



This Technical Advisory describes an issue, which may or may not affect the customer's product.

# Intel Technical Advisory

TA-1174

5200 NE Elam Young Parkway,  
Hillsboro, OR 97124.

February 4, 2022.

## Intel® Data Center Systems (Intel® DCS) for Hyper-Converged Infrastructure (HCI), certified for Nutanix\* Enterprise Cloud Platforms – Nutanix\* Foundation installation fails due to a mount error of the Intel® Server Debug and Provisioning Tool (Intel® SDP Tool).

### Products Affected

| Product Name    |                 |                 |
|-----------------|-----------------|-----------------|
| HNS2600BPSNUR   | HNS2600BPB24NUR | HNS2600BPS24NUR |
| LCY2312NXxxxxxx | LCY2216NX1xxxxx | LCY2216NX2xxxxx |
| LCY2224NX1xxxxx | LCY2224NX2xxxxx | LCY2224NX3xxxxx |

### Description

In the event of a Nutanix\* Foundation installation failure, the embedded Intel® SDP Tool version 3.0 (or previous) may leave a residual mounting record that can prevent future images from being mounted. This issue is indicated by the message "Error: Mount Error: Allowed only 4 Images on the same target system". This log is cleared by running the `mount_clean` script on the Foundation host system.

### Root Cause

Intel® SDP Tool version 3.0 (or previous) allows only four mounted images at a time. This prevents new images to be mounted, thereby causing Nutanix\* Foundation installation to fail.

### Corrective Action / Resolution

#### 1. Future versions of Intel® SDP Tool

Nutanix\* Foundation will include the latest Intel® SDP Tool (version 4.0), which should not result in this failure moving forward.

#### 2. `mount_clean` script

This script cleans any leftover mount logs from the Intel® SDP Tool and allow newer images to be mounted.

#### Download the script from:

<https://www.intel.com/content/www/us/en/download/717863/intel-server-debug-and-provisioning-tool-intel-sdp-tool-mount-clean-script.html?cache=1643842945>

#### Usage:

Within the Nutanix\* Foundation VM where the Intel® SDP Tool is installed, type:

```
[nutanix@nutanix-installer config]$ ./mount_clean.sh
```

Once the script is executed, no additional steps/restarting of the VM is needed. The script should unmount any active virtual media (vmedia) for a given BMC IP (or all BMC). The Intel® SDP Tool should be able to mount after script completion. The script also takes BMC IP as optional argument.

The following screenshot shows the usage of the script, and what to expect:

```
[root@localhost tmp]# ./mount_clean.sh
Caution: This will terminate all BMC virtual media mounted by SDPTool
Do you Agree to proceed? (Y/N)
y
===== 10.190.204.31 =====
Clearing mount processes
Vmedia config is clean
*****

===== 10.190.204.8 =====
Clearing mount processes
Found 4 active entries
Exiting active processes
Cleaning config file
*****

===== 10.190.252.67 =====
Clearing mount processes
Vmedia config is clean
*****

===== 10.190.252.75 =====
Clearing mount processes
Vmedia config is clean
*****

===== 10.49.13.150 =====
Clearing mount processes
Vmedia config is clean
*****

[root@localhost tmp]# ./mount_clean.sh 10.190.204.8
===== 10.190.204.8 =====
Clearing mount processes
Found 2 active entries
Exiting active processes
Cleaning config file
*****
```

**Contact your local Intel Sales Representative if you require more specific information about this issue.**

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH INTEL PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN INTEL'S TERMS AND CONDITIONS OF SALE FOR SUCH PRODUCTS, INTEL ASSUMES NO LIABILITY WHATSOEVER AND INTEL DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF INTEL PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY PATENT, COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHT.

A "Mission Critical Application" is any application in which failure of the Intel Product could result, directly or indirectly, in personal injury or death. SHOULD YOU PURCHASE OR USE INTEL'S PRODUCTS FOR ANY SUCH MISSION CRITICAL APPLICATION, YOU SHALL INDEMNIFY AND HOLD INTEL AND ITS SUBSIDIARIES, SUBCONTRACTORS AND AFFILIATES, AND THE DIRECTORS, OFFICERS, AND EMPLOYEES OF EACH, HARMLESS AGAINST ALL CLAIMS COSTS, DAMAGES, AND EXPENSES AND REASONABLE ATTORNEYS' FEES ARISING OUT OF, DIRECTLY OR INDIRECTLY, ANY CLAIM OF PRODUCT LIABILITY, PERSONAL INJURY, OR DEATH ARISING IN ANY WAY OUT OF SUCH MISSION CRITICAL APPLICATION, WHETHER OR NOT INTEL OR ITS SUBCONTRACTOR WAS NEGLIGENT IN THE DESIGN, MANUFACTURE, OR WARNING OF THE INTEL PRODUCT OR ANY OF ITS PARTS.

Intel may make changes to specifications and product descriptions at any time, without notice. Designers must not rely on the absence or characteristics of any features or instructions marked "reserved" or "undefined". Intel reserves these for future definition and shall have no responsibility whatsoever for conflicts or incompatibilities arising from future changes to them. The information here is subject to change without notice. Do not finalize a design with this information.

The products described in this document may contain design defects or errors known as errata, which may cause the product to deviate from published specifications. Current characterized errata are available on request.