

HP Insight Control Management Release Notes



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1 HP Insight Control Management Release Notes

Version

HP Insight Control Management suites, version 2.35



NOTE: Insight Control Management documentation incorporates the Performance Management Pack and Vulnerability and Patch Management Pack documentation.

Supported platforms and system prerequisites

For information, see the *HP Insight Control Management Support Matrix*, located on the HP Insight Control Management DVD or at <http://www.hp.com/go/insightcontrol>.

Information about Japanese support is located at <http://www.hp.com/jp/insightcontrol>.

What's new in version 2.35

Insight Control Management provides the integrated installation or upgrade of the following component versions:

- HP Systems Insight Manager (HP SIM) 5.2.2 (*updated*)
- HP System Management Homepage (SMH) 2.1.12 (*updated*)
- HP Version Control Repository Manager 2.1.10
- WMI Mapper 2.5 (*updated*)
- HP BladeSystem Integrated Manager 3.4 (*updated*)
- HP Insight Power Manager (IPM) 1.40
- HP Service Essentials Remote Support Pack 5.07
- Extensions for HP SIM on Microsoft® Windows®
- HP Performance Management Pack (PMP) 4.7.1 (*updated*)
- HP Rapid Deployment Pack (RDP) 3.80
- HP Vulnerability and Patch Management (VPM) Pack 2.2.2
- HP Virtual Machine Management Pack (VMM) 3.5
- HP Virtual Connect Enterprise Manager (VCEM) 1.10 SP1 (*updated*)
- HP Server Migration Pack - Universal Edition (SMP Universal) 3.51 (*updated*)
- HP Virtual Server Environment (VSE) Management Software A4.0
- HP Insight Control Environment (ICE) Advisor 2.35 (*updated*)
- Supports upgrades for Insight Control Management versions 1.10, 1.11, 2.00, 2.10, 2.20, 2.21, and 2.30.
- Increased the amount of free disk space necessary to install the components to 10GB. This additional space allows enough space to install components. Additional space is still required for deployment operating systems and patch repositories.

Insight Control Environment suite updates

- Insight Control Management suite subkeys are hidden in HP SIM license manager.
- New Insight Control Environment iLO Advanced upgrade SKU for ProLiant ML/DL users who already have iLO 2 Advanced Pack and want the full features of Insight Control Environment.

Component updates

This section describes the component updates for Insight Control Management components.

Insight Control Environment Advisor version 2.35

- Added test to verify the operation of the Virtual Connect Enterprise Manager (VCEM) SOAP interface
- Added test to detect the installation of the Microsoft iSCSI Initiator component
- Added test to verify the operation of the Server Migration Pack–Universal Edition
- Added test to verify the presence of the Windows Automated Installation Kit in support of Rapid Deployment Pack
- Added test to detect the installation of `cygwin`, which might affect the operation of HP SIM
- Added capability to view the Advisor test logs from Advisor's HP SIM interface

HP Systems Insight Manager (HP SIM) version 5.2.2

- Enhancements for Remote Support Pack
 - Supports multiple contacts per managed system
 - Enhancements for Contract and Warranty pages
 - Shows acquired Product Number in System Properties
 - Shows Custom Delivery ID in System Properties
 - Support for ISEE 3 to 5 migration
- Support for ProLiant WBEM Provider 2.20
- Includes HP BladeSystem Integrated Manager 3.4

Virtual Machine Management Pack (VMM) version 3.5

- Supports HP SIM 5.2, HP SIM 5.2.1, and HP SIM 5.2.2
- Supports Microsoft SQL Express 2005 SP2 database
- Supports HP integrated VMware ESX Server 3i version 3.5 with certain limitations
- Supports HP integrated Citrix XenServer 4.1.0

HP BladeSystem Integrated Manager version 3.4

- ▲ Supports ProLiant BL2x220c G5

Performance Management Pack (PMP) version 4.7.1

- Supports HP SIM 5.2.2
- Supports Hypervisor
- PMP 4.7.1 is compatible only with VMM 3.1 and VMM 3.5, and is no longer compatible with earlier versions of VMM.



NOTE: Insight Control Management documentation incorporates PMP documentation.

Server Migration Pack–Universal Edition version 3.51

- Enhancements and changes to support migrations across networks with high latency and low bandwidth.
- Enhancement to address P2P migration delays seen on certain source servers configured with large number of drive partitions.

Virtual Connect Enterprise Manager (VCEM) version 1.10 SP1

- ▲ VCEM 1.10 SP1 adds an enhancement to VCEM to better track hostname and IP address movement associated with Virtual Connect Profiles. When VC Profiles are moved, VCEM attempts to move the

associated systems information. This movement results in more accurate service identification and status information being reflected in the user interface shortly after VC Profile moves are completed.

VSE Management Software version A4.0

VSE Management Software A4.0 includes the following expanded platform support and powerful new capabilities for managing HP ProLiant and HP BladeSystem environments:

- CMS platform support
 - HP ProLiant servers running 32-bit Microsoft® Windows®
- Managed system platform support for the following:
 - HP ProLiant ML/DL servers running 32-bit Microsoft Windows
 - HP BladeSystem c-Class enclosures
 - HP BladeSystem c-Class server blades
 - VMware ESX hosts and virtual machines
 - Microsoft Virtual Server hosts and virtual machines
- Visualization and management of physical and virtual resources
- Logical server management for physical (Virtual Connect) and virtual (VMware) servers
- Automated consolidation planning and load balancing of servers, including power management and forecasting
- Integration with HP ProLiant Essentials Virtual Machine Management Pack (VMM)
- Integration with HP Virtual Connect Enterprise Manager (VCEM)
- Integration with HP Server Migration Pack–Universal Edition (SMP Universal)
- Japanese localization of product screens and help files
- Localization of most related documentation into the following languages: Japanese, T-Chinese, S-Chinese, Korean, Italian, French, Spanish, and German

VSE Management Software also manages HP Integrity and HP 9000 server environments. For details about VSE Management Software for these environments, and additional information on VSE Management Software, including the latest information on installation, configuration, and known issues, see the *VSE Management Software Release Notes Version 4.0* and other relevant VSE documentation at <http://docs.hp.com/en/vse.html>.

Installation and licensing issues addressed in this release

- Included a post-installation procedure that scans the HP SIM License Manager, and sets the hidden bits of the sublicenses already applied.
- Included checks for the presence of the `cygwin` application.
- Included checks for Data Execution Prevention settings when Remote Server Software Manager is selected for installation.
- Disabled the "Next" and "Previous" buttons of the Database Selection screen during the database checking procedure.
- Fixed web link to HP SIM in final screen when running in a Japanese-language operating system.
- Included a check to verify if the service user has access to the database when Rapid Deployment Pack is to be installed or upgraded, avoiding installation error.
- Removed old Insight Control Data Center Edition menus from Windows Start menu, when upgrading from previous Insight Control Management installations.
- Moved Windows AIK check to Rapid Deployment Pack selection screen, and fixed behavior to verify for AIK if Rapid Deployment Pack is to be installed or upgrade in the local system.
- Fixed installation time-out mechanism, which kills the component installation processes if they hang during their execution.

- Included System Management Homepage as a dependency for HP SIM component installation. If System Management Homepage upgrade fails, then HP SIM and its plug-ins skip their installation or upgrades, and avoid errors.
- Fixed an intermittent problem in detecting that HP SIM was up and running, which subsequently caused a fatal error when installing VSE from the ICM integrated installer onto a Windows CMS.
- In ICM uninstaller, included a window that shows which components are to be removed, before asking the confirmation from the user.
- Fixed error that caused ICM licensing menus to be displayed in English when the browser runs in a Japanese-language operating system, and accesses an HP SIM present in an English-language operating system.
- Incorporated minor fixes in ICM licensing user interface.

Installation notes

1. (Optional) For installation of Remote Server Software Manager (RSSWM), a component that is bundled in HP SIM, the Data Execution Prevention (DEP) configuration for Microsoft Windows Server 2003 must be set to limit DEP to essential Windows programs and services only. To select the Data Execution Prevention mode:
 - a. Select the **Advanced** tab.
 - b. From the Performance section, click **Settings**.
 - c. From the Performance Options dialog box that appears, select the **Database Execution Prevention tab**.
 - d. Select **Turn on DEP for essentials Windows programs and services only**.
 - e. To set the mode, press **OK**. For the change to take effect, you must reboot the system.



NOTE: When installing or upgrading Server Migration Pack–Universal, Insight Control Management tests for Microsoft iSCSI Software Initiator 2.04, 2.05, or 2.06. If iSCSI Software Initiator does not fall within this version range, or is not installed, an error message appears.

2. If you are installing or upgrading Rapid Deployment Pack, you must first install Microsoft WAIK 2.1, also known as the "Automated Installation Kit (AIK) for Windows Vista SP1 and Windows Server 2008." It is available at <http://www.microsoft.com/downloads/details.aspx?familyid=94bb6e34-d890-4932-81a5-5b50c657de08> or search for 936330AIK on <http://www.microsoft.com> (the filename is 6001.18000.080118-1840-kb3aikl_en.iso).
3. If the install or uninstall for VCEM and OpenSSH (a part of HP SIM) runs multiple times, the system search path might become so long that subsequent installations fail to occur.
To address this issue, manually clean up your system search path before running the installer.
4. To reduce the time required to perform a successful Insight Control Management installation, complete the *HP Insight Control Management Installation Checklist Form* before beginning the installation. Completing this form helps ensure that all input required during the installation is readily available when needed. The printed checklist is located in your HP Insight Control Management DVD kit. The electronic version is available on the DVD.
5. For information about estimated installation times, installation procedures, and the setup of HP Insight Control Management, see the *HP Insight Control Management Quick Setup Poster* and the *HP Insight Control Management User Guide*.
6. Installation logs are located in <system drive>:\HPIC\logs.
7. If Insight Control Environment Advisor is installed, the logs it produces are in <system drive>:\HPIC\logs\ICEA. If Insight Control Environment Advisor is not installed (that is, is not running from the DVD before installation), the logs are in the current user's %TEMP%\ICEA directory.
8. Insight Control Management supports Microsoft SQL Express 2005. The Insight Control Management installer upgrades existing MSDE installations as part of the HP SIM upgrade. For new installations, you can choose to install either SQL Express 2005 or use an existing database (Microsoft SQL Server 2000 or Microsoft SQL Server 2005) during the Insight Control Management installation process.
9. When you execute the remote desktop using the Remote Desktop application, you must start it with the /console switch.

10. To install from a network share, you must map the share to a network drive. (Installation directly from the share using a universal naming convention (UNC) is not supported). A reboot is required in the middle of the installation. Therefore, you must connect the network drive using the reconnect at logon option, so the installation can proceed after the system reboots.
11. The installation directory must be a local directory. If the installation directory is a mapped or shared drive, some components fail to install. Also, the directory must be in a hard disk drive.
12. When installing from a network drive, you must set the Internet Explorer security level for the Trusted Sites zone to **Tools**→**Internet Options**→**Trusted Sites**, and then verify that the security level for this zone is set to `Low`.
13. The server automatically reboots once during installation. You must log in so that the installation can resume. To enable the system to automatically reboot, use the Auto Logon configuration.
14. You must install Insight Control Management using an account password that contains only alphanumeric characters, in addition to the following characters: [], (), !, @, -, _ , \$, *, comma, period, and space. Do not use a space as the last character in the account password.
15. When installing on a Japanese operating system, Japanese characters cannot be used in the user name, password, or installation path fields.
16. When installing in an environment with a previously installed remote database, the current user running the HP Insight Control Management installation must have administrator permissions in the database.
17. When reusing an existing database installation, the credentials used for database authentication must be the same as those of the user currently logged in. If HP SIM is already installed, you must log in with the same credentials used for database authentication in HP SIM.
18. To properly install VPM, be sure the supplied credentials correspond to an administrative user account and that the logged on user has administrative rights. As a best practice, use the same account used for installing HP SIM.
19. PMP 4.7.1 is compatible only with VMM 3.1, and VMM 3.5, and is no longer compatible with earlier versions of VMM.
20. During the installation of some components, a command prompt might appear. This prompt is a normal part of the installation process and only appears briefly. Do not manually close this window.
21. During the Performance Management Pack upgrade process, the HP Performance Management Pack Uninstall window appears. This window is a normal part of the upgrade process and appears only briefly. Do not manually close this window.
22. When reusing a remote Rapid Deployment Pack installation, the installer might display an error message stating that Rapid Deployment Pack is not executing on that system. If this occurs, verify that there is no firewall (either native Microsoft Windows or third-party) running on the RDP server.
23. When using Rapid Deployment Pack or database installations on remote platforms, verify that the firewalls on the remote servers and the HP SIM CMS are configured so that network traffic is permitted to the Rapid Deployment Pack and database ports.
24. When reusing Rapid Deployment Pack, the credentials must have administrator permissions in the local server. If the servers are not in a Windows domain, the RDP user name must also exist in the local system, and both must have the same password.
25. When reusing an existing RDP installation, you must install the Deployment Server and Web Console on the same server to enable Insight Control Management to correctly use Rapid Deployment Pack.
26. When selected, the option to create the virtual directory in Microsoft Internet Information Server File Transfer Protocol (IIS FTP) service for RDP deployments requires that the IIS FTP service be installed and running on the system.
27. When installing Rapid Deployment Pack, load the files of at least one operating system for deployment. You can load the files during installation from the Deployment Operating Systems screen, or during operations using the Rapid Deployment Pack ProLiant Integration Module setup program, located in the `rdp\eng\pim` directory on the DVD.
28. If the `w3wp.exe - Application Error` message appears during the VPM uninstallation process, click **OK**.
29. If HP SIM is being reused or upgraded and VCRM is already installed, verify that the VCRM repository configuration is using a directory exclusively for this purpose. If the VCRM points to the HP SIM root installation directory, parent directory, or subdirectory, the Virtual Management Software installation or upgrade might fail.

30. When a user with full configuration rights logs in to HP SIM for the first time, the HP Systems Insight Manager Registration window appears. Register HP SIM now, or click **Register Later**. If you do not have Internet access, click **Register Later**.
31. Verify that Internet Explorer is configured to show pictures (default setting) before running the Insight Control Management Integrated Installer. Select **Tools**→**Internet Options window**, select the **Advanced** tab, and then in the Multimedia section, select **Show pictures**.
32. When upgrading an existing older Insight Control Management installation to version 2.35, the RDP version number found in the About menu of HP Systems Insight Manager does not change. Instead, the original RDP version number appears.
33. For Virtual Machine Management Pack to be installed successfully, port 40420 must remain open.
34. Do not remove the installation DVD from the drive until the installation process completes. The installer requires a reboot during the installation process. To complete installation and remove automatic restart settings, the installation process must continue after this reboot.
35. The installer does not support copying deployment operating systems from a network shared drive.
36. When using the auto-login feature after a reboot, the system uses the native screen resolution of the local operating system. This might cause changes in screen resolution after the reboot when accessing the CMS through Remote Desktop. To avoid these changes, verify that the Remote Desktop resolution is the same as the resolution of the CMS operating system.
37. When using database-named instances, you must have fixed port numbers, not dynamic port numbers.
38. When you enable proxy authorization, certain HP SIM help pages ask for user credentials when the pages open.
39. When reusing an existing database, the SQL Server Browser Service or SQL Agent must be running in the database server.
40. When you execute Insight Control Management installation in an environment where Rapid Deployment Pack was uninstalled by Add/Remove programs (keeping HP Rapid Deployment Pack SIM Integration Module installed), the Rapid Deployment Pack SIM Integration Module checkbox appears as read-only and cannot be deselected. RDP installation becomes necessary because the module relies on Rapid Deployment Pack.
To uninstall Rapid Deployment Pack SIM Integration Module, execute the following command:
`<ICM DVD>:\HPIC\icmutis.exe -remSIMintegration`
41. When an administrator installs HP SIM through the Insight Control Management integrated installer, this login has an icon created by the HP SIM installer. If a second administrator logs on the same computer where ICM was installed, the HP SIM icon does not appear. This second administrator can reuse or upgrade the HP SIM already installed, but the icon appears only with the administrator who performed the first installation.

Other environmental setup requirements

1. To apply Insight Control Management suite licenses, you must run the Insight Control Management Integrated Installer to install Insight Control Management Services, which also installs the Insight Control Licenses menu.
2. Insight Control Environment, Insight Control Environment for BladeSystem, and Insight Control Data Center Edition licenses can only be applied to servers that have been correctly identified by HP SIM with the HP Insight Management Agents installed and system protocol settings defined.
3. ASP.NET 1.1 is an installation prerequisite for Insight Control Management. ASP.NET 1.1 is included with a Microsoft Windows Server 2003 installation, but it is not installed in Microsoft IIS by default. This omission might cause an installation error message to appear.
 - If ASP.NET is not installed, click **Start**→**Control Panel**→**Add or Remove Programs**→**Add Remove Windows Components**→**Application Server**→**Details**→**ASP.NET**, and then select the checkbox to add ASP.NET.
 - If issues remain after installing ASP.NET 1.1, other versions of ASP.NET might already be installed. Insight Control Management requires ASP.NET version 1.1 to be registered as a default IIS ASP.NET application handler. You might need to execute the following command to register ASP.NET 1.1 as the default handler in IIS:
`"%windir%\Microsoft.NET\Framework\v1.1.4322\aspnet_regiis.exe" -i`

Virtual identifiers from Virtual Connect Manager

Introduction A new feature of virtual connect is to enable server profiles to have virtual identifiers, such as serial numbers and unique identifiers. These identifiers then move with the profile across server hardware. There are a number of management tools that currently rely on these identifiers to remain stable for any given hardware platform, if not some serious issues, such as loss of software licenses will occur.

Required updates to support Virtual Identifiers in HP SIM and other management tools.

When setting up an environment for virtual identifier support the following steps must be taken for proper operations of the management tools.

1. Upgrade HP Systems Insight Manager to version 5.2 Update 2 or later.
2. For any server that will have a profile with a virtual identifier, upgrade the ROM BIOS to the latest version to ensure it contains virtual identifier support.

Note The server hardware must be listed in the virtual ID support matrix.

3. Upgrade the agents and WMI providers on the servers that will be used for virtual identifiers. (See the version table below for proper versions).
4. Upgrade the firmware for the onboard administrator to version 2.25 or later.
5. On the virtual connect Ethernet module, upgrade the virtual connect firmware to version 1.3 or later. Do not enable virtual identifiers at this time.
6. On the virtual connect Ethernet module, enable virtual identifiers.
7. You may now create and assign profiles with virtual identifiers.



WARNING! If you do not follow the specific instructions for enabling Virtual Identifiers in your environment and you enable the feature without the proper agent revisions, iLO firmware, Onboard Administrator firmware, System ROM revisions, and HP SIM version, then devices may show up multiple times and devices may not properly be associated with systems. If that happens, upgrade to all of the latest software prescribed in the c-class chassis. You may also need to delete discovered devices in the chassis and rediscover them.

Supported Software and Firmware There are a number of distinct firmware and agents updates required to support virtual identifiers.

Note: Failure to meet the minimal revision any of the listed components can result in virtual identifiers not working properly resulting in the loss of licenses in HP Systems Insight Manager, result in issues obtaining proper warranty information, or result in “orphaned” systems showing in the system list.

The table below outlines the minimal versions required by management tools such as HP SIM and Remote Support Pack to properly operate.

Table 1-1 Minimal versions

Product	Version
Virtual Connect Manager	1.3
Onboard Administrator	2.25
Integrated Lights-Out	1.6
Server ROM	(see supported server matrix for virtual connect)
ProLiant PSP / SNMP agents	8.1
ProLiant PSP / WMI providers	2.2
Integrity Servers	Will be supported in a future version of HP Systems Insight Manager
HP Systems Insight Manager	5.2.2 (5.2 Update 2)

Uninstallation notes

- When uninstalling Insight Control Management, some components may ask for confirmation when they are removed.
- Insight Control Management might attempt to uninstall VCRM during the uninstallation process. To keep VCRM, when prompted for removal, click **No**.
- If Insight Control Management is uninstalled, RDP operating system deployment files remain in the `.\Deployment Server\jobs` and `.\Deployment Server\lib` directories. These files can be manually removed or remain on the system to be used with a later reinstallation of Rapid Deployment Pack.
- The Insight Control Management uninstallation process does not uninstall HP Services Essential Remote Support Pack and HP System Management Homepage.
- When uninstalling Rapid Deployment Pack, if a warning message appears related to the PXE Configuration Utility, click **OK**.
- After uninstalling Insight Control Management, some remaining files might need to be manually removed. When removing these files, an `access denied` error message might appear. If this error occurs, reboot the platform server and then remove the files.
- Ensure that the HP SIM service is running before attempting an uninstallation so that all HP SIM menu items can be removed.
- If there are one or more VC Domains that are being managed, then VCEM uninstall fails, and a button appears in Insight Control Management. To open an error log and learn what corrective actions to take, click this button.

Limitations and known issues in Insight Control Management version 2.35

- When an HP BladeSystem enclosure contains redundant Onboard Administrators (OAs), HP SIM merges the two nodes together to display only one Onboard Administrator, and the primary OA shows both the IP address for the primary and secondary OA. If the primary OA fails, the user interface shows a critical failure. For HP SIM to resolve the links to the OA IP address correctly, perform a new Identification or Discovery on the IP address for the secondary OA.
- When a virtual machine is discovered as an unmanaged system, perform the following steps:
 1. Log in to HP SIM.
 2. Select the option to view a collection that shows the unmanaged system.
 3. Select the unmanaged system.
 4. From the menu, select **Options**→**Identify Systems**, and then click **Run Now**.
 5. When identification is complete, repeat Step 2 to determine if any virtual machines still appear as unmanaged. If so, repeat steps 3 through 5 until all systems are managed.

After all systems appear as managed, they remain in that state, even if another HP SIM discovery is performed.

- The Insight Control Management Integrated Installer might display the following error message:
IIS Default Web Site was not detected in port 80. It must be present and answering in this port, in order to install Insight Control Management
If this error message appears, verify that Internet Explorer could access the address `http://localhost:80` without errors. If an error occurs, then configure or reinstall IIS to access this address.



NOTE: The message `Under Construction` does not indicate an error.

- When applying Insight Control Environment for BladeSystem licenses in targets that already include VMM licenses, the target status might appear as `unmanaged`, and the system type might appear as `unknown`. The target information returns to the correct values after several seconds.
- When opening the help pages of Insight Control Management in some systems, Internet Explorer might display a warning message about the contents being blocked by the Internet Explorer Enhanced Security

Configuration. To avoid this message and display the help contents, disable the Internet Explorer Enhanced Security, or include the "res://*.*)" in the trusted sites list of Internet Explorer.

- When executing the Software Updates function, Internet Explorer might display a warning message about the contents being blocked by the Internet Explorer Enhanced Security Configuration, or it simply might not run. To avoid this message and execute correctly in the Software Update function, disable the Internet Explorer Enhanced Security, or include the "about:blank" in the trusted sites list of Internet Explorer.
- For other known issues and workarounds, see the component release notes and readme files on the Documentation tab of this DVD.

Limitations and known issues in PMP version 4.7.1

- For the HP Performance Management Pack to function correctly, appropriate data must be entered on the SNMP Read Community screen before performing an HP SIM discovery.
- After removing ICM, you must manually delete the Performance Management Pack 4 folder. This folder is at C:\Program Files\HP.
- PMP does not support servers on which Windows Server 2008 operating systems are installed with only WBEM.
- PMP 4.7.1 installed with HP SIM 5.2.1 or later identifies VMware ESX Server only as the Virtual Machine Host.
- Oracle Database user login credentials is not validated when a space character is used during the PMP installation.
- When you select more than 100 servers to license for PMP, the License Setup page is shown blank.
- PMP does not support using numerals and special characters as the first character in Oracle user credentials.
- You can license PMP with a specific PMP license or through the Insight Control Edition/Insight Control Data Center Edition bundle license. When applying a new bundle license to a server previously licensed for PMP, the PMP user interface does not update the licensing status for that server. This issue does not prevent usage of the product, because the license is currently applied.
- When you install Windows Vista on an HP ProLiant xw460c Blade Workstation, the same NIC port number repeats for different NIC adapters. As a result, PMP does not analyze the related PCIs and the Analysis Status for the NIC-related PCIs appears as Unknown.
- The NIC, storage, and PCI subsystem related information appears in the following pages for a server that is discovered with the WBEM protocol:
 - For Server subsystem on Online and Offline Analysis page
 - Set Threshold page
 - In All Reports pages
- PMP does not report the accurate PCI subsystem information on all supported servers and HP ProLiant xw460c Workstations. This not reporting of accurate PCI subsystem information results in one of the following scenarios:
 - Slot or Bus information does not appear
 - No Monitored Devices message appears on some slots
- In the Unlicensed Licensed page, the serial number of a server does not update in the System License Status table.
- When monitoring of a Windows Server 2003, or Red Hat Enterprise Linux or SUSE Linux Enterprise Server operating system initiates, the following error message appears for the Storage subsystem in the Online Analysis page for disks:

Physical disks cannot be traced to the supporting storage.

When PMP is not able to associate the disk, it notices this behavior. Because of this behavior, PMP cannot analyze the physical disk and the configured logical disks.

- PMP analyzes only CPU and Memory information for servers on which only WBEM is installed. Information for other subsystems does not appear.
- PMP does not report the duplex mode for NIC ports in servers with Windows Server 2008 installed.
- In the Select offline parameter section of the Offline Analysis page, if you specify a date on which there is no data logged, PMP fails to validate the specified date. However, no appropriate message appears.
- The Online Analysis page displays the `There are no statistics for this object` message intermittently.
- The Help page does not appear for unknown disks or disks that are not identified by the operating system.
- PMP does not provide the correct bus information for slots that are not populated with any supported cards (empty slots).
- The PF icon is not enabled initially for HP ProLiant xw460c Blade Workstations and is enabled only after collecting the selected number of samples.
- Servers licensed with both ICE and PMP keys are treated as unreachable licensed servers on the PMP Monitoring page. However, PMP correctly monitors these servers.
- DDR2 FB-DIMM type of memory module appears as `Unknown` in the Inventory page of the memory sub system.
- On Linux, PMP fails to analyze the Logical drives configured on storage controller. As a result, the storage controller is also not analyzed.
- PMP fails to analyze duplex information under NIC system on HP ProLiant xw460c Blade Workstations.
- Users with operator or user template rights cannot view the Online Analysis page by selecting **Diagnose**→**Performance Management Pack**→**Online Analysis**.
- Oracle database users: PMP cannot install if the username for the PMP database includes special characters such as `@, <, >, /, \, &`, and a blank space.
- For servers running VMware ESX 3.0 and later, PMP does not display accurate NIC information in the Online Analysis page. This situation occurs because the IP addresses do not associate with the NIC ports for VMware ESX 3.0 and later.
- PMP only reports the configuration information for Ultra SCSI 160 controllers.
- When you initiate the monitoring of Japanese versions of the Windows Server 2003 operating systems from an English central management server is initiated, invalid data appears in the Storage sub-system pane in the Online Analysis page.
- When you initiate the monitoring of a Windows Server 2003 or for Red Hat Enterprise Linux 4.0, the following error message appears in the Storage sub-system pane in the Online Analysis page for disks:
`Physical disks cannot be traced to the supporting storage.`
This behavior is noticed when the agents on a monitored system return duplicate entries or when the disks in the server are associated with Ultra160 Controller.
- The agents on a monitored system do not return the model name of the enclosure if one of the following SAS controllers is connected with an enclosure: E200i, E200, P400, P600, and P400i. As a result, when you access Storage Information on the Online Analysis page for these controllers, the following message appears:
`Undefined SCSI Enclosure.`
- PMP does not work when it is installed on remote Oracle 64-bit operating systems.
- When PMP conducts performance analysis and static analysis for ProLiant BL20p G4 servers, it might report optional NICs on Mezzanine cards and optional Fibre Channel HBAs on Mezzanine cards as embedded devices.
- If you install versions earlier than 7.5 of the management agents on target systems, PMP does not provide information about the number of cores in the processors of these systems on the Processor Inventory page. However, PMP reports the exact number of processors used by the operating system on the Status page. To receive information on processor cores, upgrade the version of the management agents on the target systems to 7.5 or later.

- The network storage entry appears in a table in the Monitoring Administration page despite the following conditions:
 - The discovered server entry is deleted in HP SIM.
 - The connected server is unplugged.
 - The licensed demo key of the connected server is expired.
- When you connect an enclosure with additional disks to an Integrity server using a Qlogic card, bay numbers repeat in the Inventory information for the enclosure.
- PMP does not work as expected when installed using a remote Oracle 10g database server on an analysis server with an Oracle 9i database and an Oracle 10g client.
- On HP ProLiant xw460c Blade Workstations, storage analysis results in a bottleneck condition, even when no I/O operations can occur on the configured disks.
- When using PMP to monitor virtual machines, uninstall your current version of PMP prior to running the Insight Control installer. Run the Insight Control install to get a fresh installation of PMP 4.7.1. When monitoring virtual machines from PMP, there are certain conditions where stopping a virtual machine might cause the PMP service to stop. When the PMP service stops, the user is typically not aware except that certain PMP web pages do not load in the HP SIM user interface. If monitoring virtual machine guests, perform an uninstall, and then perform a fresh install of PMP 4.7.1. If not monitoring virtual machines, then a normal upgrade process is the recommended installation mechanism.

Limitations and known issues in VPM version 2.2.2

- The Radia Management Agent (RMA) does not correctly uninstall from Windows target systems. If the RMA is removed using the Add or Remove Programs option in the Control Panel, you can successfully remove it from the list, but its services continue to run, even if the target system is rebooted.
- A message similar to the following is written to the Windows Event Log and might appear as a message box when the STAT Scanner components are installed, updated, or uninstalled:


```
Application popup w3wp.exe - Application Error: The instruction at 0x7c82f350 referenced memory at 0x02bf0824. The memory could not be written.
```

This error can occur during a patch acquisition operation (in which STAT Scanner is updated with the latest vulnerability database). It might also show up during VPM install, update, or uninstall operations (in which STAT Scanner is installed, updated, or uninstalled).

You can ignore this error because STAT Scanner component w3wp.exe sometimes ends abnormally when a new version is put into place. If this message appears, click **OK**.
- If the VPM database is located in the current domain, you can use the Connect Using Windows Authentication installer option with valid Windows user credentials to validate the database. Otherwise, if the VPM database is located in another domain, do not use this option. Instead, use valid SQL user credentials to validate the database.
- Patch acquisitions can generate events containing HTTP 300 errors for some older Microsoft patches. For example:


```
Error downloading patch data for Bulletin MS02-050 at URL
http://www.microsoft.com/ntserver/terminalserver/downloads/critical/q329115/default.asp
error code 300
```

HP is working to correct the metadata for these older patches. However, this maintenance is ongoing.
- When scanning a target for the first time, VPM deploys VPM Patch Agent to that target. On Linux systems, this operation fails, generating an event in HP SIM. Ignore this event. To properly deploy VPM Patch Agent on a target, select **Deploy**→**Vulnerability and Patch Management**→**VPM Patch Agent menu**.
- If an HP SIM discovery or identification task is in progress when target systems are licensed for Vulnerability and Patch Management Pack, target systems with an IP address as their name at the time of licensing that are later identified with a system name might become unlicensed. As a result, these target systems must be licensed again. Avoid this situation by enabling discovery and identification

tasks to complete before licensing the target systems. Another alternative is to complete the following steps to properly set up the name in HP SIM for the target systems:

1. Display the All Systems list.
2. Double-click the node name to display its system page.
3. Click the **Links** tab.
4. Select **Edit System Properties**.
5. Enter the system name in the preferred system name field.
6. Click **OK**.
7. When you use a SQL Server database, the Change VPM Credentials utility does not update the VPM database. There is currently no supported method for changing the credentials manually. An engineering advisory is issued at a later time with instructions to change the database credentials.
8. When licensing a VMware guest with a serial number longer than 30 characters, a limitation in the HP SIM License Manager causes the VPM license to function incorrectly on this system, as well as any other HP SIM node licensed by the serial number. The VMware target host is continually considered unlicensed, and must be relicensed each time the system is selected for a licensed operation. This issue will be resolved in a future release of HP SIM.
9. Some systems might be incorrectly identified and might appear capable of being licensed in both the VPM column and licensing pages. Before applying a license to a system, verify that the system is supported. To verify, see the *HP Insight Control Management Support Matrix*.
10. Some Microsoft patches, such as MS04-025, do not appear in the Control Panel after being installed. To verify installation, run the vulnerability scan again.
11. Microsoft Windows File Protection maintains backup copies of critical system files in a hidden directory named `dllcache`. These critical files can be replaced if they are removed for any reason. Uninstalling an application can remove some of these critical files. You might be prompted to insert the installation media into a system when a patch is being installed and a backup file is missing or corrupted. This condition can also occur when installing software other than patches.
12. The installation fails if curly braces (“{” or “}”) are used in the account password that is used to install VPM. The account password must be changed to remove those characters before installation. The password can be changed back to the original password after Vulnerability and Patch Management Pack installation is complete. For details, see the *HP Insight Control Management User Guide*.
13. If the patch repository is viewed before a patch acquisition is performed, a generic Radia internal error appears in the HP SIM event log.
14. Resolutions for some fixable vulnerabilities cause the local security policy to log more events. If the logs are configured not to overwrite old events, the event log can become full and cause abnormal system behavior. Read and understand the effects of all fixes before applying them.
15. Acquiring patches from the Red Hat Network requires the network connection to remain connected for the duration of the acquisition operation. If the network goes down, you must restart the patch acquisition.
16. If a group of systems is selected to receive configuration fixes but some systems in that group do not require all the fixes, the fix events still appear for those systems. However, Vulnerability and Patch Management Pack does not actually apply the fixes to those systems that do not require them.
17. When applying fixes and patches based on a scan, VPM might try to apply a fix that is not available for Linux systems (only patches are available for Linux systems). This might show an error event on the HP SIM event log and also on the Windows event log. This issue will be addressed in a future release of VPM; however, it does not affect the correct execution of VPM.
18. If a patch causes a reboot when patching the system on which HP SIM is running, the Diagnose>Vulnerability and Patch Management>View patch installation status>View Patches Installed by VPM list might continue to indicate Reboot Required. To update the installed patches list, select **Deploy**→**Vulnerability and Patch Management**→**Validate Install Patches**.
19. If you scan multiple systems as a group and multiple vulnerabilities exist, the Scan Detail report for the group might be too large to generate. For individual systems in the group, view the Scan Detail report.

20. If a system has a Microsoft service pack installed that is not the final release, patches applied to that system might return the status `Not Applicable`. Install only official releases of service packs on a system being scanned and patched by Vulnerability and Patch Management Pack.
21. Applying more than 100 patches in a single operation can cause a timeout to occur. HP recommends installing less than 100 patches at a time.
22. The Back button in the web browser does not function properly. Use navigation buttons within the HP SIM and VPM pages.
23. If you configure a secure connection between VPM and HP\$#160;SIM by installing an IIS certificate, scanning no longer works if the certificate is later removed. To continue without renewing the certificate, uninstall, and then reinstall VPM.

For more information

To obtain evaluation licenses for HP Insight Control Management suites and ProLiant Essentials components, see <http://www.hp.com/go/tryinsightcontrol>.



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

HP Insight Control Management

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

HP Systems Insight Manager

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

Extensions for HP SIM on Microsoft Windows

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

HP BladeSystem Integrated Manager

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

HP Insight Power Manager

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

HP iLO 2 Advanced Pack and Select Pack

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

HP Rapid Deployment Pack

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

HP Virtual Machine Management Pack

- <http://www.hp.com/go/vmmanage>
- *HP ProLiant Essentials Virtual Machine Management Pack Support Matrix*
- *HP ProLiant Essentials Virtual Machine Management Pack User Guide*

HP Virtual Connect Enterprise Manager

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

HP Insight Dynamics - VSE

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

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

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

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

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

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

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

HP Server Migration Pack - Universal Edition

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

Integrity Essentials for HP-UX and Linux

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

HP BladeSystem Integrity BL860c blade

- <http://www.hp.com/go/BL860c>
- HP Integrity BL860c Server Blade Manageability Solutions white paper online at <http://h71028.www7.hp.com/ERC/downloads/4AA1-1238ENW.pdf>

For HP-UX users, the latest documents are available at <http://docs.hp.com/en/vse.html>