

# Remote Support Software Manager

## A.05.20 Upgrade Guide

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# About This Document

## 1 Intended Audience

The *Remote Support Software Manager A.05.20 Upgrade Guide* is intended for HP Customers and HP Support Personnel who are upgrading their Central Management Server (CMS).

## 2 Publishing History

Manufacturing Part Number	Edition Number	Publication Date
5992-6181	Edition 1, A.05.20	February 2009

## 3 Typographic Conventions

<i>find(1)</i>	HP-UX manpage. In this example, “find” is the manpage name and “1” is the manpage section.
<i>Book Title</i>	Title of a book or other document.
<u><a href="#">Linked Title</a></u>	Title that is a hyperlink to a book or other document.
<u><a href="http://www.hp.com">http://www.hp.com</a></u>	A Web site address that is a hyperlink to the site.
Command	Command name or qualified command phrase.
<b>user input</b>	Commands and other text that you type.
computer output	Text displayed by the computer.
<b>Enter</b>	The name of a keyboard key. Note that <b>Return</b> and <b>Enter</b> both refer to the same key. A sequence such as <b>Ctrl+A</b> indicates that you must hold down the key labeled <b>Ctrl</b> while pressing the <b>A</b> key.
<b>term</b>	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.

## 4 Related Documents

HP Remote Support Software Manager documentation includes the following documents, available at:

[http://docs.hp.com/en/netsys.html#Remote Support Pack](http://docs.hp.com/en/netsys.html#Remote%20Support%20Pack)

- *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide*  
The *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide* provides information about configuring and using the HP Remote Support Software Manager (RSSWM).
- *HP Remote Support Pack Registration, Configuration and Usage Guide*  
The *HP Remote Support Pack Registration, Configuration and Usage Guide* provides information about configuring and using the Remote Support Pack.
- *Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide*  
The *Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide* provides information about installing, configuring, and using the HP Remote Support Pack.



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# 1 Upgrading the Remote Support Software Manager

The A.05.20 release of Remote Support Software Manager (RSSWM) will upgrade your system and capture your previous settings where possible. The A.05.20 release of RSSWM is bundled with HP Systems Insight Manager (HP SIM) 5.3. The RSSWM application runs independently of the HP SIM user interface. RSSWM is included in the Typical HP SIM installation, and is optional in the Custom HP SIM installation but pre-selected by default. With Typical or Silent HP SIM installations, the RSSWM installation is non-interactive.

The upgrade can also be obtained through the Remote Support Software Management Upgrade Tool package from within RSSWM. This software is a one-time migration tool that will deliver to you a new version of the Remote Support Software Manager framework as well as the full suite of the A.05.20 Remote Support applications. Core Remote Support applications will be installed automatically at the time you run the upgrade tool. All other applications with an Effective Automation Level of Automatic Install will be installed and/or upgraded during your allowed update window for downloading and installing Remote Support applications.

Once installed, RSSWM can be accessed from the CMS **Start** menu or from an icon on the desktop. With the Custom HP SIM installation and when running the Remote Support Software Management Upgrade Tool, the RSSWM initialization launches automatically. After initialization, RSSWM will download and install the Remote Support Client. After the HP SIM installation is complete, users can configure RSSWM to fit their enterprise specifications.

RSSWM offers the following functionality and benefits:

- Upgrades can be performed remotely, reducing HP Support Engineer time on your site for installations.
- Automated e-mail notifications of new software, deployment statistics, and the state of your configurations improve communications, planning, and management of your Enterprise.
- Software package configuration data is collected to facilitate the following activities:
  - Target updates based on existing software versions present on a system
  - Track deployment of software updates
  - Report on the state (installed, update available, failed, and so on) of the software on a system



**IMPORTANT:** The process for configuring the Remote Support Client *after* it is installed on the CMS through RSSWM, is documented in the *HP Remote Support Pack Registration, Configuration and Usage Guide* at [http://docs.hp.com/en/netsys.html#Remote\\_Support\\_Pack](http://docs.hp.com/en/netsys.html#Remote_Support_Pack). This document is required to complete the configuration of RSP.

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## 1.1 Device and Access Requirements

Remote Support Software Manager (RSSWM) is supported only on ProLiant servers running:

- Windows 2003 Standard, and Windows 2003 Enterprise
- Windows 2008

RSSWM downloads and installs software to the CMS only, and operates only on a CMS installed on a supported Windows ProLiant device. RSSWM and HP Remote Support Pack (RSP) are NOT supported on Virtual Machines (VMWare).

Use of RSSWM User Interface requires administrator privileges on the Windows operating system. If you do not have an account with administrative privileges, please contact your local admin for more information or assistance.

RSSWM on the CMS communicates over HTTPS/443. Likewise, the Remote Support Client component also communicates over HTTPS/443 to submit incidents to and retrieve entitlement information from the HP Support Center. HTTPS provides encryption for confidentiality of software configuration data collected from the CMS and transferred to HP. Even though this chapter focuses on configuring RSSWM, it is advisable to configure your firewall for both communication channels (RSSWM and Remote Support Client) before proceeding.

Service	Server name	IP address	Protocol
Remote Support Software Manager Software	rsswm.software.hp.com	15.193.24.61	HTTPS
Remote Support Software Manager Policy	rsswm.policy.hp.com	15.193.24.60	TCP over SSL
HP Remote Support Client	services.isee.hp.com	15.216.12.255	HTTPS

RSSWM communicates directly with the HP Support Center through the firewall or web proxy server (if a web proxy server is in use). RSSWM supports connecting directly to the Internet or connecting through a proxy server and supports all proxy servers conforming to the HTTP/1.0 Specification. RSSWM *does not* support proxies using proxy auto-configuration scripts, NTLM authentication (also known as Integrated Windows Authentication), or Kerberos authentication.



**NOTE:** You can check for any software or networking updates in the *HP Remote Support Pack Release Notes* at [http://docs.hp.com/en/netsys.html#Remote\\_Support\\_Pack](http://docs.hp.com/en/netsys.html#Remote_Support_Pack).

## 1.2 Remote Support Software Manager Configuration Options

The Remote Support Software Manager (RSSWM) application settings are configured during RSSWM initialization. The settings can be modified at any time to meet your unique needs. RSSWM configuration settings:

- Define Automation Level settings to configure how updates will be downloaded and installed.
- Define an update schedule for when RSSWM can request and retrieve updates.

The following table lists settings configured during the RSSWM initialization:

Option	Description
<b>Automatically download and install updates</b>	This option enables you to restrict the application of all updates to the CMS. If selected, the Global Automation Level will be set to Automatic Install, and RSSWM will automatically download and install updates. If this option is not selected, the Global Automation Level will be set to manual, and RSP updates will not be automatically downloaded or installed.
<b>Status and connectivity reports</b>	This option enables you to receive biweekly reports about the CMS and RSSWM application. If you enable this option you will be asked later in the initialization process to enter one or more email addresses (separated by semi-colons) who you want to receive status and connectivity reports.
<b>Announcements of available software updates</b>	This option enables you to be notified when updates are published to the RSSWM servers at the HP Support Center. If you enable this option you will be asked later in the initialization process to enter one or more email addresses (separated by semi-colons) who you want to receive announcements about available software updates.
<b>Web proxy settings</b>	These options enable RSSWM to use your proxy server to communicate with the HP Support Center. The following values can be entered: <ul style="list-style-type: none"> <li>• Server</li> <li>• Port</li> <li>• Proxy Server User Name</li> <li>• Proxy Server Password</li> </ul> By default, these settings are pre-populated with your web browser's proxy settings.
<b>Customer's business name</b>	Provide your business name. While it is not technically necessary to enter your company name as it appears on your service agreement, doing so will improve communication with HP through consistency of information.
<b>Country or region</b>	Select the country or region where the CMS physically resides from the drop down menu.

See the *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide* at [http://docs.hp.com/en/netsys.html#Remote\\_Support\\_Pack](http://docs.hp.com/en/netsys.html#Remote_Support_Pack) for more information about using RSSWM.

## 1.3 Initializing the Remote Support Software Manager

The initialization and registration of Remote Support Software Manager (RSSWM) can only be performed by a user who is logged onto the CMS via the system console or a console-mode RDC Session. Users should



not attempt to initialize or register a CMS with RSSWM via a non-console mode Terminal Services or RDC session.

RSSWM is installed by default with an HP SIM 5.3 typical installation and optionally with an HP SIM 5.3 custom installation. After RSSWM is installed, it needs to be configured through the initialization process. The RSSWM initialization is an interactive process that is launched automatically from a custom HP SIM install, but must be started through the **Start** menu when RSSWM is installed from a typical HP SIM install.



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**NOTE:** HP recommends that you reference the required information in the preceding table before beginning the initialization process.

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The Remote Support Software Management Upgrade Tool package will be downloaded depending on your Automation Level. If your client side Automation Level is Automatic Download or Automatic Install, the package will be downloaded to your CMS. Otherwise you will need to select **Install** or **Update** in the **Packages** window to download the package.



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**NOTE:** If the package is not listed on the **Packages** window, select the **Check for Updates** action in the **Actions** window.

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The update will download a file named `setup.exe`, which must be executed manually. The `setup.exe` file is installed on the CMS in the `SWMUpgrade` directory as a peer of the `<SWMROOT>` directory. For example, if your `<SWMROOT>` directory is `c:\Program Files\HP\SWMAgent`, the upgrade tool can be found in the `c:\Program Files\HP\SWMUpgrade` directory. Manually run the `setup.exe` installer in the `SWMUpgrade` directory to complete the upgrade to version A.05.20 of Remote Support Software Manager.



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**IMPORTANT:** Do not use the copy of the upgrade tool located in `<SWMROOT>\Installers\SWMUpgrade` because the `<SWMROOT>\Installers` directory is being migrated as part of the upgrade.

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To initialize RSSWM:

1. If necessary, start the RSSWM initialization by selecting **Start** → **All Programs** → **Hewlett-Packard** → **RSSWM** → **RSSWM Configuration**.
2. The first time you access RSSWM, the **End-User License Agreement** window appears. After reading the license agreement, click **I agree to the terms and conditions in the End User License Agreement**. Click **Next**.
3. Select the privacy settings that are appropriate to your environment. Click the **More Info** link next to each item if you need more information about an item.

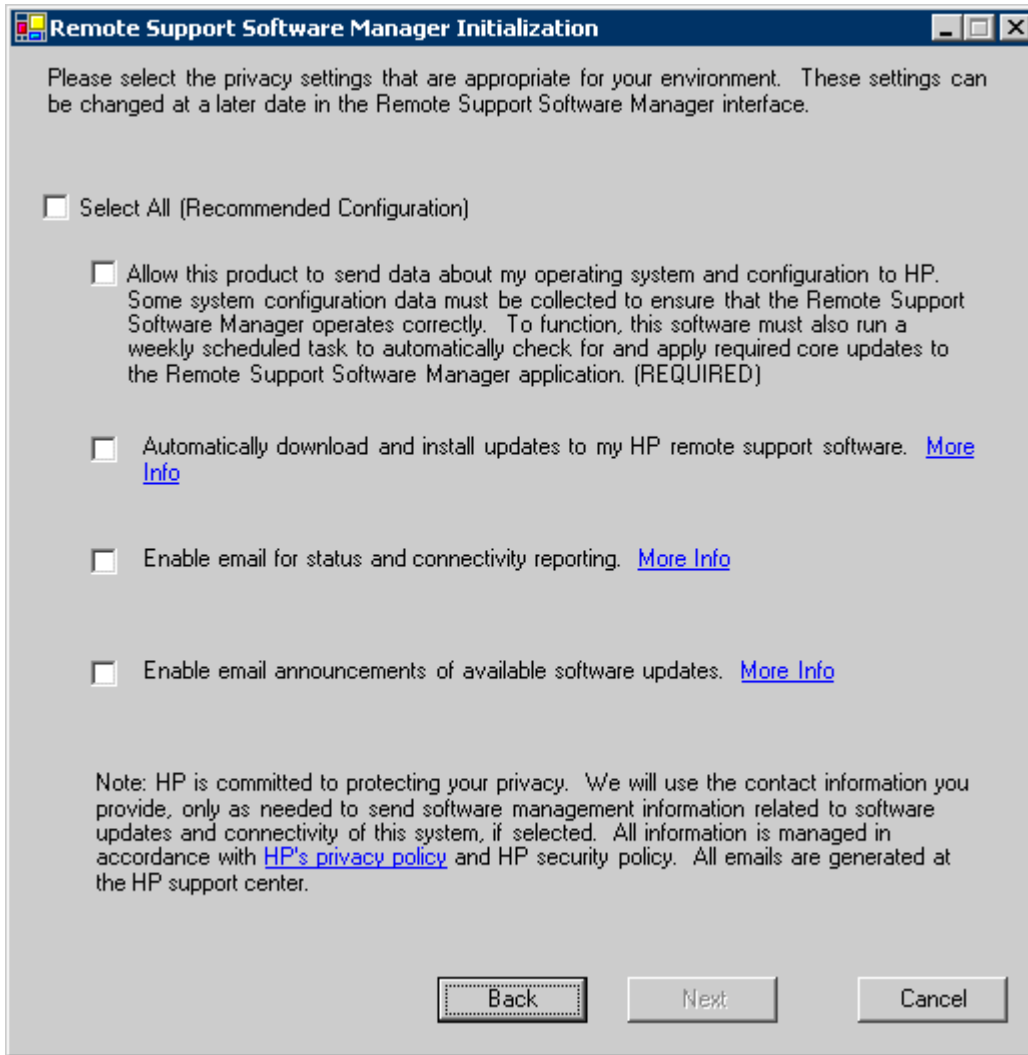


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**NOTE:** The following selections can be modified within the RSSWM interface at any time.

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- **Select All** This selection will enable all of the following options. This is the recommended selection.
- **Allow this product to send data about my operating system and configuration to HP.** This option is required to ensure that RSSWM operates and communicates correctly.
- **Automatically download and install updates to my HP management software.** Select this option if you want RSSWM to automatically download and install the latest versions of applications as they become available. If this option is not selected, downloads and installations will need to be performed manually. See the *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide* at [http://docs.hp.com/en/netsys.html#Remote\\_Support\\_Pack](http://docs.hp.com/en/netsys.html#Remote_Support_Pack) for more information about download and installation options.
- **Enable email for status and connectivity reporting.** Check this option if you want to receive an email every two weeks summarizing the applications installed on your CMS. You will also receive email notifications if connectivity to the HP Support Center is lost.
- **Enable email announcements of available software updates.** Select this option if you want to receive emails when new software packages become available.

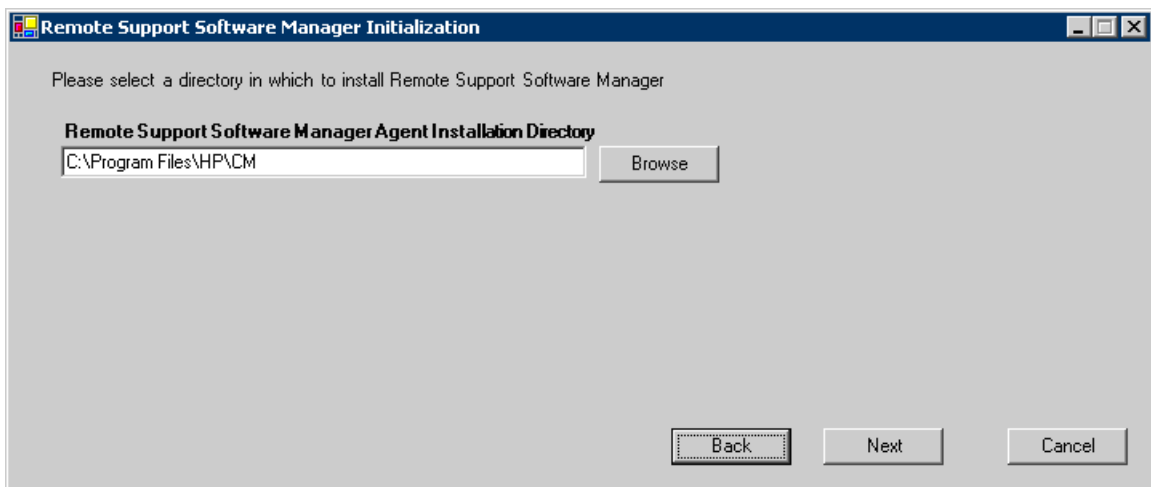


Click **Next** when you've made your selections.

4. Enter a directory path where you want RSSWM to be installed. RSSWM uses OpenView Configuration Manager (OVCM); if a previous installation of OVCM is detected, it will be shared by RSSWM. Click **Next**.



**WARNING!** Korean and Chinese characters are not supported for custom directory paths when installing HP Remote Support Software Manager. Either choose the default installation path or use ANSI characters for a custom directory path to avoid installation and configuration failures.



RSSWM will be installed, and a window will display the progress. When installation is complete, a window requesting additional configuration information will be displayed.

5. Enter proxy, company, and email notification information.
  - **Web Proxy Information** If you use a web proxy, click **I use a web proxy server**, and enter the **Proxy Host Name**, **Proxy Port**, **Proxy User** and **Proxy Password**.  
**Proxy Host Name** and **Proxy Port** will be prepopulated from Internet Explorer settings. If necessary, enter your user and password.
  - **Company Information** Enter your **Business Name** and select your **Country or Region** from the drop down menu.



**NOTE:** Multibyte characters are not supported in the **Business Name** field. If multibyte characters are used, a popup window will tell you to choose valid values for the field.

- **Notifications and Reports Contact** Enter one or more contact **Email Address** (separated by semi-colons).



**NOTE:** The **Notifications and Reports Contact Email Address** option will only be available if you selected to receive status and connectivity reports or announcements of available software updates in **Step 3**.

**Remote Support Software Manager Initialization**

**Web Proxy Information** [more information](#)

I use a web proxy server

Proxy Host Name  Proxy Port (https)

Proxy User [if required]  Proxy Password [if required]

**Company Information**

Note: The information you provide on this screen is essential for HP to provide your company with support.

Business Name \*

Country or Region \*

**Notifications and Reports Contact** [more information](#)

Email Address

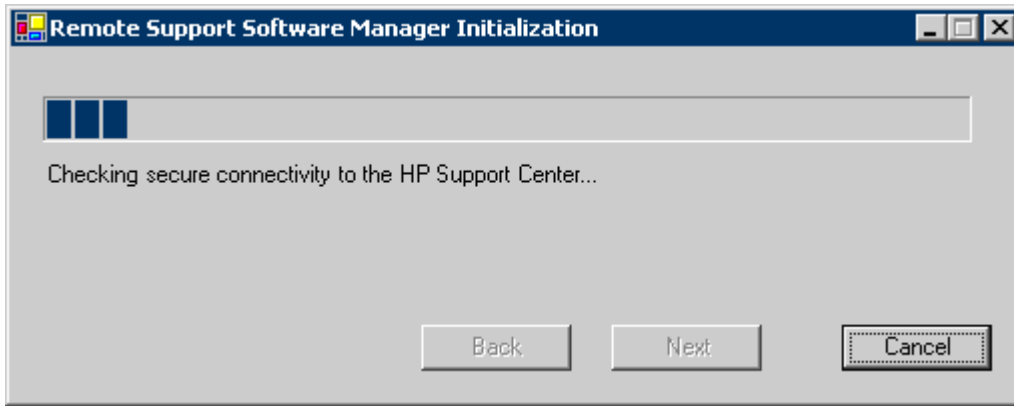
(separate individual emails with semicolons)

\* Indicates required field

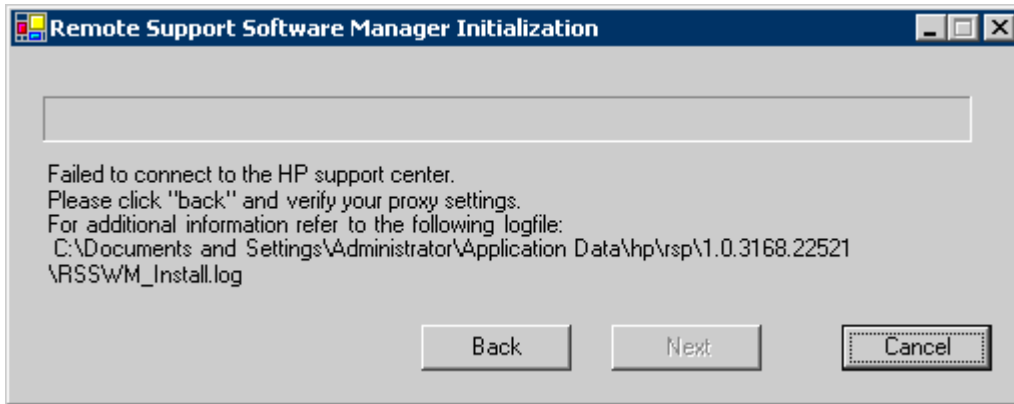
Next Cancel

Click **Next**.

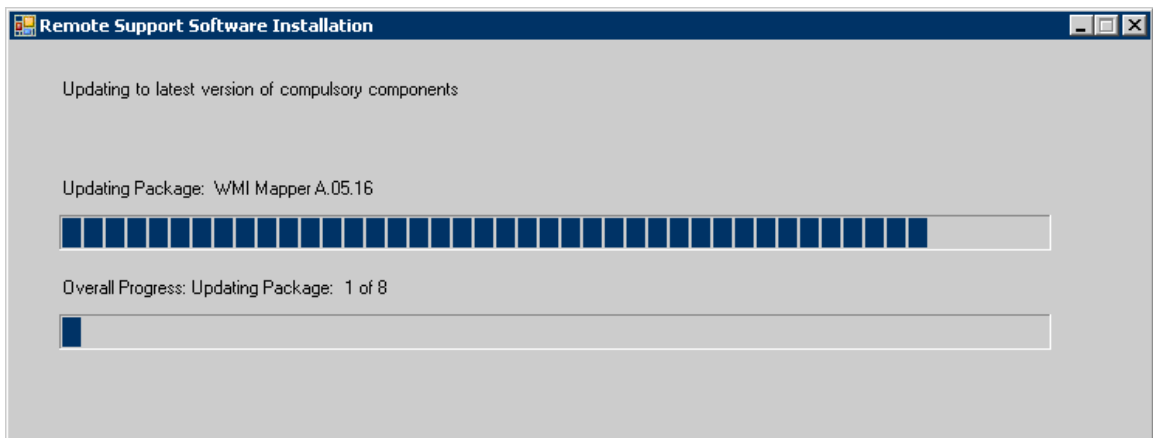
6. RSSWM will test connectivity to the HP Support Center based on the proxy settings entered in the previous step. If the connectivity test succeeds, you will be automatically directed to the next screen.



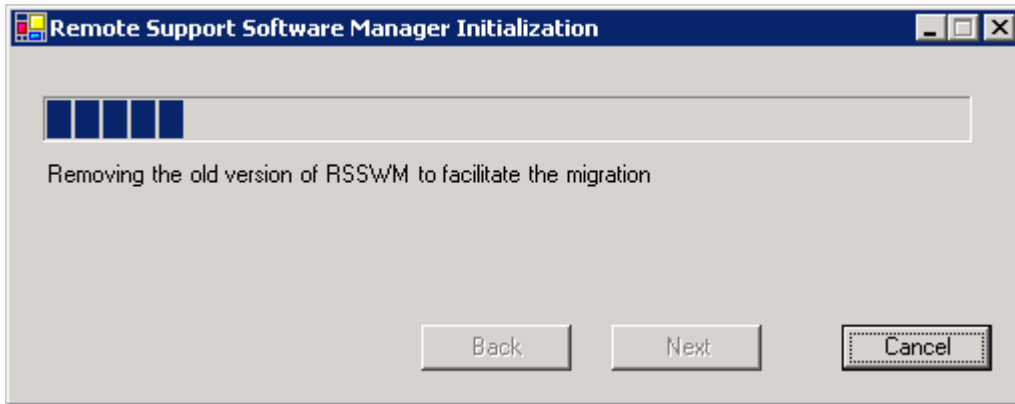
If the connectivity test fails, click the **Back** button to verify your proxy settings.



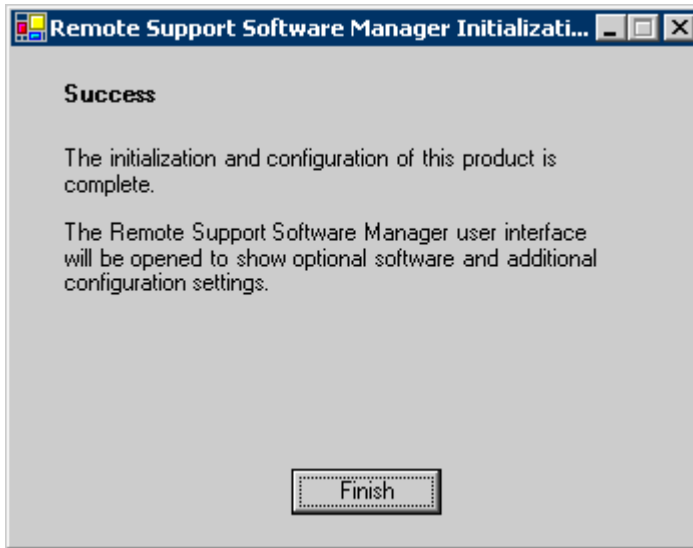
7. RSSWM will update all compulsory software components.



If a previous RSSWM installation is found, the RSSWM installation will be updated.



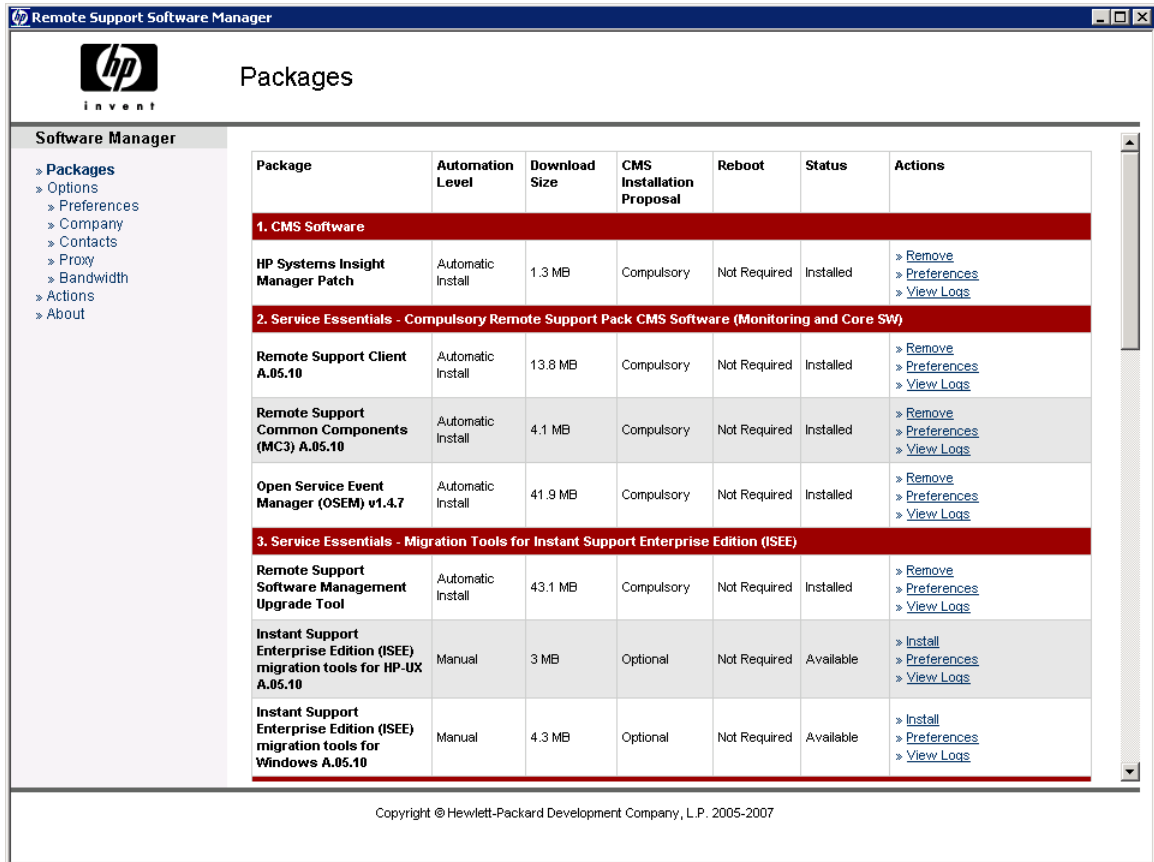
Click the **Finish** button to complete the RSSWM initialization.



There will be a delay while the initialization completes, after which the RSSWM user interface will open and show optional software and additional configuration settings.



**NOTE:** If the RSSWM **Packages** window does not list any packages, please review the previous steps and verify that they were completed successfully. You can enter any corrected information in the RSSWM **Options** menus and resubmit it from the **Submit Software Configuration Data** area located in the **Actions** menu. See the *HP Remote Support Software Manager Configuration, Usage and*



### 1.3.1 Confirming Upgrade Tool Installation

Perform the following steps to confirm that the Remote Support Software Management Upgrade Tool installed successfully:

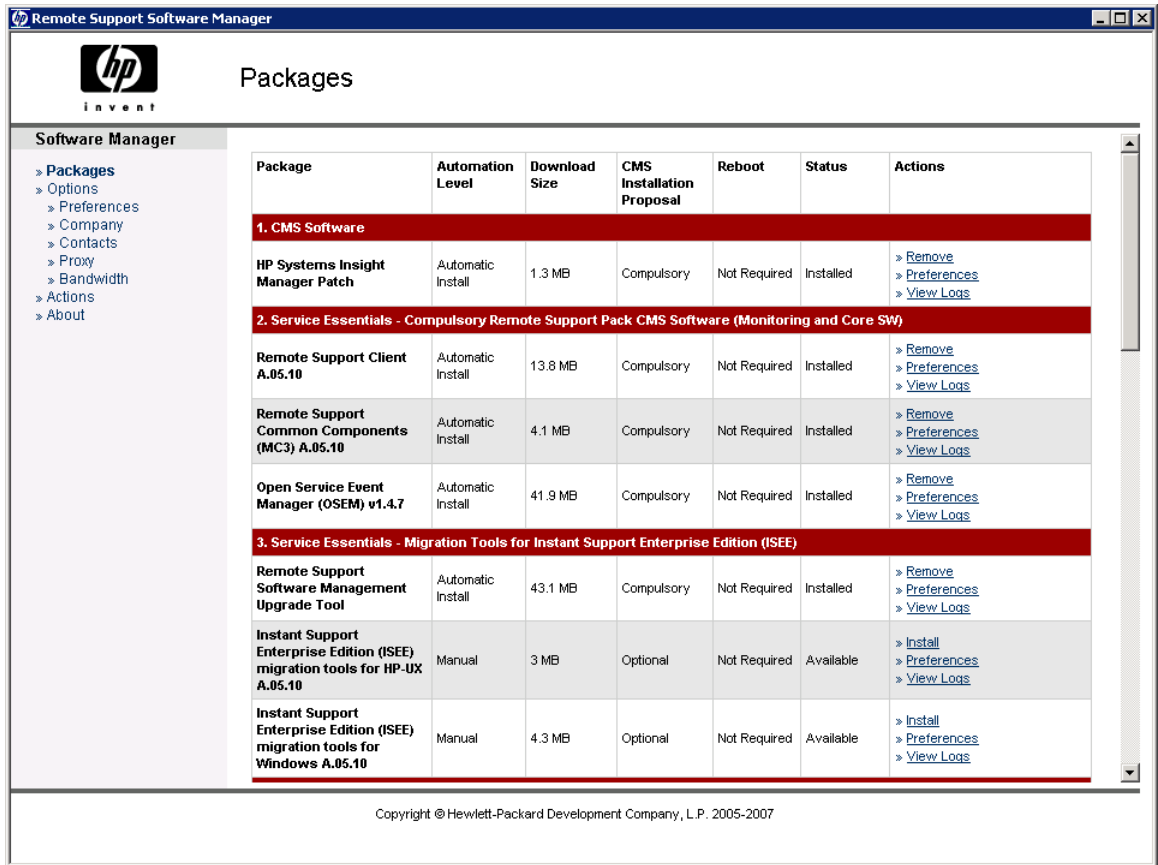
1. Log on to the CMS system.
2. Open the RSSWM user interface by selecting **Start** → **All Programs** → **Hewlett-Packard** → **RSSWM** → **Remote Support Software Manager**.
3. In the **Packages** window, verify that the Remote Support Software Management Upgrade Tool has a **Status** of **Installed**.

### 1.4 Removing or Reinstalling the Remote Support Software Manager

The Remote Support Software Manager (RSSWM) has its own uninstall software. However, before removing RSSWM, you should remove the applications (Remote Support Common Components, OSEM, and Remote Support Client software) that were installed using RSSWM.

To uninstall all of the HP Remote Support Pack (RSP) components, including RSSWM, from the CMS, complete the following steps:

1. From the **Packages** window in RSSWM, select **Remove** for each of the individual applications, following the prompts to remove each application from the CMS.



2. Select **Start**→**Programs**→**Hewlett-Packard**→**RSSWM**→**Remote Support Software Manager Uninstall**.

If you have already removed RSSWM in MS Windows using **Add/Remove Programs** in the Control Panel, you can still run the uninstaller to remove all files.

### 1.4.1 Reinstalling the Remote Support Software Manager

In the event that there is an application failure, the Remote Support Software Manager (RSSWM) cannot be recovered. The RSSWM application must be reinstalled by rerunning the HP SIM installer (you do not necessarily need to reinstall HP SIM) or by running the Insight Software installer if installing from the Insight Software DVD. If there is a hardware or operating system failure, the RSSWM application would also require reinstallation along with HP SIM.





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