

HP Service Essentials Remote Support Pack

Release Notes



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Revision history

Table 1 Revisions

Date	Edition	Revision
January 2007	1.0	First edition
May 2007	1.1	A.05.00.030 Client enhancements and defect fixes. Added BL860c product support introduced with OSEM 1.4.2.
June 2007	1.2	Added OSEM 1.4.3 product support related to IM Agents 7.8

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Overview

HP Systems Insight Manager (HP SIM) 5.1 features a new plug-in, called the Service Essentials Remote Support Pack. Available at no extra charge with your warranty, support contract, or HP Care Pack service, the Service Essentials Remote Support Pack adds proactive remote monitoring, diagnostics, and troubleshooting to help improve the availability of your ProLiant servers, Linux-based Integrity servers and their associated internal devices, including Modular Smart Array (MSA) attached storage.

HP Remote Support through HP SIM securely communicates hardware incident information through your firewall and/or Web proxy to the HP Support Center for proactive support and returns the “HP Support” case ID and its current status to you in the HP SIM interface.

The Service Essentials Remote Support Pack is required to enable the new HP SIM 5.1 contract, HP Care Pack and warranty entitlement feature.

Benefits:

- **Available at no additional cost** - You can take advantage of the Remote Support Pack for use with ProLiant, Linux-based Integrity servers, and their associated internal devices that are covered by warranty, HP Support contracts, or HP Care Packs.
- **Recover quickly from unpredictable failures** - Equipment with remote monitoring is restored, on average, 20%¹ 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 an almost 100%¹ record of fixing the problem the first time, 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 Service Essentials Remote Support Pack plug-in, you can automate your entire support process for fault detection, and automatically generate support requests.
- **Become future ready** - The Service Essentials Remote Support Pack 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 for Open Service Event Manager (OSEM).
- **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** - The Service Essentials Remote Support Pack is tightly integrated with HP System 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/ServiceEssentials>.

¹ 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 the Service Essentials Remote Support Pack with HP SIM 5.1 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 and advanced troubleshooting. These new capabilities are deployed on your Windows-based Central Management Server (CMS) and include the following:

Improved serviceability:

- Monitor and manage ProLiant servers and Linux Integrity servers, associated internal devices and MSA attached storage 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

New integrated warranty and contract reporting:

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

Client Enhancements

Several new features have been added to the Service Essentials Remote Support Pack client A.05.00.030. These features consist of:

- A command line interface to bulk load device contract information into HP SIM with the Service Essential Remote Support Pack plug-in. This feature loads contract information from a specified file into HP SIM removing the need to edit the properties of each specific device. Please see the [HP Service Essentials Remote Support Pack Usage Guide](#) for more information.
- Enhancement to the client registration user interface to specify the proxy setting in the user interface rather than a command line. The command line option still exists and may be used if desired.
- Ability to specify Service Provider information in the client registration interface. This will facilitate the ability to deliver specific HP Support Partners in service delivery process. This feature additionally allows HP to understand the deployment process of the HP Service Essential Remote Support Pack configurations for enhancements to future product features.
- Improved user interface information for “enable all” in the device enablement interface. “enable all” only enables devices on the currently visible devices.

Requirements

Windows Central Management Server

The HP Service Essentials Remote Support Pack requires that the Central Management Server (CMS) is a Windows based system. During HP SIM 5.1 installation, you will have the option to install the Service Essentials Remote Support Pack. All other pre-requisites are as specified in the Release Notes for the HP SIM 5.1 Windows Central Management Server.

Operating system:

- Windows 2000 Server, SP4 for x86
- Windows 2000 Advanced Server, SP4 for X86
- Windows Server 2003 Standard or Enterprise Edition for x86 with SP1 (running on x86 or x64/AMD64 platforms)
- Windows Server 2003 for x64
- Windows 2003 SMB, with SP1
- Microsoft Windows 2002 and 2003 International Server - French, German, Spanish, and Japanese (latest SP for each)



NOTE: Windows XP and Vista operating systems are **not** supported CMS hosts for the Remote Support Pack, as they do not offer self-monitoring diagnostic agents. If you install HP SIM 5.1 on these Windows platforms, you will not be able to use the Remote Support Pack.

Hardware:

- Any HP ProLiant x86 system
- Any HP ProLiant x64 system



NOTE: ProLiant 1xx Series servers are not supported as a CMS to host the Remote Support Pack since they do not offer a diagnostic monitor agent to monitor themselves. If you install HP SIM 5.1 on these Windows platforms, you will not be able to use the Remote Support Pack.

NOTE: While HP Netserver platforms are supported as CMS devices for *HP Systems Insight Manager 5.1*, they **are not** supported as a CMS for Remote Support Pack usage.

NOTE: The Remote Support Pack requires a single physical system allocated for HP SIM. If you run HP SIM 5.1 on a Windows Virtual Machine, you will not be able to use the Remote Support Pack.

NOTE: You must have administrative rights on the CMS and in HP SIM to access both the Remote Support Software Manager and the **Remote Support Configuration and Services** Option. The Service Essentials Remote Support Pack must be installed on the c:\ drive of a supported Windows ProLiant CMS.

Please see the [HP Systems Insight Manager 5.1 Release Notes](#) for more details.

Managed System requirements and recommendations

HP ProLiant Servers

Supported HP ProLiant server models

The current ProLiant server family models supported by the Service Essentials Remote Support Pack are listed below. Additional ProLiant server models will be added to the supported models list as they are introduced.

- ProLiant BL Series
- ProLiant DL Series
- ProLiant ML Series



NOTE: ProLiant 1xx Series servers are not supported by any IM Agent.

NOTE: ProLiant Storage Servers are not supported with this release.

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

Windows managed systems:

- Microsoft Windows 2003 Standard for x86
- Microsoft Windows 2003 Standard with Service Pack 1 for x86 or later
- Microsoft Windows 2003 Enterprise for x86
- Microsoft Windows 2003 Enterprise Service Pack 1 for x86 or later
- Microsoft Windows 2003 Extended Systems for x64
- Microsoft Windows 2003 Web Edition for x86
- Microsoft Windows 2003 Small-Medium Business for x86
- Microsoft Windows 2000 Professional for x86
- Microsoft Windows 2000 with Service Pack 1 or later for x86
- Microsoft Windows 2000 Server with Service Pack 4 for x86
- Microsoft Windows 2000 Advanced Server with Service Pack 4 for x86
- Microsoft Windows 2000 Server for x86
- Microsoft Windows 2000 Advanced Server for x86

Linux managed systems:

- Red Hat Enterprise Linux 4 for x86
- Red Hat Enterprise Linux 4 for x64
- Red Hat Enterprise Linux 4 U3 for x86
- Red Hat Enterprise Linux 3 for x86
- Red Hat Enterprise Linux 3 for x64
- Red Hat Enterprise Linux 2.1 U7 for x86
- Red Hat Advanced Server 3 U1- U4 for x86 and x64

- Red Hat Advanced Server 4 U1 for x86 and x64
- SUSE Linux Enterprise Server 8
- SUSE Linux Enterprise Server 8/United Linux 1.0
- SUSE Linux Enterprise Server 9 with Service Pack 3 for x86
- SUSE Linux Enterprise Server 9 for x86 and x64

Other supported operating systems:

- SCO UnixWare 7
- VMware ESX Server 2.1.x, 2.5 and 3.0
- Novell NetWare 6.0 and 6.5

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

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

- Microsoft Windows NT 4.0 Version 6.31
- Microsoft Windows 2000 Data Center for x86
- Red Hat Linux 8.0
- Red Hat Linux 7.3
- SUSE Linux Enterprise Server 7
- SCO Open Unix 8

Operating systems 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

HP Integrity Servers

Supported HP Integrity server models

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

- HP Integrity Superdome
- rx8620/ rx8640
- rx7620/ rx7640
- rx6600
- rx5760
- rx4640
- rx3600
- rx2600/ rx2620/ rx2660
- rx1600/ rx1620
- BL860c

On the preceding servers, the following Operating Systems are supported with the Service Essentials Remote Support Pack:

Linux managed systems:

- Red Hat Enterprise Linux 3 for Itanium-based systems
- Red Hat Enterprise Linux 2.1 for Itanium-based systems
- SUSE Linux Enterprise Server 9 for Itanium-based systems
- SUSE Linux Enterprise Server 8 for Itanium-based systems



NOTE: Before installing or configuring the Remote Support Pack refer to the following Web site for revision levels http://linux.fc.hp.com/manageability/snmp/hpima_dl.shtml

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

Open Service Event Manager (OSEM) 1.4.3 Updates

New ProLiant support with IM Agents version 7.8 including:

- DL365
- DL385G2
- DL585G2
- BL465c (including new Service Media Library support)
- BL685c (including new Service Media Library support)

Additional information on OSEM is available at <http://www.hp.com/services/osem>.

Documentation

All HP Service Essentials Remote Support Pack documentation is available on the Web and 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 Service Essentials Remote Support Pack Quick Start Guide (Part Number 5991-7988)*
This document provides a brief overview and resources for coordinating the HP SIM 5.1 installation with the Service Essentials Remote Support Pack installation and configuration. Refer to <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>.
- *HP Service Essentials Remote Support Pack Usage Guide (Part Number 5991-7446)*
This document provides information about installing, configuring and using the Remote Support Software Manager. Refer to <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>.

Additional information is available at <http://www.hp.com/go/ServiceEssentials> or <http://www.hp.com/go/hpsim>.

Defect Fixes

Several product issues have been addressed:

A.05.00.030 Remote Support Client

Defect ID	Description
AGag33581	SimSync client process takes 100% of CPU with large enterprise deployments
JAGag33075	Remote Support Eligible list doesn't match Remote Support Systems list
QXCR1000411288	Remote Support client overwrites SIM's RootTrustList during the installation and upgrade process
JAGag33542	ProLiant 100 series servers in Remote Support Eligible list when it is not a RSP supported device
JAGag33074	Remote Support Entitlement check sometimes does not run after device is automatically discovered.
	Installation issue causes Remote Support Systems list to be empty
JAGag31660	Tru64 devices in Remote Support Eligible List when it is not an RSP supported device
JAGag33553	Enable device not working for all devices