intel®Technical Advisory

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5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Server Management v5.5 & v5.5.1 Generates Errors Installing to Non-English Console Operating System

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Products Affected
Intel® Server Management Software versions 5.5 & 5.5.1
These versions are bundled with the following Intel® server board products: SE7501WV2, SE7501BR2 and SE7501HG2

Description
Intel Server Management software involves installing client side components to a Microsoft* Windows* operating system based console. At the completion of the initial installation steps the user is told to reboot the console system. During the following reboot, the software installation initiates several updates to complete the install process. When these updates are done on consoles running other than English language operating systems, the following error message(s) may appear: "需要Lan Alert Help Search Data上的文件"DOCS"

Root Cause
The LAN Alert Viewer component of Intel Server Management underwent a modification to its Help file system. Several Help files that are needed for the Help modification are missing from the ISM CD.

Corrective Action / Resolution
Two corrective download options are available. First, a web posting of the full ISM v5.5.1 is available for download. The self-extracting file is approximately 61MB. The file name is "ISM5_5_1_Build37A_CD.exe" This build of ISM v5.5.1 can be used to replace either ISM v5.5 or v5.5.1. This download may be run from a hard drive or used to create a new ISM CD.

The second option is a small update that contains just the missing files. This is also available as a web download. The file to download is "ISM_5_5_Install_Upd.exe" and is approximately 32KB in size. To use this update the user must copy the entire ISM directory structure from the affected resource CD to a writeable media such as a hard drive. Executing the update per instructions in its accompanying readme.txt file will add the missing files in the correct directory location. The ISM installation may then be run from the hard drive or copied to a new CD.

These two downloads are available from http://support.intel.com or, for OEMs or resellers, from the Intel Business Link.

Workarounds
When the error message dialog box mentioned above is displayed, the user has the option to click "cancel". The rest of the ISM installation will complete and no other error messages have been reported to occur.

Please contact your Intel Sales Representative if you require more specific information about this issue.

Enterprise Platforms & Services Division
Intel Corporation