fails to Start After Installing NVIDIA 100.14.13 Graphics Drivers” on page 16](#)
- [“Limited RAID Support in the Solaris OS” on page 17](#)
- [“AHCI Mode Supported With Solaris 10 5/08 OS” on page 17](#)

### Workstation Not Booting With Solaris 10 8/07 OS and Intel Xeon 5200 and 5400 CPUs and Intel Core2

The preinstalled Solaris 10 8/07 (x86) OS or a fresh install of the Solaris 10 8/07 (x86) OS might not boot on a workstation with Intel Xeon 5200 or Intel Xeon 5400 CPUs, and Intel Core2. To resolve this issue, install patch #127112-10. The patch is included on the Tools and Drivers DVD v1.2.

Workaround:

- **To install the patch, run the `install.sh` script, which is located in the Solaris OS drivers directory on the Tools and Drivers DVD.**

## Vulnerability in the Java Runtime Environment with Applet Caching for Solaris, Windows, and Linux

Sun Alert 103079. A vulnerability in the Java Runtime Environment (JRE) with applet caching might allow an untrusted applet to make network connections to network services on machines other than the one to which the applet was downloaded. This might allow access to, and exploitation of, network resources and any existing network services vulnerabilities.

Versions affected:

- JDK and JRE 6 Update 2 and earlier
- JDK and JRE 5.0 Update 9 and earlier
- SDK and JRE 1.4.2\_12 and earlier
- SDK and JRE 1.3.1\_18 and earlier

To resolve this issue it is recommended that you upgrade to the following releases:

- JDK and JRE 6 Update 3 and later
- JDK and JRE 5.0 Update 13 and later
- SDK and JRE 1.4.2\_16 and later

For more information, search the SunSolve Knowledgebase for Sun Alert 103079 at:

<http://sunsolve.sun.com>

## Clarification of the Host ID and the Preinstalled Solaris OS

On x64 systems, the Host ID is created only when you configure and use the preinstalled Solaris OS (on the HD shipped with the system). When you boot the system for the first time, the Solaris OS will randomly generate a unique Host ID.

This Host ID is for use with the software license. If you do not use the preinstalled Solaris OS, then there is no need for the Host ID. The Host ID is not provided on the CIS sheet that is shipped with your system, because it is randomly generated during the initial boot.

## X-Server Fails to Start After Installing NVIDIA 100.14.13 Graphics Drivers

The initial release of the NVIDIA graphics driver did not include the PCI IDs of certain graphics cards (NVS290, FX570, FX1700). *This issue is resolved in NVIDIA graphics driver v169.06, available on the Tools and Drivers DVD v1.1.* Update to Tools and Drivers DVD v1.1 or later.

## Limited RAID Support in the Solaris OS

Current released versions of the Solaris OS do not have support for RAID through the on-board ICH9R controller. However, RAID is supported through the LSI3041E HBA.

## AHCI Mode Supported With Solaris 10 5/08 OS

Solaris 10 OS versions prior to Solaris 10 5/08 do not detect the hard disk or DVD drive when SATA is configured as AHCI in the BIOS.

*This issue is resolved with Solaris 10 5/08.*

Workarounds:

- **Upgrade to Solaris 10 5/08**  
–or–
- **Access the BIOS Setup Utility and navigate to the Advanced => Integrated Devices => Configure SATA option. Set the Set the Configure SATA option to IDE. See the *Sun Ultra 24 Workstation Operating System Installation Guide*.**

## Linux Issues

The following issues apply to a Sun Ultra 24 Workstation running a supported Linux OS:

- [“Vulnerability in the Java Runtime Environment with Applet Caching for Linux, Solaris, and Windows”](#) on page 18
- [“Red Hat and SUSE Operating Systems Might Halt With a LSI 3041E HBA Installed”](#) on page 18
- [“Limited RAID Support in Linux Operating Systems”](#) on page 19
- [“Firefox Fails to Launch in SLED 10 SP1 64-bit”](#) on page 19
- [“Error Message Appears in Some Versions of the Red Hat Operating System”](#) on page 19
- [“No Sound When Playing Audio CD in RHEL 4.5”](#) on page 19
- [“System Does Not Report the Correct Name of Some NVIDIA Graphics Cards”](#) on page 20
- [“System Fails to Perform PXE Installation of Linux Operating Systems”](#) on page 20
- [“X-Server Fails to Initialize in Red Hat 5.0 32-Bit and 64-Bit”](#) on page 20
- [“Older Versions of Linux Operating Systems Do Not Support AHCI”](#) on page 21

## Vulnerability in the Java Runtime Environment with Applet Caching for Linux, Solaris, and Windows

Sun Alert 103079. A vulnerability in the Java Runtime Environment (JRE) with applet caching might allow an untrusted applet to make network connections to network services on machines other than the one to which the applet was downloaded. This might allow access to and exploitation of network resources and any existing network services vulnerabilities.

Versions affected:

- JDK and JRE 6 Update 2 and earlier
- JDK and JRE 5.0 Update 9 and earlier
- SDK and JRE 1.4.2\_12 and earlier
- SDK and JRE 1.3.1\_18 and earlier

Resolution:

To resolve this issue it is recommended that you upgrade to the following releases:

- JDK and JRE 6 Update 3 and later
- JDK and JRE 5.0 Update 13 and later
- SDK and JRE 1.4.2\_16 and later

For more information, search the SunSolve Knowledgebase for Sun Alert 103079 at: <http://sunsolve.sun.com>

## Red Hat and SUSE Operating Systems Might Halt With a LSI 3041E HBA Installed

This halt might occur during hard disk stress in RHEL 4.5, RHEL 5.0, and SLED 10 SP1 with the LSI 3041E HBA, SG-XPCIE4SAS-Z. Please refer to following Red Hat Knowledge base for more information:

<http://kbase.redhat.com/faq/docs/DOC-3542>

Workaround:

- **For Red Hat, upgrade to RHEL 5.1.**
- **For SLED 10, there is no current workaround.**

*This issue is under investigation.*

## Limited RAID Support in Linux Operating Systems

Current released versions of Linux operating systems do not have support for RAID through the on-board ICH9R controller, but RAID is supported through the LSI3041E HBA.

## Firefox Fails to Launch in SLED 10 SP1 64-bit

The following message appears when launching Firefox:

```
/usr/lib/firefox/firefox-bin: error while loading share libraries:  
libasound.so.2: wrong ELF class: ELFCLASS64
```

There is a shared library error with the RealTek audio driver and the preinstalled Firefox web browser.

Workaround:

- **Download and install the latest version of Firefox at:**

[www.mozilla.com/en-US/firefox/all.html](http://www.mozilla.com/en-US/firefox/all.html)

*This issue is under investigation.*

## Error Message Appears in Some Versions of the Red Hat Operating System

The following error messages might appear in dmesg and /var/log/messages:

```
kernel: ata2: spurious interrupt (irq_stat 0x4 active_tag -  
84148995 sactive 0x3)
```

*This issue is under investigation.*

## No Sound When Playing Audio CD in RHEL 4.5

There is no digital audio playback support in RHEL 4.5 (32-bit and 64-bit) for the RealTek ALC888 high definition audio codec.

Workaround:

- **Upgrade to RHEL 5.0 32-bit or 64-bit.**

*This issue is under investigation.*

## System Does Not Report the Correct Name of Some NVIDIA Graphics Cards

*This issue is resolved in NVIDIA graphics driver v169.06, available on Tools and Drivers DVD v1.1. Update to Tools and Drivers DVD v1.1 or later.*

## System Fails to Perform PXE Installation of Linux Operating Systems

The system can successfully PXE boot from the on-board 82566DM-2 NIC, but Red Hat/SUSE installation setup fails to detect the NIC. Current released versions of Red Hat and SUSE do not have support for the Intel 82566DM-2 Ethernet controller.

Please wait until RHEL 4.6, RHEL 5.1, or SLED10 SP2 for built-in 82566DM-2 Ethernet support.

Workaround:

- **Install a PCI/PCIe NIC card, and then PXE install from the new NIC.**

*-or-*

- **Do a CD/DVD installation, and then run the following command to install all (graphics, NIC, audio) drivers:**

*tools\_and\_drivers*/**drivers/linux/OS/install.sh**

*tools\_and\_drivers* The location of the Tools and Drivers DVD

*OS* The directory of the operating system (either **red\_hat** or **suse**)

## X-Server Fails to Initialize in Red Hat 5.0 32-Bit and 64-Bit

The preinstalled VESA drivers do not support the newer NVIDIA graphics cards.

Workaround:

1. **Install Red Hat 5 in text mode.**
2. **Post install, run the following command to install the NVIDIA graphics driver:**

*tools\_and\_drivers*/**drivers/linux/red\_hat/install.sh**

*tools\_and\_drivers* The location of the Tools and Drivers DVD

*This issue is resolved in RHEL 5.1.*

## Older Versions of Linux Operating Systems Do Not Support AHCI

The operating system installation setup does not detect the hard drive or CD/DVD media. You will have to configure SATA as IDE in the system BIOS to work around this issue.

Please refer to the *Operating System Installation Guide* for instructions.

## Windows Issues

The following issues apply to a Sun Ultra 24 Workstation running Windows:

- [“NVIDIA Display Panel Extension Error on Windows 2003” on page 21](#)
- [“The Intel ME Driver for 32-Bit Windows XP Displays ‘No Pass’ on WHQL” on page 22](#)
- [“Blank Screen during Windows Installation” on page 23](#)
- [“Vulnerability in the Java Runtime Environment with Applet Caching for Windows, Linux, and Solaris” on page 23](#)
- [“Unknown “PCI Simple Communications Controller” Device in Windows 2003 32-Bit Device Manager” on page 24](#)
- [“Windows Hotfix for HD Audio Devices” on page 25](#)

## NVIDIA Display Panel Extension Error on Windows 2003

During Autorun on Windows 2003 (32-bit and 64-bit) the following warning message might appear:

The NVIDIA Display Panel extension cannot be created.

Possible reasons include:

Disabled graphics hardware acceleration. To enable Hardware Acceleration:

1. Right-click on you desktop, select Properties, the Settings tab, and click Advanced.
2. Click the Troubleshoot tab and move the Hardware acceleration slider all the way to Full.
3. Click OK.
4. If prompted, restart your computer.

Clearing the above message window (clicking OK) and attempting to right-click on the desktop generates the same message. This issue occurs because the Hardware acceleration setting is not set to Full.

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**Note** – By default, Hardware acceleration is set to None in Windows 2003.

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Workaround:

- Change the Hardware Acceleration slider to Full.
1. **To access the Hardware Acceleration slider, click Start and select Control Panel.**  
The Control Panel appears.
  2. **Double-click on Display and when the Display Properties window appears, click the Settings tab.**
  3. **Click the Advanced button and, in the pop-up window that appears, click the Troubleshoot tab.**
  4. **Adjust the Hardware acceleration slider to Full and click OK to save the setting and close the window.**
  5. **Click OK to close the Display Properties window.**

## The Intel ME Driver for 32-Bit Windows XP Displays ‘No Pass’ on WHQL

Installing drivers from the Tools and Drivers DVD using `autorun.hta` on a Windows XP 32-bit OS LSI-based Ultra 24 workstation might show that the Intel ME driver (v3.0.30.1086) has not passed WHQL. To resolve this issue, install the Intel ME driver using Device Manager. See the following workaround procedures.

Workarounds:

- To Install the Intel ME driver on a new Windows XP 32-bit system, use the Tools and Drivers DVD and this procedure.
1. **Insert the Tools and Drivers DVD into the DVD drive.**
  2. **Open Device Manager and locate the Intel(R) Management Engine Interface or PCI Simple Communications Controller device.**
  3. **Right-click and select Update Driver... for the device.**
  4. **Select No, Not at This Time and click Next to skip Windows Update.**
  5. **Select Install from a List or a Specific Location and click Next to continue.**
  6. **Select Don't search. I will choose the driver to install and click Next.**



7. **If you are prompted to select a hardware type, select System Devices and click Next.**
  8. **Click Have Disk and use the following path to select the driver (heci.inf).**  
*DVD\_Drive\drivers\windows\me\driver\HECI\heci.inf*  
where *DVD\_Drive* is the location (path) to the DVD drive
  9. **Click Next to install the driver.**
  10. **Click Yes in the pop-up window to continue.**
  11. **Click Finish to complete the installation.**
    - If you installed the Windows XP 32-bit OS using a reburn CD and then installed the drivers using *autorun.hta*, use this procedure to roll back the driver to the correct version (the one that was installed with the reburn CD).
1. **Open Device Manager, locate the Intel(R) Management Engine Interface, and double-click it to open the Properties window.**
  2. **Click the Driver tab.**
  3. **Click the Roll Back Driver and click Yes in the pop-up window.**

## Blank Screen during Windows Installation

During a Windows installation, you might encounter a blank screen. This can occur if there is a Linux OS partition present on the hard drive. To resolve this issue, erase the partition.

Workaround:

1. **Run *wipedisk* from the Tools and Drivers DVD to erase the Linux Partition.**
2. **Install Windows.**

## Vulnerability in the Java Runtime Environment with Applet Caching for Windows, Linux, and Solaris

Sun Alert 103079. A vulnerability in the Java Runtime Environment (JRE) with applet caching might allow an untrusted applet to make network connections to network services on machines other than the one to which the applet was downloaded. This might allow access to and exploitation of network resources and any existing network services vulnerabilities.

Windows versions affected:

- JDK and JRE 6 Update 2 and earlier

- JDK and JRE 5.0 Update 9 and earlier
- SDK and JRE 1.4.2\_12 and earlier
- SDK and JRE 1.3.1\_18 and earlier

Resolution:

To resolve this issue, it is recommended that you upgrade to the following releases:

- JDK and JRE 6 Update 3 and later
- JDK and JRE 5.0 Update 13 and later
- SDK and JRE 1.4.2\_16 and later

For more information, search the SunSolve Knowledgebase for Sun Alert 103079 at: <http://sunsolve.sun.com>

## Unknown “PCI Simple Communications Controller” Device in Windows 2003 32-Bit Device Manager

After you install all the drivers from the Tools & Drivers DVD, an unknown device might appear in Windows 2003 32-bit Device Manager. Windows 2003 32-bit does not have driver support for the Intel Management Engine Interface. You must manually install the driver from the Tools and Drivers DVD.

Workaround:

- 1. Right-click on the unknown device and select Update Driver...**
- 2. Select No, Not at This Time and click Next to skip Windows Update.**
- 3. Select Install From a List or Specific Location and click Next to continue.**
- 4. Select Don't Search. I Will Choose the Driver to Install.**  
This allows you to manually install the device driver.
- 5. Scroll down, select System Devices, and click Next to continue.**

- 6. Click Have Disk to select the driver to install.**

Driver location:

*tools\_and\_drivers\drivers\windows\ME\drivers\win2003\_32\HECI.inf*

*tools\_and\_drivers* The location of the Tools and Drivers DVD

- 7. Click Next to install the driver.**

A warning message appears. It is safe to ignore the warning message.

- 8. Click Yes to continue.**

## Windows Hotfix for HD Audio Devices

After you install Windows XP Professional 64-bit, or Windows 2003, the Device Manager might indicate an error for the High Definition Audio device listed under UAA Bus Drivers. This might also causes errors when you load the video driver.

Workaround:

1. **To resolve this issue, go to the Microsoft web site, and search for KB901105:**  
<http://support.microsoft.com>
2. **Download and run the appropriate file for your OS.**

This fix is required *before* you load the audio drivers for Windows XP 64-bit.

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## Previous Releases of the Tools and Drivers DVD

This section contains information about previous releases of the Tools and Drivers DVD.

### Features of the Tools and Drivers DVD v1.3

The following are some of the features included on the Tools and Drivers DVD v1.3:

- BIOS v1.5
- Support for E-0 stepping CPU

### Features of the Tools and Drivers DVD v1.2

- BIOS v1.2
- Updated NVIDIA Graphics Driver
- Solaris 10 8/07 OS Patch #127112-10
- Modification to `flash.bat`

