

## Compatibility - Universal Manageability Services, Version 2.2.1

Last Updated: October 24, 2001

### Licensed and supported systems

UM Services™ is licensed for use on and is supported on the following xSeries, Netfinity® servers, IntelliStation® workstations, IBM Netvista and PC desktops, ThinkPad® notebook and Point of Sale computers.

### Notes:

1. Some models may not be available in your area.
2. On systems with Windows 95 or Windows 98 (including Windows 98 SE, but excluding Windows Millenium) installed as the operating system, UMS installed with the optional SNMP extensions has an issue with Power Management events. Should SNMP support be required on these Windows 9x platforms, then the previous version of UMS should be used (version 2.12). Our goal is to fully support these platforms in the future.

**Compatibility mode** means that IBM Director will provide basic systems management capabilities (the systems can be discovered, inventory can be collected, basic system information can be displayed, etc.). Support for Promise of Value (POV) features will be included in the follow-on release of our product. This includes features such as Alert On LAN (AOL), PFA for memory and processors, and environmental sensor monitoring (such as temperature, voltage, fan, and chassis intrusion detection).

### xSeries Servers

- xSeries 200 (requires eFix, IC31465 for Alert on LAN (AOL) support)
- XSeries 200VL (requires eFix, IC31465 for AOL and sensor support)
- xSeries 220
- xSeries 230
- xSeries 232 (no Alert on LAN support)
- xSeries 240
- xSeries 250
- xSeries 260
- XSeries 300 (requires eFix #IC31465 for Alert on LAN support)
- xSeries 330
- xSeries 340
- xSeries 342 (no Alert on LAN support)
- xSeries 350
- xSeries 370

### Netfinity Servers

- Netfinity 1000
- Netfinity 3000
- Netfinity 3500
- Netfinity 3500 M10
- Netfinity 3500 M20
- Netfinity 4000R
- Netfinity 4500R
- Netfinity 5000
- Netfinity 5100
- Netfinity 5500
- Netfinity 5500 M10
- Netfinity 5500 M20
- Netfinity 5600
- Netfinity 6000R
- Netfinity 7000
- Netfinity 7000 M10
- Netfinity 7100

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- Netfinity 7600
- Netfinity 8500R

### IntelliStation Workstations

- E-Pro — 6836, 6846, 6867, 6893, 6204 (compatibility mode only), 6214 (compatibility mode only),
- M-Pro — 6849#, 6850% (compatibility mode only), 6868, 6889, 6898
- R-Pro - 6851, 6878
- Z-Pro — 6865, 6866

# - See NOTE BELOW with regards to support on this system, **6849** Intellistation

ABSTRACT: installing IBM Director 2.2 w/ Service Pack 1: System locks

RETAIN TIP #H173973

SYMPTOMS: System BIOS locks up after installing IBM Director 2.2 and Service Pack 1 with a system BIOS of Level 20 or higher

PROBLEM ISOLATION AIDS:

- The system may be any of the following IBM IntelliStations:  
an IntelliStation M Pro, Type 6849, any Model.
- The system has the symptom described above.

The issue with the 6849 is a hardware problem that is overcome by the steps listed in RETAIN tip H173973.

The file associated with this issue, as explained in the tip, can be downloaded off the hardware site at <http://www.pc.ibm.com/support?page=MIGR-39426.html>.

% - See Note below with regards to support on the **6850** Intellistation

APAR IC31369 - DURING THE INSTALLATION OF UM SERVICES SYSTEM HEALTH OPTION UNDER W2K/NT ON AN INTELLISTATION MPRO 6850 THE OPERATING SYSTEM WILL BLUE SCREEN.

- o Symptoms: During the installation of Universal Management Services 2.2 System Health option on an IBM Intellistation MPRO model 6850, Windows 2000 or Windows NT 4.0 will display a Blue Screen.

The eFix for the 6850 can be downloaded from <http://www.pc.ibm.com/support>. To quickly locate the file simply perform a context search, the search utility in the left hand panel, for IC31369.

### IBM PC Desktops

- Netvista A20 — 6269, 6270, 6266, 6279, 6286
- Netvista A21 - 6339, 6341, 6342, 6346, 6347, 6348
- Netvista A22p - 6343, 6349, 6350, 6825, (compatibility mode support only for these systems)
- Netvista A40 — 6568, 6578, 6058, 6840, 6648, 6830, 6831, 6881, 6840, 6841, 6842
- Netvista A40p — 6837, 6847
- Netvista A60 — 6838, 6833
- Netvista S40 — 6644, 6645
- Netvista M41 - 6790, 6791, 6792, 6793, 6794, 6795, (compatibility mode support only for these systems)
- Netvista M41Slim - 6843, 6844 (compatibility mode support only for these systems)
- Netvista S40p — 6646
- Netvista X40 — 6643
- Netvista X41 - 6274 (compatibility mode support only for these systems)
- PC 300 - 6344, 6345
- PC 300GL — 6263, 6268, 6272, 6275, 6277, 6278, 6282, 6284, 6285, 6287, 6288, 6338, 6561, 6563, 6564, 6574, 6591
- PC 300PL — 6562, 6565, 6584, 6592, 6594, 6595, 6871, 6862, 6892
- PC 300XL — 6588
- PC 710 — 6870

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### ThinkPad Notebooks

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- A21e, A22e -- 2655, 2628
- A22e — 2655
- A20p, A21p, A22p -- 2629
- A20m, A21m, A22m -- 2628, 2633
- A30m -- 2652, 2654
- A30p -- 2653
- sS30 -- 2639
- T20, T21, T22 — 2647, 2648
- T23 - 2647 (see note below), 2648
- X20 — 2660, 2661, 2662
- X21, X22 — 2660, 2662
- X23 - 2660, 2662
- X41 (compatibility mode only)
- TransNote - 2675
- 240
- 380XD, 380Z
- 390, 390X, 390E
- 560X, 560Z
- 570, 570E
- 600, 600E, 600X
- 770, 770E, 770ED, 770X, 770Z

T23 - 2647 Thinkpad Users:

Suspend or hibernation requests stop on ThinkPad T23.

<Symptom>

Power Management operation (like suspend or hibernate) may stop during the process on ThinkPad T23 machine.

<Work around>

Locate `ibmtemph8w.dll` file on the machine (default location is under `c:\windows\system` directory), then delete this file.

This file is not necessary on ICH3-M chipset machines. You may need to logon to Windows under Safe-mode to delete this file.

### Point of Sale Systems (compatibility mode):

- SurePOS 500 --- 4840-521 (Will be withdrawn 11/01)
- SurePOS 500 --- 4840-531
- SurePOS 500 --- 4840-541
- SurePOS 500 --- 4840-561
- SurePOS 500/600 --- 4840-551
- SurePOS 500/600 --- 4840-551
- SurePOS 600 --- 4840-611
- SurePOS 600 --- 4840-621

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### Software requirements

**Note:** The UM Services Client component is installed directly on supported Microsoft operating systems through the main IBM Director installation program. UM Services Client is also supported on other operating systems through a direct installation from each supported operating system directory on the CD. Universal Manageability (UM) Services Version 2.2 requires one of the following operating system environments:

- Windows 2000 Server or Advanced Server
- Windows 2000 Professional
- Windows NT Server 4.0 (with Service Pack 4 or later)
- Windows NT Workstation 4.0 (with Service Pack 4 or later)
- Windows 98
- Windows 95 (with OEM Service Release 2 (OSR2) or later)
- Windows Millennium

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- Redhat Linux Version 6.2
- OS/2 4.0 with Service Pack 5
- OS/2 Warp Server for e-business
- Novell NetWare 4.x with Service Pack 5 or later
- Novell NetWare 5.x
- SCO UnixWare 7.1 or later

One of the following Network Protocols:

- TCP/IP
- NetBIOS
- IPX
- SNA
- SLIP
- HTTP

Upward Integration Modules are provided for the following workgroup or enterprise managers:

- Tivoli Management Framework Version 3.6.x
- Tivoli Software Distribution Version 3.6
- Tivoli Enterprise Console Version 3.6
- Tivoli NetView Version 5.1.1 and 6.0 for Windows NT
- Computer Associates Unicenter TNG Framework Version 2.2, AIM IT
- Workgroup Edition Version 3.0, and SHIPIT Workgroup Edition Version 2.0
- Microsoft SMS Version 2.0
- Microsoft SMS Version 1.2
- Intel LANDesk Management Suite Version 6.2
- HP Open View Network Node Manager 6.0 or 6.1

Optionally, one of the following Web browsers for direct access to a client running UM Services:

- Microsoft Internet Explorer 4.01 or later
- Netscape Communicator 4.5 or later
- Netscape Navigator 4.5 or later