Intel Technical Advisory

TA-1175

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Intel® Server Debug and Provisioning Tool (Intel® SDP Tool) mount error.

Products Affected

Product Name
• Intel® Server Board S2600 (based on the Intel® Xeon® processor E5-2600 v3/v4 family)
• Intel® Server Boards based on the Intel® Xeon® Scalable processor family
• Intel® Server Boards based on the 2nd Gen Intel® Xeon® Scalable processor family
• Intel® Server Boards based on the Intel® Xeon® Platinum 9200 processor family
• Intel® Server Board M70KLP family
• Intel® Server Board D50TNP
• Intel® Server Board M50CYP
• Intel® Server Board D40AMP
• Intel® Server Board M20NTP

Description

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".

Root Cause

Intel® SDP Tool version 3.0 (or previous) allows only four mounted images at a time. This residual mounting record prevents new images from being mounted. So, the user cannot mount any additional images without previously clearing the preceding images.

Corrective Action / Resolution

1. **Future versions of the Intel® SDP Tool**
   The latest Intel® SDP Tool (version 4.0) includes the **-clean** option for unmounting. This addition should prevent getting this failure as a result moving forward.

   ```
   SDPTool <ipv4> <username> <password> unmount [<IMAGE/ISO> | -clean]
   [-no_user_interaction]
   SDPTool unmount [-no_user_interaction]
   ```

   The `unmount` command allows the user to unmount or remove one or more virtual media (vmedia) that was mounted to the remote platform using the `vmedia` command. The **-clean** option clears residual mounting records, along with all associated active connections.

2. **`mount_clean` script**
   The user can also manually use this script to clean 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 prompt where the Intel® SDP Tool is installed, type:
   ```
   [prompt]$ ./mount_clean.sh
   ```

Once the script is executed, no additional steps/restarting of VM are/is needed. The script should unmount any active vmedia for a given BMC IP (or all BMC). 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
*************************************
```

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