HP Insight Software
Release Notes

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1 HP Insight Software Release Notes

Version

Insight Software DVD 3.10

> 📝 **NOTE:** HP Insight Control Environment documentation incorporates the HP Performance Management Pack and HP Vulnerability and Patch Management documentation.

Supported platforms and system prerequisites

For more information, see the *HP Insight software Support Matrix* on the Insight Software DVD #1 or at **http://www.hp.com/go/insight**.

Information about Japanese support is located at **http://www.hp.com/jp/insight**.

What's new in version 3.10

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

Insight Software DVD #1 (dual-layer):

- HP Systems Insight Manager (HP SIM) 5.3.1 (*updated*)*
- HP Insight Rapid Deployment software (RDP) 3.83 (*updated*)*
- HP Virtual Machine Management Pack (VMM) Pack 3.6.1 (*updated*)*
- HP Performance Management Pack (PMP) 5.2 (*updated*)*
- HP Service Essentials Remote Support Pack 5.21 (*updated*)*
- Insight Software Advisor 3.1 (*updated*)*
- System Management Homepage (SMH) 3.0
- HP Version Control Repository Manager (VCRM) 2.2.0
- WMI Mapper 2.6
- HP BladeSystem Integrated Manager 3.5.1 (updated)*
- HP Insight Power Manager (IPM) 2.00
- HP Vulnerability and Patch Management 3.00
- HP Virtual Connect Enterprise Manager (VCEM) 1.20

Insight Software DVD #2 (single-layer):

- HP Insight Server Migration software for ProLiant (SMP) 3.70 (*updated*)*
- Virtual Server Environment (VSE) Management Software 4.1
- HP Insight Orchestration software (IO) 1.0.1 (updated)*
- HP Insight Recovery 1.0

Upgrade notes

- Supports upgrades for Insight software versions 2.00, 2.10, 2.20, 2.21, 2.30, 2.35, and 3.00.
- Component upgrade minimums:
  - HP Systems Insight Manager 5.1 SP1
  - HP System Management Homepage 2.1.8
  - HP Version Control Repository Manager 2.1.8
  - HP BladeSystem Integrated Manager 2.4
  - HP Insight Power Manager 1.20

- HP Rapid Deployment Pack 3.60
- HP Performance Management Pack 4.5
- HP Vulnerability and Patch Management Pack 2.1
- HP Virtual Machine Management Pack (VMM and SMP combined) 2.2
- Mapper 2.3
- Remote Support Software Manager A5.0

- The disk space requirements for a full installation have been increased from 10 GB to 15 GB to accommodate HP Insight Orchestration software and HP Insight Recovery.
- The VPM password characters + and \ are no longer supported. You can only use these characters in passwords if you are not installing VPM.

Suite updates

This section describes Insight software suite updates

HP Insight Control Environment 3.10

- New support:

  Support for G6 server group:

  HP ProLiant BL series:

  BL260c G6
  BL460c G6
  BL490c G6
  BL685c G6

  HP ProLiant DL series:

  DL360 G6
  DL380 G6
  DL385 G6

  HP ProLiant ML series:

  ML330 G6
  ML350 G6
  ML370 G6

- Updated products:

  HP Insight Rapid Deployment software (RDP) 3.83
  HP Systems Insight Manager (HP SIM) 5.3.1
  HP Virtual Machine Management Pack (VMM) 3.6.1
  HP Performance Management Pack (PMP) 5.2

  These product updates include new platform support and minor bug fixes.

Component updates

This section describes HP Insight software component updates.

HP Insight Software Integrated Installer 3.10

- Included the installation process for product patches
- Renamed HP Rapid Deployment Pack to HP Insight Rapid Deployment software
- Moved system reboot to the middle of HP Insight Rapid Deployment software installation process to ensure proper installation of this product
- Renamed HP Server Migration Pack - Universal Edition to HP Insight Server Migration software for ProLiant

HP Systems Insight Manager 5.3.1

- New hardware support

  HP SIM 5.3 Update 1 enables you to monitor and manage the leading HP ProLiant G6 servers.

- Enhanced providers support

  HP SIM 5.3.1 provides support for HP Insight Management WBEM Providers 2.3 and Linux providers.

- Extended functionality

  HP SIM 5.3 Update 1 pre-enables support for the following:

  SUSE Linux Enterprise Server 11
  Red Hat Enterprise Linux 5 Update 3

HP Insight Orchestration 1.0.1

Enhancements

Includes IO patch installer (located on Insight Software DVD #2)

HP Insight Rapid Deployment software 3.83

- New features

  Deployment support for HP ProLiant G6 series servers
  Deployment support for VMware ESX 3.5 Update 3
  Deployment support for Microsoft Hyper-V Server 2008
  Deployment support for Red Hat Enterprise Linux 5.3

- Renaming

  Renamed from HP Rapid Deployment Pack to HP Insight Rapid Deployment software

- Install change

  Insight Rapid Deployment reboot reordered during integrated installation

HP Virtual Machine Management Pack 3.6.1

- ▲ New support

  HP SIM 5.3.1
  Microsoft Hyper-V
  Xen on Red Hat Enterprise Linux 5.2 and SUSE Linux Enterprise Server 10 SP2
  New VMware ESX versions
  SQL Server 2008
  Enhancements to accommodate larger virtual disks during transport operations on VMware ESXi Server 3.5.0 and Microsoft Hyper-V

HP Performance Management Pack 5.2

> **NOTE:** HP Performance Management Pack 5.1 was a support only release.

- ▲ New support for HP ProLiant G6 servers

HP Insight Server Migration software for ProLiant 3.70

New features

- Updated support for Microsoft iSCSI Software Initiator to 2.06, 2.07 or 2.08
- HP ProLiant G6 servers support
- Hypervisors:
  ESX 3.5 Update 4

ESXi 3.5 Update 4
HP Integrated Citrix XenServer 5.2

- Linux migrations (32-bit) P2P Red Hat Enterprise Linux 5.2 with LVM, SUSE Linux Enterprise Server 10 SP2

- Support for VMware Server 1.05, 1.06, and 1.08

- Support for Red Hat Enterprise Linux 5.2

- Rebranded from HP Server Migration Pack–Universal Edition to HP Insight Server Migration software for ProLiant

Installation notes

📝 **NOTE:** Passwords must be alphanumeric characters or - _ $ & ^ % # = ` ~ | < > period and space. Do not use a $ as the first character or a space as the last character in the account password.

If you are not installing VPM 3.0, your password can also include + \ [ ] ( ) * ! @ ; and comma. If necessary, see the *HP Insight Software Installation and Configuration Guide* for information on changing your password.

- For the HP Insight software 3.10 release, the VPM password characters + and \ are no longer supported. You can only use these characters in passwords if you are not installing VPM. Do not use a $ as the first charactor or a space as the last character in the account password.

- The Insight software 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 software
  ```

  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.

- If .NET 2.0 is not installed, clicking **Run Integrated Installer** sometimes causes the `Wait while installer components are loaded` error message to appear for an undetermined time.

  This is a .NET 1.1 error that occurs when checking application certificates. To prevent this issue, verify that .NET work 2.0 is installed in your system before starting the Insight Software installation process.

- When running installation from hard disk drives, the contents of the 2 Insight Software DVDs must be copied to different directories in the disk. Do not copy the DVD contents to the same hard drive directory.

- When using auto-logon to reboot to the original install session, you must include either the `/admin` or `/console` switch to reconnect remotely through the remote desktop after the system reboot.

- To enable execution permissions for administrators when installing in Windows 2008 operating systems, disable the User Account Control: Run all administrators in Admin Approval Mode option in the **Local Security Policies**→**Local Polices**→**Security options**→**User Account Control** menu.

- If you are installing HP Insight Rapid Deployment software, 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).

- To reduce the time required to perform a successful Insight software installation, complete the *HP Insight Software 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 software DVD kit. The electronic version is available on the DVD.

- For information about estimated installation times, installation procedures, and the setup of HP Insight software, see the *HP Insight Software Quick Setup Poster* and the *HP Insight Software Installation and Configuration Guide*.

- Installation logs are located in `<system drive>:\HPIC\logs`.

- If Insight Software Advisor is installed, the logs it produces are in `<system drive>:\HPIC\logs\ICEA`. If Insight Software 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.

- 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.

- 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.

- 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`.

- 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.

- When installing on a Japanese operating system, Japanese characters cannot be used in the user name, password, or installation path fields.

- When reusing an existing database, the SQL Server Browser Service or SQL Agent must be running in the database server.

- When installing in an environment with a previously installed remote database, the current user running the Insight software installation must have administrator permissions in the database.

- 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.

- When using database-named instances, you must have fixed port numbers, not dynamic port numbers.

- When using HP Insight Rapid Deployment software 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 HP Insight Rapid Deployment software and database ports.

- 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.

- 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.

- 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.

- During the Performance Management Pack and HP Insight Server Migration software for ProLiant upgrade process, an uninstall window appears. This window is a normal part of the upgrade process and appears only briefly. Do not manually close this window.

- When reusing a remote HP Insight Rapid Deployment software installation, the installer might display an error message stating that HP Insight Rapid Deployment software 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 HP Insight Rapid Deployment software server.

- HP Insight Rapid Deployment software requires that the user that is logged in during the installation and the user account specified during the installation have SERVERADMIN permissions on the local or remote SQL Server. This can be done by opening the Microsoft SQL Server Management Studio and navigating to **Security→Server Roles→serveradmin**. At this point a user account can be added by clicking **Add**.

- HP Insight Rapid Deployment software does not support the utilization of SQL Server dynamic ports. Verify your configuration by opening the Microsoft SQL Server Configuration Manager and navigating to SQL Server Network Configuration à Protocols à TCP/IP Properties. Select the IP Addresses tab and verify dynamic ports is not enable by make sure the TCP Dynamic Port field has a null value. If the TCP Dynamic Port field has a 0 then dynamic ports is enabled on that local area connection's IP address.

- When you install HP Insight Rapid Deployment software and HP SIM on the same system but using different databases, upgrade the HP Insight Rapid Deployment software using its standalone installer before running the Insight software installer. If you upgrade HP Insight Rapid Deployment software using the Insight software installer, in this case, HP Insight Rapid Deployment software redirects to use the same database as HP SIM and data from the original HP Insight Rapid Deployment software database does not migrate.

- When reusing HP Insight Rapid Deployment software, the credentials must have administrator permissions in the local server. If the servers are not in a Windows domain, the HP Insight Rapid Deployment software user name must also exist in the local system, and both must have the same password.

- When reusing an existing HP Insight Rapid Deployment software installation, you must install the Deployment Server and Web Console on the same server to enable Insight software to correctly use HP Insight Rapid Deployment software.

- When selected, the option to create the virtual directory in Microsoft Internet Information Server File Transfer Protocol (IIS FTP) service for HP Insight Rapid Deployment software deployments requires that the IIS FTP service be installed and running on the system.

- When installing HP Insight Rapid Deployment software, 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 HP Insight Rapid Deployment software ProLiant Integration Module setup program, located in the rdp\eng\pim directory on the DVD.

- If the w3wp.exe – Application Error message appears during the VPM uninstallation process, click **OK**.

- 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**.

- Verify that Internet Explorer is configured to show pictures (default setting) before running the Insight software installer. Select **Tools→Internet Options window**, select the **Advanced** tab, and then in the Multimedia section, select **Show pictures**.

- For Virtual Machine Management Pack to be installed successfully, port 40420 must remain open.

- 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.

- The installer does not support operating systems loaded from a network shared drive.

- 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.

- When you enable proxy authorization, certain HP SIM help pages ask for user credentials when the pages open.

- When you execute Insight software installation in an environment where HP Insight Rapid Deployment software was uninstalled by Add/Remove programs (keeping HP Insight Rapid Deployment software SIM Integration Module installed), the HP Insight Rapid Deployment software SIM Integration Module checkbox appears as read-only and cannot be deselected. HP Insight Rapid Deployment software installation becomes necessary because the module relies on HP Insight Rapid Deployment software.

  To uninstall HP Insight Rapid Deployment software SIM Integration Module, run the Insight Software uninstaller and check the HP Insight Rapid Deployment software SIM Integration Module item in the selection screen.

- When an administrator installs HP SIM through the Insight software installer, this login has an icon created by the HP SIM installer. If a second administrator logs on the same computer where Insight Software 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.

- If the CMS had an older version of VPM ever installed on the system, delete the HKEY_LOCAL_MACHINE\Software\STAT\STAT Scanner\BuildNum registry key.

- If performing a fresh installation of VPM 3.0, an error message saying that VPM/STAT update has failed while downloading patches might appear. Ignore this message.

- If you are requested to install either a non-supported or non-existing patch, you might notice an error in the event log requesting that you perform either the acquisition or publishing task again. However, the embedded VPM Scanner might find more vulnerabilities than can be resolved by patching. Currently VPM only supports Microsoft and RedHat patches. You will see information provided so you can take appropriate information.

- If a particular patch requires a reboot, the VPM Patch Manager fails to register the VPM reboot status event under VPM events.

Uninstallation notes

- If RSSWM was installed, the <InsightSoftwareRootDirectory>ICM folder will remain on the file system if Insight software is removed. By default, this folder is named `C:\Program Files\HP\CM`. You must manually delete this folder and all its components after completing the Insight software removal.

- If software 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 RDP.

- The Insight software uninstallation process does not uninstall HP Service Essentials Remote Support Pack or HP System Management Homepage.

- When uninstalling HP Insight Rapid Deployment software, if a warning message appears related to the PXE Configuration Utility, click **OK**.

- After uninstalling Insight software, 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.

- When removing HP SIM through the Add/Remove Programs menu, manually remove the registry key to enable Insight software Services component installation using the Insight Software DVD. The registry key to be removed is:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Uninstall\{01A62FDA-EEDD-4182-9BE3-26B065A26D60}_is1
```

Limitations and known issues in HP Insight Software 3.10

HP Insight software has the following limitations and known issues:

- "HP Insight Control Environment 3.10"
- "HP Systems Insight Manager 5.3.1"
- "HP Virtual Machine Management Pack 3.6.1"
- "HP Performance Management Pack 5.2"
- "HP Vulnerability and Patch Management Pack 3.00"
- "Virtual Server Environment 4.1"
- "HP Insight Rapid Deployment software 3.83"
- "Other"

HP Insight Control Environment 3.10

- Upgrading ICE from versions that use MSDE to Insight software 3.10 may fail during the database upgrade phase with error code *29552*. The error occurs due to a known SQL Server issue.

  To resolve, see: **http://www.microsoft.com/products/ee/ transform.aspx?ProdName=Microsoft+SQL+Server&ProdVer8.9.00.1399.06&EvtSrc=setup.rll&EvtID=SQLSetup90&EvtType=29552**.

After you have completed manually upgrading the MSDE instance that has the ICE product databases to SQL Express 2005 SP2, reinitiate the Insight software installer.

- 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.

HP Systems Insight Manager 5.3.1

- Upgrading HP SIM from versions that use MSDE to 5.3 Update1 may fail during the database upgrade phase with error code *29552*. The error occurs due to a known SQL Server issue.

  To resolve, see **http://www.microsoft.com/products/ee/ transform.aspx?ProdName=Microsoft+SQL+Server&ProdVer&9.00.1399.06&EvtSrc=setup.rll&EvtID=SQLSetup90&EvtType=29552**.

  After you have completed manually upgrading the MSDE instance that has the HP SIM database to SQL Express 2005 SP2, reinitiate the HP SIM installer.

- A vulnerability in Microsoft SQL Server exists which could allow remote code execution. To resolve this issue, run **Windows Update** to receive the latest Microsoft security fixes or install the following patch:

  http://www.microsoft.com/technet/security/Bulletin/MS09-004.mspx

- Insight Control Environment, Insight Control Environment for BladeSystem and Insight Control Data Center Edition licenses applied earlier than version 2.30 of Insight Control Management (now Insight software) licensing display subcomponent licenses in HP SIM. These subcomponents incorrectly display the "Included, no expiration" for Technical Support as well as Updates and Upgrades. The correct date for these fields display as part of the suite license information.

HP Virtual Machine Management Pack 3.6.1

- The screen resolution must be 800x600.

- During an installation or an upgrade, the `VMMclient.jar`, `vmmsimtools.jar`, `commons-cli-1.0.jar`, or `org.mortbay.jetty.jar` files might fail to copy or delete. If this occurs, the installer might be unable to replace these .jar files in the **HP SIM lib** folder. If this occurs, remove the file by performing the following:
  1. From **Control Panel**, select **Administrative Tools**.
  2. Double-click **Services**.
  3. Highlight **HP Systems Insight Manager**, and then click **Stop the service**.
  4. Locate the appropriate .jar file, and then manually delete it.
  5. Click **Start the service**.
  6. Reattempt the VMM installation process.

  If you are upgrading Virtual Machine Management Pack, a message displays indicating that Virtual Machine Management Pack failed to delete the file. To continue the installation, click **Ignore**.

- When upgrading Virtual Machine Management Pack, the following error message might appear:

  `<VMMInstallDIR>\jrewindows\filename.dll/jar file Failed to DeleteFile, Press Abort, Retry or Cancel and installation process awaits user inputs before continuing with the upgrade.`

  If you do not answer the prompts, the installation is aborted or timed out with `Component Launch error code 5`.

  These messages might appear if any hpvmmsvcj.exe process stalls during upgrade. As a result, some of the files might not get deleted during uninstall procedure of Virtual Machine Management Pack.

  To resolve this issue, before starting the upgrade process, stop the HP Virtual Machine Management Pack service on the CMS, and then check if there are any stalled hpvmmsvcj.exe processes. If any processes are stalled, select to stop those processes before starting the upgrade.

- 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.

VMM 3.6.1 Patch

The VMM 3.6.1 patch installation on the CMS may sometimes fail with following message in the `c:\hpvs-p01.log` indicating Permission denied, Moving file vmm.jar.bak failed.

To resolve:

1. At the command prompt, enter `taskmgr.exe`
2. Click the **Processes** in the task manager window.
3. Search for instances of the hpvmmsvcj.exe process.
4. Right-click on hpvmmsvcj.exe and select **End Process**.
5. Click **Yes** to confirm.
6. Repeat steps 4 and 5 for all instances of the hpvmmsvcj.exe process.
7. Restart the VMM 3.6.1 patch.

HP Performance Management Pack 5.2

- The update to HP Insight Management Agents provided at the link below enables HP Performance Management Pack 5.2 to monitor CPU and Memory subsystem on ProLiant servers running Linux operating systems. The monitoring of Network, Storage and PCI subsystems will be supported in an upcoming version of HP Performance Management Pack.

  HP Performance Management Pack 5.2 and the update to HP Insight Management Agents are available for download at:

  http://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPPMP

- The external storage information is not detailed in the generated system summary report.

- Logged data is not retained during offline analysis if the server is deleted and rediscovered in HP SIM.

- An exception displays when you try to generate a static analysis report from the offline analysis page.

- Server availability report shows incorrect accessible and inaccessible durations.

- Performance icon displayed against storage components and respective analysis message mismatch on the online analysis page.

- Occasionally, the selected servers display as `Invalid Server` on the license setup page.

- After changing the CMS hostname and IP address, the generated CSV contains the old hostname, the system summary contains the old IP, and the server availability reports contain the old hostname and the old IP.

- No configuration information is showed for the Ultra 3 SCSI Adapter.

- NIC subsystem's major or minor performance state (icon) is not reflected against the server or in PF column.

- PF column shows critical icon when you rediscover a target node configured with a new IP, without deleting the target node in HP SIM.

- Inventory data displays blank messages for NC360m and NC364m cards.

- Occasionally, the VM guest is not displayed in VM Host online analysis page.

- For a few NIC adapters, such as NC7782, NC7170, all the network ports are shown as disabled or not configured in online analysis.

- The graph is not displayed as per the counter values for NIC subsystem in online analysis.

- Network Connections Configuration displays incorrect number of Network Ports and Network adapters.

- Occasionally, the WBEM Management Agent version is not displayed on the online analysis page.
- Physical disk information is not displayed if a hard drive is connected to SCSI adapter.
- Unidentified SCSI enclosure is displayed in the system summary report.
- The sorting property is not working in the table on all Reports pages.
- Memory details and NIC information is not displayed for the G6 servers.
- HP 8 Internal Port SAS HBA data is not displayed in the storage subsystem for C class Blade Integrity servers.
- Details of NIC teaming type and the involved ports do not display.
- PMP fails to retain the older data after upgrading on to Oracle database.
- Minimal server configuration data is available in the hardware specification.
- The online tree and online inventory page does not translate to Japanese.
- Offline tree and offline inventory page does not translate to Japanese.
- Occasionally, an error pops up indicating Communication with SIM has been lost while monitoring more number of servers.
- PMP menus are not added in HP SIM after successfull installation on Windows 2008 Server 32-bit.

  To resolve:
  1. Locate <HP SIM installed drive>\Program Files\HP\Performance Management Pack\pmptools.xml.
  2. Copy pmptools.xml to <HP SIM installed drive>\Program Files\HP\Systems Insight Manager\setup
  3. cmd>mxconfigrefresh
- If you are using Oracle 10g as the database, do not use PMP 5.0 available on the IS DVD 3.00 to upgrade from PMP 4.x to PMP 5.0. A separate version of PMP will be available on the Web if you are using Oracle 10g. As a precaution, back up your databases before performing an upgrade from PMP 4.x to the new version.
- You can license PMP with a specific PMP license or through the Insight Control Environment/Insight Control Environment for BladeSystem 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.
- PMP analyzes only CPU and Memory information for servers on which only WBEM is installed. Information for other subsystems does not appear.
- 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 and reports data from the next available date.
- PMP has few elements, which are not translated into Japanese language. They are Online Analysis and Offline Analysis pages and the date in YYYY/MM/DD format as expected on the Japanese page.
- System Summary Report, CSV Report, and Server Availability Report display "No Records found" when the date is provided in wrong format in Japanese locale. Server Availability Report (SAR) displays "commas" instead of "dots" in Japanese locale.
- While upgrading ICM 2.00 with PMP version 4.5 to HP Insight software 3.00 and PMP version 5.0, the HP Performance Management Pack (PMP) Uninstall window appears. You must not close this window manually. This window appears briefly as a normal part of the upgrade process and disappears automatically after uninstalling HP PMP 4.5 completely.
- GUI alignments are not proper for some of the components on PMP pages.
- When a user opens the Online Analysis or Offline Analysis page, a new page is opened in the browser leaving the previous page blank.
- When a user upgrades to PMP 5.0 using Insight Software DVD 3.00, the log file does not log the PMP 5.0 installation status.
- PMP 5.0 has very minimal specification set for legacy hardware. These are specific for the requirements of PMP.

- PMP 5.0 may log a PRIMARY KEY constraint Error in the mxdomainmgr.0.log file when PMP is unable to persist data into the database. After approximately 180 seconds, PMP will retry to persist the data to PMP database.
- The Server Name column on the Set Performance Threshold (SPT) page does not sort the column in order. The SPT page also may display extra space when the page window is resized.
- Pmp_log4j.log is available under <Systems Insight Manager>\logs and not under the PMP directory.
- PMP does not support remote database functionality using a remote 64-bit Oracle database server.
- Number of samples for analyzing the status in Offline Analysis is 5, regardless of the "Number of samples" determined in the Monitoring Administration and Online Analysis pages.
- Xen Host installed on Linux platform appears on Monitoring Administration page and Critical icon appears in PF column when started monitoring.
- PMP does not work when it is installed on remote Windows SQL 2008 by having different Service and Database users.
- 'Number of Configured processors' does not appear on PMP pages.
- PMP collects data for the target nodes at a minimum interval of 120 seconds.
- Occasionally, Memory Inventory information is not displayed for some of the servers. Instead, the "nic.configuration.issue.on" message appears.
- Often Inventory details will not load for Superdome and mid-range Integrity servers.
- Graph fails to display appropriate data when previous sample button is clicked.
- NIC Adapter name is repeated and showed as disabled.
- Integrity servers appear for Licensing on the License Unlicensed Systems page.
- PMP does not display IDE controller and SATA disk information.
- Supported speed of the NIC subsystem is displayed as "Unsupported" for workstations.
- Online analysis page takes more time to open for an Integrity server when it is discovered through WBEM.
- Physical Drive information under Inventory keeps appending for Storage Subsystem.
- Inventory details are repeating as much as the number of samples in CSV report.
- Exception appears, when clicked on Status and Graph tabs, when the Offline Analysis page loads in the Firefox browser.
- Analysis is not performed for unsupported PCI devices displayed under Host Bus Subsystem.
- Values are displayed as 0 for Host Bus Subsystem in the System Summary Report.
- The details of the Host Bus Subsystems listed in the System Summary Report are inconsistent with Online Analysis and Offline Analysis pages.
- Event is not generated when status changes from Major or Minor to Normal, or from Normal to Major or Minor.
- Some PMP URLs are set to connect to port 50000 of HP SIM.

HP Vulnerability and Patch Management Pack 3.00

- HP Vulnerability and Patch Management Pack fails to install from the Insight Software DVD and indicates `Required privilege is not held by the user` when the service account and Database Account credentials are different during the installation.

  To resolve:
  - Go to **Local Policies→User Rights Assignments→Replace a process level token** make sure the account is included in either the administrator group or uses an administrator user.
- VPM 3.0 does not support the following characters in a password: [ ], ( ), *, !, and @.
- The following table lists service name changes between VPM 2.x and 3.x.

VPM items	Version 2.x	Version 3.x
• RADIA version • STAT-SCANNER version • Acquisition utility version	• 7.16.004 • 5.4 • 2.x	• 7.2 • 6.4.5 • 3.0
Radia services	• Radia Configuration Server • Radia Messaging Server • Radia Patch Manager Server	• HP CA Configuration Server • HP CA Messaging Server • HP CA Patch Manager Server • HP Client Automation MSI Redirector • HP Client Notify Daemon • HP Client Automation Scheduler Daemon
Scanner Services	None	SQL Server (GUARDIAN), STATEngine Stat Engine (for Scanner 6.x only)
• Install command for VPM • Install Command for Acquisition tool on DVD	• Command line with /silent • Part of VPM GUI installer	• No change, but stand-alone GUI installer removed • \\VPM\WIN_IA32\acquiretool\setup.exe
Other dependency checks by VPM	• IIS • Microsoft SQL Server • TCP/IP • HP SIM and VPM versions	• No ISS • Microsoft SQL Server • TCP/IP • HP SIM and VPM versions, but HP SIM 5.3 required
VPM registry keys: • Key • Command	• HKLM\\Software\\Hewlett-Packard\\ Systems Insight Manager\\Components\\ Vulnerability and Patch Management Pack\\ UninstallKey • HKEY_LOCAL_MACHINE\\ SOFTWARE\\Microsoft\\ Windows\\CurrentVersion\\Uninstall\\ HP Vulnerability And Patch Management_is1	• HKLM\\Software\\Hewlett-Packard\\ Systems Insight Manager\\Components\\ Vulnerability and Patch Management Pack\\ UninstallKey • HKEY_LOCAL_MACHINE\\ SOFTWARE\\Microsoft\\ Windows\\CurrentVersion\\Uninstall\\ HP Vulnerability And Patch Management_is1

- When performing a scan over a target system, two different types of vulnerabilities might be found:
  - Fixes correct small system configuration issues and VPM 3.0 can not resolve those issues.
  - Patches correct system vulnerabilities based on patch files downloaded using Radia.

  Before version 3.00, VPM fixed both types of vulnerabilities by calling the STAT API (the "fix" method), and by issuing a request to the Radia infrastructure to apply patches that were previously downloaded from the operating system vendor patch feed site.

  The new STAT Scanner 6.4x does not provide fixes. As a result, VPM only performs patches.

  VPM displays the fixes, but does not perform these fixes automatically. If you wish to perform an action detailed here, you can do so.

- With VPM 3.00x and later, or with Insight Control Environment 3.0 or later, a new database entry with the name GUARDIAN appears. This database belongs to the vulnerability scanner. It replaces the older Scan Vulnerability ACCESS DB, used by the vulneraiblity scanning enging to store patch related information.

- 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.

- 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**.

- Unable to read customized scan definitions. For more details, check VPM Event Lists. If you get an error message during the vulnerability scan, verify that the STAT Engine Service is running.

- VPM installation takes between 30 and 50 minutes due to the additional time taken by the new SQL-based scanner installation.

- 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**.

- 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.

- 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.

- 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 Software Support Matrix*.

- 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.

- 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.

- 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 Software Installation Checklist*.

- If the patch repository is viewed before a patch acquisition is performed, a generic Radia internal error appears in the HP SIM event log.

- 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.

- 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.

- 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.

- 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.

- 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**.

- 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.

- 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 HP Vulnerability and Patch Management Pack.

- Applying more than 29 patches in a single operation can cause a timeout to occur. HP recommends installing less than 29 patches at a time. Radia Gemeric Error appears when more patches are attempted. HP is working to address this issue in the next VPM release.

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

- If you configure a secure connection 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 then reinstall VPM.

- When you upgrade VPM to 3.0 from an earlier version, there might be a failure to upgrade. To resolve this issue, remove the earlier VPM version and reinstall VPM 3.0.

- When you upgrade VPM to 3.0 from an earlier version, or in some cases perform a new installation, the embedded scanner appears to show a failure to scan the targets, or complete with error on HP SIM events. To resolve this issue, stop the SQL server (GUARDIAN) server, stop the STATEnine service, and then restart them in the same order.

- The VPM STAT update fails while downloading patches whenever performing a patch acquisition or vulnerability definition acquisition. This situation can be ignored because it does not affect any functionality of VPM27. When VPM 3.0 is un-installed, C:\Program Files\HP\vpm\radia folder is not removed. This failure to remove prevents a successful re-installation. To resolve this issue, stop the WMI and SNMP services, delete the Radia folder, restart the services, and then perform another installation.

- The Next button might not be enabled, even after licensing the target system from the Scan for vulnerability task. To resolve this issue, refresh the screen, and then click **Next**.

- The VPM Patch Agent is not installed on the target system when you perform the Scan fur vulnerability task. The VPM Patch agent displays a warning message saying that the patch is installed when you run the Scan for vulnerability task.

- The Simple listing report is disabled and the information now appears in the Detailed listing report, which displays Job details and a list of vulnerability IDs. For details for each vulnerability ID, HP recommends using the Vulnerability View report.

- Integrated installer warns to close Microsoft Management Console before VPM installation.

- Acquiring updates with local repository might not occur in Windows. To resolve this issue:

1. Locate rover-settings.xml from the location where you downloaded patches using the patch acquisition tool. For example, `E:\VPM\Data`.
2. Copy this XML file to the D: drive where HP SIM is installed. For example, `D:\IS\Systems Insight Manager\hpwebadmin\webapps\ROOT\mxportal\VPM\config\`.
3. Edit `<destination-path>E:\VPM\Data</destination-path>` to point to where the patches are downloaded in step 1.
4. Perform the acquire patches from local repository task again.

Virtual Server Environment 4.1

▲ When installing VSE from the Insight software installer onto a Windows CMS, the VSE installer might detect that HP SIM is not fully up and running. This problem happens intermittently and causes the following fatal error during the VSE configuration process:

```
Initial configuration failed. More information can be found in C:\Program
Files\HP\Virtual Server Environment\logs\vseinitconfig.log
```

Then the VSE Uninstall process appears.

To resolve this issue, cancel the VSE Uninstall process, and then proceed with the installation of the other Insight software components. When the Insight software installation finishes, verify that HP SIM is running, and then run the following command to install and configure VSE:

```
vseinitconfig -a -x restart_sim=true
```

HP Insight Rapid Deployment software 3.83

- An HP Insight Rapid Deployment software installation on Windows 2008 with the DHCP service installed locally, does not set the 060 DHCP option.

  Modify the following PXE configuration option if DHCP service is required to be installed locally on a Windows 2008 Deployment Server:

  - Navigate to **PXE Configuration Utility**→**PXE Server tab**→**DHCP Server discovery setting** and change the setting to **No DHCP server installed on PXE server (Use DHCP port)**. A future release of Altiris Deployment Solution will correct this issue.

- HP Insight Rapid Deployment software requires you use the local administrator (with Administrator privileges in HP SIM) to install HP SIM Integration Module. If you install with domain administrator credentials, you will receive the following installation error *Failed to register tasks*, but functionality is not affected.

- HP Insight Rapid Deployment software requires that the user that is logged in during the installation and the user account specified during the installation have SERVERADMIN permissions on the local or remote SQL Server. This can be done by opening the Microsoft SQL Server Management Studio and navigating to **Security**→**Server Roles**→**serveradmin**. At this point, a user account can be added by clicking **Add**.

- HP Insight Rapid Deployment software does not support the utilization of SQL Server dynamic ports. Verify your configuration by opening the Microsoft SQL Server Configuration Manager and navigating to **SQL Server Network Configuration**→**Protocols**→**TCP/IP Properties**. Select the **IP Address** tab and verify dynamic ports is not enabled by verifying that the TCP Dynamic Port field has a null value. If the TCP Dynamic Port field has a 0, then dynamic ports are enabled on that local area connection IP address.

- HP Insight Rapid Deployment software can only be installed using the Insight software installer on Windows 2008 when using the default database instance. If you want to install HP Insight Rapid Deployment software with a database using a named instance, use the HP Insight Rapid Deployment software installer from the DVD Products tab. HP Insight Rapid Deployment software installation on Windows 2008 from read-only media might fail the ProLiant or Integrity Integration Module Console Security check. To resolve the issue, reboot the Deployment Server and restart the ProLiant or Integrity

Integration Module installation. After HP Insight Rapid Deployment software has been installed, you can use the Insight software installer to install other products.

- HP Insight Rapid Deployment software installation on Windows localized in Italian or Spanish requires the English Windows AIK. The localized Italian or Spanish Windows AIK does not have support for WinPE IA-64 which is required for RDP installation.

Other

- When using Internet Explorer 8 browser on Windows Server 2008 x64 bit OS to browse HP SIM, you must configure Internet Explorer Enhanced Security Configuration mode to **Off** in to view the **Check for HP Insight Software Component Updates** page under Software Updates.

- When opening the help pages of Insight software 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 Insight Software DVD #1.

For more information

To obtain evaluation licenses for HP Insight software components, see **http://www.hp.com/go/tryinsightsoftware**.

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

Related documents

In addition to this guide, the following table lists the documentation resources available for each of the components on the HP Insight Software DVDs. All HP Insight Control Environment Suites components are located on #1.

The *HP Insight Software Support Matrix* lists supported target servers and operating systems for the components in the various HP Insight Software suites.

For a comprehensive list of supported products in the release, see the latest support matrix at **http://www.hp.com/go/insight** .

Table 1-1 Related documents

Component	Document
HP Insight Software	- HP Insight software website at **http://www.hp.com/go/insight** *HP Insight Software Installation Checklist* *HP Insight Software Installation and Configuration Guide* *HP Insight Software Quick Setup Poster* *HP Insight Software Release Notes* *HP Insight Software Support Matrix* - Use the Documentation tab on HP Insight Software DVD #1 for individual documentation for each component.

Component	Document
HP Systems Insight Manager	• HP Systems Insight Manager website at **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* • *Quick Start Guide*
HP BladeSystem Integrated Manager	• HP BladeSystem Integrated Manager in HP Systems Insight Manager website at **http://h18013.www1.hp.com/products/servers/management/bsme/index.html** • HP BladeSystem c-Class Firmware & Upgrades at **http://www.hp.com/go/bladesystemupdates**
Insight Power Manager	• HP Insight Power Manager website at **http://www.hp.com/go/ipm** • *Insight Power Manager User Guide* • *Insight Power Manager Installation and Configuration Guide* • *Insight Power Manager Support Matrix* • *Insight Power Manager ReadMe*
iLO2 Advanced Pack and iLO 2 Advanced for BladeSystem	• HP iLO 2 Advanced Pack and iLO 2 Advanced for BladeSystem website at **http://www.hp.com/go/ilo** • *User Guide*
HP Insight Rapid Deployment Software	• HP Insight Rapid Deployment software website at **http://www.hp.com/go/rdp** • *HP Insight Rapid Deployment Software User Guide* • HP website at **http://www.hp.com/servers/rdp/kb** (Regularly updated troubleshooting information, frequently asked questions, and specific how-to procedures are available on this site.)
HP Performance Management Pack and HP Vulnerability and Patch Management Pack	Documentation is incorporated into HP Insight Control Environment Suites documentation.
HP Virtual Machine Management Pack	• HP Virtual Machine Management Pack website at **http://www.hp.com/go/vmmanage** • *HP Virtual Machine Management Pack Release Notes* • *HP Virtual Machine Management Pack Support Matrix* • *HP Virtual Machine Management Pack User Guide*
HP Virtual Connect Enterprise Manager	• HP Virtual Connect Enterprise Manager website at **http://www.hp.com/go/vcem** • *HP Virtual Connect Enterprise Manager Release Notes* • *HP Virtual Connect Enterprise Manager User Guide*
HP Insight Dynamics – VSE	▲ HP Insight Dynamics – VSE website at **http://www.hp.com/go/insightdynamics** The following documents are available on the : • *HP Insight Dynamics - VSE & VSE Management Software Version 4.1 Getting Started Guide* • *HP Capacity Advisor User Guide* • *HP Virtualization Manager and Logical Server Management Version 4.1 Getting Started Guide* For the latest versions for VSE Management Software manuals, as well as white papers and manuals for related products, see Virtual Server Environment website at **http://docs.hp.com/en/vse.html**. For the latest information about Insight Dynamics and Management Software, see Virtual Server Environment website at **http://docs.hp.com/en/vse.html**
HP Insight Server Migration software for ProLiant	• HP Insight Server Migration software for ProLiant website at **http://www.hp.com/go/migrate** • *HP Insight Server Migration software for ProLiant Release Notes* • *HP Insight Server Migration software for ProLiant Support Matrix* • *HP Insight Server Migration software for ProLiant User Guide*
HP Insight Recovery	• HP Insight Recovery section at **http://docs.hp.com/en/vse.html** • *HP Insight Recovery 1.0 Release Notes* • HP Insight Recovery White Paper

Component	Document
HP Insight Orchestration Software	• HP Insight Orchestration website at **http://www.hp.com/go/insightorchestration** • *HP Insight Orchestration Software Release Notes* • *HP Insight Orchestration Software User Guide*