



Intel Active System Console v8.0

Release Notes

Build #24 Patch Release Notes for the Intel Active System Console v8.0

Rev 8.0

May 2019

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1. Package Contents

Intel® Active System Console v8.0.24_Patch_Release (*abbreviated as **IASC** hereafter*)

2. Product Support

2.1 Supported Operating Systems

- Microsoft Windows* Server 2012 R2 64-bit
- Microsoft Windows* Server 2016 x64-bit
- Red Hat* Enterprise Linux 6.5 64-bit
- Red Hat* Enterprise Linux 6.6 64-bit
- Red Hat* Enterprise Linux 6.7 64-bit
- Red Hat* Enterprise Linux 6.8 64-bit
- Red Hat* Enterprise Linux 6.9 64-bit
- Red Hat* Enterprise Linux 7.0 64-bit
- Red Hat* Enterprise Linux 7.1 64-bit
- Red Hat* Enterprise Linux 7.2 64-bit
- Red Hat* Enterprise Linux 7.3 64-bit
- Red Hat* Enterprise Linux 7.4 64-bit
- SUSE* Linux Enterprise Server 11.x 64-bit
- SUSE* Linux Enterprise Server 12.x 64-bit

The below OSes are not supported after Build 13

- Windows* Server 2012 Enterprise
- Windows* Server 2008 Enterprise
- RHEL* 6.x 32 bit
- SUSE* 11.x 32 bit

Important Note: Any OS without GUI (Graphical User Interface) is not supported:

- For Red Hat OS, it is required that RHELx86_64AUTO.sh script with RHEL runs with the same version on the accompanying DVD for installation of dependent packages to install IASC.
 - Linux UEFI secure boot enabled is not supported.
-

2.2 Supported Web Browsers

- Mozilla* Firefox 3.6 and later versions
- Microsoft Internet Explorer 7.0, 8.0, 9.0, 10.0 & 11.0

Note: (Best viewed in screen resolution from **1024 X 768** to **1440 X 900**)

2.3 Supported Server Platforms

- Intel® Server Board based on Intel® Xeon® processor E5-1600/2600/4600 v2 product family
- Intel® Server Board based on Intel® Xeon® processor E5-2400 v2 product family
- Intel® Server Board based on Intel® Xeon® processor E5-2600 v3/v4 product family
- Intel® Server Board based on Intel® Xeon® processor E3-1200 v5/v6 product family
- Intel® Server Board based on Intel® Xeon® processor Scalable family

- Intel® Server Board based on 2nd Generation Intel® Xeon® Scalable processor family

2.4 Supported Language

- English

2.5 Supported Features

Refer to the *Intel® Active System Console User Guide* for detailed features and usage

Appendix A. Important Notes and FAQs

Table 1: TCP ports used by Intel® Active System Console

Port #	Description	Firewall Exception Required
7777	Used for discovery and management by Intel® Multi Server Manager (MSM)	Yes **
9393	Used for web server hosting	Yes ***
4369	Used for socket based IPC on the software backend	No
9191	Used for Lighttpd web service	No
521	Used for Lighttpd web service and PHP CGI.	No

Notes:

** 7777 must not be blocked by Firewall when running IASC.

*** 9393 must not be blocked by Firewall to allow remote access of IASC over a network.

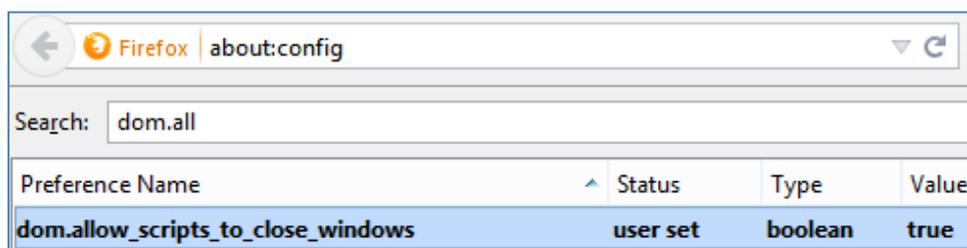
Installation Issues and Environment Requirements

8.1 System runtime components such as Microsoft Visual C++ Redistributions 2005 and 2010 x86 are pre-requisites for IASC installation, the IASC installer will install those components automatically.

8.2 During installation of IASC on Linux Operating Systems, the License Agreement may be loaded with Firefox browser and cannot be closed by clicking the “Close” button. This is due to the Firefox browser’s default setting which disabled any external script to terminate the browser.

To enable the button:

1. In the Mozilla* Firefox browser, enter **about:config** in the URL textbox
2. Search for **dom.allow_scripts_to_close_windows** and double-click the result to set the value to **true**
3. Click the **Close** button, closing both the License Agreement and browser



8.3 Installation of IASC on RHEL* 5.x requires **libxslt.so**, a compiled library file which is not installed by the default OS settings, which may result in a potential stoppage of the installation with a dependency error message. Install the compatible **libxslt.<os_arch>.rpm** before re-installing IASC to resolve the issue.

- 8.4 For RHEL* 6.4 (Legacy Boot and UEFI Optimized Boot), SLES* 11 (UEFI Optimized Boot only) and their consecutive releases, the Intelligent Platform Management Interface (IPMI) drivers must always be started before starting IASC service, including the installation.

To start the IPMI service:

1. Enter **modprobe ipmi_devintf *** in a Linux Terminal.

Note: This command works only if the openIPMI package has been installed in the OS.

2. For a first-time installation of IASC®, re-launch the installation script after step one, and the IASC service will use the latest setting of the IPMI.
3. For post-installation, run **/usr/local/asc/bin/IASCService.sh** script to restart IASC after step one, updating the IPMI setting in IASC.

Note: Both steps must be performed for each System reboot.

- 8.5 Installation of IASC on RHEL* 6.x (x64 architecture only) requires the following 32-bit shared library files which are not installed with the OS by default. The shared libraries could be installed from the RHEL* OS installation image disc (ISO) containing their respective RPMs.

- **Table 2: Required RPMs for IASC Installation**

<ul style="list-style-type: none"> • zlib-1.2.3*i686* • libxml2-2.7.6*i686* • libgpg-error-1.7*i686** • libgcrypt-1.4.5*i686* • libxslt-1.1.26*i686* • libstdc++-4.4.7*i686* • compat-libstdc++-33-3*i686* • ncurses-libs-5.7-3*i686* • ncurses-devel-5.7-3*i686* • db4-4.7*i686* • nspr-4.9*i686* • nss-util-3.14.0*i686* • readline-6.0*i686* • sqlite-3.6.20*i686* 	<ul style="list-style-type: none"> • nss-softokn-3.12.9*i686* • nss-3.14.0.0*i686* • cyrus-sasl-lib-2.1.23*i686* • libidn-1.18-2*i686* • libcom_err-1.41.12*i686* • openldap-2.4.23*i686* • keyutils-1.4-4*x86_64* • keyutils-libs-1.4-4*i686* • libselinux-2.0.94*i686* • krb5-libs-1.10.3*i686* • openssl-1.0.0-27*i686* • libssh2-1.4.2*i686* • openssl098e-0.9.8e-17*i686* • libcurl-7.19.7*i686*
---	---

Installation in openSUSE* Enterprise Linux 12 x64_86 and the above versions require the following minimum version of the packages preinstalled in the system

1. libxslt1-32bit-1.1.28-6.57.x86_64*
2. libgcrypt20-32bit-1.6.1-9.1.x86_64*

Note: The RPMs have inter-dependency which requires them to be installed in sequence as numbered as in **Table 2**.

The IASC installation package includes a shell script **RHELx86_64AUTO.sh** for the convenience of installing the 26 RPMs all at once for RHEL 6.x and 7.x versions.

To use the script:

1. Insert the RHEL* 6.x/7.x OS installation image disc containing the 32-bit shared library RPMs into the system.
2. Unzip the shell script and run **sh RHELx86_64AUTO.sh** in the Linux Terminal.

Disclaimer: The **RHELx86_64AUTO.sh** script is intended to be used as an installation auxiliary, and is not maintained as an Intel® product, thus its content may be outdated and the script erroneous. However, it is possible to install each of the RPMs directly from the RHEL* OS ISO Disc or download them using **yum install**.

8.6 The following warnings may appear during installation of IASC on SLES*:

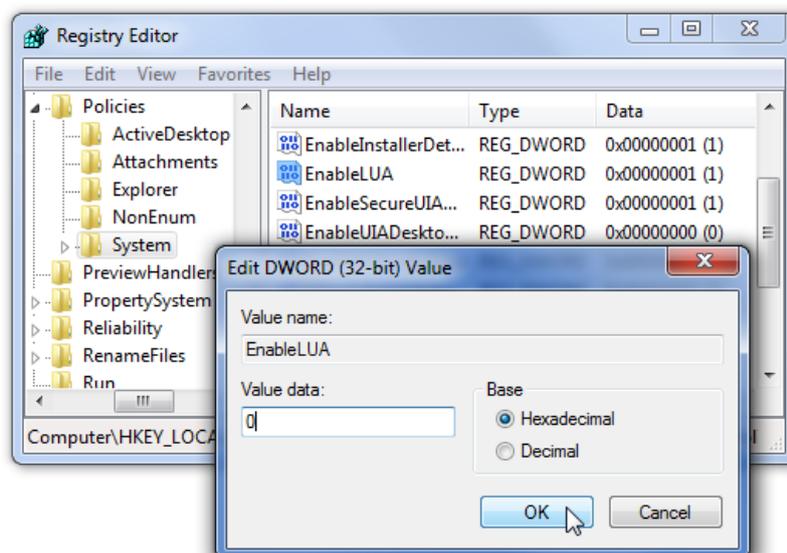
- Insserv: warning: script 'K01Appcore' missing LSB tags and overrides
- Insserv: warning: script 'S01Appcore' missing LSB tags and overrides

Insserv warnings are a bootscrip comment header warning, and may be ignored as they do not affect installation.

8.7 Installation of IASC on Microsoft Windows 8* and Windows 2012* R2 requires the UAC to be disabled using direct registry modification.

To modify the registry:

1. Launch regedit.exe, and look through the directories for **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System**
2. Look for entry EnableLUA, and alter the values as follows:
 UAC Enabled: 1
 UAC Disabled: 0
3. Save the settings and reboot the system if required



- 8.8 Ensure that all necessary services below are running on Linux OS before launching IASC:
- lighttpd
 - ascpolicy
 - Appcore
- 8.9 Run the shell script file [/usr/local/asc/bin/IASCService.sh](#) or run the following command if those services are not running:
- `/etc/init.d/lighttpd start`
 - `/etc/init.d/ascpolicy start`
 - `/etc/init.d/Appcore start`
- 8.10 If the web server seems to be non-responsive on Linux* OS, run the following command:
- `/etc/init.d/lighttpd restart`
- 8.11 Ensure that two Windows* services, [IASCServiceManager](#) and [Appcore](#), are always running on Windows* OS. To run the services, execute the batch file [IASCService.bat](#) in the installed path. It is also possible to run `services.msc` from the command line and search for the service names. He
- Manually start these services if they are stopped. If the problem persists due to Baseboard Management Controller (BMC) interface being non-responsive, a power cycle may resolve the problem.
- 8.12 Ensure that the system installed with IASC is **NOT** installed with SNMP-SA or equivalent applications. IASC may provide incorrect and incomplete information or even stop running as it would conflict with SNMP-SA using the same system resources.
- 8.13 Installation of IASC in Linux* Operating Systems will show warning message (shown below message) at the end of the installation process. This warning is to let user know user may experience IASC login failure if the system network configuration not working properly. For more details refer section 10.

Warning: Check the DNS server settings or add the hostname into system file `/etc/hosts` in order for the Active System Console to accurately resolve the system name to avoid a login failure. Refer to the software Release Notes for more details.

User Login Issues and Browser Settings

- 9.1 IASC supports secure transport using SSL/TLS authentication process with a self-signed certification. However, as the certification is not signed by a publicly acknowledged authority, default security settings of web browsers may block the IASC Login Page from loading and prompt warning messages of an “Untrusted Connection” (Firefox) or “Invalid Security Certification” (Internet Explorer)

To resolve this:

Method 1: Override the warnings and accept the certificate, and proceed to the login page. Ensure the certificate originated from the application on a trusted secure network.

Method 2: Add your own certificate. In order to do so, please refer to User Guide for further instructions.

- 9.2 When logged into the IASC webpage (https://system_IP:9393/asc/) for the first time, IASC may appear unresponsive for a few minutes as it is updating its system health data enquiries with the latest information.

- 9.3 When using Internet Explorer to launch IASC, a button may be clicked with no response, or unable to launch pop-up active windows when clicking a button.

To resolve this, edit the appropriate settings on Internet Explorer:

1. Go to **Menu -> Tools -> Options -> Security -> Select Internet Zone -> Custom Level -> Scripting**
2. Under Scripting, enable all Active Scripting and Scripting options.
3. Save the new setting, then restart Internet Explorer and load the IASC page.

- 9.3 Reports generated by the Report feature of the IASC in Internet Explorer* due to browser setting may be unable to be saved.

To change this setting:

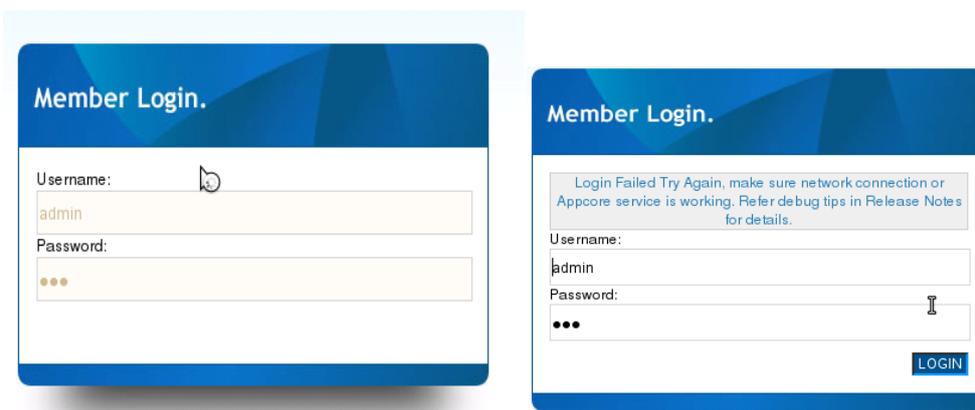
1. Go to **Tools -> Internet Options -> Advanced -> Security**, and uncheck the ‘Do not save encrypted pages to disk’ box.
2. Retry generating the reports and save.

- 9.4 The “waiting” icon (spinning wheel, flashing dots) and Critical Event scrolling may not work if the browser does not allow animation to play.

To enable the feature in Internet Explorer:

1. Go to **Tools -> Internet Options -> Advanced -> Multimedia**, and check the ‘Play animations’ box.
2. Refresh browser or re-launch IASC.

When IASC login shows “Login Failed Try Again” or no activity, follow the methods below to debug the issue:



Method 1: If the Appcore service is stopped, restart the service by running the shell script file `/usr/local/asc/bin/IASCService.sh`.

Method 2: Check the network connection. If the DNS network connection is disconnected, IASC will keep looping until time-out. If user decides not to use the DNS network anymore, they can set the system hostname into the `/etc/hosts`. Refer to the below example (mysys_hostname added into hosts file). Restart IASC service after setting the system hostname.

Rhat OS:

```

root@gangliahost:/etc/sysconfig/network-scripts
File Edit View Search Terminal Help
127.0.0.1 localhost localhost.localdomain localhost4 localhost4.localdomain4 mysys_hostname
::1 localhost localhost.localdomain localhost6 localhost6.localdomain6

```

SuSE OS:

```

Terminal
File Edit View Terminal Help
#
# hosts          This file describes a number of hostname-to-address
#                mappings for the TCP/IP subsystem. It is mostly
#                used at boot time, when no name servers are running.
#                On small systems, this file can be used instead of a
#                "named" name server.
# Syntax:
# IP-Address    Full-Qualified-Hostname  Short-Hostname
#
127.0.0.1      localhost mysys_hostname
# special IPv6 addresses
::1           localhost ipv6-localhost ipv6-loopback
fe00::0       ipv6-localnet

```

Known Informational Irregularities and Issues

1. Part of system sensor information, such as on Memory and Processor, are not available in IASC that installed on system with GPT volume.
2. Sensor Events are generated by IASC only if the sensor is functional and providing analyzable reading; sensors which are showing *NOT_AVAILABLE* state are not used in system health calculation, e.g. PCIe Corr sensor.
3. When a CD/DVD is inserted to the system, IASC would show “OMB space left” and generates a Critical warning. Once the CD/DVD is removed from system, IASC® returns to Healthy state.
4. IASC may not able to comprehend FRUSDR details which have special characters such as “&,*,#”, thus blank values may be shown.
5. IASC is not supported on Virtual Environment and Non-BMC Server Board.
6. SOL BAUD Rate configuration is not available for Intel® Server S1200RP product family.
7. HSC FW version for Intel® Server S1200RP product family is shown in unseparated format on screen.
8. Boot order changes might not be successful if “syscfg /bbo” command is being used before using IASC to change the boot order. Use bios F2 setup page, press F9 to load bios default & reconfigure the boot order if this issue happen.
9. IASC may not display the Serial number and Model number of the configured RAID volumes and it may display *NOT_AVAILABLE* in Model number and Serial Number columns of Storage information.
10. IASC may not display the Serial number and Model number of the USB drives if the firmware is not available for the devices and it may display *NOT_AVAILABLE* in Model number and Serial number columns for storage information.
11. IASC may not display proper build version in some Linux Operating System due to browser limitations, which is due to taking data from stored cache on the hard driver. It is required to clear browser cache to display proper IASC build version in Linux.

Note: To obtain additional support information, please go to http://www.intel.com/p/en_US/support/highlights/server/sysmgmt