



# HP TippingPoint Product Bulletin

**Product Bulletin #1055**

**Subject:** BIOS Configuration change for HP SMS H3 and HP SMS H3 XL

**Date of Announcement:** October 2, 2015

**Summary:**

HP TippingPoint’s Security Management Systems (SMS) shipped from manufacturing prior to October 1, 2015 had an incorrect setting in the system’s BIOS, thus enabling support for x2APIC technology. Enabling this configuration forces the SMS to only recognize one CPU core in a system with multiple CPU cores. SMS systems running with only one core enabled, have experienced symptoms such as slow distribution times and high CPU utilization. For optimum SMS performance, the x2APIC option should be disabled.

**Note:** SMS manufacturing procedures have been adjusted to correct for this this change. All SMS’s shipped after October 1, 2015 will ship with the correct BIOS setting.

**Affected Products**

“J” SKU Number	Description	
C1J59A	HP SMS H3	HP ProLiant DL360 Gen 9
C1J60A	HP SMS H3 XL	HP ProLiant DL380 Gen 9

To identify if your system is an H3 SMS, run the following command from the command line interface (CLI):

**get sys.model**

If the model is **HP SMS H3 XL** or **HP SMS H3** then you may be affected and should follow the instruction below.

**How to confirm if the BIOS change is required:**

- 1. From the **CLI** run the command; **set logs.create=yes**. This command will initiate the creation of a forensic file.
- 2. From the **SMS client** go to; **Admin→Exports and Archives** section.
- 3. Highlight the file **sms\_log.zip**, press **Export** and save the file to you PC.
- 4. Locate and unzip the file (**sms\_log.zip**) just exported.
- 5. From the unzipped files select and open the file **forensics.txt**.
- 6. Once the file is open look for the following entry: **begin: cpu count**.

If the data after the “**begin: cpu count**” entry has multiple processors entries, then the system is configured correctly. If the data after the “**begin: cpu count**” entry shows a single processor entry, then you system is configured incorrectly and will require the BIOS configuration change.

If the BIOS entry has been correctly configured, the HP SMS H3 server would show 24 processors (0-23) and the HP SMS H3 XL would show 48 processors (0-47).

As an example;

```
[begin: cpu count]
processor      : 0
processor      : 1
etc., etc.
[end: cpu count]
```



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## Recommended action:

If your system is affected, disable the x2APIC BIOS setting at the earliest opportunity.

**Note:** Changing the BIOS requires a system reboot and either physical console (VGA) access or BIOS access via the iLO management interface.

## How to disable x2APIC support:

1. From a physical console (not SSH) or via iLO reboot the SMS
2. When the “**HP ProLiant**” boot screen appears, press **F9** to access the **System Utilities**.  
**Note:** You will have around 30 seconds to press **F9** before the system continues with the normal boot process.
3. Select **System Configuration**
4. Select **BIOS/Platform Configuration (RBSU)**
5. Select **System Options**
6. Select **Processor Options**
7. Select **Processor x2APIC Support**
8. Press **Enter**
9. Select **Disabled**
10. Press the **<ESC>** key twice, to move to the BIOS/Platform Configuration (RBSU) screen.
11. Select **System Default Options**.
12. Select **User Default Options**.
13. Select **Save User Defaults** and press **Enter**. Press **spacebar** to dismiss the warning, then use the arrow keys to select the option “**Yes, Save**” and press **Enter**.
14. Press **F10** to **Save**.
15. Select **Y** to confirm.
16. Press the **<ESC>** key until you are back to the **System Utilities** menu.
17. Select **Reboot the System**. Press **Enter** to confirm the reboot of the system.

If you have concerns or further questions regarding this issue, contact the HP TippingPoint Technical Assistance Center (TAC).

Thank you,  
HP TippingPoint

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