HP Operations Integration for HP Systems Insight Manager

for HP Operations Manager for Unix®

Release Notes

Software version: 2.00 /October 2009

The HP SIM Integration provides a smart link between HP Software and HP SIM management servers. It also provides extended features for monitoring nodes with Insight Management Agent software (HP ProLiant and Integrity servers). The integration can be installed in environments consisting of multiple HP SIM management servers and Insight Management Agents nodes, and monitors and manages the functionality of HP SIM and IM hosts in the following ways:

- Event Forwarding from HP SIM into OVO/HPOM and bi-directional event acknowledgement

- Monitoring of HP SIM and Insight Management Agents services

- Tools to start/stop/status HP SIM services, launch System Management Homepage, etc.

- Operator-Initiated Event Action in-context launch of HP SIM web interface

- Event forwarding from Insight Management Agents nodes (SNMP)

This document is an overview of the changes made to HP Operations Integration for HP Systems Insight Manager (SIM). It contains important information that is not included in books or Help.

In This Version

Following are the features of HP SIM Integration:

- If the HP SIM managed nodes are also HP OM managed nodes, then the events are mapped to the originating nodes.

- When duplicate suppression is enabled on the server, the duplicate events forwarded by HPSIMInt-HPSIM_Events-Win and HPSIMInt-HPSIM_Events-Unix policies would be suppressed by HPOM incrementing the duplicate count.

- The message text of an event will include the trap descriptions and its values for HP SIM 5.2 SP2.

- Apart from forwarding all events of Critical and Major Severities, the default collections will also forward events of all severities that belongs to the following event categories:

  * Systems Insight Manager Events

  * Proliant Application Events

  * Proliant System and Environmental Events

Integration Changes

Following are changes to the HP SIM Integration for OMU 9. Some features previously included are currently not available in the integration:

- Service discovery for HP Systems Insight Manager and the HP Management Agents is not included in this version.

- Launch to the HP Insight Lights-Out is not included.

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 this URL: HP Software Product Manuals

To retrieve a document, select the:

1. **Product** name.

2. **Version** list.

3. **Operating System**.

4. Preferred **Language**.

5. Document title.

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You must have Adobe Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the Adobe web site.

Installation Notes

Installation requirements, as well as instructions for installing HP SIM Integration, are documented in the in the *Installation and Reference Guide* provided in PDF (.pdf) format provided in PDF (.pdf) format. You can find the Installation Guide on the product installation media at this location:

`\Documentation\SPI Guides\HPSIMInt_ConfigGuide.pdf`

Support Matrix

You can find the Support Matrix for this product that lists all software and hardware requirements at this location: HP Support matrices.

Note: 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: Access levels.

To register for an HP Passport ID, go to: HP Passport Registration

Software and Hardware Requirements

Before installing HP SIM Integration, make sure that your system meets the following minimum requirements:

For a detailed list of hardware requirements, see the HP Operations Manager documentation.

Operating Systems

- For OM Management Server Versions

OM Management Server	Operating System	OVO Agent Types
HPOM for Unix A.09.00	HP-UX 11.31 IA	HTTPS

- For HP Insight Management Agent Versions

HP Insight Management Agent	Operating System
HP SmartStart CD v 7.9 HP SmartStart CD v 8.0 HP SmartStart CD v 8.1 HP SmartStart CD v 8.2 HP SmartStart CD v 8.3	Windows 2003 (32-bit & 64-bit) Windows 2003 R2 (32-bit & 64-bit) Windows 2008 EE (32-bit)

- For HP Systems Insight Manager CMS Versions

HP Systems Insight Manager CMS	Operating System
HP SIM 5.2 HP SIM 5.2 SP1, 5.2 SP2 HP SIM 5.3	Windows 2003 (32-bit & 64-bit) Windows 2003 R2 (32-bit & 64-bit) Windows XP Professional, SP2 HP-UX 11.00/11.11 HP-UX 11.23/11.31 PA RISC/IA RedHat Linux AS 4/5 (32-bit & 64-bit) SuSE Linux ES 9/10 (32-bit & 64-bit)

- Software
  - HP OpenView Operations for HP-UX version 9.00

- Disk space

Product	Operating System	Installation	Runtime Files	Total
OM Management Server	HP-UX 11.31 IA	4 MB	1 MB	9 MB
OM Managed Node	HP-UX 11.00 HP-UX 11.11 HP-UX 11.23 IA/PA RISC HP-UX 11.31 IA/PA RISC RedHat Linux Advanced Server 3.0 (32–bit) RedHat Linux Advanced Server 4.0 (32–bit & 64-bit) SuSE Linux Enterprise Server 8 (32–bit) SuSE Linux Enterprise Server 9 (32–bit & 64-bit) SuSE Linux Enterprise Server 10 (32–bit)	1 MB	1 MB	2 MB

Note: No additional memory (RAM) is required either on the OM management server or on the managed nodes for HP SIM Integration.

Known Problems, Limitations, and Workarounds

This release contains certain unresolved problems, some limitations, and there are workaround to help solve certain problems.

- Problems

  - Start Event Listener application output "Listener did not start"

    Description: User runs Start Event Listener application and gets output Listener did not start.
    Action: Run the Status Event Listener application on the HP SIM CMS node to get the correct status
    of HP SIM Integration Event Listener.

  - IM Agent Trap Template generated messages not getting auto acknowledged

    Description: SNMP trap events forwarded from IM Agents nodes are not acknowledged even when the corrective actions are taken to provide a remedy to the condition mentioned in the SNMP trap event.
    Action: Once the corrective action has been taken, the corresponding SNMP trap event has to be
    acknowledged manually by the user on the OVO message browser.

  - Get HP SIM Credentials application fails on valid credentials

    Description: The Get HP SIM Credentials application fails to validate with HP SIM, if the HP SIM CMS DOMAIN\username string you enter contains certain escape characters.
    For example, if the HP SIM CMS user name is admin, at the Get HP SIM Credentials application prompt Enter the HP Systems Insight Manager DOMAIN\username:, you would enter

MYDOMAIN\admin. The string MYDOMAIN\admin entered contains the escape character \a. After entering the password the credential validation fails and the following message is displayed:

- ```
  Failed to validate the HP SIM CMS credentials. Possible causes
  could be:
  1. HP SIM CMS is not installed
  2. HP SIM CMS service is not running
  3. HP SIM CMS credentials incorrect
  Press return to exit.
  ```

- **Action**: At the Get HP SIM Credentials application prompt Enter the HP Systems Insight Manager DOMAIN\username:, include an extra forward slash \ before the escape character in the DOMAIN\username string.
  For example, at the Get HP SIM Credentials application prompt Enter the HP Systems Insight Manager DOMAIN\username:, enter MYDOMAIN\\admin. The extra forward slash \ ensures that the character following the \ is treated as a character rather than an escape sequence.

- In case of HP SIM and HP SE SRM integrated setup, events from HP SE SRM Infrastructure, though the messages may be similar, will not be suppressed in the HP OM Message Browser because of the uniqueness in message key

- In case of HP SIM and HP SE SRM integrated setup, events from HP SE SRM Infrastructure, which are acknowledged on HPOM browser, will get cleared on HP SIM GUI. But the HP SE SRM Infrastructure events that are cleared manually from the HPSIM GUI will not get auto acknowledged on HPOM message browser.

Documentation Errata

In this release, DCE agent is not supported for Systems Insight Manager SPI. However, the documents contain information about the DCE agents. Ignore the information related to the DCE agent in the documents.

HP Software Support

This web site provides contact information and details about the products, services, and support that HP Software offers. For more information, visit the HP Support web site at: HP Software Support Online.

HP Software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by being able to:

- Search for knowledge documents of interest

- Submit and track progress on support cases

- Submit enhancement requests online

- Download software patches

- Manage a support contract

- Look up HP support contacts

- Review information about available services

- Enter discussions with other software customers

- Research and register for software training

To access the Self-solve knowledge base, visit the Self-solve knowledge search home page.

Note: 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: Access levels.

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