

IMC

Service Operation Manager 7.0 (E0101)

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What's New in this Release

IMC SOM 7.0 (E0101) can be installed directly, or you can upgrade from IMC SOM 5.1 (E0201) or later versions. The following lists all features released after IMC SOM 5.2 (E0401).

Features released in IMC SOM 5.2 (E0401)

- Supports SQL Server 2012 database.

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Problems Fixed in this Release

IMC SOM 7.0 (E0101) fixes the following problems, including all bugs fixed after IMC SOM 5.2 (E0401).

Resolved Problems in IMC SOM 7.0 (E0101)

1. The user name and identity number of a SOM account can be modified in SOM.
2. If you unselect “ Only show users who open self-service account” in filter dialog, the SOM account list sort by the account name correctly and no server errors popup.
3. The nullified process names display in the process name condition of process audit..

Resolved Problems in IMC SOM 5.2 (E0401)

1. If the change time of CI change record is later than 12:00 pm, the change time of CI change audit is displayed in 24-hour format.
2. If you construct HTTP packets to access iMC SOM Servlets, you can not successfully access the server-side Servlets without login.

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SOM Software Distribution Contents

The SOM CDROM contains the following files and folders:

1. **SOM\manual\readme_som_7.0 (E0101).html** - this file
2. **SOM\manual\HP IMC Service Operation Manager User Guide.pdf** - the SOM user guide
3. **SOM\manual\SOM Process Designer User Manual.pdf** - the SOM Process Designer user manual
4. **SOM\install** - the SOM installation program for Windows and Red Hat Enterprise Linux
5. **SOM\tools** - the SOM process designer installation program for Windows

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Installation Prerequisites

Server Requirements

The following are the minimum hardware and software requirements for running IMC on a PC server:

- Minimum hardware requirements
 - Pentium 4 3.0 GHz processor
 - 4 GB of RAM
 - 50 GB hard disk space
- Operating system (Versions marked X64 are recommended):
 - Windows Server 2003 with Service Pack 2
 - Windows Server 2003 X64 with Service Pack 2 and KB942288
 - Windows Server 2003 R2 with Service Pack 2

- Windows Server 2003 R2 X64 with Service Pack 2 with KB942288
- Windows Server 2008 with Service Pack 2
- Windows Server 2008 X64 with Service Pack 2
- Windows Server 2008 R2 X64 with Service Pack 1
- Windows Server 2012 X64 with KB2836988
- Red Hat Enterprise Linux 5 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 5 X64 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 5.5 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 5.5 X64 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 5.9 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 5.9 X64 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 6.1 X64 (Enterprise and Standard versions only)
- Red Hat Enterprise Linux 6.4 X64 (Enterprise and Standard versions only)

- VMware:
 - VMware Workstation 6.5.x
 - VMware Workstation 9.0.x
 - VMware ESX Server 4.x
 - VMware ESX Server 5.x

- Hyper-V:
 - Windows Server 2008 R2 Hyper-V
 - Windows Server 2012 Hyper-V

- Database
 - Microsoft SQL Server 2005 Service Pack 4 (Windows only)
 - Microsoft SQL Server 2008 Service Pack 3 (Windows only)
 - Microsoft SQL Server 2008 R2 Service Pack 2 (Windows only)
 - Microsoft SQL Server 2012 Service Pack 1 (Windows only)
 - Oracle 11g Release 1 (Linux only)
 - Oracle 11g Release 2 (Linux only)

- Oracle 11g Release 2 (64-bit) (Linux only)
 - MySQL Enterprise Server 5.1 (Linux and Windows) (Up to 1000 devices are supported)
 - MySQL Enterprise Server 5.5 (Linux and Windows) (Up to 1000 devices are supported)
 - MySQL Enterprise Server 5.6 (Linux and Windows) (Up to 1000 devices are supported)
- IMC Platform Compatibility
 - IMC Platform version: IMC PLAT 7.0 (E0101) and its patches

Note: 64-bit operating systems are recommended over 32-bit operating systems because of the larger amount of available memory for applications.

Note: Optimal hardware requirements vary with scale, other management factors, and are specific to each infrastructure. Please consult HP, or your local account teams and precise requirements can be provided.

GSM modem (optional)

A GSM modem is required for forwarding alarm messages. The following models have been tested to work with IMC. For more information about a specific GSM modem, see its product manual.

- WaveCom M2306B
- WaveCom TS-WGC1 (Q2403A)
- Wanxiang serial port GSM modem (DG-C1A)
- Wanxiang USB GSM modem (DG-U1A)
- Wanxiang USB min GSM modem (DG-MINI)
- WaveCom M1206B GSM modem (chip: 24PL)
- WaveCom USB M1206B GSM modem (chip: Q24PL, Q2403A)

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Client Prerequisites

PC Requirements

- Minimum hardware requirements
 - 1.5 GHz processor
 - 2048 MB of RAM
 - 50 GB hard disk space

- Operating system
 - Windows 7 or later

- Browser
 - IE 9.0 or 10.0 is recommended.
 - Firefox 20 or later is recommended.
 - Chrome 26 or later is recommended.
 - Turn off the blocking settings in the browser.
 - Add the IMC website to the trusted sites of the browser.
 - The client resolution is 1280*768 at least.
 - JRE 1.6.0_update10 or later is recommended. If a client has no JRE, IMC prompts the user to install JRE for the client.

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New Installation

Before installing SOM, make sure that IMC is correctly installed. To install SOM, click Install on the Monitor tab of the Intelligent Deployment Monitoring Agent, select the installation directory for the component, and click OK.

For detailed installation and upgrade instructions, see IMC Installation Guide.

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Removing SOM

You can remove SOM component through the Intelligent Deployment Monitoring Agent. Perform the following steps:

1. On Windows, select **Start > All Programs > HP Intelligent Management Center > HP Deployment Monitoring Agent**, or on Linux enter the **deploy** directory of the IMC installation path by using the **cd** command, and then execute **dma.sh**. IMC is typically installed in the **/opt/iMC** directory.

2. In the window that appears, select Stop IMC on the Monitor tab to stop all IMC processes.
3. On the Deploy tab, right-click the SOM component, select Uninstall the Component from the shortcut menu.
4. A dialog box appears, indicating that the component was successfully removed. Click OK.

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Known Problems

Installation/Upgrade/Patch

None.

Other Problems

None.

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