

HP Insight Control Management Support Matrix



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About This Document

Intended Audience

This document is for the person who installs, administers, and troubleshoots servers and storage systems. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.

Document Organization

- Chapter 1 provides an overview of HP Insight Control Management suites provided on the Insight Control Management DVD.
- Chapter 2 lists the software and hardware requirements for installation of Insight Control Management.
- Chapter 3 lists the supported target servers for Insight Control Management suites.
- Chapter 4 lists the Insight Control Management supported target operating systems.
- Chapter 5 describes the technical and software services and support available for the HP Insight Control Management suite.

Related Documents

In addition to this guide, the following sections list the documentation resources available for each of the components on the HP Insight Control Management DVD.

HP Insight Control Management

- <http://www.hp.com/go/ice>
- *HP Insight Control Management Installation Checklist*
- *HP Insight Control Management Quick Setup Poster*
- *HP Insight Control Management Release Notes*
- *HP Insight Control Management Support Matrix*
- *HP Insight Control Management User Guide*
- Use the Documentation tab on the Insight Control Management DVD for individual documentation for each component.

HP Systems Insight Manager

- <http://www.hp.com/go/hpsim>
- *HP Systems Insight Manager Installation and Configuration Guide for HP-UX*
- *HP Systems Insight Manager Installation and Configuration Guide for Linux*
- *HP Systems Insight Manager Installation and Configuration Guide for Microsoft Windows*
- *HP Systems Insight Manager User Guide*
- *HP Service Essentials Remote Support Pack Quick Start Guide*

Extensions for HP SIM on Microsoft Windows

- <http://www.compaq.com/support/files/server/us/download/26681.html>
- Extensions for HP SIM on Microsoft Windows white paper (available from the above URL or directly at <http://h71028.www7.hp.com/ERC/downloads/4AA1-0110ENW.pdf>)

HP BladeSystem Integrated Manager

- <http://h18013.www1.hp.com/products/servers/management/bsme/index.html>
- <http://www.hp.com/go/bladesystemupdates>

HP Insight Power Manager

- <http://www.hp.com/go/ipm>
- *HP Insight Power Manager User Guide*

HP iLO 2 Advanced Pack and Select Pack

- <http://www.hp.com/go/ilo>
- *HP Integrated Lights-Out 2 User Guide*

HP Rapid Deployment Pack

- <http://www.hp.com/go/rdp>
- *HP ProLiant Essentials Rapid Deployment Pack Planning Guide*
- *HP ProLiant Essentials Rapid Deployment Pack User Guide*
- HP Rapid Deployment Pack Knowledge Base at <http://www.hp.com/servers/rdp/kb>, (Regularly updated troubleshooting information, frequently asked questions, and specific how-to procedures are available on this site.)

HP Performance Management Pack and HP Vulnerability and Patch Management Pack

HP Performance Management Pack and HP Vulnerability and Patch Management Pack documentation are incorporated into HP Insight Control Management documentation.

HP Virtual Connect Enterprise Manager

- <http://www.hp.com/go/vcem>
- *HP Virtual Connect Enterprise Manager Data Migration Guide*
- *HP Virtual Connect Enterprise Manager Release Notes*
- *HP Virtual Connect Enterprise Manager User Guide*

HP Insight Dynamics - VSE

- ▲ <http://www.hp.com/go/insightdynamics>

The following documents are available on the Insight Control Management DVD:

- *VSE Management Software Version 4.0 Getting Started Guide*
- *HP Capacity Advisor Version 4.0 User's Guide*
- *HP Virtualization Manager Version 4.0 Getting Started Guide*

For the latest versions for VSE Management Software manuals, as well as white papers and manuals for related products, see <http://docs.hp.com/en/vse.html>.

For the latest information about Insight Dynamics and Virtual Server Environment Management Software, see the following websites:

- <http://www.hp.com/go/vse>
- <http://docs.hp.com/en/vsemgmt>

HP Server Migration Pack – Universal Edition documentation is included with HP Insight Dynamics – VSE.

HP Server Migration Pack - Universal Edition

- <http://www.hp.com/go/migrate>
- *HP ProLiant Essentials Server Migration Pack - Universal Edition Support Matrix*
- *HP ProLiant Essentials Server Migration Pack - Universal Edition User Guide*

Integrity Essentials for HP-UX and Linux

- <http://www.hp.com/go/integrityessentials>
- <http://www.hp.com/go/managehpux11i>
- <http://www.hp.com/go/integritylinux>

HP Systems Insight Manager

- <http://www.hp.com/go/hpsim>
- *HP Systems Insight Manager Installation and Configuration Guide for HP-UX*
- *HP Systems Insight Manager Installation and Configuration Guide for Linux*
- *HP Systems Insight Manager Installation and Configuration Guide for Microsoft Windows*
- *HP Systems Insight Manager User Guide*
- *HP Service Essentials Remote Support Pack Quick Start Guide*

1 Overview

This support matrix lists requirements for Insight Control Management suites. For more information about supported platforms and requirements for other components in Insight Control Management suites, see the following documents:

- Extensions for HP Systems Insight Manager (HP SIM) on Microsoft® Windows®—See the Extensions for HP SIM on Microsoft Windows whitepaper.
- Rapid Deployment Pack (RDP)—See the documentation and Knowledge Base at <http://www.hp.com/servers/rdp>.
- Virtual Machine Management Pack (VMM)—See the HP ProLiant Essentials Virtual Machine Management Pack Support Matrix.

The Insight Control Management DVD supports these suites:

- HP Insight Control Environment (ICE)
- HP Insight Control Environment for BladeSystem (ICE-BL)
- HP Insight Control Data Center Edition (ICDC)
- HP Insight Dynamics – VSE (ID – VSE)
- HP iLO Power Management Pack (iPMP)
- HP iLO Power Management Pack for BladeSystem (iPMP-BL)

The following table lists all the components delivered and licensed with Insight Control Management and that you can install using the Insight Control Management Integrated Installer. A bullet signifies that the component is part of the suite.

Table 1-1 HP components delivered and licensed with Insight Control Management suites

Component	Licensed with ICE	Licensed with ICE-BL	Licensed with ICDC	Licensed with HP Insight Dynamics	Licensed with iPMP	Licensed with iPMP	For more information, see chapter in the ICM user guide
Insight Control Management Integrated Installer	•	•	•		•	•	2, 3, 4
HP Systems Insight Manager (HP SIM)	•	•	•		•	•	3, 4, 7
Extensions for HP SIM on Microsoft Windows		•	•				7
Insight Power Manager	•	•	•		•	•	7
Insight Power Manager (IPM)	•	•			•	•	8
Integrated Lights-Out 2 Advanced Pack	•				•		8
Integrated Lights-Out 2 Select Pack		•				•	8
HP Service Essentials Remote Support Pack	•	•	•		•	•	3, 4

Component	Licensed with ICE	Licensed with ICE-BL	Licensed with ICDC	Licensed with HP Insight Dynamics	Licensed with iPMP	Licensed with iPMP	For more information, see chapter in the ICM user guide
HP Rapid Deployment Pack (RDP)	•	•	•				9
HP Insight Control Management Services	•	•	•		•	•	3, 4
HP Insight Control Environment Advisor	•	•	•		•	•	3, 4
Performance Management Pack (PMP)	•	•	•				8
HP Vulnerability and Patch Management (VPM)	•	•	•				8
HP Virtual Machine Management Pack (VMM)	•	•					2, 3, 4, 10
HP Server Migration Pack—Universal Edition				•			
HP Virtual Connect Enterprise Manager (VCEM)							
HP Virtual Server Environment Management Software				•			

NOTE: You can install all components as part of an Insight Control Management installation, but you license some components separately.

Insight Control Management suites support the English, French, German, Italian, Japanese, and Spanish versions of supported Windows operating systems. However, deployment of localized Windows versions using scripted installations through Rapid Deployment Pack might require additional steps. For more information about these additional steps, see

<http://h18013.www1.hp.com/products/servers/management/rdp/knowledgebase/00000100.html>.

The following table lists the Insight Control Management Integrated Installer component versions and their upgrades for this release. The integrated installer updates components installed.

Table 1-2 Insight Control Management component upgrades

Component	From version	To version
HP SIM	5.1, 5.2, and 5.2.1	5.2.2
HP BladeSystem Integrated Manager	2.3, 2.4, 3.0, 3.1, 3.2, 3.2.1, and 3.3 (web download only)	3.4
Extensions for HP SIM on Microsoft Windows	1.0	No change

Component	From version	To version
HP Rapid Deployment Pack (if installed on local server)	3.10, 3.50, 3.60, and 3.70	3.80
HP Insight Control Management Services	1.10, 1.11, 2.00, 2.10, 2.20, 2.21, and 2.30	2.35
HP Insight Control Environment Advisor	1.00, 2.10, 2.20, and 2.30	2.35
HP Insight Power Manager	1.0, 1.10, 1.20, and 1.30	1.40
HP Performance Management Pack	4.3, 4.4, 4.5, 4.6, and 4.7	4.7.1
HP Vulnerability and Patch Management Pack	2.0.3, 2.1, 2.1.1, and 2.2	2.2.2
HP Virtual Machine Management Pack	2.1, 2.1.01, 2.2, 3.0, and 3.1	3.5
HP Server Migration Pack - Universal Edition	3.0 and 3.50	3.51
HP Virtual Connect Enterprise Manager	Upgrade from 1.0 not supported except for standalone installations, and 1.10	1.10 SP1
HP Virtual Server Environment Management Software	—	A4.0

2 Insight Control Management installation requirements

The server where you install an Insight Control Management suite must meet the hardware and software requirements listed in the following sections.

Insight Control Management hardware installation requirements

Table 2-1 Insight Control Management hardware installation requirements

Component	Specification
Server	HP ProLiant BladeSystem c-Class or p-Class server blades, or HP ProLiant ML or DL 300, 500, and 700 G3 or higher recommended
Memory	At least 2 GB RAM (3 GB RAM recommended). If you are installing Insight Dynamics, 4-6 GB is recommended.
Processor	At least 1.6 GHz (2 GHz or faster recommended)
Disk space	At least 10 GB for Insight Control Management software. More space is needed for storing deployment operating systems (for Rapid Deployment Pack) and patches (for Vulnerability and Patch Management Pack).
File structure	New Technology File System (NTFS)
DVD drive	Local or mapped DVD drive required

Insight Control Management software installation requirements

Installations with Microsoft Data Engine (MSDE) 2000 SP3a are migrated to Microsoft SQL 2005 Express Edition SP2.

Table 2-2 Insight Control Management software installation requirements

Component	Specification
Operating system	Microsoft Windows Server® 2003, Standard Edition SP2 (32-bit only) Windows Server 2003, Enterprise Edition SP2 (32-bit only) Windows Server 2003 R2, Standard Edition SP2 (32-bit only) Windows Server 2003 R2, Enterprise Edition SP2 (32-bit only)
Services	.NET 2.0 Framework SNMP TCP/IP with DNS installed so that system names must resolve to an IP addresses. It is necessary that IP addresses must resolve to system names.
Database	Microsoft SQL Server 2005 Express Edition SP2 * Microsoft SQL Server 2000 Standard Edition, SP3 or SP4 (for Standard Server operating system) Microsoft SQL Server 2000 Enterprise Edition, SP3 or SP4 (for Advanced Server operating system) Microsoft SQL Server 2005 running on Windows Server 2003
Applications	Microsoft Internet Explorer 6.0 SP1 or 7.0 Adobe® Acrobat® Reader Mozilla Firefox 1.5.0.12 (not supported by all components) Mozilla Firefox 2.0.0.4 (not supported by all components)
Virtualization platform	VMware ESX 3.0.1 or 3.0.2 (supported installation platform)

* SQL Server 2005 Express Edition supports 500 systems and 5,000 events.

Component	Specification
<p>IMPORTANT: If you are installing or upgrading Rapid Deployment Pack, you must first install Microsoft WAIK 2.1, also known as the "Automated Installation Kit (AIK) for Windows Vista SP1 and Windows Server 2008." It is available at the Microsoft website (http://www.microsoft.com/downloads/details.aspx?familyid=94bb6e34-d890-4932-81a5-5b50c657de08), or search for 936330AIK on http://www.microsoft.com (the filename is 6001.18000.080118-1840-kb3aikl_en.iso).</p>	
<p>NOTE: The CMS supports Windows 2000 and 2003 International Server - French, German, Italian, Spanish, and Japanese (latest service pack available for each language).</p>	

HP Insight Dynamics – VSE hardware installation requirements

Table 2-3 HP Insight Dynamics – VSE hardware installation requirements

Component	Specification
Server	HP ProLiant BladeSystem c-Class server blades, or HP ProLiant ML or DL 300, 500, and 700 series servers
Memory	At least 4 GB RAM (6 GB RAM recommended for maximum hardware configuration)
Processor	At least 1.6 GHz (2 GHz or higher recommended), 2 or more processing cores are required
Disk space	For specific HP Insight Dynamics – VSE disk space requirements, see the following section.

HP Insight Dynamics – VSE disk space requirements

Install the VSE Management Software on a server that is reserved for use as a CMS. Running additional unrelated applications on this server can significantly reduce the performance of HP SIM and the VSE Management Software.

Table 2-4 Insight Dynamics - VSE hardware installation requirements

Item	Requirements
Install drive	HP SIM requires 900 MB. The VSE Management Software requires an additional 800 MB. Log files are stored in the directory <code>install-path\Virtual Server Environment\logs</code> . These logs are not automatically trimmed.
Data directory	Capacity Advisor requires a maximum of 4 GB for every 100 workloads to maintain 4 years of historic data. This data is stored in a directory that you choose at install time. The default directory is <code>%ALLUSERSPROFILE%\Application Data\HP\Virtual Server Environment</code> . You can modify the amount of data retained in data collection by modifying the <code>PROFILE_RETAIN_DAYS</code> variable. For details, see the <i>HP Capacity Advisor Version 4.0 User's Guide</i> .
Database storage	Global Workload Manager requires at least 1 GB. If you intend to keep historical data, HP recommends allowing 4 GB for every 100 workloads managed by gWLM. If you are not interested in historical data, you can trim the historical database by using the following command: <code>gwlms history --truncate</code> This space will be allocated on the MS SQL Database server (or local to the CMS, if MS SQL Express is used).
Paging space	6 GB total

VPM Acquisition Utility requirements (optional)

The VPM Acquisition Utility can be installed on a system with Internet access to acquire patch information and patch files from selected vendor websites. This utility allows patch acquisitions and vulnerability updates without requiring the VPM server to be directly connected to the Internet, thereby reducing potential security

risks. No other Vulnerability and Patch Management Pack components or database software is required to be installed on the system to download vulnerability and patch updates.

The table below lists the minimum requirements for the system on which you can install the VPM Acquisition Utility.

Table 2-5 VPM Acquisition Utility requirements

Component	Specification
Memory	256 MB RAM
Processor	1.5 GHz or faster
Disk space	At least 1 GB Available space for downloading vulnerability patches
Internet access for downloading vulnerability patches	
Operating system (32-bit versions only)	Windows 2000 Server SP4 Windows 2000 Advanced Server SP4 Windows 2000 Professional Windows Server 2003, Standard Edition SP1 or SP2 (32-bit only) Windows Server 2003, Enterprise Edition SP1 or SP2 (32-bit only) Windows Server 2003 R2, Standard Edition (32-bit only) Windows Server 2003 R2, Enterprise Edition (32-bit only)

3 Supported target servers

This section describes the supported target servers for Insight Control Management suites and the servers you can license for each suite.



IMPORTANT: Components might support additional target servers. For more information, see the support matrixes for the components.

Insight Control Environment

Insight Control Environment supports all HP ProLiant DL and ML (300, 500, and 700 series) servers. To use Insight Power Manager, a server must have iLO 2 installed and a power meter that runs the iLO 2 Select or Advanced Pack.

Insight Control Environment supports the new HP ProLiant ML785 server, but Insight Power Manager does not support this server.

Insight Control Environment for BladeSystem

Insight Control Environment for BladeSystem supports HP ProLiant c-Class and p-Class server blades and the xw460c Blade Workstation.

Rapid Deployment Pack also supports the Integrity BL860c server blade and the xw25p Blade Workstation. For more RDP operating system and blade support information, see the appropriate version-specific RDP Deployment Support article in the HP Rapid Deployment Pack Knowledge Base at <http://www.hp.com/servers/rdp/kb>.

Some licensed components (Insight Power Manager and Vulnerability and Patch Management Pack) do not support Integrity BladeSystem servers. To use Insight Power Manager, a server must have a power meter and run iLO 2 Select or Advanced Pack.

Insight Control Data Center Edition

Insight Control Data Center Edition supports Insight Control Environment for BladeSystem, HP ProLiant c-Class and p-Class server blades, and the xw460c Blade Workstation.

Rapid Deployment Pack also supports the Integrity BL860c server blade and xw25p Blade Workstation. For more RDP operating system and blade support information, see the appropriate version-specific RDP Deployment Support article in the HP Rapid Deployment Pack Knowledge Base at <http://www.hp.com/servers/rdp/kb>.

Vulnerability and Patch Management Pack does not support Integrity BladeSystem server blades.

HP Insight Dynamics – VSE

HP Insight Dynamics – VSE supports the following target servers:

- All HP ProLiant c-Class server blades
- HP ProLiant DL and ML (300, 500, and 700 series) servers

iLO Power Management Pack

HP iLO Power Management Pack supports the following target HP ProLiant server blades:

- HP ProLiant DL360 G5
- HP ProLiant DL365 G1
- HP ProLiant DL380 G5
- HP ProLiant DL385 G2
- HP ProLiant ML350 G5
- HP ProLiant ML370 G5

iLO Power Management Pack for BladeSystem

The iLO Power Management Pack for BladeSystem supports the following target HP BladeSystem server blades:

- HP BladeSystem BL460c
- HP BladeSystem BL465c
- HP BladeSystem BL480c
- HP BladeSystem BL680c G5
- HP BladeSystem BL685c G1
- HP BladeSystem BL870c
- HP ProLiant xw460c

Extensions for HP SIM on Microsoft Windows

Extensions for HP SIM on Microsoft Windows supports the following target servers:

- An HP server running on HP-UX (HP 9000 and Integrity)
- An HP server running Linux (for GlancePlus)

Insight Power Manager

Insight Power Manager supports the following target devices:

- HP BladeSystem BL460c
- HP BladeSystem BL465c
- HP BladeSystem BL480c
- HP BladeSystem BL685c G1
- HP ProLiant BL260c
- HP ProLiant BL465c G5
- HP ProLiant BL680c G5
- HP ProLiant BL685 G5
- HP ProLiant DL360 G5
- HP ProLiant DL365
- HP ProLiant DL365 G5
- HP ProLiant DL380 G5
- HP ProLiant DL385 G2
- HP ProLiant DL385 G5
- HP ProLiant ML350 G5
- HP ProLiant ML370 G5
- HP ProLiant xw460c blade workstation
- HP Integrity BL860c
- HP Integrity BL870c
- HP Integrity rx2660
- HP Integrity rx3600
- HP Integrity rx6600
- HP BladeSystem c3000 Enclosure
- HP BladeSystem c7000 Enclosure

Virtual Connect Enterprise Manager

VCEM supports the following hardware platforms:

- HP BLc 1/10G Virtual Connect Ethernet Module for c-Class BladeSystem Option Kit
- HP 4Gb Virtual Connect Fibre Channel Module for c-Class BladeSystem
- HP BladeSystem c3000 Enclosure
- HP BladeSystem c7000 Enclosure
- All HP ProLiant and Integrity c-Class server blades

VCEM supports HP Virtual Connect firmware version 1.22 and higher. For more information, see <http://www.hp.com/go/vcem>.

PMP monitored server configurations

The monitored server must be a ProLiant or Integrity server where you have calibrated PMP. Only supported server types appear in the PMP administration screens.

A monitored server might contain options that PMP does not recognize. These unsupported options do not affect performance analysis. These unsupported options appear as unknown in the PMP display.

Servers with Intel® Pentium® Pro processors are not supported.

The following tables list the supported configurations for monitored servers.

Table 3-1 PMP-supported monitored server configurations for ProLiant servers

Series	Server model
ProLiant BL series servers	ProLiant BL10e ProLiant BL10e G2 ProLiant BL20p ProLiant BL20p G2 ProLiant BL20p G3 ProLiant BL25p ProLiant BL25p G2 ProLiant BL30p ProLiant BL35p ProLiant BL40p ProLiant BL45p ProLiant BL45p G2 ProLiant BL260c G5 ProLiant BL460c ProLiant BL465c G5 ProLiant BL480c ProLiant BL680c ProLiant BL685c G5

Series	Server model
ProLiant DL series servers	ProLiant DL320 ProLiant DL320 G2 ProLiant DL320 G3 ProLiant DL320 G4 ProLiant DL320 G5 ProLiant DL320 G5p ProLiant DL320s G1 ProLiant DL360 ProLiant DL360 G2 ProLiant DL360 G3 ProLiant DL360 G4 ProLiant DL360 G4p ProLiant DL360 G5 ProLiant DL365 G5 ProLiant DL380 ProLiant DL380 G2 ProLiant DL380 G3 ProLiant DL380 G4 ProLiant DL380 G5 ProLiant DL385 ProLiant DL385 G5 ProLiant DL560 ProLiant DL580 ProLiant DL580 G2 ProLiant DL580 G3 ProLiant DL580 G4 ProLiant DL580 G5 ProLiant DL585 ProLiant DL585 G5 ProLiant DL740 ProLiant DL760 ProLiant DL760 G2 ProLiant DL785
ProLiant ML series servers	ProLiant ML310 ProLiant ML310 G2 ProLiant ML310 G3 ProLiant ML310 G4 ProLiant ML310 G5 ProLiant ML330 G2 ProLiant ML330 G3 ProLiant ML350 G2 ProLiant ML350 G3 ProLiant ML350 G4 ProLiant ML350 G4p ProLiant ML350 G5 ProLiant ML370 ProLiant ML370 G2 ProLiant ML370 G3 ProLiant ML370 G4 ProLiant ML370 G5 ProLiant ML530 ProLiant ML530 G2 ProLiant ML570 ProLiant ML570 G2 ProLiant ML570 G3 ProLiant ML570 G4 ProLiant ML750
Blade workstations	xw460c

Table 3-2 PMP-supported monitored server configurations for Integrity servers

Server brand	Server model
Integrity servers	rx1620 rx2600 rx2620 rx2660 rx3600 rx4640 rx5670 rx6600 rx7640 rx7620 rx8620 rx8640 rx2660 Office Friendly Version Integrity BL860c Integrity BL870c Integrity Superdome



NOTE:

- PMP 4.7.1 offers limited support to ProLiant DL320 G3, ProLiant DL320 G5p, and ProLiant ML310 G5 servers because the SATA controller with RAID 0/1 option shipped with this server is not supported by HP Insight Management Agent 7.91.
- PMP 4.7.1 supports only the SCSI models of ProLiant DL320 G5, ProLiant DL320 G5p, ProLiant DL360 G4p, ProLiant ML350 G4p, ProLiant ML310 G2, ProLiant ML310 G2, ProLiant ML310 G4, and ProLiant ML310 G5 servers.
Integrity Superdome includes support for Montecito, M9M, and MX2 processors.
- PMP 4.7.1 supports Hard Partitioning (nPartitions) for rx7640 and rx8640 Integrity servers.
- PMP 4.7.1 supports PCI eExpress for rx3600 and rx6600 Integrity servers.
- PMP 4.7.1 supports Quad Core Processor for ProLiant BL20pG4, ProLiant BL260c G5, ProLiant BL460c, ProLiant BL480c, ProLiant DL360 G5, ProLiant DL380 G5, ProLiant ML350 G5, and ProLiant ML370 G5 servers.

Table 3-3 PMP-supported monitored server configuration network adapters

Network adapter	Network adapter	Network adapter
NC1020	NC3120	NC3121
NC3122	NC3123	NC3131
NC3132	NC3133	NC3134
NC3135	NC3163 (embedded)	NC6132
NC6133	NC6134	NC6136
NC6170	NC6770	NC7131
NC7132	NC7170	NC7760 (embedded)
NC7761 (embedded)	NC7771	NC7780 (embedded)
NC7781 (embedded)	NC150T	NC310F
HP BL860c Broadcom 5704 Dual Port Gigabit	HP NC373i Multifunction Gigabit Server Adapter	HP NC324i PCI Express Dual Port Gigabit Server Adapter
HP NC371i PCI Express Dual Port Gigabit Server Adapter	Windows/Linux 2port 1000Base-T Gigabit Adapter (A9900A)	Windows/Linux 2port 1000BaseSX Gigabit Adapter
Windows/Linux 2port 1000Base T/SX Gigabit Adapter (A7061AT/A7073ASX)	HP NC326i PCIe Dual Port Gigabit Server Adapter	HP NC320i PCI Express 10/100/1000T Gigabit Adapter
HP NC360m Dual Port 1 GbE BL-c Adapter	HP NC364m Quad Port 1 GbE BL-c Adapter	HP NC370F PCI-X Multifunction Gigabit Server Adapter

Network adapter	Network adapter	Network adapter
HP NC370T PCI-X Multifunction Gigabit Server Adapter	NC380T PCI Express Dual Port Gigabit Adapter	Windows/Linux 2port1000Base-T/SX Gigabit Adapter (A9899A)
rx8620 Gigabit LoM (5701)	rx8640 Gigabit LoM (5703)	Windows/Linux 10-Gigabit PCI-X Ethernet Adapter (AD144A)
LAN/SCSI combination card (Castor, AB290A)	Windows/Linux 2-port1000Base-T/SX Gigabit Adapter (AB352-60001)	Windows/Linux 2port1000Base-T/SX Gigabit Adapter (A9900A/AB352-60001/AB290A)
rx2660 Dual Port Gigabit LoM (5704)	HP NC370i	HP NC373T Multifunction Gigabit Server Adapter
HP BL870c Broadcom 5704 Dual Port Gigabit	—	—

Table 3-4 PMP-supported monitored server configuration smart array controllers and disk drives

Item	Model
Smart Array controllers	SMART-2/P HP Smart Array E200 controller HP Smart Array E200i controller HP Smart Array P400 controller HP Smart Array P400i controller HP Smart Array P600 controller HP Smart Array P800 Integrated Smart Array Smart 2/SL Smart Array 221 Smart Array 3100ES Smart Array 3200 Smart Array 4200 Smart Array 4250ES Smart Array 431 Smart Array 5300 Smart Array 5312 Smart Array 532 Smart Array 5i Smart Array 5i Plus Smart Array 6400 Smart Array 6400EM Smart Array 641 Smart Array 642 Smart Array 6i SMART-2DH Ultra 160 SCSI Adapter
Serial Attached SCSI Controller	HP 8 Internal Port SAS HBA with RAID (1824-0223)
Disk drives	Fast SCSI-2 1.5 G SATA 3 G SAS ATA 100 Fast-Wide SCSI-2 SAS Serial ATA (SATA) Ultra 320 SCSI Ultra ATA-100 IDE RAID Ultra SCSI-3 Ultra3 SCSI Wide Ultra SCSI-3 Wide Ultra2 SCSI



NOTE: PMP 4.7.1 does not support SATA models on ProLiant DL320 G4, ProLiant DL320 G5p, ProLiant ML310 G2, ProLiant ML310 G3, ProLiant ML310 G4, and ProLiant ML310 G5 servers.

Table 3-5 PMP-supported monitored server configuration storage enclosures and shared storage enclosures

Item	Element
Storage enclosures	ProLiant Storage System Enclosure Model F1 ProLiant Storage System Enclosure Module F2 ProLiant Storage System Enclosure Module U1 ProLiant Storage System Enclosure Module U2 ProLiant Storage System Enclosure Module UE HP StorageWorks Enclosure Model 4214R HP StorageWorks Enclosure Model 4214T HP StorageWorks Enclosure Model 4254R HP StorageWorks Enclosure Model 4314R HP StorageWorks Enclosure Model 4314T HP StorageWorks Modular Smart Array 20 (MSA20) HP StorageWorks Modular Smart Array 30 (MSA30 SB, MSA30 DB) SAS-18D25 Enclosure HP StorageWorks SB40c Storage Blade
Shared storage enclosures	Modular Smart Array 500 (MSA500) Storage System Modular Smart Array 500 G2 (MSA500 G2) Storage System Modular Smart Array 1000 (MSA1000) Storage System Modular Smart Array 1500 (MSA1500) Storage System HP StorageWorks 1510i Modular Smart Array

Table 3-6 PMP-supported Fibre Channel HBAs

Host Bus Adapter	Host Bus Adapter
HP Fibre Channel Host Adapter/P	HP StorageWorks 64-bit/66-MHz Fibre Channel Host Adapter
HP StorageWorks FCA2101 2GB Fibre Channel HBA	HP StorageWorks FCA2214DC Dual Channel 2GB FC HBA
PCI-X 2GB Fibre Channel HBA	Smart Array SAN Access Module
HP StorageWorks FC2243 4Gb PCI-X 2.0 Dual Channel (DC) HBA	HP StorageWorks FC1143 4Gb PCI-X 2.0 HBA/HP
HP StorageWorks FC1243 4Gb PCI-X 2.0 DC HBA	HP StorageWorks FC1242SR 4Gb PCI-e DC HBA
HP StorageWorks FC2142SR 4Gb PCI-e 2.0 HBA	HP StorageWorks FC1143 4Gb PCI-X 2.0 HBA
HP StorageWorks FC2242SR 4Gb PCI-e DC HBA	HP StorageWorks SC11Xe HBA
HP StorageWorks SC44Ge HBA	Qlogic QMH2462 4Gb FC HBA

Performance analysis server configuration for PMP

The performance analysis server conducts primary analysis. PMP requires this server to run a supported version of the operating system, database, and HP SIM.

The following table lists supported configurations for the performance analysis server.

Table 3-7 Supported PMP performance analysis server configurations

Item	Software
Operating systems	Microsoft Windows Server 2003, Standard Edition SP1 or SP2 Microsoft Windows Server 2003, Enterprise Edition SP1 or SP2 Microsoft Windows XP Professional, SP1 or later Microsoft Windows Server 2003 R2 Standard Edition with SP1 or SP2 Microsoft Windows Server 2003 R2 Enterprise Edition with SP1 or SP2 Microsoft Windows Server 2003 64-Bit Standard Edition Microsoft Windows Server 2003 64-Bit Enterprise Edition Microsoft Windows Server 2003 R2 64-Bit Standard Edition Microsoft Windows Server 2003 R2 64-Bit Enterprise Edition

Item	Software
Database	Microsoft SQL Server 2000 Standard Edition, SP3 or later Microsoft SQL Server 2000 Enterprise Edition, SP3 or later Microsoft SQL Server 2005 Standard Edition, SP1 or later on Windows Server 2003 only Microsoft SQL Server 2005 Enterprise Edition, SP1 or later on Windows Server 2003 only Microsoft SQL Server 2005 Express Edition, SP2 on Windows Server 2003 only Oracle9i Release 2 Standard Edition for Windows Oracle9i Release 2 Enterprise Edition for Windows Oracle Database10g Release 1 Standard Edition for Windows Oracle Database10g Release 1 Enterprise Edition for Windows
Service	HP Systems Insight Manager 5.2 or higher



NOTE: For a remote database to work with second database instances, Microsoft Data Access Components (MDAC) 2.7 SP1 or later is required.

4 Supported target operating systems

Insight Control Management components manage target operating systems. This section groups supported operating systems into families and lists the supported target operating systems for Insight each Control Management component. Unless otherwise specified, operating systems listed are 32-bit.

For Vulnerability and Patch Management Pack, HP recommends installing HP Insight Management Agents on ProLiant target systems to enable HP SIM to identify target operating systems. Enable WMI or Web Based Enterprise Management (WBEM) for other target operating systems. To patch a target system you must have previously deployed the VPM Patch Agent. To use Vulnerability and Patch Management Pack on Linux target operating systems, you must install Secure Shell (SSH).

Abbreviations used in the tables are defined as follows:

- HP SIM—HP Systems Insight Manager
- EXT—Extensions for HP SIM on Microsoft Windows
- RDP—HP Rapid Deployment Pack
- PMP—HP Performance Management Pack
- VPM—HP Vulnerability and Patch Management Pack
- IPM—HP Insight Power Manager
- VMM—HP Virtual Machine Management Pack
- SMP—HP Server Migration Pack – Universal Edition (also see the HP Server MigrationPack – Universal Edition Support Matrix for information about differences between migrations)
- ID-VSE—HP Insight Dynamics – VSE (also see the HP Insight Dynamics and VSE Management Support Matrix)

To review the supported operating systems in each family, select an operating system family link from the list below:

- [Table 4-1 “Supported Windows Server 2008 operating systems in Insight Control Management components”](#)
- [Table 4-2 “Supported Windows Server 2003 operating systems in Insight Control Management components”](#)
- [Table 4-3 “Supported Microsoft Windows 2000 operating systems in Insight Control Management components”](#)
- [Table 4-4 “Supported Windows Small Business Server operating systems in Insight Control Management components”](#)
- [Table 4-5 “Supported Windows Vista operating systems in Insight Control Management components”](#)
- [Table 4-6 “Supported Windows XP operating systems in Insight Control Management components”](#)
- [Table 4-7 “Supported Microsoft Virtual Server operating systems in Insight Control Management components”](#)
- [Table 4-8 “Supported Red Hat operating systems in Insight Control Management components”](#)
- [Table 4-11 “Supported HP-UX and HP NonStop Kernel operating systems in Insight Control Management components”](#)



NOTE: Performance Management Pack requires installation of HP Insight Management Agents.

NOTE: VCEM supports all operating systems supported by HP Virtual Connect Manager. To verify that a particular blade you place into your enclosure supports a specific operating system, visit <http://www.hp.com>, and review the QuickSpecs for that blade.

Table 4-1 Supported Windows Server 2008 operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Server 2008, Standard Edition	•	•	•	•		•			•
Windows Server 2008, Standard x64 Edition	•	•	•	•		•			•
Windows Server 2008, Datacenter Edition	•	•	•	•		•			
Windows Server 2008, Datacenter x64 Edition	•	•	•	•		•			
Windows Server 2008, Enterprise Edition	•	•	•	•		•			•
Windows Server 2008, Enterprise x64 Edition	•	•	•	•		•			•
Windows Server 2008, Web Edition	•	•		•		•			
Windows Server 2008, Web x64 Edition	•	•		•		•			

Table 4-2 Supported Windows Server 2003 operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Server 2003, Standard Edition	•	•		•	•	•	•	•	
Windows Server 2003, Standard Edition SP1	•	•	•	•	•	•	•	•	

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Server 2003, Standard Edition SP2	•	•	•	•	•	•	•	•	•
Windows Server 2003, Standard x64 Edition	•	•	•	•		•	•		
Windows Server 2003, Standard x64 Edition SP2	•	•	•	•		•	•		•
Windows Server 2003, Enterprise Edition	•	•		•	•	•		•	
Windows Server 2003, Enterprise Edition SP1	•	•	•	•	•	•	•	•	
Windows Server 2003, Enterprise Edition SP2	•	•	•	•		•	•	•	•
Windows Server 2003, Enterprise x64 Edition	•	•	•	•		•	•		
Windows Server 2003, Enterprise x64 Edition SP2	•	•	•			•	•		•
Windows Server 2003, Enterprise Edition for Itanium® based systems	•	•	•	•		•			•
Windows Server 2003, Enterprise Edition SP1 for Itanium based systems	•	•	•	•		•			•
Windows Server 2003, Enterprise Edition SP2 for Itanium based systems	•	•	•			•			•

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Server 2003, Web Edition	•	•		•	•	•			
Windows Server 2003, Web Edition SP1	•	•	•	•	•	•		•	
Windows Server 2003, Web Edition SP2	•	•	•		•	•			
Windows Server 2003, Web x64 Edition	•	•	•			•			
Windows Server 2003, Web x64 Edition SP2	•	•	•			•			
Windows Server 2003, Datacenter Edition	•	•		•		•			
Windows Server 2003, Datacenter Edition SP1	•	•				•			
Windows Server 2003, Datacenter x64 Edition	•	•				•			
Windows Server 2003, Datacenter x64 Edition SP1	•	•				•			
Windows Server 2003, Datacenter Edition for Itanium-based systems	•	•		•		•			•
Windows Server 2003, Datacenter Edition SP1 for Itanium-based systems	•	•				•			•

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Server 2003, Datacenter Edition SP1 for 64-bit Itanium	•	•		•		•			•
Windows Server 2003, Compute Cluster x64 Edition	•	•	•			•			
Windows Server 2003, Compute Cluster x64 Edition SP2	•	•	•			•	•		
Windows Server 2003 R2, Standard Edition	•	•	•	•	•	•		•	
Windows Server 2003 R2, Standard Edition SP1	•	•	•	•	•	•	•	•	
Windows Server 2003 R2, Standard Edition SP2	•	•	•	•	•	•	•	•	•
Windows Server 2003 R2, Standard x64 Edition	•	•	•	•		•	•		
Windows Server 2003 R2, Standard x64 Edition SP2	•	•	•			•	•		•
Windows Server 2003 R2, Enterprise Edition	•	•	•	•	•	•	•	•	
Windows Server 2003 R2, Enterprise Edition SP1	•	•	•	•	•	•		•	
Windows Server 2003 R2, Enterprise Edition SP2	•	•	•	•	•	•	•	•	•
Windows Server 2003 R2, Enterprise x64 Edition	•	•	•	•		•	•		

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Server 2003 R2, Enterprise x64 Edition SP2	•	•	•	•		•	•		•
Windows Server 2003 R2, Web Edition	•	•	•		•	•			
Windows Server 2003 R2, Web Edition SP1	•	•	•		•	•			
Windows Server 2003 R2, Web Edition SP2	•	•	•		•	•			
Windows Server 2003 R2, Web x64 Edition	•	•	•			•			
Windows Server 2003 R2, Web x64 Edition SP2	•	•	•			•			
Windows Server 2003 R2, Datacenter x64 Edition	•	•				•			

Table 4-3 Supported Microsoft Windows 2000 operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows 2000 Server	•	•			•	•	•		
Windows 2000 Server, SP2	•	•		•	•	•			
Windows 2000 Server, SP3	•	•		•	•	•			
Windows 2000 Server, SP4	•	•		•	•	•		•	
Windows 2000 Advanced Server	•	•			•	•	•		
Windows 2000 Advanced Server, SP2	•	•		•	•	•			

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows 2000 Advanced Server, SP3	•	•		•	•	•			
Windows 2000 Advanced Server, SP4	•	•		•	•	•		•	
Windows 2000 Datacenter, SP2 or later	•	•		•		•			
Windows 2000 Professional	•	•			•	•			
Windows 2000 Professional, SP3 or later	•	•			•	•			

Table 4-4 Supported Windows Small Business Server operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Small Business Server 2000	•	•			•	•		•	
Windows Small Business Server 2003, Standard Edition	•	•			•	•	•	•	
Windows Small Business Server 2003, Premium Edition	•	•			•	•	•	•	

Table 4-5 Supported Windows Vista operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Vista Business, 32-bit	•	•	•	•		•			
Windows Vista Business, 64-bit	•	•	•	•		•			
Windows Vista Enterprise, 32-bit	•	•	•	•		•			

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows Vista Enterprise, 64-bit	•	•	•	•		•			

Table 4-6 Supported Windows XP operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Windows XP Professional	•	•	•		•	•	•		
Windows XP Professional, SP1	•	•	•		•	•			
Windows XP Professional, SP2	•	•	•		•	•	•		
Windows XP Professional x64 Edition	•	•	•			•			

Table 4-7 Supported Microsoft Virtual Server operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Microsoft Virtual Server	•	•				•			•
Microsoft Virtual Server 2005 R2	•	•	•			•	•	•	
Microsoft Virtual Server 2005 R2, SP1	•	•	•			•	•	•	•

Table 4-8 Supported Red Hat operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Red Hat Enterprise Linux AS/ES 2.1 for x86*	•	•		•	•	•			
Red Hat Enterprise Linux AS/ES 3 for x86*	•	•		•	•	•			
Red Hat Enterprise Linux AS/ES 3.8 for x86	•	•		•	•	•			

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Red Hat Enterprise Linux AS/ES 3.9 for x86	•	•			•	•			•
Red Hat Enterprise Linux AS/ES 3 for AMD64 and Intel® EM64T	•	•				•			
Red Hat Enterprise Linux AS/ES 3.8 for AMD64 and Intel EM64T	•	•		•		•			
Red Hat Enterprise Linux AS/ES 3.9 for AMD64 and Intel EM64T	•	•				•			•
Red Hat Enterprise Linux AS/ES 4 for x86*	•	•		•	•	•			
Red Hat Enterprise Linux AS/ES 4.4 for x86	•	•		•	•	•			
Red Hat Enterprise Linux AS/ES 4.6 for x86	•	•	•	•		•			•
Red Hat Enterprise Linux AS/ES 4 for AMD64 and Intel EM64T	•	•		•		•			
Red Hat Enterprise Linux AS/ES 4.4 for AMD64 and Intel EM64T	•	•		•		•			
Red Hat Enterprise Linux AS/ES 4.4 for Intel Itanium	•	•				•			
Red Hat Enterprise Linux AS/ES 4.5 for x86	•	•		•	•	•			

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
Red Hat Enterprise Linux AS/ES 4.5 for AMD64 and Intel EM64T	•	•		•		•			
Red Hat Enterprise Linux AS/ES 4.6 for AMD64 and Intel EM64T	•	•	•	•		•			•
Red Hat Enterprise Linux AS/ES 4.6 for Intel Itanium	•	•	•			•			
Red Hat Enterprise Linux AS/ES 4.5 for Intel Itanium	•	•				•			•
Red Hat Enterprise Linux 5 for x86	•	•		•		•			
Red Hat Enterprise Linux 5.1 for x86	•	•	•	•		•			•
Red Hat Enterprise Linux 5 for AMD64 and Intel EM64T	•	•		•		•			
Red Hat Enterprise Linux 5.1 for AMD64 and Intel EM64T	•	•	•	•		•			•
Red Hat Enterprise Linux 5 for Intel Itanium	•	•				•			•
Red Hat Enterprise Linux 5.1 for Intel Itanium	•	•	•			•			•
Red Hat 7.3 Workstation	•	•				•			•
Red Hat 8	•	•				•			•
Red Hat 9	•	•				•			•

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
<p>* You must have a valid subscription to the Red Hat Network for patch acquisitions. A valid Red Hat network license is required for each system patched. For more information, see http://www.redhat.com. The Red Hat library, compat-libstdc++, must exist on the Red Hat target systems.</p>									

Table 4-9 Supported SUSE Linux operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
SUSE Linux Enterprise Server 8	•	•		•		•			•
SUSE Linux Enterprise Server 8 for AMD64 and Intel EM64T	•	•		•		•			
SUSE Linux Enterprise Server 9	•	•		•		•			
SUSE Linux Enterprise Server 9 SP3 for AMD64 and Intel EM64T	•	•		•		•			
SUSE Linux Enterprise Server 9 SP4 for AMD64 and Intel EM64T	•	•		•		•			•
SUSE Linux Enterprise Server 9 SP3 for x86	•	•		•		•			
SUSE Linux Enterprise Server 9 SP4 for x86	•	•		•		•			•
SUSE Linux Enterprise Server 9 for AMD64 and Intel EM64T	•	•		•		•			
SUSE Linux Enterprise Server 10 for x86	•	•		•		•			
SUSE Linux Enterprise Server 10 SP1 for x86	•	•	•	•		•			•
SUSE Linux Enterprise Server 10 for AMD64 and Intel EM64T	•	•		•		•			

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
SUSE Linux Enterprise Server 10 SP1 for AMD64 and Intel EM64T	•	•	•	•		•			•
SUSE Linux Enterprise Server 10 SP1 for Intel Itanium	•	•	•			•			

Table 4-10 Supported VMware ESX Server operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
VMware ESX Server 2.5.3	•	•				•	•	•	
VMware ESX Server 2.5.4	•	•		•		•	•	•	
VMware ESX Server 2.5.5	•	•				•	•	•	
VMware ESX Server 3.0	•	•		•		•	•	•	
VMware ESX Server 3.0.1	•	•		•		•	•	•	•
VMware ESX Server 3.0.2	•	•	•	•		•	•	•	•
VMware ESX Server 3.5.0 (HP Insight Dynamics – VSE offers partial support only)	•	•	•	•		•	•	•	•
VMware GSX Server	•	•				•		•	
VMware GSX Server 3.2.1	•	•				•	•	•	

Table 4-11 Supported HP-UX and HP NonStop Kernel operating systems in Insight Control Management components

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
HP UX 11.0	•	•				•			
HP-UX 11i	•	•				•			•
HP-UX 11i v2	•	•				•			

Operating system	HP SIM	EXT	RDP	PMP	VPM	IPM	VMM	SMP	ID-VSE
HP-UX 11i v2 Update 2	•	•				•			•
HP-UX 11i v3	•	•				•			•
HP Tru64 UNIX®	•	•				•			
HP NonStop Kernel	•	•				•			

HP supports virtual servers as managed target servers for HP SIM, Rapid Deployment Pack, Performance Management Pack, Vulnerability and Patch Management Pack, and Virtual Machine Management Pack. Insight Power Manager manages only physical servers.

Vulnerability and Patch Management Pack supports patching the following applications on monitored systems:

- Microsoft applications with available patches (excluding Microsoft Office applications)
- Applications included with Red Hat Linux

RDP-supported platforms and operating systems

Rapid Deployment Pack supports many platforms and supported operating systems for each platform. To review the latest supported platforms and operating systems, see the HP ProLiant Essentials Rapid Deployment Pack Knowledge Base at <http://www.hp.com/servers/rdp/kb>.

5 Technical support

HP Software Technical Support and Update Service

HP offers a number of software support services, many of which are provided to our customers at no additional charge.

- **Software Technical Support and Update Service**—Insight Control suites and select ProLiant Essentials software products include one year of 24 x 7 HP Software Technical Support and Update Service. This service provides access to HP technical resources for assistance in resolving software implementation or operations problems. The service also provides access to software updates and reference manuals either in electronic form or on physical media as they are made available from HP. (Customers who purchase an electronic license to use are eligible for electronic updates only.) With this service, Insight Control and ProLiant Essentials customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see <http://www.hp.com/services/insight>.

Registration for Software Technical Support and Update Service:

There are two methods for registering:

- If you received a license entitlement certificate, automated registration for this service takes place upon online redemption of the license certificate/key.
- If the license information you received for your product instructs you to register for Software Technical Support and Update Service, follow the instructions so that you are eligible for telephone support and product updates.

How to Use Your Software Technical Support and Update Service:

Once registered, you will receive a service contract in the mail containing the Customer Service phone number and your Service Agreement Identifier (SAID). You will need your SAID when calling for technical support. Using your SAID, you can also go to the Software Update Manager (SUM) web page to view your contract online and elect electronic delivery for product updates.

- **Warranty**—HP replaces defective delivery media for a period of 90 days from the date of purchase. This warranty applies to all Insight Control Management, HP Systems Insight Manager, and ProLiant Essentials products.
- **Join the discussion**—The HP Support Forum is a community-based, user-supported tool for HP customers to participate in discussions amongst the customer community about HP products. For discussions related to Insight Control and ProLiant Essentials software, see the “Management Software and System Tools” area.
- **Software and Drivers download pages**—These pages provide the latest software and drivers for your ProLiant products.
- **Management Security** (<http://www.hp.com/servers/manage/security>)—HP is proactive in its approach to the quality and security of all its management software. Be sure to check this website often for the latest downloadable security updates.
- **Obtain the latest SmartStart Release** (<http://www.hp.com/servers/smartstart>)—The SmartStart, Management, and Firmware CDs are now freely available for download following a simple registration from the SmartStart website. If you wish to receive physical kits with each release, you can order single release kits from the SmartStart website. To receive proactive notification when SmartStart releases are available, subscribe to Subscriber’s Choice at <http://www.hp.com/go/subscriberschoice>.

HP Worldwide Customer Service contact numbers are available at <http://www.hp.com/country/us/en/wwcontact.html>. For U.S. customers, say “Insight Manager” when prompted for the product name.

HP Installation and Startup Service for HP BladeSystem infrastructure

For initial installation and setup, HP offers HP Installation and Startup Service for HP BladeSystem infrastructure. This service provides the installation and configuration of an HP BladeSystem implementation, including installation of the HP BladeSystem enclosure and server hardware, software deployment, and manageability enablement.

This service meets the needs of most HP BladeSystem customers, and requires two days for completion. For more advanced requirements, customized installation is available.

For more information about this service, see ftp://ftp.hp.com/pub/services/servers/info/hp_bladesystem_install_startup_datasheet.pdf.

HP also offers ProLiant Essentials Installation and Startup Services. For more information, see <http://h20219.www2.hp.com/services/cache/43768-0-0-225-121.aspx>.



NOTE: Installation and Startup Services are required for HP Insight Dynamics–VSE by HP Services or an authorized business partner.

HP contact information

For the name of the nearest HP authorized reseller:

- In the United States, see the HP U.S. service locator at http://www.hp.com/service_locator.
- In other locations, see Contact HP Worldwide at <http://welcome.hp.com/country/us/en/wwcontact.html>.

For HP technical support:

- In the United States, for contact options see Contact HP United States at http://welcome.hp.com/country/us/en/contact_us.html. To contact HP by phone, call 1-800-HP-INVENT (1-800-474-6836). This service is available 24 hours a day, 7 days a week. For continuous quality improvement, calls may be recorded or monitored. When prompted, say "Insight Manager."
- In other locations, see Contact HP Worldwide at <http://welcome.hp.com/country/us/en/wwcontact.html>.