

# ISEE Installation Procedure for Intel Server.

## Software Requirement

1. HP Management Agents 7.1
2. OSEM 1.3.3
3. ISEE A.03.50
4. IE 6.0 with service pack 1.

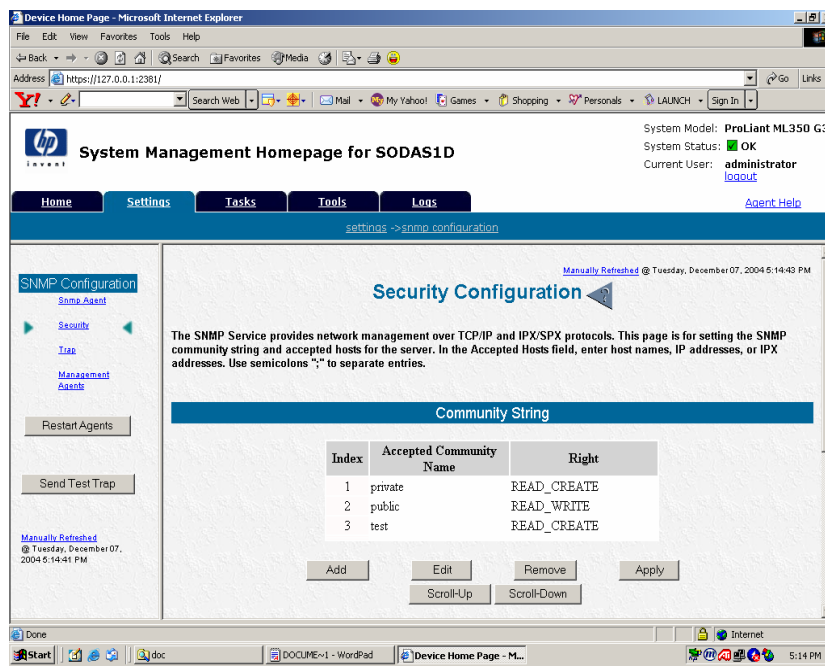
## Installation Order

1. First we will install HP Management Agent 7.1 or upgrade it, Administrator login and password will remain same login as administrator and then do the required changes.
2. Installation of OSEM and configuring it.
3. Then Install ISEE Software and then configure it properly so that we get the system handle.

## Configuring SNMP Setting in HP Management Agent 7.1

### SNMP Security Config.

1. private community string --- add READ\_ONLY
2. public community string ---- add READ\_ONLY
3. we will make a dummy community string say Test and assign it Test community String ---- add READ\_ONLY



The screenshot shows the HP System Management Homepage for SODAS1D. The page is titled "Security Configuration" and is for setting the SNMP community string and accepted hosts for the server. The page includes a table of community strings with their respective rights.

Index	Accepted Community Name	Right
1	private	READ_CREATE
2	public	READ_WRITE
3	test	READ_CREATE

Buttons: Add, Edit, Remove, Apply, Scroll-Up, Scroll-Down

## SNMP Trap

1. Here we will configure the Test Trap with the local server ip and localhost name.

System Model: ProLiant ML350 G3  
System Status: **OK**  
Current User: administrator  
[logout](#)  
[Agent Help](#)

Home Settings Tasks Tools Logs  
settings -> snmp configuration

### Trap Configuration

The SNMP Service provides network management over TCP/IP and IPX/SPX protocols. This page is for setting the trap community string for the server. If traps are required, one or more community names must be specified. Trap destinations may be host names, IP addresses, or IPX addresses.

Index	Community Name	Trap Destinations
1	public	
2	test	16.150.50.140,localhost,127.0.0.1

Manually Refreshed @ Tuesday, December 07, 2004 4:39:03 PM

Manually Refreshed @ Tuesday, December 07, 2004 4:39:03 PM

## Management Agent

Here we will enable the SNMP Trap and set the timer as 1 second for testing purpose. As Shown below:

System Model: ProLiant ML350 G3  
System Status: **OK**  
Current User: administrator  
[logout](#)  
[Agent Help](#)

Home Settings Tasks Tools Logs  
settings -> snmp configuration

### HP Management Agents Configuration

Server Role:

Data Collection Interval: 2 Minutes

SNMP Sets:  Enable  Disable

Remote Reboot:  Enable  Disable

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## Configuring OSEM

Here SMTP Server IP is required to be added if we do so correctly then we can forward the hardware logs to the person whose email id is mentioned. We have to provide this information at the time of installing this software.

## Management System

Management System

localhost - Common Remote Support Module - Microsoft Internet Explorer

Address: http://localhost:2069/default.htm

Open Service Event Manager 1.3.3 - crsm 6.3.27

Managed System Detail

Leave fields blank if the information is provided by the detector. For example, the *Insight Manager* agent provides contact information and will be used in preference to whatever is provided by the CRSM Managed Systems database.

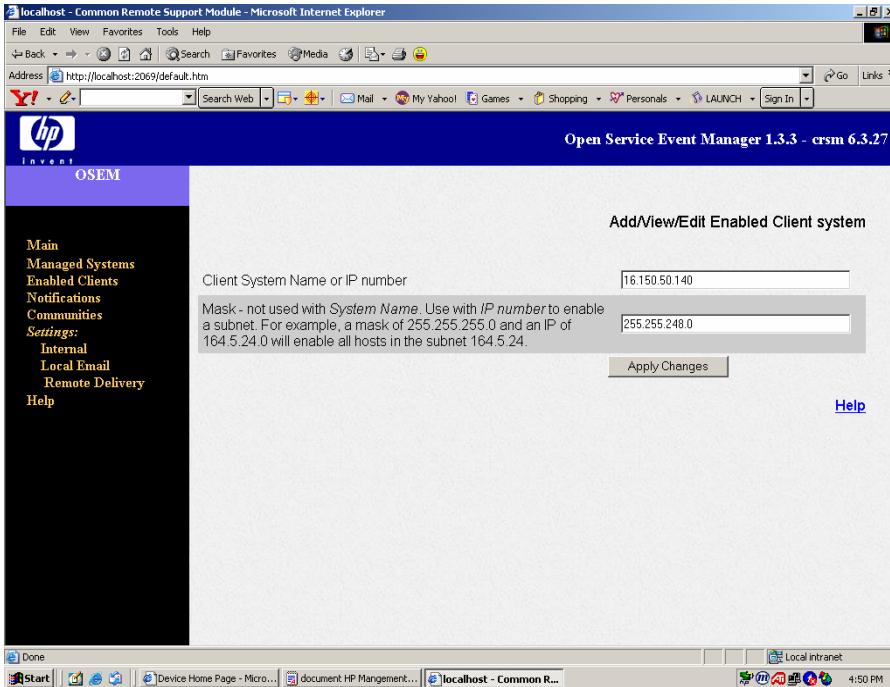
Setting	Value
System Type	Proliant
System Serial Number	H308KT410011
System Model Number	Compaq ProLiant ML350 G3
System Name	sodas1d
Physical Location	gurgaeon
Contact Name	Somendu
Contact Phone	9899067790
Contact Email	sandeep.menon@hp.com
Reporting filter	Local and Remote
Remote Problem Report Delivery Authorization	Automatic

Apply Changes

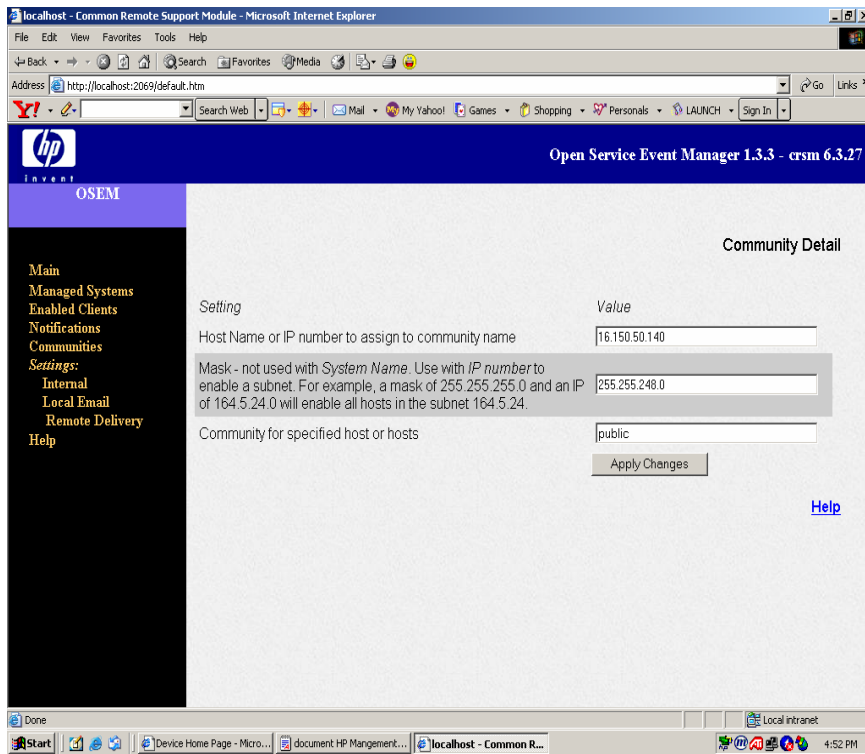
Done Local intranet

Start Device Home Page - Micro... document HP Management... localhost - Common R... 4:47 PM

## Enable Client



## Communities



## In Setting Configure Internal

localhost - Common Remote Support Module - Microsoft Internet Explorer

Address: http://localhost:2069/default.htm

Open Service Event Manager 1.3.3 - crsm 6.3.27

**OSEM**

Main  
Managed Systems  
Enabled Clients  
Notifications  
Communities  
Settings:  
Internal  
Local Email  
Remote Delivery  
Help

**Internal Settings**

Setting	Value	
Maximum number of attempts to notify the remote system or the SMTP server.	4	Default
Maximum number of alerts that can be sent in a 24 hour period.	10	Default
Specify a distribution list for alerts in <i>Local Email</i> settings .		
HP Systems Insight Manager host machine name or IP (use commas between host names).	localhost	Default
HP Systems Insight Manager trap community name.	public	Default
Burst suppression time in minutes.	360	Default
Trap Community name(s) (use commas between community names) blank implies all	test,public,private	Default
Suppress forwarded traps (I.E. Source IP does not equal Agent IP)	false	Default
Outbound protocol (if forwarding problem reports to another system or application)	ISEE	Default

Undo Changes      Apply Changes

[View or Modify Advanced Settings](#)

http://localhost:2069/user/settings

## Local E-mail

localhost - Common Remote Support Module - Microsoft Internet Explorer

Address: http://localhost:2069/default.htm

Open Service Event Manager 1.3.3 - crsm 6.3.27

**OSEM**

Main  
Managed Systems  
Enabled Clients  
Notifications  
Communities  
Settings:  
Internal  
Local Email  
Remote Delivery  
Help

**Local Email Settings**

Setting	Value	
Local SMTP server name or IP address	16.150.49.101	Default
Local SMTP port	25	Default
Email address list for alerts and authorizations (use commas between addresses)	sandeep.menon@hp.com	
Email address list for local copies of problem reports(use commas between addresses)	somendu.das@hp.com	
Reporting filter.	all managed systems	Default

Undo Changes      Apply Changes

[Help](#)

Done

## Remote Delivery

localhost - Common Remote Support Module - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:2069/default.htm

hp invent **Open Service Event Manager 1.3.3 - crsm 6.3.27**

**OSEM**

- Main
- Managed Systems
- Enabled Clients
- Notifications
- Communities
- Settings:
  - Internal
  - Local Email
  - Remote Delivery
- Help

### ISEE/WCCProxy Settings

This remote delivery option is used to deliver events to *Instant Support Enterprise Edition (ISEE)*.

Setting	Value	
Central server system name or IP address	localhost	Default
Outbound port	7920	Default
Reporting filter.	all managed systems	Default
Remote Problem Report Delivery Authorization.	Automatic	Default

Undo Changes      Apply Changes

[Help](#)

Local intranet

Start | Device Home Page - Micro... | document: HP Mangement... | localhost - Common R... | 4:56 PM

## ISEE Configuring

While Configuring ISEE We have to take care of Certain things which is related to the network settings.

1. edit Hosts file in win32 system file à add 192.170.77.107 isee.asiapac.hp.com
2. C:\Telnet 192.170.77.107 80 it should open an window (Connected with Escape char)
3. Open this url for the server <http://isee.asiapac.hp.com/mots/motserv>
4. Run the ISEE EXE Setup and extract the folder. Run the Set Up file. Run java file present.
5. After ISEE is installed it makes an icon. Click on that icon and open the default page.
6. It will ask for userid – admin and password – isee.
7. Start adding to the mandatory fields
8. Leave the server name as blank.
9. If using a firewall. If the server are connected to firewall and there is no proxy then use this protocol.

Source IP ----- any incident on HTTP 80 allowed----- Destination IP(192.170.77.107).

If the customer is having Proxy then add proxy ip and the port that is opened and leave the login and password as blank.

If the proxy is user authentication then add a separated user id and password this id should be exclusively for the server like ISEEAdmin etc.

10. After submitting the same you will get the page for entitlement which will ask for the following entitlement as show below.

Now if we give any test incident in the management agent then it should first reflect in OSEM as a trap and then it will be taken to ISEE front page.

If we remove the power supply we will receive the incident after 2 min. As set in the management agent.