

# HP Service Essentials Remote Support Pack

## Release Notes for A.05.10



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# Revision history

**Table 1** Revisions

Date	Edition	Revision
August, 2008	1.0	Initial Release for A.05.10

## 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.05.10.

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

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

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# Overview

HP Service Essentials Remote Support Pack (RSP) is the preferred choice of System Administrators to enhance the centralized and automated advantages of Systems Insight Manager (HP SIM) when managing HP servers, storage, network and selected multivendor products.

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

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

The HP RSP is also required to enable the new HP SIM 5.1 (or higher) contract, HP Care Pack Service and warranty entitlement lookup feature.

## Benefits:

- **Available at no additional cost** - You can take advantage of the Remote Support Pack for use with servers, networks and storage devices that are covered by warranty, HP Support contracts, or HP Care Pack Services.
- **Recover quickly from unpredictable failures** - Equipment with remote monitoring is restored, on average, 20%<sup>1</sup> faster due to quicker problem detection, better diagnosis, and more rapid initiation of repair.
- **Get accurate problem diagnosis** - Cases detected and diagnosed through remote monitoring have shown over 99%<sup>1</sup> first time problem resolution, due to the availability of detailed diagnostic information.
- **Make better use of people resources** - By automating your support processes to operate 24x7, you allow your IT personnel to focus on core business activities instead of detecting system failures and collecting data.
- **Automate support** - With the tools delivered through the 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
- Create custom reports using HP SIM standard functionality, e.g. service events

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

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

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

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

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

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

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

Please contact your HP Account Support team for further details.

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

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

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

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

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

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

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

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

# What's new with A.05.10

The following items are changes from the previous to the current HP Service Essentials Remote Support Pack A.05.10 Release:

- Increased number and type of devices that can be remotely monitored:
  - Full EVA support
    - Co-existence of Command View EVA 8.0.1 is now supported on the Central Management Server
  - HP StorageWorks XP Disk Array device support where the customer chooses to use the Remote Support Pack Internet communication option rather than modem
  - New SAN Configuration Collections, including Qlogic switches and new operating system support
  - Network devices (including HP ProCurve and CISCO)
  - Dell PowerEdge Windows servers<sup>1</sup>
- Complete proactive services support:
  - Integrated Availability, Performance and Configuration collections and assessments for HP-UX servers
  - Ability to combine with other clients to provide proactive services for all other operating systems
  - Unreachable Device Notification in support of devices covered by proactive service contracts
  - Network and storage proactive service support
- Intelligent integration with Operations Manager (OM – previously OVO) for HP-UX
- Migration tools to assist in the transition from HP Instant Support Enterprise Edition (ISEE) to the Remote Support Pack

<sup>1</sup> Dell support is a feature of HP multivendor support and HP Integrated Support Management services.



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**NOTE:** For a detailed description of the new enhancements, refer the *HP Service Essentials Remote Support Pack What's new with A.05.10* available at:  
<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

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## 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) v5.2 and WEBES Patch 2

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

 **IMPORTANT:** Web-Based Enterprise Services (WEBES) and Open Service Event Manager (OSEM) are the supported analysis components delivered as part of the Remote Support Pack software package. We strongly recommend you allow the automatic update of these software components on your Central Management Server to benefit from new product and operating support.

 **IMPORTANT:** Due to unforeseen problems with the EVA rules in the WEBES v5.2 Patch 1 kit, the WEBES v5.2 patch is being re-released as WEBES v5.2 Patch 2. It is **highly recommended** that customers install the WEBES Patch 2 kit, regardless of whether Patch 1 was installed or not. See the chapter [Product Issue Fixes](#) for more details.

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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 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 Extension
- Advanced Configuration Collector Collection Commands and Rules (HP-UX only)
- Unreachable Device Notification (UDN)
- Remote Support Network Component



**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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**NOTE:** The Remote Support Network Component is only supported on a Windows x86 Central Management Server (CMS). It will not be displayed as an optional software component in the Remote Support Software Manager when running on a Windows x64 CMS.

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**NOTE:** The software package **Remote Support Configuration Collector SAN Extension** will disappear from the Remote Support Software Manager (RSSWM) Graphical User Interface as an optional software component for existing RSP installations. This software component is replaced by the new **Remote Support Configuration Collector Extension** software component and will be automatically de-installed after installing its successor.

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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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#### **Optional Management Platform Synchronizer Software**

This software component is optionally downloaded by the RSSWM to your CMS to allow intelligent synchronization of events between the HP Service Essentials Remote Support Pack and HP Operations Manager (OM) for HP-UX, including the case id and its status of all hardware incidents sent to HP.

- Management Platform Synchronizer for HP Operations Manager HP-UX



**NOTE:** For a detailed description of how to configure the Management Platform Synchronizer, please refer the *HP Management Platform Synchronizer Installation and Reference Manual* 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 5.1 or higher Windows Central Management Server.

### Operating system:

- 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

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 **IMPORTANT:** Windows XP, Windows Vista and Windows 2008 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. Support for these operating systems will be added in a subsequent release.

 **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 Account Support team with specific restrictions.

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### Hardware:

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

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 **IMPORTANT:** For x64 ProLiant servers, a manual step is required to install WEBES v5.2 Patch 2. See the chapter [Product Issue Fixes](#) for more detailed installation instructions.

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### 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 Service or HP support contract obligation. The CMS is a critical component of this solution so keeping it in a healthy condition is of prime importance to ensure effective monitoring.



**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 recommend 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 5.1, they are **not** supported as a CMS for Remote Support Pack usage.

**NOTE:** The Remote Support Pack requires a single physical system allocated for HP SIM. If you run HP SIM 5.1 or higher 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. This is under consideration for a future release.

**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 HP SIM/CMS environment.

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**Applications:**

- HP Systems Insight Manager (HP SIM), Version 5.1 or higher



**NOTE:** It is **highly recommended** that the Remote Support Pack is installed with **HP SIM 5.2 SP2 (5.2.2)** or higher, because this release provides defect fixes and enhancements that make the configuration of monitored and managed devices easier and more usable. This includes the availability to define *multiple sites* and *contacts* to help HP understand where the equipment is located and who to contact to deliver support.

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- 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)



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. Please note this may have an impact on any other capabilities that are making use of WEBES and these may have to be re-configured when the updated version is re-installed. See the *HP 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, 700 Series Servers
- ProLiant ML 300, 500 Series Servers



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

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**NOTE:** On the preceding servers, only Insight Management 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
- Microsoft Windows Server 2003 Enterprise Edition
- Microsoft Windows Server 2003 Datacenter Edition
- Microsoft Windows Server 2003 Standard x64 Edition
- Microsoft Windows Server 2003 Enterprise x64 Edition
- Microsoft Windows Server 2003 Datacenter x64 Edition
- Microsoft Windows Server 2003 Web Edition
- Microsoft Windows Small Business Server 2003
- Microsoft Windows Small Business Server 2003 R2
- Microsoft Windows Server 2003 R2 Standard Edition
- Microsoft Windows Server 2003 R2 Enterprise Edition
- Microsoft Windows Server 2003 R2 Standard x64 Edition
- Microsoft Windows Server 2003 R2 Enterprise x64 Edition
- Microsoft Windows Server 2003 R2 Datacenter x64 Edition
- Microsoft Windows Server 2008 Standard
- Microsoft Windows Server 2008 Enterprise
- Microsoft Windows Server 2008 Datacenter
- Microsoft Windows Server 2008 Standard 32-Bit
- Microsoft Windows Server 2008 Enterprise 32-Bit
- Microsoft Windows Server 2008 Datacenter 32-Bit
- Microsoft Windows Web Server 2008

### 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
- Microsoft Windows Server 2008

### OpenVMS managed systems:

- OpenVMS V8.2-1 or higher

### HP-UX managed systems:

- HP-UX 11i v1 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.



**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

## 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
- PHKL\_34795 IPMI patch (reboot required after install)

## HP-UX 11i v1:

The following software, from the December 2006 Operating Environment Update Release (OEUR) onwards, 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, December 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 a HP multivendor support or HP Integrated Support Management services contract.



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

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## IBM Windows server

### Hardware:

- IBM System x™ (xSeries®)
- IBM BladeCenter® chassis and 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 or higher.

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## Dell Windows server

### Hardware:

- Dell PowerEdge™

### Operating system support

- Microsoft Windows Server 2000
- Microsoft Windows 2003 Server



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

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**NOTE:** It is strongly recommended to install HP SIM 5.2.2 for remote monitoring Dell Windows servers.

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# Monitored storage environment device requirements and recommendations

## HP StorageWorks Arrays

- HP StorageWorks Enterprise Virtual Arrays (EVA), including
  - EVA3000
  - EVA4x00
  - EVA5000
  - EVA6x00
  - EVA8x00



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**IMPORTANT:** It is strongly recommended to install Command View 8.0.1 and WEBES Patch 2 to enable Remote Support for EVAs. Please make sure that you carefully read *Chapter 11* in the *HP Service Essentials Remote Support Pack A.05.10 CMS Prerequisites and Managed Systems Configuration Guide* available at <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack> 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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**NOTE:** HP System Insight Manager 5.2 with Remote Service Pack can coexist with HP Command View EVA 8.0.1 on the same Central Management Server. However, you have the choice to configure Command View for EVA, the Central Management Server (CMS) and the SMS in several different ways. See *Chapter 11* in the *HP Service Essentials Remote Support Pack A.05.10 CMS Prerequisites and Managed Systems Configuration Guide* available at <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack> or the various options.

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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
- HP StorageWorks 9000 Virtual Library System



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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 Server.

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## HP StorageWorks SAN switches

- B-Class Switches (Brocade) including
  - HP StorageWorks DC SAN Backbone Director Switches (DCX)
- C-Class Switches (CISCO)
- M-Class Switches (McData)
- HP StorageWorks 2/8q Fibre Channel Switch
- HP StorageWorks 8/20q Fibre Channel Switch



**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.

**NOTE: HP StorageWorks Virtual Arrays (VA)** storage devices are not support by this release.

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**NOTE:** The following HP StorageWorks Storage Servers (NAS) 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
-

## 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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## HP StorageWorks XP Disk Arrays

This release provides HP StorageWorks XP Disk Array device support for C-track submissions through the Remote Support Client on the Central Management Server for customers using the XP Internet communication option to HP rather than modem.

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

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



**IMPORTANT:** In order to support C-Track submissions to HP using Internet connectivity through the HP Remote Support Client, the File Submitter Module (FSM) software must be installed on the Central Management Server. Furthermore, the XP Disk Array must run the relevant Firmware (FW) version and the required C-Track version is installed on the Service Processor (SVP) as listed below:

- For XP Disk Array 128 and 1024: Ensure FW ver. 21-06-00-00/00 and C-Track ver. 1.31.00 or higher are installed
- For XP Disk Array 1000 and 12000: Ensure FW ver. 50-04-31-00/00 and C-Track ver. 2.31.00 or higher are installed
- XP Disk Array 20000 and 24000: Ensure FW ver. 60-01-64-00/00 and C-Track ver. 3.13.00 or higher are installed.



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

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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.

## 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



**Note:** Please make sure that you carefully read *Chapter 11* in the *HP Service Essentials Remote Support Pack A.05.10 CMS Prerequisites and Managed Systems Configuration Guide* available at <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack> 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 **TELNET** service is enabled for these devices.

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### HP StorageWorks Modular Systems Library (MSL)

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



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

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### HP Storage Works Virtual Library System (VLS)

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



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

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## Switches

### CISCO devices

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



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

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### Qlogic devices

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



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

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### McData devices

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

<b>M-Class</b>	<b>Model Number</b>
Sphereon 4700	4700
Sphereon 4400	4400



**NOTE:** Please ensure that **SNMP** 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
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

B-Class	Model Number
SAN Switch 2/16N, 2 Gbps	Brocade 3850
SAN Switch 2/16v, 2 Gbps	Brocade 3850
SAN Switch 2/8v, 2 Gbps	Brocade 3250
SAN Switch 4/16	Brocade 200e
SAN Switch 4/8	Brocade 200e
SAN Switch 4/64	Brocade 4900
Brocade 4Gb SAN Switch for HP P-Class servers	Silkworm 4012
Brocade 4Gb SAN Switch for HP C-Class BladeSystem	Brocade 4024
MSA SAN Switch 2/8, 2 Gbps	Brocade 3000
Multi-Protocol Router (MP-Router)	Silkworm Multiprotocol Router
HP StorageWorks 400 Multi-Protocol Router	Brocade 7500
MP Router Blade for HP 4/256 director	Brocade 48000 Director Blade (FR4-18i)



**NOTE:** Please ensure that **Telnet** or **SSH** 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-UX 11.31

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

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



**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
- OpenVMS 8.3



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

## 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.

## VMware operating systems

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

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

## Microsoft Windows operating systems

### Fibre Channel HBA Support for Integrity servers:

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

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

- Microsoft Windows Server 2003 Datacenter x64 Edition
- Microsoft Windows Server 2003 Enterprise x64 Edition

**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)	

ProLiant servers: Fibre Channel HBA	OEM
EMU LP9002L	
HP FCA-2101 (245299-B21) (2G)	EMU LP952L
HP FCA-2355 (2G)	EMU LP9002DC
EMU LP9802 (PCIX)	
EMU LP9802DC (PCIX)	
EMU LP982	
HP FCA2404 (2G)	EMU LP9802
HP FCA2404DC (2G)	EMU LP9802DC
HP FCA2408 (2G)	EMU LP982
HP FC mezzanine card for BL20p G2	QLG ISP2312
HP FC mezzanine card for BL20p G3	
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 servers

## HP-UX servers

HP-UX proactive capabilities are available with this release for customers with HP Proactive Essentials, Proactive 24 and Critical Services to deliver the associated support deliverables. The following services can be enabled and delivered by your HP Account Support team:

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

### Hardware:

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

### Operating system:

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

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

- System Management Homepage (SMH) 2.2.6.2 or higher



**IMPORTANT:** Please ensure that the following patches must be applied **after** SMH Version 2.2.6.2 (or higher) 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
-

## Other operating systems

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



**NOTE:** For a detailed description of how to configure proactive services for servers through the HP Service Essentials Remote Support Pack, please contact your HP Account Support 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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## Network Support

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

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



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

**IMPORTANT:** The Remote Support Network Component is only supported on a Windows x86 Central Management Server (CMS) and will not be displayed as an optional software component in the Remote Support Software Manager when running on a Windows x64 CMS.

It is dependent on the pre-existence of a Java Runtime Environment and Microsoft Internet Information Services (IIS) and requires **SNMP** service to be installed on your Central Management Server.

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# Unreachable Device Notification

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

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

## Supported devices:

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



**NOTE:** By default all Managed Systems are added to Unreachable Device Notification but with monitoring disabled. Only managed systems with higher level support contracts (Network and Mission Critical details) will submit incidents to HP Support to enable HP to support customers with higher level support contracts more quickly. For a detailed description of how to configure UDN through the HP Service Essentials Remote Support Pack, please check the *HP Service Essentials Remote Support Pack A.05.10 Registration, Configuration and Usage Guide* available at <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack> or contact your HP Account Support team who will in turn work with you to implement this solution.

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# Management Platform Synchronizer

The Management Platform Synchronizer (MPS) intelligently synchronizes incidents between the Remote Support Pack and HP Operations Manager (previously known as OpenView Operations).



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

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MPS supports all devices that are supported by RSP for remote monitoring and ensures that the customer's IT support personnel can view all incidents that are reported to HP in their OVO Message Browser. This includes incidents for devices where no OVO agent template has been deployed.

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

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



**NOTE:** The Management Platform Synchronizer is available to customers with a current support contract for their OVO.

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The requirements for installing the MPS B.05.07 software on the CMS are described below:

Item	OVO Management Server	CMS
<b>Hardware</b>	<ul style="list-style-type: none"> <li>HP PA-RISC 9000 series servers</li> <li>Itanium IA64</li> </ul>	<ul style="list-style-type: none"> <li>PC server as required by CMS specifications</li> </ul>
<b>OS</b>	HP-UX Version 11.11 or higher	Windows 2003 Server
<b>Other Software</b>	<ul style="list-style-type: none"> <li>OVO Management Server 8 (A.8.30 or higher)</li> <li>Install Login: Root or equivalent</li> <li><b>Optional:</b> VNC server (for quick access to OVO GUI)</li> <li>HP Operations Manager Incident Web Service</li> </ul>	<ul style="list-style-type: none"> <li>RSP Version A.05.10 or later</li> <li>OSEM Version 1.4.5 or later</li> <li>Install login: Administrator or equivalent</li> <li>HPSIM 5.1 or later</li> <li>In the Software Manager <ul style="list-style-type: none"> <li>The Service Essentials Remote Support Pack (latest available version)</li> <li>All components marked as compulsory.</li> </ul> </li> </ul>
<b>Hard Disk</b>	-	5MB free space, 1 MB Temp directory on C:\ drive during installation
<b>Network</b>	<ul style="list-style-type: none"> <li>Static TCP/IP Address</li> <li>Localhost and hostname must be set</li> <li>TCP/IP installed and configured with static IP address</li> <li>Hostname must be identical to the Windows computer name. Do not include an underscore character (_) in your Windows computer names.</li> <li>Always use fully qualified host names such as server1.finance.greatcompany.com</li> </ul>	

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

The following is already available from HP in this release:

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

Item	Monitored HP-UX Node	Monitored AIX Node	Monitored Solaris Node
<b>Hardware</b>	HP PA-RISC 9000 series servers	p-Series	Sun Netra, Sun Starfire, SunFire, Sun Ultra and Sun Ultra Enterprise servers
<b>O/S</b>	HP-UX Version 11.11 or higher	AIX Version 5.2 or higher	Solaris Version 7 or higher

Item	Monitored HP-UX Node	Monitored AIX Node	Monitored Solaris Node
<b>Other Software</b>	<ul style="list-style-type: none"> <li>• OVO Agent Version 8.x (HTTPS is supported as the communication mechanism between the OVO agent and the OVO Management Server)</li> <li>• EMS Latest Version</li> </ul>	OVO Agent Version 8.x (HTTPS or DNS) is supported as the communication mechanism between the OVO agent and the OVO Management Server)	OVO Agent Version 8.x (HTTPS is supported as the communication mechanism between the OVO agent and the OVO Management Server)
<b>Network</b>	Static TCP/IP Address	Static TCP/IP Address	Static TCP/IP Address

## ISEE Migration tools

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

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



**IMPORTANT:** The ISEE migration tools fully integrate with **HP Systems Insight Manager 5.2.2** and will **not** operate with earlier HP SIM versions.



**NOTE:** Migration tools for monitored devices are limited to HP-UX and Windows, but all other end-point devices need to be manually migrated. For more information on how to use the ISEE Migration tools, please see Appendix A in the *HP Service Essentials Remote Support Pack A.05.10 Registration, Configuration and Usage Guide for use with HP SIM 5.2.2* available at: <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

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

## Support

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

## Support Changes

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

## Central Management Server support

With this release, the following **operating systems** are no longer supported for the Windows Central Management Server:

- Microsoft Windows 2000 Server, SP4 for x86
- Microsoft Windows 2000 Advanced Server, SP4 for x86

## Remote Support Pack versions

The support policy is to support the current and previous major versions of the Remote Support Pack and its software components. To this end, HP strongly advises that customers always upgrade to the latest Remote Support Pack version and its components made available via the Remote Support Software Manager. With this release, support will no longer be available for the Remote Support Pack **A.05.00** and its sub-components.

## HP Systems Insight Manager versions

The support policy is to support the current and previous major versions of HP Systems Insight Manager (HP SIM). HP strongly advises that customers always upgrade to the latest HP SIM version and its components.

# Product Issue Fixes

The following product issues have been addressed:

### Web-Based Enterprise Services (WEBES):

WEBES is the central analysis software on the CMS for automatic analysis of live (real-time) hardware events through product-specific rule sets. These rule sets are updated regularly as improvements become available. We recommend that you take advantage of these improvements by configuring the Remote Support Software Manager (RSSWM) to automatically update these rules sets and application updates.

WEBES Version	Fix description
WEBES v5.2 Patch 2	<ul style="list-style-type: none"><li>• A fix for end to end failure caused when WEBES waits for HP SIM to be ready for incoming connections</li><li>• A fix to the problem where WEBES could be running while MSSQL was not</li><li>• Resolution to the issue where idle SEA Analyzer shuts down and doesn't restart when new events arrive</li><li>• Sidbuilder fix to work with RSP client</li><li>• EVA EIP 06 analysis rule enhancements</li></ul> <p>We strongly recommend that you accept the automatic update of this new version, regardless if WEBES v5.2 Patch 1 was installed or not. See the <a href="#">Web-Based Enterprise Release Notes</a> for more details.</p>

The WEBES v5.2 Patch 2 is being delivered via RSSWM in two kits: one for the x86 based CMS and one for the x64 based CMS. The x64 Patch 2 RSSWM kit is a download kit only and must be installed manually.

### Manual Installation Step required for x64 bit CMS

1. Log on to the CMS as a member of the administrator's using an account with Administrator privileges
2. If the factory automation level of the package is *Automatic Install* and the CMS allows automatic installation, this package **WEBES v5.2 Patch Update 2 installation instructions and depot for Windows x64** will be automatically downloaded and installed on the CMS using the Software Management application, and you can skip step 3.
3. If the factory automation level of the package is *Automatic Download* or *Manual* or the CMS disallows automatic downloads, you will need to perform the following actions:
  - Open the RSSWM user interface via the desktop icon
  - On the **Packages** screen, select install for the WEBES v5.2 Patch Update 2 installation instructions and depot for Windows x64 package, or update to apply the current update.



**NOTE:** If the WBES v5.2 Patch Update 2 package is not listed on the **Packages** screen, you may need to select the Check for Updates action on the Actions screen before completing the steps above.

4. The installation depot includes the following files:  
{ISEE\_CMS\_SWAGENT\_HOME}\Installers\WEBES\Patch\_Update\Windows\_x64\WEBESV52Patch2\_x64.exe  
{ISEE\_CMS\_SWAGENT\_HOME}\Installers\WEBES\Patch\_Update\Windows\_x64\Readme.txt  
where {ISEE\_CMS\_SWAGENT\_HOME} is the location of the RSSWM downloads.
5. To install the WEBES v5.2 Patch Update 2 on this CMS, double-click on the Installer File WEBESV52Patch2\_x64.exe to launch the installation.

In the **Welcome to the InstallShield Wizard for Patch Update 2.0 for WEBES 5.2** dialog, click the **Next** button. In the **Destination folder** dialog, click **Next**. In the **Ready to Install the Program** dialog, click the **Install** Button. After the Installation is complete, click on **Finish** button to close InstallShield Wizard.

# 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.05.10. 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.05.10 with HP SIM. Note, that there are two versions of the document. A.05.10 for HP SIM 5.2 and A.05.10 for HP SIM 5.2.2. Use the version that supports your installation of HP SIM on your Central Management Server. Refer to <http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>.
- *HP-UX System Fault Management Admin Guide*  
Recommended if you are not currently meeting minimum System Fault Management prerequisites for HP-UX managed systems support. Refer to <http://docs.hp.com/en/5992-1318/5992-1318.pdf>
- *HP StorageWorks Command View EVA installation guide*  
This guide describes procedures for installing and removing the Command View EVA software. Required if you are installing the Remote Support Pack to manage EVA devices. Refer to <http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01375105/c01375105.pdf>
- *HP StorageWorks Command View EVA 8.0.1 release notes*  
Refer to <http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01487268/c01487268.pdf>
- *HP Management Platform Synchronizer Installation and Reference Manual*  
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>.