

CUSTOMER ADVISORY

ES020708_CW01 REVISION: 0

Installing Citrix MetaFrame XP Or MetaFrame 1.8 In Windows 2000 Environment Causes Blue Screen With Integrated Lights-Out

RELEASE DATE: August 2002

DESCRIPTION

On a ProLiant server with the Integrated Lights-Out driver loaded, a blue screen may occur during or after the TAPI modem portion of a Citrix MetaFrame XP or MetaFrame 1.8 installation in a Microsoft Windows 2000 environment. The blue screen can also occur when using the Connection Configuration Manager to create a "New Connection."

Note: As of this Customer Advisory release date, the only two ProLiant servers with Integrated Lights-Out (iLO) are the ProLiant DL360 G2 and ProLiant DL580 G2. However, the problem can potentially occur on any future ProLiant server that includes iLO.

SCOPE

Any ProLiant server with an Integrated Lights-Out (iLO) that is being configured with Citrix MetaFrame XP or MetaFrame 1.8 in a Microsoft Windows 2000 environment.

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RESOLUTION

To prevent the problem from occurring, disable the Integrated Lights-Out device in the Multifunction Adapters area of Windows 2000 Device Manager before installing Citrix Metaframe XP or MetaFrame 1.8 or creating a "New Connection" in the Connection Configuration Manager. Re-enable the driver after the operation is complete.

Note: When the Integrated Lights-Out is disabled, the Integrated Lights-Out Remote Console will not be available.

HARDWARE PLATFORMS AFFECTED: ProLiant, ProLiant DL360 G2, ProLiant DL580 G2

COMPONENTS AFFECTED: Non-hardware Specific

OPERATING SYSTEMS AFFECTED: Microsoft, Microsoft Windows (Windows 2000, Windows 2000 Advanced Server, Windows 2000 Datacenter, Windows 2000 Server)

SOFTWARE AFFECTED: Non-software Specific

THIRD PARTY PRODUCTS AFFECTED: Citrix MetaFrame 1.8, Citrix Metaframe XP

DOWNLOADABLE FILES: None

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

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