

INTERLAB

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ISSUE: TCPIP service shutdown and ImageSan

Concerned platforms:

TOUCH W2K

Symptoms:

Touch workgroup works well but if a single Touch works alone, WITHOUT Ethernet connected ImageSan Locks the SAN FC drives.

ImageSan maintain FAT integrity via Ethernet link, if Ethernet is reported missing ImageSan Locks the drive to protect datas.

FIRST WAY OUT

Install an Ethernet Switch or hub, the problem is that when W2K starts and detect that Ethernet is not in use, the IP service is not started. This conflicts with ImageSan requirements.

SECOND WAY OUT

Un-install ImageSan from the unit. This is OK if the Touch will run for some weeks alone. It is OK till you connect it back to SAN, do NOT FORGET to re-install ImageSan.

THIRD WAY OUT

Amend the REGISTER to ALWAYS START IP regardless if connection is or is not started.

Here are steps to follow:

Start the registry editor - open a dos box, and type '**regedt32**'

view the following key:

KEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters

Select Edit->**Add Value**

Add a value called '**DisableDHCPMediaSense**', data type REG_DWORD, **value 1**

Close regedt32 and reboot.

Pls. send us your feel back.

Rev.1 – David 15.02.04