

# HP Service Essentials Remote Support Pack

## Release Notes for A.05.05



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# Revision history

**Table 1** Revisions

Date	Edition	Revision
November 2007	1.0	First release
January 2008	1.1	Updated to include Command View EVA Software prerequisites and to include Windows Internationalization support for this release.
March 2008	1.2	<ul style="list-style-type: none"> <li>• Added OSEM 1.4.5 product support related to Insight Management Agent v8.0</li> <li>• Updated to include the correct download location of the Remote Support Pack multi-byte Internationalization Kit</li> <li>• Updated supported operating list for OpenVMS servers</li> <li>• Added component issue fixes</li> </ul>
April 2008	1.3	<ul style="list-style-type: none"> <li>• Updated HP Integrity Servers, HP 9000 Servers and HPUX system requirements.</li> </ul>
May 2008	1.4	<ul style="list-style-type: none"> <li>• Added WEBES 5.2 product support for EVA 4400 and issue fixes.</li> </ul>

## About this document

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**!** **IMPORTANT:** The following document describes the supported products and prerequisites for the HP Service Essentials Remote Support Pack A.05.05.

It should be noted that **only** these products running the supported operating system versions with the specified prerequisites will be eligible for support from Hewlett-Packard.

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

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# Overview

As a key component of HP's Unified Infrastructure Strategy, the HP Service Essentials Remote Support Pack integrates with HP Systems Insight Manager (HP SIM). 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 server and SAN/storage infrastructure. This release will also introduce functionality to support proactive services for your SAN/storage environment and some initial capabilities for HP-UX servers.

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 (or higher) 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 servers and storage 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%<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 an almost 100%<sup>1</sup> 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) and Web Based Enterprise Services (WEBES).
- **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>.

<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 the HP Service Essentials Remote Support Pack with HP SIM 5.1 or 5.2 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

## **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

## **New proactive services for storage environments:**

The following proactive capabilities are available to customers where the devices are covered by Warranty, HP Care Pack 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 proactive 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 address 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 Proactive Essentials, Proactive 24 and Critical Support including e.g. Mission Critical Partnership can benefit from the following services:

- Firmware analysis planning
- Management of installed-base firmware
- Storage and SAN documentation
- Capacity reports
- Configuration assessments

#### Some new initial proactive services for HP-UX environments:

For those customers who find it useful, prior to full HP-UX proactive capabilities being made available in the next release, this release also contains initial proactive capabilities for customers with Proactive Essentials, Proactive 24 and Critical Support including e.g. Mission Critical Partnership. This includes:

- HP-UX Patch Analysis
- Server Assessments
- eSMG Configuration Reports including summary and changes

## Change Notification

The following items are changes from the previous to the current HP Service Essentials Remote Support Pack A.05.05 Release:

- The **Remote Support Eligible List** is no longer an HP SIM Collection. If you were using the Remote Support Pack A.05.00, that collection will disappear from the HP SIM User Interface after upgrade. The Remote Support Eligible List is now generated by rules set by the Remote Support Pack and can be viewed in the **Entitlement** Tab of the **Remote Support Configuration and Services** Option.
- The **Services** Tab of the **Remote Support Configuration and Services** Option is now called the **Entitlement** Tab.

## Remote Support Pack software components

The HP Service Essentials Remote Support Pack includes a number of components as follows:

**Remote Support Software Manager (RSSWM)** is installed on your CMS when you install the HP Service Essentials Remote Support Pack. 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 Pack 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
- Open Service Event Manager (OSEM)
- Web-Based Enterprise Services (WEBES)



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

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### Remote Support Pack end-point server software for monitoring services:

These operating system specific software components are downloadable by RSSWM to your CMS for onward 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:** These components are required to be installed on the end-point monitored server to allow event log analysis and the reporting of any error conditions. This is not compulsory for 64bit servers running Windows, but is strongly recommended as it will enhance the monitoring capabilities for these servers, including the CMS itself.

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### Recommended Remote Support Pack 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 (RSCC)
- Remote Support Configuration Collector SAN Extension
- Advanced Configuration Collector Collection Commands and Rules (HP-UX only)



**NOTE:** The 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 Pack 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 Service Essentials Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide* available at:  
<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

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# 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 (or higher) 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 Windows Central Management Server.

### Operating system:

- Microsoft Windows 2000 Server, SP4 for x86
- Microsoft Windows 2000 Advanced Server, SP4 for X86
- Microsoft Windows Server 2003 Standard or Enterprise Edition for x86 with SP1 (running on x86 or x64/AMD64 platforms)
- Microsoft Windows Server 2003 for x64
- Microsoft Windows 2003 SMB, with SP1
- Microsoft Windows 2003 Server with installed Multilingual User Interface Pack (MUI)
- Microsoft Windows 2003 with English, French, Italian, German, Spanish and Dutch International Server



**NOTE:** Windows XP and Vista operating systems are **not** supported CMS hosts for the Remote Support Pack. If you install HP SIM 5.1 (or higher) on these Windows platforms, you will not be able to use the Remote Support Pack.

**NOTE:** For customers who wish to operate their CMS with Traditional Chinese, Simplified Chinese, Korean and Japanese language support, a localized version of the Microsoft Windows 2003 International Server is required to be installed on the CMS. In this case, please do **not** install the Remote Support Software Manager (HP Service Essentials Remote Support Pack) as an option of the HP SIM installation. Instead, use the separate installation package available from the [HP SIM 5.2 Windows download page](#) called *Remote Support Pack multi-byte Internationalization Kit*. This Kit will work for HP SIM 5.1 and 5.2 and should be installed on the CMS with the Windows 2003 International Server after HP SIM installation to enable multi-byte language support for the Remote Support Pack. Please see the *ReadMe* file for detailed installation instructions.

**Important:** Proactive services are supported by this Kit, however need to be installed by an HP Service Account team with specific restrictions.

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### Hardware:

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

### Minimum specification:

2.4-GHz processor with 3 GB RAM  
500 MB free disk space recommended

**Note,** the recommendation is now **3 GB RAM** as a minimum based on testing results.

### Recommended if more than 100 devices to be monitored:

2.4-GHz processor with 4 GB RAM  
500 MB free disk space recommended

Although it is not compulsory, HP strongly recommends that the Central Management Server (CMS) is covered by a warranty, HP Care Pack or HP support contract obligation, since the CMS is a critical component of this solution. Hence keeping it in a healthy condition is of prime importance.

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**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. We do not support and highly recommended that ProLiant 1xx Series are not used as a CMS for this reason.

**NOTE:** While HP Netserver platforms are supported as CMS devices for HP Systems Insight Manager, 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 or 5.2 on a Windows Virtual Machine, you will not be able to use the Remote Support Pack. However, support for monitored end-point servers running as virtual machines is provided.

**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.

**NOTE:** The Remote Support Pack is not supported in a clustered CMS environment.

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#### Applications:

- HP Systems Insight Manager (HP SIM), Version 5.1 or higher
- HP System Management Homepage (SMH), Version 2.1.7 or higher
- HP Remote Support Software Manager (RSSWM) bundled and installed with HP SIM 5.1 for Microsoft Windows or higher by default
- 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)



**IMPORTANT:** Windows servers running HP Command View EVA Software cannot be utilized as a Central Management Server. Please do not install HP Command View EVA Software and HP Systems Insight Manager on the same server. Please see the *Important Notice: Implementing Remote Support for EVAs* available at:

<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>



**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 Service Essentials Remote Support Pack is installed. See the *HP Service Essentials Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide* available at:

<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

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#### Supported Web browsers:

- Internet Explorer, Version 6.0 and 7.0
- Mozilla, Versions 1.5, 1.6, and 1.7
- Firefox, Versions 1.0.2, 1.5, and 2.0

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

# Monitored server device 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 Server Blades (p-class, c-class)
- ProLiant DL 300, 500 Series Servers
- ProLiant ML 300, 500 Series Servers



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

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**NOTE:** On the preceding servers, only IM Agents revision 7.1 or higher are recommended.

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

#### Windows managed systems:

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

#### Linux managed systems:

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

#### Other supported operating systems:

- SCO UnixWare 7
- VMware ESX Server 2.1.x, 2.5.x and 3.x
- Novell NetWare 5.0, 6.0 and 6.5



**NOTE:** Before installing or configuring the Remote Support Pack 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>

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### **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.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 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 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 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 the Service Essentials Remote Support Pack as listed below:

- HP BladeSystem c3000 Enclosure
- HP BladeSystem c7000 Enclosure

# 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 SD-A, SD-B
- rx8620/ rx8640
- rx7620/ rx7640
- rx6600
- rx5760 (Microsoft Windows operating systems support only)
- rx4640
- rx3600
- rx2600/ rx2620/ rx2660
- rx1600/ rx1620
- BL860c/ BL870c

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

### 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 10 for Itanium-based systems
- SUSE Linux Enterprise Server 9 for Itanium-based systems
- SUSE Linux Enterprise Server 8 for Itanium-based systems

### Windows managed systems:

- Microsoft Windows Server 2003 DataCenter Edition
- Microsoft Windows Server 2003 Enterprise Edition

### OpenVMS managed systems:

- OpenVMS V8.2-1 or higher

### HP-UX managed systems:

- HP-UX 11i v2 or higher



**NOTE:** Before installing or configuring the Remote Support Pack refer to the following Web site for revision levels

Linux: [http://linux.fc.hp.com/manageability/snmp/hpima\\_dl.shtml](http://linux.fc.hp.com/manageability/snmp/hpima_dl.shtml)

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

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**IMPORTANT:** HP NonStop servers are not supported with this release, but will be added in a future release.

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## HP 9000 servers

### Supported HP 9000 server models

The current HP 9000 server family models supported by the Service Essentials Remote Support Pack are listed below. Additional HP 9000 server models will be added to the supported models list as they are introduced.

- HP 9000 Superdome
- rp7440 Series server
- rp8440 Series server
- rp7420 Series server
- rp8420 Series server
- rp3410 Series server
- rp3440 Series server
- rp4410 Series server
- rp4440 Series server
- Carrier-grade Servers (cx2620, cc3310)
- A,D,K,L,N,R,T,V (Class)

### Prerequisites Software and System State for HP-UX managed systems:

HP-UX 11i v3:

- WBEM Services Version A.02.05 or later
- EVM-EventMgr B.11.31
- SysMgmtBase B.00.02.03
- SysMgmtWeb version A.2.2.4 (HP-UX Web Based System Management User Interface)
- SysFault Mgmt C.01.00.29.yy HPUX System Fault Management
- Online Diagnostics B.11.31.01.yy
- OpenSSL Version A.00.09.07e.013 or later
- Baseboard Management Controller (BMC) firmware version 70.59 or later



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**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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#### HP-UX 11i v2:

May 2005 HP-UX 11i v2 Operating Environment (OEUR) or later (The initial release is for Integrity only, the May 2005 release is PA and Integrity.) The following software, from the December 2007 OEUR release, is required:

- QPKBASE B.11.23.0712.070a Base Quality Pack Bundle for HP-UX 11i v2, December 2007
- WBEM Services A.02.05.08 WBEM Services CORE Product
- SysMgmtWeb A.2.2.7 HP-UX Web Based System Management User Interfaces
- SysFaultMgmt B.05.00.05.01 HPUX System Fault Management
- OnlineDiag B.11.23.10.05 HPUX 11.23 Support Tools Bundle, December 2007
- OpenSSL A.00.09.07e.013 Secure Network Communications Protocol

#### HP-UX 11i v1:

The following software, from the December 2006 Operating Environment Update Release (OEUR), is required:

- GOLDBASE11i - B.11.11.0612.459 Base Patches for HP-UX 11i v1, December 2006
- WBEMSVcs – A.02.05 HP WBEM Services for HP-UX
- SysMgmtWeb – A.2.2.5 HP-UX Web Based System Management User Interfaces
- SysFaultMgmt – A.04.00.04.02 HPUX 11.11 System Fault Management
- OnlineDiag – B.11.11.18.05 HPUX 11.11 Support Tools Bundle, Dec 2006
- OpenSSL – A.00.09.07i.012 Secure Network Communications Protocol



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#### NOTE:

- SysMgmtWeb is optional. However, you will not be able to access EVWEB GUI if SysMgmtWeb is not installed on the system.
- All the prerequisites are available on the OE media. You can select the SFM dependencies from the OE media while installing the SFM software as a standalone component
- System Fault Manager (SFM) for 11.11 is on the December 2006 OE media only, and on Software Depot.
- System Fault Manager (SFM) for 11.23 is on the OE Media, Support Pack v2 media (Starting June 2008), and Software Depot (latest version only).
- System Fault Manager (SFM) for 11.31 is on the OE Media and Software Depot (latest version only).

For more information on how to configure your HP-UX managed devices and the correct versions for each HP-UX release, please see the *HP Service Essentials Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide* available at:

<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

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## 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



### NOTE:

- The Alpha servers listed above are support with WEBES.
  - Legacy Alpha servers that require DECEvent are not supported with this release but will be included in a subsequent release.
  - HP AlphaServer DS20L is not supported with the Remote Support Pack.
- 

### Operating system support for these managed systems:

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

## Selected non-HP Servers

With this release, the HP Service Essentials Remote Support Pack adds monitoring support for selected non-HP servers. This is available to customers with an HP Integrated Support Management contract.

### Hardware:

- IBM System x™
- IBM xSeries®
- IBM Netfinity®
- IBM BladeCenter® chassis and x86 BladeCenter® servers

### Operating system support:

- Microsoft Windows Server 2000
- Microsoft Windows 2003 Server



**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.

**NOTE:** For a detailed description of how to configure remote monitoring for your eligible IBM servers through the HP Service Essentials Remote Support Pack, please contact your HP Account team to setup the customization for your delivery.

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# Monitored storage environment device requirements and recommendations

## HP StorageWorks Arrays

- HP StorageWorks Enterprise Virtual Arrays (EVA)



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**WARNING:** Please make sure that you read the [Important Notice: Implementing Remote Support for EVAs](#) document carefully 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.

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- HP StorageWorks Modular Smart Arrays (MSA)
- HP StorageWorks Modular Array (MA)
- HP StorageWorks Enterprise Modular Array (EMA)
- HP StorageWorks Raid Array (RA)
- HP StorageWorks Enterprise Storage Array (ESA)

## 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



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

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## HP StorageWorks SAN switches

- B-Class Switches (Brocade)
- C-Class Switches (CISCO)
- M-Class Switches (McData)
- HP StorageWorks 2/8q Fibre Channel Switch



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**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 requires **HAFM** installed and enabled to send traps to the Central Management Sever.

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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



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

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**NOTE: XP** and **VA** storage devices are currently not support by this release.

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**NOTE:** The following Storage Servers are not supported with the Remote Support Pack.

- 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
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## HP StorageWorks Storage Blades

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

## HP StorageWorks Tape libraries

- HP StorageWorks ESL E-Series and EML Series



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

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# Environment monitoring device requirements

## Monitored Power and Cooling device requirements

### 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. The Remote Support Pack 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)

The HP Remote Support Pack 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.

## Open Service Event Manager (OSEM) 1.4.5 update

We recommend that you allow the automatic update of OSEM on your Central Management Server to allow new product and operating system versions to be supported. OSEM 1.4.5 adds support for:

New ProLiant support in Insight Management Agent v.8.0 including:

- DL365G5
- DL385G5
- DL320G5p
- ML310G5
- DL585 G5
- DL785G5

Storage support:

- HP StorageWorks 9000 Virtual Library System

Fibre Channel switches:

- Brocade Silkworm 4900 (4/64)
- Brocade Silkworm 5000 (4/32b)
- Brocade Silkworm 7500 (400MPR)
- Cisco MDS9222i 4/66
- Cisco MDS9134 4/32
- HP StorageWorks 8/20q
- McData EFCM 9.6

New Operating Systems support for monitored server devices:

- Red Hat Enterprise Linux 5 update 1
- Red Hat Enterprise Linux 4 update 6
- SUSE Linux Enterprise Server 9 Service Pack 4
- Windows Server 2008

## Web-Based Enterprise Services (WEBES) 5.2 update

We recommend that you allow the automatic update of WEBES on your Central Management Server to allow new product and operating system versions to be supported. WEBES 5.2 adds support for:

Storage support:

- HP StorageWorks Enterprise Virtual Arrays (EVA) 4400

# Proactive services for storage environments

With this release, the HP Service Essentials Remote Support Pack will add functionality to support proactive services 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 the HP Service Essentials Remote Support Pack, please check the *HP Service Essentials Remote Support Pack Registration, Configuration and Usage Guide* available at:

<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

## Disk Arrays

### HP StorageWorks Enterprise Virtual Array (EVA)

- EVA3000
- EVA4x00
- EVA5000
- EVA6x00
- EVA8x00



**WARNING:** Please make sure that you read the **Important Notice: Implementing Remote Support for EVAs** document carefully 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 **RSP Storage Collection** as a single device or can 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
MSA1500	SMI-S Version 1.0.3



**NOTE:** Please ensure that **SNMP** service should be enabled for these devices.

## 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 **STELNET** 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 should be enabled for these devices.

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## Switches

### CISCO devices

- MDS 9509, 2 Gbps
- MDS 9506, 2 Gbps
- MDS 9216, 2 Gbps
- MDS 9140, 2 Gbps
- MDS 9120, 2 Gbps



**NOTE:** Please ensure that **SNMP v1** service should be 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	EDS-6064
Director FC-64, 1 Gbps	EDS-3064
SAN Director 64, 1 Gbps	EDS3064
Edge Switch 2/32, 2 Gbps	EDS-3232
Edge Switch 2/16, 2 Gbps	EDS3216
Edge Switch 2/12, 2 Gbps	EDS-4300
Edge Switch 2/24, 2 Gbps	EDS-4500



**NOTE:** Please ensure that **SNMP v1** service should be enabled and public community credentials are configured.

## 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
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

<b>B-Class</b>	<b>Model Number</b>
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
Brocade 4Gb SAN Switch for HP P-Class servers	Silkworm 4012
MSA SAN Switch 2/8, 2 Gbps	Brocade 3000
Multi-Protocol Router (MP-Router)	Silkworm Multiprotocol Router



**NOTE:** Please ensure that **Telnet** service should be 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 should be 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 contains 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 servers that is applicable to their interaction with your SAN 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 should be 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 should be 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 9000 (PA-RISC):

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



**NOTE:** Please ensure that **Telnet** or **ssh** service should be 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	
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 should be enabled for these devices.

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## 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
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



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

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## Tru64 operating systems

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] (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 should be enabled for these devices.

## IBM AIX operating systems

IBM IBX Fibre Channel HBA	OEM
Cambex PC2000LC (2GB)	
EMU LP9000	
IBM 5716	
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 should be enabled for these devices.

## Microsoft Windows

### 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)	

<b>Integrity servers: Fibre Channel HBA</b>	<b>OEM</b>
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 Data Center for x64
- Microsoft Windows Server 2003 Enterprise Edition for x64

**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

ProLiant servers: Fibre Channel HBA	OEM
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	
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 2000 Server
- Microsoft Windows 2000 Advanced Server
- Microsoft Windows 2000 Datacenter
- 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 must be enabled. In addition to this, the remote and targeted hosts must have DCOM enabled for Manager to Agent communication, and ports 135/TCP and 135/UDP may need to be set up for DCE RPCs.

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# Proactive services for HP-UX servers

Initial proactive services for HP-UX servers are available to customers who have Mission Critical Partnership, Critical Services, Proactive 24 or Proactive Essentials levels of support obligation with HP. The following services can be enabled by your HP Services Account 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 (delivered by your HP Services Account team), simplifying maintenance activities and saving time.



**NOTE:** Availability measurement, unreachable device notification and system health check capabilities for HP-UX servers are not yet available, but are scheduled for a subsequent release. Until this subsequent release, it is not possible to fully support HP proactive services using the functionality of this version alone.

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**NOTE:** For a detailed description of how to configure proactive services for HP-UX servers through the HP Service Essentials Remote Support Pack, please contact your HP Services Account team who will in turn work with you, the HP Service Essentials Remote Support Pack and Support team to implement this solution.

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## 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



**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
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# Product Issue Fixes

Several product issues have been addressed:

## Web-Based Enterprise Services (WEBES):

WEBES Version	Fix description
WEBES 5.2	WEBES 5.2 is primarily designed to address known issues when working with large Enterprise environments and multiple EVAs. We strongly recommend that you accept the automatic update of this new version. See the <a href="#">Web-Based Enterprise Release Notes</a> for more details.
WEBES 5.1 Patch Release 2	<ul style="list-style-type: none"><li>• WebesHealthCheck falsely reports E2E problems in Newfoundland and Caracas Time Zones</li><li>• Webes could incorrectly create a Webes Server Managed Entity for systems running Command View</li><li>• Webes WUI encountered problems when user entered extended character sets</li><li>• A Webes EVA rule update to address an issue where communication lost was not being reported on configurations running with EVA 3000/5000 &amp; EVA 4x00/6x00/8x00 and EVA CV 7.0.1</li><li>• Connection synchronization problems between Webes and HP SIM</li><li>• EMClient code can store Connection when in fact Connection is bad</li><li>• Error restarting Gestation Timers on Webes Start</li></ul>

## Remote Support Configuration Collector (RSCC):

RSCC Version	Fix description
A.05.05.23.192	Overcoming the issue encountered if the Windows 'Administrator' account has been renamed on the CMS, whereby communication between the CMS and the target devices/systems breaks down. See the <a href="#">HP Service Essentials Remote Support Pack Registration, Configuration and Usage Guide</a> for more details.

# Documentation

All HP Service Essentials 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 Service Essentials Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide*  
This document gives a clear understanding of the interdependencies and communication required to successfully install the HP Service Essentials Remote Support Pack A.05.05. Refer to <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>.
- *HP Service Essentials Remote Support Pack Registration, Configuration and Usage Guide*  
This document provides information about how to install, configure and using the HP Service Essentials Remote Support Pack A.05.05 with HP SIM. 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> and <http://www.hp.com/go/hpsim>.