HP Configuration Management

Out of Band Management Console

for the Windows® operating system

Release Notes

Software version: 3.00 / March 2008

This document provides an overview of the changes made to HP Configuration Management Out of Band Management Console (OOB Management Console) for release 3.0. It contains important information not included in the manuals or in online help.

In This Version

This is the third major offering of the OOB Management Console. Many new features and enhancements have been added to this version. See Enhancements and Fixes for details.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.

- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

http://h20230.www2.hp.com/selfsolve/manuals

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

http://www.adobe.com

Installation Notes

Installation requirements and instructions for installing HP Configuration Management Out of Band Management Console are documented in the *HP Configuration Management Out of Band Management Console Administrator Guide* provided in Adobe Acrobat (.pdf) format. The document file is included on the product's distribution media. When the ZIP file is downloaded and unzipped, the Administrator Guide is located in the root directory and is named OVCMOutOfBandMgtConsoleGuide.pdf.

The HP Configuration Management Out of Band Management Console software is available at the following site:

www.hp.com/go/client

This is the starting point for all the Client Automation software.

Enhancements and Fixes

This version of OOB Management Console contains several enhancements and bug fixes over and above previous releases. In addition to the out of band access that it provided in its initial offerings, it now provides many additional new features. These include the following:

- Remote provisioning of iAMT devices

- Heuristics worm containment

- Group management in conjunction with Client Automation Starter or Standard (CAS) software

- Performance improvements including configurable automatic cache synchronization capabilities

- Several GUI enhancements including sorting and filtering on devices

- TLS support for local agent

- Defect fixes from the previous release

Known Problems, Limitations, and Workarounds

Power Down and Reboot

- The iAMT device may not successfully perform a Power Down command after an IDE-R reboot. Waiting ten seconds before issuing the Power Down command should work around the problem.

- Floppy IDE-R reboot may produce unintelligible output to the SOL display. This can be caused by creating the bootable floppy from an MS Windows version of MS-DOS (for example, using Format in Windows to create an MS-DOS Startup Disk). A workaround is to use another means of creating a bootable floppy drive.

- In some cases when performing IDE-R operations, the HyperTerminal console may not show proper alignment and some of the information may be missing as compared to the information that is being displayed on the actual iAMT device console.

- The OOB Management Console may show some iAMT devices grayed out after issuing the power down command. Make sure your ME power setting options are set to always on ME or wake on ME in all possible power states. Also, check in the SCS profile that the power policy is set to always ON. And finally, check if there are multiple entries for the iAMT device in the DNS server. If there are multiple entries, delete the wrong entries, restart the DNS server, flush the DNS in the OOB Management Console server, and re-start the OOB Management Console server. Alternatively, you can increase the web service timeout value on the OOB Management Console server.

Installation

- If you do not use the default installation directory for the OOB Management Console, you must specify an installation path that contains the string "HP OpenView" at the end of the pathname. For example, if you want to install OOB Management Console in `D:\OOBMC`, you must specify `D:\OOBMC\HP OpenView` as the install path for remote boot operations to work correctly.

Re-installation

- In some cases, when you re- install the OOB Management Console, you may see duplicate entries for same iAMT device in the console. If this occurs, delete the `OVAMTDB` folder under the `data` folder in the installation directory and then restart the Tomcat service.

Timeout

- In some cases when you leave the OOB Management Console idle for a long period of time and then re-login (after your session has timed out), accessing the Devices tab of OOB Management Console may cause you to exit to the login screen again. This behavior may occur repeatedly. A workaround is to close the browser and re-login to OOB Management Console in a new browser session.

- When you use OOB Management Console to synchronize the devices displayed in the list with the SCS repository, several web services calls are made to determine the list of available iAMT devices. This may take several minutes depending on how many systems are not available or current network routing issues. You can improve performance by reducing the web service timeout value. However, reducing the timeout value may cause some available machines to be missed or other operations (such as power or deployment) to not be completed.

  Changing the timeout value is described in the "Configuring Web Service Timeout Value" section in the "OOB Management Console Installation" chapter in the *OOB Management Console Administrator Guide*.

Authentication

- At this time, you cannot use the NT LAN Manager (NTLM) v2 authentication protocol for the authentication mechanism between the OOB Management Console and the SCS Server. This is due to a limitation with the Apache HTTP client used by the OOB Management Console. Until further notice, you must use another authentication mechanism to secure the communication between these components.

Discovery

- In some cases, you may not see the hardware information for an iAMT device. If this occurs, wait for some time period and retry the operation.

- When discovering iAMT devices in the OOB Management Console, the UUID does not appear for unprovisioned, in provisioning, and some fully-provisioned devices. This is considered normal behavior.

- If the local agent is installed on the iAMT device and the device is not discovered in the OOB Management Console, check to see if port 9998 is blocked on the iAMT device. Freeing this port on the device may resolve the issue.

Agent Presence

- Deploying an Agent Presence policy to just one NIC on an iAMT device that has both wired and wireless NICs returns an error. To workaround this problem, deploy the Agent Presence policy to both NICs and then undeploy the Agent Presence policy from the unwanted NIC.

System Defense

- If an iAMT device is provisioned with a profile in SCS with environment detection enabled and the device is connected to a domain, which has not been specified in the environment detection domain(s), all outgoing traffic will be dropped if the System Defense policy on the iAMT device has the anti spoofing filter enabled.

- To ensure proper functionality of System Defense policies, the wireless network driver version on the iAMT device must be consistent with the installed version of Intel Active Management Technology. More details regarding version compatibility can be obtained from the hardware vendor.

Local Agent

- Deployment of the local agent software list may throw one of several errors including "Network Error – SOAP error code: 22," "Integrity check error," "Not initialized," and "Invalid parameter." Retry the same operation after a time lag. If the error still occurs, logout and re-login to the OOB Management Console.

- When the local agent is installed by one user account, it will not appear in the software list when viewed by a user who has logged in with another account.

- When installing the local agent, you must provide a "dummy" user name and password even if you do not intend to provision devices using delayed configuration. If you do not provide a user name and password, the installation will fail with error code 1920.

- If the local agent is not able to register with the agent watchdog, the issue may be with Digest username (iAMT username). In the iAMT firmware, the Digest username is case sensitive. You must specify the Digest username with the exact case when installing the local agent. Otherwise, the local agent will not be able to register successfully with the agent watchdog.

- In some cases, you may see repeated administrator and default messages when the local agent is stopped. If this occurs, restart the OOBMCLocalAgent service on the client iAMT device.

- In some cases, you may see an error message in the event log with the error code 1063 as a result of local agent installation or service restart. This message is harmless and can be ignored.

- You will not be able to access an iAMT device if you have changed the Digest username/password for this device through the SCS console. To be able to access and manage this device after changing the Digest credentials, you must stop the local agent (OOBMCLocalAgent) service on iAMT device. If you are using the Agent Presence functionality, you must reinstall the local agent on the iAMT device with the new password.

- If the local agent is installed using a TLS profile, and at some point, the iAMT device is re-provisioned with a non TLS profile, the local agent will not work properly. Similarly, if the local agent is installed using a non TLS profile, and at some point, the iAMT device is re-provisioned with a TLS profile, the local agent will not work properly.

Provisioning

- In some cases when you are trying to provision iAMT devices through the OOB Management Console, the console throws up an SCS error or an error message without any other information. This is harmless and can be ignored. The provisioning operation has been initiated successfully on the iAMT device and this can be confirmed by verifying the results of the operation after a period of time.

- In some cases when you attempt to provision an iAMT device multiple times through the OOB Management Console, the console may exit to the login screen. In such cases, close the browser completely and re-login to the OOB Management Console.

- An iAMT device, which has already been provisioned, cannot be provisioned again using the remote configuration functionality available in the OOB Management Console.

Group Management

- The Group Management link will appear in the left navigation menu of the OOB Management Console, only if a valid URL for the Client Automation software has been specified and the Client Automation service is up and running. To check the latest status of the Client Automation service, logout and re-login to the OOB Management Console. The console will show or hide the navigational link based on the status of the service.

Connection Issues

- In some cases, you are not able to connect to devices (using the wired interface) through the OOB Management Console. When this happens, the devices appear grayed out in the console. Possible causes are the following reasons:

  — The iAMT device has been removed from the network.

  — The web services for the iAMT device are busy.

  In these cases, refresh the OOB Management Console screen after a time lag of several seconds so that the OOB Management Console web service requests can be fetched again from the iAMT device.

Front Panel Settings

- The front panel settings feature in the OOB Management Console is dependent on the BIOS of the specific iAMT device. If the BIOS of the device does not support front panel settings, this feature cannot be controlled from the management console. It is recommended that you check with your hardware vendor for specific support-related information.

Event Filters

- Creating your own custom filters requires an understanding of the events generated by hardware and the PET standards. Unless you are familiar with these topics, it is recommended that you use the default event filters instead of creating customized ones.

I18N

- Although OOB Management Console can be installed on non English operating systems, there are some restrictions due to dependencies on underlying components and technologies like the hardware BIOS or the Intel SCS. As a result, you cannot enter non English names for several user-defined items, which include filters, watchdogs, and policies. The SOL console for the BIOS setup works only for supported character sets. Similarly, other features may not work as expected in non English locales. Numbers, dates, and time are not being displayed in the format of the non-English operating system's locale.

- The OOB Management Console does not support the Group Management functionality in non English locales. Although you are able to see the listing of non English groups, no operations can be performed on these groups.

- The OOB Management Console shows the English path separator on a Japanese locale. This limitation is caused by the Intel SCS component.

In general when a problem occurs, it is always a good idea to review the log files in the `C:\Program Files\HP OpenView\nonOV\tomcat\a\logs` directory. They contain all the output from the OOB Management Console application.

In addition, for agent-related problems, you should open the Event Viewer (**Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Event Viewer**) on the iAMT client device.

Also refer to the "Troubleshooting' chapter in the *HP Configuration Management Out of Band Management Console Administrator Guide*.

Support

Go to the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by being able to do the following:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

http://h20229.www2.hp.com/passport-registration.html

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