

State or Alert issues are in general problems with the configuration of the instrumentation (SNMP or WMI) on the server. We ask that you verify System Management Homepage is seeing correct state or events as a first step. If this is not the case, look at the following table to check the dependencies on the managed server. You may want to compare a server that is working with one that is not reporting state correctly.

Anything that requires deeper diagnosis is best handled through the email support:

<mailto:MOMIntegrationPack.Support@hp.com>). For a list of information to include in your e-mail, see "Before contacting HP support (on page **Error! Bookmark not defined.**)". Be sure to include a contact name and e-mail address.

- Microsoft® Windows® operating system version and patch levels
- The HP BladeSystem Management Pack for Operations Manager 2007 version installed
- The versions of Insight Management Agents as associated plug-in tools (such as Version Control Agents and Insight Diagnostics)
- HP server type and models
- HP server serial number
- Screen prints of any error messages received
- Detailed description of the problem

Smart Component Name	Functionality	Relation to HP ProLiant Server Management Pack
HP Insight Management Agents HP Version Control Agents HP Smart Array SAS/SATA Event Notification Service HP ProLiant Rack Infrastructure Interface Service (for p-Class blades)	HP Insight Management Agents are based on industry standard technology that enables the management of servers in enterprise, SMB, and Cloud Computing environments. SNMP is an industry standard communication protocol for managing and monitoring network devices. Its purpose is to provide a small, common, and simple set of commands that allow network devices to be managed. The SNMP agent supports the ProLiant 300 series and above.	Mandatory to work with the SNMP Management Pack. The set of Agents are required to discover and manage ProLiant servers for the SNMP Management Pack.
HP Insight Management WBEM Providers	HP Insight Management WBEM Providers aggregate system configuration, health, and performance data for HP ProLiant servers into a single web-based interface.	To further diagnose the selected server issue, launch web browser from HP Server views on the console. If not installed, the web browser launch results in connection failure and cannot access diagnostic information.

Smart Component Name	Functionality	Relation to HP ProLiant Server Management Pack
<p>HP ProLiant Integrated Management Log Viewer</p> <p>HP ProLiant Remote Monitor Service</p>	<p>The HP ProLiant Integrated Management Log Viewer allows you to view and modify the Integrated Management Log. This utility requires the HP ProLiant Remote Monitor Service. The IML is a non-volatile log containing a description of each event, its class and severity, the date and time of its first occurrence and most recent update, and the number of times the event has occurred. IML entries can be sorted and filtered by each of these fields, exported to a comma-separated file, and saved to a binary format file for later viewing. Accounts with administrator privileges can write maintenance notes to the IML, mark IML entries as repaired, clear the IML, and acknowledge pending alerts on the Integrated Management Display.</p>	<p>To export and clear the Integrated Management Log, execute as a remote task. In some hardware events, maintenance of the Integrated Management Log is required. If not installed, the remote task returns failure and cannot export and clear the IML.</p>