



# Intel® Active System Console v4.0

## Release Notes

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*Release Date: March, 2010*

*Build # 19*



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## 1. Package Contents

Intel® Active System Console v4.0 Build 19

## 2. Supported Operating Systems

Windows\* Server 2003 Standard/Enterprise Edition – SP2 - x86 & EM64T  
Windows\* Server 2003 R2 Standard/Enterprise - x86 & EM64T  
Windows\* XP Professional – SP3 - x86 & EM64T  
Windows\* Vista Enterprise/Ultimate - x86 & EM64T  
Windows\* Server 2008 Standard/Enterprise/Datacenter/Storage x86/x64  
Windows\* Server 2003 SBS  
Windows\* 7 Ultimate – x86/x64  
Red Hat\* Linux\* Enterprise 5 x86/x64  
Red Hat\* Linux\* Enterprise 4 x86/x64  
SuSE\* Linux ES 10 SP2 x86/x64  
SuSE\* Linux ES 11 x86/x64

- Supported browser for the current release : Firefox, IE6.0-8.0
- Best viewed in screen resolution from **1024 X 768** to **1440 X 900**

## 3. Supported Server Platforms

- Intel® Server Board S3420GP (LC, LX, RX)
- Intel® Server Board S5520UR
- Intel® Server Board S5500BC
- Intel® Server Board S5520HC
- Intel® Server Board S5500HCV
- Intel® Server Board S5500HCT
- Intel® Server Board S5500WB
- Intel® Workstation Board S5520SC
- Intel® Server Board S5000PAL
- Intel® Server Board S5000PSL
- Intel® Server Board S5000VSA
- Intel® Server Board S5000XVN
- Intel® Server Board S5000XSL
- Intel® Server Board S5000SAL
- Intel® Server Board S5400RA
- Intel® Server Board S5400SF



- Intel® Server System S7000FC4UR
- Intel® Server Board SE7320SP2
- Intel® Server Board SE7320VP2
- Intel® Server Board SE7520AF2
- Intel® Server Board SE7520BD2
- Intel® Server Board SE7520JR2
- Intel® Server Board SE7525GP2
- Intel® Server Platforms SR6850HW4M and SR4850HW4M
- Intel® Server Board S3210SH
- Intel® Server Board X38ML

#### 4. Supported Languages

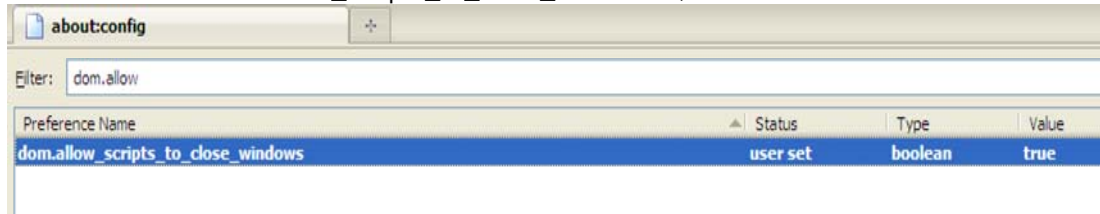
- English only

#### 5. Features

Refer *Intel® Active System Console User Guide*.

#### 6. Important Notes and FAQs

- Intel® Active System Console (IASC) v4.0 cannot co-exist with previous version of Intel®) Active System Console. Uninstall previous version before install IASC v4.0.
- License page cannot be closed by clicking "close" button on some Linux\* system. Follow below steps to resolve it
  1. Launch Mozilla Firefox\* and type about:config in the url window
  2. Search for " dom.allow\_scripts\_to\_close\_windows ", double click it and set it to "true"



3. You may disable it after installation.
- This product supports secure transport using SSL/TLS. SSL/TLS uses a self-signed certificate because of which the browsers will throw an "Untrusted Connection" warning. Accept and add the certificate to the trusted certificate list to proceed. To add your own certificate please refer user guide.
  - While Installing Intel® Active System Console v4.0 in Red Hat\* Linux\*, sometimes the installer may throw a dependency error for "libxslt.so". For resolving this, user has to install the "libxslt.\*.rpm".



- While Installing Intel® Active System Console in SUSE 10.3 64 bit, user may get “ascpolicy could not load a transcoding service” error. For resolving the same user has to install the “glibc-locales-32bit” package.
- When using Internet Explorer\* to access the product, user need go to IE\* menu 'Tools' -> 'Internet Options'->'Advanced'->'Security' and uncheck "Do not save encrypted pages to disk" option to save Reports in the local machine. Or user may encounter error message “Internet Explorer cannot download report Download.php from localhost...” when download report.
- Internet Explorer\* 6 known issues may cause some problems when using this product, such as “user need to re-login to application intermittently”. Updating IE6\* with below patches can mitigate those problems
  - a. Cumulative Security Update for Internet Explorer for Windows\* Server 2003 x64 Edition (KB978207)  
<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=633e63f4-605b-43c4-8a4b-2730312a1c72>
  - b. Cumulative Security Update for Internet Explorer for Windows\* Server 2003 (KB978207)  
<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=fea91227-44ad-4549-8732-497a8ceff870>
- User cannot retrieve Default-1 and Default-2 email alert profiles configuration in Basic email page, those profiles can be read from Advanced email page.
- On Intel® S5500, S5520 and S3240 series Intel® Server boards and systems, there is an issue in the underlying firmware that can prevent this software from accurately displaying the health of some component in the dashboard and sensor pages. In this situation, all alerting (including email and event log) will continue to work correctly but the health pages will show the components in a healthy state. Future versions of BMC firmware will fix this issue.

Until then the workaround is to do an AC cycle (disconnect power completely) on each reboot.

## 7. Troubleshooting Instructions

- Make sure all necessary processes are running on Linux\* OS

Run the following command from terminal

```
ps -ef | grep asc
```

The following minimum output should be shown.

```
root 7896 1 0 09:45 00:00:00 /usr/local/asc/bin/lighttpd -f /etc/lighttpd/lighttpd.conf
root 7897 7896 0 09:45 00:00:00 /usr/local/asc/bin/php-cgi
root 10144 1 33 18:17 00:00:01 /usr/local/asc/bin/ascpolicy
```

Notice the services “lighttpd” and “ascpolicy”, run below command if those services are not running

```
/etc/init.d/lighttpd start
```



---

```
/etc/init.d/ascpolicy start
```

- If web-server seems to be non-responsive on Linux\* OS,  
run the following command  

```
/etc/init.d/lighttpd restart
```
- Make sure three windows services "ASCPolicy", "LighttpdService" and "PHPService" are always running on Windows\* OS, run "services.msc" from command line and search for service names. Manually start those services if they are stopped.

If the problem persists due to Baseboard Management Controller interface being non-responsive a power cycle may solve the problem.