

HP Insight Remote Support Standard

Release Notes for A.05.30



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Revision history

Table 1 Revisions

Date	Edition	Revision
October, 2008	1.0	Initial release for Insight Remote Support Standard A.05.00
December, 2008	1.1	Added additional <i>Hosting Device</i> prerequisites and added HP 9000 and Integrity server support
March, 2009	1.2	<ul style="list-style-type: none"> • Added <i>Web-Based Enterprise Services</i> (WEBES) 5.5 support for <ul style="list-style-type: none"> ○ HP Insight Management WBEM Providers v2.3 ○ HP Insight Management Agent v8.22 See the <i>New and Changed Information in this release</i> section for more details of product coverage extension • Added new product name – See the <i>About this document</i> section • Added Disaster Tolerant Continuity Solution (DTCS) support
July, 2009	2.0	Initial release for Insight Remote Support Standard A.05.30: <ul style="list-style-type: none"> • Added new operating support for the <i>Hosting Device</i> • Update to the <i>Hosting Device</i> specifications • Added information about the installation directory location • Added statement on certificate support for WEBM authorization for monitored devices • Clarified Microsoft Windows Storage Server support • Added management module support for HP StorageWorks 4400 Enterprise Virtual Arrays, Controller Enclosure (Array Based Management) • New faster initial software download and version control option
July, 2009	2.1	<ul style="list-style-type: none"> • Added <i>Web-Based Enterprise Services</i> (WEBES) v5.5 Patch 1 details
September, 2009	2.2	<ul style="list-style-type: none"> • Updated clarification of <i>Hosting Device</i> specifications • Clarification on <i>Hosting Device</i> monitoring prerequisites • Added <i>Web-Based Enterprise Services</i> (WEBES) v5.6 support for <ul style="list-style-type: none"> ○ HP Integrity Essentials Foundation Pack for Linux v2.6 ○ HP Insight Management WBEM Providers for Windows Servers v2.3.2 ○ HP ProLiant SL160z and SL170z ○ SUSE Linux Enterprise Server 11 operating system on HP ProLiant server ○ VMware ESX3i/4i Server ○ HP StorageWorks x1000 & x3000 Network Storage Systems ○ Direct Attach Storage (DAS) on HP-UX 11i v3 ○ Extended HP StorageWorks product support ○ Added prerequisites for McData (M-Class) switches For more details see the Additional support through component updates section
November, 2009	2.3	<ul style="list-style-type: none"> • Updated the Known Issues section

About this document

! **IMPORTANT:** This document describes the supported products and prerequisites for the HP Insight Remote Support Standard software.

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

If unspecified combinations of products and operating systems are configured to operate with the HP Insight Remote Support Standard software solution, HP will not support them or guarantee that they will work correctly or that they do not negatively affect its operation.

Please note that the product name has changed to **HP Insight Remote Support Standard** to reflect its role in HP's easy-to-use integrated server management Insight Remote Support software family. See www.hp.com/go/insightremotesupport for more details.

Overview

HP Insight Remote Support software is a suite of remote support solutions that are scalable to meet your needs. There are currently two solutions HP Insight Remote Support Standard and HP Insight Remote Support Advanced (formerly known as HP Remote Support Pack). To better understand which solution best meets your needs, please visit www.hp.com/go/insightremotesupport.

This document is the Release Notes for the **HP Insight Remote Support Standard** software, which is targeted at customers with smaller IT environments. These are customers who currently do not use or require an infrastructure management platform, like HP Systems Insight Manager or HP Operations Manager. However, if you use either of these management platforms or have a larger enterprise environment, then HP recommends **HP Insight Remote Support Advanced** (formerly known as HP Remote Support Pack) as the solution that is optimized for your environment.

HP Insight Remote Support Standard currently supports HP ProLiant, HP Integrity, HP 9000 and BladeSystems servers as well as storage devices, and provides you with many features and benefits, including:

- Installed to your Windows ProLiant hosting device and configured to monitor your complete environment in less than 30 minutes after software download and automatic installation completes
- 24x7 real-time hardware event monitoring and secure Internet event submission help you identify and prevent potentially critical problems for your environment
- Automatic service request submission saves time monitoring and reporting issues
- Intelligent analysis of issues provides faster restoration of your managed systems to operational status
- Collection of configuration information from your devices to help HP resolve problems more quickly and accurately. Note: no business information is collected and the data is managed according to [HP's Data Privacy policy](#).
- HP or your authorized partner can propose recommendations that may improve your environment if you give us specific permission to do so.

Product architecture

HP Insight Remote Support Standard is a new solution that leverages a distributed architecture that is divided into two types of systems: *Hosting Device* and *Managed System*.

- **Hosting Device:** This is a Windows ProLiant server that hosts the HP Insight Remote Support Standard application and initiates all central remote support operations. This includes the collection of events and configuration information from the managed systems, and transmission of this information securely to HP for fast and effective problem resolution.
- **Managed Systems:** These are the supported hardware devices that are monitored for hardware events and from which configuration information is collected. The events and collections are gathered by the Insight Remote Support application on the *Hosting Device* and then securely transferred to HP. Response from HP or authorized partner will be delivered in line with the warranty, HP Care Pack Service or contractual support agreement purchased for the device reporting a failure.

What's new with A.05.30

A.05.30 is the second release of the HP Insight Remote Support Standard solution, and this paragraph summarizes the updates made:

New Installation process

- The complete installation directory for the HP Insight Remote Support Standard software can now be selected during the installation and can be different to the default directory.
- A new quicker initial download process and an optional version control capability have been introduced.

For details, see the [Installation process](#) chapter below.

New Hosting Device support

The following operating systems and hardware devices have been added to the HP Insight Remote Support Standard supported list with this release:

- With the A.05.30 release, multi-byte character input is **fully** supported within the HP Insight Remote Support Standard screens
- HP ProLiant 1x0 G6 Series servers are now supported as a *Hosting Device*. However, previous generations of the ProLiant 100 Series servers are **not** supported as they do not have Insight Management Agent or Provider support.

Increased product coverage for managed systems

Increased product coverage for managed systems is dependent on the installation of Web-Based Enterprise Services (WEBES) 5.5 as the analysis components delivered as part of the Insight Remote Support Standard A.05.30 software package. We strongly recommend you allow the automatic update of these software components on your *Hosting Device* to benefit from new product and operating support.

HP WBEM Provider and HP Insight Management Agent support

The following additional versions are now supported:

- HP Insight Management Agent v8.22

- HP Insight Management WBEM Providers v2.3
- HP Integrity Essentials Foundation Pack for Linux v2.4

HP ProLiant servers

The following products can now be monitored:

- HP ProLiant G6 servers including 100 Series servers:
 - HP ProLiant DL 160, 180 G6 servers
 - HP ProLiant ML 150 G6 servers



IMPORTANT: New users installing HP Insight Remote Support Standard A.05.30 will **automatically** benefit from the new product coverage. Existing customers will be able to benefit from the extended product coverage once the **Web-Based Enterprise Services (WEBES)** component has been updated to the **v5.5** or higher version. See chapter [Additional support through component updates](#) for updates to later versions and further product coverage.

IMPORTANT: ProLiant 100 G6 series server support requires HP Insight Management Agents version v8.22 or higher for SNMP protocols. HP Insight Management WBEM Providers v2.3.1 specifically is required to support the ProLiant 1x0 G6 series servers, but versions 2.3.2 is not compatible. HP Insight Management WBEM Providers v2.3.1 will be made available for download from <http://h18013.www1.hp.com/products/servers/management/wbem/providerdownloads.html> on **September 14th, 2009**.



NOTE: HP ProLiant 300, 500, or 700 series servers require the use of HP Insight Management WBEM Providers version 2.3.0.0 (or a version released after 2.3.1.0). Future versions of the Providers will combine support for 100, 300, 500, and 700 series servers. For more details, see the [ProLiant server](#) section below.

Operating system support for Integrity servers:

- **Linux managed systems**
 - Red Hat Enterprise Linux 5 for Itanium-based Systems
 - Red Hat Enterprise Linux 4 for Itanium-based Systems
 - Red Hat Enterprise Linux 3 for Itanium-based systems
 - SUSE Linux Enterprise Server 10 for Itanium-based systems
 - SUSE Linux Enterprise Server 9 for Itanium-based systems
 - SUSE Linux Enterprise Server 8 for Itanium-based systems
- **Windows managed systems**
 - Microsoft Windows Server 2003 Datacenter Edition
 - Microsoft Windows Server 2003 Enterprise Edition
- **OpenVMS managed systems**
 - OpenVMS V8.2-1 or higher

HP StorageWorks Modular Smart Arrays (MSA)

- MSA 500 and associated HDDs
- MSA 1000 and associated HDDs
- MSA1500 and associated HDDs
- MSA 2000 and associated HDDs

- MSA 20
- MSA 30
- MSA 50
- MSA 60
- MSA 70

HP StorageWorks Storage Servers

- HP StorageWorks All-in-One 1200 Storage System
- HP StorageWorks All-in-One 600 Storage System

HP StorageWorks Storage Blades

- HP StorageWorks All-in-One SB600c Storage System
- HP StorageWorks All-in-One SB920c Tape Blade

HP StorageWorks Tape Blades

- HP StorageWorks Ultrium 448c Tape Blade

HP StorageWorks Enterprise Virtual Arrays (EVA)

- Command View for EVA 9.1 support
 - EVA 4400 including the Controller Enclosure (Array Based Management (ABM))
- Command View for EVA 9.0 or higher support
 - EVA 6400
 - EVA 8400



IMPORTANT: Please also ensure that you install **Event Log Monitoring Collector (ELMC) 2.5** on any server that is monitoring an EVA with Command View for EVA 9.0 or above. This software depot is made available to you as an update through the Remote Support Software Manager (RSSWM) and needs to be pushed to your Storage Management Server. This can be done manually or using HP Software Update Manager (HP SUM).

For more details, see the *Requirements for EVA Supportability with HP Insight Remote Support* chapter in the *HP Insight Remote Support Quick Start Guide* available at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>

Miscellaneous

The following item is new and available as part of the Insight Remote Support Administration Console web interface <https://localhost:7906/installwizard/managedentities.html>:

- New **Service Providers** tab that allows customers to specify their preferred Hardware Support Provider and Service Sales Provider per device. If all of your support is delivered directly by HP, please ignore this screen. This feature is currently being introduced on a country-by-country basis and may not yet be available in your country. If some or all of your support is delivered by a service provider on behalf of HP, as your preference, please contact that provider on if this service is available and for the instructions on how to complete this screen.

Additional support through component updates

Web-Based Enterprise Services (WEBES) Updates

WEBES performs real-time service event filtering and analysis through product specific rule sets. These rule sets are updated regularly as improvements become available. We recommend that you take advantage of these improvements by configuring the Remote Support Software Manager to automatically update these rules sets and application updates.

WEBES V5.5 Patch 1 (minimum)

WEBES v5.5 Patch 1 is a patch release for WEBES v5.5 that is delivered as part of the initial Insight Remote Support Standard A.05.30 software package. This patch addresses the following:

- Last collection hyperlink inoperable issue fixed in Insight RSS configurations
- Fixes a communication failure between WEBES Vv.5 and Remote Support Common Components (MC3)

WEBES v5.6 (recommended)

WEBES v5.6 will **only** be made available as a *manual* software component update to existing Insight RSS installations through the Remote Support Software Manager (RSSWM), regardless of the automation level you configured.

This manual step is required because WEBES v5.6 utilizes a new database component that will enable this WEBES release and all future versions to be more scalable and give better performance. This database migration requires **System Administration** rights that are unavailable as an automated RSSWM software update because of Microsoft Windows security requirements.

You can upgrade to WEBES v5.6 when either WEBES v5.4 or WEBES v5.5 was previously installed. In order to manually install WEBES v5.6, follow the instructions below:

1. Log on to the *Hosting Device* using a user with System Administration rights
2. Ensure that the `DESTA_service` is running and functional, before attempting to upgrade, in order to be able to successfully migrate Managed Entity data. To do so, from a command prompt type

```
desta status.
```

If the service is not running, invoke it by typing

```
net start desta_service
```
3. The Remote Support Software Manager (RSSWM) GUI can be started by clicking **Start** → **All Programs** → **Hewlett-Packard** → **Remote Support Software Manager** → **Remote Support Software Manager User Interface**
4. When RSSWM starts for the first time, the **Packages** window will display immediately
5. Scroll down to the **Web Based Enterprise Services (WEBES) v5.6** package and click the "Install" link
6. In a next step, also ensure that you manually install the **Remote Support Eligible Systems List A.05.16.26** or higher software package by clicking the "Install" link



NOTE: More details on how to use the Remote Support Software Manager, see the *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide for Insight Remote Support Standard* at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>.


NOTE: See the *WEBES v5.6 Installation, Configuration, and Usage Guide* at <http://h18023.www1.hp.com/support/svctools/webes/index.html> for more details

Although an upgrade to WEBES v5.6 is currently not compulsory, without it, the following new products cannot be supported:

HP WBEM Provider and HP Insight Management Agent support

The following additional versions are now supported:

- HP Insight Management WBEM Providers for Windows Servers v2.3.2
- HP Integrity Essentials Foundation Pack for Linux v2.6 (Red Hat Enterprise Linux only)

 **IMPORTANT:** HP Insight Management WBEM Providers v2.3.1 specifically is required to support the ProLiant 1x0 G6 series servers, but versions 2.3.2 is not compatible. HP Insight Management WBEM Providers v2.3.1 is available for download from <http://h18013.www1.hp.com/products/servers/management/wbem/providerdownloads.html>. Future versions of the WBEM Providers will combine support for 100, 300, 500, and 700 series servers.

HP ProLiant Server support

- HP ProLiant SL160z G6 servers
- HP ProLiant SL170z G6 servers

HP ProLiant Operating System support

- Added VMware ESXi Server support



NOTE: For a complete list of VMware support on HP ProLiant servers, please see <http://h71028.www7.hp.com/enterprise/cache/505363-0-0-0-121.html>

- SUSE Linux Enterprise Server 11 (AMD64, EM64T, x86)



IMPORTANT: SUSE Linux Enterprise Server operating systems only support SNMP protocol to communicate error states.

HP Integrity support

- Added Service Media Library Links for BL860c/BL870c callouts
- Added Direct Attach (DAS) support on HP-UX 11i v3 operating systems

HP StorageWorks Products Support

- HP StorageWorks Storage Servers including
 - HP StorageWorks x1000 Network Storage System (NAS)
 - HP StorageWorks x3000 Network Storage System (NAS)
- Added HP StorageWorks Modular Array (MA) product support
- Added HP StorageWorks Enterprise Modular Array (EMA) product support
- Added HP StorageWorks Raid Array (RA) product support
- Added HP StorageWorks Enterprise Storage Array (ESA) product support
- Added HP StorageWorks Virtual Library Systems product support
- Added HP StorageWorks SAN switches product support
- Added HP StorageWorks Tape libraries product support

! **IMPORTANT:** New users installing HP Insight Remote Support Standard from HP Software Depot will **automatically** benefit from the new product coverage. Existing customers will be able to benefit from the extended product coverage and the new database component once the **Web-Based Enterprise Services (WEBES)** component has been updated to the **WEBES v5.6** version, requiring a *manual* installation step. See the [installation instructions](#) above.

Hosting Device Prerequisites

The HP Insight Remote Support Standard software requires that the *Hosting Device* is an HP ProLiant Windows based system, to allow the monitoring of itself as a Managed System, since this device is critical for the management and monitoring of your whole IT infrastructure.

In addition, the *Hosting Device* needs to monitor itself for potential problems. This requires the installation and configuration of the appropriate HP Insight Management Agents or HP Insight Management WBEM Provider. Refer to the [ProLiant managed servers](#) section for more details. Operating system and hardware model support are specific to the *Hosting Device* as follows.

Supported Hosting Device Operating Systems

- Microsoft Windows Server 2003 Standard or Enterprise Edition for x86 with SP1 or higher (running on x86 or x64/AMD64 platforms)
- Microsoft Windows Server 2003 R2 Standard or Enterprise Edition for x86 (running on x86 or x64/AMD64 platforms)
- Microsoft Windows Server 2003 for x64
- Microsoft Windows 2003 SMB, with SP1 or higher
- Microsoft Windows 2003 Server with installed Multilingual User Interface Pack (MUI)
- Microsoft Windows 2003 with English, French, Italian, German, Spanish, Dutch, Traditional Chinese, Simplified Chinese, Korean and Japanese International Server (see the Important Notice below)
- Microsoft Windows Server 2008 Standard
- Microsoft Windows Server 2008 Enterprise
- Microsoft Windows Server 2008 Datacenter
- Microsoft Windows Server 2008 Standard 32-Bit
- Microsoft Windows Server 2008 Enterprise 32-Bit
- Microsoft Windows Server 2008 Datacenter 32-Bit
- Microsoft Windows Small Business Server 2008
- Microsoft Windows Web Server 2008

! **IMPORTANT:** Windows 2000, Windows XP, Windows Vista operating systems are not supported as a *Hosting Device* operating system as they do not offer a diagnostic monitor on a Windows ProLiant server that would allow the *Hosting Device* to monitor itself.

IMPORTANT: With the A.05.30 release, multi-byte character input is **fully** supported within the HP Insight Remote Support Standard screens.

IMPORTANT: Microsoft Windows Storage Server is **not** licensed or supported as a general *Hosting Device* operating system to monitor any other devices other than itself and attached HP storage devices. This is a restriction of the Microsoft's operating system license purchased as part of the storage server.

Number of Managed Systems supported

This solution has been optimized to support **1-50** managed systems. Although the Insight Remote Support Standard solution will support up to 100 servers, you may find these higher numbers make this solution less convenient to configure and maintain. In this case, HP strongly recommends you to utilize HP Systems Insight Manager and the HP Insight Remote Support Advanced (formerly known as HP Remote Support Pack) as this technology is optimized to handle much larger numbers of servers and contains additional features. For more information, please visit www.hp.com/go/insightremotesupport.

Supported Hosting Device Hardware

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

Refer to the [ProLiant managed servers](#) section for more details of Insight Management Agent or WBEM Provider support.



NOTE: ProLiant 100 Series servers, with the exception of the newly added ProLiant G6 1x0 Series servers, are not supported as a *Hosting Device* to host HP Insight Remote Support Standard since they do not offer a diagnostic monitor agent to monitor themselves.

Minimum and recommended Hosting Device specifications

The *Hosting Device* can be a shared Windows ProLiant application server that meets the following specifications in order to ensure that it performs and is available at a high level.

A large variety of Windows ProLiant servers can be used as a *Hosting Device* for this purpose, dependent on the size of monitored and managed environment.

This section provides **guidance** that would make any particular Windows ProLiant model and configuration suitable or not beyond the operating systems and hardware platforms described above.

The section below provides some **examples** of *Hosting Device* server specifications compared to the number of devices that are required to be monitored. The specification can be affected by a number of factors:

- The type and power of the Windows ProLiant server selected
- The type of devices monitored and managed (e.g. an EVA or device using ELMC to monitor is the equivalent of 4 other devices)
- If the *Hosting Device* is also being used for other optional management applications (e.g. Command View for EVA)
- The applications sharing the same *Hosting Device*

Hence, it is not possible to give exact advice on which specification will be required. If performance degradation is observed, it is likely that the server may need to be compared to the following recommendations outlined below.

If an existing installation is not suffering performance degradation, it is not necessary to meet these recommendations.

The following tables outline the **minimum** and **recommended** *Hosting Device* specifications based on the results of HP's quality assurance and performance testing for specific environments.

Since a large variety of Windows ProLiant servers can be used as a *Hosting Device* and processor speed alone does not indicate the power of a server, the following servers are examples of recommended configurations according to the size of the monitored environment.

Table 2 Recommended configuration to manage up to **50** devices

	Example Server Model	Memory Size	Free Disk Size
Minimum	<ul style="list-style-type: none">DL180 G6ML150 G6	2 GB	500 MB for normal operation (1.5GB for full installation)
Recommended	<ul style="list-style-type: none">BL280C G6	3 GB	At least 500 MB for normal operation (1.5GB for full installation)

These configurations are only examples of currently available servers; older or similar HP server configurations with similar performance can be substituted. Processor speed alone does not indicate the power of a server.

Although Insight RSS and this configuration is optimized to manage up to **1-50** devices, however, this specification may support up to 100 devices, dependent on the factors listed above. As the number of devices expands, it may be possible that performance degradations will be observed. At this point, consideration should be given to upgrade the *Hosting Device* or to migrate to HP Insight Remote Support Advanced.

Hosting Device Application Prerequisites

- .NET Framework 2.0.
This is a Windows component and can be found in the Add/Remove Programs dialog in Control Panel. If .NET Framework 2.0 is not listed, we strongly advise that you obtain it and any patches or updates on a regular basis from the Microsoft web site.

! **IMPORTANT:** If .NET Framework 2.0 is **not** installed on the *Hosting Device* before HP Insight Remote Support Standard installation, the installation process will fail with a non specific error message. To resolve the issue, install .NET Framework 2.0 and then re-run the installation process.

The .NET Framework 2.0 software version is **specifically** required. Newer versions will not interfere with the HP Insight Remote Support Standard application, but will not fulfill this requirement.

If you install .NET Framework 3.x on a system that does not have version 2.0 installed, the installer will automatically install version 2.0 for you. Do not uninstall .NET Framework 2.0 from a .NET Framework 3.x installation as this will break HP Insight Remote Support Standard.

- Java Virtual Machine plug-in for Internet Explorer that can be obtained from <http://java.sun.com/getjava> (this Java plug-in is not installed by default in the Internet Explorer Web Browser for 32-bit and x64 editions of Windows Server 2003)

Supported Web browsers

- Internet Explorer, Version 6.X and 7.X
- Firefox, Versions 3.X

Although it is not mandatory, HP strongly recommends that the HP Insight Remote Support Standard *Hosting Device* is covered by a warranty, HP Care Pack Service or HP support contract obligation. The *Hosting Device* is a critical component of this solution so keeping it in a healthy condition is of prime importance to ensure effective monitoring.

Installation Process

Installation directory

HP Insight Remote Support Standard software can be installed in a location other than the default directory (C: Drive), the existence of the default directory is still required for some operations and the installation of one small component. Also note that all install directories must be on local disk drives and are not supported on a network drive.

- (optionally) choose where to install the RSSWM component (e.g. can be the D: drive)
- (optionally) tell RSSWM where to install the HP Insight Remote Support Standard software components (e.g. can be the D: drive)

Installation management

With this release, a new installation process has been introduced. The initial installation will always now point to the latest software available for download from the HP Software Depot web page at: <http://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSSWMBASE>. All subsequent updates will continue to be managed under your control by the RSSWM.

This introduces new functionality and advantages:

- **Download Speed** – The speed of the download will be substantially quicker since it will now automatically be downloading the software from a server close to your location.
- **Optional Version Control** – For customers, who have very specific requirements for controlling the source of any software in a production environment, it is now possible to download and store a particular version of Insight Remote Support Standard and disable the RSSWM component and updates.



WARNING: HP strongly recommends that version control is **not** enabled for any customer who does not have a legal or strong audit requirement to do so, since updates enable HP to automatically supply new software components that contain new product support, improved capabilities and fixes for any known issues including security. Also, updates to these systems will require a re-installation of a new image rather than just accepting the new software made available through RSSWM.

Managed Systems requirements and recommendations

The following products are supported by HP Insight Remote Support Standard as *Managed Systems*.

HP ProLiant Servers

The following HP ProLiant servers and their attached devices including Modular Smart Arrays (MSA) are supported when HP Insight Management (IM) Agents revision 7.1 or higher or HP Insight Management WBEM Providers revision 2.2.0.0 or higher are installed on these servers. It is strongly recommended that you upgrade to the latest Insight IM Agent and WBEM Provider versions as some models are only supported with a later version.

- ProLiant BL Server Blades (p-class, c-class)
- ProLiant DL 300, 500, 700 Series Servers
- ProLiant ML 300, 500 Series Servers
- HP ProLiant G6 servers including 1x0 Series servers:
 - HP ProLiant DL 160, 180 G6
 - HP ProLiant ML 150 G6
 - HP ProLiant SL160z G6
 - HP ProLiant SL170z G6



IMPORTANT: ProLiant 100 G6 series server support requires HP Insight Management Agents version v8.22 or higher for SNMP protocols. HP Insight Management WBEM Providers v2.3.1 specifically is required to support the ProLiant 1x0 G6 series servers, but versions 2.3.2 is not compatible. HP Insight Management WBEM Providers v2.3.1 is available for download from <http://h18013.www1.hp.com/products/servers/management/wbem/providerdownloads.html>.



HP ProLiant SL160z and SL170z G6 server support requires the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

NOTE: HP ProLiant 300, 500, or 700 series servers require the use of HP Insight Management WBEM Providers version 2.3.0.0 (or a version released after 2.3.1.0). Future versions of the Providers will combine support for 100, 300, 500, and 700 series servers. For more details, see the [ProLiant server](#) section below.

NOTE: If the required HP Insight Management WBEM Providers are not installed on these servers, a facility is provided within the Insight Remote Support Standard application to allow you to push the required software to the server.

NOTE: The HP Insight Remote Support Standard software does not support WBEM indications authorization using certificates, only user account and password verification.

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

Microsoft Windows:

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

- Microsoft Windows Server 2003 Standard x64 Edition
- Microsoft Windows Server 2003 Enterprise x64 Edition
- Microsoft Windows Server 2003 Datacenter x64 Edition
- Microsoft Windows Server 2003 Web Edition
- Microsoft Windows Small Business Server 2003
- Microsoft Windows Small Business Server 2003 R2
- Microsoft Windows Server 2003 R2 Standard Edition
- Microsoft Windows Server 2003 R2 Enterprise Edition
- Microsoft Windows Server 2003 R2 Standard x64 Edition
- Microsoft Windows Server 2003 R2 Enterprise x64 Edition
- Microsoft Windows Server 2003 R2 Datacenter x64 Edition
- Microsoft Windows Server 2008 Standard
- Microsoft Windows Server 2008 Enterprise
- Microsoft Windows Server 2008 Datacenter
- Microsoft Windows Server 2008 Standard 32-Bit
- Microsoft Windows Server 2008 Enterprise 32-Bit
- Microsoft Windows Server 2008 Datacenter 32-Bit
- Microsoft Windows Small Business Server 2008
- Microsoft Windows Storage Server Operating System
- Microsoft Windows Web Server 2008
- Microsoft Windows Storage Server 2003
- Microsoft Windows Storage Server 2008

! **IMPORTANT:** Microsoft Windows Storage Server is **not** licensed or supported as a general *Hosting Device* operating system to monitor any other devices other than itself and attached HP storage devices. This is a restriction of the Microsoft's operating system license purchased as part of the storage server.

For a detailed list of supported Windows operating system versions supported by ProLiant servers please see the following support page: <http://h71028.www7.hp.com/enterprise/cache/458915-0-0-0-121.html>

Linux:

- Red Hat Enterprise Linux 4 (AMD64, EM64T, x86)
- Red Hat Enterprise Linux 5 (AMD64, EM64T, x86)
- SUSE Linux Enterprise Server 9 (AMD64, EM64T, x86)
- SUSE Linux Enterprise Server 10 (AMD64, EM64T, x86)
- SUSE Linux Enterprise Server 11 (AMD64, EM64T, x86)

! **IMPORTANT:** SUSE Linux Enterprise Server operating systems only support SNMP protocol to communicate error states. For SUSE Linux Enterprise Server 11 operating system support you also require the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

Other supported operating systems:

- SCO UnixWare 7
- VMware ESX Server 2.1.x, 2.5.x, 3.x and 4.0
- VMware ESXi Server 3.5 and 4.0
- Novell NetWare 5.0, 6.0 and 6.5



IMPORTANT: VMware ESXi operating system support for HP ProLiant server requires the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

The following operating systems are functionally stabilized and in maintenance mode but are supported as managed systems with the following IM Agent releases.

Operating systems no longer eligible for IM agent updates as of version 7.10:

- Microsoft Windows NT 4.x
- Microsoft Windows 2000 Datacenter Server for x86
- Red Hat Linux 7.3 and 8.0
- SUSE Linux Enterprise Server 7
- SCO Open Unix 8

Operating systems no longer eligible for IM agent updates as of version 7.30:

- Red Hat Enterprise Linux 2.1

Operating systems no longer eligible for IM agent updates as of version 7.52:

- United Linux 1.0
- SUSE Linux Enterprise Server 8

Operating systems no longer eligible for IM agent updates as of version 7.60:

- Microsoft Windows 2000 Server (All versions except Workstation)
- Red Hat Enterprise Linux 3
- Red Hat Advanced Server 3

HP Integrity and HP 9000 Servers

Supported HP Integrity server models

The current Integrity server family models supported by HP Insight Remote Support Standard are listed below. Additional Integrity server models will be added to the supported models list as they are introduced.

- rx8620 / rx8640
- rx7620 / rx7640
- rx6600
- rx5760 (Microsoft Windows operating systems support only)
- rx4640

- rx3600
- rx2600 / rx2620 / rx2660
- rx1600 / rx1620

Integrity Blades:

- BL860c and BL870c
 - Added Service Media Library Links for BL860c/BL870c callouts



NOTE: Service Media Library Links for BL860c/BL870c callouts require the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

The following operating systems are supported on HP Integrity servers:

HP-UX managed systems:

- HP-UX 11i v1 or higher (see the [HP-UX Operating System support](#) section below)

Linux managed systems:

- Red Hat Enterprise Linux 5 for Itanium-based Systems
- Red Hat Enterprise Linux 4 for Itanium-based Systems
- Red Hat Enterprise Linux 3 for Itanium-based systems
- SUSE Linux Enterprise Server 10 for Itanium-based systems
- SUSE Linux Enterprise Server 9 for Itanium-based systems
- SUSE Linux Enterprise Server 8 for Itanium-based systems



NOTE: Linux Operating System requires HP Integrity Essentials Foundation Pack v2.3 or higher.

Windows managed systems:

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



NOTE: Microsoft Windows Server 2008 operating system support is currently **not** available on Integrity servers, but will be added in a future release.

OpenVMS managed systems:

- OpenVMS V8.2-1 or higher

Supported HP 9000 server models

The current HP 9000 server family models supported by HP Insight Remote Support Standard are listed below. HP-UX is the **only** supported operating system. See the [HP-UX Operating System support](#) section below for more details.

- rp7400 Series server

- rp7420 Series server
- rp7440 Series server
- rp8400 Series server
- rp8420 Series server
- rp8440 Series server
- rp3400 Series server
- rp3440 Series server
- rp4410 Series server
- rp4440 Series server
- Carrier-grade Servers (cx2620, cc3310)
- rp2400 Series servers (A-Class)
- rp5400 Series servers (L-Class)
- rp7400 (N-Class)
- A,D,K,L,N,R,T,V (Class)

HP-UX Operating System support

On the preceding HP 9000 and HP Integrity servers, the following minimum HP-UX software components are required:

ⓘ **IMPORTANT: Information for all HP-UX versions:**

- It is **CRITICAL** that the required System Fault Manager (SFM) minimum release is the final prerequisite software component installed or upgraded from the list below
 - System Management Web is **optional**, but it allows you to take full advantage of System Fault Management's *EVWEB GUI* component which allows viewing of events handled by SFM on the host.
 - HP *WBEM Services*, *OnlineDiag* and *SysMgmtWeb* are available on the HP-UX Operating Environment (OE) media and can be selected for install during the SFM installation
-

Required Software components for HP-UX 11i v1

-
- ### ⓘ **IMPORTANT:** Any HP-UX 11i v1 Operating Environment (OE) is supported , however any HP-UX 11iv1 OE prior to June, 2003, **must** also have patch bundle *BUNDLE11i patch bundle B.11.11.0306.1 (June, 2003)* installed , as this is a core part of the OS beyond that date. A copy of this patch bundle is available from the [IT Resource Center](#).

IMPORTANT: While not required for HP-UX 11i v1, it is strongly recommended to use *GOLDBASE11i B.11.11.0612.459 Base Patches for HP-UX (December 2006)*, but it is not a compulsory requirement for remote monitoring.

- OpenSSL Secure Network Communications Protocol – A.00.09.07i.012 (December, 2006) or later
 - WBEMsvcs – A.02.05 HP WBEM Services for HP-UX (December, 2006) or later
-

- ### ⓘ **IMPORTANT:** You are advised to check the [WBEM Services Release Notes](#) including the WBEM Provider Compatibility Table for that product version, if you need to install or update this service.
-

- OnlineDiag – B.11.11.18.05 HPUX 11.11 Support Tools Bundle (December, 2006) or later
- SysFaultMgmt – A.04.00.04 HPUX 11.11 System Fault Management (December 2006) or later

! **IMPORTANT:** You **must** uninstall the A.01.00.01 version or the A.03.00.xx version of System Fault Manager (SFM) before installing the A.04.00.xx version of SFM. See the System Fault Management Release Notes for more details and additional SFM prerequisites at http://www.docs.hp.com/en/diag/sfm/sfm_0904_1111.htm.

Optional recommended software components for HP-UX 11i v1

- SysMgmtWeb – A.2.2.5 HP-UX Web Based System Management User Interfaces (December, 2006) or later

Required Software components for HP-UX 11i v2

- September 2004 HP-UX 11i v2 Operating Environment (OEUR) minimum release or May 2005 11i v2 OE (required for vPars enablement) or later
- BUNDLE11i patch bundle B.11.23.0409.3 (September, 2004)

! **IMPORTANT:** HP advises that the *BUNDLE 11i patch bundle B.11.23.0409.3* is **always** completely installed as part of the core HP-UX 11i v2 installation. As with all patches, checks should be made for replacements and dependencies.

- In addition, the following patches are required:
 - PHKL_36288 – 11.23 Cumulative diag2 driver and vPars enablement (use in place of PHKL_32653) (reboot required after install)
 - PHKL_34795 – 11.23 Cumulative IPMI driver patch (reboot required after install)
 - PHSS_37552 – 1.0 Aries cumulative patch
 - PHSS_37947 – 1.0 linker +fdp cumulative patch
 - PHSS_35055 – aC++ Runtime (IA: A.06.10, PA: A.03.71)
 - PHSS_36345 – 11.23 Integrity Unwind Library
- OpenSSL Secure Network Communications Protocol - A.00.09.07i.012 (December, 2007) or later
- OnlineDiag - B.11.23.10.05 HPUX 11.23 Support Tools Bundle (December, 2007) or later
- WBEM Services A.02.05.08 WBEM Services CORE Product (December, 2007) or later

! **IMPORTANT:** You are advised to check the [WBEM Services Release Notes](#) including the WBEM Provider Compatibility Table for that product version, if you need to install or update this service.


SysFaultMgmt requirements for HP-UX 11i v2


It is recommended to install:

- SysFaultMgmt B.07.01.01.yy System Fault Management (May, 2009) or later

If installing this version of *SysFaultMgmt* cannot be achieved, then *SysFaultMgmt B.05.00.05 HPUX System Fault Management (December, 2007)* is supported but not recommended as it has some known issues that impact its operation:

- **QXCR1000912086:** cimprovagt uses 100% of CPU.
Problem Description: Initial 3 minutes SFM process uses more CPU and the cimprovagt program uses 100% of CPU on a vPar system on startup for a long time.
Fix: Update to SysFaultMgmt B.07.01.01.yy
- **QXCR1000922279:** SFMDB does not start when the time zone is GMT0.
Problem Description: On IA systems when Time Zone is set to GMT0, postmaster will stop and log messages in sfmdb.log. This is because GMT0 is not a valid time zone recognized by PostgreSQL. As a result, SFM database does not come up.
Fix: Update to SysFaultMgmt B.07.01.01.yy
- **QXCR1000923583:** Error while switching from EMS to SFM mode.
Problem Description: While trying to switch from EMS to SFM mode, an error occurred. HA-OE: Err on 1st boot:"error occurred when disabling EMS HW monitors
Fix: Update to SysFaultMgmt B.07.01.01.yy

 **IMPORTANT:** While not required for HP-UX 11i v2, it is strongly recommended to use *QPKBASE B.11.23.0712.070 Base Quality Pack Bundle for HP-UX 11i v2 (December 2007)*, but it is not a compulsory requirement for remote monitoring.


 **NOTE:** See the System Fault Management Release Notes for more details and additional SFM prerequisites at http://www.docs.hp.com/en/diag/sfm/sfm_0905_1123.htm.

Optional recommended software components for HP-UX 11i v2

- SysMgmtWeb A.2.2.7 HP-UX Web Based System Management User Interfaces, December 2007 or later

Required Software components for HP-UX 11i v3

- EVM-EventMgr B.11.31 or later
- Baseboard Management Controller (BMC) firmware version 70.59 or later
- SysMgmtBase B.00.02.03 or later
- OpenSSL Version A.00.09.07e.013 or later
- Online Diagnostics B.11.31.01.yy or later (SysFaultMgmt version dependency see notes below)
- WBEM Services Version A.02.05 or later

 **IMPORTANT:** You are advised to check the [WBEM Services Release Notes](#) including the WBEM Provider Compatibility Table for that product version, if you need to install or update this service.

SysFaultMgmt requirements for HP-UX 11i v3

It is recommended to install:

- SysFaultMgmt C.05.00.06.yy HPUX System Fault Management or later

which requires at a minimum:

- OnlineDiag B.11.31.05.yy Support Tools Bundle or later

It is also recommend installing the update to fix the following known issue

- **QXCR1000900238:** SFMDB does not start when the time zone is GMT0
Description: On IA systems when Time Zone is set to GMT0, postmaster will stop and log messages in sfmdb.log. This is because GMT0 is not a valid time zone recognized by

PostgreSQL. As a result, SFM database does not come up.

Fix: In order to fix this issue, install PHSS_39073

If installing this version of *SysFaultMgmt* cannot be achieved, then *SysFaultMgmt C.01.00.29.yy HPUX System Fault Management* is supported but not recommended as it has some known issues that impact its operation and the following updates need to be applied:

- **QXCR1000900238:** SFMDB does not start when the time zone is GMT0
Description: On IA systems when Time Zone is set to GMT0, postmaster will stop and log messages in sfmdb.log. This is because GMT0 is not a valid time zone recognized by PostgreSQL. As a result, SFM database does not come up.
Fix: In order to fix this issue, install PHSS_39073
- **QXCR1000909213:** Switchdiag operation sometime fails due to its dependency on EMS monitors.
Problem description: switchdiag operation doesn't guarantee the switch of diagnostics mode from EMS to SFM and vice-versa due to its major dependency on EMS monitors' termination status.
Fix: In order to fix this issue, install PHSS_39065



NOTE: See the System Fault Management Release Notes for more details and additional SFM prerequisites at http://www.docs.hp.com/en/diag/sfm/sfm_data_0903_1131.htm.

NOTE: The Baseboard Management Controller firmware is **only** required for rx3600 and rx6600 servers to provide the correct Power & Cooling information to System Fault Manager.

Optional recommended software components for HP-UX 11i v3

- SysMgmtWeb A.2.2.4 HP-UX Web Based System Management User Interfaces (December, 2007) or later

HP Alpha Server systems

- HP AlphaServer DS10/DS10L/DS15/DS20/DS20E/DS25
- HP AlphaServer ES40/ES45
- HP AlphaServer GS80/GS160/GS320
- HP AlphaServer TS80/ES47/ES80/GS1280/GS1280
- HP AlphaServer TS20/TS40
- HP AlphaServer TS202C
- Memory Channel



NOTE:

- Legacy Alpha servers that require DECEvent are not supported.
 - The HP AlphaServer DS20L is not supported.
-

Operating system support for these managed systems:

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



NOTE: HP Alpha Server systems support requires the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP NonStop Server systems

HP NonStop Server systems are **not** support with the HP Insight Remote Support Standard software, but can be monitored with the HP Insight Remote Support Advanced software.

Monitored BladeSystem Enclosures

The current HP BladeSystem c-class enclosures are supported:

- HP BladeSystem c3000 Enclosure
- HP BladeSystem c7000 Enclosure
- Includes Onboard Administrator

HP StorageWorks Products

HP StorageWorks Enterprise Virtual Arrays (EVA)

- HP StorageWorks Enterprise Virtual Arrays including
 - EVA3000
 - EVA4x00 (including Array Based Management support for EVA 4400)
 - EVA5000
 - EVA6x00 including 6400
 - EVA8x00 including 8400
 - Command View for EVA 7.0.1 and above (see Important Note below)



IMPORTANT: EVA 6400 and EVA 8400 require Command View 9.0 or above. EVA 4400 requires Command View 8.0.1 as a minimum version to enable Remote Support. However, management module support for the HP StorageWorks 4400 Enterprise Virtual Array, Controller Enclosure (Array Based Management) requires Command View for EVA 9.1 or above. For all other EVA devices the minimum requirement is Command View 7.0.1.

Also you have the choice to configure Command View for EVA, the *Hosting Device* and the Storage Management Server (SMS) in different ways including the option to install all components on the same server. For details and restrictions, see the *Requirements for EVA Supportability* chapter in the *HP Insight Remote Support Standard Quick Start Guide* available at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support> for the various options.

IMPORTANT: Please also ensure that you install **Event Log Monitoring Collector (ELMC) 2.5** on any server that is monitoring an EVA with Command View for EVA 9.0 or above. This software depot is made available to you as an update through the Remote Support Software Manager (RSSWM) and needs to be pushed to your Storage Management Server. This can be done manually or using HP Software Update Manager (HP SUM).

For more details, see the *Requirements for EVA Supportability* chapter in the *HP Insight Remote Support Standard Quick Start Guide* available at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>

HP Storage Works Modular Smart Arrays (MSA)

All variants of HP StorageWorks Modular Smart Arrays are supported with this release.

HP StorageWorks Modular Array (MA)

All variants of HP StorageWorks Modular Array are supported with the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP StorageWorks Enterprise Modular Array (EMA)

All variants of HP StorageWorks Enterprise Modular Array are supported with the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP StorageWorks Raid Array (RA)

All variants of HP StorageWorks Raid Array are supported with the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP StorageWorks Enterprise Storage Array (ESA)

All variants of HP StorageWorks Enterprise Storage Array are supported with the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP Storage Works XP Disk Arrays

HP Storage Works XP Arrays are **not** support with the HP Insight Remote Support Standard software, but can be monitored with the HP Insight Remote Support Advanced software.

HP StorageWorks Virtual Library Systems

- HP StorageWorks 12000 Virtual Library System EVA Gateway
- HP StorageWorks 6000 series Virtual Library System
- HP StorageWorks 300 Virtual Library System EVA Gateway
- HP StorageWorks 9000 series Virtual Library System



NOTE: **SNMP** needs to be configured and enabled for the monitored device to be able to send events to the *Hosting Device*.





IMPORTANT: HP StorageWorks Virtual Library Systems support requires the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP StorageWorks SAN switches

- B-Class Switches (Brocade) including

- HP StorageWorks DC SAN Backbone Director Switches (DCX)
- HP Brocade 8Gb SAN Switch for BladeSystem c-Class
- C-Class Switches (CISCO)
- M-Class Switches (McData)
- HP StorageWorks 2/8q Fibre Channel Switch
- HP StorageWorks 8/20q Fibre Channel Switch
- HP StorageWorks SAN Virtualization Services Platform

 **IMPORTANT:** HP StorageWorks SAN switches support requires the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.


 **NOTE: SNMP** needs to be configured and enabled for the monitored device to be able to send traps to the *Hosting Device*.


NOTE: Brocade switches (1 GB) are not supported.


NOTE: M-Class Switches require **DCFM** 10.3.0 installed and enabled to send events to WEBES v5.6 on the *Hosting Device*. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP StorageWorks Storage Servers

- HP StorageWorks ProLiant Storage Server family (excluding 1xx series)
- HP StorageWorks All-in-One 600 and 1200 Storage Systems
- HP StorageWorks NAS Series including
 - HP StorageWorks x1000 Network Storage System
 - HP StorageWorks x3000 Network Storage System

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

 **IMPORTANT:** HP StorageWorks x1000/x3000 Network Storage System support require the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

 **NOTE:** The following HP StorageWorks Storage Servers (NAS) are not supported with the HP Insight Remote Support Standard software:

- HP StorageWorks Storage Server (NAS) 1000s Network Attached Storage 1000s
 - HP StorageWorks Storage Server (NAS) 1200s Small Business Class Family Network Attached Storage 1200s
 - HP StorageWorks Storage Server (NAS) 1500s Network Attached Storage 1500s
 - HP StorageWorks Storage Server (NAS) s1000 Network Attached Storage S1000 Model 320/640
 - HP StorageWorks Storage Server (NAS) 8000 Network Attached Storage 8000
 - HP Surestore Storage Server (NAS) VA Solutions Network Attached, HP-UX based storage solution Unix
 - Compaq Storage Server (NAS) N2400 Network Attached Storage 2400
 - HP StorageWorks AIO400 Storage System
-

NOTE: HP StorageWorks Virtual Arrays (VA) storage devices are not supported by the HP Insight Remote Support Standard software.

HP StorageWorks Storage Blades

All Storage Blades variants are supported including new support for

- HP StorageWorks All-in-One SB600c Storage System
- HP StorageWorks All-in-One SB920c Tape Blade

HP StorageWorks Tape Libraries

- HP StorageWorks ESL E-Series and EML Series



NOTE: SNMP needs to be configured and enabled for the monitored device to be able to send events to the *Hosting Device*.



IMPORTANT: HP StorageWorks Tape Libraries support requires the installation of WEBES v5.6. See the [WEBES installation instructions](#) above, if you are updating from a previous version since a manual installation is required.

HP StorageWorks Tape Blades

- HP StorageWorks Ultrium 448c Tape Blade

Power and Cooling device monitoring

HP Modular Cooling System

The HP Modular Cooling System is a self-cooled rack for high density deployments in the datacenter. HP's new liquid cooling technology makes possible the deployment of up to 30KW in a single rack. HP Insight Remote Support Standard software provides recommended service actions and automated event submission to HP for the following failures:

- IIC Communications Failure
- Condensation Pump Threshold Exceeded
- Fan Failures
- Water Unit Input/Output Temp Sensor Failure
- Water Valve Failure
- Water flow Sensor Failure
- Fan Temp Sensor Failures
- Heat Exchanger Sensor Failures

HP Dynamic Smart Cooling

HP Dynamic Smart Cooling is the industry's first intelligent cooling management system, including:

- Pervasive thermal sensing grid down to the rack level
- HP intelligent management software delivers continuous, real-time Computational Fluid Dynamics (CFD)
- Adaptive control of Variable-Flow Devices (VFDs) in Computer Room Air Conditioner (CRAC)

HP Insight Remote Support Standard enables the monitoring of the health condition of the HP Dynamic Smart Cooling system and notifies HP Support of any issues.

HP Rack-mountable and Tower UPS supported by new HP UPS Management Module

This module is an option in several HP Rack-Mountable and Tower UPS units. When the option card is present support is provided for the following devices:

- R1500 G2
- R1500xr
- R3000xr
- R3000
- R5500xr
- R12000xr
- T1000xr
- T1500xr
- T2200xr

Recommended service actions and automated event submission to HP are provided for whole unit failures, battery failures, and ERM (Extended Runtime Module) failures.



NOTE: For additional details, please see the support matrix at: http://h18004.www1.hp.com/cpq-products/servers/proliantstorage/power-protection/software/module/ups/sup_oss.html

Disaster Tolerant Continuity Solution (DTCS)

Storage devices utilizing the Disaster Tolerant Continuity Solution (DTCS) are now supported. Please contact your HP Representatives on how to enable it with HP Insight Remote Support Standard.

Product Support

It is always advisable that you read the [HP Insight Remote Support Standard Quick Start Guide](#) before installation. This document is designed to help and guide you through a successful installation and configuration. However, if you need further support for HP Insight Remote Support Standard then this is available through your HP's local Response Centers. Please refer to www.hp.com/services/iseemigration for contact details.

HP Insight Remote Support Standard Supported Versions

The support policy is to support the current and previous major versions of the HP Insight Remote Support Standard solution and its software components. To this end, HP strongly advises that customers always upgrade to the latest HP Insight Remote Support Standard version and its components made available via the Remote Support Software Manager, which is a component of the HP Insight Remote Support Standard application.

Known issues

HP-UX 11i v1 (11.11) not reporting events

The *SFMProviderModule* on servers running HP-UX 11i v1 (11.11) can move from 'OK' to a 'Degraded' mode and this will cause communication failures including hardware event submission from the end-point device to the *Hosting Device*.

This is a known issue and can be fixed by installing the new *SFMProviderModule* module that is available as part of the System Fault Manager (SFM) **A.04.01.01.02** software package.

Known Issues with the Remote Support Configuration Collector (RSCC)

Several issues have been detected in the Remote Support Configuration Collector (RSCC) version that ships with A.05.30 and that are fixed with the **Remote Support Configuration Collector (RSCC) A.05.30.25.054** or higher.

New customers will automatically install and benefit from this new RSCC version, made available through a new Install Then Manage (ITM) depot from [Software Depot](#). Existing customers will be able to view the availability of **RSCC A.05.30.25.054** or higher through the Remote Support Software Manager (RSSWM) and it will automatically upgrade for customers who have this automation policy configured.

The following issues will be fixed by this new component release:

- Some EVA configuration collections were not scheduled
- Onboard Administrator (OM) devices were not able to get credentials properly for collections
- Customers who installed the initial Insight RSS A.05.00 release and have upgraded to A.05.30 will have an issue where some device configuration collections are empty
- Archiving and removal of old configuration collections in RSCC is not being executed
- Under certain circumstances configuration collections are incomplete

HP strongly recommends that all customers should update to this new RSCC version as soon as possible.

Documentation

All HP Insight Remote Support Standard documentation is available on the Web:

- The *Insight Remote Support Standard Service Brief: Read Before Installing for ProLiant Remote Support* is available at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>. This document highlights critical processes necessary for a successful installation and is specific to ProLiant Managed Systems.
- The *HP Insight Remote Support Standard Quick Start Guide* is available at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>. This document sequentially outlines the procedures required to download, install, and configure the HP Insight Remote Support Standard software solution and its related components.
- The *HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide for Insight Remote Support Standard* is also available at <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>. This document is optional, as it provides additional information about the Remote Support Software Manager (RSSWM), but the document is not required for Insight Remote Support to function.
- See the *HP Insight Management WBEM Providers Web site* at http://h18013.www1.hp.com/products/servers/management/wbem/documentation.html?jumpid=reg_R1002_USEN for more information about WBEM providers and credentials.
- For more information about the *System Event Analyzer (SEA) user interface*, please see the WEBES User Guide at <http://h18023.www1.hp.com/support/svctools/webes/index.html>.
- *WEBES 5.6 Installation, Configuration, and Usage Guide*
Recommended if you encounter difficulty removing older versions of HP WEBES before installing Insight Remote Support Standard components. Refer to <http://www.hp.com/services/webes>

For more information, please visit www.hp.com/go/insightremotesupport.