intel® Technical Advisory

TA-0693-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

March 19, 2004

Intel® Server Management 5.5.6, 5.5.7 and 5.8, updates after Uninstalling Intel® Server Management.

Products Affected
Intel® Server Management 5.5.6, 5.5.7 and 5.8.

Description
When Uninstalling Intel Server Management 5.5.6, 5.5.7 or 5.8 on a system with Microsoft* Windows* 2003 Server (Standard or Advanced), the uninstall application inadvertently disables wbemupgd.dll. Afterwards the Windows* Control Panel, Add/Remove Programs, Windows Components Wizard will not start and displays the following error message: "Setup Library wbemupgd.dll could not be loaded, or function OcEntry could not be found. Contract your system administrator. The specific error code is 0x7e."

Corrective Action / Resolution
Three changes will need to manually be performed after uninstalling Intel Server Management 5.5.6, 5.5.7 or 5.8

1) **Version 5.5.7:**
   Update the path environment variable: Go to "My Computer -> Properties -> Advanced -> Environment Variables -> System Variables and remove the terminating ";" (semi-colon) at the end of the path statement.
   Default Path
   %SystemRoot%\system32;%SystemRoot%;%SystemRoot%\System32\Wbem
   Changes to Path after installing ISM 5.5.7
   %systemroot%\system32;%systemroot%;%systemroot%\system32\wbem;c:\program files\intel\servermanagement\bin; c:\program files\intel\servermanagement\bin\cli;
   Changes to Path after Uninstalling ISM 5.5.7
   %systemroot%\system32;%systemroot%;%systemroot%\system32\wbem;c:\windows\system32**;**
   Delete the ";" at the end of the path statement.

   Version 5.5.6 and 5.8
   Update the path environment variable: Go to "My Computer -> Properties -> Advanced -> Environment Variables -> System Variables and replace c:\windows\system32 with the default path value:
   %SystemRoot%\system32;%SystemRoot%;%SystemRoot%\System32\Wbem
   Changes to Path after Uninstalling ISM 5.5.6
   c:\windows\system32
   Remove c:\windows\system32 and replace with
   %SystemRoot%\system32;%SystemRoot%;%SystemRoot%\System32\Wbem

2) Remove the ISM path statement from the AUTOEXEC.BAT file
   Default Autoexec.bat Path
   No entries
   Changes to AUTOEXEC.BAT Path after Installing ISM 5.5.7and 5.8
   path = "%PATH%;c:\program files\intel\servermanagement\bin";""

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Delete the following from the Autoexec.bat Path:
c:\program files\intel\servermanagement\bin";""

3) Update the system registry PATH variable from REG_SZ to REG_EXPAND_SZ.
Go to START -> RUN -> regedit <enter>
Go to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Environment
Rename the PATH key to PATH_OLD and copy the Value's Data.
Create a new Expandable String Value Key named PATH and paste the value data to the new PATH key.

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

Enterprise Platforms & Services Division
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