HP Insight Control Management Release Notes

Version 2
Supported platforms 2
What's new in version 2.10 2
Component updates 3
Installation issues addressed in this release 6
Installation notes 7
Other environmental setup requirements 9
Uninstallation notes 9
Limitations and known issues in version 2.10 10
Limitations and known issues in PMP 4.6 10
Limitations and known issues in VPM 2.1.1 12
For more information 14

Version

HP Insight Control Management suites, version: 2.10

NOTE: Beginning with this release, Performance Management Pack and Vulnerability and Patch Management Pack documentation are incorporated into Insight Control Management documentation.

Supported platforms

For information about supported platforms and system prerequisites, 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 2.10

- Insight Control Management provides integrated installation or upgrade of the following component versions:
  - HP Systems Insight Manager (HP SIM) 5.1 SP1
  - Hotfix Update Kit for HP Systems Insight Manager 5.1 *(new)*
  - HP System Management Homepage (SMH) 2.1.10 *(updated)*
  - HP Version Control Repository Manager 2.1.9 *(updated)*
  - WMI Mapper 2.4 *(updated)*
  - HP BladeSystem Integrated Manager 3.1 *(updated)*
  - HP Insight Power Manager (IPM) 1.30 *(updated)*
  - HP Services Essentials Remote Support Pack
  - Extensions for HP SIM on Microsoft® Windows®
  - HP Performance Management Pack (PMP) 4.6 *(updated)*
  - HP Rapid Deployment Pack (RDP) 3.70 *(updated)*
  - HP Vulnerability and Patch Management (VPM) Pack 2.1.1 *(updated)*
  - HP Virtual Machine Management Pack (VMM) 3.0 *(updated)* *
  - HP Insight Control Environment (ICE) Advisor 2.10 *(updated)*

  * Virtual Machine Management Pack and Server Migration Pack were previously installed as Virtualization Management Software. Server Migration Pack has moved to the HP Server Migration Pack – Universal Edition Application and Boot CD. Server Migration Pack 2.2 or earlier is uninstalled when Virtualization Management Software is upgraded to Virtual Machine Management Pack 3.0.
- The blade suites now support all HP ProLiant c-Class and p-Class server blades, and the xw460c Blade Workstation. For the complete list of servers supported by each management suite, see the *HP Insight Control Management Support Matrix.*
- System Management Homepage, Version Control Repository Manager, and WMI Mapper are now listed as explicit components for installation.
- Evaluation licenses for HP Insight Control Management suites and ProLiant Essentials products can be obtained at http://www.hp.com/go/tryinsightcontrol.
- .NET 2.0 is a prerequisite to install Rapid Deployment Pack, and is automatically loaded if necessary.
- A new Automatic Logon feature is added for installations requiring a reboot mid-install.

- The Insight Control Management user interface now supports the Mozilla Firefox browser (although some individual Insight Control Management components do not support Mozilla Firefox).
- The Insight Control Management installation and uninstallation events logged in HP SIM now list the components and their status.
- Installation log files are now created in separate directories for each execution of the Insight Control Management Integrated Installer.
- Upgrade support is added for Insight Control Management 1.10, 1.11, and 2.00, and Insight Control Data Center Edition 1.0, 1.0.1, and 1.0.2.
- Insight Control Environment prerequisite tests are updated.
- Installation is now supported on Microsoft Windows 2003 R2 SP2 (Standard or Enterprise Editions).
- Information on HP Performance Management Pack (PMP) and HP Vulnerability and Patch Management Pack (VPM) is now included in the Insight Control Management documentation.

Component updates

- Insight Control Environment Advisor 2.10
  - Checks for Windows Firewall configuration
  - Checks for RDP installation/operation properties including RDP installation, FTP virtual directory mapping, RDP Windows services state, RDP Windows services credentials, Deployment NIC using static IP address, Deployment NIC first in binding order, RDP data source name is present, RDP database connectivity
  - Verifies that current user credentials allow administrative-level access
  - Checks for PMP installation and operation properties, which include PMP installation, PMP Windows services credentials, and PMP Windows services state
  - Checks for Windows Update site accessibility
  - Checks to determine if the installation platform is a domain controller
  - Checks for reverse DNS functionality
  - New NIC tests: At least one NIC is present, at least one NIC is in the running state
  - Checks for SMH installation and operation properties, including SMH installation, SMH Windows services credentials, and SMH Windows services state
- Virtual Machine Management Pack (VMM) version 3.0
  - Automated or semi-automated actions with VMware ESX hosts, based on predictive failure alerts from HP SIM
  - Collects events from VMware ESX Server 3.0.1 and 3.0.2, and VirtualCenter for alerting
  - New alert thresholds for memory utilization, network throughput, and storage throughput
  - Provides basic launch integration with VMware VirtualCenter and Microsoft System Center Virtual Machine Manager
  - Supports VMM (32-bit) on 64-bit Windows HP SIM Central Management Server (CMS)
  - New platform support, including Microsoft Virtual Server 2005 R2 SP1, and VMware ESX Server 2.5.5 and 3.0.2
  - Seamless Virtual Machine Management failover on a clustered HP SIM CMS
  - HP SIM certificate-based VMM agents
  - Ability to alternate ports at VMM installation
  - Upgrade option from VMM – SMP 2.0.*x*, or 2.x to Virtual Machine Management Pack 3.0 including VMM database migration

- HP BladeSystem Integrated Manager version 3.1:
  - Adds support for c-class PCI expansion blades.
  - Adds support for c-class AiO SB600c storage solution.
  - Adds support for Virtual Connect Domains. (This support is enabled through VC firmware version 1.20.)
  - Adds support for changing height of racks while editing a rack.
  - In previous versions, you could specify the height of a rack only when you create a rack. With this version, you can change the height of a rack even when you are editing a rack.
  - Adds health monitoring for c-class logical nodes (servers and switches).
  - In previous versions, the health status information was available only for physical servers. Health monitoring for logical servers and switches was disabled.
- Rapid Deployment Pack (RDP) version 3.70:
  - Altiris 6.8 SP2
  - Added operating system support for Red Hat Enterprise Linux 5 for x86 and x64 (AMD64, and Intel® EM64T)
  - Added operating system support for Red Hat Enterprise Linux 5 for Intel® Itanium® and SLES10 SP1 for Intel Itanium (scripted installation only for SLES)
- Performance Management Pack (PMP) version 4.6
  - New hardware support:
    - ProLiant server:
      - ProLiant DL580 G5
      - ProLiant DL320 G5p
      - ProLiant ML310 G5
      - ProLiant BL680c G5
      - ProLiant xw460c Blade Workstation with XP

      Note: With this release, support for speed bumps is available on BL685c G5, ML370 G5, and BL460c ProLiant servers.
    - Integrity server:
      - Integrity BL860c
    - Support for other hardware:
      - BL860c Broadcom 5704 Dual Port Gigabit
      - HP NC 364m Quad Port 1GbE BL-c Adapter
      - HP NC 360m Dual Port 1GbE BL-c Adapter
      - HP Smart Array E200
      - QLogic QMH2462 4 GB FC HBA
      - HP 8 Internal Port SAS HBA with RAID (1824-0223)
  - New operating system support:
    - Red Hat Linux Enterprise 5 (32-bit and 64-Bit)
    - Windows XP with Service Pack 2

    Starting this release, you can install PMP on a supported Windows 64-bit operating system and configure it as an Analysis Server.
  - New Browser support:

    PMP supports Mozilla Firefox 2.0.0.6 or higher.
  - Scalability Support

    PMP is scaled to monitor up to 2000 servers with Single Analysis Server.

- ICE License Streamlining Support

  HP SIM previously provided certain license keys used to license a server under PMP. PMP allows you to monitor a server and get performance reports.

  The licensing mechanism control is now moved from HP SIM to Insight Control Environment (ICE). HP SIM, Centralized Licensing Manager (CLM) and PMP are bundled with the ICE software package. ICE provides the new license keys and new licensing mechanism to license a server under PMP.

- Removal of licensing mechanism

  The licensing mechanism control is moved from HP SIM to ICE. The licensing mechanism for Integrity server systems is removed and the Integrity server license is available at no cost.

  The licensing mechanism is removed for external network storage attached to the server. All external storage attached to a server can be directly be monitored without being licensed.

- Analysis Server – CMS Licensing

  The licensing mechanism control is moved from HP SIM to ICE. For this reason, Analysis Server – CMS must be licensed.

- Insight Power Manager (IPM) 1.30:
  - Adds support for HP Insight Power Manager Electronic Licenses (Americas only)
  - Adds support for HP BladeSystem c3000 Enclosure
  - Adds support for HP ProLiant BL680c G5 server blade and xw460c workstation blade
  - Adds support for HP Integrity rx2660, rx3600, and rx6660
- Vulnerability and Patch Management Pack (VPM) version 2.1.1
  - Adds support for Microsoft® data feed catalog file formats for patch acquisition.
  - Adds evaluation licenses to Insight Control Environment suites.
  - Integrates VPM documentation with HP Insight Control Management documentation.
  - Modifies Customize Scans to only allow a save if at least one vulnerability is selected.
  - Fixes the View Results by Scan Name page to display correctly when reports are empty.
  - Fixes the "MSKB" related link to display correctly instead of a blank page in VPM.
  - Fixes an issue with VPM menus when upgrading to Insight Control 2.0.
- System Management Homepage (SMH) version 2.1.10:
  - Adds support for Microsoft Windows Server 2003 SP2 and Microsoft Windows Server 2003 R2 Datacenter Edition
  - Adds operating system support to include the following:
    - ESX Server 3.0
    - ESX Server 3.0.2
    - Red Hat Enterprise Linux 4 for x86 Upgrade 5
    - Red Hat Enterprise Linux 4 for AMD64 and Intel EM64T Upgrade 5
    - Red Hat Enterprise Linux 4 for Itanium Upgrade 5
    - SUSE Linux Enterprise Server 10 for x86 Service Pack 1
    - SUSE Linux Enterprise Server 10 for AMD64 and Intel EM64T Service Pack 1
    - SUSE Linux Enterprise Server 10 for Itanium Service Pack 1
    - Red Hat Enterprise Linux 4 for Itanium Upgrade 5
    - SUSE Linux Enterprise Server 10 for Itanium Service Pack 1
    - Windows 2000 support
    - Windows Server 2008

- Hotfix Update Kit for HP Systems Insight Manager 5.1
  - This kit installs hotfixes to HP SIM 5.1 or 5.1 with SP1 that were created from the HP SIM 5.1 release through October 2007. Hotfixes are bug fixes or performance enhancements that can be dropped into an existing HP SIM installation. These fixes do not change the HP SIM version number, but the HP SIM About Box does report their presence. This kit installs the appropriate hotfixes for the HP SIM version installed.
  - This kit includes the following types of fixes:
    - Performance enhancements for installations with tens of thousands of events in HP SIM, or many Automatic Event Handling tasks.
    - Device discovery and identification fixes.
    - iLO2 Single-Signon support (also available separately).
    - Updated Edit System Properties page for use with the Remote Support Pack to support more countries (such as Singapore, Indonesia, and Malaysia) for 'Country Code.'
- For a complete list of component changes, see the component release notes.

Installation issues addressed in this release

- Includes cleanup in Microsoft Internet Information Services configuration when uninstalling Rapid Deployment Pack.
- Improves database checking to avoid errors when upgrading from Quake to Bullwinkle
- Includes new checks to block installation (when Virtual Connect Enterprise Manager or non-HP Altiris are detected).
- Improves remote VPM detection.
- Improved RDP operating system copy screen – enables the user to delete copied operating systems, including disk full checking and increased robustness for cancelling and reselecting copies.
- Improved uninstaller – reimplemented main logic, improved messages, improved wait for HP SIM restart, and includes a time-out mechanism for the uninstallers. The uninstaller also includes a mutex for the installer and uninstaller, so they can not execute simultaneously.
- Insight Control Management UI – improves UI uninstaller to return more specific error codes.

Installation notes

1. 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, or the electronic version is available on the DVD.
2. For information about estimated installation times, installation procedures, and setup of HP Insight Control Management, see the *HP Insight Control Management Quick Setup Poster* and the *HP Insight Control Management User Guide.*
3. Installation logs are located in c:\HPIC\logs.
4. Insight Control Management does not support Microsoft SQL Express 2005. You must remove SQL Express 2005 from the server before installing Insight Control Management. You can choose to install either MSDE or use an existing database (Microsoft SQL Server 2000 or Microsoft SQL Server 2005) during the Insight Control Management installation process.
5. When executed remotely using the Remote Desktop application, the remote desktop must be started using the /console switch.
6. To install from a network share, the share must be mapped to a network drive (installation directly from the share using a universal naming convention [UNC] is not supported). Also, because a reboot is required in the middle of the installation, the network drive must be connected using the option "reconnect at logon" so the installation can proceed after the system is rebooted.
7. The installation directory must be a local directory. Some components fail to install if the installation directory is a mapped or shared drive.
8. When installing from a network drive, the Internet Explorer security level for the Trusted Sites zone must be set to Low. Select **Tools>Internet Options>Trusted Sites,** and be sure that Security Level for this zone is set to Low.
9. 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.
10. Insight Control Management must be installed 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.
11. When installing on a Japanese operating system, Japanese characters cannot be used in the user name, password, or installation path fields.
12. 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.
13. 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.
14. To properly install VPM, be sure the supplied credentials correspond to an administrative user account and that the logged on user has administrative rights.
15. PMP 4.6 is compatible only with VMM 3.0 and is no longer compatible with lower versions of VMM.
16. 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.
17. 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.

18. When reusing a remote 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 Rapid Deployment Pack server.
19. When using Rapid Deployment Pack or database installations in remote platforms, verify that the firewalls in the remote servers and the HP SIM Central Management Server (CMS) are configured in such a way that network traffic is permitted to the Rapid Deployment Pack and database ports.
20. 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 Rapid Deployment Pack user name must also exist in the local system, and both must have the same password.
21. When reusing an existing Rapid Deployment Pack installation, the Deployment Server and Web Console must be installed on the same server to enable Insight Control Management to correctly use the Rapid Deployment Pack.
22. When selected, the option to create the virtual directory in Microsoft Internet Information Server File Transfer Protocol (IIS FTP) service for Rapid Deployment Pack deployments requires that the IIS FTP service be installed and running in the system.
23. When installing Rapid Deployment Pack, load the files of at least one operating system for deployment. You can do this 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.
24. If the w3wp.exe – Application Error message appears during the VPM uninstallation process, click **OK.**
25. When reusing a local database, if the database does not include the default instance "MSSQLSERVER," the database information does not appear automatically in the corresponding screen of the Insight Control Management installer. This database can be reused if you manually input the required information in the database screen.
26. 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.
27. The MSDE installer has an incompatibility with the Distributed Enterprise Service Tools Architecture (DESTA) service. As a workaround, stop the DESTA service during the MSDE installation process. After the installation, you can restart the DESTA service.
28. When a user with full configuration rights logs into 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.**
29. 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 select **Show pictures** in the Multimedia section.
30. When upgrading an existing older Insight Control Management installation to version 2.10, the Rapid Development Pack version number found in the About menu of HP Systems Insight Manager does not change. Instead, the original Rapid Development Pack version number appears.
31. For Virtual Machine Management Pack to be installed successfully, port 40420 must remain open.
32. 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.
33. The installer does not support operating systems loaded from a network shared drive.
34. 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.

35. 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.
36. When using database-named instances, you must have fixed port numbers, not dynamic port numbers.
37. The Hotfix Update Kit for HP Systems Insight Manager 5.1 installs, even if it is already present. If the Hotfix Update is already present, this subsequent installation does not affect either Insight Control Management or HP SIM functionality.

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 2003 installation, but it is not installed in Microsoft IIS by default. This omission can 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 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
     ```

     For more information about this issue, see http://support.microsoft.com/kb/306005 and http://support.microsoft.com/kb/816782.

Uninstallation notes

- Insight Control Management might attempt to uninstall the VCRM during the uninstallation process. To keep the VCRM, click **No** when prompted for removal.
- If Insight Control Management is uninstalled, Rapid Deployment Pack operating system deployment files remain in the .\Deployment Server\jobs and .\Deployment Server\lib directories. These files can be manually removed or left on the system to be used with a later reinstallation of the 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 the 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 can occur. In such a case, 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.

Limitations and known issues in version 2.10

- When a virtual machine is discovered as an unmanaged system, perform the following steps:

1. Log into 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, go to Step 2 to determine if any virtual machines still appear as unmanaged. If so, continue to perform 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" is not an error message.
- Upgrading HP SIM from version 5.0 might fail in some limited situations. If the upgrade fails, upgrade HP SIM using the standalone installer on the DVD products tab and then return to the Insight Control Management Integrated Installer to install or upgrade the remaining components.
- 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.
- PMP can be licensed using a specific PMP license, or through the Insight Control Edition/Insight Control Data Center Edition bundle license. When applying a new template 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 correctly applied.
- 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 4.6

- 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 is displayed.
- On a remote analysis server, the Online Analysis page displays the `There are no statistics for this object` message intermittently.
- The Help page is not displayed 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, and this information appears on the Monitoring page.
- 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 can not view the Online Analysis page by selecting **Diagnose>Performance Management Pack>Online Analysis.**
- PMP cannot be installed if the username for the PMP database includes special characters such as @, <, >, /, \, &, and a blank space.
- PMP does not display accurate NIC information in the Online Analysis page. This situation occurs because the IP addresses are not associated with the NIC ports for VMware ESX 3.0 and later.
- PMP reports only the configuration information for Ultra SCSI 160 controllers.
- When monitoring of Japanese versions of the Windows 2003 operating systems from an English central management server is initiated, invalid data displays in the Storage sub-system pane in the Online Analysis page.
- When monitoring of a Windows 2003 server or for Red Hat Enterprise Linux 4.0 is initiated, the following error message displays 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 displays:

  `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 BL20p G4 servers, it might report optional NICs on Mezzanine cards and optional FC HBAs on Mezzanine cards as embedded devices.
- If versions earlier than 7.5 of the management agents are installed on target systems, PMP will 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 displays 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 an enclosure with additional disks is connected to an Integrity server using a Qlogic card, bay numbers are repeated in the Inventory information for the enclosure.
- PMP does not work as expected when installed using a remote Oracle 10g database 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 (VM's), it is recommended that you 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 4.6. When monitoring virtual machines from PMP, there are certain scenarios where stopping a virtual machine can cause the PMP service to stop. Once the PMP service stops, the user is typically not aware except that certain PMP web pages will not load in the HP SIM user interface. HP recommends, if monitoring VM guests, to do an uninstall and then a fresh install of PMP 4.6. If not monitoring VM's, then a normal upgrade process is the recommended installation mechanism.

Limitations and known issues in VPM 2.1.1

- Using Mozilla Firefox, you will not be able to start a scan for vulnerabilities, perform a patch fix, and view installed patches using the VPM column. To execute any of these operations, use the top level menus.
- 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, it may be removed successfully 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 could also show up during VPM install, update, or uninstall operations (in which STAT Scanner is installed, updated, or uninstalled).

  This error can be ignored because STAT Scanner component w3wp.exe sometimes ends abnormally when a new version is put into place. If this message appears, click **OK**.
- VPM enables upgrades to a third server. For example, if HP SIM was installed on server A, and an older version of VPM was installed on server B, the upgrade enables VPM installation on server C. The VPM database is updated for the new installation on server C, and all the patch data from the older installation on server B is lost.
- If the VPM database is located in the current domain, it is possible to 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.

- 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 and 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:
  a. Display the All Systems list.
  b. Double-click the node name to display its system page.
  c. Click the **Links** tab.
  d. Select **Edit System Properties.**
  e. Enter the desired system name in the preferred system name field.
  f. Click **OK.**
  g. When a SQL Server database is used, VPM database credentials are not updated by the Change VPM Credentials utility. There is currently not a supported method for changing the credentials manually. An engineering advisory will be issued at a later time with instructions to change the database credentials.
  h. When licensing a VMware system 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 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.
  i. Some systems might be incorrectly identified and 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*.
  j. 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.
  k. Microsoft Windows File Protection maintains backup copies of critical system files in a hidden directory named "dllcache" so that these critical files can be replaced if they are removed for any reason. Uninstalling an application can remove some of these critical files. In rare situations, 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.
  l. The installation fails if curly braces ("{" or "}") are used in the account password 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*.
  m. A generic Radia internal error appears in the HP SIM event log if the patch repository is viewed before a patch acquisition is performed.
  n. 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.
  o. 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, the patch acquisition must be restarted.
  p. If a group of systems is selected to receive configuration fixes and some systems in that group do not require all the fixes, the fix events are still displayed for those systems. However, Vulnerability and Patch Management Pack does not actually apply the fixes to those systems that do not require them.

q. When applying fixes and patches based on a scan, VPM could possibly 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.

r. 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. Select **Deploy>Vulnerability and Patch Management>Validate Install Patches** to update the installed patches list.

s. If multiple systems are scanned as a group and multiple vulnerabilities exist, the Scan Detail report for the group might be too large to be generated. View the Scan Detail report for individual systems in the group.

t. 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.

u. 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.

v. The Back button in the web browser does not function properly. Use navigation buttons within the HP SIM and VPM pages.

w. If a secure connection is configured between VPM and HP SIM by installing an IIS certificate, scanning no longer works if the certificate is later removed. To continue without renewing the certificate, uninstall and reinstall VPM.

For more information

For more information about HP Insight Control Management, see the following resources:

- http://www.hp.com/go/insightcontrol
- *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*

For more information about HP SIM, see the following resources:

- 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 SIM User Guide*

For more information about HP BladeSystem Integrated Manager, see http://h18013.www1.hp.com/products/servers/management/bsme/index.html.

For more information about HP iLO 2 Advanced Pack, see the following resources:

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

For more information about HP Insight Power Manager, see the following resources:

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

For more information about HP Rapid Deployment Pack, see the following resources:

- http://www.hp.com/servers/rdp
- *HP ProLiant Essentials Rapid Deployment Pack Planning Guide*
- *HP ProLiant Essentials Rapid Deployment Pack User Guide*
- HP ProLiant Essentials Rapid Deployment Pack Knowledge Base, available at http://www.hp.com/servers/rdp/kb

For more information about HP Virtual Machine Management Pack, see the following resources:

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

For more information about HP Server Migration Pack – Universal Edition, see the following resources:

- http://www.hp.com/go/migrate
- *HP Server Migration Pack – Universal Edition Quick Setup Poster*
- *HP Server Migration Pack – Universal Edition Support Matrix*
- *HP Server Migration Pack – Universal Edition User Guide*

For more information about Extensions for HP SIM on Microsoft Windows, see the overview whitepaper at http://h71028.www7.hp.com/ERC/downloads/4AA1-0110ENW.pdf

NOTE: Beginning with this release, Performance Management Pack and Vulnerability and Patch Management Pack documentation are incorporated into Insight Control Management documentation.

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