COMMUNIQUÉ

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COMPAQ

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Microsoft Windows NT 4.0 Release Candidate with Compaq Server Products

The Microsoft Windows NT 4.0 Release Candidate (RC) release program began in July 1996. This document discusses issues and solutions to problems encountered during the initial testing phase of Windows NT 4.0 (RC) release and the Compaq Support Software for Microsoft Windows NT 3.51 (SSD), Version 1.18.

The Compaq SSD for Windows NT, Version 1.19 will provide support for Windows NT 4.0 (final) release. Previous versions of the Compaq SSD for Windows NT should be upgraded (to Version 1.18) prior to the upgrade or installation of Windows NT 4.0 (RC).

Microsoft Windows NT 4.0 (RC) is not a final product. As with all pre-released software, problems should be expected. Also, other issues might be encountered that are not listed in this document.

Compaq recommends that pre-released software testing be performed in non-production environments.

NOTICE

The information in this publication is subject to change without notice.

Microsoft Windows NT 4.0 Release Candidate with Compaq Server Products

COMPAQ PRODUCTS AFFECTED

All Compaq Server products that support Microsoft Windows NT.

DETAILS AND SOLUTIONS OF PROBLEMS

The following issues were encountered during the initial testing phase of Windows NT 4.0 Release Candidate (RC).

Issue #1 - System will not boot Windows NT 4.0 (RC) CD-ROM Disk.

Problem:

When attempting to boot the Microsoft Windows NT 4.0 (RC) CD-ROM disk for Installation/Upgrade of the computer, the computer displays the following error message: "CD-ROM not bootable on this system."

Solution/Workaround:

The three Setup disks must be created and the computer must be booted from the Windows NT 4.0 (RC) boot disk.

Note: This problem does not exist on Compaq ProLiant 5000 Servers.

Issue #2 - Windows NT Setup restarts after initial text-mode setup has completed.

Problem:

The Windows NT Installation process begins again after completing the text-mode Setup of Windows NT if the CD-ROM or floppy disk is left in the drive.

Solution/Workaround:

From the Windows NT Welcome screen:

1. Press **F3** to exit Setup.

2. Remove the CD-ROM and any floppy disks.

3. Reboot the server.

Issue #3 - Windows NT 4.0 (RC) does not detect the correct number of NetFlex-3 Controllers in the system.

Problem:

When Windows NT detects installed network controllers, it does not correctly identify all of the installed NetFlex-3 Controllers.

Solution/Workaround:

Use the *Compaq Net* application in the Windows NT Control Panel to install the controllers manually.

Issue #4 - Windows NT 4.0 (RC) and the Compaq SSD for Windows NT, Version 1.17, Rev. C, or Version 1.18.

Problem:

When installing the Compaq SSD for Windows NT, a warning message displays, indicating that the Compaq SSD for Windows NT, Version 1.17 (or 1.18) has not been tested with build 1362 of Windows NT.

Solution/Workaround:

Compaq does not plan to ship a HAL for Windows NT 4.0 as was done for Windows NT 3.51. Softpaq #1982 (*SP1982.EXE*) will:

1. Install the Compaq System Management Driver that no longer requires a Compaq HAL.

2. Install the ProLiant Storage System Driver.

To install the Compaq 32-Bit SCSI-2 Driver or Compaq Array Driver, use the *SCSI Adapter Setup* in Control Panel provided in Windows NT 4.0.

Issue #5 - Compaq Drive Array Support Driver.

Problem:

When installing the Compaq Drive Array Support from the Compaq SSD for Windows NT in the *SCSI Adapter* option of the Control Panel, a non-critical error message displays, indicating that an external library procedure, called **SetupChangeServiceStart**, reports the following error:

> "Bad or invalid parameter to the open service call"

Solution/Workaround:

Ignore the warning and continue the installation.

Issue #6 - Fatal Error during text mode installation when upgrading from Windows NT 3.51 to Windows NT 4.0 (RC) on the Compaq ProLiant 5000.

Problem:

When upgrading from Windows NT 3.51 to Windows NT 4.0 (RC) on a ProLiant 5000, a fatal error during text-mode installation process might occur. The error message is as follows:

> "Setup encountered a fatal error that prevents it from continuing."

> "Contact your product support representatives for assistance. The following status codes will assist them in diagnosing the problem. (0x4, 0, 0 , 0)"

Solution/Workaround:

Before upgrading, boot DOS and run *FDISK /MBR*. This will update the Master Boot Record.

Issue #7 - Blue screen crash when upgrading from Windows NT 3.51 (or an early RC version) to Windows NT 4.0 (RC).

Problem:

When upgrading a Compaq server configured with Windows NT 3.51 and Compaq 32-bit SCSI-2 Driver to Windows NT 4.0 (RC) the system will crash (blue screen) during the second reboot (going from text to graphics mode).

Solution/Workaround:

Before upgrading, remove the Compaq SCSI driver and replace it with the SymBIOS SCSI driver (through the *SCSI Adapter Setup* option in the Control Panel). After the upgrade has completed, remove the SymBIOS driver and install the Compaq 32-bit SCSI-2 Driver via *SCSI Adapter Setup* option in the Control Panel.

Issue #8 - *PRLNTSS.SYS* Driver fails to load.

Problem:

If you try to install the Compaq ProLiant Storage Support drivers from the Compaq SSD for Windows NT, Version 1.18 or earlier, the following warning message displays after rebooting the server:

> "At least one service or driver failed during system startup. Use Event Viewer to examine the Event Log for details."

The Event Log has an error listed as follows:

> "The following boot-start or system-start driver(s) failed to load: PrlntSS"

Solution/Workaround:

This issue is fixed by installing Softpaq #1982. Download the file *SP1982.EXE* (Softpaq #1982) from the Compaq World Wide Web site: (http:\\www.compaq.com). The *SP1982.EXE* file is a self-extracting file with instructions on correcting this issue.

Issue #9 - Softpaq 1982 and installing the *PRLNTSS.SYS* Driver.

Problem:

When installing the Softpaq #1982 it will automatically install the *PRLNTSS.SYS* Driver (Compaq ProLiant Storage Support driver) whether or not the system is configured with the Compaq 32-bit SCSI-2 Driver (*CPQ32FS2.SYS*). If the SCSI driver is NOT installed, no warning message will be displayed at boot time, however, the Event Log will have the following error message:

> "The following boot-start or system-start driver(s) failed to load: PrlntSS"

Solution/Workaround:

Ignore the error message.