SunPCi™ III 3.1 Product Notes

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SunPCi III 3.1 Product Notes

These Product Notes contain the latest information and the known issues for the SunPCi™ III 3.1 release. This document describes the following topics:

- "Access to Late-Breaking News" on page 1
- "What Is in This Package?" on page 1
- "Viewing the Documentation PDF Files" on page 2
- "New Features in SunPCi III 3.1" on page 3
- "SunPCi III 3.1 Supported Systems" on page 3
- "Solaris Patch Information" on page 5
- "Known Issues With This Release" on page 6
- "Documentation Updates" on page 11

Access to Late-Breaking News

Updated and last-minute information for the SunPCi III 3.1 release can be found at the following Web site:

`http://www.sun.com/desktop/products/sunpci`

What Is in This Package?

The SunPCi III 3.1 CD contains the following:

- SunPCi III 3.1 software package
- Virtual Networking Computing (VNC) source code
- VNC package

- *SunPCi III Quick Start Installation Guide* in Adobe Acrobat Portable Document Format (PDF)
- *SunPCi III 3.1 User's Guide* in PDF format
- *SunPCi III 3.1 Product Notes* (this document) in PDF format

Viewing the Documentation PDF Files

English and localized versions of the documentation are in the `Docs` directory on the SunPCi III 3.1 CD in PDF (Adobe Acrobat) format. The CD includes the following documentation:

- **SunPCi III 3.1 User's Guide (English only for 3.1 release)** – Describes how to configure the SunPCi III software to use one or more SunPCi III cards, how to install the Microsoft Windows software on a SunPCi card, and how to troubleshoot SunPCi issues.
- **SunPCi III Quick Start Installation Guide** – Describes how to install one or more SunPCi III cards and SunPCi III software.
- **SunPCi III 3.1 Product Notes (English only)** – Describes late-breaking issues related to the SunPCi III product.

The following table is an index of the directories containing the localized documentation in the `Docs` directory on the SunPCi III 3.1 CD.

TABLE 1 Directories of Localized Documentation

Directory Name	Language	Directory Name	Language
`C`	English	`ja`	Japanese
`de`	German	`ko`	Korean
`es`	Spanish	`sv`	Swedish
`fr`	French	`zh`	Simplified Chinese
`it`	Italian	`zh_TW_Big5`	Traditional Chinese

Note – The SunPCi documentation was not localized for the 3.1 release. The most recent localized documents for SunPCi III were prepared with the SunPCi 3.0.1 release. These localized documents are included on the SunPCi III 3.1 CD.

To view the documentation PDF files, follow these steps:

1. **Insert the SunPCi III 3.1 CD into the system CD-ROM drive.**

   A CDE File Manager window opens.

2. **In the File Manager window, double-click the `Docs` directory where the PDF files for your locale are stored on your SunPCi III 3.1 CD.**

3. **Double-click the Adobe Acrobat PDF file you want to open.**

   After a few seconds, the Adobe Acrobat splash screen opens, followed by the Adobe Acrobat program displaying the file you double-clicked.

Note – If needed, you can download Adobe Acrobat Reader for free from the Adobe Web site: `http://www.adobe.com/products/acrobat/alternate.html`

New Features in SunPCi III 3.1

SunPCi III 3.1 contains the following new features:

- Support for Microsoft Windows Server 2003
- Power Management
- Bug fixes

SunPCi III 3.1 Supported Systems

The following sections list the Microsoft Windows operating systems, the Solaris™ operating environments, and the UltraSPARC™ systems that SunPCi III 3.1 supports.

Microsoft Windows Operating Systems

The SunPCi III 3.1 product supports the following Microsoft Windows operating systems and Service Packs:

- Microsoft Windows XP Professional (Windows XP Professional) Service Pack 1a
- Microsoft Windows 2000 Professional (Windows 2000 Professional) Service Pack 3
- Microsoft Windows 2000 Server Edition (Windows 2000 Server) Service Pack 3

- Microsoft Windows Server 2003 (Windows Server 2003) No Service Pack

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Note – SunPCi III 3.1 does not support Microsoft Windows 95, Microsoft Windows 98, Microsoft Windows ME, or Microsoft Windows NT. SunPCi III 3.1 does however support the upgrade of Microsoft Windows NT to a supported operating system.

Solaris Operating Environments

The SunPCi III 3.1 product supports the following Solaris operating environments:

- Solaris 7
- Solaris 8
- Solaris 9

UltraSPARC Systems

TABLE 2 Supported UltraSPARC Systems for SunPCi III 3.1

UltraSPARC System	SunPCi III Cards
Sun Blade™ 100 and 150	1
Sun Blade 1000, 1500, and 2000	2*
Sun Enterprise™ 450	3**
Sun Enterprise 220R, 250, and 420R	1***
Sun Fire™ V210 and V240	1
Sun Fire 280R	1***
Sun Fire V480	2*

* You can install and use up to 3 SunPCi III cards if you do not use the optional USB/Firewire Card and Backplate and use less than 1 Gbyte of memory for each card.

** You can install and use up to 5 SunPCi III cards if you do not use the optional USB/Firewire Card and Backplate and use less than 1 Gbyte of memory for each card.

***You can install and use up to 2 SunPCi III cards if you do not use the optional USB/Firewire Card and Backplate and use less than 1 Gbyte of memory for each card.

Solaris Patch Information

To ensure that your SunPCi system runs properly, you need to download and install the latest Solaris software patches. Without the patches installed, the SunPCi software might exhibit problems during installation and regular operation.

If you have a Sun™ Creator3D graphics accelerator card (called the Fast Frame Buffer or FFB) or Sun Elite3D graphics accelerator card (called the Advanced Frame Buffer or AFB) installed in your workstation, you need to download and install certain Solaris software patches so the frame buffer is compatible with SunPCi software.

For information on how to install Solaris software patches, refer to your Solaris documentation.

The following table lists the patches required with each version of the Solaris operating environment and card type. If more than one patch is listed for a particular card type, download and follow the patch instructions to install all of the recommended patches.

TABLE 3 Graphics Accelerator Card Patches

Solaris Version	Graphics Card Type (Device Name)	Patch Number**
Solaris 7	All	108376-xx
	Elite3D (`afb0@`)	106144-xx 106148-xx
	Creator3D (`ffb0@`)	106144-xx 106145-xx 106146-xx 106148-xx
	PGX/M64	106146-xx
	Raptor	107716-xx
Solaris 8 (Shipped 2/02)*		None
Solaris 9		None

* For earlier versions of Solaris 8, refer to the Sun Web site (http://www.sun.com) for additional information.

** Patches have a base number, but the dash number is continually updated. Find the patch that is *the most recent version*, unless otherwise instructed.

TABLE 4 Other Patch Information

Solaris Version	Patch Purpose	Patch Number**
Solaris 8	To avoid a UNIX panic when inserting a DVD.	112325-xx

Obtaining Patches From Sun

If you have a service contract with Sun, you can download patches from the SunSolve℠ Web site:

`http://sunsolve.sun.com/pub-cgi/show.pl?target=home`

If you do not have a service contract, contact your sales representative to obtain patch access information.

If you are a member of the Sun Developer community, you can search and download patches from the Access1℠ Web site:

`http://access1.sun.com/cgi-bin/query.cgi`

Known Issues With This Release

This section describes the known issues with the SunPCi III 3.1 release.

Opening in Safe Mode Only Starts in External Monitor

When opening Windows XP Professional and Windows Server 2003 in Safe Mode when the external monitor is not connected, the operating system attempts to start in the external monitor. The internal monitor remains blank and Windows does not start in the internal monitor.

To fix this issue, connect and then use the external monitor.

This is a known issue since SunPCi III 3.0.1 and is currently under investigation.

Switching to External Video Monitor After Entering Stand By Mode Displays as a Blank Window

After installing SunPCi III 3.1, when you enter Stand By mode in the internal monitor and then "wake up" the system and resume working with the internal monitor, if you attempt to switch to an external monitor, that external monitor displays as a blank window.

If this issue occurs, you have to restart your system. Upon restarting, you can work normally and switch between internal and external monitors.

For optimal performance, use the external monitor to enter Stand By mode and then to wake up the external monitor, since this not an issue when working exclusively in an external monitor.

SunPCi III Card Stuck in Stand By Mode in Multi-Card Environment

When you are using Windows 2000 Server and Windows Server 2003 in a multi-card environment, when the "Allow this device to bring the computer out of Standby" check box is checked, but the "Allow the computer to turnoff this device to save power" check box is not checked (in the VIA RHINE II Fast Ethernet Adapter Properties dialog box), the SunPCi III card will not resume working normally after it is "woken up" in Stand By mode.

To fix this issue, you must check both check boxes. Enabling both check boxes allows the card to come out of Stand By mode when the card "wakes up."

To enable both check boxes, do the following:

1. **On the Windows desktop, right-click My Computer.**

   A drop-down menu opens.

2. **Choose Manage.**

   The Computer Management window opens.

3. **Double-click Device Manager.**

4. **Double-click Network Adapters.**

5. **Right-click the VIA RHINE II Fast Ethernet Adapter.**

6. **Choose Properties.**

   The VIA RHINE II Fast Ethernet Adapter Properties dialog box opens.

7. **Click the Power Management tab.**
8. **Verify that the "Allow this device to bring the computer out of Standby" check box is checked, and if it is not, check it.**
9. **Click the "Allow the computer to turnoff this device to save power" check box.**
10. **Click OK.**
11. **Close the Computer Management window.**

Keyboard Sometimes Disappears When Leaving Stand By Mode

Sometimes when you are "waking up" in Stand By mode to resume working, the keyboard might work intermittently, either by disappearing or simply beeping. This is an issue in all supported SunPCi III 3.1 operating systems.

If this issue occurs, you have to close Microsoft Windows and then exit SunPCi III by choosing File and then Exit from the SunPCi III menu and then choosing the Shutdown Windows and Exit SunPCi button in the SunPCi Exit dialog box.

Upon restarting, your keyboard works normally.

Issues With Mixing Existing SunPCi Emulated Drives and New Cards

Depending on the date and type of your SunPCi III card and when you created your emulated drive, you might have two different issues arise when you replace a SunPCi card and use an existing emulated drive.

If you create an emulated drive on one SunPCi card and run it on a different card, you might encounter one of the following issues.

- A warning from SunPCi that the MAC address has changed. This message informs you that the configuration of the card used to create the emulated drive might differ from the configuration of the card currently in use.

  If this issue arises, use the `-B` (formerly `-bindmac`) command so that the MAC

address in the emulated drive can be rewritten. Refer to the *SunPCi III 3.1 User's Guide*, specifically the "*Using SunPCi III Software*" chapter for information about SunPCi command options.

- The Windows Plug and Play Manager opens stating that new hardware devices are found. This happens when new devices are plugged in to a SunPCi card or when components on the original SunPCi card differ from those components on the card currently in use. If this issue arises, accept the Microsoft Windows Wizard defaults to resolve the issue.

Remove Virtual Networking for Specific Windows Upgrades

When upgrading Windows 2000 Professional to Windows XP Professional or Windows 2000 Server to Windows Server 2003, you must uninstall virtual networking, if installed, prior to this upgrade.

If you upgrade without uninstalling virtual networking, you might experience undesirable behavior. You must upgrade with physical networking, which is the default networking option for upgrading.

To uninstall virtual networking, do the following:

1. **On the Windows desktop, right-click My Computer.**

   A drop-down menu opens.

2. **Choose Manage.**

   The Computer Management window opens.

3. **Double-click Device Manager.**

4. **Double-click Network Adapters.**

5. **Right-click the SunNDIS Virtual adapter.**

6. **Click Uninstall.**

   The Confirm Device Removal dialog box opens asking whether you want to remove this adapter.

7. **Click OK.**

8. **Close the Computer Management window.**

Upgrading Windows 2000 Professional to Windows XP Professional With Virtual Networking Installed

If you upgrade Windows 2000 Professional to Windows XP Professional with virtual networking installed, you will have specific problems.

After Windows XP Professional has been upgraded, you must uninstall the "Unknown Device" located in the Computer Management window under Device Manager and Network Adapters. If you install virtual networking before uninstalling the "Unknown Device," the following Windows "blue screen" appears after restarting Windows.

```
(****STOP: 0x00000022)
```

To recover from this issue, do the following:

1. **Attach an external monitor.**
2. **Attach a USB mouse.**
3. **Reset SunPCi.**
4. **Press F8 to open the Windows Advanced Options menu.**
5. **Start Microsoft Windows in Safe Mode.**
6. **On the Windows desktop, right-click My Computer.**

   A drop-down menu opens.
7. **Choose Manage.**

   The Computer Management window opens.
8. **Double-click Device Manager.**
9. **Double-click Network Adapters.**
10. **Right-click the Unknown Device adapter.**
11. **Click Uninstall.**

    The Confirm Device Removal dialog box opens asking whether you want to remove this adapter.
12. **Click OK.**
13. **Close the Computer Management window.**

Upgrading Windows 2000 Server to Windows Server 2003 With Virtual Networking Installed

If you upgrade Windows 2000 Server to Windows Server 2003 with virtual networking installed, you will have specific problems.

In the Computer Management window, under Device Manager and Network Adapters, an “Unknown Device” adapter appears. This adapter must be uninstalled prior to installing virtual networking.

When you log in to Windows Server 2003 initially, the Found New Hardware dialog box opens. Cancel this dialog box and proceed to uninstall the “Unknown Device” adapter as detailed below:

1. **On the Windows desktop, right-click My Computer.**

   A drop-down menu opens.

2. **Choose Manage.**

   The Computer Management window opens.

3. **Double-click Device Manager.**

4. **Double-click Network Adapters.**

5. **Right-click the Unknown Device adapter.**

6. **Click Uninstall.**

   The Confirm Device Removal dialog box opens asking whether you want to remove this adapter.

7. **Click OK.**

8. **Close the Computer Management window.**

9. **Restart Microsoft Windows.**

Documentation Updates

This section describes updates in the SunPCi III 3.1 documentation.

SunPCi III 3.1 User's Guide

The following sections describe updates to the *SunPCi III 3.1 User's Guide.*

User's Guide Is English-Only for This Release

For the release of SunPCi III 3.1, since no new substantial functionality was included, the *SunPCi III 3.1 User's Guide* was updated in English only. For the most recent translated documentation not in English, refer to the *SunPCi III 3.0 User's Guide* in each specific language on the SunPCi III 3.1 CD.

Updated Graphic in English-Only User's Guide

For the release of SunPCi III 3.1, the graphic for the "Create a New Emulated Drive" section (in Chapter 2, "Getting Started") in the *SunPCi III 3.1 User's Guide* has been updated to reflect the currently supported operating systems.

The graphic for the "Create a New Emulated Drive" in all translated versions of the *SunPCi III 3.0 User's Guide* includes a listing of operating systems that are no longer supported (such as Windows 98 and Windows NT).

SunPCi III Quick Start Installation Guide

The following sections describe updates to the *SunPCi III Quick Start Installation Guide.*

Two Files for the Quick Start Installation Guide

In all language versions of the *SunPCi III Quick Start Installation Guide*, the PDF version of the document is divided into two files.

For example, the English-language version of the *SunPCi III Quick Start Installation Guide* is named the following:

- `install_guideA.pdf` (front panel)
- `install_guideB.pdf` (back panel)

An example of the translated documentation, such as the Swedish-language version of the *SunPCi III Quick Start Installation Guide,* is named the following:

- `install_guideA_sv.pdf` (front panel)
- `install_guideB_sv.pdf` (back panel)

New Supported Systems (Panel 2)

SunPCi III 3.1 software now supports the following additional Sun systems: SunBlade 1500, Sun Blade 2500, Sun Fire V210, and Sun Fire V240. Refer to the “UltraSPARC Systems” on page 4 for a detailed list of the number of SunPCi III cards allowed in each system.

Updated Instructions for Card Installation (Panel 4)

In panel 4 of the *SunPCi III Quick Start Installation Guide*, replace the steps under the section, “Removing Old Hardware,” with the following steps:

1. **Shut down your system.**
2. **Attach the grounding wrist strap.**

   Attach the copper end of the wrist strap to the metal frame of the system or to the casing of the power supply. Attach the copper to bare metal and do not attach to any painted surface or labels on the power supply.
3. **Remove the system cover.**
4. **Remove all SunPCi I and II cards.**

   Refer to your system documentation for instructions about removing a PCI card.