

# HP Insight Control 7.4 Release Notes

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### Warranty

HP will replace defective delivery media for a period of 90 days from the date of purchase. This warranty applies to all Insight Management products.

### Revision history

Document part number	Edition	Publication date	Insight Control version	Edition Notes
538301-406	1	September 2014	7.4	Initial publication
538301-406a	2	October 2014	7.4	Updated sever support information under HP Insight Control server migration.
538301-406b	3	October 2014	7.4	Changed HP Virtual Machine Management Online Help title to HP Insight Control Virtual Machine Management Online Help.
538301-406c	4	November 2014	7.4	Added Documentation issues under HP Insight Control server provisioning section

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# 1 Insight Control release notes

HP Insight Control 7.4 release provides information on feature enhancements, limitations, and major and minor issues with suggested actions. The chapter “Documentation notes” (page 35) provides addendum information on HP Insight Control documentation.

## Description

HP Insight Control is a server management software designed to provision, manage, control, and optimize HP ProLiant servers. For information about Insight Control, see the <http://www.hp.com/go/insightcontrol/>.

## Update recommendation

HP recommends that customers running 7.3, 7.3 Update 1, or 7.3 Update 2 versions to upgrade to 7.4 version.

## Supersedes

None.

## Operating systems and devices

This release supports the operating systems and devices listed in the *HP Insight Management Support Matrix*.

## Enhancements

This section describes enhancements made in HP Insight Control software.

## HP Insight Control 7.4

The following sections list the new capabilities available in this release, organized by HP Insight Control feature or functional area.

The *HP Insight Management Support Matrix* lists the minimum hardware, firmware, and software requirements for installing and running Insight Control 7.4 and lists the latest revisions of already supported operating systems and hypervisors, non-OS software, and hardware that are introduced in this release. Unsupported software and hardware are also noted. The *HP Insight Management Support Matrix* is located in the *HP Enterprise Management Information Library*:

<http://www.hp.com/go/insightmanagement/docs>.

New feature, hardware, software, operating system, and hypervisor supports for the Insight Control components are listed in the following section:

- **New servers support**
  - HP ProLiant BL460c Gen9
  - HP ProLiant DL160 Gen9
  - HP ProLiant DL180 Gen9
  - HP ProLiant DL360 Gen9
  - HP ProLiant DL380 Gen9
  - HP ProLiant ML350 Gen9
  - HP ProLiant XL230a Gen9
- **New hypervisor support**
  - VMware vSphere (ESXi) 5.5 Update 2
- **New managed node support**

Red Hat Enterprise Linux (RHEL) 7.0

- **New feature support**  
UEFI (Unified Extensible Firmware Interface) support

## HP Insight Control performance management

In this release, HP Insight Control performance management adds support for the following:

- **New hardware support**  
HP ProLiant BL460c Gen9  
HP ProLiant DL160 Gen9  
HP ProLiant DL180 Gen9  
HP ProLiant DL360p Gen9  
HP ProLiant DL380p Gen9  
HP ProLiant ML350 Gen9  
HP ProLiant XL230a Gen9
- **New managed node support**  
Red Hat Enterprise Linux (RHEL) 7.0
- **New hypervisor support**  
VMware vSphere 5.5 Update 2 as hypervisor

## HP Insight Control power management

In this release, HP Insight Control power management adds support for the following:

- **New server support**  
HP ProLiant BL460c Gen9  
HP ProLiant DL360p Gen9  
HP ProLiant DL380p Gen9  
HP ProLiant ML350 Gen9  
HP ProLiant XL230a Gen9
- **New power supplies (rack and power, enclosures)**  
Gen9 1400W Platinum (Delta Unit)  
Gen9 800W Platinum  
Gen9 500W Platinum
- **New software support**  
HP iLO 4 version 2.0  
Onboard Administrator 4.30
- **New managed node support**  
Red Hat Enterprise Linux (RHEL) 7.0  
KVM on RHEL 7.0
- **New hypervisor support**  
VMware vSphere 5.5 Update 2

## HP Insight Control server migration

In this release, HP Insight Control server migration adds support for the following:

- **New servers support**  
HP ProLiant BL460c Gen9  
HP ProLiant DL160 Gen9

HP ProLiant DL180 Gen9  
HP ProLiant DL360 Gen9  
HP ProLiant ML350 Gen9  
HP ProLiant XL230a Gen9

- **New cards support**

HP FlexFabric 20Gb 2-port 650M Adapter  
HP FlexFabric 20Gb 2-port 650FLB Adapter  
HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter  
HP FlexFabric 10Gb 2-port 536FLB Adapter  
HP Emulex 10Gb 2-port Standup CNA  
Gen9 SAS Expander  
B Series RAID support and Gen9 Smart Array

- **New software support**

HP SUM version 7.1.0  
HP iLO 4 version 2.0  
Onboard Administrator 4.30  
Virtual Connect version 4.30  
HP Intelligent Provisioning version 2.0

- **New managed node support**

Red Hat Enterprise Linux (RHEL) 7.0

- **New hypervisor support**

VMware vSphere 5.5 Update 2

- **New feature support**

UEFI support

## HP Insight Control server provisioning

In this release, HP Insight Control server provisioning adds support for the following:

- **New operating system Support**

VMware vSphere ESXi 5.5 Update 1  
VMware vSphere ESXi 5.5 Update 2  
Windows 7 SP1 Professional x64\*  
Windows 7 SP1 Professional x64 Image Capture\*  
Windows 7 SP1 Professional x64 Image Install\*  
Red Hat Enterprise Linux (RHEL) 7  
Red Hat Enterprise Linux (RHEL) 7 with KVM

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**NOTE:** \* Windows 7 SP1 is only supported on Gen8 and Gen9 workstation blades.

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- **New hardware support**

ProLiant HW - System ROM Enable Virtualization

- **New server support**

HP ProLiant BL460c Gen9  
HP ProLiant DL160 Gen9  
HP ProLiant DL180 Gen9  
HP ProLiant DL360 Gen9  
HP ProLiant DL380 Gen9  
HP ProLiant ML350 Gen9  
HP ProLiant XL230a Gen9

- **New cards support\***

HP FlexFabric 20Gb 2-port 650M Adapter  
HP FlexFabric 20Gb 2-port 650FLB Adapter  
HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter  
HP Emulex 10Gb 2-port Standup CNA  
HP FlexFabric 10Gb 2-port 536FLB Adapter  
Gen9 SAS Expander  
B Series RAID support  
Gen9 Smart Array

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**NOTE:** \* See Appendix C section in the *HP Insight Management Support Matrix* for known limitations.

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- **New appliance hypervisor support**

VMware vSphere 5.5 Update 2

- **New user features**

#### [External DHCP server support for PXE booting servers in UEFI mode](#)

Customer can now use an external DHCP server to PXE boot servers in UEFI mode. See the *HP Insight Control server provisioning 7.4 Installation Guide* for instructions.

#### [User Interface and Appliance Localization for Japanese and Simplified Chinese](#)

The appliance is now localized to support Japanese and Simplified Chinese. The localization extends to the User Interface and most appliance functions. Build Plans and Build Plan logs are not localized. To change the locale, you need to make the setting change in both the appliance UI and your browser.

#### [REST API is now published and available for use](#)

Customers can now programmatically control the Insight Control server provisioning appliance using the same REST APIs that our user interface uses. The REST API is now published and documentation is available from a running appliance. Open the help panel and click on **REST API Reference** under Documentation.

#### [Appliance now supports NTP](#)

When configuring the appliance networking, there is now an option to add up to three NTP servers that the appliance uses for synchronizing its clock. This new option is in addition to the original method where the VM Tools kept time synchronized with the VM Host. Note that even if you use NTP on your appliance, HP strongly recommends keeping the clocks on your VM Host accurate.

#### [Appliance VM Tools now managed by HP](#)

Insight Control server provisioning has always shipped with vendor supplied tools built in that improve VM performance and functionality. Prior to the 7.4 release, it was possible for customers to update those tools from the hypervisor, although this was not something HP supported. Beginning with this release, these tools are now locked down and controlled entirely by HP. You cannot update them.

- **New OS Build Plan features**

#### [New Build Plan to troubleshoot and validate your media server](#)

Setting up your media server is one of the most critical tasks in getting your appliance to work properly. It is also one of the most error prone tasks. The *ProLiant SW - Validate Media Server Settings* Build Plan helps validate your media server configuration and help you correct any

errors. You must run this Build Plan right after configuring your media server to make sure everything functions properly. Additionally, you must run it whenever you experience a Build Plan failure that may be related to the media server. This Build Plan does not boot the target server. It runs in whatever environment your target server is in, so to fully test your media server, run it once from the Linux service OS and once from WinPE. See the *HP Insight Control Server Provisioning Build Plans Reference Guide* for complete details about this new and very useful tool.

### New Boot from SAN Build Plan

A new Build Plan, *ProLiant HW – System ROM Enable Boot from SAN* was added to account for the fact that HP ProLiant Gen9 servers now support boot from SAN on non-blades and blades. The original Build Plan *ProLiant HW – System ROM Enable Boot from SAN on BladeServer* Build Plan still exists but is deprecated and will be removed sometime in the future.

### Build Plans can now Enable and Disable UEFI Secure Boot Mode

The `Control Server Bootmode` step is enhanced to enable or disable UEFI secure boot mode on ProLiant servers that support this mode. See the *HP Insight Control Server Provisioning Build Plans Reference Guide* for complete details about this enhanced step.

### New Step to Shutdown a Server

A new step `Shutdown Server` added uses the iLO to attempt a graceful shutdown of an OS. If the OS has not shut down after 2 minutes, the iLO is used to power off the server. This step works only on servers with iLOs. It does not work on a VM.

### Linux Capture/Deploy White Paper Scripts now on the appliance

Currently, capturing and deploying Linux system images is only available via a white paper that explains the process. That white paper contains many sample scripts. The process of copying those scripts from the white paper onto the appliance is very error prone, so the appliance now ships with those scripts already installed. When using the white paper to construct your Build Plans, be sure to use these sample scripts as a starting point. The scripts are located in the `Scripts` menu and all start with the word "Sample".

## HP Insight Control virtual machine management

In this release, HP Insight Control virtual machine management adds support for the following:

- **New hypervisor support**  
VMware vSphere (ESXi) 5.5 Update 2
- **New Virtualization Management Software**  
VMware vCenter Server 5.5 Update 2
- **New managed node support**  
Red Hat Enterprise Linux (RHEL) 7.0
- **New feature support**
  - Hyper-V logical switch and standard switch with logical network on SCVMM 2012 SP1 and SCVMM 2012 R2
  - Hyper-V Generation 2 type Virtual Machine support on Win2012 R2 Hyper-V host
  - Support for lazyZeroedThickDisk type on VMware ESX Hypervisor
  - Support for adding Cluster Pass through disk (Single and Multiple cluster RDM disks) to HA enabled VM on Hyper-V hosts.

- Support growing size of virtual disks (resize disk) on ESX and Hyper-V
- Supports creating a Hyper-V Virtual Disk on CSV using Owner Node
- Hot add of disk on a Hyper-V Virtual Machine (only with SCSI controller)

## Prerequisites

- Hardware, firmware, and software requirements for this release are listed in the *HP Insight Management Support Matrix*.
- Installation and upgrade prerequisites are documented in the *HP Insight Management Support Matrix*.
- Deprecated hardware and Software are listed in the *HP Insight Management Support Matrix*. These documents are available on the [HP Enterprise Management Information Library](#).

## Installation instructions

### Installing Insight Control server migration

When using HP Insight Control server migration manual boot option, use the following two files:

- For X2P migration, <Insight Control server migration installed location>/Agents/SMP/smpbootcd-p-7.4.0.iso file.
- For X2V migration, <Insight Control server migration installed location>/Agents/SMP/smpbootcd-v-7.4.0.iso file.

## Issues and suggested actions

Issues and limitations of this release are listed below, organized by HP Insight Control product or functional area. The following categories are used. If a product area has no limitations or issues, that category will not appear.

Limitations	Limitations of the implemented functions and features of this release
Major issues	Issues that may significantly affect functionality and usability in this release
Minor issues	Issues that may be noticeable but do not have a significant impact on functionality or usability

## HP Insight Control power management

### Limitations

[Gen9 servers with iLO 4 v2.00 do not support inlet temperature graph and temperature related info](#)

The following Gen9 servers with iLO 4 v2.00 do not support inlet temperature graph and temperature related information in HP Insight Control power management. Temperature related data in rack/DC or Crystal report is not available for Gen9 servers with iLO 4 v2.00.

- BL460c Gen9
- DL380p Gen9
- DL360p Gen9
- ML350 Gen9
- XL230a Gen9

### Suggested action

Limitation is expected to be fixed in the next versions of iLO 4 v2.0.



## Limitations in IC Power due to lack of IPv6 support in iPDU

The following limitations are experienced in IC power management due to a lack of IPv6 support in iPDU for customers who are connected in IPv6:

Intelligent Power discovery feature is not supported when iPDU is configured with IPv6 address only.

- iPDU, its load segments and outlets are not visible. Power information and reports will not be available for these power delivery devices.
- Enabling and disabling power of an iPDU outlet is not supported.
- Powering on/off the UID LED of an iPDU is not supported.

### Suggested action

The following Power Management features will be available for user even if the iPDU is discovered with IPv6 address, but the devices (mentioned below) **need to be discovered manually if they are connected to iPDU**:

1. Visualization of the layout of racks, systems/devices in a rack.
2. Viewing power information of racks, systems/devices, C-Class enclosures.
3. Viewing reports/export reports of systems (servers/enclosures)
4. Set the power caps, change power regulator mode, refresh Power/Thermal data of systems (servers / enclosures).

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**NOTE:** All features are supported, with the following exceptions:

- Power operations for ProLiant 100 are not supported.
  - Association of chassis node for SL series servers is not supported.
  - Graceful shutdown of Local VMs on IPv6 only hosts is not support.
  - Intelligent Power discovery features are not supported when iPDU is configured with IPv6 address only.
- 

## Data Center Power Control (DCPC) works only on primary address of a system

DCPC works only on primary address of a system. It cannot detect a system with non-primary address.

### Suggested action

Provide the primary IP address of target node while creating a rule in DCPC.

## Power delivery devices must not use a resolvable hostname

Power delivery devices must not use a name (or hostname) that conflicts with any other hostname that is resolvable to an IP address in the datacenter (irrespective of whether that name is discovered in HP SIM or not). If a power delivery device is created with a name that is a resolvable hostname, HP SIM starts discovering with this IP address. When this occurs, power management analysis views that attempt to display the power delivery device and may report the following error message:

```
Circuit {Name} does not exist.
```

### Suggested action

To correct this situation, you must correct the system type of the **{Name}** to be a power delivery device by performing the following:

1. In the Systems Insight Manager Search box, enter the **{Name}** to find the System page for **{Name}** and click on the link for **{Name}**.
2. Click the **Tools & Links** tab.
3. Click the *Edit System Properties* link.
4. Change the **System type:** option to **Power Delivery Device**.

5. Ensure that the **Prevent the Discovery, Identification and Data Collection processes from changing these system properties** is checked.
6. Click **OK**.

### Incompatibility between Internet Explorer 7 and Adobe Flex

When typing targets with system name in the **Define Rules** page, click the search box in the left panel of the HP Systems Insight Manager to determine whether the system can be discovered, then **click** the target box in Data Center Power Control to type the system name discovered. The text field becomes inaccessible.

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**NOTE:** This issue applies to ProLiant systems only.

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#### **Suggested action**

Use another supported browser.

## Major issues

### Incomplete display of Power/Thermal page when two or more (multiple) servers are selected

When you select multiple servers or collection of servers and try to display the Power/Thermal data or graph from **Report** ⇒ **Power Management** ⇒ **Display Power/Thermal data**, the entire Display Power/Thermal page and graphs are not displayed. You can only see the graph settings and partial graph being visible and rest of the page is blank.

#### **Suggested action**

To solve this issue:

1. Click on **Print Tab/Option** on the page or right click and save the page for complete or full visibility of the graph.
2. To set/manage power management actions, perform the tasks via menu options.

Alternatively, collapse the **Graphs Tab** in Display Power/Thermal data Page to view the **Power management Actions Tabs** and all related operations can be performed by expanding the Power management actions Tab.

### Scheduled tasks for Power Regulator or Power Cap are not listed under “Scheduled tasks” list or not editable

If you have scheduled a Power Regulator or Power Cap task using Insight Control power management and after you upgrade CMS to newer version of Insight Control power management, the task may not be listed in the Scheduled tasks list or may result in failure when you try to edit the task.

#### **Suggested action**

Delete the existing power regulator or power cap task and schedule new task.

### Error messages or incorrect graphs are displayed for the Power/Thermal graphs

Error messages or incorrect graphs are displayed for the Power/Thermal graphs when the graph redisplay or refresh data is activated multiple times in close succession.

#### **Suggested action**

Do not activate graph redisplay or refresh data multiple times in **close** succession.

## Minor issues

### Immediate Power data collection is not happening for racks and datacenter

#### Suggested action

For the unmanaged node to receive power data information, perform one of the following steps:

- Calculate power history using the **Reports** ⇒ **Power Management** ⇒ **Calculate Power History** menu option.
- Click **Refresh Data** from the Display Power/Thermal data page to refresh the data for the unmanaged node.

### The web browser crashes while creating/editing a datacenter or rack

The web browser crashes while creating/editing a datacenter or rack. The crash information dialog in Mozilla Firefox (about:crashes) may contain the following signature:

Caused by a plugin: Shockwave Flash (npswf32.dll)

#### Suggested action

Download and install the supported version of Adobe Flash player from <http://get.adobe.com/flashplayer>.

### Unable to shut down the hosts and guests in either a forced or graceful manner

VMware ESXi versions do not support SSH capability. A manual shutdown of the guests or hosts are required.

#### Suggested action

The hosts and guests can be powered on and off until HP more fully integrates power management with VMware vCenter.

### Inconsistent system details displayed when multiple browser instances opened sharing the same user session

If you have multiple browser windows open to view different systems and these browser instances share the same browser session, inconsistent system details data can be displayed inside some of the browser instances.

#### Suggested action

Refresh the browser window that displays inconsistent system details. Start and sign in to HP Systems Insight Manager using separate browser session:

- For Microsoft Internet Explorer 8 (IE8), click **File->New Session** to start the new browser session.
- For Mozilla Firefox, start multiple browser sessions using separate profiles. For example, `firefox.exe -no-remote -P profile_name`.

### Unable to display graphs and reports when the time difference between the CMS and Onboard Administrator is more than 24 hours

HP Insight Control power management cannot display power/utilization/temperature graphs if the time difference between the CMS and managed node is more than 24 hours, although data collection status reports as successful. Power data is stored based on the managed node's time.

#### Suggested action

If the date and time on the CMS and managed nodes are inconsistent with their respective time zones, then change the date and time to be consistent with their respective time zones.

### HP Systems Insight Manager may not recognize the installed HP Insight Control power management that followed immediately after an uninstallation of power management

When uninstalling HP Insight Control power management from HP-UX, HP Systems Insight Manager will be restarted. If power management is installed immediately after it is uninstalled and before Systems Insight Manager has fully restarted, power management will be installed successfully but Systems Insight Manager may not recognize that power management is installed.

#### **Suggested action**

Use `mxstatus` to verify that Systems Insight Manager has fully restarted before attempting to install power management. Use the `mxstop` and `mxstart` options to install the tools waiting to be installed.

### Crystal Reports: Racks in datacenter views show wrong color in Japanese

The DataCenter View page on these reports shows each rack in the datacenter in the column and row it occupies by color, which represents the maximum recorded temperature for equipment in that rack. That maximum temperature value is also displayed in the view.

When you run the reports in Japanese, the colors do not reflect the temperature; instead, they are random colors. However, the temperature still shows the correct value in the Japanese reports.

#### **Suggested action**

Run the report in English or ignore the color of the racks and look only at the temperature value displayed in the racks.

### Insight Control power management can underreport consumer power, resulting in the appearance of a large drop in power

Under-reported use of consumer power can appear in the Power/Thermal graphs as large stair-step drops in power when you view the power history of the rack and datacenter. However, not all graphed power drops are due to under reporting, so not all power drops can be considered false.

#### **Suggested action**

Use the **Clear Calculated History** tool to clear the history of the rack, datacenter, and so forth and then use **Calculate Power History** to re-aggregate the history power data. Then view the Power/Thermal page to see the revised results.

## HP Insight Control server migration

### Limitations

#### API-CLI Limitation/Requirement

Only primary partition migrations are supported using APIs `migrateToProliant/migrateToVM`.

#### **Requirement**

For `migrateToVM` API, `-targetVmName` is a mandatory argument while performing migration with Auto boot option on destination.

#### Agent launch from the CMS to a source server with `"`, `:`, or `\` characters in the password is not supported

Windows source agent deployment does not support Administrator passwords that contain the `"`, `:`, or `\` characters.

## Major issues

### Special kISO required when installing SLES 11 SP2 OS Build Plan on the ML310e Gen8 v2 and DL320e Gen8 v2 servers

SLES 11 SP2 OS Build Plan does not work properly on the ML310e Gen8 v2 and DL320e Gen8 v2 servers if you do not use a special kISO bootloader.

Follow the instructions below to set up a special repository consisting of the sources from the base SLES 11 SP2 distribution and the contents of the Hewlett Packard (vendor) supplied kISO media:

1. On the Media server, download the kISO at: <http://drivers.suse.com/hp/HP-ProLiant-Gen8/> and mount it for access.
2. Create a SLES distribution repository in a directory such as in the following example:  
`/repositories/SLES-11SP2-kISO-x86_64`
3. Copy the SLES contents into this repository.
4. Create an addon directory under your new repository directory. For example,  
`/repositories/SLES-11SP2-kISO-x86_64/addon`
5. Copy the kISO contents to the addon directory.
6. Replace the original installation `kernel` and `initrd` files with the ones from the kISO addon directory as follows:
  - a. Copy  
`/repositories/SLES-11SP2-kISO-x86_64/addon/boot/x86_64/loader/initrd`  
to `/repositories/SLES-11SP2-kISO-x86_64/boot/x86_64/loader/initrd`.
  - b. Copy  
`/repositories/SLES-11SP2-kISO-x86_64/addon/boot/x86_64/loader/linux`  
to `/repositories/SLES-11SP2-kISO-x86_64/boot/x86_64/loader/linux`.
7. From the appliance, click **Save as** to create a Build Plan from the existing *SLES 11 SP 2* Build Plan that can be edited.
8. Edit the `Set Media Source` step in the new Build Plan and change the parameter to point to the new directory.
9. Delete the `ProLiant Drivers for the SLES11 SP2 x64` step as the kISO will have all the necessary drivers.

When the new Build Plan is run, a directory with the name `addon`, `AddOn`, or `ADDON` present in a SLES repository is auto-detected and the proper kernel parameter `addon='path-to-addon-dir'` is automatically added to the parameters used for installation. There is no need to specify the `addon=` parameter with the `kernel_arguments` custom attribute.

### Unable to detect HP FlexFabric 10Gb 2-port 554FLR-SFP+ Adapter configured as iSCSI disk in step 5 of migration wizard

When you start an X2P migration of any OS from any server to any supported ProLiant Gen8 servers with HP FlexFabric 10Gb 2-port 554FLR-SFP+ Adapter configured as iSCSI disk and then start an auto boot in step 3, you observe that the adapter is not detected in step 5 of migration wizard and displays the following error message:

```
HP Insight Control could not find any disks on destination server
```

#### **Suggested action**

Disable IOMMU in RBSU.

### Operating system fails to boot on destination server after migration when existing logical volumes are not erased on destination disks

After a completed Insight Control server migration, the OS may not boot on the destination server. This issue occurs if a server is repurposed and the following criteria is met:

This issue may occur if the disks attached to the primary Storage Controller are not clear of logical volumes, which may have been created previously with the controller configured in RAID mode. For example, the server was configured to use controller in RAID mode and had some logical volumes created on it. Now, if the same controller is configured in non-RAID mode without erasing the logical volumes and migration is performed, the OS fails to boot up. The server continues trying to boot from the disk in endless loop.

### **Suggested action**

Perform one of the following actions:

- Configure the controller in RAID mode and erase all logical volumes, then reconfigure the controller into non-RAID mode and run the migration again.
- Configure the server to use the RAID mode of the controller and run migration.

### [Verification of Digitally Signed Application can possibly fail on some Microsoft Windows servers](#)

If the Microsoft Windows server does not contain the VeriSign Class 3 Public Primary Certification Authority - G5 root certificate, the digital signature verification for the application may fail. The verification failure occurs on servers that do not have the latest ROOT certificate update from Microsoft. The latest updates may not be available for reasons such as Windows update has been disabled and server is not connected to the internet.

### **Suggested action**

Perform the instructions from VeriSign available from the [VeriSign website](#).

### [Improper behavior of Rediscovery in SIM](#)

After selecting the `Rediscovery in SIM` option in the Step 6 of the wizard, the process results in failed discovery logs and the IP address will not get discovered.

### **Suggested action**

From the SMP installation directory, (C:\Program Files (x86)\HP\Insight Control server migration\bin), edit the `hpvmm.conf` file by adding the following:  
`VMwareDisconnectTimeout = 90000.`

## Minor issues

### [Post RHEL 7 migration on Qlogic iscsi Storage Controllers, the OS does not boot up and ends up in Dracut shell.](#)

#### **Suggested action**

If this issue is seen on RHEL 7 OS with Qlogic iscsi Storage Controllers, during start up in grub menu, remove the `rd.iscsi.firmware` boot parameter and continue booting. As a permanent solution for subsequent boots, remove the `rd.iscsi.firmware` parameter from the `grub.cfg` (grub config) file available at `/boot/grub2/grub.cfg`.

### [A Red Hat Enterprise Linux 6.2 32-bit installation on CN1000Q takes approximately 20 minutes to boot post migration](#)

#### **Suggested action**

This is a known issue and to be fixed in future release.

### [Windows migrations are not supported for more than 14 partitions on a single disk](#)

If you select 14 partitions or more on a Windows OS, then the following error is displayed in Step 4 of the V2V migration wizard:

```
The destination disk <target disk name> has reached its partition limits.
Try migrating one or more Volume Groups selected for this disk to another
disk or go to 'Step 2' of migration wizard to deselect few
partition/Volume Group.
```

### Suggested action

The maximum number of partitions supported for Windows migration is 13 for a single disk. To solve this issue, perform one of the following:

- You can migrate one or more Volume Groups selected for this disk to another disk.
- Go to **Step 2** of the migration wizard to deselect a few partitions/Volume Groups.

## HP Insight Control server provisioning

### First time setup issues

After entering First Time Setup networking information, the console may display either the Activity, Settings, or Servers page before rebooting

After you enter the network information on the console during initial appliance setup and click **OK**, the Applying network settings screen displays for some time. And an another screen from the UI, an error message or messages may also appear. This happens because it takes sometime for the appliance to shut down. Do not do anything when this happens. Wait patiently and the appliance reboots after one or two minutes.

### Upgrade issues

After updating server provisioning appliance, Settings UI page may display DHCP error

If your Insight Control server provisioning appliance is not providing DHCP service at the start of an update (such as when using an external DHCP server), the message The DHCP settings do not conform. The network specification is missing. may appear on the Settings page after the update is complete.

### Suggested action

To resolve this error, navigate to the Edit DHCP page, and select **None** for the **Service provided by appliance** setting.

Duplicate scripts added in 7.2.2 is removed

There was a known issue in version 7.2.2 where duplicate copies of several scripts were created. When upgrading to 7.4.0, if those duplicate scripts exist, they will be removed. If any of those scripts were inadvertently used in a Build Plan, they will not be removed so as not to break any Build Plans.

The duplicate script names are:

- Create Windows System Drive
- Prevent WIM File Overwrite
- Remap windows Drives
- Unmap Network Drive
- Validate Custom Attributes
- Validate ImageX Package Contents

### Major issues

Do not remove new facility custom attribute "device\_discovery\_naming\_rules"

On all 7.4.0 appliances, the installer automatically creates a new facility custom attribute. The custom attribute is `device_discovery_naming_rules` and it is visible when viewing facility custom attributes and servers. This custom attribute is used to control the names given to servers, when they are first discovered. This customer attribute must never be modified or removed.

## Suggested action

No action is required other than not deleting this custom attribute. If you accidentally edit or delete it, just recreate it using the following default value:

```
. *ProLiant BL.* ::= {server_location[rack]} - {server_location[enclosure]} - {server_location[bay]}  
. * ::= {serial_num}
```

---

**NOTE:** The first two lines above must be concatenated together on one line.

---

This special custom attribute will be hidden from view in a future release.

## ProLiant SW – Offline Firmware Update Build Plan now works in PXE and Intelligent Provisioning

In version 7.3.1, a problem was discovered with the *Offline Firmware Update* Build Plan. To mitigate the effects, the Build Plan was modified to work only when booted to Intelligent Provisioning. Running the firmware update via PXE does not work. This problem is fixed in 7.3.2 and the PXE restriction is removed from that Build Plan.

## When using a Directory Server, group names are required to be in English

Any non-English group names added to the appliance cannot be viewed and deleted.

### Suggested action

Ensure that all the group names intended for use by Insight Control server provisioning are in English.

## Configure Network issues with Linux domain name

When using the configure network feature to personalize a Linux system, the user interface fields pertaining to setting the domain name are mislabeled.

### Suggested action

To set the DNS domain of the system you are personalizing, do not use the **DNS domain** field. Instead, select the **Set Workgroup** checkbox and enter the DNS domain in the **Workgroup** field.

---

**NOTE:** The DNS domain for a RHEL 7 system cannot be set using this feature.

---

## Configure Network issues with RHEL 7

When using the Configure Network feature on a RHEL 7 system, there are some restrictions.

- You cannot set the domain name.
- If using KVM, the bridge interface BRO does not get configured.

### Suggested action

Set the domain name of the server and IP of the deployment NIC during OS installation time or manually.

## SLES 11.x multipath installations need extra scripting

When installing SLES 11.x in Multipath configurations, some additional scripting is needed to configure the OS for proper use of multipath. Without this extra scripting, the OS installation may not succeed or may use a single path only.

### Suggested action

Go to **Scripts** page on the appliance and create a Unix script (**Actions->Create script**), name the script as `Enable_multipath` and set its contents to the following:

```
cat << EOF > /tmp/S01start_multipath.sh  
echo "Probing multipath"  
/sbin/modprobe dm-multipath  
echo "Calling /sbin/multipath"  
sleep 2; /sbin/multipath; sleep 2;  
/sbin/udevadm settle
```



```

echo "Executing /sbin/multipath -ll"
/sbin/multipath -ll >/tmp/multipath.log
EOF
chmod a+x /tmp/S01start_multipath.sh
mkdir -p /tmp/dud/linux/suse/x86_64-
sles11/inst-sys
cd /tmp/dud/linux/suse/x86_64-sles11/inst-sys
mkdir -p
usr/lib/YaST2/startup/hooks/preFirstCall
mkdir -p
usr/lib/YaST2/startup/hooks/preFirstStage-old
cp /tmp/S01start_multipath.sh
usr/lib/YaST2/startup/hooks/preFirstCall
cp /tmp/S01start_multipath.sh
usr/lib/YaST2/startup/hooks/preFirstStage-old

```

Then, create a copy of the ProLiant OS - SLES 11 SPx x64 Scripted Install Build Plan and edit it. Add the new Enable multipath script you just created after the ProLiant Drivers for SLES 11 SPx x64 step and save it. The new Build Plan enables the multipath during the boot of the installer.

## Minor issues

### When adding servers via PXE, some servers may not properly register

When adding servers by PXE booting them into the service OS, a small percentage of the servers may fail to show up in the UI, or their iLO may fail to register properly, which shows as a failed iLO registration job on the jobs page. The failure rate may be elevated when bulk adding servers.

#### Suggested action

If any server fails to register properly, repeat the registration process as follows:

- If the server showed up in the appliance UI, delete it. Then, re-PXE boot the server to initiate the discovery again.
- To reduce the occurrence of this issue, add only a single enclosure at a time (16 servers), and wait until their registrations are complete before adding the next enclosure.

### Configure network does not work on Windows servers that are added to a domain

The post-installation network configuration process does not operate properly on Windows servers that are added to a domain.

#### Suggested action

Perform all network configuration tasks before adding the server to a domain.

### When capturing a Windows system that was deployed using an IC server provisioning version prior to 7.3 Update 1, the Capture Build Plan needs to be modified to perform the capture

The labeling of the Windows system disk changed in version 7.3 Update 1. If you are attempting to capture a Windows system that was installed with a version prior to 7.3 Update 1, the *Capture* Build Plan needs to be modified to account for the old labeling scheme.

#### Suggested action

Modify the *Capture* Build Plan in the 7.3.1 appliance. Add the following parameter to the Windows Image *Capture* step in the Build Plan (typically the last step): `--systemPartitionLabel=OS`

### Sample Linux Image Capture and Deploy scripts do not work with RHEL 7

The appliance contains several sample scripts which are designed to accompany the whitepaper *HP Insight Control server provisioning Capturing and Installing Linux System Images*. These sample scripts are not updated to work with RHEL 7.

### Suggested action

The white paper is being updated to include support for RHEL 7 and will be published by the time version 7.4 is available. Copy the sample scripts from the whitepaper and paste them into your appliance instead of using the scripts that are shipped with the appliance.

### Importing certificates created using the **Create Certificate Signing Request** feature does not work

If you use the appliance to generate a certificate signing request and sign the certificate, then try to upload the signed certificate, the upload fails with a `No private key` error.

### Suggested action

Create the certificate entirely off the appliance. Use an external CA signed certificate that is generated without using the appliance **Create Certificate Signing Request** feature, and upload that certificate.

### Backup files with customized names will not be displayed in the restore UI

When a backup is created, the name of the backup file has a specific format. If the name of the backup file is changed to something other than the default format, then that file is uploaded to the appliance as part of a restore, the uploaded file will not be visible in the UI.

### Suggested action

To ensure successful restore operations, do not change the name of the downloaded backup file.

### Linux installation may time out

If you are installing a lot of RPMs as part of your Linux installation, the Build Plan may time out on the `Monitor Installation` step because nothing is written to the installation log for an extended period of time, while the RPMs are installed.

### Suggested action

Increase the time, the `Monitor Installation` step waits for log activity as follows:

1. Make a copy of the Build Plan.
2. Edit your copy of the Build Plan.
3. Modify the parameters of the `Monitor Installation` step by adding a number after the log file name, which indicates the number of polls the step takes before timing out. The default is 200, so increasing to 400 or more is recommended. Here is an example of the parameters in a Red Hat installation: `tmp/anaconda.log 400`
4. Retry the installation with the new Build Plan.

### Job overview screen may display incomplete data

Occasionally, the summary data for a job displays incorrectly. The total number of servers are correctly reported but the numbers of servers running, succeeded, failed, and number of steps completed will all be zero.

### Suggested action

Refresh the page manually or wait for the next automatic refresh of the page (usually less than a minute).

### Adding a server by specifying the iLO now creates three jobs

Registering a server by iLO now creates three registration related jobs. Previously, there were only two. The third job is the `Boot to Service OS` job, and it shows the results of booting the server into maintenance. If the **Do not boot server to maintenance** box is checked, then only one job is created.

## ProLiant HW - Fibre Channel HBA Display Configuration Build Plan fails to capture Emulex card details on Gen 9 server

The Build Plan exits with the following message: Errors from step 6 'Configure Fibre Channel HBA Boot Device': No Emulex or QLogic HBAs found .

### Suggested action

You can view the HBA configuration interactively from the server console or using another tool that can manage HBAs like Matrix OE or Virtual Connect.

## Japanese Smart Components from SPP are not removed during Windows image capture

When capturing Windows images, any ProLiant utilities on that system are removed as part of the system depersonalization. The Build Plan step `Uninstall HP ProLiant Utilities` is supposed to perform this work automatically for English and Japanese OSs, but this step does not work properly on Japanese OSs.

### Suggested action

On Japanese systems, either uninstall the agents manually before capturing or create a script to do this work and add it to your Build Plan.

---

**NOTE:** You must not write your script in VBscript, as it cannot process the UTF-8 characters properly.

---

## Limitations

### Installing SLES 11.3 to any Gen9 servers requires a Bootable Driver Kit (kISO)

To install SLES 11.3 on any ProLiant Gen9 servers, a special Bootable Driver Kit (previously called kISO) must be added to the SLES distribution on the media server.

### Suggested action

Perform the following steps to add Bootable Driver Kit to the SLES distribution on the media server:

1. Download the kit located at <http://drivers.suse.com/hp/HP-ProLiant-Gen9>.
2. Open the ISO.
3. On your media server, make a copy of the SLES 11.3 distribution and place it in a properly named folder. For example, `/Media/SLES-11SP3-kISO-x86_64`.

---

**NOTE:** You may want to keep your original as this kit is only used for Gen9 servers.

---

4. In the new folder you created in step 3, create an addon directory under new repository directory. For example, `Media/SLES-11SP3-kISO-x86_64/addon`.
5. Copy the kit contents to the addon directory.
6. Replace the original installation kernel and initrd files with the ones from the kit addon directory as follows:
  - a. Copy `addon/boot/x86_64/loader/initrd` to `boot/x86_64/loader/initrd`.
  - b. Copy `addon/boot/x86_64/loader/linux` to `boot/x86_64/loader/linux`.
7. In the appliance UI, find the *SLES 11 SP3* Build Plan and select **Save As** to create an OS Build Plan from the existing *SLES 11 SP3* Build Plan that can be edited.
8. Edit the `Set Media Source` step in the new Build Plan and change the parameter to point to the new directory.
9. Delete the `ProLiant Drivers for SLES 11 SP3 x64` step as the kit has all the necessary drivers.

### ICsp cannot install on Generation 2 VMs in Hyper-V 2012 R2

Insight Control server provisioning cannot deploy to Generation 2 VMs hosted on Hyper-V 2012 R2 hosts.

## Suggested action

Use only Generation 1 VM guests.

### Windows Build Plan may fail on UEFI enabled servers running in Legacy Mode

A *Windows scripted installation* Build Plan may fail at the Install and boot into local WinPE step on any Gen9 or DL580Gen8 server configured in Legacy boot mode. The Build Plan fails with the error message: Failed To Partition Disk for Windows: Cannot find on disk 0 a partition with label 'System'.

## Suggested action

To fix this, perform the following steps:

1. Make a copy of the Build Plan.
2. Edit your copy of the Build Plan.
3. Before the Install and boot into local WinPE step, add a Prepare Disks on HP ProLiant Gen8 step.
4. Save the Build Plan and use that copy.

### Multiple limitations when installing RHEL 7 using FCoE

#### Issue 1 - Disks may not appear to the OS Installer

Due to a timing issue, the FCoE disks may not appear to the RHEL 7.0 installer. When this happens, the Build Plan fails, and on the target servers console, you see that the installer has switched to interactive mode and asks for storage information.

## Suggested action

Retry the Build Plan. The issue is intermittent and usually works for the second time.

#### Issue 2 - Installation hangs or panics at final reboot

A RHEL 7.0 scripted installation Build Plan may fail at the final `Wait for HP SA Agent` step when using FCoE with certain HP FlexFabric/StoreFabric Adapters. The server may hang during the final reboot, or may kernel panic when trying to boot the RHEL 7.0 production OS. This is due to a race condition when rebooting too soon after the installation is completed. The following adapters are affected when used in FCoE mode:

- HP FlexFabric 10Gb 2-port 536FLB Adapter
- HP FlexFabric 20Gb 2-port 630FLB Adapter
- HP FlexFabric 20Gb 2-port 630M Adapter
- HP FlexFabric 10Gb 2-port 534FLB Adapter
- HP FlexFabric 10Gb 2-port 534FLR Adapter
- HP FlexFabric 20Gb 2-port 630FLB Adapter
- HP StoreFabric CN1100R Dual Port Converged Network Adapter

## Suggested action

Make a copy of the Build Plan and insert a `Sleep` script step with the parameter `--minutes=3` before the final `Reboot` step.

### Intermittent boot failures when installing SLES 11 SP3 with FCoE

Intermittent failures are seen when installing SLES 11 SP3 to FCoE devices. The RPM installation succeeds, but OS fails during the first reboot and the Build Plan fails with the error:

```
Step 22 of 22: Run OGFS Script 'Wait for HP SA Agent' Waiting for
registration of agent running on production OS Failed To Wait for HP
SA Agent: Timeout while waiting for agent
Wait for HP SA Agent failed with exit code 120.
```

## Suggested action

Modify the disk partition section of the `AutoYast` file as follows:

- Use **Save as** to make copies of the *SLES 11 SP3* Build Plan and configuration file.
- Edit the configuration file and uncomment the XML section that refers to the partitioning of the disk.
- Edit the new Build Plan to use the newly modified configuration file.

## Windows 2012 limitations with iSCSI, UEFI, and PXE-less

The *Windows 2012* and *Windows 2012 R2* Build Plans may fail at the `Run Windows 2012 R2 x64 Setup` step. This happens only while doing a PXE-less deployment in UEFI mode and an iSCSI configuration using one of the following adapters:

- HP FlexFabric 10Gb 2-port 556FLR-SFP+ Adapter
- HP FlexFabric 20Gb 2-port 650FLB Adapter
- HP FlexFabric 20Gb 2-port 650M Adapter

The server's console shows the error message: `Setup was unable to create a new partition or locate an existing partition while executing setup.exe`, even though the `diskpart` utility is able to see the disk.

To work around the problem, choose one of the following two options:

### Suggested action 1

Use Legacy mode instead of UEFI mode.

### Suggested action 2

Perform the following steps:

1. Make a copy of the Build Plan.
2. Edit your copy of the Build Plan.
3. Select the `Prepare Disks on HP ProLiant Gen8` step and add the parameter `--withVID`
4. After the `Prepare Disks on HP ProLiant Gen8` step, add the following two steps:
  - a. `Unmount Intelligent Provisioning WinPE Drive`
  - b. `Remap Windows Drives` step with the parameter `--reservedDriveLetters=@SystemDrive:C@`.
5. Save the changes and use the new Build Plan.

## Linux SPP Upgrade from 2013.09C to 2014.06 causes reboot hang

When performing an online Linux installation of SPP version 2014.06 to a server already running SPP version 2013.09C and with a B120i or B320i Smart Array Controller, the SPP installation fails with error code 6 at the `Wait for HP SA Agent` step, as the target server hangs during reboot.

## Suggested action

There are two ways to work around this issue:

1. Modify the *SPP* Build Plan to add a three minute delay after the SPP installation and before the reboot. To do this, add a `sleep` step with a parameter `--minutes=3` to the Build Plan just after the `Install Linux SPP` step.
2. Remove the `hp-health` component for SLES from the SPP directory on the media server. The component has the following naming convention: `hp-health-*.sles11.x86_64.rpm`

### Windows 7 SP1 Scripted Install Build Plan requires WinPE 3.x and forces PXE boot

Windows 7 is similar to Windows 2008 R2 and it requires WinPE 3.x to install. Since most platforms that support Windows 7 do not have Win PE 3.x in their embedded Intelligent Provisioning, the *Windows 7 scripted Installation* Build Plan is designed to always force a PXE boot of the target.

#### Suggested action

No action is required, but if you are installing Windows 7 SP1, you must ensure you build and upload WinPE 3.1 to use as your PXE service OS. See the *HP Insight Control server provisioning Installation Guide* for complete details of how to choose and upload a version of WinPE to the appliance.

### RHEL driver name change may cause problems when using different driver packages

In the 2014.09.0 RHEL driver packages delivered with the appliance, the name of the Mellanox driver has changed from that of previous driver releases. The HP provided RHEL kickstart files are updated to match the new driver name, however, if you choose to use an older kickstart file with the new driver packages, or if you choose to use a newer kickstart file with older driver packages, your Build Plans fail.

#### Suggested action

Make sure the driver called out in the `kickstart` file matches the version of the driver package you are using.

- RHEL driver packages version 2014.09.0 — driver name is `kmod-mlnx-en`
- RHEL driver packages prior to 2014.09.0 — driver name is `kmod-mellanox-mlnx-en`

### PXE-less installations of Windows may fail on the Targets with HP SN1000Q HBA connected to a SAN

During PXE-less installations of Windows, the `Install` and `boot into local WinPE` Build Plan step may fail trying to partition the disk on the Target server when connected to a SAN with any of the following HBA cards.

- HP StoreFabric SN1000Q 16GB 1-port PCIe Fibre Channel Host Bus Adapter
- HP StoreFabric SN1000Q 16GB 2-port PCIe Fibre Channel Host Bus Adapter

#### Suggested action

Perform the installation using PXE, by editing the `Boot` step and adding the parameters `--method=network -force`.

### SLES 11 SP2 may fail on servers with P410i Smart Array Controller

On servers with a P410i Smart Array, the SLES 11.2 scripted installation Build Plan fails on the last step of the Build Plan. The remote console shows an error where the root disk is not found. This is due to the SLES installer uses the `hpsa` driver, but the installed kernel uses the `cciss` driver.

#### Suggested action

Create a custom attribute called `kernel_arguments` and set it to the value `brokenmodules=hpsa`. By labeling the `hpsa` driver as broken, the installation succeeds.

### RHEL 7.0 may fail on servers with B140i Smart Array Controller

When installing RHEL 7.0 to servers with a B140i Smart Array Controller, an HP proprietary driver is required, however, there is a conflict between HP proprietary driver and the driver provided by the RHEL 7.0 distribution, which may cause issues during installation.

### Suggested action

Create a new custom attribute, associated with either the server or the Build Plan named `kernel_arguments` and assign the value `blacklist=ahci`. This does not allow the driver within the RHEL 7.0 distribution to be used.

### Benign error when installing Windows 2012

When examining the logs of a Windows 2012 deployment job, you may see the error

```
No handlers could be found for logger
osprov.wrappers.windowspartitionmanipulation after the Partition Disk for
Windows step. This happens even if the Build Plan is completed successfully.
```

### Suggested action

This error message is expected and can be safely ignored.

### Benign error while running ROM Capture Build Plan against DL580 Gen8

When running the *ProLiant HW - System ROM Capture Settings* Build Plan against a ProLiant DL580 Gen8, you may see the following error in the job log:

```
DATA WARNING: Section 'IMD_ServerName' EV 'CQHLS1' of format 'text'
record data at index '0' has size 16/0x10' greater than expected size
15/0xf.
```

### Suggested action

This message is benign and can be safely ignored.

### BL460c Gen8 server fails to boot from SAN

When running the ProLiant HW — System ROM Enable Boot from SAN on Blade server OSBP on a BL460c Gen8 target server, the local Array Controller is not disabled. And the SAN Controller is not set as the first boot controller within the BIOS. Despite this, the OS Build Plan completes successfully and no error is displayed to you.

### Suggested action 1

Update the System ROM firmware to version 9/18/2013 or newer.

### Suggested action 2

Disable the local Smart Array Controller manually through RBSU and set the SAN Controller as the first boot controller within the BIOS.

### Windows Boot from SAN issue on G1 or G2 HP BladeSystem Enclosures with QLogic QMH2672 HBA and HP B-series switches

When you attempt to perform a boot from SAN in a Windows 2008 or Windows 2008 R2 configuration on a blade server with a QLogic QMH2672 HBA in a G1 or G2 blade enclosure and one of the following switches: HP B-series 8/12c BladeSystem SAN Switch, HP B-series 8/24c BladeSystem SAN Switch, HP 8/24c BladeSystem Pwr Pk+ SAN Switch, a blue screen flashes and displays an error message and the server reboots. This issue does not occur on G3 enclosures.

To determine whether you have a G1, G2, or G3 enclosure, log on to your Onboard Administrator and select **Enclosure Information** on the left-hand side, then click on the **Information** tab. Your enclosures model, which is listed under the **Model** column, ends in G3 if you have a G3 enclosure.

### Suggested action

This issue has been fixed in the latest version of the B-series switch firmware, Fabric OS firmware version 7.2.1.

## Alternative actions

If you cannot update the switch firmware, an alternative is to reduce the speed of the HBA to 8 Gbps as follows:

- **Manual procedure:**

Boot the server and press **Ctrl-Q** during POST to enter the QLogic configuration screen. Change the Data Rate from `Auto Select` to `8Gbps`.

- **Automated procedure:**

Set the data rate with a Build Plan. The data rate of the HBA can be controlled using the QLogic configuration utility, which is packaged with the appliance, as part of the "LinuxPE HBA add-on packages" zip package. The following command sets the data rate of the HBA to 8Gbps:

```
/opt/hba/qlogic/sbin/QConvergeConsoleCLI/gaucli -pr fc -n <hba-wwpn  
or hba-instance> dr 4
```

Where `hba-wwpn` is the WWPN of the HBA you want to configure and `hba-instance` is the instance number (for example, 0, 1, 2, etc.), which can be used instead of the `hba-wwpn`, since the WWPN is different for each HBA. See the *HP QLogic CLI Users Guide* for full details on this command.

The *ProLiant HW - Fibre Channel HBA Configure Boot Device* Build Plan can be used as a template, and the final step `Configure Fibre Channel HBA Boot Device` can be replaced with the script you create from the command above.

## Restrictions when using the HP FlexFabric 20Gb 2-port 630FLB, 650FLB, 650M or 630M Adapters

1. Windows and Linux deployment is not supported with Intelligent Provisioning on Gen8 (or greater) servers. Windows and Linux deployment via PXE is supported.
2. Deployment of SLES 11 SP3 is not supported in iSCSI or FCoE configuration with these adapters.
3. Deployment of Red Hat 6.x and Red Hat 7.x with FCoE configuration requires you to add the FCoE directive to the `Kickstart` file. The FCoE directive in the `Kickstart` file requires that the NIC attached to the SAN be specified.
  - `--nic=` (mandatory) — The name of the device to be activated.
  - `--dcb=` — Establish DCB (data center bridging) settings.
  - `--autovlan` — Discover VLANs automatically.

---

**NOTE:** At a minimum, you must specify the `--nic=` flag. For example, `fcoe --nic=eth0`.

Note that with Red Hat 7.x, the Ethernet device names have changed. Refer to *Red Hat Enterprise Linux 7 documentation* located at [https://access.redhat.com/documentation/en-US/Red\\_Hat\\_Enterprise\\_Linux/7/html/Networking\\_Guide/ch-Introduction\\_to\\_RHEL\\_Networking.html](https://access.redhat.com/documentation/en-US/Red_Hat_Enterprise_Linux/7/html/Networking_Guide/ch-Introduction_to_RHEL_Networking.html) for more information.

---

## SLES 11 SP2 may fail on the DL385p Gen8 with P420i Smart Array Controller

During installation, you may see a window popup `An error occurred during the installation`. If you press **Alt-F2** to get a shell prompt and type `cat /proc/partitions`, you see that there are no disks listed.

### Suggested action

There is no work around for this issue. HP recommends installing SLES 11 SP3, which does not have this problem.



The **Create Stub Partition** step may fail for a Linux or ESXi installation when using 3PAR storage

The 3PAR 3.1.3 OS has a new ESX device type, which may result in a Create Stub Partition fail with exit code 1 error. Due to this error, an extra disk device is created, which does not represent an actual disk.

#### **Suggested action**

Set the device type to RHE Linux (5.x, 6.x) on the 3PAR storage.

**Broadcom CNA (converged network adapter) option cards may require additional FCoE initialization if the drive does not present using the "fcoe" directive in the Kickstart file**

There is a timing issue that can sometimes prevent the LUN from being seen by the Broadcom CNA option card.

#### **Suggested action**

Successful deployment requires additional FCoE initialization in the kickstart file's %pre section. To do the initialization, add the following code to the kickstart file:

```
%pre
modprobe fcoe
fipvlan -c -s -a
sleep 50
fipvlan -c -s -a
%end
```

**BL465c Gen8 hangs during OS deployment if using Broadcom CNA mezzanine configured with FCoE configuration**

OS deployment of Windows and Linux is not supported on the BL465c Gen8 if using Broadcom CNA mezzanine configured with FCoE configuration. The server hangs due to a platform issue and the OS deployment fails.

#### **Suggested action**

No work around exists.

## Documentation issues

**External Windows DHCP server setup instructions are updated on hp.com**

In the *HP Insight Control server provisioning Installation Guide*, the procedure for setting up an external Windows DHCP server missed two additional steps required for the setup. Hence, the 7.4 Installation Guide is updated and is available for download at <http://www.hp.com/go/insightcontrol/docs>.

---

**NOTE:** Note that this new edition of the Installation Guide will be available in English only.

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**Update to online help topic about modifying a Build Plan to install to a VM Guest**

The online help topic titled *Create an OS Build Plan for VM guest deployment* lists steps that need to be removed from the HP provided Build Plans when installing to a VM guest. The topic lists Install and boot into local WinPE as an optional step that can be removed, but it is actually mandatory that you remove this step from a Windows Build Plan for installation to succeed on a VM guest.

## HP Insight Control virtual machine management

### Limitations

**Resize Disk on ESX and Hyper-V limitation**

The following list describes the limitations of resize disk on ESX and Hyper-V:

1. After the resize of the disk from VMM, user/admin is expected to extend the volume of the resized disk from the disk management of the Virtual Machine Operating System.
2. In case of Hyper-V, resize of disk is applicable for Hyper-V 2012, Hyper-V 2012 R2 host onwards.
3. In case of VMware, resize of disk is applicable from vCenter 5.0 onwards.
4. Shrink is supported only on Hyper-V 2012, Hyper-V 2012 R2 host onwards.

#### Limitation from Virtual Center to enable or disable HotCPUPlug and HotMemoryPlug

Virtual Center (VC) UI does not allow enabling Memory or CPU Hot Plug for the VM (ESX) which is in the **powered on** state.

Insight Control virtual machine management supports enabling or disabling the Memory and CPU Hot Plug, irrespective of the on or off state of the VM power. This is because VISDK allows enabling or disabling Memory and CPU Hot Plug for a powered on VM.

The following list contains the guest operating systems for which the Memory or CPU Hot Plug option is not available in the Virtual Center:

- Microsoft Windows XP Professional (32-bit)
- Microsoft Windows XP professional (64-bit)
- Microsoft Windows Vista (32-bit)
- Microsoft Windows Vista (64-bit)
- Microsoft Windows Small Business Server 2003
- Microsoft Windows Server 2003 Standard (32-bit)
- Microsoft Windows Server 2003 Standard (64-bit)
- Microsoft Windows Server Web Edition 2003
- Red Hat Enterprise Linux 5 (32-bit)
- Red Hat Enterprise Linux 4 (64-bit)
- Red Hat Enterprise Linux 4 (32-bit)
- Red Hat Enterprise Linux 3 (64-bit)
- Red Hat Enterprise Linux 3 (32-bit)
- Red Hat Enterprise Linux 2.1
- Novell SUSE Linux Enterprise 10 (32-bit)
- Novell SUSE Linux Enterprise 8/9 (64-bit)
- Novell SUSE Linux Enterprise 8/9 (32-bit)
- Novell Open Enterprise Server
- Novell Netware 6.x
- Novell Netware 5.1
- Oracle Solaris 11 (64-bit)
- Oracle Solaris 10 (64-bit)
- Oracle Solaris 10 (32-bit)

#### Transport operation fails if Microsoft Robocopy tool is used

If you use Microsoft's Robocopy tool to copy the VHD files as part of a transport operation (createTemplate, DeployTemplate, copyVM), you might notice that if you try to copy more than a 1 Terabyte (TB) virtual hard disk, the Robocopy job makes the copy process as daemon thread and returns back to the caller. Because of this the transport operation may fail.

### **Suggested action**

This is a limitation of Microsoft's Robocopy tool.

### [Windows 2012 linked clone guest customization fails](#)

In ESX, if you try to customize a Windows 2012 linked clone guest that has a shared disk on VC5.10b with ESXi5.1 and ESXi5.1U1 hosts, the customization fails.

### **Suggested action**

This is the limitation from VMware for Windows 20012 linked clone guest.

### [CPU properties for powered on VM fails to update](#)

In ESX, if you enable the Hot ADD CPU feature on a NON-OS VM, and try to update the CPU properties for powered on VM, it fails to update. This happens from vCenter UI and ViSDK both.

### **Suggested action**

This is the limitation from VMware for NON-OS VM, where CPU properties are not allowed to update for powered on VM.

### [Deploying a VM on a host with password having special character \(""\) fails to work as expected](#)

HP Matrix infrastructure orchestration provisioning of VM on a host having a password with special character ("") fails with the error "Failed to copy sysprep files from CMS to Host."

### **Suggested action**

For successful VM customization, HP recommends changing the host password to one that does not include the special character ("").

### [Operations related to Microsoft Hyper-V guests](#)

The operations from Insight Management components on the Microsoft Hyper-V servers can result in temporary files being created at C:\ on the Hyper-V host. These files are not required after the operation completes and can be removed manually. These operations include virtual machine copy, move, template, back-up, linked clone, and VM customization.

## [Major issues](#)

### [SCVMM deployments fail for Generation 2 Virtual Machines](#)

When you create a template of a Generation 2 Virtual Machine from SCVMM and try to deploy, the deployments fail with the error message `VMM cannot find the device or this device is not valid for a boot device.`

#### **Suggested action 1**

After creating VM, before creating the template, change the boot order. Move the virtual hard disk to first place in the boot order and then take a template from SCVMM. This resolves the SCVMM deployment problem for Generation 2 VMs.

#### **Suggested action 2**

After creating a template from a VM, modify the first boot device of the template to a valid device (virtual hard disk in this case). For example, `PS C:\> Set-SCVMMTemplate -Template $t -FirstBootDevice "SCSI,0,0"`.

### [Hyper-V provisioning fails on Microsoft Windows Server 2012 Hyper-V and Microsoft Windows Server 2012 R2 Hyper-v with time out errors](#)

Hyper-V provisioning fails on Microsoft Windows Server 2012 Hyper-V and Microsoft Windows Server 2012 R2 Hyper-V with time out errors and sometimes it fails to register the deployed VM. The slow performance of the Hyper-V host delays the retrieval of the required data through WMI query.

## Suggested action

To solve this issue:

1. Increase the *CIM Client time out* period to **900000** using parameter *HyperVQueryTimeout* in the <vmm-install>\bin\hpvmm.conf and restart the Insight Control virtual machine management service.
2. Set the value of *serverTimeOut* to **900000** in *cimserver\_planned.conf* file of <MAPPER\_INSTALLED\_DIR> and then restart the Mapper.

## Unable to perform power on or off operations on a virtual machine through Insight Control virtual machine management

The power on or off operation on a VM through Insight Control virtual machine management fails when you restore the VM from a backup. The backup and restore is performed using the HP Data Protector software. The *getVmDetails* API shows incorrect data for the backed up VM.

## Suggested action

Unregister/register the VM in vCenter using the following procedure:

1. Select the VM in vCenter (ensure that VM is in the powered off state), and right-click to select **Remove from Inventory**. This unregisters the VM from inventory.
2. Navigate to **vCenter Inventory** ⇒ **Datastores and Datastore clusters**.
3. Select the datastore on which the VM was residing before, and right-click to browse the datastore.
4. Select the *.vmtx* file of the VM in the datastore and right-click to select the option **Add to inventory**. This completes the VM registration. Now you can perform power on or off operations on the VM from virtual machine management.

## If a VMware ESXi 4.x host is managed by VMware vCenter 4.x in a lockdown mode, then these hosts cannot be monitored and managed by Insight Control components by providing the root credentials

If a VMware ESXi 4.x host is managed by VMware vCenter 4.x in a lockdown mode, then these hosts cannot be monitored and managed by Insight Control components by providing the root credentials. A privileged user (for example, <remmgr>), must be created on each of the VMware ESXi 4.x hosts that must be managed by vCenter 4.x in lockdown enabled mode

## If the IP address of the host changes, virtual machine management cannot manage the host

If the IP address of a hypervisor host is changed, virtual machine management will not be able to manage the host.

## Suggested action

HP recommends that you unregister the hypervisor host before changing the IP address. After the IP address is changed, identify the host in HP Systems Insight Manager and register with virtual machine management. If the IP address is changed without unregistering the host, unregister the host with the old IP address using the *vmcli* tool and register with the new IP address.

## As part of Disaster Recovery, VMware is returning the same UUID to Insight Control virtual machine management for both the live VM and the shadowed VM that is no longer accessible on protected site. (Disaster recovery can be triggered by using VMware vCenter SRM Plugin)

This is a VMware issue.

## Suggested action

If one or more hosts are disconnected or offline, do not bring them back online until ready to complete the SRM Recovery process. If one or more hosts cannot access their storage, these hosts must be shut down until the problem is resolved and the SRM Recovery process is ready to be initiated.

## Microsoft Windows 2012 guest NIC customization fails for static IPv4 on Microsoft Windows 2012 R2 host

If you try to sysprep a Windows Server 2012 as a guest on a Windows 2012 R2 Hyper-V host, the `sysprep.xml` file provided from Insight Control virtual machine management does not set the IPv4 address properly. But, it sets the IPv6 address, IPv4 DNS, and gateway addresses.

### Suggested action

If the VM has a static IP set before sysprep is run, this issue does not occur. Hence, just setting a generic fake static IPv4 address prior to sysprep prevents this issue. If not, for Windows 8 Client and Windows Server 2012 General Availability Update Rollup must be installed in the VM, before it is syspreped to prevent this issue. Here is the link to the KB 2756872 (<http://support.microsoft.com/kb/2756872>) and link to download the updates (<http://www.microsoft.com/en-us/download/details.aspx?id=34943>).

As part of customization, if you create a Guest of Microsoft Windows 2012 on Hyper-V 2012 R2 host and if you try to sysprep the Guest using the command `C:\Windows\System32\Sysprep\Sysprep.exe` on the Guest VM, it fails on reboot with the error as `vmbus.sys` couldn't be loaded. To resolve this issue, the Windows 8 Client and Windows Server 2012 General Availability Update Rollup needs to be installed in the VM before it is syspreped.

## Default gateway is not set on the provisioned VM for secondary NIC in dual NIC scenario

After successfully provisioning the VM, the default gateway is not set for the secondary NIC.

### Suggested action

To access the IP addresses of secondary NIC, add the default gateway manually for the secondary NIC.

## Minor issues

### Registration of SCVMM 2012 SP1 and SCVMM 2012 R2 server fails on a CMS

Registration of SCVMM 2012 SP1 and SCVMM 2012 R2 server fails sometimes. This is an intermittent issue and observed several times on a CMS configured with Microsoft Windows Server 2012/Microsoft Windows Server 2012 R2 operating system.

#### Suggested action 1

To solve this issue, retry to register SCVMM server.

#### Suggested action 2

Add a parameter `SCVMM_Retries` in `hpvmm.conf` file (located in `<IM installation>\Insight Control virtual machine management\bin`) and set the value to greater than 5. Restart VMM service and try to register again.

#### Suggested action 3

If it still fails to register SCVMM, then perform the following steps:

1. Check if the HP Matrix SCVMM Web Service is installed on the SCVMM server.
2. If the HP Matrix SCVMM Web Service is not installed, copy the `ScvmmWS2012.msi` file from `<IM installation>\Insight Control virtual machine management\bin` to the target SCVMM server.
3. Manually, install the HP Matrix SCVMM Web Service.
4. Run the HP Matrix SCVMM Web Service on the SCVMM server and reregister the SCVMM server.

### Virtual machine names do not display correctly

Virtual machine names may not be displayed correctly in the virtual machine management user interface if the virtual machine name contains special characters.

### Suggested action

HP recommends avoiding special characters in virtual machine names. Rename such virtual machine names appropriately.

### Host/Guest control buttons disabled

If the virtual machine names have non-ANSI characters, the control buttons in the Host/Guest system page are disabled.

### Suggested action

From the HP Systems Insight Manager user interface, run **Tools** ⇒ **Virtual Machine**, then select the appropriate control operations.

## HP Insight Control performance management

### Limitations

#### The left hand side pane appears blank in Insight Control performance management

The left hand side pane appears blank and is not displayed for the offline analysis on Insight Control performance management when NIC teaming is configured on the monitored server, with a non-English adapter name.

### Suggested action

Change the device name of the teaming adapter from non-English to English.

#### Network Adaptor and port is not displayed in Online Analysis page

The network adaptor and port are not displayed in the **Online Analysis** page if there is NIC bonding with mode 0. Also, the bonding is not visible. This is due to the random behavior in NIC bonding.

#### Configuration recommendations

Performance management does not make configuration recommendations in this version of the software.

#### While monitoring a node having RHEL 7 as OS, icon turns to critical.

The RHEL 7 Linux server PF icon turns to critical after monitoring in MA (Monitoring Administration) page.

### Suggested action

For more information, follow the steps mentioned in the troubleshooting section of the *HP Insight Control Performance Management 7.4 User Guide* located at <http://www.hp.com/go/insightcontrol/>.

#### The PMP online/offline status and graph values for storage component is turning to '0'

The `isWindows()` method, which checks whether a node is a window node or a Linux node returns false for all those integer values of `cpqHoOsType`, which are not present in the `windowsOsType.properties` file. If subsequent data collection is attempted, although, it is a window node, the default data collection is attempted for the Linux Oids there by returning zero values.

### Suggested action

For more information, follow the steps mentioned in the troubleshooting section of the *HP Insight Control Performance Management 7.4 User Guide* located at <http://www.hp.com/go/insightcontrol/>.

### Storage Controller name is not displayed in the online\offline analysis page of PMP

This error occurs whenever an MIB returns controller ID other than the IDs present in the `controllercard.properties` file. This is either because the card is new, hence MIB is returning new integer value or the controller card name is not present in the `controller properties` file.

#### Suggested action

The controller name must be added along with the controller ID in the `controllerCard.properties` file. For more information, follow the steps mentioned in the troubleshooting section of the *HP Insight Control Performance Management 7.4 User Guide* located at <http://www.hp.com/go/insightcontrol/>.

## Major issues

### Storage component display "0" value for status counters in the Offline\Online Analysis page

On PMP Online\Offline Analysis page, on the right pane, the status value for storage component displays as 0 for Danelectro series controllers when configured with windows OS only.

### Few of the monitored servers automatically stop monitoring

Monitoring status for a few servers in the **Monitoring Administration** page may stop after long periods of inactivity. This behavior is observed intermittently in the scalability environment.

#### Suggested action

From the **Monitoring Administration** page, select the servers that have stopped monitoring and click **Apply** to monitor the selected servers.

### Network, Storage, and Host Bus Subsystems display "0" value for status counters in the Offline Analysis page

Offline Analysis fetches performance and configuration data of the servers from the database to play back and to monitor the server's continuous performance. In Offline Analysis, Network, Storage, and host bus subsystem counters display a "0" value in the status table and in the status tab, although the online analysis page shows values and the data is available in the database.

### Failure during upgrade of Insight Control Performance Management and/or Matrix infrastructure orchestration 7.2.x to 7.4

If you are upgrading from HP Insight Management 7.2.x or later to HP Insight Management 7.4, and you have Insight Control performance management and/or HP Insight Operations installed and configured on your highly available CMS with SQL Always On enabled, then this issue may be applicable to your environment. You may skip this section if you do not have HP Insight Control performance management and HP Matrix infrastructure orchestration installed and configured in your environment.

While upgrading in the high availability CMS environment with Always On enabled, the installer may result into following error/warning for HP Insight Control performance management and/or HP infrastructure orchestration.

- For HP Insight Control performance management  
SEVERE: The operation cannot be performed on database "PMP\_V5\_0" because it is involved in a database mirroring session or an availability group. Some operations are not allowed on a database that is participating in a database mirroring session or in an availability group.
- For HP Matrix infrastructure orchestration  
Failed to set recovery mode to simple or auto close to false in HP Operations Orchestration database.

## Suggested action

Perform the following steps to avoid this error while upgrading the supported Insight Management stack in a high availability environment with Always On database.

1. Remove the HP Insight Control performance management (**PMP\_V5\_0**) and/or HP infrastructure orchestration (hpio, oo and HPMOEMetering) databases, as applicable, from the Always On Availability Group prior to the execution of upgrade from an earlier version of Insight Management to the latest version. If the removed databases exist in any of the replica servers, disconnect them from there to avoid any pending existing connections left for the removed databases in the Availability Group. Skipping this step causes a failure when an attempt to add the removed databases back to the Availability database is made after the upgrade.  
For more information, see *Remove a Primary Database from an Availability Group (SQL Server)* at Microsoft MSDN Library.
2. Perform the upgrade on both the nodes. Wait until the upgrade finishes successfully and then add the HP Insight Control performance management (**PMP\_V5\_0**) and/or HP infrastructure orchestration (hpio, oo and HPMOEMetering) databases, as applicable, back to the Always On Availability Group using the *Add database wizard* in the Availability Group. For more information, see *Add a Database to an Availability Group (SQL Server)* at Microsoft MSDN Library.

## Minor issues

### Managed server is shown multiple times on the ICPM lists

When you delete a node from the **Insight Control Home** page or the **Systems Insight Manager Home** page, the device key is deleted from the SIM Database. However, it still exists in the `IC Perf` table.

This is because `IC Perf` has a separate database from SIM and there is no functionality to delete the entries simultaneously from both tables.

In this case, if you try to rediscover the same node, SIM gives a new device key and the same is copied to the `IC Perf` database. Hence, there are two different device keys for the same node which causes multiple entries in the **Monitoring Administration** page.

### Suggested action

When you delete the node from the **Systems Insight Manager Home** page, ensure to delete the corresponding device key entries from the `PMP_Discovered_Servers` and `PMP_Monitored_Servers` tables in the `IC Perf` database.

### MIB walker is not showing correct NIC Name for 10Gb 2-port 560 FLB Adapter

MIB walker does not show correct NIC Name for 10Gb 2-port 560 FLB Adapter.

### Suggested action

There is no known workaround at this time.

### IPv4 address is not displayed in inventory for ProLiant SL250s Gen8 and ProLiant DL 360p Gen8

For ProLiant SL250s Gen8 and ProLiant DL360p Gen8, the IPv4 address is not displayed in inventory.

### Counters are not displaying for some PCI devices

For some PCI devices, performance counters are not displayed.



For some NIC Adapters (for example, NC7782 and NC7170) all network ports are shown as disabled or not configured in Online Analysis

Network ports can sometimes appear as disabled or not configured in online analysis for some network adapters when they are configured in a server running Microsoft Hyper-V technology in Windows or configured as a bridge in Linux.

Details of NIC teaming type and the involved ports are not displayed

Network adapters can be configured with different NIC teaming types to handle fail over. Also, the IP Address will be configured on the Teamed NIC. Performance management does not display the configured NIC teaming type, involved ports, or details in the inventory tab of the online analysis page.

HP Insight Control performance management Managed VM Host server shows critical/unknown icon in PF column after upgrading to new version of Insight Control

The VM Host server shows a critical/unknown icon under the PF column after upgrading to a newer version of Insight Control, though it is re-registered and managed in Insight Control virtual machine management after upgrade.

#### **Suggested action**

Perform the following steps:

1. Select the VM Host Server.
2. Run the "Identify systems" task in the Systems Insight Manager page.

NIC subsystem's major or minor performance state (icon) is not reflected against the server or in the PF column

When network components are stressed on the server, the Network Subsystem/NIC Adapter/NIC Port components show minor or major state icons on the Online Analysis page. The consolidated status, however, is not propagated to the Server Model status in Online Analysis or to the PF (Performance State) icon in the Systems Insight Manager All Systems page.

Status does not change in Server Configuration Tree when you click on Previous/Next bottleneck buttons in the Offline Analysis page

System subsystem components status and counter values are logged to the database for playback. When you click on the Previous and Next buttons in a bottleneck condition, the Offline Analysis page shows the data when the system was in a Minor or a Major State. The status icon and Analysis explanation message the display correct information in the status tab with values listed on Counter table; however, the normal status icon is displayed in the Server Configuration tree for the same component.

Monitoring Administration page hangs after monitoring of the servers is started for the first time

Occasionally, the Monitoring Administration page hangs after monitoring of the servers is started for the first time.

#### **Suggested action**

Restart HP Systems Insight Manager service.

HP ProLiant ML 350p Gen8 and ProLiant DL360p Gen8 Linux node Storage subsystem values display "0" value for status counters in Online Analysis

HP ProLiant ML 350p Gen8 and ProLiant DL360p Gen8 Linux node displays values for the Array Controllers status counters, but for the storage subsystem it displays "0" values for status counters in online analysis.

# Insight managed system setup wizard

## Limitations

### Privilege elevation configuration that requires a password by the privilege elevation tool is not supported

The Insight managed system setup wizard supports privilege elevation only on a CMS that has privilege elevation configured so that no password is required by the privilege elevation tool (such as su and sudo). If you attempt to configure features when privilege elevation is turned on and this requires a password, you may see failures in the wizard's execution output.

#### **Suggested action**

If a feature fails to configure correctly because of privilege elevation password requirements, configure the feature outside of the managed system setup wizard.

To turn off the requirement for a password, use the HP SIM **Options** ⇒ **Security** ⇒ **Privilege Elevation** menu, and uncheck the check box labeled "A password is required for this privilege elevation tool". Note that systems managed by the CMS must be reconfigured to reflect this configuration change.

### HP iLO 3 support

HP iLO 3 is supported in the current release of Insight managed system setup wizard. However, iLO 3 for ProLiant requires a minimum of firmware version 1.05.

#### **Suggested action**

Update iLO 3 ProLiant firmware to version 1.05 or newer.

### The Insight managed system setup wizard does not configure HP Integrity rx2620

In this release, using the managed system setup wizard to configure an HP Integrity rx2620 server is not supported.

#### **Suggested action**

Manually configure HP Integrity rx2620 servers.

## Major issues

### Patch required to register Integrity VM Hosts running Integrity VM 4.1 or higher and 11.31 HA-OE or DC-OE

The Insight managed system setup wizard fails to register Integrity VM Hosts running Integrity VM 4.1 or higher and either the 11.31 High Availability Operating Environment (HA-OE) or the 11.31 Data Center Operating Environment (DC-OE).

#### **Suggested action**

Apply the patch PHSS 40784 to the HP-UX 11i v3 Integrity VM Host. The patch is needed on systems where Serviceguard is installed, but the systems are not actively in a Serviceguard cluster. Serviceguard is included with the HP-UX 11i v3 HA-OE and DC-OE. You can download this patch from <https://hpsc-itg1.austin.hp.com/portal/site/hpsc/public>. To download the patch, enter and search the patch number in **Search: HP Support Center**.

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**NOTE:** You can download the required patch based on the OS version and patch updated date.

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## 2 Documentation notes

This chapter provides information about any one or all of the following:

- Addendums

This section provides information on updates to document that is not being revised in this release. This information will be included in future document revisions.

- Corrections

This section provides the information meant to clarify certain inaccuracies that is required to be updated in *HP Insight Control* document that is not being revised in this release. This information will be included in future document revisions.

### Addendum

The following is the addendum for this release:

#### **HP Insight Control Virtual Machine Management Online Help**

For Microsoft Windows Server 2008 R2 Hyper-V and Microsoft Windows Server 2012 Hyper-V, support for Microsoft Windows Server 2012 R2 Hyper-V is also added in this release. Hence, all the references of Microsoft Windows servers in the online help must be read as Microsoft Windows Server 2008 R2 Hyper-V, Microsoft Windows Server 2012 Hyper-V, and Microsoft Windows Server 2012 R2 Hyper-V.

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## 3 Support and other resources

### Information to collect before contacting HP

Be sure to have the following information available before contacting HP:

- Software product name
- Hardware product model number
- Operating system type and version
- Applicable error message
- Third-party hardware or software
- Technical support registration number (if applicable)

### How to contact HP

Use the following methods to contact HP technical support.

- In the United States, see the Customer Service / Contact HP United States web site for contact options:

[http://welcome.hp.com/country/us/en/contact\\_us.html](http://welcome.hp.com/country/us/en/contact_us.html)

- In the United States, call 1-800-HP-INVENT (1-800-474-6836) to contact HP by telephone. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, conversations might be recorded or monitored.

- In other locations, see the Contact HP Worldwide web site for contact options:

<http://welcome.hp.com/country/us/en/wwcontact.html>

### Security bulletin and alert policy for non-HP owned software components

Open source software (such as OpenSSL) or third-party software (such as Java) are sometimes included in HP products. HP discloses that the non-HP owned software components listed in the Insight Management end user license agreement (EULA) are included with Insight Management. The EULA is included with the Insight Management Installer on Insight Management DVD #1.

A separate Insight Control server provisioning EULA is included with its installer and is also present on the Insight Control server provisioning distributions.

HP addresses security bulletins for the software components listed in the EULA with the same level of support afforded HP products. HP is committed to reducing security defects and helping you mitigate the risks associated with security defects when they do occur.

When a security defect is found, HP has a well defined process that culminates with the publication of a security bulletin. The security bulletin provides you with a high level description of the problem and explains how to mitigate the security defect.

### Subscription service

HP recommends that you register your product at the Subscriber's Choice for Business website:

[http://www.hp.com/country/us/en/contact\\_us.html](http://www.hp.com/country/us/en/contact_us.html)

After registering, you will receive email notification of product enhancements, new driver versions, firmware updates, and other product resources.

## Registering for software technical support and update service

Insight Control and select Insight Management software products include one year of 24 x 7 HP Software Technical Support and Update Service. This service provides access to HP technical resources for assistance in resolving software implementation or operations problems.

The service also provides access to software updates and reference manuals, either in electronic form or on physical media, as they are made available from HP.

With this service, Insight software customers benefit from expedited problem resolution as well as proactive notification and delivery of software updates. For more information about this service, see the following web site:

<http://www.hp.com/services/insight>

Registration for this service takes place following online redemption of the license certificate.

## How to use your software technical support and update service

As HP releases updates to software, the latest versions of the software and documentation are made available to you. The Software Updates and Licensing portal gives you access to software, documentation, and license updates for products on your HP software support agreement.

You can access this portal from the HP Support Center:

<http://www.hp.com/go/hpsc>

After creating your profile and linking your support agreements to your profile, see the Software Updates and Licensing portal at <http://www.hp.com/go/hpsoftwareupdatesupport> to obtain software, documentation, and license updates.

## HP authorized resellers

For the name of the nearest HP authorized reseller, see the following sources:

- In the United States, see the HP U.S. service locator web site:  
[http://www.hp.com/service\\_locator](http://www.hp.com/service_locator)
- In other locations, see the Contact HP worldwide web site:  
<http://welcome.hp.com/country/us/en/wwcontact.html>

## Related Technical Documentation

- <http://www.hp.com/go/insightmanagement/docs>
- <http://www.hp.com/go/insightcontrol/docs>
- <http://www.hp.com/go/insightmanagement/sim/docs>
- <http://www.hp.com/go/matrixoe/docs>
- [HP Insight Control server provisioning installation instructions](#)

## Related information

Related information HP ProLiant Servers:

- BL BladeSystem servers:  
<http://www.hp.com/go/blades>
- DL series servers:  
<http://www.hp.com/servers/dl>

- ML series servers:  
<http://www.hp.com/servers/ml>
- SL series servers:  
<http://www.hp.com/servers/sl>

## Typographic conventions

This document uses the following typographical conventions:

<i>Book title</i>	The title of a book. On the web, this can be a hyperlink to the book itself.
Command	A command name or command phrase; for example, <code>ls -a</code>
Computer output	Information displayed by the computer.
<b>Ctrl+X</b> or <b>Ctrl-X</b>	A key sequence that indicates you must hold down the keyboard key labeled <b>Ctrl</b> while you press the letter <b>X</b> .
ENVIRONMENT VARIABLE	The name of an environment variable; for example, <code>PATH</code>
<b>Key</b>	The name of a keyboard key. <b>Return</b> and <b>Enter</b> refer to the same key.
<b>Term</b>	A term or phrase that is defined in the body text of the document, not in a glossary.
<b>User input</b>	Indicates commands and text that you type exactly as shown.
<i>Replaceable</i>	The name of a placeholder that you replace with an actual value.
[ ]	In command syntax statements, these characters enclose optional content.
{ }	In command syntax statements, these characters enclose required content.
	The character that separates items in a linear list of choices.
...	Indicates that the preceding element can be repeated one or more times.
WARNING	An alert that calls attention to important information that, if not understood or followed, results in personal injury.
CAUTION	An alert that calls attention to important information that, if not understood or followed, results in data loss, data corruption, or damage to hardware or software.
IMPORTANT	An alert that calls attention to essential information.
NOTE	An alert that contains additional or supplementary information.
TIP	An alert that provides helpful information.

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## 4 Documentation feedback

HP is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback ([docsfeedback@hp.com](mailto:docsfeedback@hp.com)). Include the document title and part number, version number, or the URL when submitting your feedback.