HP Systems Insight Manager 7.2 Release Notes



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Warranty

HP will replace defective delivery media for a period of 90 days from the date of purchase. This warranty applies to all Insight Management products.

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1 What's new in Systems Insight Manager 7.2

Latest hardware support

- Latest ProLiant Gen8 servers
- HP iLO 4 4 1.20
- HP Virtual Connect Enterprise Manager 3.75
- Location Discovery Services (LDS) on c7000
- SmartMemory and Smart Disk support
- Flex 10 support
- HP 5120-16G-SI Network Switch (JE073A) COMware5
- HP 5830AF-48G Network Switch (JC691A) COMware5
- HP 5920AF-24XG Network Switch (JG296A) COMware7
- HP 5820-24XG-SFP+ Network Switch (JC102A) COMware5
- HP 5800-48G Network Switch (JC105A) COMware5
- D2220sb storage blade
- HP 3PAR 7000 FC
- HP StoreVirtual P4130 and P4330

Latest Software releases support

- Windows Server 2012 support (CMS and managed system)
- Windows Server 2012 Hyper-V (CMS and managed system)
- Support for Ubuntu
- Flash 11 support
- Firmware baseline reporting

Security Enhancements

- SSH Server Keys Re-Generation
- Support for SNMPv3
- Support for Proxy Authenticator
- SSL support for 2048 bit certificates
- User defined ciphers

2 Important notes

Central Management Server

Use careful planning if you want to deploy new drivers, firmware agents, or other software to the local CMS because you might receive unexpected results, such as a mandatory reboot of the CMS.

Configure or Repair Agents

Configure or Repair Agents fails on Linux systems if the HP Insight Management WBEM providers are already installed on the system. HP does not support both WBEM and SNMP (contained in the Linux support pack deployed by Configure or Repair Agents) on the same system. If the Configure or Repair Agents operation fails, you can view the HP Smart Update Manager log on the target system, located in the /var/hp/log/hpsum_execution_log* file and /var/hp/log/localhost/*.txt files for more details. If the WBEM providers have already been installed, the localhost/hpsum_detail_log.txt file will show a dependency conflict - hp-health conflicts with hp-smx.

Data Collection

After discovering MSA2000 systems, Data Collection might fail resulting in minimal information appearing on the System page and only Discovery/Identification data appearing in Data Collection report. To resolve this issue, run Data Collection again.

Database credentials

During HP SIM installation, the database credentials must have SQL administrator access with dbowner rights. After installation, these rights can be reduced.

Environment changes

The mxreconfig command is used to reconfigure HP SIM to accommodate environment changes such as a CMS hostname change, CMS IP address change, or service credential changes. It also has a *sqlredirect* option used to configure HP SIM to point to a different database server and/or SQL server port number.

Discovering ESXi 4.x and 5.x and above with lockdown enabled in HP SIM 7.2

When discovering ESXi 4.x and 5.x and above HP WBEM providers must be installed on the system for DC, hardware status polling, and indications to work.

To discover ESXi 4.x and 5.x and above with lockdown enabled in HP SIM 7.2:

- Check the option Automatically discover Vmware ESX host server in lockdown enabled mode in Options

 Discovery

 Configure Global Settings.
- Discover the Virtual Center first to which the ESXi Host is registered.

Make sure Virtual Center credentials are properly entered for the Virtual Center and the node has the subtype set as "Virtual Center".

If a node is Virtual Center, provide the Virtual Center credentials:

- a. From the System Page→Edit System Credentials select all the credential and click the Edit Credential button. Select Show Advanced Credentials, select the VME tab and provide the vCenter credentials.
- b. The credentials will be set and will trigger a discovery over the node again, which will identify the node as a "Virtual Center" node.

- 3. If you discover the ESXi host in "Lockdown Enabled" mode, no credentials are required.

 Neither Insight managed system setup wizard nor configure/repair agents works in "Lockdown Enabled" mode.
- 4. Migration from "Lockdown Disabled" to "Lockdown Enabled" resets the credentials.
- 5. Migration from "Lockdown Enabled" to "Lockdown Disabled" will require a discovery task with the appropriate credentials.

Firmware

P2000 G3 SAS array firmware (Firmware version-T230) does not support SAS Host port topology change related events. You will not receive SAS topology WBEM events in P2000 G3 firmware.

Group actions

Group actions are supported on all versions of Integrity iLO 2 and specific versions of Integrity iLO 3. For Integrity iLO3, group actions are not supported on BL860C i2, BL870C i2, BL890 C i2, and RX2800 i2 systems. Therefore, the tasks that run group actions on these systems will fail. This feature is enabled on BL860C i4, BL870C i4, BL890 C i4, and RX2800 i4 systems.

Help

In Simplified Chinese, the help for the SNMPv3 credentials page will not display. Please refer to the HP Systems Insight Manager User Guide at http://www.hp.com/go/insightmanagement/sim/docs for information on SNMPv3.

The First Time Wizard – Discovery help may not display. For information on Discovery , refer to the HP SIM Online Help.

Help on search

- **Search is not case sensitive**. Example: Searching for cat finds topics containing both cat and Cat.
- **Full and partial matches**. Unrelated partial terms are not found. Example: Searching for cat finds cat and cats, but does not find category because it is an unrelated term with a partial matching string.
- **No support for wildcard characters**. Example: Searching for cat* finds topics containing cats but does not find topics containing category.
- **Keyword paste**. To enter a complex keyword, copy it from another window, right-click the text box and select **Paste**.
- Some matches are to the topic's metadata, rather than the visible content.
- When a search results in no hits, the system returns the stemmer rather than the search term
 in the Your search returned no results for <search-term> panel. For example, the term
 Orchestration stems to orchestr and the results show as Your search returned no results for
 orchestr. This is expected behavior.

Table 1 Supported search options

Option	Result
Quoted phrases	Not supported.
AND	If you enter two terms, the search engine locates topics that contain both terms and topics that contain each term.
OR	Search locates topics that contain the individual terms without the other term. You can enter more than two terms. Separate lists are generated for each search.
NOT	Not supported.

Table 1 Supported search options (continued)

Option	Result	
Wildcards	Not supported.	
Metadata	Supported.	
Ranking	Not supported.	

HP Smart Update Manager

You will encounter errors when updating iLO firmware if the existing version is less than 2.0.5. The following conditions must be met for HP SUM to be used to update HP Version Control:

- HP Version Control must be part of a domain
- HP Version Control must have good health
- HP Version Control must be in a paired or redundant configuration

HP Systems Insight Manager

If the menus in HP SIM overlap each other, you must change internet settings.

- 1. Go to Tools→Internet Options.
- 2. Select the **Security** tab.
- 3. Select Local intranet, and then click Sites.
- 4. Select Automatically detect internet network.
- Click **OK**.
- 6. Click OK.

Steps for Internet Explorer 9 are:

- 1. Go to Tools—Internet Options.
- Select the Security tab.
- 3. Select Local intranet, and then click Sites.
- 4. Under **Add this website to the zone:**, click **Add**, and add the CMS site.
- 5. Click Close.
- 6. Click OK.

HP Systems Insight Manager service

When shutting down HP-UX, sometimes a message indicating HP SIM is being stopped will be missing.

HP-UX

HP-UX version upgrade prior to 6.0 is no longer supported.

Insight Remote Support

The minimum supported HP iLO 4 firmware version to register Insight Remote Support through the HP iLO 4 is 1.10 or later. You can download the latest firmware from the HP website www.hp.com/support/ilo4/ or when installing the HP Service Pack for ProLiant 2012.08.0 (B) or higher.

Some of the features in HP SIM that are affected, include:

- The ability to effect configuration changes in the HP iLO 4 pertaining to Insight Remote Support.
- Configure or Repair Agents pertaining to the configuration of Insight Remote Support 7.0.5 HP iLO 4 settings
- The CLI cannot configure Insight Remote Support
- The Insight managed system setup wizard cannot configure Insight Remote Support.

HP SIM recommends that you install Insight Remote Support 7.0.5 to enable enhanced delivery of your HP Warranty, HP Care Pack Service, or HP contractual support agreement.

Service Pack for ProLignt

When the HP Service Pack for ProLiant (HP SPP) is uploaded using the **Upload Support Pack** option, HP VCRM Version 7.1.0 (or earlier) displays the HP SPP as invalid. This occurs because VCRM Upload Control fails to process the component with a size of more than 100 MB.

SNMP pass-thru

SNMP Pass-thru discovery of a ProLiant Gen 8 server through HP iLO 4 does not work as in the previous Generations. An alternate way to achieve this functionality is to install HP ProLiant Agentless Management Service on the server and select Agentless Management in HP iLO 4 Management page. This discovers and associates the complete server details with the server node.

Software/Firmware

The following features are not supported from an HP-UX CMS:

- Offline firmware upgrade
- Installs to Onboard Administrator, HP iLO, or version control
- Installs to servers that are not running the HP Version Control Agent

HP SIM can be set up on a Linux or (better yet) Windows system to gain this functionality.

Install Software and Firmware deployment to an iLO will not work if **Trust Platform Mode** is disabled on the server.

If you select <code>Deploy</code>—<code>Software/Firmware Baselines</code>—<code>Track Software and Firmware Versions</code> to install a HP SPP using the offline mode, and if an identification task is run while the iLO is running in embedded SmartStart mode, then an extra iLO might be incorrectly and partially discovered and the deployment task results might show success to the real iLO and failure to the incorrect iLO. In this case the deployment was successful. Running identification again while the iLO is not in embedded SmartStart mode will remove the incorrect iLO.

Software or Firmware upgrades through HP-UX and HP SIM require the HP VCA be present on the target. While SW/FW upgrades from a Linux or Windows CMS can perform target-based FW upgrades to OA and VC, these upgrades are not possible through an HP-UX CMS.

If SW/FW upgrades are failing immediately with no error code, then be sure there are no instances of the HP SUM process already running on the CMS. Only one instance at a time can be running. Kill off the HP SUM process and retry the operation. This includes the following tasks:

- Install Software/Firmware
- Configure or Repair Agents
- Manage System Software Wizard
- Manage SW/FW Baselines
- Track SW/FW Versions

When trying to deploy Software/Firmware on the target in offline mode (which already has HP SPP Software/firmware components installed), the task gets completed with success status along with the Log **Target Local host is up-to-date, no updates were needed or nothing was installed before exiting**. If the target has no Software/firmware (or older versions), then the task gets completed successfully, installing latest Software/firmware in the target.

HP Version Control Agent

When installing HP VCA through HP SIM, ignore the following error message: error while loading shared libraries: libracurses.so.5: cannot open shared object file: No such file or directory Starting HP Version Control Agent: **OK**.

Often, while installing an SPP to a Linux system, the install attempts to install components that are not applicable to the system. These components will fail without harm, but will be logged.

WBEM indications

3PAR firmware does not support full WBEM indications. Therefore, the indication description and event severity in HP SIM does not match the 3PAR events logs. HP recommends you use SNMP traps.

3 Support and other resources

Information to collect before contacting HP

Be sure to have the following information available before you contact HP:

- Software product name
- Hardware product model number
- Operating system type and version
- Applicable error message
- Third-party hardware or software
- Technical support registration number (if applicable)

How to contact HP

Use the following methods to contact HP technical support:

- In the United States, see the Customer Service/Contact HP United States website for contact questions:
 - http://welcome.hp.com/country/us/en/contact_us.html
- In the United States, call +1 800 334 5144 to contact HP by telephone. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, conversations might be recorded or monitored.
- In other locations, see Contact HP Worldwide website for contact options: http://welcome.hp.com/country/us/en/wwcontact.html

Security bulletin and alert policy for non-HP owned software components

Open source software (such as OpenSSL) or third-party software (such as Java) are sometimes included in HP products. HP discloses that the non-HP owned software components listed in the Insight Management end user license agreement (EULA) are included with Insight Management. The EULA is included with the Insight Management Installer on Insight Management DVD #1.

HP addresses security bulletins for the software components listed in the EULA with the same level of support afforded HP products. HP is committed to reducing security defects and helping you mitigate the risks associated with security defects when they do occur.

When a security defect is found, HP has a well defined process that culminates with the publication of a security bulletin. The security bulletin provides you with a high level description of the problem and explains how to mitigate the security defect.

Subscription service

HP recommends that you register your product at the Subscriber's Choice for Business website: http://www.hp.com/country/us/en/contact_us.html

After registering, you will receive email notification of product enhancements, new driver versions, firmware updates, and other product resources.

Registering for software technical support and update service

HP SIM is supported in any one of the following situations:

- A valid warranty exists (90 days Global Limited Warranty)
- Purchase of Insight Control (having 1-year 24x7 Technical Support bundled with the license purchase)
- If the question is related to HP Insight Remote Support (HP Insight RS), then HP SIM will be supported as it pertains in Insight RS with a Hardware Warranty or Hardware Contract
- The customer purchases an HP SIM Care Pack (Part #: UR389E)

Support includes one year of 24×7 HP Software Technical Support and Update Service. This service provides access to HP technical resources for assistance in resolving software implementation or operations problems.

The service also provides access to software updates and reference manuals in electronic form as they are made available from HP.

With this service, customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see the following website:

http://www.hp.com/services/insight

Registration for this service takes place following online redemption of the license certificate.

How to use your software technical support and update service

As HP releases updates to software, the latest versions of the software and documentation are made available to you. The Software Updates and Licensing portal gives you access to software, documentation and license updates for products on your HP software support agreement.

You can access this portal from the HP Support Center:

http://www.hp.com/go/hpsc

After creating your profile and linking your support agreements to your profile, see the Software Updates and Licensing portal at http://www.hp.com/go/hpsoftwareupdatesupport to obtain software, documentation, and license updates.

HP authorized resellers

For the name of the nearest HP authorized reseller, see the following sources:

- In the United States, see the HP U.S. service locator website: http://www.hp.com/service_locator
- In other locations, see the Contact HP worldwide website: http://www.hp.com/go/assistance

Related documents

Documentation and support

For support, software updates, and additional information on HP SIM and other products used with HP SIM, see the following websites:

- HP SIM website at http://www.hp.com/go/hpsim/ for general product information and links to software downloads, documentation, and troubleshooting information
- HP Software Depot website at http://www.software.hp.com/ for access to HP SIM software downloads

- HP Business Support Center website at http://www.hp.com/bizsupport/ for support information about HP SIM and HP Commercial products
- HP Support Center website at http://www.hp.com/go/hpsc for support information about HP SIM and HP Enterprise products
- HP SIM SMI-S Providers website at http://www.hp.com/go/hpsim/providers for information about device support and SMI-S providers
- Videos that showcase HP SIM and the Essentials at
- HP SIM forum at http://h18013.www1.hp.com/products/servers/management/hpsim/techsupport.html?jumpid=hpr_r1002_usen_link1 for discussions about HP SIM

HP SIM documentation

For more information regarding HP SIM, see the HP HP SIM Information library at http://h18013.www1.hp.com/products/servers/management/hpsim/infolibrary.html for access to HP SIM manuals and release notes.

Typographic conventions

find(1) HP-UX manpage. In this example, "find" is the manpage name and "1" is

the manpage section.

Book Title Title of a book or other document.

<u>Linked Title</u>
Title that is a hyperlink to a book or other document.

http://

A Web site address that is a hyperlink to the site.

www.hp.com

Command name or qualified command phrase.

user input Commands and other text that you type.

computer Text displayed by the computer.

output

Enter The name of a keyboard key. Note that **Return** and **Enter** both refer to the

same key. A sequence such as Ctrl+A indicates that you must hold down the

key labeled Ctrl while pressing the A key.

term Defined use of an important word or phrase.

variable The name of an environment variable, for example PATH or errno.

value A value that you may replace in a command or function, or information in a

display that represents several possible values.

<element> An element used in a markup language.
attrib An attribute used in a markup language.

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