High CPU Utilization May Occur in Express5800 Series Servers running Agentless Management Service (iLO5) for Linux (AMS)

Certain issues may occur in Express5800 series servers running Linux OS. If the issues described are observed, please apply the resolution for the issue outlined below.

1. **Description**

   On Red Hat Enterprise Linux Server systems running Agentless Management Service (iLO 5) for Linux (AMS) earlier than version 1.4.3, on certain error conditions, smad and smad_rev may go into a loop, consuming 100 Percent of the CPU. This issue may occur in the server models, OS versions, and AMS versions listed below.

2. **Server Models**

   Express5800/R120h-1M
   Express5800/R120h-1M(2nd-Gen)
   Express5800/R120h-1M(3rd-Gen)
   Express5800/R120h-2M
   Express5800/R120h-2M(2nd-Gen)
   Express5800/R120h-2M(3rd-Gen)
   Express5800/R120h-1E
   Express5800/R120h-1E(2nd-Gen)
   Express5800/R120h-2E
   Express5800/R120h-2E(2nd-Gen)
   Express5800/T120h
   Express5800/T120h(2nd-Gen)
   Express5800/R110j-1
   Express5800/R110j-1M

3. **OS Versions**

   Red Hat Enterprise Linux Server 6
   Red Hat Enterprise Linux Server 7
   Red Hat Enterprise Linux Server 8

4. **AMS Versions**

   Any version of AMS under 1.4.3. This issue does not occur in AMS versions 1.4.3, or 2.1.0 or above (AMS 2.1.0 is included in Starter Pack version S8.10-007.01).

<Checking the Current AMS Version>

The version of AMS running on a system can be checked by using the command below:

    # rpm -q amsd

The digits after "amsd-…" in the output indicates the current version of AMS.

For example, if the version of AMS installed is 1.4.2, the output of the command would be:

    amsd-1.4.2-1166.3.rhel7.x86_64.rpm

If the output of the command is amsd-2.1.x-xxxx.xx.rhel7.x86_64, there is no need to upgrade AMS to a newer version.

5. **Resolution**

   Update AMS to version 2.1.0, or 1.4.3, depending on the OS version.

   ◆ For customers running <u>Red Hat Enterprise Linux Server 7.6 or above, or 8.x</u>:

   Please visit the website below to download Starter Pack version S8.10-007.01, and see the installation guide to upgrade iLO5 Firmware, iLO5 Language Pack, and AMS.

   Express5800 Series Starter Pack Version S8.10-007.01

   http://www.58support.nec.co.jp/global/download/starterpack/810/007/01/index.html

   ◆ For customers running <u>Red Hat Enterprise Linux Server 7.3 to 7.5</u>:

   ① Upgrade iLO5 Firmware and iLO5 Language Pack

   Before upgrading AMS, please visit the website below to download the Starter Pack, and see the installation guide to update the firmware.

   Express5800 Series Starter Pack Version S8.10-006.06

   http://www.58support.nec.co.jp/global/download/starterpack/810/006/06/index.html

   ② Upgrade AMS

   To upgrade AMS, please download the Starter Pack from the website below and follow the steps in the "Upgrading to AMS 2.1.0" section below.

   Express5800 Series Starter Pack Version S8.10-007.01

   http://www.58support.nec.co.jp/global/download/starterpack/810/007/01/index.html

   <Upgrading to AMS 2.1.0>

   (1) Mount the ISO image file after downloading Starter Pack version S8.10-007.01, and relocate the amsd-2.1.0-1406.73.rhel7.x86_64.rpm in the /packages directory to a directory of choice on the OS.

   (2) Open Linux terminal, move into the OS directory chosen in (1), and upgrade AMS using the command below.

       # rpm -Uvh amsd-2.1.0-1406.73.rhel7.x86_64.rpm

   (3) Check that the installation completed successfully using the command below.

```
# rpm -q amsd
   amsd-2.1.0-1406.73.rhel7.x86_64
```
(4) Restart the system using the command below.
```
# systemctl reboot
```

◆ For customers running <u>Red Hat Enterprise Linux Server 6.9/6.10</u>:

① Upgrade iLO5 Firmware and iLO5 Language Pack

Before upgrading AMS, please visit the website below to download the Starter Pack, and see the installation guide to update the firmware.

Express5800 Series Starter Pack Version S8.10-006.06

http://www.58support.nec.co.jp/global/download/starterpack/810/006/06/index.html

② Upgrade AMS

To upgrade AMS, please download the file amsd-1.4.3-1193.10.rhel6.x86_64.zip from the website below and follow the steps in the "Upgrading to AMS 1.4.3" section below.

Agentless Management Service (iLO5) for Linux 1.4.3

http://www.58support.nec.co.jp/global/download/063822-G01/index.html