

# HP Insight Remote Support Advanced

Release Notes for A.05.40



Reference number: 5900-0603

Published: May 2010, A.05.40 3.3

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# Revision history

**Table 1** Revisions

Date	Edition	Revision
January, 2009	1.0	Initial Release for A.05.20
February, 2009	1.1	<ul style="list-style-type: none"> <li>Added upgrade specifications and new default installation location details</li> <li>Updated the <i>Important Information</i> section in the <b>What's new</b> section</li> <li>Update to the Storage Essentials support statement</li> <li>Update to the Management Platform Synchronizer (MPS) to Multi-Vendor and Application Adapter (MVAA) upgrade statement</li> </ul>
February, 2009	1.2	<ul style="list-style-type: none"> <li>All A.05.20 Remote Support Packages are now available</li> <li>Known issue section added for Remote Support Software Manager installation</li> <li>Added statement on DTCS support</li> </ul>
March, 2009	1.3	<ul style="list-style-type: none"> <li>Known issue added for <i>SFMPProviderModule</i> running on HP-UX 11i v1 servers</li> <li>Added statement on certificate support for WEBM authorization for monitored devices</li> <li>Update to the <i>Management Platform Synchronizer (MPS) to Multi-Vendor and Application Adapter (MVAA)</i> upgrade statement (Upgrade issue has been resolved)</li> <li>Update to the RSP integration of Trend Analysis Measurement Service (TAM-S) and the Cluster Consistency Monitoring (CCMon) service paragraph</li> <li>Update to the <i>.NET Framework</i> dependency</li> <li>Added ProLiant <i>Diagnostic monitoring agent support</i> chapter including support for WBEM Providers</li> <li>Refined the guidance on the number of proactive configuration collections that can be executed per month for each Central Management Server (CMS)</li> </ul>
April, 2009	1.4	<ul style="list-style-type: none"> <li>Added new product name - See the <b>About this document</b> section</li> <li>Added Disaster Tolerant Continuity Solution (DTCS) support</li> <li>Added <i>Open Service Event Manager (OSEM) 1.4.8</i> product support related to Insight Management Agent v8.2 <ul style="list-style-type: none"> <li>Including new ProLiant G6 server support</li> </ul> </li> <li>Added <i>Web-Based Enterprise Services (WEBES) 5.5</i> support for <ul style="list-style-type: none"> <li>HP Insight Management WBEM Providers v2.3</li> <li>HP Integrity Essentials Foundation Pack for Linux v2.4</li> </ul> </li> </ul> <p>For more details see the <b>Changed Information in this release</b> section</p>
May, 2009	1.5	<ul style="list-style-type: none"> <li>Added remote monitoring support for IBM AIX and Sun Solaris</li> <li>Trend Analysis Measurement Service (TAM-S) and Cluster Consistency Monitoring (CCMon) Services are fully functional</li> </ul>
June, 2009	1.6	<ul style="list-style-type: none"> <li>Added NonStop server support</li> <li>Added OSEM 1.4.8a product support</li> </ul>

**Table 1** Revisions

Date	Edition	Revision
June, 2009	2.0	Initial Release for Insight Remote Support Advanced A.05.30 <ul style="list-style-type: none"> <li>• Added new A.05.30 product support and user interface changes</li> <li>• Added information about the installation directory location</li> <li>• Changed CMS specification guidelines</li> <li>• Clarified Microsoft Windows Storage Server support</li> <li>• Support added for Storage Essentials</li> <li>• Faster initial software download and version control option</li> <li>• Added management module support for HP StorageWorks 4400 Enterprise Virtual Arrays, Controller Enclosure (Array Based Management)</li> </ul>
July, 2009	2.1	<ul style="list-style-type: none"> <li>• Added WEBES V5.5 Update 1 details</li> </ul>
September, 2009	2.2	<ul style="list-style-type: none"> <li>• Changed CMS specification guidelines</li> <li>• Clarification on <i>Central Management Server</i> monitoring</li> <li>• Clarified <i>System Fault Management</i> prerequisites for HP-UX servers</li> <li>• Added <i>Web-Based Enterprise Services (WEBES) v5.6</i> support for                             <ul style="list-style-type: none"> <li>○ HP Integrity Essentials Foundation Pack for Linux v2.6</li> <li>○ HP Insight Management WBEM Providers for Windows Servers v2.3.2</li> <li>○ HP ProLiant SL160z and SL170z</li> <li>○ SUSE Linux Enterprise Server 11 operating system on HP ProLiant server</li> <li>○ VMware ESX3i/4i Server</li> <li>○ HP StorageWorks x1000 &amp; x3000 Network Storage Systems</li> <li>○ Direct Attach Storage (DAS) on HP-UX 11i v3</li> </ul> </li> </ul> <p>For more details see the <b>Additional support through component updates</b> section</p>
November, 2009	2.3	<ul style="list-style-type: none"> <li>• Added NonStop S-series server support</li> <li>• Updated the Known Issues section</li> </ul>
December, 2009	2.4	<ul style="list-style-type: none"> <li>• Added <i>Web-Based Enterprise Services (WEBES) v5.6 Update 1</i> support for:                             <ul style="list-style-type: none"> <li>○ Improved scalability of the Central Management Server</li> <li>○ Introduction of the HP Insight Remote Support Installation Advisor toolkit</li> <li>○ HP SNMP Agents for Red Hat Enterprise Linux v8.3</li> <li>○ HP SNMP Agents for SUSE Linux Enterprise Server v8.3</li> <li>○ HP Insight Management Agents for Windows Server 2003/2008 v8.3</li> <li>○ HP Insight Management WBEM Providers for Windows v2.4</li> <li>○ HP Insight Management WBEM Providers for Red Hat Enterprise Linux v2.3</li> <li>○ HP Insight Management WBEM Providers for SUSE Linux Enterprise Server v2.3</li> <li>○ HP ProLiant Insight Management Agents for Solaris 10 v5.1</li> <li>○ HP ProLiant DL 170h, DL2x170h and DL4x170h G6 servers</li> <li>○ HP ProLiant SL2x170z G6 servers</li> <li>○ HP ProLiant DL 785 G5 and G6 servers</li> <li>○ Sun Solaris 10 operating system on HP ProLiant server</li> <li>○ SUSE Linux Enterprise server 11 operating system on HP Integrity server</li> <li>○ HP BladeSystem Matrix</li> <li>○ HP ProLiant WS460c G6 Workstation Blades</li> <li>○ New SAN Virtualization Services Platform (SVSP) support</li> </ul> </li> </ul>

**Table 1** Revisions

Date	Edition	Revision
January, 2010	3.0	<p>Initial release for Insight Remote Support Advanced A.05.40:</p> <ul style="list-style-type: none"> <li>• Added virtualization support for the Central Management Server</li> <li>• Support for HP Systems Insight Manager 6.0</li> <li>• Improved scalability of the Central Management Server</li> <li>• New Basic Configuration collections for MSA2000 storage and OpenVMS on Integrity servers</li> <li>• Introduction of Unified Communications monitoring</li> <li>• Windows 2008 operating system support for the HP Remote Support Network Component</li> <li>• Web-Based Enterprise Services (WEBES) v5.6 and WEBES v5.6 Update 2 are the most current supported analysis engines</li> </ul> <p>For more details see <b>What's new with A.05.40</b> section</p>
March, 2010	3.1	<ul style="list-style-type: none"> <li>• Clarified support for ProLiant 1x0 G6 servers</li> <li>• Added known issue with multi-byte characters in the <i>Service Providers</i> tab</li> <li>• Added known issue with the <i>Remote Support Pack Services</i> collections not appearing in HP SIM</li> <li>• Added clarification on VMware support for the Central Management Server</li> <li>• Added known issue with the <i>Remote Support Client</i> installation</li> </ul>
April, 2010	3.2	<ul style="list-style-type: none"> <li>• Added <i>Web-Based Enterprise Services (WEBES) v6.0</i> support for: <ul style="list-style-type: none"> <li>○ HP SNMP Agents for Red Hat Enterprise Linux v8.4</li> <li>○ HP SNMP Agents for SUSE Linux Enterprise Server v8.4</li> <li>○ HP Insight Management Agents for Windows Server 2003/2008 v8.4</li> <li>○ HP ProLiant DL385 G7 servers</li> <li>○ Microsoft Windows Server 2008 R2 operating system support for <b>monitored</b> HP ProLiant servers</li> <li>○ HP StorageWorks SN6000 Fibre Channel Switches</li> <li>○ HP StorageWorks P2000 G3 MSA Array Systems (SNMP based only)</li> <li>○ HP StorageWorks 1606 Extension SAN Switches</li> <li>○ HP StorageWorks B-series Fibre Channel Switches test trap support</li> <li>○ HP StorageWorks X1000 and X3000 Network Storage Systems</li> <li>○ VMware ESX and ESXi operating system support for the <i>Event Log Monitoring Collector (ELMC) for x86, x64 Windows servers</i> to run together with CommandView for EVA on the Central Management Server</li> </ul> </li> </ul> <p>See the <i>Additional support through component updates</i> section for more details of product coverage extension.</p> <ul style="list-style-type: none"> <li>• Added known issue for the <i>Remote Support Network Component</i> when installing on a 64-bit Central Management Server running Microsoft Windows 2008 operating system</li> </ul>
May, 2010	3.3	<ul style="list-style-type: none"> <li>• Added new support for: <ul style="list-style-type: none"> <li>○ HP Integrity BL860c i2 Blade servers</li> <li>○ HP Integrity BL870c i2 Blade servers</li> <li>○ HP Integrity BL890c i2 Blade servers</li> </ul> </li> <li>• Added Known issue with HP-UX entitlement failures and memory leak issue for Integrity servers</li> <li>• Added HP SIM 6.0 compatibility issue with XP Arrays</li> <li>• Updated firewall configuration information.</li> </ul>

# About this document

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**!** **IMPORTANT:** The following document describes the supported products and prerequisites for the HP Insight Remote Support Advanced software (formerly known as HP Remote Support Pack).

**Only** products running the supported operating system versions with the specified prerequisites are eligible for support from Hewlett-Packard.

If unspecified combinations of products and operating systems are configured to operate with the HP Insight Remote Support Advanced software, HP will not guarantee that they work correctly or that they do not negatively affect its operation.

Please note that the product name has changed to **HP Insight Remote Support Advanced** to reflect its role in HP's easy-to-use integrated management HP Insight Remote Support software family and its integration with HP Systems Insight Manager. Visit <http://www.hp.com/go/insightremotesupport> for more details.

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## Overview

HP Insight Remote Support software is a suite of remote support solutions that are scalable to meet different customer needs:

- HP Insight Remote Support Standard software  
*Provides basic remote monitoring for small business environments (optimized for 1-50 servers) where integration with an infrastructure management platform is not required*
- HP Insight Remote Support Advanced software  
*This is the rebranded name for HP Remote Support Pack with enhanced functionality for medium to large enterprise environments including the need for management platform integration and delivery of proactive services.*

Details for both solutions are available at <http://www.hp.com/go/insightremotesupport>

This document is the Release Notes for the **HP Insight Remote Support Advanced** software (formerly known as HP Remote Support Pack).

HP Insight Remote Support Advanced is the preferred choice of System Administrators to enhance the centralized and automated advantages of HP Systems Insight Manager (HP SIM) when managing HP servers, storage, network and selected multi-vendor products.

HP SIM is designed to contain costs and achieve efficiencies using automated functions to reduce errors, leverage staff time, and speed up problem resolution. Available at no extra charge with your warranty, support contract, or HP Care Pack Service, HP Insight Remote Support Advanced further improves these benefits by adding intelligent event analysis to enable faster and more accurate problem resolution. Both automated and integrated case submission to HP, plus identification of cases that need your involvement, allows system administrators to be more efficient, reduces operational complexity, improves uptime and enables you to meet service level agreements.

HP Insight Remote Support Advanced is also the foundation for customers who purchased proactive services contracts, including mission-critical, to allow the collection of configuration information used to construct proactive assessments.

It is also required to enable the HP SIM 5.3.X (or higher) contract, HP Care Pack Service and warranty entitlement lookup feature.



## Benefits:

- **Available at no additional cost** - You can take advantage of HP Insight Remote Support Advanced for use with servers, networks and storage devices that are covered by warranty, HP Support contracts, or HP Care Pack Services.
- **Recover quickly from unpredictable failures** - Equipment with remote monitoring is restored, on average, 20%<sup>1</sup> faster due to quicker problem detection, better diagnosis, and more rapid initiation of repair.
- **Get accurate problem diagnosis** - Cases detected and diagnosed through remote monitoring have shown over 99%<sup>1</sup> first time problem resolution, due to the availability of detailed diagnostic information.
- **Make better use of people resources** - By automating your support processes to operate 24x7, you allow your IT personnel to focus on core business activities instead of detecting system failures and collecting data.
- **Automate support** - With the tools delivered through the HP Insight Remote Support Advanced plug-in, you can automate your entire support process for fault detection, and automatically generate support requests.
- **Become future ready** - The HP Insight Remote Support Advanced plug-in will enable you to automatically download a package of integrated tools to your CMS. The level of automation is under your control. This allows you to quickly and easily take advantage of all of the latest enhancements and features, e.g. new analysis rule sets and new product coverage.
- **Be proactive** - Because remote monitoring avoids potential disruptions caused by unplanned downtime, you can operate in a proactive manner. Instead of reacting to problems, you can monitor activity and plan interventions at your convenience.
- **Integrate your IT management** - HP Insight Remote Support Advanced is tightly integrated with HP Systems Insight Manager (HPSIM), providing an integrated view of all your IT operations and enabling you to streamline and improve your enterprise management.

For more information, please visit <http://www.hp.com/go/insightremotesupport>.

<sup>1</sup> Based on an HP-internal data analysis from EMEA in August 2006 on equipment monitored by remote support compared to equipment without remote support monitoring.

## Features

Integrating HP Insight Remote Support Advanced with HP SIM 5.3.x or higher opens a world of possibilities when it comes to centralized management and servicing of your infrastructure. This combines the core hardware management value of HP SIM with new service and support tools to deliver improved warranty and contract management, automated support calls to HP, intelligent event analysis, advanced troubleshooting and the ability to deliver proactive services. These capabilities are deployed on your Windows-based Central Management Server (CMS) and include the following:

### Improved serviceability:

- Monitor and manage servers and SAN/storage environments by providing new serviceability attributes
- Send hardware event notification automatically and securely to HP, including entitlement, acknowledgement and status returns
- Highly secure Internet connection to HP
- Extend event monitoring to include service event filtering and analysis, providing recommended actions, reducing manual intervention
- Faster restoration of supported systems and devices to operational status
- Create custom reports using HP SIM standard functionality, e.g. service events

### **Integrated warranty and contract reporting:**

- Track the status of your warranty, HP Care Pack Service and support contracts with HP
- Eliminate the manual tracking of warranty, HP Care Pack and contracts
- Create custom reports using HP SIM standard functionality
- Receive proactive expiration alerts
- Reduce support costs by making sure you have the correct entitlement options for each device

### **Proactive services for storage environments:**

The following proactive capabilities are available to customers where the devices are covered by Warranty, HP Care Pack Service and an HP support contract obligation:

- Automatic collection of information about your SAN/storage environment devices including configuration, revision levels and other device attributes
- Secure transmission and storage of this information at HP for further analysis to deliver reactive support or optional Technical Services
- Enables remote pre-emptive analysis of non “best practice” customer configurations through proactive Support Advisory customer reports (EVA only)
  - Proactive response by HP to identify problems before they turn into reactive service requests or system outages for your IT environment

In addition to capabilities listed above, customers where the devices are covered by HP Proactive Essentials, Proactive 24 and Critical Services including, or Mission Critical Partnership can benefit from the following services:

- Firmware analysis planning
- Management of firmware
- Storage and SAN documentation
- Configuration assessments

Please contact your HP Account Support team for further details.

### **Proactive services for server environments:**

Full HP-UX proactive capabilities are available with this release for customers with HP Proactive Essentials, Proactive 24 and Critical Services to deliver the associated support deliverables, for example:

- HP-UX Availability Analysis
- HP-UX Performance Analysis
- HP-UX Server Assessments, e.g. Patch Analysis, Health Check, etc.
- eSMG Configuration Reports including summary and changes

For all other operating systems, proactive capabilities are available with this release for customers with HP Proactive Essentials, Proactive 24 and Critical Services to deliver the associated support deliverables. This is achieved by combining HP Insight Remote Support Advanced monitoring with the required clients for delivering availability, performance and health check assessments. Future releases of HP Insight Remote Support Advanced will integrate these clients fully into this solution. Please contact your HP Account Support team for further details.

### **Remote support services for network environments:**

This release offers network support tool capabilities to deliver proactive services to customers with a network services support agreement for HP Open Environment Support or Critical Services and HP Proactive 24 with the Network Services option. This offers:

- Event Detection
- Device Discovery
- Topology Creation
- Data Collection

The software to enable network support is delivered as an optional software component. This resides on your Central Management Server but remains as a separate application. Full integration with HP SIM and HP Insight Remote Support Advanced will be available in future releases as an automatic upgrade.

## What's new with A.05.40

The following items are changes from the previous to the current HP Insight Remote Support Advanced A.05.40 software release (formerly known as HP Remote Support Pack):

### Important information for existing Insight Remote Support Advanced customers

The HP Insight Remote Support Advanced A.05.40 software is automatically available as an option when installing HP Systems Insight Manager (HP SIM) 5.3.x or higher. If you are upgrading from A.05.20 or A.05.30 regardless of your supported HP SIM version, then the simplest way to migrate directly to A.05.40 is to install the latest version available from HP Software Depot at <http://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSSWMBASE> that will preserve your configuration details.

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**!** **IMPORTANT:** It is important, regardless of your migration path or if you are installing from new, that the correct firewall openings are configured. HP **strongly recommends** configuring only the alias, see *Table 2* below. If your policies require IP addresses, please see *HP Insight Remote Support Advanced and Remote Device Access Security Overview* document available at <http://www.hp.com/go/insightremoteadvanced-docs> for details.

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Alias	Protocol	Description
rsswm.policy.hp.com	TCP over SSL	Used by the new Remote Support Software manager to retrieve policy for new and updated packages
rsswm.software.hp.com	HTTPS	Software Packages themselves are delivered from this address, allowing distribution of the requests made to the HP data center
services.isee.hp.com	HTTPS	Used by the Remote Support Client to submit incidents to and retrieve entitlement information from the HP data center

In September 2010 HP will replicate its Insight Remote Support infrastructure at an additional HP data center to provide more resilient access for the Remote Support Client (RSC) and Remote Support Software Manager (RSSWM). This enhancement uses Global Server Load Balancing (GSLB) to implement redundant access. More details are available in the *HP Insight Remote Support Advanced and Remote Device Access Security Overview* document available at <http://www.hp.com/go/insightremoteadvanced-docs>

# New Central Management Server support

The following operating systems and hardware devices have been added to the HP Insight Remote Support Advanced supported list with this release:

- Support for HP Systems Insight Manager (HP SIM) 6.0 for the Central Management Server



**IMPORTANT:** The Insight Remote Support Advanced (Insight RSA) A.05.40 software release or higher are the only versions that are compatible with the HP SIM 6.0 release. The HP SIM 5.3.x releases are also compatible with the HP Insight RSA A.05.40 software.

- Improved scalability, capable of monitoring up to **2,000** SNMP/WBEM devices per Central Management Server and quicker discovery time. For more details see the [Central Management Server prerequisites](#) section below.
- With the A.05.40 release, the HP Insight Remote Support Advanced software is now supported on Virtual Machines (VMWare). This includes:
  - VMWare ESX 3.x and 4.x
  - VMMWare ESXi 3.5 and 4.x

For the pre-requisites and restrictions, please see the [Central Management Server Prerequisites](#) chapter below for information on supported hardware platform, operating system, memory, etc. In addition to the supported hardware platform for Insight Remote Support Advanced, the *Central Management Server* also needs to support the VMware ESX software. A compatibility support matrix for VMWare ESX and ESXi can be found at: <http://h71028.www7.hp.com/enterprise/cache/505363-0-0-0-121.html>.

When running the *Central Management Server* in a virtual environment, it is also recommended that for Insight Remote Support Advanced the CPU and memory allocated, when the Virtual Machine (VM) is created, is 10% higher than the recommendations in this chapter. Note, this applies to the resources dedicated to that Virtual Machine (VM) and it is possible to run multiple Insight Remote Support Advanced VMs on one physical server if enough resources are available.

Support is only provided on a HP ProLiant server for 32 and 64 bit VMWare Guests running Windows 2003 or 2008 in emulation mode.



**IMPORTANT:** Support is provided for a **static** Virtual Machine (VM) environment only. Static in this case means that the device needs to be tied to a single physical ProLiant server, to be allocated a static IP address to work correctly and should not be moved.

VM mobility, VM portability, VM clustering, VM failover, VM cloning, VM copying as well as VSphere fault tolerance are **not** supported.

## New increased product coverage for Managed Systems

Increased product coverage for managed systems is dependent on the installation of **Web-Based Enterprise Services (WEBES) v5.6 Update 2**, which is the supported analysis component, delivered as part of the Insight Remote Support Advanced A.05.40 software package.

New customers will automatically install and benefit from this new WEBES version, made available through a new Install Then Manage (ITM) depot from [Software Depot](#). Existing customers will be able to view the availability via the Remote Support Software Manager (RSSWM)





**NOTE: WEBES v5.6 Update 2** fully replaces WEBES v5.6 Update 1.

WEBES v5.6 Update 2 fully replaces WEBES v5.6 Update 1. WEBES v5.6 Update 2 also addresses an issue with WBEM subscriptions that can affect some customers and hence should be accepted for installation as soon as possible. See the [Known Issues](#) section below for details.

New users installing HP Insight Remote Support Advanced A.05.40 will **automatically** benefit from the new product coverage. Existing customers will be able to benefit from the extended product coverage once the **Web-Based Enterprise Services (WEBES)** component has been updated to the **v5.6 Update 1** or the **Update 2** (recommended) version. See [Appendix A](#) for more details.

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 **IMPORTANT:** WEBES v5.6 Update 1/Update 2 fixes an issue with WEBES v5.6 where if your managed system does not have the State/Province and Postal code filled in as part of the location information, then events will not be sent to HP and no warning is given. For more details, see the [Known Issues](#) section below.

 **NOTE:** If you are upgrading from a WEBES v5.4 or WEBES v5.5 installation, upgrading to either WEBES v5.6 or WEBES v5.6 Update 1/Update 2 (recommended) will be only made available as a manual install. See [Appendix A](#) below. Upgrade from WEBES v5.6 to WEBES v5.6 Update 1 or Update 2 does not require this manual step.


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The **WEBES v5.6 Update 1/Update 2** release supports the following new products:

### **New HP Insight Management WBEM Provider and HP Insight Management Agent support**

The following additional versions are now supported:

- **HP ProLiant server support**
    - HP SNMP Agents for Red Hat Enterprise Linux v8.3
    - HP SNMP Agents for SUSE Linux Enterprise Linux v8.3
    - HP Insight Management Agents for Windows Server 2003/2008 v8.3
    - HP Insight Management WBEM Providers for Windows v2.4
    - HP Insight Management WBEM Providers for Red Hat Enterprise Linux v2.3
    - HP Insight Management WBEM Providers for SUSE Linux Enterprise Server v2.3
    - HP ProLiant Insight Management Agents for Solaris 10 v5.1
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 **NOTE:** HP strongly recommends installing the **HP ProLiant Solaris Support Bundle v8.21** rather than installing the HP ProLiant Insight Management Agents for Solaris 10 v5.1 alone as it contains additional recommended component updates.

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- **HP Integrity server support**
  - HP Integrity Essentials Foundation Pack for Linux v2.5
  - HP Insight Management WBEM Providers on Windows Integrity Servers 6.2

### **New HP ProLiant DL 1000-series Multi Node servers support**

- HP ProLiant DL170h G6 server
  - HP ProLiant DL2x170h G6 server
  - HP ProLiant DL4x170h G6 server
- 

 **NOTE:** Remote monitoring support for these HP ProLiant servers requires the following agents as a minimum prerequisite:

- HP Insight Management Agents for Windows Server 2003/2008 v8.22 or higher
  - HP SNMP Agents for Red Hat Enterprise Linux 5 v8.3 or higher
  - HP SNMP Agents for SUSE Linux Enterprise Server 11 v8.3 or higher
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### **New HP ProLiant DL/SL series servers support**

- HP ProLiant DL 785 G5 server
- HP ProLiant DL 785 G6 server
- HP ProLiant SL2x170z G6 servers

## New operating system support for ProLiant servers

- Sun Solaris 10



**NOTE:** **SNMP** is the only supported protocol to enable remote support to send events from a Sun Solaris 10 operating system to the *Central Management Server*. For more details on supported ProLiant servers for Sun Solaris, visit <http://www.hp.com/wwsolutions/solaris>. Sun Solaris 10 operating system support on ProLiant servers also requires the installation of HP ProLiant Insight Management Agents for Solaris 10. HP recommends installing the **HP ProLiant Solaris Support Bundle v8.21** or higher, which consists of drivers, utilities, management software and documentation for use with Solaris on HP ProLiant servers.

## New HP BladeSystem support

- HP BladeSystem Matrix support
- HP ProLiant WS460c G6 Workstation Blades



**NOTE:** HP ProLiant WS460c G6 Workstation Blade support requires HP Insight Management Agents for Windows Server 2003/2008 v8.3 or higher, which is available for download from [http://h18013.www1.hp.com/products/servers/management/im-agents/downloads.html?jumpid=reg\\_R1002\\_USEN](http://h18013.www1.hp.com/products/servers/management/im-agents/downloads.html?jumpid=reg_R1002_USEN)

**NOTE:** HP BladeSystem Matrix is a packaged data center infrastructure with server blade, storage, and network connectivity and resources. For specific requirements, see the BladeSystem Matrix Compatibility Chart available at <http://www.hp.com/go/matrixcompatibility>.

## New operating system support for HP Integrity servers:

- SUSE Linux Enterprise Server 11



**IMPORTANT:** SUSE Linux Enterprise Server 11 operating system requires HP Insight Management WBEM Providers installed and enabled. HP strongly recommends installing the **HP Integrity Essentials Foundation Pack** rather than installing the WBEM Provider alone as it contains additional recommended component updates. For more details, visit <http://h20341.www2.hp.com/integrity/w1/en/os/linux-on-integrity-certification-matrix-novell-suse.html>. Currently, basic configuration collections are **not** available on this operating system version.

- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008 with SP1 or higher



**IMPORTANT:** Microsoft Windows 2008 operating system support on Integrity servers requires HP Insight Management WBEM Providers installed and enabled. HP strongly recommends installing the **HP Integrity Essentials Foundation Pack** rather than installing the WBEM Provider alone as it contains additional recommended component updates.

## New SAN Virtualization Services Platform (SVSP) support

- Virtual Services Managers (VSMs)
- Data Path Modules (DPMs)

WEBES v5.6 Update 1/Update 2 (recommended) also fixes several known issues with WEBES v5.6. For more details, see the [Known Issues](#) section below.


## New proactive services

The following items are new or changed tabs available under the **Options** menu as part of **Remote Support Configuration and Services**:



- With Insight Remote Support Advanced A.05.40, your HP Account team will have the ability to be automatically notified if your *Central Management Server (CMS)* loses connection to HP. This can be enabled by your HP Account team.
- This release extends the integrated **Server Basic Configuration** collections that enable proactive services to MSA23xx storage devices and OpenVMS on Integrity servers. This does not require an additional configuration collector to be installed on the managed device. No personal or business information is collected other than system administrator contact information which is used to meet specific service level obligations.


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 **IMPORTANT:** These new Server Basic Configuration collections require **WBEM** protocols and its providers to be installed and enabled for the managed device.

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- These new collections are automatically registered and scheduled as a new HP Systems Insight Manager **All Scheduled Task** and optionally can be configured as to when you wish to run the collection. Individual servers can be enabled/ disabled in this **Server Basic Configuration** tab.
- A new version of the **Remote Support Configuration Collector (RSCC)**, containing new collection templates versions V05.40.00 for HP-UX, SAN, and storage are available with this release and the details of what is now collected, can be viewed from the **Data Services** tab.
  - The new HP-UX collection templates will not be applied automatically to the **Advanced Configuration Collector** until you request it in the **Components** tab.

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 **NOTE:** It is strongly recommended that you update to the latest version of the **HP-UX collection templates** for HP-UX servers as soon as possible, since this enables your HP Account team to deliver to you new enhanced reporting introduced with this release.

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- This new version of the **Remote Support Configuration Collector** will also correct several known issues, so that HP highly recommends to upgrade to this latest version. See the [Known issues](#) section below, for more details.

## Miscellaneous

- **Web-Based Enterprise Services (WEBES) v5.6 Update 2** is the recommended analysis component for the Insight Remote Support Advanced A.05.40 software. WEBES v5.6 Update 2 is available via the Remote Support Software Manager (RSSWM) and fully replaces WEBES v5.6 Update 1. WEBES v5.6 Update 2 addresses an issue with WBEM subscriptions that can affect some customers and hence should be accepted for installation as soon as possible. See the [Known Issues](#) section below for details.

We strongly recommend you to allow the automatic update of these software components on your Central Management Server to benefit from new product and operating system support.

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 **IMPORTANT:** WEBES v5.6 Update 1/Update 2 fixes an issue with WEBES v5.6 where if your managed system does not have the State/Province and Postal code filled in as part of the location information, then events will not be sent to HP and no warning is given. For more details, see the [Known Issues](#) section below.

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- **Open Service Event Manager (OSEM)** is no longer supplied as a software component since it is fully replaced by WEBES v5.6 and WEBES v5.6 Update 1/Update 2. See [Appendix A](#) for migration information from OSEM to WEBES. See the [Support](#) section for more details.
- This release offers the integration of **Unified Communications Monitoring** as an addition to an HP Network support contract to allow the monitoring of CISCO IP Telephony networks. See the [Unified Communications Monitoring](#) section below for more details.

- The **HP Remote Support Network Component** is now supported on a Central Management Server running Microsoft Windows 2008.
- HP has introduced with this release the **HP Insight Remote Support Installation Advisor** toolkit that is bundled with the WEBES v5.6 Update 1/Update 2 software installation. This includes:
  - Tools to check the prerequisites and to verify the setup of monitored HP-UX end-point devices
  - Tools to verify the setup of monitored Windows end-point devices (excluding the *Central Management Server* itself)
  - Post installation and configuration troubleshooting tools that run from the *Central Management Server* to monitored end-points including data collection

Please see the **ReadMe** file for more details. HP strongly recommends that you use these tools to verify that your installation is operating correctly.



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**NOTE:** With this release, some versions of the HP Insight Remote Support Advanced, OSEM, WEBES and HP SIM software are no longer supported. Please see the [Support](#) section in this document for more details.

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## Additional support through component updates

If you are upgrading from a previous version of HP Insight Remote Support Advanced software, please carefully read this chapter. This chapter **does not** apply to **new** customer installations and can be disregarded.

## Web-Based Enterprise Services (WEBES) updates

WEBES performs real-time service event filtering and analysis through product specific rule sets. These rule sets are updated regularly as improvements become available. We recommend that you take advantage of these improvements by configuring the Remote Support Software Manager to automatically update these rules sets and application updates.

### WEBES v5.6 and WEBES v5.6 Update 2 (minimum)

**WEBES v5.6 Update 2** is the currently recommended version for Insight Remote Support Advanced A.05.40 software and fully replaces WEBES v5.6 Update 1. However, it requires the installation of WEBES v5.6 as a prerequisite.

WEBES v5.6 will **only** be made available as a **manual** software component update to existing Insight Remote Support Advanced installations through the Remote Support Software Manager (RSSWM), regardless of the automation level you configured.

This manual step is required because WEBES v5.6 utilizes a new database component that will enable this WEBES release and all future versions to be more scalable and give better performance. This database migration requires **System Administration** rights that are unavailable as an automated RSSWM software update because of Microsoft Windows security requirements.

If you have not previously manually upgraded to WEBES v5.6, then the automatic upgrade to WEBES v5.6 Update 1/Update 2 will fail, triggering a weekly failure notification until the manual WEBES v5.6 upgrade has been completed.

The following products cannot be supported unless you have updated to WEBES v5.6 Update 1/Update 2 including the OSEM upgrade that is explained in [Appendix A](#):



## Additional HP Insight Management WBEM Providers and HP Insight Management Agents support

The following additional versions are now supported:

- **HP ProLiant server support**

- HP SNMP Agents for Red Hat Enterprise Linux v8.3
- HP SNMP Agents for SUSE Linux Enterprise Linux v8.3
- HP Insight Management WBEM Providers for Windows Servers v2.3.2
- HP Insight Management Agents for Windows Server 2003/2008 v8.3
- HP Insight Management WBEM Providers for Windows Server 2003/2008 v2.4
- HP Insight Management WBEM Providers for Red Hat Enterprise Linux v2.3
- HP Insight Management WBEM Providers for SUSE Linux Enterprise Server v2.3
- HP ProLiant Insight Management Agents for Solaris 10 v5.1



**NOTE:** HP recommends installing the **HP ProLiant Solaris Support Bundle v8.21** or higher rather than installing the HP ProLiant Insight Management Agents for Solaris 10 v5.1 alone as it consists of drivers, utilities, management software and documentation for use with Solaris on HP ProLiant.



**IMPORTANT:** HP Insight Management WBEM Providers for Windows v2.4 combines support for all HP ProLiant server families. HP Insight Management WBEM Providers are available for download from <http://h18013.www1.hp.com/products/servers/management/wbem/providerdownloads.html>.

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- **HP Integrity server support**

- HP Insight Management WBEM Providers on Windows Integrity Servers 6.2
- HP Integrity Essentials Foundation Pack for Linux v2.6 (Red Hat Enterprise Linux only)
- HP Integrity Essential Foundation Pack for Linux v2.5

### Additional HP ProLiant server support

- HP ProLiant SL160z G6 servers
- HP ProLiant SL170z G6 servers
- HP ProLiant SL2x170z G6 servers
- HP ProLiant DL170h G6 server
- HP ProLiant DL2x170h G6 server
- HP ProLiant DL4x170h G6 server
- HP ProLiant DL785 G5 server
- HP ProLiant DL785 G6 server

### Additional HP ProLiant operating system support

- VMware ESXi Server support



**NOTE:** For a complete list of VMware support on HP ProLiant servers, please see <http://h71028.www7.hp.com/enterprise/cache/505363-0-0-0-121.html>

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- Sun Solaris 10



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**NOTE:** **SNMP** is the only supported protocol to enable remote support to send events from a Sun Solaris operating system to the *Central Management Server*. For more details on supported ProLiant servers for Sun Solaris, visit <http://h71028.www7.hp.com/enterprise/cache/492635-0-0-0-121.html>.

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- SUSE Linux Enterprise Server 11 (AMD64, EM64T, x86)



**IMPORTANT:** If basic configuration collections are required for servers running any supported Linux operating system, **SNMP** Providers need be installed and enabled since WBM Providers do not currently support basic collections.

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#### Additional HP Integrity support

- Added Service Media Library Links for BL860c/BL870c callouts
- Added Direct Attached Storage (DAS) support for HP-UX 11iv3 operating systems
- SUSE LINUX Enterprise Server 11



**IMPORTANT:** SUSE Linux Enterprise Server 11 operating system requires HP Insight Management WBM Providers installed and enabled. HP strongly recommends installing the **HP Integrity Essentials Foundation Pack** rather than installing the WBM Provider alone as it contains additional recommended component updates. For more details, visit <http://h20341.www2.hp.com/integrity/w1/en/os/linux-on-integrity-certification-matrix-novell-suse.html>. Currently, basic configuration collections are **not** available on this operating system version.

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- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008 with SP1 or higher



**IMPORTANT:** Microsoft Windows 2008 operating system support on Integrity servers requires HP Insight Management WBM Providers installed and enabled. HP strongly recommends installing the **HP Integrity Essentials Foundation Pack** rather than installing the WBM Provider alone as it contains additional recommended component updates.

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#### Additional HP BladeSystems

- HP BladeSystem Matrix support
- HP ProLiant WS460c G6 Workstation Blades



**NOTE:** HP ProLiant WS460c G6 Workstation Blade support requires HP Insight Management Agents for Windows Server 2003/2008 v8.3 or higher, which is available for download from [http://h18013.www1.hp.com/products/servers/management/im-agents/downloads.html?jumpid=reg\\_R1002\\_USEN](http://h18013.www1.hp.com/products/servers/management/im-agents/downloads.html?jumpid=reg_R1002_USEN)

**NOTE:** HP BladeSystem Matrix is a packaged data center infrastructure with server blade, storage, and network connectivity and resources. For specific requirements, see the BladeSystem Matrix Compatibility Chart available at <http://www.hp.com/go/matrixcompatibility>.

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#### Additional HP StorageWorks Storage Servers

- HP StorageWorks x1000 Network Storage System (NAS)
- HP StorageWorks x3000 Network Storage System (NAS)

#### New SAN Virtualization Services Platform (SVSP) support

- Virtual Services Managers (VSMs)
- Data Path Modules (DPMs)

## New HP Installation Advisor

HP has introduced with the WEBES v5.6 Update 1/Update 2 release the **HP Insight Remote Support Installation Advisor** toolkit that is bundled with the WEBES software installation. This toolkit includes:

- Tools to check the prerequisites and to verify the setup of monitored HP-UX end-point devices
- Tools to verify the setup of monitored Windows end-point devices (excluding the *Central Management Server* itself)
- Post installation and configuration troubleshooting tools that run from the *Central Management server* to monitored end-points including data collection

Please see the **ReadMe** file for more details. HP strongly recommends that you use these tools to verify that your installation is operating correctly.



**IMPORTANT:** New users installing HP Insight Remote Support Advanced from HP Software Depot will **automatically** benefit from the new product coverage. Existing customers will be able to benefit from the extended product coverage and the new database component once the **Web-Based Enterprise Services (WEBES)** component has been updated to the **WEBES v5.6 Update 1/Update 2** version or higher, requiring a *manual* installation and the migration of Open Service Event Manager 1.4.8a. For more details, see the *OSEM to WEBES migration* in [Appendix A](#).

## WEBES v6.0 (recommended)

The current recommended version is WEBES v6.0 in order to obtain the latest product support and capabilities. It will be automatically made available through the Remote Support Software Manager (RSSWM) for existing customers as a replacement for WEBES v5.6 Update 2. See [Appendix A](#), if you are updating from a previous version since a manual installation is required. WEBES v6.0 is automatically included in the latest **Install Then Manage (ITM)** depot that is available from [Software Depot](#).

Web-Based Enterprise Services (WEBES) v6.0 provides the following product enhancements:

### Additional HP ProLiant server support

- HP SNMP Agents for Red Hat Enterprise Linux v8.4
- HP SNMP Agents for SUSE Linux Enterprise Server v8.4
- HP Insight Management Agents for Windows Server 2003/2008 v8.4
- HP ProLiant DL385 G7 servers

### Additional HP ProLiant operating system support

- Microsoft Windows Server 2008 R2 operating system support for **monitored** HP ProLiant servers

### Additional HP Integrity servers support

- HP Integrity BL860c i2 Blade servers
- HP Integrity BL870c i2 Blade servers
- HP Integrity BL890c i2 Blade servers



**IMPORTANT:** These HP Integrity servers require HP-UX 11i v3 as the operating system and the installation of the *Diagnostics Products Collection* depot (B69191AAE). This is not an HP Insight Remote Support A.05.40 requirement, but an HP-UX requirement to provide support for these servers. A copy of the bundle is available from [Software Depot](#).

Please also see the *HP-UX Errata for HP Integrity BL860c i2, BL870c i2 & BL890c i2 Server*

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*Blades* document for details on required patches. This is not an HP Insight Remote Support A.05.40 requirement, but a HP-UX requirement to provide support for these new servers. A copy of the document is available at <http://bizsupport2.austin.hp.com/bc/docs/support/SupportManual/c02111059/c02111059.pdf>

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#### Additional HP StorageWorks products support

- HP StorageWorks SN6000 Fibre Channel Switches
- HP StorageWorks P2000 G3 MSA Array Systems (SNMP based only)
- HP StorageWorks 1606 Extension SAN Switches
- HP StorageWorks B-series Fabric Channel Switches test trap support (requires latest Fabric-OS firmware v6.3.0b. See the HP StorageWorks Fabric OS 6.3.0b [Customer Advisory](#) for complete details)
- HP StorageWorks X1000 and X3000 Network Storage Systems

#### Additional VMWare product support

- VMware ESX and ESXi operating system support for the *Event Log Monitoring Collector (ELMC) for x86, x64 Windows* servers to run together with CommandView for EVA on the *Central Management Server*

Hence HP strongly recommends that you upgrade to WEBES v6.0 at the earliest opportunity.

## Software components

The HP Insight Remote Support Advanced software includes a number of components as follows:

**Remote Support Software Manager (RSSWM)** is installed on your Central Management Server when you install the HP Insight Remote Support Advanced software. Its role is to download all of the compulsory and recommended components listed below and their updated versions as they become available. The level of automation is under your control.

#### Compulsory Remote Support Central Management Server software components:

According to the software management options you selected, these software components are downloaded by RSSWM and are compulsory to allow communication with HP, contract and warranty entitlement capabilities and to provide onsite analysis.

- Remote Support Client
- Remote Support Common Components (MC3)
- Remote Support Eligible Systems List
- Web-Based Enterprise Services (WEBES)
- Remote Support Configuration Collector (RSCC)

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 **IMPORTANT:** These components are **compulsory** to allow remote monitoring and proactive services.

**IMPORTANT:** Web-Based Enterprise Services (WEBES) v5.6 and WEBES v5.6 Update 2 are the recommended analysis components delivered as part of the HP Insight Remote Support Advanced software A.05.40 software package. Existing customers will be able to benefit from the extended product coverage and the new database component once the **Web-Based Enterprise Services (WEBES)** component has been updated to the **WEBES v5.6 Update 1** version or higher, requiring a *manual* installation and the migration of Open Service Event Manager 1.4.8a. For more details, see the *OSEM to WEBES migration* in [Appendix A](#).

**IMPORTANT:** WEBES v5.6 Update 1/Update 2 fixes an issue with WEBES v5.6 where if your managed system does not have the State/Province and Postal code filled in as part of the location information, then events will not be sent to HP and no warning is given. See the [Known Issues](#) section below for more details.

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#### **Remote Support End-point server software for monitoring services:**

These operating system specific software components are downloadable by RSSWM to your CMS for distribution to your monitored end-point server.

- Event Log Monitoring Collector depot for Tru64 servers
- Event Log Monitoring Collector depot for OpenVMS servers
- Event Log Monitoring Collector depot for Windows Itanium servers
- Event Log Monitoring Collector depot for x86, x64 Windows servers



**NOTE:** The Event Log Monitoring Client for Tru64, OpenVMS and Windows Itanium servers is required to be installed on the end-point monitored server to allow event log analysis and the reporting of any error conditions. This is also compulsory for Storage Management Server (SMS) monitoring storage devices. This is not compulsory for x86 and 64bit servers running Windows, but is strongly recommended as it will enhance the monitoring capabilities for these servers, including the CMS itself, except in large environments where the CMS limits may be exceeded.

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#### **Recommended Remote Support CMS software to enable proactive services:**

These software components are downloaded by RSSWM to your CMS to enable the delivery of proactive services for servers and storage devices based on your contractual obligation with HP.

- Remote Support Configuration Collector Extension (RSCCE)
- Unreachable Device Notification (UDN)
- Remote Support Network Component



**NOTE:** The HP Remote Support Configuration Collector (RSCC) is always required to enable device-specific proactive services. The other components are required in addition only if proactive services are required for these specific devices.

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#### **Recommended Remote Support end-point server software to enable proactive services:**

This operating system-specific software component is downloadable by RSSWM to your CMS for onward distribution to your monitored HP-UX end-point server to enable configuration collection.

- Advanced Configuration Collector depot for HP-UX 11.X servers



**NOTE:** For a detailed description of each listed component and further details on how they interact to deliver Remote Support services, refer the *HP Insight Remote Support Advanced CMS Configuration and Usage Guide* available at: [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs)

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#### **Optional Multi-Vendor and Application Adapter (MVAA)**

This software component is optionally downloaded by the RSSWM to your CMS and is an upgrade and replacement of the Management Platform Synchronizer. It allows intelligent synchronization of events between the HP Insight Remote Support Advanced and HP Operations Manager (OM) for HP-UX and Windows, including the case id and its status of all hardware incidents sent to HP.

This component also enables the Insight RSA integration of Trend Analysis Measurement Service (TAM-S), Cluster Consistency Monitor Service (CCMon) and Unified Communications Services. It is

also required for monitoring selected multi-vendor servers that are not directly supported by other services.



**NOTE:** See the [Multi-Vendor and Application Adapter](#) and [Unified Communication monitoring](#) section of this document for more details.

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### Optional Remote Support end point server software to enable application monitoring

These operating system specific software depots are downloadable by the Remote Support Software Manager (RSSWM) to your CMS for onward distribution to your monitored end point server to enable application monitoring:

- Application Monitoring depot for HP-UX IA
- Application Monitoring depot for HP-UX PA

This software works in conjunction with the centrally installed MVAA software component hosted on the *Central Management Server* (CMS) and is required to enable the TAM-S and CCMon services on these servers.



**NOTE:** See the [Integration of TAM-S and CCMon Services](#) section of this document for more details.

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### Optional Remote Support end point server software to enable multi-vendor hardware monitoring

These operating system specific software depots are downloadable by the Remote Support Software Manager (RSSWM) to your CMS for onward distribution to your monitored non-HP server to enable break-fix hardware monitoring:

- Multi-Vendor Monitoring depot for IBM AIX
- Multi-Vendor Monitoring depot for Sun Solaris

This software works in conjunction with the centrally installed MVAA software component hosted on the *Central Management Server* (CMS) and is required to enable break-fix hardware monitoring on these selected non-HP servers.

## Central Management Server prerequisites

The HP Insight Remote Support Advanced software requires that the Central Management Server (CMS) is an HP ProLiant Microsoft Windows based system. During HP SIM 5.3.x or higher installation, you will have the option to install the HP Insight Remote Support Advanced (formerly known as HP Remote Support Pack) software. All other pre-requisites are as specified in the Release Notes for the HP SIM 5.3.x or higher Windows *Central Management Server*.



**IMPORTANT:** The Insight Remote Support Advanced (Insight RSA) A.05.40 software release or higher are the only versions that are compatible with the HP SIM 6.0 release. The HP SIM 5.3.x releases are also compatible with the HP Insight Remote Support Advanced A.05.40 software.

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It is recommended that the CMS is a dedicated server to host the HP SIM and HP Insight Remote Support Advanced software. In addition, the CMS needs to monitor itself for potential problems. This requires the installation and configuration of the appropriate HP Insight Management Agents or HP Insight Management WBEM Provider. Refer to the [ProLiant managed servers section](#) for more details. Operating system and hardware model support are specific to the CMS as follows.



# Supported Windows Operating Systems

- Microsoft Windows Server 2003 Standard or Enterprise Edition for x86 with SP1 or higher (running on x86 or x64/AMD64 platforms)
- Microsoft Windows Server 2003 R2 Standard or Enterprise Edition for x86 (running on x86 or x64/AMD64 platforms)
- Microsoft Windows Server 2003 for x64
- Microsoft Windows 2003 SMB, with SP1 or higher
- Microsoft Windows 2003 Server with installed Multilingual User Interface Pack (MUI)
- Microsoft Windows 2003 with English, French, Italian, German, Spanish, Dutch, Traditional Chinese, Simplified Chinese, Korean and Japanese International Server (see the Important Notice below)
- Microsoft Windows Server 2008 Standard for x64
- Microsoft Windows Server 2008 Enterprise for x64
- Microsoft Windows Server 2008 Datacenter for x64
- Microsoft Windows Server 2008 Standard 32-Bit
- Microsoft Windows Server 2008 Enterprise 32-Bit
- Microsoft Windows Server 2008 Datacenter 32-Bit
- Microsoft Windows Small Business Server 2008
- Microsoft Windows Web Server 2008



**IMPORTANT:** Windows 2000, Windows XP and Windows Vista operating systems are **not** supported as a CMS operating system as they do not offer a diagnostic monitor on a Windows ProLiant server that would allow the CMS to monitor itself.

**IMPORTANT:** Microsoft Windows Server 2008 R2 is currently **not** supported as a CMS operating system, but will be added in a future release.

**IMPORTANT:** Microsoft Windows Storage Server is **not** licensed or supported as a general *Central Management Server (CMS)* operating system to monitor any other devices other than itself and attached HP storage devices. This is a restriction of the Microsoft's operating system license purchased as part of the Storage Server. If you need a pre-installed CMS or need to combine a CMS with a Command View host then you should order the Factory Express AN238A or the AN239A bundle instead.



**NOTE:** HP recommends installing and enabling **HP Insight Management WBEM Providers** on the CMS in preference to SNMP.

- VMWare ESX 3.x and 4.x
- VMWare ESXi 3.5 and 4.x

Virtualization support for the *Central Management Server* requires the installation of **WEBES 5.6 Update 1/Update 2** or higher. A compatibility support matrix for VMWare ESX and ESXi can be found at: <http://h71028.www7.hp.com/enterprise/cache/505363-0-0-0-121.html>.

When running the *Central Management Server* in a virtual environment, it is also recommended that for Insight Remote Support Advanced the CPU and memory allocated, when the Virtual Machine (VM) is created, is 10% higher than the recommendations in this chapter. Note, this applies to the resources dedicated to that Virtual Machine (VM) and it is possible to run multiple Insight Remote Support Advanced VMs on one physical server if enough resources are available.

Support is only provided on a HP ProLiant server for 32 and 64 bit VMWare Guests running Windows 2003 or 2008 in emulation mode.

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**!** **IMPORTANT:** Support is provided for a **static** Virtual Machine (VM) environment only. Static in this case means that the device needs to be tied to a single physical ProLiant server, to be allocated a static IP address to work correctly and should not be moved.

VM mobility, VM portability, VM clustering, VM failover, VM cloning, VM copying as well as VSphere fault tolerance are **not** supported.

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VMware ESX and ESXi operating system support for the *Event Log Monitor Collector (ELMC)* for x86, x64 Windows servers to run together with CommandView for EVA on the *Central Management Server* requires the installation of WEBES 6.0.

## Supported Central Management Server hardware

- Any HP ProLiant x86 system with Insight Management Agent or WBEM Provider support
- Any HP ProLiant x64 system with Insight Management Agent or WBEM Provider support

Refer to the [ProLiant managed servers section](#) for more details of Insight Management Agent or WBEM Provider support.



**NOTE:** ProLiant 100 Series servers, with the exception of the newly added ProLiant G6 1x0 Series servers, are not supported as a CMS to host HP Insight Remote Support Advanced since they do not offer a diagnostic monitor agent to monitor themselves. They are also unlikely to be powerful enough to support anything but the smallest of monitored environments.

**NOTE:** ProLiant 1x5 series servers are not supported as they do not have any diagnostic agent support to monitor themselves.

**NOTE:** While HP Netserver platforms are supported as CMS devices for HP Systems Insight Manager 5.2 or higher, they are **not** supported as a CMS for HP Insight RSA usage.

**NOTE:** You must have administrative rights on the CMS and in HP SIM to access both the **HP Remote Support Software Manager** and the **Remote Support Configuration and Services** option.

**NOTE:** HP Insight Remote Support Advanced is not supported in a clustered HP SIM/CMS environment.

**NOTE:** The ML110G5 is supported as a CMS device only when also used as a NonStop System console (NSC). While the ML110G5 can be used simultaneously as both an NSC and a CMS for Insight RSA, it does not provide the self diagnosis capabilities that are characteristic of other CMS' supported by Insight RSA.

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## Minimum and recommended Central Management Server specifications

It is recommended that the CMS is a dedicated Microsoft Windows ProLiant server that meets the following specifications in order to ensure that the management solution, consisting of HP SIM and HP Insight Remote Support Advanced, performs and is available at a high level.

A large variety of Microsoft Windows ProLiant servers can be used as a CMS for this purpose, dependent on the size of monitored environments and the number of devices from which configuration collections are scheduled.

This section provides **guidance** that would make any particular Windows ProLiant model and configuration suitable or not beyond the operating systems and hardware platforms described above.



The section below provides some **examples** of CMS server specifications compared to the number of devices that are required to be monitored. The specification can be affected by a number of factors:

- The type and power of the Windows ProLiant server selected
- The type of devices monitored and managed (e.g. an EVA or device using ELMC to monitor is the equivalent of 4 other devices)
- If the CMS is also being used for other optional management applications (e.g. Command View for EVA, Internet monitoring for XP devices, MVAA, etc.)
- The number of devices configured for configuration collections either basic or advanced

Hence, it is not possible to give exact advice on which specification will be required. If performance degradation is observed when interacting with the CMS, it is likely that the server may need to be compared to the following recommendations outlined below.

If an existing installation is not suffering performance degradation, it is not necessary to upgrade the CMS to meet these recommendations.

The following tables outline the **minimum** and **recommended** CMS specifications based on the results of HP's quality assurance and performance testing for specific environments.



**NOTE:** The *minimum* specification for the Central Management Server (CMS) is higher than the HP Systems Insight Manager (HP SIM) requirements alone because of the extra load that Insight RSA places upon the server.

## Small monitored environments

**Table 2** CMS specification for **small** monitored environment

	Example Server Model	Memory Size	Free Disk Space
Minimum	<ul style="list-style-type: none"> <li>• DL180 G6</li> <li>• ML150 G6</li> <li>• BL280C G6</li> </ul>	3 GB	<ul style="list-style-type: none"> <li>• 2GB for initial installation of all remote support related components</li> <li>• 500 MB for normal operation</li> </ul>
Recommended		4GB	<ul style="list-style-type: none"> <li>• 2GB for initial installation of all remote support related components</li> <li>• 500 MB for normal operation</li> </ul>

A small monitored environment would be considered to be less than 100 monitored and managed devices. However, this specification may support many more than this number dependent on the factors listed above. As the number of devices expands and/or other optional remote support services are added, it may be possible that performance degradations will be observed. At this point, consideration should be given to upgrade to the next level of specification.

## Midsized and large monitored environments

**Table 3** Recommended configuration to manage up to **500** devices

<b>Server Model</b> <i>(example)</i>	<b>Memory Size</b> <i>(minimum)</i>	<b>Processor</b> <i>(minimum)</i>	<b>Disk Size</b> <i>(typical)</i>
<ul style="list-style-type: none"> <li>• DL380 G6</li> <li>• ML350 G6</li> <li>• BL460C G6</li> </ul>	6 GB *	E5530 @ 2.4 GHZ	146 GB

**Table 4** Recommended configuration to manage up to **2000** devices

<b>Server Model</b> <i>(example)</i>	<b>Memory Size</b> <i>(minimum)</i>	<b>Processor</b> <i>(minimum)</i>	<b>Disk Size</b> <i>(typical)</i>
<ul style="list-style-type: none"> <li>• DL380 G6</li> <li>• ML350 G6</li> <li>• BL 460C G6</li> </ul>	12 GB*	2 x E5530 @ 2.4 GHZ	300 GB

\* Some older versions of the supported Microsoft Windows Operating Systems will not support the minimum recommended memory requirements for midsized to large environments and may require an operating system upgrade.

These configurations are **only** examples of currently available servers; older or similar HP server configurations with similar performance can be substituted. Processor speed alone does not indicate the power of a server. It is strongly recommended to use a **64-bit** server, especially for larger environments, to obtain adequate performance.

Each set of recommended configurations consists of a rack server with its equivalent blade and tower server configuration. Only one of the servers is required for the CMS. It is highly recommended that the system disk be configured in at least Raid 0-1 for reliability. In large enterprise configurations it is recommended that HP SIM tuning guidelines be followed as described in the HP SIM documentation.

## Maximum number of monitored and managed devices per CMS

### Monitoring services only

The recommended device limits for acceptable HP Systems Insight Manager (HP SIM) and Insight Remote Support Advanced performance for an individual CMS is **2,000** SNMP/WBEM monitored end-point devices, plus **100** ELMC devices plus **25** CommandView for EVA devices.

A CMS that is monitoring more than this number can be expected to suffer a level of performance degradation that will be proportional to the amount by which the preceding guidelines are exceeded. CMS performance degradation may also be experienced if the total number of end-point devices discovered by HP SIM and hence sending events to the CMS is greater than the device limits listed above, even if they are disabled in HP Insight Remote Support Advanced for monitoring. This is due to the CMS still having to process the events coming from disabled devices.

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**!** **IMPORTANT:** The recommended device limits above are only applicable when Insight Remote Support Advanced A.05.40 including **WEBES v5.6 Update 1/Update 2** is installed.



**NOTE:** Device discovery time is proportional to the number of monitored devices. Discovering the maximum number of devices listed above will take approximately 4 hours when **WEBES v5.6 Update 1** or higher is installed.

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## Proactive services

The recommended limit for device configurations collections is **1,400** per month per Central Management Server (CMS). Once these monthly collections surpass the 1,400 level, performance of the CMS will degrade, eventually resulting in missed collections. To make sure that you do not suffer from performance degradation, the following information should be used to calculate that this level is not exceeded:

1. An HP-UX server does not trigger a collection unless it is for proactive services with an Advanced Configuration Collector installed
  - a. Default proactive services for HP-UX servers results in 8 collections per month using weekly Configuration and Availability collections  
Note, customization to a 'daily schedule' will increase collections accordingly
  - b. Performance Collections are assumed manual & infrequent
2. Each Windows and Linux server results in 1 collection per month
3. Each EVA or EVA-LE device results in 1 collection per month
4. Note, all other storage devices do not trigger a collection
5. Any device type listed above added to a SAN adds 4 more collections per month using weekly SAN collections for each SAN to which the device is assigned



**NOTE:** These guidelines are calculated based on using the following component version: HP SIM 5.3 (or higher), HP Insight Remote Support Advanced A.05.30 (or higher) and WEBES v5.6 Update 1/Update 2 (or higher).

**NOTE:** The HP Insight Remote Support Advanced software does not currently support WBEM indications authorization using certificates, only user account and password verification. Certificate support will be added in a subsequent release.

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Although it is not compulsory, HP strongly recommends that the *Central Management Server (CMS)* is covered by a warranty, HP Care Pack Service or HP support contract obligation. The CMS is a critical component of this solution so keeping it in a healthy condition is of prime importance to ensure effective monitoring.

## Application prerequisites

- HP Systems Insight Manager (HP SIM), Version 5.3.x or higher including the installation of the HP Insight Remote Support Advanced (also known as HP Remote Support Pack) option.
- 



**NOTE:** It is **highly recommended** that the HP Insight Remote Support Advanced software is installed with **HP SIM 5.3 SP1** or higher, because this release provides defect fixes and enhancements that make the configuration of monitored and managed devices easier and more usable. This includes the availability to define *multiple sites* and *contacts* to help HP understand where the equipment is located and whom to contact to deliver support.




**IMPORTANT:** The Insight Remote Support Advanced (Insight RSA) A.05.40 software release or higher are the **only** versions that are compatible with the HP SIM 6.0 release. The HP SIM 5.3.x releases are also compatible with the HP Insight RSA A.05.40 software.

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- .NET Framework 2.0.  
This is a Windows component and can be found in the Add/Remove Programs dialog in

Control Panel. If .NET Framework 2.0 is not listed, we strongly advise that you obtain it and any patches or updates on a regular basis from the Microsoft web site.

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 **IMPORTANT:** If .NET Framework 2.0 is **not** installed on the *Central Management Server* before HP Insight Remote Support Advanced installation, the installation process will fail with a non specific error message. To resolve the issue, install .NET Framework 2.0 and then re-run the installation process.


The .NET Framework 2.0 software version is **specifically** required. Newer versions will not interfere with the HP Insight Remote Support Advanced software, but will not fulfill this requirement.

If you install .NET Framework 3.x on a system that does not have version 2.0 installed, the installer will automatically install version 2.0 for you. Do not **uninstall** .NET Framework 2.0 from a .NET Framework 3.x installation as this will break the HP Insight Remote Support Advanced software.

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- HP System Management Homepage (SMH), Version 2.1.7 or higher
- Java Virtual Machine plug-in for Internet Explorer that can be obtained from <http://java.sun.com/getjava> ( this Java plug-in is not installed by default in the Internet Explorer Web Browser for 32-bit and x64 editions of Windows Server 2003)

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 **NOTE:** HP SIM, SMH and OSEM can all be upgraded to the required versions. However, existing versions of WEBES and the ISEE Client Software Version A.03.95 or earlier **MUST BE REMOVED** before the HP Insight Remote Support Advanced software is installed. Please note this may have an impact on any other capabilities that are making use of WEBES and these may have to be re-configured when the updated version is re-installed. See the *HP Insight Remote Support Advanced CMS Configuration and Usage Guide* available at: [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs).

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## Supported Web browsers

- Internet Explorer, Version 6.x and 7.x
- Firefox, Versions 3.x

Please see the [HP Systems Insight Manager Release Notes](#) for more details.

## Configuration Collection capabilities

HP Insight Remote Support Advanced has the ability to collect configuration information from your managed systems managed centrally from the Central Management Server. These services are automatically registered and scheduled as a HP Systems Insight Manager **All scheduled Task** and need to be configured as to when you wish to run these collections. These configuration collections enable the following:

- HP Support to provide improved technical support
- Optionally, if during installation or subsequently you have requested HP to provide recommendations that may improve your environment.
- Recommended to deliver proactive support for some devices (e.g. Windows and Linux)

There are two collection methods where you can control frequency, when the collection is scheduled, what is collected and on which managed systems:

- **Basic configuration collections**

These collections require no collection agent on your managed devices and are by default turned off.

**Table 5** Protocol support for configuration collections

Device	SNMP enabled	WBEM enabled
Linux on ProLiant	✓	Not supported
Linux on Integrity	✓ <sup>1</sup>	Not supported
Windows on ProLiant	✓	✓(WMI) <sup>2</sup>
Windows 2003 on Integrity	✓	✓(WMI) <sup>2</sup>
Windows 2008 on Integrity	Not supported	✓(WMI)
HP-UX	Not supported	✓ <sup>3</sup>
OpenVMS on Integrity	Not supported	✓
MSA 1000 & MSA 1500	✓	Not supported
MSA23xx	Not supported	✓ (SMI-S) <sup>4</sup>
EVA	Not applicable	✓(SMI-S) <sup>4</sup>

<sup>1</sup> SUSE Linux Enterprise Server 11 operating systems are currently not supported

<sup>2</sup> WBEM/WMI is the recommended protocol and is a requirement for proactive services

<sup>3</sup> Advanced Configuration collections are required for proactive services using https protocol

<sup>4</sup> For more details see the *Proactive services for storage environments* section below for details and restrictions



**NOTE:** The table above is **only** applicable for protocols involved in basic configuration collections. Please refer to the relevant monitored server and storage sections below for requirements and recommendations.

- **Advanced Configuration collections**

These collections require a collection agent, the Advanced Configuration Collector (ACC) to be installed on your managed devices and are by default turned off. The ACC also includes performance and availability collectors as part of the same agent. Currently, the ACC is only available for HP-UX servers. For more details see the [Proactive services for servers](#) section below.

## Installation process

### Installation directory

HP Insight Remote Support Advanced software can be installed in a location other than the default directory (C: Drive), the existence of the default directory is still required for some operations and the installation of one small component:




**NOTE:** All install directories must be on local disk drives and are not supported on a network drive.

- Choose the installation directory by using the HP SIM interactive installation screens
- (Optionally) choose where to install the RSSWM component (e.g. can be the D: drive)
- (Optionally) tell RSSWM where to install the HP Insight Remote Support Advanced software components (e.g. can be the D: drive)

- With the A.05.30 release or higher and since the introduction of WEBES v5.5 or higher, multi-byte character input is **fully** supported within the HP Insight Remote Support Advanced software.

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 **IMPORTANT:** The HP Remote Support Software Manager cannot be installed in a directory where the directory path contains Chinese or Korean characters.

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## Installation management

With the A.05.30 release or higher, a new installation process has been introduced. The initial installation will always now point to the latest software available for download from the HP Software Depot web page at:


<http://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSSWMBASE>

All subsequent updates will continue to be managed under your control by the RSSWM.

This introduces new functionality and advantages:

- **Download Speed** – The speed of the download will be substantially quicker since it will now automatically be downloading the software from a server close to your location.
- **Optional Version Control** – For customers, who have very specific requirements for controlling the source of any software in a production environment, it is now possible to download and store a particular version of Insight Remote Support Advanced and disable the RSSWM component and updates.

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 **WARNING:** HP strongly recommends that version control is **only** enabled for any customer who has a legal or strong audit requirement to do so, since updates enable HP to automatically supply new software components that contain new product support, improved capabilities and fixes for any known issues including security. Also, software updates to these systems will require a re-installation of a new Software Depot image of all the components (configuration details are retained) rather than just accepting the new software made available through RSSWM.

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## Compatibility with other HP SIM plug-ins

The HP Insight Remote Support Advanced software is compatible with all HP Systems Insight Manager (HP SIM) plug-ins that are included as part of the HP Insight Software suite.

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 **NOTE:** Compatibility with any virtual management plug-ins does not imply that the CMS is supported in a virtual environment, but does allow management and monitoring of virtual servers.

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## Compatibility with Storage Essentials

With this release, Storage Essentials (SE) will now be supported connected to the same server that HP SIM and Insight Remote Support Advanced (Insight RSA) are installed, with the following requirements:

1. Storage Essentials (SE) is **only** supported on a separate server to the CMS onto which it is connected because of performance considerations
2. SE is **only** supported if the following product versions are installed.
  - a. HP Insight Remote Support Advanced version A.05.30 or later
  - b. Storage Essentials version 6.1
  - c. Command View for EVA version 9.1
  - d. HP Systems Insight Manager version 5.3 SP1 or later



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**IMPORTANT:** It is recommended because of known issues, if an upgrade of SIM or SE is performed, then after both upgrades are completed, that you should delete the EVAs devices from HP SIM (not Storage Essentials) and re-discover them. See the [Known issues](#) section below for more details.

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## Monitored server device requirements and recommendations

The following products are supported by HP Insight Remote Support Advanced as monitored devices.

### HP ProLiant Servers

The following HP ProLiant servers and their attached devices including Modular Smart Arrays (MSA) are supported when HP Insight Management (IM) Agents revision v7.1 or higher or HP Insight Management WBEM Providers revision v2.2.0.0 or higher are installed on these servers. It is strongly recommended that you upgrade to the latest Insight IM Agent and WBEM Provider versions as some models are only supported with a later version.

- ProLiant BL Server Blades (p-class, c-class) including
  - HP ProLiant BL2x220c
  - HP ProLiant BL260c
- ProLiant DL 300, 500, 700 Series Servers including
  - HP ProLiant DL785 G5
  - HP ProLiant DL785 G6
  - HP ProLiant DL360 G7 servers
  - HP ProLiant DL380 G7 servers
  - HP ProLiant DL385 G7 Servers
- ProLiant ML 300, 500 Series Servers
- Any HP ProLiant G6 servers including 1x0 series servers with HP Insight Management Agent or WBEM Provider support
- HP ProLiant 1000-series Multi Node servers including
  - HP ProLiant DL170h G6
  - HP ProLiant DL2x170h G6
  - HP ProLiant DL4x170h G6
- HP ProLiant WS460c G6 Workstation Blades



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**NOTE:** ProLiant 100 G6 series server support requires HP Insight Management Agents version v8.22 or higher for SNMP protocols. **HP Insight Management WBEM Providers v2.4** combines support for all HP ProLiant server families. HP Insight Management WBEM Providers are available for download from <http://h18013.www1.hp.com/products/servers/management/wbem/providerdownloads.html>

**NOTE:** HP ProLiant DL385 G7 server support requires the installation of **WEEBS v6.0** or higher. See [Appendix A](#) for more details, if you are updating from a previous version since a manual installation may be required.

**NOTE:** ProLiant 1x5 series servers are not supported as they do not have any diagnostic agent support.



**NOTE:** HP ProLiant SL160z and SL170z G6 server support requires the installation of **WEBES v5.6** or higher. See [Appendix A](#) for more details, if you are updating from a previous version since a manual installation is required.

**NOTE:** HP ProLiant DL170h G6, SL2x170z G6, DL2x170h G6, DL4x170h G6, DL 765 G5 and DL 785 G6 server support requires the installation of **WEBES v5.6 Update 1/Update 2** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version. In addition, they require the following agents as a minimum prerequisite:

- HP Insight Management Agents for Windows Server 2003/2008 v8.22 or higher
- HP SNMP Agents for Red Hat Enterprise Linux 5 v8.3 or higher
- HP SNMP Agents for SUSE Linux Enterprise Server 11 v8.3 or higher

**NOTE:** See also the [Power and Cooling device monitoring](#) chapter of this document for additional HP Rack-Mountable and Tower UPS monitoring capabilities.

**NOTE:** HP ProLiant WS460c G6 Workstation Blades require the use of HP Insight Management Agent for Windows Server 2003/2008 v8.3 or higher. In addition, it requires the installation of **WEBES v5.6 Update 1/Update 2** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version since a manual installation is required.

**NOTE:** Not all ProLiant models are supported by the WBEM (WMI) providers. Refer to the provider supported product list to determine whether your model is supported; if it is not, use SNMP. For more details see

[http://h18013.www1.hp.com/products/quickspecs/12927\\_div/12927\\_div.html#Technical%20Specifications](http://h18013.www1.hp.com/products/quickspecs/12927_div/12927_div.html#Technical%20Specifications)

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On the preceding servers, the following Operating Systems are supported:

**Microsoft Windows managed systems:**

- Microsoft Windows Server 2003 Standard Edition
- Microsoft Windows Server 2003 Enterprise Edition
- Microsoft Windows Server 2003 Datacenter Edition
- Microsoft Windows Server 2003 Standard x64 Edition
- Microsoft Windows Server 2003 Enterprise x64 Edition
- Microsoft Windows Server 2003 Datacenter x64 Edition
- Microsoft Windows Server 2003 Web Edition
- Microsoft Windows Small Business Server 2003
- Microsoft Windows Small Business Server 2003 R2
- Microsoft Windows Server 2003 R2 Standard Edition
- Microsoft Windows Server 2003 R2 Enterprise Edition
- Microsoft Windows Server 2003 R2 Standard x64 Edition
- Microsoft Windows Server 2003 R2 Enterprise x64 Edition
- Microsoft Windows Server 2003 R2 Datacenter x64 Edition
- Microsoft Windows Server 2008 Standard for x64
- Microsoft Windows Server 2008 Enterprise for x64
- Microsoft Windows Server 2008 Datacenter for x64
- Microsoft Windows Server 2008 Standard 32-Bit
- Microsoft Windows Server 2008 Enterprise 32-Bit
- Microsoft Windows Server 2008 Datacenter 32-Bit
- Windows Small Business Server 2008
- Microsoft Windows Web Server 2008
- Microsoft Windows Storage Server 2003



- Microsoft Windows Storage Server 2008
- Microsoft Windows Server 2008 R2

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**!** **IMPORTANT:** Microsoft Windows Server 2008 R2 operating system support for monitored HP ProLiant servers requires the installation of **WEBES v6.0** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version since a manual installation may be required.

**📝** **NOTE:** HP Insight Management Agents and HP Insight Management WBEM Providers (WMI) are supported for Microsoft Windows operating systems. HP recommends installing and enabling HP Insight Management WBEM Providers since this is the new industry future standard.

**⚠** **WARNING:** Microsoft Windows Storage Server is **not** licensed or supported as a general *Central Management Server (CMS)* operating system to monitor any other devices other than itself and attached HP storage devices. This is a restriction of the Microsoft's operating system license purchased as part of the Storage Server. If you need a pre-installed CMS or need to combine a CMS with a Command View host then you should order the Factory Express AN238A or the AN239A bundle instead.

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For a detailed list of supported Windows operating system versions supported by ProLiant servers please see the following support page: <http://h71028.www7.hp.com/enterprise/cache/458915-0-0-0-121.html>

#### Linux managed systems:

- Red Hat Enterprise Linux 4 (AMD64, EM64T, x86) or higher
- Red Hat Enterprise Linux 5 (AMD64, EM64T, x86) or higher
- SUSE Linux Enterprise Server 9 (AMD64, EM64T, x86) or higher
- SUSE Linux Enterprise Server 10 (AMD64, EM64T, x86) or higher
- SUSE Linux Enterprise Server 11 (AMD64, EM64T, x86)

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**!** **IMPORTANT:** SUSE Linux Enterprise Server 11 operating requires the installation of WEBES v5.6 or higher. See [Appendix A](#) for more details, if you are updating from a previous version.

**IMPORTANT:** If basic configuration collections are required for servers running any supported Linux operating system, **SNMP** Providers need be installed and enabled since WBEM Providers do not currently support basic collections.

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#### Other supported operating systems:

- SCO UnixWare 7
- VMware ESX Server 2.1.x, 2.5.x, 3.x and 4.x
- VMware ESXi Server 3.5 and 4.x

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**📝** **NOTE:** VMware ESXi operating system support for monitored HP ProLiant servers requires the installation of **WEBES v5.6** or higher. See [Appendix A](#) for more details, if you are updating from a previous version.

Before installing or configuring HP Insight Remote Support Advanced for VMware ESX Server, please check the support matrix on the following Web site:

<http://h18004.www1.hp.com/products/servers/software/vmware/hpvmwarecert.html>

**!** **IMPORTANT:** When the VMWare Managed System is discovered, only the VMWare serial number is sourced. The product and serial number of the VMWare host server need to be manually entered to obtain the correct level of contractual support from HP. See the [Known Issues](#) section below for details.

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- Novell NetWare 5.0, 6.0 and 6.5

- Sun Solaris 10



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**NOTE:** Sun Solaris operating system support only supports **SNMP** protocol to communicate error states to the *Central Management Server*. It also requires the installation of **WEBES v5.6 Update 1/Update 2** (including WEBES v5.6) or higher. See [Appendix A](#) for more details, if you are updating from a previous version since a manual installation is required. For more details on supported ProLiant servers for Sun Solaris, visit <http://h71028.www7.hp.com/enterprise/cache/492635-0-0-0-121.html>.

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These operating systems are functionally stabilized and in maintenance mode but no further testing will occur:

**Operating systems supported but no longer eligible for IM agent updates as of version 7.10:**

- Microsoft Windows NT 4.x
- Microsoft Windows 2000 Datacenter Server for x86
- Red Hat Linux 8.0
- Red Hat Linux 7.3
- SUSE Linux Enterprise Server 7
- SCO Open Unix 8

**Operating systems supported but no longer eligible for IM agent updates as of version 7.30:**

This operating system is functionally stabilized and in maintenance mode but no further testing will occur:

- Red Hat Enterprise Linux 2.1

**Operating systems supported but no longer eligible for IM agent updates as of version 7.52:**

These operating systems are functionally stabilized and in maintenance mode but no further testing will occur:

- United Linux 1.0
- SUSE Linux Enterprise Server 8

**Operating systems supported but no longer eligible for IM agent updates as of version 7.60:**

These operating systems are functionally stabilized and in maintenance mode but no further testing will occur:

- Microsoft Windows 2000 Server (All versions except Workstation)
- Red Hat Enterprise Linux 3
- Red Hat Advanced Server 3

## Monitored BladeSystem Enclosures device requirements

The current HP BladeSystem c-class enclosures are supported by HP Insight Remote Support Advanced as listed below:

- HP BladeSystem c3000 Enclosure
- HP BladeSystem c7000 Enclosure

# HP Integrity and HP 9000 Servers

## Supported HP Integrity server models

The current Integrity server family models supported by HP Insight Remote Support Advanced are listed below. Additional Integrity server models will be added to the supported models list as they are introduced.

- HP Integrity Superdome SD-A, SD-B
- rx9610 (HP-UX operating systems support only)
- rx8620 / rx8640
- rx7620 / rx7640
- rx6600
- rx5670 (Microsoft Windows operating systems support only)
- rx4640
- rx3600
- rx2600 / rx2620 / rx2660
- rx1600 / rx1620

### HP Integrity Blades:

- HP Integrity BL860c/BL870c
  - Added Service Media Library Links for BL860c/BL870c callouts



**NOTE:** Service Media Library Links for BL860c/BL870c callouts require the installation of WEBES V5.6 or higher. See [Appendix A](#) for more details, if you are updating from a previous version.

- HP Integrity BL860c i2 Blade servers
- HP Integrity BL870c i2 Blade servers
- HP Integrity BL890c i2 Blade servers



**IMPORTANT:** These HP Integrity servers require WEBES v6.0, HP-UX 11i v3 as the operating system and the installation of the *Diagnostics Products Collection* depot (B69191AAE). This is not an HP Insight Remote Support A.05.40 requirement, but an HP-UX requirement to provide support for these servers. A copy of the bundle is available from [Software Depot](#).

Please also see the *HP-UX Errata for HP Integrity BL860c i2, BL870c i2 & BL890c i2 Server Blades* document for details on required patches. This is not an HP Insight Remote Support A.05.40 requirement, but a HP-UX requirement to provide support for these new servers. A copy of the document is available at <http://bizsupport2.austin.hp.com/bc/docs/support/SupportManual/c02111059/c02111059.pdf>

On the preceding servers, the following operating systems are supported with HP Insight Remote Support Advanced:

### Linux managed systems:

- Red Hat Enterprise Linux 5 for Itanium-based Systems
- Red Hat Enterprise Linux 4 for Itanium-based Systems
- Red Hat Enterprise Linux 3 for Itanium-based systems
- SUSE Linux Enterprise Server 11 for Itanium-based systems
- SUSE Linux Enterprise Server 10 for Itanium-based systems
- SUSE Linux Enterprise Server 9 for Itanium-based systems

- SUSE Linux Enterprise Server 8 for Itanium-based systems



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**NOTE:** HP strongly recommends installing the **HP Integrity Essentials Foundation Pack** rather than installing the HP Insight Management Agent or Insight Management WBEM Provider alone as it contains additional recommended component updates. For more details, visit <http://h20341.www2.hp.com/integrity/w1/en/os/linux-on-integrity-certification-matrix-novell-suse.html>.

**NOTE:** Agent support for the rx5760 was dropped in Red Hat Enterprise Linux 4.

**NOTE:** Before installing or configuring HP Insight Remote Support Advanced refer to the following Web site for revision levels. See the Linux User's Guide: <http://docs.hp.com/en/5991-2731/5991-2731.pdf>



**IMPORTANT:** If basic configuration collections are required for servers running any supported Linux operating system, **SNMP** Providers need be installed and enabled since WBEM Providers do not currently support basic collections. The only exception is the SUSE Linux Enterprise Server 11 operating system which requires HP Insight Management WBEM Provider installed and enabled. There is currently **no** support for basic configuration collections.

**IMPORTANT:** SUSE Linux Enterprise Server 11 operating system support also requires the installation of **WEBES v5.6 Update 1/Update 2** (including WEBES v5.6). See [Appendix A](#) for more details, if you are updating from a previous version.

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#### Windows managed systems:

- Microsoft Windows Server 2003 Datacenter Edition
- Microsoft Windows Server 2003 Enterprise Edition



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**NOTE:** HP Insight Management Agents and HP Insight Management WBEM Providers (WMI) are supported for Microsoft Windows 2003 operating systems. HP recommends installing and enabling HP Insight Management WBEM Providers since this is the new industry future standard.

Also ensure that you have the Event Log Monitoring Collector (ELMC) installed on the monitored device as this is required for event monitoring in addition to the agents or providers.

**NOTE:** HP always recommends installing the HP Integrity Insight Management Agents or HP Integrity WBEM Providers from the HP Integrity Support Pack for Windows rather than installing the agents alone. For more information, visit [www.hp.com/go/integrity/windows](http://www.hp.com/go/integrity/windows).

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- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008 with SP1 or higher



**IMPORTANT:** Microsoft Windows Server 2008 operating system support requires the installation and enablement of **HP Insight Management WBEM Providers (WMI)** on the monitored device. It does not support the SNMP protocol.



**NOTE:** HP always recommends installing the HP Integrity Insight Management Agents or HP Integrity WBEM Providers from the HP Integrity Support Pack for Windows rather than installing the agents alone. For more information, visit [www.hp.com/go/integrity/windows](http://www.hp.com/go/integrity/windows).

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#### OpenVMS managed systems:

- OpenVMS V8.2-1 or higher

#### HP-UX managed systems:

- HP-UX 11i v1 or higher (see the [HP-UX Operating System support](#) section below)



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**NOTE:** See also the [Power and Cooling device monitoring](#) chapter of this document for additional HP Rack-Mountable and Tower UPS monitoring capabilities.

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## Supported HP 9000 server models

The current HP 9000 server family models supported by HP Insight Remote Support Advanced are listed below. HP-UX is the **only** supported operating system. See the [HP-UX Operating System support](#) section below for more details.

- HP 9000 Superdome
- rp7400 (N-class)
- rp7410
- rp7420
- rp7440
- rp8400
- rp8420
- rp8440
- rp3410
- rp3440
- rp4410
- rp4440
- Carrier-grade Servers (cx2620, cc3310)
- rp2400 series (A-Class)
- rp5400 series (L-Class)
- D,K,R,T,V (Class)



**NOTE:** For a detailed list visit [http://docs.hp.com/en/diag/sfm/sfm\\_table.htm](http://docs.hp.com/en/diag/sfm/sfm_table.htm)

**NOTE:** See also the [Power and Cooling device monitoring](#) chapter of this document for additional HP Rack-Mountable and Tower UPS monitoring capabilities.

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## HP-UX operating system support

On the preceding HP 9000 and HP Integrity servers, the following minimum HP-UX software components are required:



### **IMPORTANT Information for all HP-UX versions:**

- It is **CRITICAL** that System Fault Manager (SFM) is the last software component installed or upgraded from the list below.
  - System Management Web is **optional**, but it allows you to take full advantage of System Fault Management's *EVWEB GUI* component which allows viewing of events handled by SFM on the host.
  - HP *WBEM Services*, *OnlineDiag* and *SysMgmtWeb* are available on the HP-UX Operating Environment (OE) media and can be selected for install during the SFM installation
  - *RemoteSupportSolutions* patch sets are available from the [IT Resource Center](#) that contain the patch requirements for each HP-UX version.
-

## HP-UX 11i v1

### Required Software components for HP-UX 11i v1

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**!** **IMPORTANT:** Any HP-UX 11i v1 Operating Environment (OE) is supported, however any HP-UX 11iv1 OE prior to June, 2003, **must** also have patch bundle *BUNDLE11i patch bundle B.11.11.0306.1 (June, 2003)* installed, as this is a core part of the OS beyond that date. A copy of this patch bundle is available from the [IT Resource Center](#).

**IMPORTANT:** While not required for HP-UX 11i v1, it is strongly recommended to use *GOLDBASE11i B.11.11.0612.459 Base Patches for HP-UX (December 2006)*, but it is not a compulsory requirement for remote monitoring.

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- OpenSSL Secure Network Communications Protocol – A.00.09.07i.012 (December, 2006) or later
  - WBEMsvcs – A.02.05 HP WBEM Services for HP-UX (December, 2006) or later
- 

**!** **IMPORTANT:** You are advised to check the [WBEM Services Release Notes](#) including the WBEM Provider Compatibility Table for that product version, if you need to install or update this service.

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- OnlineDiag – B.11.11.18.05 HPUX 11.11 Support Tools Bundle (December, 2006)
  - SysFaultMgmt – A.04.00.04 HPUX 11.11 System Fault Management, December 2006
- 

**!** **IMPORTANT:** You **must** uninstall the A.01.00.01 version or the A.03.00.xx version of System Fault Manager (SFM) before installing the A.04.00.xx version of SFM. See the System Fault Management Release Notes for more details and additional SFM prerequisites at [http://www.docs.hp.com/en/diag/sfm/sfm\\_0904\\_1111.htm](http://www.docs.hp.com/en/diag/sfm/sfm_0904_1111.htm).

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### Optional recommended software components for HP-UX 11i v1

- SysMgmtWeb – A.2.2.5 HP-UX Web Based System Management User Interfaces (December, 2006)

## HP-UX 11i v2

### Required Software components for HP-UX 11i v2

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- September 2004 HP-UX 11iv2 Operating Environment (OEUR) minimum release or May 2005 11i v2 OE (required for vPars enablement)
  - BUNDLE11i patch bundle B.11.23.0409.3 (September, 2004)
- 

**!** **IMPORTANT:** HP advises that the *BUNDLE 11i patch bundle B.11.23.0409.3* is **always** completely installed as part of the core HP-UX 11i v2 installation. As with all patches, checks should be made for replacements and dependencies.

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- In addition, the following patches are required:
  - PHKL\_36288 – 11.23 Cumulative diag2 driver and vPars enablement (use in place of PHKL\_32653) (reboot required after install)
  - PHKL\_34795 – 11.23 Cumulative IPMI driver patch (reboot required after install)
  - PHSS\_37552 – 1.0 Aries cumulative patch
  - PHSS\_37947 – 1.0 linker +fdp cumulative patch
  - PHSS\_35055 – aC++ Runtime (IA: A.06.10, PA: A.03.71)
  - PHSS\_36345 – 11.23 Integrity Unwind Library

- OpenSSL Secure Network Communications Protocol – A.00.09.07i.012 (December, 2007) or later
- OnlineDiag – B.11.23.10.05 HPUX 11.23 Support Tools Bundle (December, 2007) or later
- WbemServices A.02.05.08 WbemServices CORE Product (December, 2007) or later

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**!** **IMPORTANT:** You are advised to check the [WbemServices Release Notes](#) including the Wbem Provider Compatibility Table for that product version, if you need to install or update this service.

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### SysFaultMgmt requirements for HP-UX 11i v2

It is recommended to install:


- SysFaultMgmt B.07.01.01.yy System Fault Management (May, 2009) or later

If installing this version of *SysFaultMgmt* cannot be achieved, then *SysFaultMgmt B.05.00.05 HPUX System Fault Management (December, 2007)* is supported but not recommended as it has some known issues that impact its operation:

- **QXCR1000912086:** cimprovagt uses 100% of CPU.  
*Problem Description:* Initial 3 minutes SFM process uses more CPU and the cimprovagt program uses 100% of CPU on a vPar system on startup for a long time.  
*Fix:* Update to SysFaultMgmt B.07.01.01.yy
- **QXCR1000922279:** SFMDB does not start when the time zone is GMT0.  
*Problem Description:* On IA systems when Time Zone is set to GMT0, postmaster will stop and log messages in sfmdb.log. This is because GMT0 is not a valid time zone recognized by PostgreSQL. As a result, SFM database does not come up.  
*Fix:* Update to SysFaultMgmt B.07.01.01.yy
- **QXCR1000923583:** Error while switching from EMS to SFM mode.  
*Problem Description:* While trying to switch from EMS to SFM mode, an error occurred. HA-OE: Err on 1st boot:"error occurred when disabling EMS HW monitors  
*Fix:* Update to SysFaultMgmt B.07.01.01.yy

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**!** **IMPORTANT:** While not required for HP-UX 11i v2, it is strongly recommended to use *QPKBASE B.11.23.0712.070 Base Quality Pack Bundle for HP-UX 11i v2 (December 2007)*, but it is not a compulsory requirement for remote monitoring.

 **NOTE:** See the System Fault Management Release Notes for more details and additional SFM prerequisites at [http://www.docs.hp.com/en/diag/sfm/sfm\\_0905\\_1123.htm](http://www.docs.hp.com/en/diag/sfm/sfm_0905_1123.htm).

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### Optional recommended software components for HP-UX 11i v2

- SysMgmtWeb A.2.2.7 HP-UX Web Based System Management User Interfaces, December 2007

## HP-UX 11i v3

### Required Software components for HP-UX 11i v3

- EVM-EventMgr B.11.31
- Baseboard Management Controller (BMC) firmware version 70.59 or later
- SysMgmtBase B.00.02.03
- OpenSSL Version A.00.09.07e.013 or later
- Online Diagnostics B.11.31.01.yy(SysFaultMgmt version dependency see notes below)
- WbemServices Version A.02.05 or later





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**IMPORTANT:** You are advised to check the [WBEM Services Release Notes](#) including the WBEM Provider Compatibility Table for that product version, if you need to install or update this service.

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### SysFaultMgmt requirements for HP-UX 11i v3

It is recommended to install:

- SysFaultMgmt C.07.00.07.01 HPUX System Fault Management or later

as previous versions contain issues that affect the entitlement and have memory leak issues. HP recommends installing this version at the earliest opportunity as part of the *Diagnostics Products Collection* depot (May 2010 release or higher) available from Software Depot at:

<https://h20392.www2.hp.com/portal/swdepot/displayInstallInfo.do?productNumber=DiagProdCollection> . See the [Known issues](#) section below for more details.



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**NOTE:** See the System Fault Management Release Notes for more details and additional SFM prerequisites at [http://www.docs.hp.com/en/diag/sfm/sfm\\_data\\_0903\\_1131.htm](http://www.docs.hp.com/en/diag/sfm/sfm_data_0903_1131.htm).

**NOTE:** The Baseboard Management Controller firmware is **only** required for rx3600 and rx6600 servers to provide the correct Power & Cooling information to System Fault Manager.

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### Optional recommended software components for HP-UX 11i v3

- SysMgmtWeb A.2.2.4 HP-UX Web Based System Management User Interfaces (December, 2007)

## HP Alpha Server systems

- HP AlphaServer DS10/DS10L/DS15/DS20/DS20E/DS25
- HP AlphaServer ES40/ES45
- HP AlphaServer GS80/GS160/GS320
- HP AlphaServer TS80/ES47/ES80/GS1280/GS1280
- HP AlphaServer TS20/TS40
- HP AlphaServer TS202C
- Memory Channel



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### NOTE:

- Legacy Alpha servers that require DECEvent are not supported.
  - The HP AlphaServer DS20L is not supported.
- 

### Operating system support for these managed systems:

- OpenVMS V7.3.2 or higher
- Tru64 UNIX V4.0F, V4.0G, V5.1A or higher

## HP NonStop Server systems

- HP Integrity NonStop NS-series servers
- HP Integrity NonStop BladeSystems
- HP Neoview Systems
- HP NonStop S-series servers



## Software Prerequisites

- HP Systems Insight Manager (HP SIM) 5.3 SP1 with Hotfix Update Kit for HP SIM 5.3 - MS Windows that can be loaded from the link provided below:  
[http://h18013.www1.hp.com/products/servers/management/hpsim/dl\\_windows.html#windows53](http://h18013.www1.hp.com/products/servers/management/hpsim/dl_windows.html#windows53)
- NonStop OS Revision Version Update (RVU)
  - J06.03 or later for HP Integrity NonStop BladeSystems
  - H06.03 or later for Integrity NonStop NS-series servers
  - G06.10 or later for NonStop S-series servers
- Open System Management Service
  - Open System Management (OSM) T0682ABU or later for HP Integrity NonStop BladeSystem and HP NonStop NS-Series servers (Present in H06.18.00 and J06.07.00)
  - Open System Management (OSM) T0682ABY or later for HP NonStop S-Series servers
- HP Insight Remote Support Advanced A.05.30 or higher and including Remote Support Eligible List **A.05.20.24** or higher
- WEBES 5.5 and a special WBEM jar file with instructions that can be loaded from the link provided below.  
[http://h18023.www1.hp.com/support/svctools/webes/WEBES\\_55\\_NS\\_Patch.htm](http://h18023.www1.hp.com/support/svctools/webes/WEBES_55_NS_Patch.htm) or higher (NonStop S-series servers require WEBES v5.6 or higher as a minimum, but WEBES v5.6 Update 1/Update 2 is highly recommended. See the [Known Issues](#) below.)



**NOTE:** For more details on how to install and configure HP Insight Remote Support Advanced for use in a NonStop environment, see the *Insight Remote Support Advanced for NonStop* document available at <http://docs.hp.com/en/NSSupport.html#NonStop%20Service%20Information>.

**NOTE:** WEBES v5.6 or higher automatically includes NonStop support and does **not** require the installation of the special WBEM jar file update. See [Appendix A](#) for more details, if you are updating from a previous version since a manual installation is required.

**NOTE:** HP **recommends** that NonStop customers use a dedicated *Central Management Server* (CMS) so that they can monitor all of their servers, storage, SAN and network devices along with their NonStop servers. HP does not recommend the use of the NonStop Console (NSC) as a CMS since the NSC resides on a dedicated maintenance LAN environment. Please contact your HP Account team to setup remote monitoring for your NonStop server systems.

**NOTE:** The ML110 G5 is supported as a CMS device only when also used as a NonStop System console (NSC). While the ML110 G5 can be used simultaneously as both an NSC and a CMS for Insight RSA, it does not provide the self diagnosis capabilities that are characteristic of other CMS' supported by Insight RSA.

## HP BladeSystems

With the A.05.40 release, the following HP BladeSystem products are supported:

- HP BladeSystem Matrix support
- HP ProLiant WS460c G6 Workstation Blades



**NOTE:** HP BladeSystems Matrix support requires the installation of **WEBES v5.6 Update 1/Update 2** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version.


**NOTE:** HP ProLiant WS460c G6 Workstation Blade support requires HP Insight Management Agents for Windows Server 2003/2008 v8.3 or higher, which is available for download from [http://h18013.www1.hp.com/products/servers/management/im-agents/downloads.html?jumpid=reg\\_R1002\\_USEN](http://h18013.www1.hp.com/products/servers/management/im-agents/downloads.html?jumpid=reg_R1002_USEN)

**NOTE:** HP BladeSystem Matrix is a packaged data center infrastructure with server blade, storage, and network connectivity and resources. For specific requirements, see the BladeSystem Matrix Compatibility Chart available at <http://www.hp.com/go/matrixcompatibility>.

## Selected non-HP Servers

HP Insight Remote Support Advanced provides monitoring support for selected non-HP servers. This is available to customers with a HP multi-vendor support or HP Integrated Support Management services contract.

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 **IMPORTANT:** Monitoring support for **non-HP** servers requires special attention to server entitlement data. The serial and product numbers that are discovered by HP SIM do usually not match the serial and product number listed in the HP support contract. For a detailed description of how to configure remote monitoring for your eligible non-HP servers through HP Insight Remote Support Advanced, please contact your HP Account Support team to setup the customization for your delivery.

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### IBM AIX server

The **Multi-Vendor and Application Adapter (MVAA)** and the **Multi-Vendor Monitoring depot for IBM AIX** are required to allow break-fix hardware monitoring for IBM AIX servers. The operating system specific software package **Multi-Vendor Monitoring depot for IBM AIX** is downloaded by the Remote Support Software Manager (RSSWM) to your CMS for onward distribution to your monitored IBM AIX servers.

**Hardware:**

- IBM System p (pSeries or RS/6000)

**Operating System support:**

- IBM AIX 5.2 ML 5200-07 or higher
- IBM AIX 5.3 ML 5300-03 or higher
- IBM AIX 6.1

### IBM Windows server

**Hardware**

- IBM System x™ (xSeries®)
- IBM Netfinity®
- IBM BladeCenter® chassis and BladeCenter® servers

**Operating system support:**

- Microsoft Windows Server 2000
- Microsoft Windows 2003 Server



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**NOTE:** IBM Director Agent must be installed on the monitored server and **SNMP** service must be configured. The solution was tested with IBM Director Agent versions 4.12.0, 4.20.2, and 5.10.0. It is **recommended** to install the latest version of IBM Director Agent 5.10.0 or higher.

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### Dell Windows server

**Hardware:**

- Dell PowerEdge™

### Operating system support

- Microsoft Windows Server 2000
- Microsoft Windows 2003 Server



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**NOTE:** Dell OpenManage Server Administrator must be installed on the monitored server and **SNMP** service must be configured. The solution was tested with Dell OpenManage Server Administrator Version 5.2.0. It is **recommended** to install the latest version of Dell OpenManage Server Administrator Agent.

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## Sun Solaris server

The **Multi-Vendor and Application Adapter (MVAA)** and the **Multi-Vendor Monitoring depot for Sun Solaris** are required to allow break-fix hardware monitoring for Sun Solaris servers. The operating system specific software package **Multi-Vendor Monitoring depot for Sun Solaris** is downloaded by the Remote Support Software Manager (RSSWM) to your CMS for onward distribution to your monitored Sun Solaris servers.

### Hardware:

- Sun Ultra
- Sun Fire
- Sun Netra
- Sun Enterprise

### Operating System support:

- Sun Solaris 8 (SunOS 5.8)
- Sun Solaris 9 (SunOS 5.9)
- Sun Solaris 10 (SunOS 5.10)

## Monitored storage environment device requirements and recommendations

This release supports monitoring support for the following HP StorageWorks Arrays.

### HP StorageWorks Enterprise Virtual Arrays (EVA)

- EVA3000
- EVA4x00 (including Array Based Management support for EVA 4400)
- EVA5000
- EVA6x00 including 6400
- EVA8x00 including 8400
- HP StorageWorks SAN Virtualization Services Platform
- Command View for EVA 7.01 and above (see Important Note below)



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**IMPORTANT:** EVA 6400 and EVA 8400 require Command View EVA 9.0 or above. EVA 4400 requires Command View EVA 8.0.1 as a minimum version to enable remote support. However, management module for the HP StorageWorks 4400 Enterprise Virtual Array, Controller Enclosure

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(Array Based Management (ABM)) requires Command View for EVA 9.1 or above. For all other EVA devices the minimum requirement is Command View 7.01.

Please make sure that you carefully read the *Requirements for EVA Supportability* chapter in the *HP Insight Remote Support Advanced Managed Systems Guide* available at [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs) before attempting to implement remote support for your EVAs, otherwise you may experience some increased difficulty in configuring the capabilities and greatly extended installation time and complexity.



**NOTE:** Also ensure that the Event Log Monitoring Collector (ELMC) is installed on all servers, where Command View for EVA is installed.

**NOTE:** HP System Insight Manager 5.3.x or higher with HP Insight Remote Support Advanced can coexist with HP Command View EVA 9.0.1 or higher on the same Central Management Server. However, you have the options to configure Command View for EVA, the Central Management Server (CMS) and the SMS in several different ways. See the *Requirements for EVA Supportability* chapter in the *HP Insight Remote Support Advanced Managed Systems Guide* available at [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs) for the various options.

**NOTE:** For specific requirements concerning HP Command View EVA, see the HP StorageWorks Enterprise Virtual Array compatibility reference, available from the HP Business Support Center web site at <http://www.hp.com/support/manuals>:

- 1 Under storage, click *Storage Software*
  - 2 Under Storage Device Management software, click *HP StorageWorks Command View EVA Software*
  - 3 Under General Reference, click *HP StorageWorks Enterprise Virtual Array compatibility reference*
- 

## HP StorageWorks Modular Smart Arrays (MSA)

All variants of HP StorageWorks Modular Smart Arrays are supported with this release.



**NOTE: SNMP** needs to be configured and enabled for the monitored device to be able to send events to the *Central Management Server*. Currently basic configuration collections are only available for the MSA23xx series since they use the embedded WBEM Provider (SMI-S) only available in these devices.

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## HP StorageWorks Modular Array (MA)

All variants of HP StorageWorks Modular Array are supported with this release.

## HP StorageWorks Enterprise Modular Array (EMA)

All variants of HP StorageWorks Enterprise Modular Array are supported with this release.

## HP StorageWorks Raid Array (RA)

All variants of HP StorageWorks Raid Array are supported with this release.

## HP StorageWorks Enterprise Storage Array (ESA)

All variants of HP StorageWorks Enterprise Storage Array are supported with this release.

# HP StorageWorks XP Disk Arrays

The HP Insight Remote Support Advanced software provides HP StorageWorks XP Disk Array device support for C-Track submissions through the HP Remote Support Client on the Central Management Server for customers using the XP Internet communication option to HP rather than modem.

The following HP StorageWorks Disk Array devices are supported for Internet connectivity:

- HP StorageWorks XP Disk Array 128
- HP StorageWorks XP Disk Array 1024
- HP StorageWorks XP Disk Array 10000
- HP StorageWorks XP Disk Array 12000
- HP StorageWorks XP Disk Array 20000
- HP StorageWorks XP Disk Array 24000



**IMPORTANT:** In order to support C-Track submissions to HP using Internet connectivity through the HP Remote Support Client, the File Submitter Module (FSM) software must be installed on the Central Management Server. This is enabled by manually installing the **Remote Support XP Array Integration Module** software package introduced as a new RSSWM option with this release. Furthermore, the XP Disk Array must run the relevant Firmware (FW) version and the required C-Track version is installed on the Service Processor (SVP) as listed below:

- For XP Disk Array 128 and 1024: Ensure FW ver. 21-06-00-00/00 and C-Track ver. 1.31.00 or higher are installed
- For XP Disk Array 1000 and 12000: Ensure FW ver. 50-04-31-00/00 and C-Track ver. 2.31.00 or higher are installed

XP Disk Array 20000 and 24000: Ensure FW ver. 60-01-64-00/00 and C-Track ver. 3.13.00 or higher are installed.

**IMPORTANT:** The File Submitter Manager (FSM) software requires Java Runtime Environment (JRE) 1.5 or higher. One of the supported versions of JRE is delivered with the FSM software package. Please contact your local account representative who will in turn work with you to implement this solution.

# HP StorageWorks Virtual Library Systems

- HP StorageWorks 12000 Virtual Library System EVA Gateway
- HP StorageWorks 6000 series Virtual Library System
- HP StorageWorks 300 Virtual Library System EVA Gateway
- HP StorageWorks 9000 series Virtual Library System



**NOTE: SNMP** needs to be configured and enabled for the monitored device to be able to send events to the Central Management Server.

# HP StorageWorks Tape libraries

- HP StorageWorks ESL E-Series and EML Series
- HP StorageWorks MSL2024 Tape Library
- HP StorageWorks MSL4048 Tape Library
- HP StorageWorks MSL8048 Tape Library
- HP StorageWorks MSL8096 Tape Library



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**NOTE:** **SNMP** needs to be configured and enabled for the monitored device to be able to send events to the Central Management Sever.

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## HP StorageWorks SAN switches

- B-Class Switches (Brocade) including
  - HP StorageWorks DC SAN Backbone Director Switches (DCX)
  - HP Brocade 8Gb SAN Switch for BladeSystem c-Class
- C-Class Switches (CISCO)
- M-Class Switches (McData)
- HP StorageWorks 2/8q Fibre Channel Switch
- HP StorageWorks 8/20q Fibre Channel Switch
- HP StorageWorks SAN Virtualization Services Platform
- HP StorageWorks 1606 Extension SAN Switches
- HP StorageWorks SN6000 Fibre Channel Switches
- HP StorageWorks B-series Fibre Channel switches test trap support (requires latest Fabric-OS firmware v6.3.0b. See the HP StorageWorks Fabric OS 6.3.0b [Customer Advisory](#) on how to access the Release Notes for complete details)



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**NOTE:** HP StorageWorks SAN switches support requires the installation of **WEBES v5.6** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version or migrating OSEM.

**NOTE:** HP StorageWorks 1606 Extension SAN, HP StorageWorks SN6000 Fibre Channel switches support requires the installation of **WEBES v6.0** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version or migrating OSEM.

**NOTE:** HP StorageWorks B-series Fibre Channel switches test trap support requires the installation of **WEBES v5.6** or higher. See [Appendix A](#) for more details, if you are updating from a previous WEBES version or migrating OSEM.

**NOTE:** Brocade switches (1 GB) are not supported.

**NOTE:** **SNMP** needs to be configured and enabled for the monitored device to be able to send traps to the Central Management Sever.

**NOTE:** M-Class Switches require **DCFM** 10.3.0 installed and enabled to send events to WEBES v5.6 on the *Central Management Sever*. This is applicable for newly monitored SAN switches and for existing devices where OSEM is being migrated. See [Appendix A](#) for more details, if you are updating from a previous WEBES version or migrating OSEM.

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## HP StorageWorks Storage Servers

- HP StorageWorks ProLiant Storage Server family (excluding 1xx series)
- HP StorageWorks All-in-One 600 and 1200 Storage Systems
- HP StorageWorks NAS Series including
  - HP StorageWorks x1000 Network Storage System
  - HP StorageWorks x3000 Network Storage System



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**NOTE:** **SNMP** needs to be configured and enabled for the monitored device to be able to send events to the *Central Management Sever*.

**NOTE:** HP StorageWorks x1000/x3000 Network Storage System support requires the installation of **WEBES v6.0** or higher. See [Appendix A](#) for more details, if you are updating from a previous version.

**NOTE:** **HP StorageWorks Virtual Arrays (VA)** storage devices are not supported by the HP Insight Remote Support Advanced software.

**NOTE:** The following HP StorageWorks Storage Servers (NAS) are not supported with the HP Insight Remote Support Advanced software:

- HP StorageWorks Storage Server (NAS) 1000s Network Attached Storage 1000s
  - HP StorageWorks Storage Server (NAS) 1200s Small Business Class Family Network Attached Storage 1200s
  - HP StorageWorks Storage Server (NAS) 1500s Network Attached Storage 1500s
  - HP StorageWorks Storage Server (NAS) s1000 Network Attached Storage S1000 Model 320/640
  - HP StorageWorks Storage Server (NAS) 8000 Network Attached Storage 8000
  - HP Surestore Storage Server (NAS) VA Solutions Network Attached, HP-UX based storage solution Unix
  - Compaq Storage Server (NAS) N2400 Network Attached Storage 2400
  - HP StorageWorks AIO400 Storage System
- 

## HP StorageWorks Storage Blades

All Storage Blades variants are supported for remote monitoring with this release.

## Disaster Tolerant Continuity Solution (DTCS)

Storage devices utilizing the Disaster Tolerant Continuity Solution (DTCS) are now supported. Please contact your HP Representatives on how to enable it with HP Insight Remote Support Advanced.

## Power and Cooling device monitoring

### HP Modular Cooling System

The HP Modular Cooling System is a self-cooled rack for high density deployments in the datacenter. HP's new liquid cooling technology makes possible the deployment of up to 30KW in a single rack. HP Insight Remote Support Advanced provides recommended service actions and automated event submission to HP for the following failures:

- IIC Communications Failure
- Condensation Pump Threshold Exceeded
- Fan Failures
- Water Unit Input/Output Temp Sensor Failure
- Water Valve Failure
- Water flow Sensor Failure
- Fan Temp Sensor Failures
- Heat Exchanger Sensor Failures



# HP Dynamic Smart Cooling

HP Dynamic Smart Cooling is the industry's first intelligent cooling management system, including:

- Pervasive thermal sensing grid down to the rack level
- HP intelligent management software delivers continuous, real-time Computational Fluid Dynamics (CFD)
- Adaptive control of Variable-Flow Devices (VFDs) in Computer Room Air Conditioner (CRAC)

HP Insight Remote Support Advanced enables the monitoring of the health condition of the HP Dynamic Smart Cooling system and notifies HP Support of any issues.

# HP Rack-mountable and Tower UPS supported by new HP UPS Management Module

This module is an option in several HP Rack-Mountable and Tower UPS units. When the option card is present support is provided for the following devices:

- R1500 G2
- R1500xr
- R3000xr
- R3000
- R5500xr
- R12000xr
- T1000xr
- T1500xr
- T2200xr

Recommended service actions and automated event submission to HP are provided for whole unit failures, battery failures, and ERM (Extended Runtime Module) failures.



**NOTE:** For additional details, please see the support matrix at: [http://h18004.www1.hp.com/cpq-products/servers/proliantstorage/power-protection/software/module/ups/sup\\_oss.html](http://h18004.www1.hp.com/cpq-products/servers/proliantstorage/power-protection/software/module/ups/sup_oss.html)

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# Proactive services for storage environments

HP Insight Remote Support Advanced also provides proactive services support for SAN/storage environments in addition to remote monitoring listed above.



**NOTE:** For a detailed description of how to configure proactive services for storage environment through HP Insight Remote Support Advanced, please check the *HP Insight Remote Support Advanced Configuration and Usage Guide* available at: [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs).

**NOTE:** If you have configured a server or storage device to have **Basic Configuration Collections**, adding any extra protocols to enable **SAN Configuration Collections** will not cause any conflicts.

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# Disk Arrays

## HP StorageWorks Enterprise Virtual Array (EVA)

- EVA3000
- EVA4x00
- EVA5000
- EVA6x00 including EVA6400
- EVA8x00 including EVA8400



**NOTE:** Please make sure that you carefully read the *Requirements for EVA Supportability* chapter in the *HP Insight Remote Support Advanced Managed Systems Guide* available at [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs) before attempting to implement remote support for your EVAs, otherwise you may experience some increased difficulty in configuring the capabilities and greatly extended installation time and complexity.

**NOTE:** If EVA devices are automatically detected by the HP SIM discovery mechanism and added to the HP SIM **Storage Collection** as a single device, it can also be configured as part of a SAN collection.

## HP StorageWorks Modular Smart Arrays (MSA)

Model Number	SMI-S Provider Version
MSA1000	SMI-S Version 1.0.3 or above
MSA1500	SMI-S Version 1.0.3 or above
MSA23xxfc G2	SMI-S Version 1.1 or above
MSA23xxi G2	SMI-S Version 1.1 or above
MSA23xxa G2	SMI-S Version 1.1 or above



**NOTE:** Please ensure that **SNMP** service is enabled as it is required as the only currently support protocol for monitoring these devices.

**NOTE:** MSA2000 G1 devices (2012fc, 2212fc, 2012i and 2012sa) are not supported by SMI-S and hence are not supported for configuration collections.

# Tape Libraries

## HP StorageWorks Systems Library (ESL & EML)

- ESL E-Series 712e/322e
- ESL E-Series 630e/286e
- EML E-Series 103e
- EML E-Series 245e
- ESL 9198
- ESL 9322
- ESL 9326

- ESL 9595



**NOTE:** Please ensure that **TELNET** service is enabled for these devices.

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## HP StorageWorks Modular Systems Library (MSL)

- MSL 6060
- MSL 6052
- MSL 5052
- MSL 6030
- MSL 5030
- MSL 6026
- MSL 5026



**NOTE:** Please ensure that **HTTP** service is enabled for these devices.

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## HP Storage Works Virtual Library System (VLS)

- HP StorageWorks 300 Virtual Library System EVA Gateway
- HP StorageWorks 6000 VLS
- HP StorageWorks 12000 VLS
- HP StorageWorks 9000 VLS



**NOTE:** Please ensure that **SSH** service is enabled for these devices.

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## Switches

### CISCO devices

- MDS 9000 family, 48, 24, and 12 Port 4-Gbps FC switching modules
- MDS 9509
- MDS 9506
- MDS 9513
- MDS 9216
- MDS 9020
- MDS 9124
- MDS 9140
- MDS 9120
- MDS 9222i
- MDS 9134



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**NOTE:** Please ensure that **SNMP** service is enabled and public community credentials are configured.

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## Qlogic devices

- HP StorageWorks 2/8q
- HP StorageWorks 2/20q



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**NOTE:** Please ensure that **SNMP** service is enabled and public community credentials are configured.

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## McData devices

<b>M-Class</b>	<b>Model Number</b>
Director 2/140, 2 Gbps	ED-6140
Director 2/64, 2 Gbps	ED-6064
Director FC-64, 1 Gbps	ED-3064
SAN Director 64, 1 Gbps	ED3064
Edge Switch 2/32, 2 Gbps	ES-3232
Edge Switch 2/16, 2 Gbps	ES-3216
Edge Switch 2/12, 2 Gbps	ES-4300
Edge Switch 2/24, 2 Gbps	ES-4500
4Gb SAN Switch for HP P-Class BladeSystems	
Sphereon 4700	4700
Sphereon 4400	4400



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**NOTE:** Please ensure that **SNMP** service is enabled and public community credentials are configured.

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## Brocade

<b>B-Class</b>	<b>Model Number</b>
Core Switch 2/64, 2 Gbps	Brocade 12000
SAN Director 2/128, 2 Gbps	Brocade 24000

<b>B-Class</b>	<b>Model Number</b>
SAN Switch 4/256	Brocade 48000
FC Switch 6164-32 (32 ISL Ports), 1 Gbps	Brocade 6432
FC Switch 6164-64 (64 ISL Ports), 1 Gbps	Brocade 6400
SAN Switch Integrated/32, 1 Gbps	Brocade 6432
SAN Switch Integrated/64, 1 Gbps	Brocade 6400
SAN Switch 2/32, 2 Gbps	Brocade 3900
SAN Switch 4/32	Brocade 4100
F16 (early 16 port FC switch), 1 Gbps	Brocade 1xxx
Brocade 2400 (HP Reseller), 1 Gbps	Brocade 2400
Brocade 2800 (HP Reseller), 1 Gbps	Brocade 2800
SAN Switch 16, 1 Gbps	Brocade 2800
SAN Switch 16-EL, 1 Gbps	Brocade 2250
SAN Switch 8, 1 Gbps	Brocade 2400
SAN Switch 8-EL, 1 Gbps	Brocade 2400
FC 16B, 2 Gbps	Brocade 3800
FC 8B, 2 Gbps	Brocade 3200
FC Entry Switch 8B, 2 Gbps	Brocade 3200
SAN Switch 2/16, 2 Gbps	Brocade 3800
SAN Switch 2/16-EL, 2 Gbps	Brocade 3800
SAN Switch 2/8-EL, 2 Gbps	Brocade 3200
SAN Switch 2/16N, 2 Gbps	Brocade 3850
SAN Switch 2/16v, 2 Gbps	Brocade 3850
SAN Switch 2/8v, 2 Gbps	Brocade 3250
SAN Switch 4/16	Brocade 200e
SAN Switch 4/8	Brocade 200e
SAN Switch 4/64	Brocade 4900
Brocade 4Gb SAN Switch for HP P-Class servers	Silkworm 4012
Brocade 4Gb SAN Switch for HP C-Class BladeSystem	Brocade 4024
MSA SAN Switch 2/8, 2 Gbps	Brocade 3000

B-Class	Model Number
Multi-Protocol Router (MP-Router)	Silkworm Multiprotocol Router
HP StorageWorks 400 Multi-Protocol Router	Brocade 7500
MP Router Blade for HP 4/256 director	Brocade 48000 Director Blade (FR4-18i)
SAN Switch 4/32B	Brocade 5000
HP StorageWorks 8/40	Brocade 5100
HP HSV300 (EVA 4400) Embedded Switch	Brocade 5410
HP 8/80 Switch	Brocade 5300
HP StorageWorks DC SAN Backbone Director Switch DCX	Brocade DCX
HP StorageWorks DC SAN Backbone Director Switch DCX-4S	Brocade DCX-4S
HP StorageWorks 8/24	Brocade SW300



**NOTE:** Please ensure that **Telnet** or **SSH** service is enabled for these devices.

## Tape Infrastructure

### Network Storage Router

- NSR M2402
- NSR N1200
- NSR E1200
- NSR E1200-160
- NSR E2400



**NOTE:** Please ensure that **HTTP** service is enabled for these devices.

## Fibre Channel connected servers – as part of the storage environment

The storage environment not only consists of your Fibre Channel based SAN components, but also includes those servers that are directly attached to it. When conducting assessments or responding to monitoring events, it is important that specific configuration information from these is collected and available.

Examples of configuration information collected include hardware configuration, OS versions and patch level, Fibre Channel HBA details (Worldwide Node ID, Firmware/driver versions) and storage volume details.

The following combinations of Hardware platforms, Fibre Channel HBAs and Operating Systems are supported.

## Linux operating systems:

### HP ProLiant servers:

#### HP HBAs (QLogic OEM):

- HP FCA2214
- HP FCA2214DC

The following Linux operating systems are supported for the HP Fibre Channel HBA models listed above:

- Red Hat Enterprise Linux 3 (AMD64/EM64T)
- Red Hat Enterprise Linux 3 (x86)
- Red Hat Enterprise Linux 4 (AMD64/EM64T)
- Red Hat Enterprise Linux 4 (x86)
- SUSE LINUX Enterprise Server 8 (AMD64)
- SUSE LINUX Enterprise Server 9 (AMD64/EM64T)
- SUSE LINUX Enterprise Server 9 (x86)



**NOTE:** Please ensure that **Telnet** or **SSH** service are enabled for these devices.

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### HP ProLiant or HP Integrity servers (as applicable):

#### HP HBAs (Emulex OEM)

- HP FC2242SR 4Gb PCI-e DC HBA
- HP FC2142SR 4Gb PCI-e HBA
- HP FC2143 4Gb PCI-X 2.0 HBA
- HP FC2243 4Gb PCI-X 2.0 DC HBA
- A7298A
- 394757-B21
- 394588-B21

The following Linux operating systems are supported for the HP Fibre Channel HBA models listed above:

- Red Hat Enterprise Linux 3.0 on x86 and x64
- Red Hat Enterprise Linux 4.0 on x86 and x86-64
- SUSE Linux Enterprise Server 8.0 on x86 and x86-64
- SUSE Linux Enterprise Server 9.0 on x86 and x86-64



**NOTE:** Please ensure that **Telnet** or **SSH** service are enabled for these devices.

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## HP-UX operating systems

### Fibre Channel HBA Support

HP Integrity and HP 9000 Fibre Channel HBA	OEM
HP A6826A (2G)	QLG QLA2342
HP A9782A (2G Combo Card)	
HP A9784A (2G Combo Card)	
HP A6795A (2G)	

The following **HP-UX operating systems** are supported for the HP Fibre Channel HBA models listed above:

#### HP Integrity:

- HP-UX 11.23 (11i v2 prior to Sept 2004)
- HP-UX 11.23PI (11i v2 beginning with Sept 2004)
- HP-UX 11.31

#### HP 9000 (PA-RISC):

- HP-UX 11.11 (11i v1 )
- HP-UX 11.23PI (11i v2 beginning with Sept 2004)
- HP-UX 11.31



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**NOTE:** Please ensure that **Telnet** or **SSH** service are enabled for these devices.

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## Sun Solaris operating systems

### Fibre Channel HBA Support

Sun Solaris Fibre Channel HBA	OEM
EMU LP10000 (PCIX)	
EMU LP10000DC (PCIX)	
EMU LP8000 (PCI)	
EMU LP9000	
EMU LP9002DC (PCI Dual port)	
EMU LP9002L	

Sun Solaris Fibre Channel HBA	OEM
EMU LP9802 (PCIX)	
EMU LP9802DC (PCIX)	
HP FCA2257C (1G - cPCI)	QLG QCP2202F/33
HP FCA2257P (2G - PCI)	QLG QLA2310F
HP FCA2257S (1G - SBus)	QLG QLA2202FS
QLG QCP2332F	
QLG QLA2310F	
QLG QLA2340	
QLG QLA2340L	
QLG QLA2342	
QLG QLA2342L	
QLG:QLA2332	

The following **Solaris operating systems** are supported for the Fibre Channel HBA models listed above:

- Solaris 9
- Solaris 10



**NOTE:** Please ensure that **Telnet** or **SSH** service are enabled for these devices.

## OpenVMS operating systems

### Fibre Channel HBA Support

Alpha server: Fibre Channel HBA	OEM
HP FCA2684	EMU LP10000
HP FCA2684DC	EMU LP10000DC
HP DS-KGPSA-CA (168794-B21)	EMU LP8000
HP FCA2354 [DS-KGPSA-DA] (2G)	EMU LP9002L
HP FCA2384 [DS-KGPSA-EA] (PCI-X)	EMU LP9802

Integrity server: Fibre Channel HBA	OEM
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<b>Integrity server: Fibre Channel HBA</b>	<b>OEM</b>
HP A6826A (2G)	QLG QLA2342
HP A9784A	QLG ISP2422
HP A9782A	QLG ISP2312

The following **OpenVMS operating systems** are supported for the Fibre Channel HBA models listed above:

- OpenVMS 7.3-2
- OpenVMS 8.2
- OpenVMS 8.3



**NOTE:** Please ensure that **Telnet** service is enabled for these devices.

## Tru64 operating systems

<b>Alpha server: Fibre Channel HBA</b>	<b>OEM</b>
HP FCA2684	EMU LP10000
HP FCA2684DC	EMU LP10000DC
HP DS-KGPSA-CA (168794-B21)	EMU LP8000
HP FCA2354 [DS-KGPSA-DA] (PCI)	EMU LP9002L
HP FCA2384 [DS-KGPSA-EA] (PCI-X)	EMU LP9802

The following **Tru64 operating systems** are supported for the Fibre Channel HBA models listed above:

- Tru64 5.1A
- Tru64 5.1B



**NOTE:** Please ensure that **Telnet** or **SSH** service are enabled for these devices.

## IBM AIX operating systems

<b>IBM IBX Fibre Channel HBA</b>	<b>OEM</b>
Cambex PC2000LC (2GB)	
EMU LP9000	
IBM 5716	

IBM IBX Fibre Channel HBA	OEM
IBM 6228 (2G)	EMU LP9002
IBM 6239 (2G)	EMU LP9802

The following **IBM AIX operating systems** are supported for the Fibre Channel HBA models listed above:

- IBM AIX 5L v5.2
- IBM AIX 5L v5.3



**NOTE:** Please ensure that **Telnet** or **SSH** service is enabled for these devices.

## VMware operating systems

With this release, **VMware operating system** support is provided to enable SAN/storage data collections from this host server:

- VMware ESX Server 2.5
- VMware ESX Server 3.x

## Microsoft Windows operating systems

### Fibre Channel HBA Support for Integrity servers:

Integrity servers: Fibre Channel HBA	OEM
EMU LP10000	
EMU LP10000DC	
EMU LP1050	
EMU LP1050DC	
HP AB466ADC	EMU LP1050DC
HP AB467A	EMU LP1050
EMU LP9802 (PCIX)	
EMU LP982	
HP A7298A (2G)	EMU LP982
HP AB232A (2G)	EMU LP9802
HP A6826A	QLG QLA2342

The following **Microsoft Windows operating systems** are supported for the Fibre Channel HBA models listed above:

- Microsoft Windows Server 2003 Datacenter Edition
- Microsoft Windows Server 2003 Enterprise Edition
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008 with SP1 or higher

**Fibre Channel HBA Support for ProLiant servers:**

<b>ProLiant servers: Fibre Channel HBA</b>	<b>OEM</b>
EMU LP10000	
EMU LP10000DC	
EMU LP1050	
EMU LP1050DC	
HP A7387A DC (2G)	EMU LP1050DC
HP A7388A (2G)	EMU LP1050
HP A7560A	EMU LP1050EX-F2
EMU LP8000 (PCI)	
HP DS-KGPSA-CB (176479-B21)	EMU LP8000
EMU LP952L	
EMU LP9002DC (PCI Dual port)	
EMU LP9002L	
HP FCA-2101 (245299-B21) (2G)	EMU LP952L
HP FCA-2355 (2G)	EMU LP9002DC
EMU LP9802 (PCIX)	
EMU LP9802DC (PCIX)	
EMU LP982	
HP FCA2404 (2G)	EMU LP9802
HP FCA2404DC (2G)	EMU LP9802DC
HP FCA2408 (2G)	EMU LP982
HP FC mezzanine card for BL20p G2	QLG ISP2312
HP FC mezzanine card for BL20p G3	

ProLiant servers: Fibre Channel HBA	OEM
HP FCA-2214 (2G)	QLG QLA2340
HP FCA2214DC (2G)	QLG QLA2342
QLG QLA2340F	
QLG QLA2342L	
QLG QLA2200F (1G - PCI)	
QLG QLA2300F (PCI)	
QLG QLA2310F (PCI)	

The following **Microsoft Windows operating systems** are supported for the Fibre Channel HBA models listed above:

- Microsoft Windows Server 2003 Enterprise Edition for x86
- Microsoft Windows Server 2003 for x86

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**!** **IMPORTANT:** In order to enable remote windows configuration collection, please ensure that the "File and Printer Sharing for Microsoft Networks" option is enabled and remote targeted hosts must have DCOM enabled for Manager to Agent communication.

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## Proactive services for servers

Proactive capabilities are available with this release for customers with HP Proactive Essentials, Proactive 24 and Critical Services to deliver the associated support deliverables.

## HP-UX operating systems

For HP-UX, this is enabled by the installation of an **Advanced Configuration Collector (ACC)** on your managed server. The following services can be enabled and delivered by your HP Account Support team:

- **Revision and configuration management** Provides improved problem diagnosis time and accuracy through configuration details and change reports. It also prevents potential downtime through configuration comparison and analysis reports.
- **Assessments including Patch, firmware, configuration analysis etc.** Proactively analyzes systems for patch, firmware and configuration irregularities, simplifying maintenance activities and saving time.
- **System Health Check assessments** Minimizes unscheduled downtime due to proactive management of your systems' health.
- **Performance analysis** Provides you with a performance snapshot of your servers over time. This service is not enabled by default as it needs to be configured by your HP Service Account team to meet your specific needs.
- **Availability analysis** Enables you to benchmark the availability of your servers over time.

**Hardware:**

- Any HP Integrity Superdome
- Any HP Integrity rx-Series server
- Any HP 9000 (PA-RISC) server

**Operating system:**

- HP-UX 11i v1 (11.11)
- HP-UX 11i v2 (11.23) for IA/PA
- HP-UX 11i v3 (11.31) for IA/PA

**Applications on your end-point HP-UX server:**

- System Management Homepage (SMH) 2.2.6.2 or higher
- HP-UX Apache-based Web Server for HP-UX 11i v1 and v2 only (prerequisite for SMH)



**NOTE:** The software bundle `hpuxwsAPACHE` is required for HP-UX 11i v1 and v2, it is recommended that the entire `hpuxwsAPACHE` is installed. The `hpuxTomcat` and `hpuxWebin` software bundles are not required.



**IMPORTANT:** Please ensure that the following patches must be applied **after** SMH Version 2.2.6.2 has been installed on the end-point device from which you intend to collect configuration data:

- For HP-UX 11i v1, please ensure that PHSS\_36869 is installed
- For HP-UX 11i v2, please ensure that PHSS\_36870 is installed
- For HP-UX 11i v3, please ensure that PHSS\_36871 is installed

SMH Versions A.2.2.7 and later do **not** require additional patching.

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## Other operating systems

For all other operating systems, proactive capabilities are available with this release for customers with HP Proactive Essentials, Proactive 24 and Critical Services to deliver the associated support deliverables. This is achieved by combining HP Insight Remote Support Advanced monitoring with the required clients for delivering availability, performance and health check assessments. Future releases of HP Insight Remote Support Advanced will integrate these clients fully into this solution.



**NOTE:** For a detailed description of how to configure proactive services for servers through HP Insight Remote Support Advanced, please contact your HP Account Support team who will in turn work with you to implement this solution.

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## Network Support

Network support capabilities are available with this release for customers with a network services support agreement for HP Open Environment Support or Critical Services and HP Proactive 24 with the Network Services option to deliver the associated support deliverables. The following services can be enabled and delivered by your HP Account Support team:

- Event Detection to allow the monitoring of CISCO and HP ProCurve network interconnect devices for SNMP traps.
- Device Discovery for IP reachable devices using ICMP and ARP cache discovery.
- Interconnect topology creation based on device discovery results.



- Data Collection to help troubleshoot interconnect problems

#### **Prerequisites installed on the Central Management Server:**

- 32 bit Java Runtime Environment 1.6 or later
- Microsoft Windows Internet Information Services (IIS)
- Microsoft Windows SNMP Service installed and enabled
- HP Remote Support Network Component
- Microsoft Windows Server 2003 or 2008

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**!** **IMPORTANT:** A license is required to activate the network support capabilities. For a detailed description of how to configure network support capabilities through the HP Remote Support Pack, please contact your HP Account Support team who will in turn work with you, the HP Insight Remote Support Advanced and Support team to implement this solution and who will provide you with the required license key.

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## Unified Communications Monitoring

Unified Communications monitoring is an addition to an HP Network Support contract. Under a Network support contract, “classic” network devices like routers, switches, and hubs are supported for monitoring using the **Remote Support Network Component** of HP Insight Remote Support Advanced.

Cisco Unified Communications Manager manages the IP telephony equipment (IP telephones) of a Unified Communications infrastructure and can be monitored by this new Unified Communication monitoring capability. Quality of service problems of the IP telephony infrastructure that are reported by the Cisco Unified Communications Manager are forwarded to HP through HP Network Node Manager’s IP Telephony Smart Plug-In.

#### **Prerequisites installed on the Central Management Server in addition to the Remote Support Network Component**

- Multi-Vendor and Application Adapter (MVAA) A.05.40.00.247 or higher
- HP Network Node Manager i (NNMi) 8.10 with a Developer license
- IP Telephony Smart Plug-In (IPTSPI) 8.10 with a Developer license

#### **Other application prerequisites**

- Cisco Unified Communications Manager 6 or 7 installed in the customer’s network

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**!** **IMPORTANT:** Unified Communication monitoring requires a 64 bit Windows 2003 Server Central Management Server because HP Network Node Manager i 8.10 is only supported on this platform.

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Please contact your HP Account Support team who will complete the implementation of this solution.

## Unreachable Device Notification

Unreachable Device Notification (UDN) performs reachability monitoring of HP customers devices and provides notifications of unreachable managed systems to HP Support and appropriate personnel at the customer site. The UDN service allows you to:

- View the current reachability status of your monitored systems
- Disable the UDN service entirely
- Manage the currently monitored systems
- Configure the specifications of the UDN Service
- Determine the health of the UDN Service

#### Supported devices:

All devices that react to a network ping are supported for UDN.



**NOTE:** By default all Managed Systems are added to Unreachable Device Notification but with monitoring disabled. Only managed systems with higher level support contracts (Network and Mission Critical contracts) will submit incidents to HP Support to enable HP to support customers with higher level support contracts more quickly. For a detailed description of how to configure UDN through HP Insight Remote Support Advanced, please check the *HP Insight Remote Support Advanced Configuration and Usage Guide* available at [www.hp.com/go/insightremotedvanced-docs](http://www.hp.com/go/insightremotedvanced-docs) and contact your HP Account Support team who will complete the implementation of this solution.

## TAM-S and CCMon Services

HP Cluster Consistency Service (CCMon) continuously monitors HP-UX clusters running SAP. Configuration changes can lead to problems during failover. CCMon identifies and diagnoses potential disruptions to SAP and other mission-critical cluster-based applications.

Trend Analysis Measurement Service (TAM-S) collects statistical data about an SAP System and reports utilization and performance statistics.

#### Prerequisites:

- **Multi-Vendor and Application Adapter (MVAA)** installed on the Central Management Server
- **Application Monitoring depot** installed on the managed servers
  - Integration of TAM-S and CCMon with HP Insight Remote Support Advanced is **only** supported on HP-UX IA and PA servers running either HP-UX 11.23 or 11.31.

Please contact your HP Account Support team who will complete the implementation of this solution.

## Management Platform Synchronization

HP Insight Remote Support Advanced offers the ability to synchronize service incidents with HP Operations Manager for HP-UX and Windows. This is enabled by installing the **Multi-Vendor and Application Adapter (MVAA)** software component on the Central Management server. Configuration is achieved through the **MVAA Configuration** tab that is available from the **Options** menu as part of **Remote Support Configuration and Services**.



**NOTE:** References to HP OpenView Operations (OVO) can be substituted normally with HP Operations Manager (HP OM). In the following section, the commonly used term OVO is used.

The **Multi-Vendor and Application Adapter (MVAA)** module allows incident synchronization for all devices that are supported by HP Insight Remote Support Advanced for remote monitoring and ensures that customer's IT support personnel can view all incidents that are reported to HP in their

OVO Message Browser. This includes incidents for devices where no OVO agent template has been deployed.

Whenever there is a change in the status of a service incident, the new incident status is also updated in OVO without creating a new OVO message. The most important incident status changes are the creation and assignment of a case (ticket) in HP's service workflow and the closure of the incident once it is completed.

When a case is opened at HP, the case id is appended to the OVO message. This means that customer's IT support personnel can provide the case id whenever they want to communicate with HP.



**NOTE:** Incident synchronization is available to you with a current support contract for their OVO.

## HP Operations Manager for HP-UX

Incident synchronization is supported with HP Operations Manager Management Server A.08.30 or later.

When the monitoring technology requires the deployment of a non OS delivered agent or utility on to the monitored device and you have already deployed an OVO agent to this device, the HP Incident Synchronization service can make use of the OVO agent so that the deployment of a separate agent or utility is not needed.

The following is available from HP in this release:

- Collection of hardware incidents from older versions of HP-UX devices through OVO agents.
- Collection of hardware incidents for Solaris or AIX when a support contract for these devices is in place with HP.

Item	Monitored HP-UX Node	Monitored AIX Node	Monitored Solaris Node
<b>Hardware</b>	HP PA-RISC 9000 series servers	p-Series	Sun Netra, Sun Starfire, SunFire, Sun Ultra and Sun Ultra Enterprise servers
<b>O/S</b>	HP-UX Version 11.11 or higher	AIX Version 5.2 or higher	Solaris Version 8 or higher
<b>Other Software</b>	<ul style="list-style-type: none"> <li>• OVO Agent Version 8.x (HTTPS is supported as the communication mechanism between the OVO agent and the OVO Management Server)</li> <li>• EMS Latest Version</li> </ul>	OVO Agent Version 8.x (HTTPS or DNS) is supported as the communication mechanism between the OVO agent and the OVO Management Server)	OVO Agent Version 8.x (HTTPS is supported as the communication mechanism between the OVO agent and the OVO Management Server)
<b>Network</b>	Static TCP/IP Address	Static TCP/IP Address	Static TCP/IP Address

## HP Operations Manager for Windows

Incident synchronization is supported with HP Operations Manager for Windows 8.x or later.

When the monitoring technology requires the deployment of a non OS delivered agent or utility on to the monitored device, and the customer has already deployed an OVO agent to this device, MPS can make use of the OVO agent so that the deployment of a separate agent or utility is not needed.

The following is already available from HP in this release:

- Collection of hardware incidents from older versions of HP-UX devices through OVO agents.
- Collection of hardware incidents for Solaris or AIX when a support contract for these devices is in place with HP.

Item	Monitored HP-UX Node	Monitored AIX Node	Monitored Solaris Node
<b>Hardware</b>	HP PA-RISC 9000 series servers	p-Series	Sun Netra, Sun Starfire, SunFire, Sun Ultra and Sun Ultra Enterprise servers
<b>O/S</b>	HP-UX Version 11.11 or higher	AIX Version 5.2 or higher	Solaris Version 8 or higher
<b>Other Software</b>	<ul style="list-style-type: none"> <li>• OVO Agent Version 8.x (HTTPS is supported as the communication mechanism between the OVO agent and the OVO Management Server)</li> <li>• EMS Latest Version</li> </ul>	OVO Agent Version 8.x (HTTPS or DNS) is supported as the communication mechanism between the OVO agent and the OVO Management Server)	OVO Agent Version 8.x (HTTPS is supported as the communication mechanism between the OVO agent and the OVO Management Server)
<b>Network</b>	Static TCP/IP Address	Static TCP/IP Address	Static TCP/IP Address



**NOTE:** For more details, refer to the *HP Management Platform Synchronization Installation and Reference Manual* available at: [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs).

## Support

If you require support for installing HP Insight Remote Support Advanced or migrating from Instant Support Enterprise Edition (ISEE), please refer to details as described on the ISEE Migration web page available at [www.hp.com/services/iseemigration](http://www.hp.com/services/iseemigration).

## Support Changes

This chapter describes the changes made in regards to the supported operating systems and hardware devices with this release.

### Central Management Server support

With this release, the following HP Insight Remote Support Advanced software components are no longer supported on the Windows Central Management Server:

- Web-Based Enterprise Services (WEBES) version v5.5.X or less



**NOTE:** With the release of WEBES v6.0, WEBES v5.5.x or less will no longer be supported. HP recommends that you always update to the latest version which will contain the latest product support and capabilities. See [Appendix A](#), if you are updating from a previous version since a manual installation is required. It is also important to note that WEBES installations will *stop processing* and *sending events* to HP when it is more than one year old.

- Open Service Event Manager (OSEM) version 1.4.5 or less
- Command View for EVA version 7.0.6 or less



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**NOTE: Open Service Event Manager (OSEM) 1.4.8a** is no longer supplied as a software component with the A.05.40 software since it is fully replaced by WEBES v5.6 and WEBES v5.6 Update 1/Update 2. We highly encourage customers to migrate at the earliest opportunity, since HP Insight Remote Support Advanced A.05.40 is the **last** release that will support OSEM. See [Appendix A](#) for migration information from OSEM to WEBES.

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## HP Insight Remote Support Advanced versions

The support policy is to support the current and previous major versions of HP Insight Remote Support Advanced (formerly known as HP Remote Support Pack) and its software components. To this end, HP strongly advises that customers always upgrade to the latest HP Insight Remote Support Advanced version and its components made available via the HP Remote Support Software Manager.

With this release, support will no longer be available for the HP Remote Support Pack **A.05.00**, **A.05.05** and **A.05.10**, **A.05.20** and its sub-components.

Note that the supported upgrade paths follow a 'one-and-two-back' strategy. Therefore, upgrading from **A.05.20** or **A.05.30** instances to A.05.40 is supported.

## HP Systems Insight Manager versions

The support policy is to support the current and previous major versions of HP Systems Insight Manager (HP SIM). HP strongly advises that customers always upgrade to the latest HP SIM version and its components. With this release, **HP SIM 5.2.x** and all previous versions are no longer supported.

## Known issues

### Compatibility with HP Systems Insight Manager 6.0

The Insight Remote Support Advanced (Insight RSA) A.05.40 software release or higher are the only versions that are compatible with the HP SIM 6.0 release. The HP SIM 5.3.x releases are also compatible with the HP Insight RSA A.05.40 software.

### HP SIM 6.0 compatibility issue with XP Arrays

Customers who have upgraded to HP Systems Insight Manager 6.0 and require remote monitoring for their XP Arrays will need to also the *Remote Support XP Array Integration Module (XP AIM)* to version 1.22 that is now available through the Remote Support Software Manager (RSSWM). This version fixes an incompatibility issue between Insight Remote Support Advanced A.05.40 and HP Systems Insight Manager (HP SIM) 6.0.

### HP-UX 11i v3 (11.31) Integrity server entitlement failures and memory leak issues

System Fault Manager (SFM) Version C.07.00.04.06 or C.07.00.05.04, installed with the HP-UX 11i v3 OE Update Release for March 2010 or April 2010, disables the automatic entitlement with HP-UX Integrity servers using the HP Insight Remote Support Advanced software.

This version of SFM sends the wrong information for Product Number, thus breaking the automatic entitlement. In addition, these versions are also known to have memory leak issues.

In order to maintain monitoring for all HP-UX Integrity servers, it is recommended to install System Fault Manager (SFM) Version C.07.00.07.01, which contains a fix for these issues and is delivered as a part of *Diagnostics Products Collection* depot (May 2010 release or higher) available from Software Depot at:

<https://h20392.www2.hp.com/portal/swdepot/displayInstallInfo.do?productNumber=DiagProdCollection>

## HP-UX 11i v1 (11.11) not reporting events

The *SFMProviderModule* on servers running HP-UX 11i v1 (11.11) can move from 'OK' to a 'Degraded' mode and this will cause communication failures including hardware event submission from the end-point device to the Central Management Server (CMS).

This is a known issue and can be fixed by installing the new *SFMProviderModule* module is available as part of the System Fault Manager (SFM) **A.04.01.01.02** or higher software package.

## WEB-Based Enterprise Services v5.6 not transmitting events to HP

WEBES v5.6 Update 1/Update 2 fixes an issue with WEBES v5.6 where if your managed system does not have the State/Province and Postal code filled in as part of the location information, then events will not be sent to HP and no warning is given.

HP strongly recommends updating to **WEBES v5.6 Update 1/Update 2** to address this issue.

## WEB-Based Enterprise Services v5.6 Update 1/Update 2 installation failing

WEBES v5.6 Update 2 is the currently recommended version for Insight Remote Support Advanced A.05.40 and requires the installation of WEBES v5.6 as a prerequisite. If you have not previously manually upgraded to WEBES v5.6, then the automatic upgrade to WEBES v5.6 Update 1/Update 2 will fail, triggering a weekly failure notification until the manual WEBES v5.6 upgrade has been completed.

## Issues fixed with WEBES v5.6 Update 2

WEBES v5.6 Update 2 is a patch release for WEBES v5.6 and fully replaces WEBES v5.6 Update 1. WEBES v5.6 Update 2 addresses the following:

- Resolution to out of memory errors when WEBES gets large list of systems from HP Systems Insight Manager (HP SIM)
- Secondary contact information from HP SIM is now transmitted to HP
- Resolution to issues seen when passing EVA collection information to HP
- Correction to notification blocking when a single notification fails
- WBEM subscriptions no longer hanging when waiting for a WBEM end point to respond
- Some devices not having active WEBM subscriptions issues rectified (only seen in WEBES v5.6 Update 1 installations)

## A virtual Central Management Server is not recognized as a Managed System

When using a virtual ESX or ESXi server as the Central Management Server (CMS), the CMS is discovered but not recognized as a device supported by Insight Remote Support Advanced. In this situation, events from the CMS or endpoint devices are not sent to HP.

In order to resolve this issue, configure the CMS entry in HP Systems Insight Manager (HP SIM) to be a ProLiant device running a Microsoft Windows operating system. See the CMS Configuration and Usage Guide at [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs) for complete details.



## The Missed Heartbeat event is not processed if customer name exceeds 64 bytes

A designated *Critical* CMS will not create the appropriate workflow cases at HP if the company name provided in the **Settings** tab to register the CMS is greater than 64 characters. This may result in a missed heartbeat event going unnoticed.

The current workaround is to use a shortened version of the company name.

## VMWare Managed Systems require additional serial and product numbers configuration

When the VMWare Managed System is discovered, only the VMWare serial number is sourced. The product and serial number of the VMWare host server need to be manually entered to obtain the correct level of contractual response from HP.

This can be achieved by manually updating the Serial number/Product number for each discovered VMWare partition with the Serial number/Product number of the VMWare host server for each respective partition.

## Insight Remote Support interface is not accessible and events are not forwarded to HP

The User Interface at <https://<host>:7906> may not be accessible and events and collections, then, are not forwarded to HP.

In order to address this issue, review the services list in Microsoft Windows. If it shows the *desta* service is not running and attempts to start result in immediate failure, then review the services list in Microsoft Windows to see if it also shows the PostgreSQL service is not running. In this case, follow the instructions below:

1. Open the MS Windows **services list** on your *Central Management Server*
2. Start the *PostgreSQL* service
3. Start the *desta* service
4. Verify that the noted URL above is functional again

## Remote Support Configuration Collections may not be viewable in HP SIM

Remote Support Configuration Collections are not viewable via the **Server Services** tab through the **Remote Support Configuration and Services** option menu.

If the symptoms are present, no software uninstall/reinstall is required, contact HP Support to modify the DTFLANG setting and restore HP SIM functionality.

## Remote Support Pack Services do not appear in HP SIM

**Remote Support Pack Services** do not appear in the **System and Event Collections** screen when running an Internationalized Microsoft Windows Central Management Server.

This can be fixed by installing the **Remote Support Configuration Collector (RSCC) A.05.40.18.025** or higher software. New customers will automatically install and benefit from this new RSCC version, made available through a new Install Then Manage (ITM) depot from [Software Depot](#). Existing customers will be able to view the availability of **RSCC A.05.40.18.025** or higher software through the Remote Support Software Manager (RSSWM) and it will automatically upgrade for customers who have this automation policy configured.



## Known Issues with the Remote Support Configuration Collector (RSCC)

Several issues have been detected in the Remote Support Configuration Collector (RSCC) version that ships with A.05.30 and that are fixed with the **Remote Support Configuration Collector (RSCC) A.05.30.25.054** or higher software.

New customers will automatically install and benefit from this new RSCC version, made available through a new Install Then Manage (ITM) depot from [Software Depot](#). Existing customers will be able to view the availability of **RSCC A.05.30.25.054** or higher software through the Remote Support Software Manager (RSSWM) and it will automatically upgrade for customers who have this automation policy configured.

The following issues will be fixed by this new component release:

- HP SIM now provides the ability to add a new type of credentials to devices being monitored, called "sign-in" credentials. Until now, these credentials were not.
- Customers that initially installed HP Systems Insight Manager and Insight RSA from the "HP Insight DVD" may have a problem with the RSCC component starting
- Archiving and removal of old configuration collections in RSCC is not being
- Under certain circumstances configuration collections are incomplete

HP strongly recommends that all customers should update to this new RSCC version as soon as possible.

## Remote Support Client installation failure

If HP Systems Insight Manager has been upgraded to the 6.0 version *before* installing HP Insight Remote Support Advanced A.05.40 (see the [Compatibility with HP SIM 6.0](#) note above), the installation of the HP Remote Support Client hangs and blocks the installation process.

With an Remote Support Software Manager (RSSWM) *automatic* install, the Remote Support Client status on the RSSWM packages page would show "running / timed out" indefinitely. With an RSSWM *manual* install, the yellow popup would indicate the Remote Support Client installation does not finished. In all scenarios, the **msiexec.exe** process hangs.

If the installation is blocked, follow the instructions below:

1. Open the Windows Task Manager.
2. On the Processes tab, select the **Show processes from all users** checkbox.
3. Find the **mxconfigrefresh.exe** process, and select it.
4. Click the **End Process** button to terminate the process.

At this point, the installation should continue and complete. If the installation continues to hang, perform the following steps:

5. Reboot the server in order to terminate all remaining installation processes.
6. Download the `rsadvanced.upgrade.fix.exe` file from <https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSADVANCD> and extract the `mxRefresh.js` file to a temporary directory.
7. With **administrator** user privileges, stop the Remote Support Client service by executing  

```
net stop RSClient
```

from a command window.
8. Replace the file **\$RS\_APPLICATION\_ROOT\RemoteSupport\bin\mxRefresh.js** with the newly extracted file.  
Note: \$RS\_APPLICATION\_ROOT is typically **C:\Program Files\HP**
9. As an administrator user, start the Remote Support Client service by executing  

```
net start RSClient
```

from a command window.

10. At this point, it is recommended to reboot the system to ensure all processes have been terminated.
11. Restart the HP Insight Remote Support Advanced installation and continue with the installation process.

## Known issue with multi-byte characters in the Service Providers tab

Adding your preferred HP Authorized Support Provider to the **Service Providers** tab, where the provider name contains multi-byte characters, corrupts the underlying xml file and prevents the Service Providers tab from displaying the Service Provider information within the Configured Providers area.

This issue is fixed with the installation of the **Remote Support Client (RSC) A.05.40.17** or higher software. HP encourages customers running an Internationalized Microsoft Windows Central Management Server to update to this new RSC version as soon as possible.

## Installation issue with the Remote Support Network Component

An installation issue has been detected with the Remote Support Network Component (RSNC) version when installing it on a Central Management Server (CMS) running Microsoft Windows 2008 operating system.

This issue is fixed when installing the **Remote Support Network Component (RSNC)** and **Remote Support Configuration Collector Extension (RSCCE) A.05.40.02.9116** or higher software. It also introduces a more robust installation procedure.

New customers will automatically install and benefit from this new RSNC and RSCCE version, made available through a new Install Then Manage (ITM) depot from [Software Depot](#). Existing customers will be able to view the availability of **RSNC** and **RSCCE A.05.40.02.9116** or higher software through the Remote Support Software Manager (RSSWM).

## Invisibility of EVA devices when running together with Storage Essentials

Updating Storage Essentials and/or HP Systems Insight Manager (HP SIM) can affect the visibility of EVA devices within HP Insight Remote Support Advanced A.05.30 or higher:

**Issue1:** An upgrade from HP SIM 5.2 to SIM 5.3 SP1 can corrupt the storage credentials in HP SIM.

In order to fix this issue, delete the EVA devices from HP SIM after the upgrade (not within Storage Essentials) and then rediscover them in HP SIM.

**Issue 2:** When Storage Essentials is upgraded to version 6.1, then previously discovered EVAs in HP SIM may not update correctly, e.g. the model name for the EVA in HP SIM may not be changed to "EVA" as well as the correct proxy host may not be listed.

In order to fix this issue, either delete the storage devices from HP SIM after the upgrade (not within Storage Essentials) and then rediscover them in HP SIM.

**or**

Follow the outlined steps below for each EVA device to force an update to the correct device product name and management proxy host:

1. Go to the SE properties tab for each EVA.
2. Set the Custom Name to any string
3. Click **Save**
4. Delete the string from the **Custom Name** dialog.
5. Click **Save** again
6. EVA product name in SIM will change to **EVA**, and the management proxy will be set correctly.

# Documentation

All HP Insight Remote Support Advanced (formerly known as HP Remote Support Pack) documentation is available on the Web or bundled with the software:

- *HP Systems Insight Manager Installation and Configuration Guide for Microsoft® Windows*  
This document provides information about installing, configuring, and using HP Systems Insight Manager on supported Windows systems. This guide includes an introduction to basic concepts, definitions, and functionality associated with HP Systems Insight Manager. Refer to <http://h18013.www1.hp.com/products/servers/management/hpsim/infolibrary.html>
- *HP Insight Remote Support Advanced Managed Systems Guide*  
This document details the software and configuration requirements specifically for the managed systems. Refer to [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs)
- *HP Remote Support Software Manager A.05.20 Upgrade Guide*  
This document describes how to upgrade from a previous version of the HP Insight Remote Support Advanced software (formerly known as HP Remote Support Pack). Refer to [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs)
- *HP Insight Remote Support Advanced CMS Configuration and Usage Guide*  
This document provides information about configuring and using the HP Insight Remote Support Advanced software. Refer to [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs)
- *Remote Support Software Manager Configuration, Usage and Troubleshooting Guide for HP Insight Remote Support Advanced*  
This document is only required when modifying the settings of the HP Insight Remote Support Advanced software packages and the Remote Support Software Manager tool itself. Refer to [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs)
- *HP-UX System Fault Management Admin Guide*  
Recommended if you are not currently meeting minimum System Fault Management prerequisites for HP-UX managed systems support. Refer to <http://docs.hp.com/en/5992-1318/5992-1318.pdf>
- *HP StorageWorks Command View EVA installation guide*  
This guide describes procedures for installing and removing the Command View EVA software. Required if you are installing the HP Insight Remote Support Advanced software manage EVA devices. Refer to [http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01681292/c01681292.pdf?jumpid=reg\\_R1002\\_USEN](http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01681292/c01681292.pdf?jumpid=reg_R1002_USEN)
- *HP StorageWorks Command View EVA 8.0.1 release notes*  
Refer to <http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01487268/c01487268.pdf>
- *HP Management Platform Synchronization Installation and Reference Manual*  
Refer to [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs)
- *HP Insight Management WBEM Providers Web site*  
This web page provides information about WBEM providers and credentials [http://h18013.www1.hp.com/products/servers/management/wbem/documentation.html?jumpid=reg\\_R1002\\_USEN](http://h18013.www1.hp.com/products/servers/management/wbem/documentation.html?jumpid=reg_R1002_USEN)
- *Insight Remote Support Advanced for NonStop*  
This document describes the NonStop-specific details needed to install and configure HP Insight Remote Support Advanced for use in a NonStop environment. Refer to <http://docs.hp.com/en/NSSupport.html#NonStop%20Service%20Information>

Additional information is available at [www.hp.com/go/insightremotesupport](http://www.hp.com/go/insightremotesupport) and [www.hp.com/go/hpsim](http://www.hp.com/go/hpsim).

# Appendix A

This appendix describes the manual steps to upgrade to **WEBES v5.6** and **WEBES v5.6 Update 1/ Update 2** (recommended) from a previous version and the steps needed to migrate Open Service Event Manager (OSEM) monitoring capabilities to WEBES. Both of these steps enable new product support introduced with WEBES v5.6 or higher, which will not be available when running both analysis engines in parallel. This is because if WEBES detects OSEM as being installed, it automatically disables all SNMP event detection in WEBES. Some SNMP device coverage is only available in WEBES, since OSEM is no longer being updated with new product support since WEBES is the single analysis strategy for HP from now on.

## WEBES manual installation when upgrading to v5.6 or above

This procedure also applies to WEBES v5.6 Update 1/Update 2, if upgrading from WEBES v5.4 or v5.5 directly, since WEBES v5.6 Update 1/Update 2 requires WEBES v5.6 as a prerequisite. However, WEBES v5.6 Update 2 is highly recommended as it fully replaces WEBES v5.6 Update 1. See the [Known Issues](#) section above.

In order to manually install WEBES v5.6, follow the instructions below:

1. Log on to the *Central Management Server* using a user with System Administration rights
2. Ensure that the `DESTA_service` is running and functional, before attempting to upgrade, in order to be able to successfully migrate Managed Entity data. To do so, from a command prompt type

```
desta status.
```

If the service is not running, invoke it by typing

```
net start desta_service
```

3. The Remote Support Software Manager (RSSWM) Graphical User Guide (GUI) can be started by clicking **Start** → **All Programs** → **Hewlett-Packard** → **Remote Support Software Manager** → **Remote Support Software Manager User Interface**
4. When RSSWM starts for the first time, the **Packages** window will display immediately
5. Scroll down to the **Web Based Enterprise Services (WEBES) v5.6** package and click the "Install" link
6. When the WEBES installation has been completed, also ensure that you manually install the **Remote Support Eligible Systems List (RSEL) A.05.20.27** or higher software package by clicking the "Install" link. Note, RSEL versions are directly associated with specific WEBES releases and should always be installed with any new WEBES installations
7. Upgrade from WEBES v5.6 to WEBES v5.6 Update 2 does not require this manual step. However, it should be installed at the same time from the Remote Support Software Manager (RSSWM) GUI
  - o Scroll down to the **Web Based Enterprise Services (WEBES) v5.6 Update 2** package and click the "Install" link



**NOTE:** More details on how to use the Remote Support Software Manager, see the *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide for Insight Remote Support Advanced* at [www.hp.com/go/insightremotedocs](http://www.hp.com/go/insightremotedocs).

**NOTE:** See the *WEBES 5.6 Installation, Configuration, and Usage Guide* at <http://h18023.www1.hp.com/support/svctools/webes/index.html> for more details.

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# OSEM to WEBES migration

See the *A.05.40 HP Insight Remote Support Advanced CMS Configuration and Usage Guide* at [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs) for the OSEM use scenarios and the related migration steps.

## ISEE Migration tools

This version allows you to download some optional migration tools from the HP Remote Support Software Manager to help you to transition from HP Instant Support Enterprise Edition (ISEE) to HP Insight Remote Support Advanced. These migration tools help to automatically:

- Retain open ISEE events
- Migrate monitored device information and redirecting the diagnostic monitor to the CMS for **HP-UX** and **Windows** end-point devices
- Import device configuration information into HP SIM and HP Insight Remote Support Advanced
- Option to import device configuration information from manually created spreadsheets



**IMPORTANT:** The ISEE migration tools fully integrate with **HP Systems Insight Manager (HP SIM) 5.2.x or higher** and will **not** operate with earlier HP SIM versions.



**NOTE:** Migration tools for monitored devices are limited to HP-UX and Windows and all other end-point devices need to be manually migrated. For more information on how to use the ISEE Migration tools, please see Appendix A in the *HP Insight Remote Support Advanced Configuration and Usage Guide* available at: [www.hp.com/go/insightremoteadvanced-docs](http://www.hp.com/go/insightremoteadvanced-docs).

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For further details visit [www.hp.com/services/iseemigration](http://www.hp.com/services/iseemigration).