HP Insight Control Management Release Notes

Version

HP Insight Control Management suites, version: 2.20

NOTE: Performance Management Pack and Vulnerability and Patch Management Pack documentation are incorporated into Insight Control Management documentation.

Supported platforms

For information about supported platforms and system prerequisites, see the *HP Insight Control Management Support Matrix* located on the HP Insight Control Management DVD, or at http://www.hp.com/go/insightcontrol.

Information about Japanese support is located at http://www.hp.com/jp/insightcontrol.

What's new in version 2.20

- Insight Control Management provides integrated installation or upgrade of the following component versions:
  - HP Systems Insight Manager (HP SIM) 5.2 *(updated)*
  - HP System Management Homepage (SMH) 2.1.11 *(updated)*
  - HP Version Control Repository Manager 2.1.10 *(updated)*
  - WMI Mapper 2.4
  - HP BladeSystem Integrated Manager 3.2 *(updated)*
  - HP Insight Power Manager (IPM) 1.40 *(updated)*
  - HP Service Essentials Remote Support Pack 5.07 *(updated)*
  - Extensions for HP SIM on Microsoft® Windows®
  - HP Performance Management Pack (PMP) 4.7 *(updated)*
  - HP Rapid Deployment Pack (RDP) 3.70
  - HP Vulnerability and Patch Management (VPM) Pack 2.2 *(updated)*
  - HP Virtual Machine Management Pack (VMM) 3.1 *(updated)* *
  - HP Insight Control Environment (ICE) Advisor 2.20 *(updated)*

* Starting with version 3.0 of the Virtual Machine Management Pack, the Server Migration Pack requires a separate installation, and is available in Server Migration Pack – Universal Edition (SMP Universal). The latest SMP Universal Edition is available at http://www.hp.com/go/migrate.

- .NET 2.0 is a prerequisite for installation.
- Upgrade is supported for Insight Control Management versions 1.10, 1.11, 2.00, and 2.10.
- Select support for Microsoft Windows 2008 and ESX 3.5 managed servers.
- Dropped support for installation on Microsoft Windows 2003 SP1. Supported operating systems are Windows Server 2003 SP2 or R2 SP2 (Standard and Enterprise Editions). For a complete list of installation requirements, see the *HP Insight Control Management Support Matrix.*
- Added support for Microsoft SQL Express 2005 and dropped support of installing MSDE. Existing MSDE databases are migrated by the Insight Control Management installer to SQL Express 2005.
- Insight Control Environment (ICE) suite now contains the Virtual Machine Management Pack. As part of the integrated installer upgrade, ML and DL servers that are already licensed for ICE are automatically licensed for the Virtual Machine Management Pack.

- Insight Control Environment, Insight Control Environment for BladeSystem and Insight Control Data Center Edition licenses applied with the 2.20 version of Insight Control Management licensing no longer display subcomponent licenses in HP Systems Insight Manager.
- Insight Control Environment, Insight Control Environment for BladeSystem and Insight Control Data Center Edition licenses applied earlier to version 2.20 version of Insight Control Management licensing display subcomponent licenses in HP Systems Insight Manager. These subcomponents incorrectly display the "Included, no expiration" for Technical Support as well as Updates and Upgrades. The correct date for these fields displays as part of the suite license information.
- When opening the help pages of Insight Control Management in some systems, Internet Explorer may display a warning message about the contents being blocked by the Internet Explorer Enhanced Security Configuration. To avoid this message and display the help contents, disable the Internet Explorere Enhanced Security, or include the "res://*.*" in the trusted sites list of Internet Explorer.

Component updates

Insight Control Environment Advisor 2.20

The following tests are new tests for Insight Control Environment Advisor:

- Windows Firewall configuration test
- FTP service test
- Reverse DNS test
- Test for administrative-level credentials for current user
- Test to ensure that at least one network adapter is powered up
- Tests for PMP requirements
- Windows Update test
- Domain controller test
- RDP database connectivity
- RDP console security
- HP SIM SOAP connectivity test
- HP SIM database connectivity test
- Tests for VMM requirements
- Tests for PMP requirements
- IA64 OS test

Virtual Machine Management Pack (VMM) version 3.1

- Supports HP SIM 5.2
- Supports Microsoft SQL Express 2005 database
- Supports VMware ESX 3.5.0 and ESX 3.0.2 U1
- Supports HP SIM Central Management Server (CMS) on Windows 2008 in 32-bit and 32-bit emulated mode on 64-bit machines

HP BladeSystem Integrated Manager version 3.2

- Support for Microsoft Windows Server 2008
- Support for c-Class Double Bay, full Height Integrity server BL870c
- Support for automatic creation of racks.
- Starting with this version, racks are automatically created when they are discovered. These racks are displayed under the All Racks option and can be edited using the Edit Rack option.

- Support for c-class c3000 Tower model enclosures.
- Support for viewing the connection status of the DVD drive for c-class c3000 and c-class c3000 Tower model enclosures.
- Added support for the following c-class interconnect modules:
  - HP GbE2c Layer 2/3 Ethernet Blade Switch
  - HP 1:10Gb Ethernet BL-c Switch
  - Cisco Catalyst Blade Switch 3120G for HP
  - Cisco Catalyst Blade Switch 3120X for HP
  - 1/10Gb-F Virtual Connect Ethernet Fiber Module
- Support for ProLiant BL685c G5 and ProLiant BL465c G5 servers
- Support for 64-bit Windows Vista on ProLiant xw460c workstation blades
- This version of HP BladeSystem Integrated Manager is compatible with Onboard Administrator firmware revision 2.10.

Performance Management Pack (PMP) version 4.7

- New hardware support for Integrity BL870c server and BL870c Broadcom 5704 Dual Port Gigabit
- New operating system support:
  - Windows Server™ 2008, Standard Edition
  - Windows Server 2008, Standard x64 Edition
  - Windows Server 2008, Datacenter Edition
  - Windows Server 2008, Datacenter x64 Edition
  - Windows Server 2008, Enterprise Edition
  - Windows Server 2008, Enterprise x64 Edition
  - Windows Server 2008, Web Edition
  - Windows Server 2008, Web x64 Edition
  - Windows Vista® Business, 32-bit
  - Windows Vista Business, 64-bit
  - Windows Vista Enterprise, 32-bit
  - Windows Vista Enterprise, 64-bit
- Scalability support: PMP is scaled to monitor up to 2,300 servers with Single Analysis Server.
- PMP supports ProLiant servers with Windows 2003 operating systems installed with Web Based Enterprise Management (WBEM).

Insight Power Manager (IPM) 1.40

- Adds support for HP Insight Power Manager Electronic Licenses (Americas only).
- Adds support for HP BladeSystem c3000 Enclosure.
- Adds support for HP ProLiant BL680c G5 Server Blade and xw460c Workstation Blade.
- Adds support for HP Integrity rx2660, rx3600, and rx6660 Servers.

Vulnerability and Patch Management Pack (VPM) version 2.2

- Adds support for Microsoft data feed catalog file formats for patch acquisition.
- VPM version 2.2 supports HP SIM 5.2
- VPM version 2.2 resolves minor installation and application issues
- Drop support for Microsoft Windows 2000 (all flavors) on the central management server (CMS)
- Support for Microsoft SQL Express 2005

- Drop support for MSDE
- Vulnerability and Patch Management Pack (VPM) version 2.2 includes Japanese online help.

NOTE: Vulnerability and Patch Management Pack documentation has been incorporated into the Insight Control Management documentation.

System Management Homepage (SMH) version 2.1.11

- Adds support for Microsoft Windows Server™ 2003 SP2 and Microsoft Windows Server 2003 R2 Datacenter Edition
- Adds operating system support to include the following:
  – VMware ESX Server 3.0
  – VMware ESX Server 3.0.2
  – Red Hat Enterprise Linux 4 for x86 Upgrade 5
  – Red Hat Enterprise Linux 4 for AMD64 and Intel EM64T Upgrade 5
  – Red Hat Enterprise Linux 4 for Itanium Upgrade 5
  – SUSE Linux Enterprise Server 10 for x86 Service Pack 1
  – SUSE Linux Enterprise Server 10 for AMD64 and Intel EM64T Service Pack 1
  – SUSE Linux Enterprise Server 10 for Itanium Service Pack 1
  – Red Hat Enterprise Linux 4 for Itanium Upgrade 5
  – SUSE Linux Enterprise Server 10 for Itanium Service Pack 1
  – Windows 2000 support
  – Windows Server 2008

For information about changes to HP Version Control Repository Manager, see the *HP Version Control Release Notes.*

Installation notes

1. To reduce the time required to perform a successful Insight Control Management installation, complete the *HP Insight Control Management Installation Checklist Form* before beginning the installation. Completing this form helps ensure that all input required during the installation is readily available when needed. The printed checklist is located in your HP Insight Control Management DVD kit, or the electronic version is available on the DVD.

2. For information about estimated installation times, installation procedures, and setup of HP Insight Control Management, see the *HP Insight Control Management Quick Setup Poster* and the *HP Insight Control Management User Guide.*

3. Installation logs are located in <system drive>:\HPIC\logs.

4. Insight Control Management now supports Microsoft SQL Express 2005 instead of MSDE. The Insight Control Management installer upgrades existing MSDE installations as part of the HP SIM upgrade. For new installations, you can choose to install either SQL Express 2005 or use an existing database (Microsoft SQL Server 2000 or Microsoft SQL Server 2005) during the Insight Control Management installation process.

5. When executed remotely using the Remote Desktop application, the remote desktop must be started using the /console switch.

6. To install from a network share, the share must be mapped to a network drive (installation directly from the share using a universal naming convention (UNC) is not supported). Also, because a reboot is required in the middle of the installation, the network drive must be connected using the reconnect at logon option, so the installation can proceed after the system is rebooted.

7. The installation directory must be a local directory. If the installation directory is a mapped or shared drive, some components fail to install. Also, the directory must be in a hard disk drive.

8. When installing from a network drive, the Internet Explorer security level for the Trusted Sites zone must be set to `Low`. Select **Tools>Internet Options>Trusted Sites,** and then verify that the Security Level for this zone is set to `Low`.

9. The server automatically reboots once during installation. You must log in so that the installation can resume. To enable the system to automatically reboot, use the Auto Logon configuration.

10. Insight Control Management must be installed using an account password that contains only alphanumeric characters, in addition to the following characters: [,], (,), !, @, -, _, $, *, comma, period, and space. Do not use a space as the last character in the account password.

11. When installing on a Japanese operating system, Japanese characters cannot be used in the user name, password, or installation path fields.

12. When installing in an environment with a previously installed remote database, the current user running the HP Insight Control Management installation must have administrator permissions in the database.

13. When reusing an existing database installation, the credentials used for database authentication must be the same as those of the user currently logged in. If HP SIM is already installed, you must log in with the same credentials used for database authentication in HP SIM.

14. For the HP Performance Management Pack to function correctly, appropriate data must be entered on the SNMP Read Community screen before performing an HP SIM discovery.

15. To properly install VPM, be sure the supplied credentials correspond to an administrative user account and that the logged on user has administrative rights. As a best practice, use the same account used for installing HP SIM.

16. PMP 4.7 is compatible only with VMM 3.1 and is no longer compatible with earlier versions of VMM.

17. During the installation of some components, a command prompt might appear. This prompt is a normal part of the installation process and only appears briefly. Do not manually close this window.

18. During the Performance Management Pack upgrade process, the HP Performance Management Pack Uninstall window appears. This window is a normal part of the upgrade process and appears only briefly. Do not manually close this window.

19. When reusing a remote Deployment Pack installation, the installer might display an error message stating that Rapid Deployment Pack is not executing on that system. If this occurs, verify that there is no firewall (either native Microsoft Windows or third-party) running on the Rapid Deployment Pack server.

20. When using Rapid Deployment Pack or database installations in remote platforms, verify that the firewalls in the remote servers and the HP SIM CMS are configured in such a way that network traffic is permitted to the Rapid Deployment Pack and database ports.

21. When Rapid Deployment Pack and HP SIM are installed on the same system but using different databases, upgrade Rapid Deployment Pack using its standalone installer before running the Insight Control Management installer. If Rapid Deployment Pack is upgraded using Insight Control Management, Rapid Deployment Pack redirects to use the same database as HP SIM and data from the original Rapid Deployment Pack database will not be migrated.

22. When reusing Rapid Deployment Pack, the credentials must have administrator permissions in the local server. If the servers are not in a Windows domain, the Rapid Deployment Pack user name must also exist in the local system, and both must have the same password.

23. When reusing an existing Rapid Deployment Pack installation, the Deployment Server and Web Console must be installed on the same server to enable Insight Control Management to correctly use the Rapid Deployment Pack.

24. When selected, the option to create the virtual directory in Microsoft Internet Information Server File Transfer Protocol (IIS FTP) service for Rapid Deployment Pack deployments requires that the IIS FTP service be installed and running in the system.

25. When installing Rapid Deployment Pack, load the files of at least one operating system for deployment. You can load the files during installation from the Deployment Operating Systems screen, or during operations using the Rapid Deployment Pack ProLiant Integration Module setup program, located in the rdp\eng\pim directory on the DVD.

26. If the w3wp.exe – Application Error message appears during the VPM uninstallation process, click **OK.**

27. If HP SIM is being reused or upgraded and VCRM is already installed, verify that the VCRM repository configuration is using a directory exclusively for this purpose. If the VCRM points to the HP SIM root installation directory, parent directory, or subdirectory, the Virtual Management Software installation or upgrade might fail.

28. When a user with full configuration rights logs in to HP SIM for the first time, the HP Systems Insight Manager Registration window appears. Register HP SIM now, or click **Register Later.** If you do not have Internet access, click **Register Later.**

29. Verify that Internet Explorer is configured to show pictures (default setting) before running the Insight Control Management Integrated Installer. Select **Tools>Internet Options window,** select the **Advanced** tab, and then in the Multimedia section, select **Show pictures.**

30. When upgrading an existing older Insight Control Management installation to version 2.20, the RDP version number found in the About menu of HP Systems Insight Manager does not change. Instead, the original RDP version number appears.

31. For Virtual Machine Management Pack to be installed successfully, port 40420 must remain open.

32. Do not remove the installation DVD from the drive until the installation process completes. The installer requires a reboot during the installation process. To complete installation and remove automatic restart settings, the installation process must continue after this reboot.

33. The installer does not support operating systems loaded from a network shared drive.

34. When using the auto-login feature after a reboot, the system uses the native screen resolution of the local operating system. This might cause changes in screen resolution after the reboot when accessing the CMS through Remote Desktop. To avoid these changes, verify that the Remote Desktop resolution is the same as the resolution of the CMS operating system.

35. When using database-named instances, you must have fixed port numbers, not dynamic port numbers.

36. When proxy authorization is enabled, certain HP SIM help pages ask for user credentials when the pages open.

37. When reusing an existing database, the SQL Server Browser Service or SQL Agent must be running in the database server.

38. When Insight Control Management installation is executed on an environment where Rapid Deployment Pack was uninstalled by Add/Remove programs (keeping HP Rapid Deployment Pack SIM Integration Module installed), the Rapid Deployment Pack SIM Integration Module checkbox appears as read-only and cannot be deselected. RDP installation becomes necessary because the module relies on Rapid Deployment Pack.

    To uninstall Rapid Deployment Pack SIM Integration Module, execute the following command:
    `<ICM DVD>:\HPIC\icmutis.exe –remSIMintegration`

39. When an administrator installs HP SIM through the Insight Control Management integrated installer, this login has an icon created by the HP SIM installer. If a second administrator logs on the same computer where ICM was installed, the HP SIM icon does not appear. This second administrator can reuse or upgrade the HP SIM already installed, but the icon appears only with the administrator who performed the first installation.

Other environmental setup requirements

1. To apply Insight Control Management suite licenses, you must run the Insight Control Management Integrated Installer to install Insight Control Management Services, which also installs the Insight Control Licenses menu.

2. Insight Control Environment, Insight Control Environment for BladeSystem, and Insight Control Data Center Edition licenses can only be applied to servers that have been correctly identified by HP SIM with the HP Insight Management Agents installed and system protocol settings defined.

3. ASP.NET 1.1 is an installation prerequisite for Insight Control Management. ASP.NET 1.1 is included with a Microsoft Windows 2003 installation, but it is not installed in Microsoft IIS by default. This omission might cause an installation error message to appear.

   – If ASP.NET is not installed, click **Start>Control Panel>Add or Remove Programs> Add Remove Windows Components>Application Server>Details>ASP.NET,** and then select the checkbox to add ASP.NET.

   – If issues remain after installing ASP.NET 1.1, other versions of ASP.NET might already be installed. Insight Control Management requires ASP.NET version 1.1 to be registered as a default IIS ASP.NET application handler. You might need to execute the following command to register ASP.NET 1.1 as the default handler in IIS:

   `"%windir%\Microsoft.NET\Framework\v1.1.4322\aspnet_regiis.exe" –i`

   For more information about this issue, see http://support.microsoft.com/kb/306005 and http://support.microsoft.com/kb/816782.

Uninstallation notes

- Insight Control Management might attempt to uninstall the VCRM during the uninstallation process. To keep the VCRM, when prompted for removal, click **No.**

- If Insight Control Management is uninstalled, RDP operating system deployment files remain in the .\Deployment Server\jobs and .\Deployment Server\lib directories. These files can be manually removed or remain on the system to be used with a later reinstallation of the Rapid Deployment Pack.

- The Insight Control Management uninstallation process does not uninstall HP Services Essential Remote Support Pack and HP System Management Homepage.

- When uninstalling the Rapid Deployment Pack, if a warning message appears related to the PXE Configuration Utility, click **OK.**

- After uninstalling Insight Control Management, some remaining files might need to be manually removed. When removing these files, an `access denied` error message might appear. If this error occurs, reboot the platform server and then remove the files.

- Ensure that the HP SIM service is running before attempting an uninstallation so that all HP SIM menu items can be removed.

Limitations and known issues in version 2.20

- When a virtual machine is discovered as an unmanaged system, perform the following steps:
1. Log in to HP SIM.
2. Select the option to view a collection that shows the unmanaged system.
3. Select the unmanaged system.
4. From the menu, select **Options>Identify Systems,** and then click **Run Now.**
5. When identification is complete, go to Step 2 to determine if any virtual machines still appear as unmanaged. If so, continue to perform steps 3 through 5 until all systems are managed.

After all systems appear as managed, they remain in that state, even if another HP SIM discovery is performed.

- The Insight Control Management Integrated Installer might display the following error message:

  `IIS Default Web Site was not detected in port 80. It must be present and answering in this port, in order to install Insight Control Management`

  If this error message appears, verify that Internet Explorer could access the address `http://localhost:80` without errors. If an error occurs, then configure or reinstall IIS to access this address.

  NOTE: The message `Under Construction` is not an error message.
- When applying Insight Control Environment for BladeSystem licenses in targets that already include VMM licenses, the target status might appear as `unmanaged,` and the system type might appear as `unknown.` The target information returns to the correct values after several seconds.
- For other known issues and workarounds, see the component release notes and readme files on the Documentation tab of this DVD.

Limitations and known issues in PMP 4.7

- PMP does not support servers on which Windows 2008 operating systems are installed with only WBEM.
- PMP can be licensed using a specific PMP license or through the Insight Control Edition/Insight Control Data Center Edition bundle license. When applying a new template license to a server previously licensed for PMP, the PMP user interface does not update the licensing status for that server. This issue does not prevent usage of the product, because the license is currently applied.
- When Windows Vista is installed on ProLiant xw460c workstation, the same NIC port number is repeated for different NIC adapters. As a result, PMP does not analyze the related PCIs and the Analysis Status for the NIC related PCIs appears as `Unknown.`
- The NIC, storage, and PCI subsystem related information appears in the following pages for a server that is discovered with the WBEM protocol:
  - For Server subsystem on Online and Offline Analysis page
  - Set Threshold page
  - In All Reports pages
- PMP does not report the accurate PCI subsystem information on all supported servers and HP ProLiant xw460c Workstations. This results in one of the following scenarios:
  - Slot or Bus information does not appear
  - `No Monitored Devices` message appears on some slots.
- In the Unlicensed Licensed page, the serial number of a server is not updated in the System License Status table.
- When monitoring of a Windows 2003 server, or Red Hat Enterprise Linux or SUSE Linux Enterprise Server operating system is initiated, the following error message appears for the Storage subsystem in the Online Analysis page for disks:

  `Physical disks cannot be traced to the supporting storage.`

  This behavior is noticed when PMP is not able to associate the disk. Because of this behavior, PMP cannot analyze the physical disk and the configured logical disks.

- PMP analyzes only CPU and Memory information for servers on which only WBEM is installed. Information for other subsystems does not appear.
- PMP does not report the duplex mode for NIC ports in servers with Windows 2008 installed.

- In the Select offline parameter section of the Offline Analysis page, if you specify a date on which there is no data logged, PMP fails to validate the specified date. However, no appropriate message appears.
- The Online Analysis page displays the `There are no statistics for this object` message intermittently.
- The Help page does not appear for unknown disks or disks that are not identified by the operating system.
- PMP does not provide the correct bus information for slots that are not populated with any supported cards (empty slots).
- The PF icon is not enabled initially for HP ProLiant xw460c Blade Workstations and is enabled only after collecting the selected number of samples.
- Servers licensed with both ICE and PMP keys are treated as unreachable licensed servers on the PMP Monitoring page. However, PMP correctly monitors these servers.
- DDR2 FB-DIMM type of memory module appears as `Unknown` in the Inventory page of the memory sub system.
- On Linux, PMP fails to analyze the Logical drives configured on storage controller. As a result, the storage controller is also not analyzed.
- PMP fails to analyze duplex information under NIC system on HP ProLiant xw460c Blade Workstations.
- Users with operator or user template rights can not view the Online Analysis page by selecting Diagnose>Performance Management Pack>Online Analysis.
- Oracle database users: PMP cannot be installed if the username for the PMP database includes special characters such as @, <, >, /, \, &, and a blank space.
- PMP does not display accurate NIC information in the Online Analysis page. This situation occurs because the IP addresses are not associated with the NIC ports for VMware ESX 3.0 and later.
- PMP reports only the configuration information for Ultra SCSI 160 controllers.
- When monitoring of Japanese versions of the Windows 2003 operating systems from an English central management server is initiated, invalid data appears in the Storage sub-system pane in the Online Analysis page.
- When monitoring of a Windows 2003 server or for Red Hat Enterprise Linux 4.0 is initiated, the following error message appears in the Storage sub-system pane in the Online Analysis page for disks:

  `Physical disks cannot be traced to the supporting storage.`

  This behavior is noticed when the agents on a monitored system return duplicate entries or when the disks in the server are associated with Ultra160 Controller.
- The agents on a monitored system do not return the model name of the enclosure if one of the following SAS controllers is connected with an enclosure: E200i, E200, P400, P600, and P400i. As a result, when you access Storage Information on the Online Analysis page for these controllers, the following message appears:

  `Undefined SCSI Enclosure.`
- PMP does not work when it is installed on remote Oracle 64-bit operating systems.
- When PMP conducts performance analysis and static analysis for BL20p G4 servers, it might report optional NICs on Mezzanine cards and optional Fibre Channel HBAs on Mezzanine cards as embedded devices.
- If versions earlier than 7.5 of the management agents are installed on target systems, PMP does not provide information about the number of cores in the processors of these systems on the Processor Inventory page. However, PMP reports the exact number of processors used by the operating system on the Status page. To receive information on processor cores, upgrade the version of the management agents on the target systems to 7.5 or later.

- The network storage entry appears in a table in the Monitoring Administration page despite the following conditions:
  - The discovered server entry is deleted in HP SIM.
  - The connected server is unplugged.
  - The licensed demo key of the connected server is expired.
- When an enclosure with additional disks is connected to an Integrity server using a Qlogic card, bay numbers are repeated in the Inventory information for the enclosure.
- PMP does not work as expected when installed using a remote Oracle 10g database on an analysis server with an Oracle 9i database and an Oracle 10g client.
- On HP ProLiant xw460c Blade Workstations, storage analysis results in a bottleneck condition even when no I/O operations can occur on the configured disks.
- When using PMP to monitor virtual machines, uninstall your current version of PMP prior to running the Insight Control installer. Run the Insight Control install to get a fresh installation of PMP 4.7. When monitoring virtual machines from PMP, there are certain conditions where stopping a virtual machine might cause the PMP service to stop. When the PMP service stops, the user is typically not aware except that certain PMP web pages do not load in the HP SIM user interface. If monitoring virtual machine guests, perform an uninstall, and then perform a fresh install of PMP 4.7. If not monitoring virtual machines, then a normal upgrade process is the recommended installation mechanism.

Limitations and known issues in VPM 2.2

- The Radia Management Agent (RMA) does not correctly uninstall from Windows target systems. If the RMA is removed using the **Add or Remove Programs** option in the Control Panel, it might be removed successfully from the list, but its services continue to run, even if the target system is rebooted.
- A message similar to the following is written to the Windows Event Log and might appear as a message box when the STAT Scanner components are installed, updated, or uninstalled:

```
Application popup w3wp.exe - Application Error: The instruction at
0x7c82f350 referenced memory at 0x02bf0824. The memory could not be
written.
```

This error can occur during a patch acquisition operation (in which STAT Scanner is updated with the latest vulnerability database). It might also show up during VPM install, update, or uninstall operations (in which STAT Scanner is installed, updated, or uninstalled).

This error can be ignored because STAT Scanner component w3wp.exe sometimes ends abnormally when a new version is put into place. If this message appears, click **OK**.

- If the VPM database is located in the current domain, you can use the Connect Using Windows Authentication installer option with valid Windows user credentials to validate the database. Otherwise, if the VPM database is located in another domain, do not use this option. Instead, use valid SQL user credentials to validate the database.
- Patch acquisitions can generate events containing HTTP 300 errors for some older Microsoft patches. For example:

```
Error downloading patch data for Bulletin MS02-050 at URL
http://www.microsoft.com/ntserver/terminalserver/downloads/critical/
q329115/default.asp error code 300
```

HP is working to correct the metadata for these older patches. However, this maintenance is ongoing.

- When scanning a target for the first time, VPM deploys VPM Patch Agent to that target. On Linux systems, this operation fails, generating an event in HP SIM. Ignore this event. To properly deploy VPM Patch Agent on a target, select **Deploy>Vulnerability and Patch Management> VPM Patch Agent menu.**

- If an HP SIM discovery or identification task is in progress when target systems are licensed for Vulnerability and Patch Management Pack, target systems with an IP address as their name at the time of licensing and are later identified with a system name might become unlicensed. As a result, these target systems must be licensed again. Avoid this situation by enabling discovery and identification tasks to complete before licensing the target systems. Another alternative is to complete the following steps to properly set up the name in HP SIM for the target systems:

  a. Display the All Systems list.

  b. Double-click the node name to display its system page.

  c. Click the **Links** tab.

  d. Select **Edit System Properties.**

  e. Enter the system name in the preferred system name field.

  f. Click **OK.**

  g. When a SQL Server database is used, VPM database credentials are not updated by the Change VPM Credentials utility. There is currently not a supported method for changing the credentials manually. An engineering advisory is issued at a later time with instructions to change the database credentials.

  h. When licensing a VMware system with a serial number longer than 30 characters, a limitation in the HP SIM License Manager causes the VPM license to function incorrectly on this system, as well as any other HP SIM node licensed by serial number. The VMware target host is continually considered unlicensed, and must be relicensed each time the system is selected for a licensed operation. This issue will be resolved in a future release of HP SIM.

  i. Some systems might be incorrectly identified and appear capable of being licensed in both the VPM column and licensing pages. Before applying a license to a system, verify that the system is supported. To verify, see the *HP Insight Control Management Support Matrix.*

  j. Some Microsoft patches such as MS04-025 do not appear in the Control Panel after being installed. To verify installation, run the vulnerability scan again.

  k. Microsoft Windows File Protection maintains backup copies of critical system files in a hidden directory named dllcache so that these critical files can be replaced if they are removed for any reason. Uninstalling an application can remove some of these critical files. You might be prompted to insert the installation media into a system when a patch is being installed and a backup file is missing or corrupted. This condition can also occur when installing software other than patches.

  l. The installation fails if curly braces ("{" or "}") are used in the account password used to install VPM. The account password must be changed to remove those characters before installation. The password can be changed back to the original password after Vulnerability and Patch Management Pack installation is complete. For details, see the *HP Insight Control Management User Guide.*

  m. A generic Radia internal error appears in the HP SIM event log if the patch repository is viewed before a patch acquisition is performed.

  n. Resolutions for some fixable vulnerabilities cause the local security policy to log more events. If the logs are configured not to overwrite old events, the event log can become full and cause abnormal system behavior. Read and understand the effects of all fixes before applying them.

  o. Acquiring patches from the Red Hat Network requires the network connection to remain connected for the duration of the acquisition operation. If the network goes down, the patch acquisition must be restarted.

  p. If a group of systems is selected to receive configuration fixes and some systems in that group do not require all the fixes, the fix events still appear for those systems. However, Vulnerability and Patch Management Pack does not actually apply the fixes to those systems that do not require them.

q. When applying fixes and patches based on a scan, VPM could possibly try to apply a fix that is not available for Linux systems (only patches are available for Linux systems). This might show an error event on the HP SIM event log and also on the Windows event log. This issue will be addressed in a future release of VPM; however, it does not affect the correct execution of VPM.

r. If a patch causes a reboot when patching the system on which HP SIM is running, the Diagnose>Vulnerability and Patch Management>View patch installation status> View Patches Installed by VPM list might continue to indicate Reboot Required. To update the installed patches list, select **Deploy>Vulnerability and Patch Management> Validate Install Patches.**

s. If multiple systems are scanned as a group and multiple vulnerabilities exist, the Scan Detail report for the group might be too large to be generated. For individual systems in the group, view the Scan Detail report.

t. If a system has a Microsoft service pack installed that is not the final release, patches applied to that system might return the status `Not Applicable`. Install only official releases of service packs on a system being scanned and patched by Vulnerability and Patch Management Pack.

u. Applying more than 100 patches in a single operation can cause a timeout to occur. HP recommends installing less than 100 patches at a time.

v. The Back button in the web browser does not function properly. Use navigation buttons within the HP SIM and VPM pages.

w. If a secure connection is configured between VPM and HP SIM by installing an IIS certificate, scanning no longer works if the certificate is later removed. To continue without renewing the certificate, uninstall, and then reinstall VPM.

For more information

To obtain evaluation licenses for HP Insight Control Management suites and ProLiant Essentials components, see http://www.hp.com/go/tryinsightcontrol.

For more information about HP Insight Control Management, see the following resources:

- http://www.hp.com/go/insightcontrol
- *HP Insight Control Management Installation Checklist*
- *HP Insight Control Management Quick Setup Poster*
- *HP Insight Control Management Release Notes*
- *HP Insight Control Management Support Matrix*

For more information about HP SIM, see the following resources:

- http://www.hp.com/go/hpsim
- *HP Systems Insight Manager Installation and Configuration Guide for HP-UX*
- *HP Systems Insight Manager Installation and Configuration Guide for Linux*
- *HP Systems Insight Manager Installation and Configuration Guide for Microsoft Windows*
- *HP SIM User Guide*

For more information about HP BladeSystem Integrated Manager, see http://h18013.www1.hp.com/products/servers/management/bsme/index.html.

For more information about HP iLO 2 Advanced Pack, see the following resources:

- http://www.hp.com/go/ilo
- *HP Integrated Lights-Out 2 User Guide*

For more information about HP Insight Power Manager, see the following resources:

- http://www.hp.com/go/ipm
- *HP Insight Power Manager User Guide*

For more information about HP Rapid Deployment Pack, see the following resources:

- http://www.hp.com/servers/rdp
- *HP ProLiant Essentials Rapid Deployment Pack Planning Guide*
- *HP ProLiant Essentials Rapid Deployment Pack User Guide*
- HP ProLiant Essentials Rapid Deployment Pack Knowledge Base, available at http://www.hp.com/servers/rdp/kb

For more information about HP Virtual Machine Management Pack, see the following resources:

- http://www.hp.com/go/vmmanage
- *HP ProLiant Essentials Virtual Machine Management Pack Quick Setup Poster*
- *HP ProLiant Essentials Virtual Machine Management Pack Support Matrix*
- *HP ProLiant Essentials Virtual Machine Management Pack User Guide*

For more information about HP Server Migration Pack – Universal Edition, see the following resources:

- http://www.hp.com/go/migrate
- *HP Server Migration Pack – Universal Edition Quick Setup Poster*
- *HP Server Migration Pack – Universal Edition Support Matrix*
- *HP Server Migration Pack – Universal Edition User Guide*

For more information about Extensions for HP SIM on Microsoft Windows, see the overview whitepaper at http://h71028.www7.hp.com/ERC/downloads/4AA1-0110ENW.pdf

NOTE: Performance Management Pack and Vulnerability and Patch Management Pack documentation are incorporated into Insight Control Management documentation.