HP Cloud Service Automation for Matrix

Release Notes

Software version: 2010, December

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

In This Version
Documentation Updates
Installation Notes
Known Problems, Limitations, and Workarounds
Support
Legal Notices

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, workflows for HP Operations Orchestration (HP OO), and specialized integration capability for HP Server Automation (HP SA) and HP Insight Orchestration (HP IO).

CSA for Matrix—by utilizing Insight Dynamics 6.2 Update 1 or 2—supports the "Dynamic" SAN volume automation feature with HP EVA.

The optional integration with HP Storage Essentials also enables you to use the "Dynamic" SAN volume automation feature with the HP XP, EMC CLARiiON, and HDS storage arrays. For this integration to work, you must purchase and install HP Storage Essentials separately.

Support for CSA for Matrix is aligned to support for component products. For more information, refer to the *Support Matrix for CSA for Matrix*, available on the HP Software Manuals web site 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 9.02 or 9.03 Release Notes	Available on the HP Software Support Matrix web site	HP Software Manuals web site http://support.openview.hp.com/selfsolve/manuals HP Software Support Matrix web site http://support.openview.hp.com/sc/support_matrices.jsp
HP Insight Software	HP Insight Software 6.1 Update 1 or 6.2 Update 1 or 2 Installation and Upgrade Release Notes	HP Insight Software 6.1 Update 1 or 6.2 Update 1 or 2 Support Matrix NOTE: CSA for Matrix supports the detail associated with Insight Dynamics, which is further constrained by any requirements noted for Insight Orchestration. CSA for Matrix requires the support packs listed in the support matrix.	HP Insight Software web site http://www.hp.com/go/insightdynamics/docs
HP SiteScope	HP SiteScope Release Notes	Available on the HP Software Support Matrix web site Note: Check Support matrices short-cuts to find HP SiteScope. Make sure you select version 11.00 or 11.01.	HP Software Manuals web site http://support.openview.hp.com/selfsolve/manuals HP Software Support Matrix web site http://support.openview.hp.com/sc/support_matrices.jsp
Optional. HP Storage Essentials	HP Storage Essentials 6.3 Release Notes	Available on the HP Software Support Matrix web site	HP Software Manuals web site http://support.openview.hp.com/selfsolve/manuals HP Software Support Matrix web site http://support.openview.hp.com/sc/support_matrices.jsp

Documentation Updates

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, December:

Support Matrix for HP Cloud Service Automation for Matrix – contains hardware and software installation requirements and links to support matrices for components.

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 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 9.02 or 9.03 patch to apply to Server Automation 9.00, use "Server Automation" as the product name, "9.02" or "9.03" as the product version, and then select the operating system appropriate to your CSA for Matrix installation as described in the platform support matrix.

To find the 11.01 patch to apply to SiteScope 11.00, use "SiteScope" as the product name, "11.01" as the product version and select the operation system appropriate to your CSA for Matrix installation as described in the platform support matrix.

The *Cloud Service Automation for Matrix Product Software and Documentation* CD—available with the CSA for Matrix 2010, December media kit—presents the following items:

- **HP SiteScope flows:** The `CSA_for_Matrix_2010.12_OO-SiS-Install.zip` file, which is available inside the `CSA_for_Matrix_2010.12_OO-SiS-Install` directory on the media, includes the necessary files and installer for the SiteScope flows.

- **HP Storage Essentials flows:** The `CSA_for_Matrix_2010.12_OO-SE-Install.jar` file, which is available inside the `CSA_for_Matrix_2010.12_OO-SE-Install` directory on the media, includes the necessary files and installer for the HP Storage Essentials flows.

- **Documentation:** The CSA for Matrix documentation is available in the `docs` directory.

- **Open Source Software License Agreements:** License agreement files for the open source software included on the media are available in the `open-source-license` directory.

Known Problems, Limitations, and Workarounds

Refer to the Support Matrix for CSA for Matrix for information about installation and operational constraints. Refer to the CSA for Matrix Troubleshooting Guide to troubleshoot common installation and configuration issues.

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").

Provisioning linked clones for ESX 4.0

Provisioning linked clones with Insight Dynamics Insight Orchestration and Server Automation requires hotfix 101206 for Insight Orchestration 6.2.1. This hotfix is available through HP Technology Services.

QXCR1001083858. **Rack mount servers left in power-on state following service delete**

If you use Insight Orchestration to provision rack mount servers, the servers will be left in a power-on state following service delete.
Workaround:

1. Open the properties file in the location `C:\Program Files\HP\InsightOrchestration\conf\hpio.properties.`

2. Change:
   ```
   # Indicates if power state is preserved on physical provisioning
   failurepower.preserve.onfailure = true
   ```
   to
   ```
   # Indicates if power state is preserved on physical provisioning
   failurepower.preserve.onfailure = false
   ```

3. Restart the HP Insight Orchestration Windows service.

QXCR001083884. **Cannot remove the local disk entries for a Blade server once the entries are set**

You cannot remove the local disk entries for a Blade server once the entries are set. As a result, you cannot start a Create Service operation for the Blade server with SAN Boot.
Workaround: None

QXCR1001079745. **When you provision the Windows operating system on a system with LOCAL boot disk and SAN data disk, the SAN disk is not visible after completing the provisioning procedure**

When you provision the Windows operating system on a system with LOCAL boot disk and SAN data disk, the SAN disk is not visible after completing the provisioning procedure.
Workaround: None

QXCR1001079745. **When you provision the Linux operating system on a system with LOCAL boot disk and SAN data disk, the SAN disk is not visible after completing the provisioning procedure**

When you provision the Linux operating system on a system with LOCAL boot disk and SAN data disk, the SAN disk is not visible after completing the provisioning procedure.
Workaround: Rescan or reboot the system to resolve this.

QCCR1D118112. **The Erase disk operation fails for a Windows 2008 system**

When you perform the Delete Service operation on a Windows 2008 system, the Erase disk operation fails. This problem also intermittently appears on HP ProLiant DL and HP ProLiant BladeSystem servers running on Red Hat Enterprise Linux.
Workaround: Manually clean up the system.

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

Legal Notices

©Copyright 2010 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

For information about third-party license agreements, see the `open-source-license` directory on the installation media.

Trademark Notices

• Java is a registered trademark of Oracle and/or its affiliates.

• Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

• UNIX® is a registered trademark of The Open Group.

Acknowledgements

This product includes software developed by the Apache Software Foundation (http://www.apache.org/).