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# HP Network Node Manager i Software System and Device Support Matrix

## Software Version: 10.00 / 27 June 2014

This document provides an overview of the system requirements and supported devices for HP Network Node Manager i Software (NNMi) version 10.00.

For the latest additions to the system requirements and support matrix, see [HP Network Node Manager i Software Support Matrix Updates](#).

For the list of supported network devices, see the [NNMi Device Support Matrix](#).

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## Installation Guide

To obtain an electronic copy of the most current version of the HP Network Node Manager i Software Installation Guide, go to <http://h20230.www2.hp.com/selfsolve/manuals>.

Installation requirements, as well as instructions for installing NNMi, are documented in an interactive version of the *NNMi Installation Guide*. The *NNMi Installation Guide* is included on the NNMi installation media as `nnmi_interactive_installation_en.zip` or `nnmi_interactive_installation_en.jar` files. For instructions explaining how to extract and view the *NNMi Installation Guide*, see the `nnmi_interactive_installation_en_README.txt` file located at the root of the NNMi installation media.

## Hardware and Software Requirements

**NOTE:** These hardware and software requirements apply to the NNMi installation unit. If you are entitled to the NNMi Premium or NNMi Ultimate product and are planning to use any of the NNM Smart Plug-ins (NNM iSPIs) included in that product, please see the Support Matrix for each NNM iSPI for details on the hardware and software requirements for that NNM iSPI.

Before installing NNMi, verify that your system meets the following minimum requirements:

### Hardware

- Intel 64-bit (x86-64) or AMD 64-bit (AMD64)
  - For Intel 64-bit (x86-64), the following Xeon processor families are recommended:
    - Penryn, Nehalem, Westmere, Sandy Bridge, Ivy Bridge, Haswell or later for up to Medium tier
    - Sandy Bridge, Ivy Bridge, Haswell or later for Large or Very Large tier and GNM global manager
- Virtualization
  - VMware ESX Server 4.0 or later minor version, ESXi 4.1 or later minor version, ESXi 5.0 or later minor version.
    - Virtual environment must meet the x86-64 or AMD64 hardware requirements listed above.
    - Bridged network environment required. NAT'ed network environments are **not** supported.
    - VMware vmotion (for DRS and DPM) of the NNMi management server is supported.
  - Microsoft Hyper-V 2008 R2 with SP1 (or later service pack)
    - Host OS: Windows Server 2008 R2 x64 with SP1 (or later service pack)
    - Guest OS: Any of the Windows operating systems listed in the [Windows](#) section.
    - Only supported for Medium tier or lower.

## CPU, RAM, and Disk Space Requirements / Maximum Supported Managed Environment

The recommendations listed in this support matrix apply to NNMi running under the default settings. NNM iSPIs might require additional hardware beyond what NNMi requires. If you intend to run any of the NNM iSPIs, review each NNM iSPI support matrix before determining the total hardware requirements for your environment.

The following table describes tiers of managed network environments and the hardware requirements for supporting these tiers. The values stated here are approximate and reflect levels tested by HP. If you have a particularly complex environment, poll objects at a higher frequency, or poll more objects than stated in a given tier, you might need to increase the Java heap size, provision more powerful hardware as indicated by the next higher tier, or both. The number of discovered objects and polled object counts appear in the NNMi console **Help** → **System Information** window. All polled counts in the tables below reflect both performance and fault polling. (Note: Performance polling requires an NNM iSPI Performance for Metrics license.) Managed environments larger than these tiers are not supported without additional HP approval.

Single System Managed Environment Size								Recommended Hardware System Requirements				
Approximate managed environment tier <sup>1</sup>	Number of discovered nodes	Number of discovered interfaces	Number of polled addresses	Number of polled interfaces	Number of custom polled objects <sup>2</sup>	Number of polled node and physical sensors	Number of concurrent users	CPU (64-bit x86-64 AMD64) <sup>3</sup>	RAM <sup>4</sup>	Recommended Java heap size (see Tuning the jboss Memory Size) <sup>5</sup>	Disk space for application installation (\$NnmInstallDir) <sup>6</sup>	Disk space for database and data during execution (\$NnmDataDir) <sup>7</sup>
Entry	Up to 250	15k	500	2500	1200	500	5	2 CPU cores	4 GB	2 GB (-Xmx2g)	3 GB	10 GB
Small	250 - 3k	120k	5k	10k	30k	40k	10	4 CPU cores	8 GB	4 GB (-Xmx4g)	3 GB	30 GB
Medium	3k – 8k	400k	10k	50k	50k	60k	25	6 CPU cores	16 GB	8 GB (-Xmx8g)	3 GB	40 GB
Large	8k – 18k	900k	30k	70k	75k	80k	40	8 CPU cores	24 GB	12 GB (-Xmx12g)	3 GB	60 GB
Very Large	18k - 30k	1mil	60k	200k	200k	120k	40	12 CPU cores	32 GB	16 GB (-Xmx16g)	3 GB	80 GB

<sup>1</sup> To view discovered object counts and polled object counts, see the **Database**, **State Poller**, and **Custom Poller** tabs in the **Help** → **System Information** window.

<sup>2</sup> This applies to Custom Polled Instances for Custom Poller "Instance" collection. For Custom Poller "Bulk" collection limits, see [Other Recommended Limits](#).

<sup>3</sup> See above for processor recommendations.

<sup>4</sup> If you are running additional applications, increase resources appropriately. (For example, when the Network Performance Server (NPS) component of the NNM Performance iSPIs is installed on the same system as NNMi, the NPS uses half of the system RAM, and NNMi plus other products must fit into the other half, requiring at least double the amount of RAM stated here.) If you are planning to use any of the NNM iSPI Performance products (NNM iSPI Performance for Metrics, NNM iSPI Performance for Traffic, or NNM iSPI Performance for Quality Assurance) and are managing at the Large tier or above, it is recommended that the NPS component of the NNM Performance iSPIs be installed on a separate server from NNMi.

<sup>5</sup> These recommendations are based on the environment size and polled object counts stated in this table. Polling fewer of a given object type might use less Java heap. Polling more of a given object type might require increased Java heap size as well as HP approval.

<sup>6</sup> \$NnmInstallDir is configured during installation on Windows Server 2008 R2 ( C:\Program Files (x86)\HP\HP BTO Software\ by default), or on Linux by creating a symlink to /opt/OV/ .

<sup>7</sup> \$NnmDataDir is configured during installation on Windows Server 2008 R2 ( C:\ProgramData\HP\HP BTO Software\ by default), or on Linux by creating a symlink to /var/opt/OV/ . See [Disk Space Considerations](#) before proceeding.

Global Network Management Environment Size <sup>1</sup>				Recommended Hardware System Requirements				
Approximate managed environment tier	Number of regionally managed nodes <sup>2</sup>	Number of regional managers	Number of concurrent users	CPU (64-bit x86-64 AMD64) <sup>3</sup>	RAM	Recommended Java heap size (see Tuning the jboss Memory Size)	Disk space for application installation (\$NnmInstallDir) <sup>4</sup>	Disk space for database and data during execution (\$NnmDataDir) <sup>5</sup>
Medium Global Manager <sup>6</sup>	25k - 40k	Up to 30	20	8 CPU cores	24 GB	12 GB	3 GB	60 GB
Large Global	40k - 65k	Up to 30	40	12 CPU cores	32	16 GB	3 GB	80 GB

Manager					GB			
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<sup>1</sup> See [Global Network Management Recommendations](#).

<sup>2</sup> To view discovered object counts and polled object counts, see the **Database**, **State Poller**, and **Custom Poller** tabs in the **Help → System Information** window.

<sup>3</sup> See above for processor recommendations.

<sup>4</sup> \$NnmInstallDir is configured during installation on Windows Server 2008 R2 ( C:\Program Files (x86)\HP\HP BTO Software\ by default), or on Linux by creating a symlink to /opt/OV/.

<sup>5</sup> \$NnmDataDir is configured during installation on Windows Server 2008 R2 ( C:\ProgramData\HP\HP BTO Software\ by default), or on Linux by creating a symlink to /var/opt/OV/. See [Disk Space Considerations](#) before proceeding.

<sup>6</sup> Most NNMi customers with fewer than 30k nodes to manage realize the lowest Total Cost of Ownership with a single server solution. If redundancy is required for a single server solution, a High Availability or NNMi Application Failover solution can be deployed with a clustered primary and standby server. Customers with fewer than 30k nodes who are considering a GNM solution should contact their HP representative to discuss whether GNM is right for their environment.

## Disk Space Considerations

Before allocating disk space for NNMi, consider the following:

- The recommendations in the tables above are the recommended minimum disk space amounts based on HP's average test environment. More complex environments might require more disk space.
- Disk performance is extremely important for high scale environments that are Medium tier or higher. HP strongly recommends RAID 1+0 (10) with battery-backed write cache on discs of 15,000 rpm or better. Disk configurations that do not meet this level of performance are not adequate.
- Increasing log file size from the default settings uses more disk space. Before increasing log file size, validate that you have adequate disk space.
- During high scale testing, HP has not seen tablespace sizes larger than 16 GB (Oracle or embedded Postgres) - either single system or global manager in a Global Network Management environment. If using Oracle in a high scale environment, configure for incremental table space growth beyond this size.
- For Large and Very Large scale environments running NNMi application failover with Postgres, the NNMi management server must have at least 40 GB more disk space than the recommended amount for application failover logs. For these scaled environments, it is recommended that you allocate disk space separate from \$NnmDataDir for the application failover logs. The location of the failover logs can be configured in the `nms-cluster.properties` file.
- For Global Network Management environments, the global manager running NNMi application failover with Postgres must have at least 140 GB more disk space than the recommended amount for application failover logs. For these scaled environments, it is recommended that you allocate disk space separate from \$NnmDataDir for the application failover logs. The location of the failover logs can be configured in the `nms-cluster.properties` file.
- (Linux) if you partition your disk, you should ensure that the file systems containing the directories listed in the following table have at least the specified disk space available for NNMi. If you use all-in-root partitioning, you should ensure that the total required disk space is available. Also see [Virtual Memory / Swap Space](#) for swap space requirements.

Partition	Recommended Minimum Disk Space
/tmp	1 GB
/opt/OV/	See Recommended Hardware System Requirements for \$NnmInstallDir for your managed environment tier in the above tables.
/var/opt/OV/	See Recommended Hardware System Requirements for \$NnmDataDir for your managed environment tier in the above tables.

- If you do not trim all incidents regularly, the size of the database will grow beyond what is typically seen. When this occurs, the amount of disk space recommended in the support matrix will not be adequate and performance may decrease. Trim incidents frequently to keep the size of the NNMi database as small as possible.

## Maximum Limits for Correlation Rules and Causal Rules

To ensure adequate performance, NNMi supports the following maximums:

- 10 Correlation Rules
- 10 Causal Rules
- 5 Filter String entries for each of the following filters:
  - Child Incident
  - Parent Incident
  - Source Object
  - Source Node

Valid Filter String entries include logic operators (AND, OR) and comparison operations (Attribute, Operator, Expression). NNMi displays each entry on a separate line above the Filter String output.

## Global Network Management Recommendations

- Each regional manager can forward information to a supported limit of two global managers.

## Recommended Soft Limits for Trap Burst Throughput Rate

NNMi has been tested with the following incoming SNMP trap rates. These rates assume a well-configured system and are supported independent of the hardware tier:

- 1,000 SNMP traps/second for up to 1 minute.
- 200 SNMP traps/second for up to 5 minutes.
- A sustained average of 50 SNMP traps/second.
- The database limit for storing traps is 95,000; when that limit is reached, new traps are no longer persisted in the NNMi database. See the "Archive and Delete Incidents" help topic in "Help for Administrators" for more information on the stored trap limit. See the [NNMi Deployment Reference](#) for enabling Auto-Trim for SNMP traps to avoid reaching the limit for stored traps. Traps can also be trimmed using the `nnmtrimincidents.ovpl` command. Even when new traps are not persisted in the NNMi database due to the database limit for storing traps, they are still stored in the binary trap store and can be viewed with the `nnmtrapdump.ovpl` command.

## Other Recommended Limits

- NNMi supports a maximum of 1500 configured Users, 40 simultaneous users, 2000 User Groups, and 2000 Security Groups. Each user is limited to a maximum of 32 User Groups.
- Node Groups
  - NNMi supports a maximum of 12,000 Node Groups.
  - NNMi supports a hierarchy of 6 Node Groups deep.
  - Use separate node groups for maps and monitoring settings.
  - Best node group performance is obtained by using the following filtering styles:
    - Use `"hostname like B038255"` style filtering.
    - Avoid `"hostname like *router"` style filtering.
    - Use `"customAttributeName = tokyo1"` style filtering.
    - Avoid long filters that use `mgmtIPAddress = a.b.c.d` OR `mgmtIPAddress = e.f.g.h` OR `mgmtIPAddress = u.v.w.x` OR `mgmtIPAddress = w.x.y.z` style filtering.
- NNMi supports a maximum of 100 Interface Groups.
- NNMi supports a maximum of 20 monitoring configuration groups.
  - A monitoring configuration group can be either a Node Group or an Interface Group.
  - Click the **Interfaces Settings** and **Node Settings** tabs of the **Monitoring Configuration form** to see the number of configured groups:
    - NNMi does not enforce any hard limits on the number of monitoring groups you configure.
    - NNMi does not support configurations of more than 20 monitoring groups due to the risk of a degradation in NNMi performance.
    - If the NNMi management server is nearing the limits of maximum performance, do not configure monitoring groups to use complex filters. Doing so adds processing time and decreases NNMi performance.
- NNMi supports a maximum of 15 million records daily for "Bulk" collection for Custom Poller for Very Large tier (where a record can contain values for multiple OIDs from a single SNMP table entry).
- Some commands support batching for updates. If the batch file is too large, transactions timeouts can occur. If that happens, decrease the size of the batch file and try again. The following limits may be useful guidelines:
  - 100 lines in the batch file for the `nnmnodegroup.ovpl` command.
  - 1000 lines in the batch file for the `nnmcommunication.ovpl` command.

## Operating System

### Windows

#### Supported Versions

- Windows Server 2008 R2 x64 Datacenter Edition with SP1 (or later service pack)
- Windows Server 2008 R2 x64 Enterprise Edition with SP1 (or later service pack)
- Windows Server 2008 R2 x64 Standard Edition with SP1 (or later service pack)

#### Notes

- Windows operating systems on Itanium Processor Family (IPF) are **not** supported.
- Windows 32-bit operating systems are **not** supported.
- The Windows SNMP Trap service (or any other service that takes UDP Port 162) must be disabled. For more information, see the [Installation Guide](#).
- Anti-virus and backup software can interfere with NNMi operation if this software locks files while NNMi is running. Any application that locks files should be configured to exclude the NNMi database directory (on Windows Server 2008 R2, `C:\ProgramData\HP\HP BTO Software\shared\nnm\database`)

).

- Windows Server 2008 R2 uses the concept of User Access Control (UAC). Users that are not part of the Local Administrator group might not have the full Administrator privileges that are required to successfully install NNMI. All of the scripts and commands shipped with NNMI detect and warn the user if the user does not have full Administrator privileges. For a successful NNMI installation, install NNMI as a user with full Local Administrator access or disable UAC.

## Linux

### Supported Versions

- Red Hat
  - Red Hat Enterprise Linux Server 6.4 (or later minor version)

**Tip:** Red Hat does not support direct upgrades from Red Hat Enterprise Linux Server 5.x to 6.0.

- SUSE
  - SUSE Linux Enterprise Server 11 SP3 (or later service pack)

### Installation Prerequisites

- RHEL 6
  - Both the 64-bit compat-libstdc++ and 32-bit compat-libstdc++ libraries are required before installing NNMI.
  - Required Libraries. NNMI requires the following exact library versions. The RPM versions may vary depending on the minor release of RHEL. Before installing NNMI on a 64-bit Linux server, verify that the following library files are installed:
    - RPM: **compat-libstdc++-33-3.2.3-69.el6.x86\_64**
      - /usr/lib64/libstdc++.so.5
      - /usr/lib64/libstdc++.so.5.0.7
    - RPM: **compat-libstdc++-33-3.2.3-69.el6.i686**
      - /usr/lib/libstdc++.so.5
      - /usr/lib/libstdc++.so.5.0.7
    - RPM: **glibc-2.12-1.47.el6\_2.5.x86\_64**
      - /lib64/libc-2.12.so
    - RPM: **libaio-0.3.107-10.el6.x86\_64**
      - /lib64/libaio.so.1
    - RPM: **libXtst-1.0.99.2-3.el6.x86\_64**
      - /usr/lib64/libXtst.so.6
    - RPM: **libXext-1.1-3.el6.i686**
      - /usr/lib/libXext.so.6
    - RPM: **libXi-1.3-3.el6.x86\_64**
      - /usr/lib64/libXi.so.6
    - RPM: **libXi-1.3-3.el6.i686**
      - /usr/lib/libXi.so.6
  - For example, to install the RHEL package `compat-libstdc++-33-3.2.3-69.el6.i686`, you can obtain and install the package in one of two ways:

- If you have subscribed to the Redhat repository or the CentOS repository, run the following command:

```
yum install compat-libstdc++-33-3.2.3-69.el6.i686
```

This command automatically locates the package in the repository, then downloads and installs the package on the system.

*Note:* The CentOS repository is a free public RHEL open source repository.

- If you do not have access to any RHEL repository, download the package from the following URL:

<http://mirror.centos.org/centos/6/os/i386/Packages/compat-libstdc++-33-3.2.3-69.el6.i686.rpm>

Then run the following command on the Linux Console:

```
rpm -i compat-libstdc++-33-3.2.3-69.el6.i686.rpm
```

This command installs the package on the system.

- SUSE
  - Both the 64-bit compat-libstdc++ and 32-bit compat-libstdc++ libraries are required before installing NNMI.

- Required Libraries. NNMI requires the following exact library versions. The RPM versions may vary depending on the minor release of SUSE. Before installing NNMI on a 64-bit Linux server, verify that the following library files are installed:
  - RPM: **compat-libstdc++-33-3.3.3-11.9**
    - /usr/lib64/libstdc++.so.5
    - /usr/lib64/libstdc++.so.5.0.7
  - RPM: **libstdc++33-32bit-3.3.3-11.9**
    - /usr/lib/libstdc++.so.5
    - /usr/lib/libstdc++.so.5.0.7
  - RPM: **glibc-2.11.1-0.17.4**
    - /lib64/libc-2.11.1.so
  - RPM: **libaio-0.3.109-0.1.46**
    - /lib64/libaio.so.1
  - RPM: **xorg-x11-libs-7.4-8.24.2**
    - /usr/lib64/libXtst.so.6
  - RPM: **xorg-x11-libXext-32bit-7.4-1.16.21**
    - /usr/lib/libXext.so.6
  - RPM: **xorg-x11-libs-7.4-8.24.2**
    - /usr/lib64/libXi.so.6
  - RPM: **xorg-x11-libs-32bit-7.4-8.24.2**
    - /usr/lib/libXi.so.6

## Linux Kernel Tuning

- NNMI requires that some kernel tunable options be changed from their default settings.
  - The default size of kernel.shmmax on an upgraded operating system might be too small for the embedded database to operate after a reboot (as reported by `ovstatus -c nmsdbmgr`). Configure this value before installing NNMI. To validate, run `/sbin/sysctl -q kernel.shmmax`. Depending on the memory tier for your installation, this value might need to be as large as 12GB. In most cases, it is best to reset this value to 64GB, which is the default value for new Red Hat installations. To make this change permanent (after a reboot), edit the `/etc/sysctl.conf` file to add the following entry:
 

```
# NNMI settings for embedded database
kernel.shmmax = 68719476736
```

 Then either reboot the system or run `/sbin/sysctl -p` to immediately apply the changes without requiring a reboot.
  - SNMP utilizes UDP (User Datagram Protocol) for sending and receiving SNMP request and response Protocol Data Units (PDUs). The operating system utilizes UDP buffering to match the arrival rate of UDP packets with their consumption rate by NNMI. To minimize the chances for lost SNMP request or response packets, a sufficient amount of memory is required for UDP buffering. NNMI requests 8MB for the UDP receive buffer (for incoming responses) and 8MB for the UDP send buffer (for outgoing requests). Linux systems typically reserve only 128 KB for each of these buffers. To make this change permanent (after a reboot), edit the `/etc/sysctl.conf` file and add the following entry:
 

```
# NNMI settings for UDP receive and send buffer sizes
net.core.rmem_max = 8388608
net.core.wmem_max = 8388608
```

 Then either reboot the system or run `/sbin/sysctl -p` to immediately apply the changes without requiring a reboot. If `ovjboss` is running, restart the process to benefit from these changes:
 

```
ovstop ovjboss; ovstart ovjboss
```
  - The number of open files per process must be increased. To increase the number of files:
    1. Edit the `/etc/security/limits.conf` file to add (or update if the existing value is less than 4096) the following lines:
 

```
# Increase the default max open files for NNMI
*      soft   nofile   4096
*      hard   nofile   4096
```
    2. Save your changes.
    3. Log off from the Linux system, and then log back on, as the change to the `limits.conf` file only applies to new shells.
    4. When you start installing NNMI, the installer inherits the new file limits.

**NOTE:** If you have already installed NNMI, do the following to restart NNMI so it inherits the new file limits:

```
ovstop; ovstart
```

## Virtual Memory / Swap Space

- Recommended size is at least one and a half times physical memory (i.e.,  $1.5 * \text{RAM}$ ).
- Verify and adjust the virtual memory:
  - Windows: Use **System Properties**.

- Linux: To verify, use the `cat /proc/meminfo | grep Swap` command. To adjust, use the `parted` and `mkswap` commands.

## Database

NNMi can store its data in an embedded Postgres database or in an external Oracle database. You must choose the database type at installation time.

**NOTE:** You cannot change the database type after NNMi installation.

- Embedded database on the NNMi management server:
  - NNMi automatically installs, initializes, and maintains the embedded database.
  - NNMi provides tools for re-initializing, backing up while online, and restoring the embedded database.
  - The embedded database performs well for most deployments.
- Oracle 11g Release 2 (11.2.0.x starting with 11.2.0.3) installed on a remote system:
  - It is recommended that the network connection between the NNMi management server and the database server be at least 1 GB/s.
  - The Oracle database user must be created with an appropriate tablespace before NNMi installation (see the [Installation Guide](#)).

## High Availability

NNMi can run on certain high availability (HA) systems with additional configuration. See the [Deployment Reference](#) for information on how to install and configure NNMi with high availability systems. When you install and configure NNMi with high availability systems, it is important to carefully follow the steps documented in the *HP Network Node Manager i Software Deployment Reference* to properly configure NNMi for HA. Only HA configurations that follow these documented steps can be supported by HP.

**NOTE:** NNMi supports only a 1+1 configuration model for high availability.

The following configurations are supported on [NNMi Supported Operating Systems](#):

- Microsoft Windows: Microsoft Failover Clustering for Windows Server 2008 R2
- Red Hat Linux:
  - Veritas Cluster Server (VCS) version 6.0

### Notes

- Some disk types require the use of Veritas Storage Foundation (VSF) version 6.0.
- VCS 6.0 and VSF 6.0 might require operating system patches. For specific information, see the appropriate Veritas product documentation.
- The corresponding version of Red Hat Cluster Suite (RHCS) for the supported versions of the Red Hat Enterprise Server operating system
  - **Warning:** Not all SPIs may support RHCS. If you are planning to install any of the NNM Smart Plug-ins (NNM iSPIs), please see the Support Matrix for each NNM iSPI for details on the support for that NNM iSPI.
- SUSE Linux: NNMi supports Veritas 6.0 HA clusters on SUSE Linux 11 SP3.

## Web Browser

### • General Web Browser Requirements

- Enable popups for the browser (see instructions on the NNMi console sign-in page or in the [Installation Guide](#)).
- Enable cookies for the browser (see instructions on the NNMi console sign-in page or in the [Installation Guide](#)).
- Enable JavaScript for the browser.
- Install [Adobe Flash](#) (for proper display of Real-Time Line Graphs).
- The resolution of the client display should be at least 1024x768.
- **Caution:** The following browsers are **not** supported:
  - Microsoft Internet Explorer version 9 or version 10 when running in Compatibility View mode  
Be sure to disable Compatibility View in Internet Explorer using **Tools** → **Compatibility View Settings** (clear all check boxes).
  - Microsoft Internet Explorer version 6, version 7, and version 8
  - Mozilla Firefox 3.6.x through 23.x
  - Mozilla Firefox 25.0 and other non-ESR versions of Firefox.
  - Apple Safari (all versions)
  - Opera (all versions)
  - Google™ Chrome (all versions)

### • Supported Web Browsers on a Remote Client System (for operational use)

- Microsoft Internet Explorer (32-bit and 64-bit) version 9 (not running in Compatibility View mode).
- Microsoft Internet Explorer (32-bit and 64-bit) version 10 (not running in Compatibility View mode).
  - **Warning:** Not all SPIs may support IE 10. If you are planning to use any of the NNM Smart Plug-ins (NNM iSPIs), please see the Support Matrix for each NNM iSPI for details on the support for that NNM iSPI.

- Mozilla Firefox version 24.x ESR on a Windows or Linux client. The Firefox ESR (Extended Support Release) browser is available from <http://www.mozilla.org/firefox/organizations/all.html>. The Firefox browser works best if new windows are opened as separate windows, not tabs. For information, see "Mozilla Firefox Known Problems" in the [Release Notes](#).

## Adobe Flash Player Plug-in

The Real-time Line Graphs (**Actions** → **Graphs**) requires the Adobe Flash Player Plug-in version 11.2.202.285 or later on Linux or version 11.7.700.202 or later on Windows. The Adobe Flash Player is available from [www.adobe.com/go/getflash/](http://www.adobe.com/go/getflash/).

## Microsoft Visio (NNM iSPI NET only)

The NNM iSPI Network Engineering Toolset Software feature to export map views to Visio (**Tools** → **Visio Export**) requires Microsoft Visio 2010 or Microsoft Visio 2013.

## Tuning the jboss Memory Size

During installation, the recommended default maximum memory size of the jboss application server is configured in the `ovjboss.jvmargs` file. NNMi configures the `-Xmx` value by examining the amount of physical RAM and selecting the value for the closest tier. Please review this memory size value after installation to make sure it is appropriate for the expected size of your environment. You may need to increase or decrease the memory size value to reflect the recommendations documented in [CPU, RAM, and Disk Space Requirements](#).

The current Maximum Attemptable Memory value (adjusted with `-Xmx`) and a memory region report are available in the NNMi console with **Help** → **System Information**. It is recommended that this `-Xmx` value not exceed the amount of unused physical RAM. If the jboss JVM's entire virtual memory space does not fit in physical memory, the operating system thrashes as jboss randomly accesses its memory. NNMi supports a maximum `-Xmx` memory value of 24 GB.

You can approximate the amount of unused physical RAM available to jboss as follows: From the amount of physical memory, subtract the following amounts:

- Memory for the operating system: 1 - 2 GB
- Memory for the nmsdbmgr process: 1 - 8 GB
- Memory for any other applications, including NNM iSPIs, that are running on the server

NNMi continues to monitor the jboss memory regions during operation. If jboss memory resources are getting low, a message appears on the NNMi console sign-on page, at the bottom of the NNMi console, and at the top of NNMi forms. When jboss is running low on memory, it spends more time performing garbage collection, reducing overall system performance. Some of the possible memory region messages and suggested fixes include:

- [Critical] The region 'PS Old Gen' is at 100.00% usage  
Fix by increasing the `-Xmx` value in `ovjboss.jvmargs`.
- [Critical] The region 'Tenured Gen' is at 100.00% usage  
Fix by increasing the `-Xmx` value in `ovjboss.jvmargs`.
- [Major] The region 'PS Perm Gen' is at 92.66% usage  
[Critical] The region 'Perm Gen' is at 96.32% usage  
Perm Gen memory area is the area used for on-demand loading of Java classes. PS Perm Gen is the name of the memory area used with multiple CPU systems. This warning can occur if additional NNMi functionality has been added or if components have been redeployed. Fix by restarting `ovjboss`. If the problem continues, fix by increasing the `-XX:MaxPermSize` such as changing `-XX:MaxPermSize=128m` to `-XX:MaxPermSize=256m`.

To change the jboss Maximum Java Heap Size (`-Xmx`) or other Java Virtual Machine parameters:

1. `ovstop -c ovjboss`
2. Edit the `ovjboss.jvmargs` file:
  - Windows Server 2008 R2: `C:\ProgramData\HP\HP BTO Software\shared\nnm\conf\props\ovjboss.jvmargs`
  - Linux: `/var/opt/OV/shared/nnm/conf/props/ovjboss.jvmargs`
3. Change the Maximum Java Heap Size to the required amount. For example, a snippet of the `ovjboss.jvmargs` file looks like this:
 

```
#
# JVM Memory parameters
# -Xms: Initial Java Heap Size
# -Xmx: Maximum Java Heap Size
# -Xss: Java stack size (default to OS-supplied value)
#
-Xms128m
-Xmx2048m
-Xss128m
```
4. `ovstart -c ovjboss`

## Internationalization and Localization Support

NNMi is internationalized and can be used on operating systems configured for non-US-English locales that are supported by the operating systems. Those locales include variants of Japanese, Korean, Simplified Chinese, Traditional Chinese, Western and Central European locales, and Russian.

On Windows systems, NNMi does not support installation using directory paths with localized characters; path names for `$NnmInstallDir` and `$NnmDataDir` can contain English characters only.

NNMi is localized (or translated) to Japanese, Korean, and Simplified Chinese. When those localized packages are installed, Japanese, Korean or



Simplified Chinese are displayed (as output) and NNMI accepts non-English characters as input. With all other locales, English strings appear as output while NNMI accepts non-English characters as input.

**NOTE:** Localization support only applies to the Localization release of NNMI 10.00, not to the initial English-only release.

The following table lists the localized languages and supported locales for each operating system.

Operating System	Localized Languages		
	Japanese	Simplified Chinese	Korean
Windows	Japanese	Chinese_PRC	Korean
Linux	ja_JP.utf8	zh_CN.utf8	ko_KR.utf8

Before using Internet Explorer to access an NNMI management server that is configured to support the Asian Languages, install the East Asian Language with the following procedure:

1. In the **Control Panel**, select **Regional and Language Options**.
2. On the **Languages** tab, select **Install files for East Asian Languages**, and then follow the instructions.

If you want to force the locale for all users to be the same regardless of the locale specified by the Web browser (e.g., to display English localized messages for all users), it is possible to do this using a server property. See the *Override the Browser Locale Setting* section in the [Deployment Reference](#) for more information.

## Integration and Coexistence with Other Products

### Network Node Manager i Smart Plug-ins

The following HP Network Node Manager i Software Smart Plug-ins (NNM iSPIs) are available to add on to NNMI 10.00:

- HP Network Node Manager iSPI Network Engineering Toolset Software version 10.00
- HP Network Node Manager iSPI Performance for Metrics Software version 10.00

**Caution:** NNMI must be installed before the HP Network Node Manager iSPI Performance for Metrics.

- HP Network Node Manager iSPI Performance for Quality Assurance Software version 10.00
- HP Network Node Manager iSPI Performance for Traffic Software version 10.00
- HP Network Node Manager iSPI for IP Multicast Software version 10.00
- HP Network Node Manager iSPI for IP Telephony Software version 10.00
- HP Network Node Manager iSPI for MPLS Software version 10.00

### Coexistence

The following products can coexist on the same system as NNMI 10.00:

- All HP Network Node Manager i Software Smart Plug-ins (NNM iSPIs) listed in the [Network Node Manager i Smart Plug-ins](#) section.
- HP ArcSight SmartConnector: HP Network Node Manager i SNMP version 6.0.5 (Windows Server 2008 R2, Red Hat 6, and SUSE 11)
- HP Network Automation (NA) version 10.00 (Windows Server 2008 R2, Red Hat 6, and SUSE 11)
- HP Operations agent (64-bit only) version 11.1x (starting with 11.13) (Windows Server 2008 R2, Red Hat 6, and SUSE 11)

**NOTE:** See the *NNMI Coexistence with HP Operations Agent* section in the [Deployment Reference](#) for more information on the proper installation order when using HP Operations agent.

- IBM Tivoli Netcool/OMNibus SNMP Probe version 7.4 (Windows Server 2008 R2 and Red Hat 6.x)

### Integrations

The following products have additional functionality available through an NNMI 10.00 integration. For updates to this list, see [http://h20230.www2.hp.com/selfsolve/document/KM00891565/binary/nm\\_i\\_SupportMatrix\\_Update\\_10.00.htm](http://h20230.www2.hp.com/selfsolve/document/KM00891565/binary/nm_i_SupportMatrix_Update_10.00.htm). For information on specific features, see the appropriate integration manual.

- HP Advanced TeMIP NNM Integration (ATNI) version 6.0 with HP TeMIP version 6.0, 6.2
  - NNMI 10.00 on RHEL integrated with ATNI 6.0 on RHEL with patches TEMIPTNTLIN\_00049 (runtime) and TEMIPTNTLIN\_00050 (for Customization Toolkit) or any superseding patches. NNMI 10.00 on Windows integrated with remote ATNI 6.0 on HP-UX with patches PHSS\_44066 on HP-UX and TEMIPTNTWIN\_00006 on Windows or any superseding patches.
  - See the *TeMIP NNMI Advanced Integration Overview* and other ATNI documentation for more details on the integration.
- HP ArcSight Logger version 5.3.1 (with SmartConnector Logger Forwarding Connector for HP NNMI version 5.2.3, SmartConnector for HP Network

Node Manager i SNMP 6.0.5, and Syslog SmartConnector 6.0.5)

- HP Asset Manager version 9.30 (with HP Connect-It 9.30), 9.31 (with HP Connect-It 9.40), 9.41 (with HP Connect-It 9.53)
- HP Business Service Management (BSM) Real User Monitor (RUM), Run-time Service Model (RTSM), Operations Management (OMi), My BSM with BSM version 9.23
- HP Intelligent Management Center (IMC) version 7.0
- HP Network Automation (NA) version 10.00

**NOTE:** For NNMi and NA to run correctly on the same computer, you must install NNMi before installing NA. If you install NA before installing NNMi, the NNMi installation reports a port conflict with NA and does not complete.

- HP Operations Analytics 2.10
  - See the *HP Operations Analytics Configuration Guide* for more details on the integration.
- HP Operations Log Intelligence version 1.0
  - See the *HP Network Node Manager i Software—HP ArcSight Logger Integration Guide* for more details. All references to HP ArcSight Logger in that document also apply to HP Operations Log Intelligence.
- HP Operations Manager for Linux (HPOM for Linux) version 9.11
- HP Operations Manager for UNIX (HPOM for UNIX) version 9.11
- HP Operations Manager for Windows (HPOM for Windows) version 9.00
- HP Operations Orchestration (HP OO) version 9.07, 10.x

**NOTE:** NNM iSPI NET provides a different integration with HP OO. An embedded package of the required HP OO version is included with the NNM iSPI NET media. For specific information, see the NNM iSPI NET support matrix.

- HP Route Analytics Management Software (RAMS) version 9.21 (requires an NNMi Advanced or NNMi Premium license)
- HP SiteScope version 11.23
- HP Systems Insight Manager (SIM) version 7.1.x, 7.2.x, 7.3.x
- HP Universal CMDB (UCMDB) version 10.01, 10.10

**NOTE:** The HP NNMi–HP BSM/UCMDB Topology integration, as described in the *HP Network Node Manager i Software—Business Service Management/Universal CMDB Topology Integration Guide*, now supports integration with either HP Business Service Management (BSM) Topology or HP UCMDB. NNMi cannot simultaneously integrate directly with both HP BSM Topology and HP UCMDB. If you want NNMi information in both databases, configure the HP NNMi–HP BSM/UCMDB Topology integration with either HP BSM Topology or HP UCDMB and then configure integration between HP BSM Topology and HP UCMDB as described in the *UCMDB Data Flow Management Guide*, which is included on the UCMDB product media

- Cisco Systems CiscoWorks LAN Management Solution (CiscoWorks LMS)

**NOTE:** CiscoWorks integration is not yet supported with NNMi 10.00. If you have NNMi integrated with CiscoWorks, please wait for announcement of a version of CiscoWorks that is supported with NNMi 10.00 before upgrading.

- IBM Tivoli Netcool/OMNibus version 7.4
- NetScout nGenius Performance Manager 5.2.1

## Supported Network Devices

For the list of supported network devices, see the [HP Network Node Manager i Software \(NNMi\) Device Support Matrix](#).

This device support information is based on the latest information available to HP at the time of publication. Note that device vendors can at any time alter a device's MIB usage (for example, in newer IOS or system software versions) and invalidate NNM's interpretation of that device's MIB data.