
HP Cloud Service Automation for Matrix

Release Notes

Software version: 2010, September

This document provides an overview of the changes made to HP Cloud Service Automation for Matrix (CSA for Matrix) for the 2010, September release. It contains information not included in the product documentation.

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In This Version

CSA for Matrix provides software to integrate specific HP products for the purpose of delivering and managing automated infrastructure services in a cloud-computing environment. CSA for Matrix delivers monitoring templates for HP SiteScope, work flows for HP Operations Orchestration (HP OO), and specialized integration capability for HP Server Automation (HP SA) and HP Insight Orchestration (HP IO).

Support for CSA for Matrix is aligned to support for component products. For more information, refer to the CSA for Matrix [Software System and Device Support Matrix](#), available on the HP Software Manuals website at:

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

For the performance and stability of the CSA for Matrix environment, it is very important to complete the following tasks before installation begins:

- Review supported hardware and software for each component product in order to meet the minimum installation requirements.
- Make sure the relevant patches and hot fixes to the patch releases are applied to the component products.
- Review the release notes for each component product to be aware of additional changes or restrictions.

The table below shows the component products for CSA for Matrix and provides links to the support matrix and release notes for each product.

Product	Release Notes	Support Matrix	For more information
HP Server Automation (SA)	SA 7.83 Release Notes	Server Automation 7.8x Managed Server Support	HP Software Manuals website http://support.openview.hp.com/selfsolve/manuals
HP Insight Software	HP Insight Software 6.1 Installation and Upgrade Release Notes	HP Insight Software 6.1 Support Matrix NOTE: Go to <i>Chapter 3: Managed system requirements</i> . CSA for Matrix supports the detail associated with the Insight Dynamics column in Table 3-1, which is further constrained by any requirements noted for Insight Orchestration 6.1.1 CSA for Matrix requires the support packs listed in Table 3-2.	HP Insight Software website http://h18004.www1.hp.com/products/servers/management/unified/infolibraryis.html
HP Software SiteScope	HP SiteScope Release Notes	HP Software Online Support (SSO) website, Support Matrices NOTE: Check Support matrices short-cuts to find HP SiteScope. Make sure you select version 10.11.	HP Software Manuals website http://support.openview.hp.com/selfsolve/manuals

Documentation

NOTE: The *Server and Storage Workflows for HP Insight Dynamics* white paper is available here: <http://www.hp.com/go/insightdynamics/docs>

The following product documentation is available for HP CSA for Matrix 2010, September:

HP Cloud Service Automation Documentation List – provides links to documentation for CSA for Matrix component products, and required white papers.

HP Cloud Service Automation for Matrix Software System and Device Support Matrix – contains hardware and software installation requirements and links to support matrices for component support matrices.

HP Cloud Service Automation for Matrix Software Release Notes (this document).

HP Cloud Service Automation for Matrix Integration Guide – provides installation and configuration information.

HP Cloud Service Automation for Matrix Troubleshooting Guide – provides Level 1 triage and tuning information, as well as troubleshooting information.

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>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:
<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

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

NOTE: 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

It is necessary to update the products that comprise CSA for Matrix after installing the base level versions. The appropriate patches for Server Automation and SiteScope can be downloaded from the HP SelfSolve/Patch System. The HP SelfSolve/Patch System is accessible using HP Passport Credentials at this URL:
<http://support.openview.hp.com/selfsolve/patches>.

To find the 7.83 patch to apply to Server Automation 7.80, use “Server Automation” as the product name, “7.83” as the product version and select the operating system appropriate to your CSA for Matrix installation as described in the platform support matrix.

To find the 10.11 patch to apply to SiteScope 10.10, use “SiteScope” as the product name, “10.11” as the product version and select the operation system appropriate to your CSA for Matrix installation as described in the platform support matrix.

In addition to these two patches, it is advisable to install hot fix ‘QCCR1D113567’ to your Server Automation installation. This hot fix addresses an intermittent issue when de-provisioning a server. The hot fix and instructions must be obtained by HP Professional Services Organization or Service Automation support personnel.

Known Problems, Limitations, and Workarounds

Refer to the CSA for Matrix [Software System and Device Support Matrix](#) for information about installation and operational constraints. Refer to the [CSA for Matrix Troubleshooting Guide](#) to troubleshoot common installation and configuration issues.

Communication Timeouts

Depending on the environment used to host CSA for Matrix, communication timeouts may occur between various components including Insight Dynamics communication to Server Automation, or Server Automation to provisioning targets. If timeouts occur, review the configuration guides for Insight Orchestration and Server Automation, since both products contain mechanisms to adjust values associated with communication timeouts. In particular, the “polling intervals” and “timeout values” sections of the **hpio.properties** configuration file for Insight Orchestration contains numerous properties for timeout constraints.

Returning Failed Resources to Resource Pools

If a provision or de-provision fails, the service request is marked as **failed** within Insight Orchestration. The nature of the failure may require subsequent action, including returning resources (servers, storage) back to the

associated resource pools. The most common source of failures includes device drivers (particularly storage), which are not set correctly in the OS media used for provisioning. Intermittent failures may occur during the “erase disk” portion of the de-provision step, particularly if communication between Server Automation and target server is interrupted. Review the *HP Insight Orchestration Configuration Guide* and the *HP Cloud Service Automation for Matrix Troubleshooting Guide*. For details concerning remediation, refer to these topics: “Physical resources are not returned if a provision fails” and “A CSA for Matrix service delete fails”).

Primary Key Violation on OS Provision Error

An error described as “Primary key violation on OS provision” could occur in some environments during multi-server provisioning jobs. This error causes a provisioning failure; it can be remediated by re-running the provision.

Support

You can visit the HP Software support web site at: www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online 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 using the support site to:

- 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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