



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

Intel Technical Advisory

TA-0922-1

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Intel® IPMI driver will cause virtual machines under Microsoft* Windows 2008 w/ Hyper-V* to be inaccessible.

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Products Affected

Intel® Active System Console – version 3.0 and below
Intel® Server Management Pack – version 3.0 and below
Intel® One Boot Flash Update for Windows – version 9.70 Build 5 and below
Intel® System Configuration Utility for Windows – version 5.0.1 Build 8 and below
Intel® SNMP-SA – version 6.0.0.9999 and below
Intel® SELViewer – version 2.0.1 Build 5 and below

Description

The Intel IPMI driver is used by some firmware/BIOS update utilities as well as all System Management Software products. This includes the One Boot Flash Update (OFU) utility, System Configuration Utility, Intel® Active System Console, and Intel® Server Management Pack. Software packages that use the Microsoft IPMI driver will not experience this issue.

Virtual machines loaded under Microsoft Windows 2008 with Hyper-V will become inaccessible after the Intel IPMI driver included in the products affected listed above is installed and the system is rebooted. The impact to users will be the inability to start or view the console on any existing virtual machine as well as create a new virtual machine.

Intel has released a utility (ResetAccess.exe) to correct systems that are affected by this issue. The utility modifies the security settings to their correct values allowing Microsoft Windows with Hyper-V access to the virtual machines. The utility can be downloaded from Intel's support web site (<http://support.intel.com/support/motherboards/server/sysmgmt/index.htm>).

Review the recommendations section of this technical advisory for instructions on how to run the utility.

Intel is updating its driver to correct this issue and the driver will be included in all products released after Q1, 2009.

Root Cause

After installing the Intel IPMI driver, the driver incorrectly modifies some security settings that prevent Microsoft Windows 2008 Hyper-V from accessing the storage containing its virtual machines.

Corrective Action / Resolution

If you are unable to start a virtual machine under Microsoft* Windows 2008 with Hyper-V* role enabled after installing the Intel IPMI driver, follow these steps to fix the issue;

- Extract the contents of the attached zip file into any folder in the Server where Hyper-V is enabled
- Execute the ResetAccess.exe utility
- A log file ResetAccess.log will be created in the same folder with additional debug information.
- Restart the Server

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

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