HP Instant Support Enterprise Edition Imaged HP-UX Client Configuration Guide

Legal Notices

Conventions

The typeface conventions used within this document follow:
Body Text: NewCenturySchlbk 10 pt is used as the main body text in this document.
Emphasis: Italicized NewCenturySchlbk 10 pt is used to indicate words that are emphasized and *document_names*.
`Italics`: Italicized Courier New 10 pt is used to indicate `<variable_information>` and `[Soft Buttons]`.
`ComputerOutput`: Courier New 10 pt indicates text output from a computer, text, or user interface.
`[Button]`: Courier New 10 pt indicates the use of a keyboard button (`[Hard Buttons]`).
`UserInput`: Bold Courier New 10 pt indicates text the user must enter into the system. Italicized words within the text indicate `<variable_information>` the user must enter.
`http or https://...`: Bold Courier New 10 pt indicates Web addresses (URLs).

1 Enabling and Configuring Instant Support Enterprise Edition

Introduction to Instant Support Enterprise Edition

Hewlett-Packard Instant Support Enterprise Edition (ISEE) is a secure remote support platform for your business servers and storage devices. This document covers ISEE configuration on a single ISEE Standard edition HP-UX imaged client. The full version of the software is already imaged and ready to enable and configure.

If a new software installation or multi-client or advanced configurations are needed, see www.hp.com/learn/isee for the full document HP Instant Support Enterprise Edition Client Installation and Upgrade Guide.

CAUTION   The Event Monitoring System (EMS) is installed as part of the ISEE platform software bundle. The (EMS) Listener is a daemon monitoring EMS events generated by the HP-UX operating system. This functionality is integral to the success of ISEE-based support. DO NOT disable or uninstall EMS.

Step   1. Verifying Internet Connectivity

Whether you are using a Web proxy server or not, validate that you can reach your appropriate regional URL through Netscape or Microsoft Internet Explorer on the supported device before installing the ISEE client software:

- `http://isee.americas.hp.com/mots/motserv`

- `http://isee.europe.hp.com/mots/motserv`

- `http://isee.asiapac.hp.com/mots/motserv`

CAUTION   If the connection fails, *do not* attempt to enable ISEE software until connectivity is established.

Step   2. Enabling ISEE on HP-UX 11i version 2 September 2004 & later Servers

By default, on HP-UX 11i version 2 September 2004 & later systems installed with HP OE Media, ISEE is installed in a disabled state. To enable the client complete the following steps:

1. In the file /etc/rc.config.d/hpservices.conf change the value of START_TUNER from 0 to 1.

2. In the file /etc/rc.config.d/rstemsListener change the value of RST_LISTENER from 0 to 1.

3. Execute /sbin/init.d/hpservices start.

4. Execute /sbin/init.d/rstemsListener start.

Step   3. Configuring ISEE

CAUTION   "Cloning" or imaging of a configured ISEE client is not supported.

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1. Open the following URL:

`http://<client_hostname>:5060/start.html`

Where `<client_hostname>` is the fully qualified name or IP address of the monitored system.

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2. Enter **admin** for your user name and **isee** for your password when prompted by the browser, and click *[OK]*.

CAUTION   This is the default password for all ISEE users. HP *STRONGLY* recommends changing your password after you complete the Client configuration.

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3. Read the informational window (see Figure 1-1) and click *[OK]*.

Figure 1-1 HP ISEE Client User Interface Informational Window

4. Enter your contact information in the appropriate fields (see Figure 3-2 through Figure 3-3). Asterisks indicate required fields.

   Failure to provide complete and accurate contact and company information jeopardizes HP's ability to identify, diagnose, and repair hardware problems. False information may require reinstallation of the ISEE client software.

NOTE   It is critical to enter complete information for at least one Additional Contact for after hours notification for HP to provide a timely response to events that do NOT occur during normal business hours.

Figure 1-2 HP ISEE Client User Interface Contact Information Configuration Screens

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CAUTION   Do NOT enter any information in the `Server Name` field (see Figure 1-3) It is automatically configured with the appropriate HP service center address for your contract.

Figure 1-3 HP ISEE Client User Interface Company Information Configuration Screens

If a Web proxy server is part of your environment, verify that your Web proxy server information is entered correctly in the `System Information` section (for example, `<web_proxy.domain>.com:80`). Inaccurate Web proxy server or firewall configuration information will prevent HP ISEE from operating correctly.

During the installation, your `notification`, `security`, and `communication` options are automatically configured to the default HP ISEE values. No additional configuration is necessary.

5. Click *[submit]*.

6. Click *[OK]* on the update message (see Figure 1-4).

Figure 1-4 Update in Progress Dialog Box
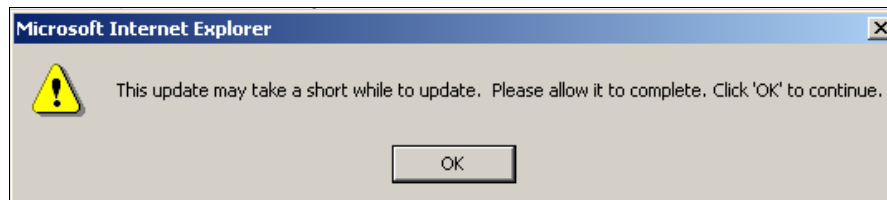
The ISEE client software automatically receives ISEE client updates when it communicates with HP and displays new `configuration options` when they are available.

7. Click *[OK]* to the update pop up (see Figure 1-5) to continue with the ISEE client software configuration.

Figure 1-5 ISEE Updates Dialog Box

8. Scroll down to the `Entitlement Information` section (Figure 1-6) and select a radio button either Serial Number with Product number and/or Contract Identifier and Type. For most servers, the Serial and Product numbers will be automatically populated.

   • A customer whose host is covered by warranty should leave the Contract ID field blank.

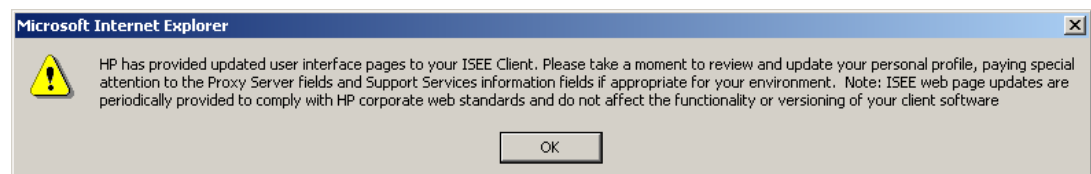   • A customer who has purchased an extended or uplifted warranty at the time the device was purchased will likely have an HP Care Pack support contract. The HP Care Pack contains a second/separate support serial number that is different than the serial number for the host itself. When selecting the HP Care Pack Serial Number contract type, enter the HP Care Pack serial number as the contract identifier.

Figure 1-6 Entitlement Information

9. Click _[submit]_.

10. Click _[OK]_ on the progress dialog box (see Figure 1-7).

Figure 1-7 Update in Progress Dialog Box
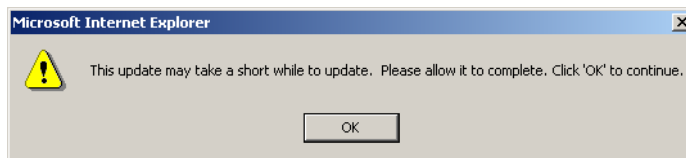
11. Read the `entitlement verification` screen (Figure 1-8) and click _[close]_.

Figure 1-8 Entitlement Verification
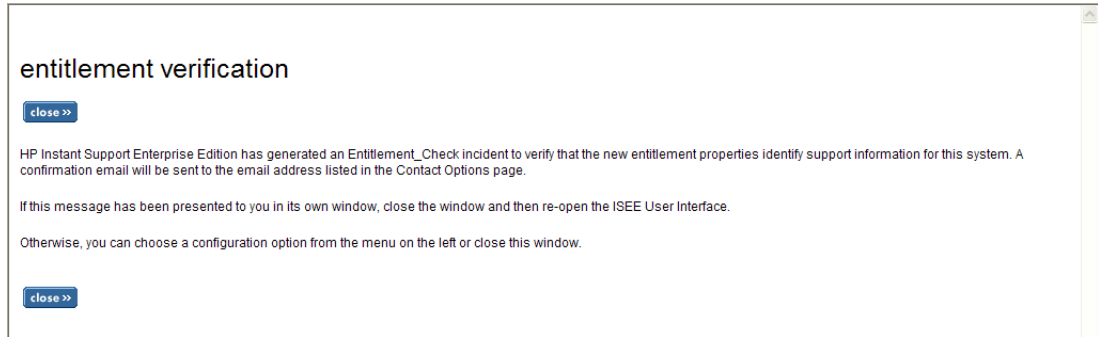
12. Click *[Yes]* on the pop up to close the browser window.

Figure 1-9 Close Window Dialog Box
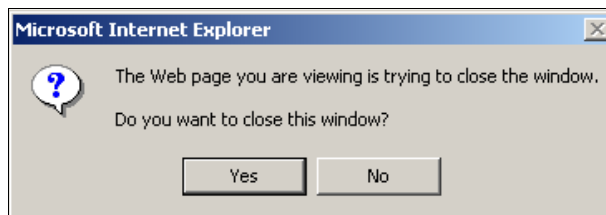
13. Log back into the ISEE Client User Interface, as described in Step One.

The `welcome to hp instant support enterprise edition` screen (see Figure 1-10) displays open incidents.

Figure 1-10 HP ISEE Client User Interface Installation Incidents

If HP ISEE is installed correctly, multiple incidents will display. (Figure 1-10).

There may be a delay of up to five minutes before all three incidents display; you may refresh your browser manually during this time to check for new incidents. If you do not see the `New_Installation` incident, the installation has failed; contact your HP Support Representative.

Step 4. Scheduling System Collections

To configure and enable new ISEE system collections, or to modify existing collection schedules on your HP-UX Monitored Device:

1. Set your collection schedule by entering the command:

   `/opt/hpservices/contrib/SysInfo/bin/setSysInfoCronEntry.sh -i`

2. At the prompt choose a day of the week to schedule your collection (`0`=Sunday, `1`=Monday, `2`=Tuesday, and so on), enter the number for the appropriate day.

3. Choose a time of day to schedule your collection (use 24-hour time: `0100` = 1:00 AM, `1700` = 5:00 pm, and so on), enter the number for the appropriate time of day.

   The settings you choose can be changed later by running the script:

   `/opt/hpservices/contrib/SysInfo/bin/setSysInfoCronEntry.sh -i`

   You can also edit the root crontab file as with any other cron-scheduled job.

   Scheduled collections can be disabled after installation by running the command:

   `/opt/hpservices/contrib/SysInfo/bin/setSysInfoCronEntry.sh -d`

   Repeat the Scheduling Configuration Collections section on each monitored HP-UX Client that will submit configuration information.

Step 5. Changing Your Default Password

HP strongly recommends that you change your password for the HP ISEE Client UI. To change these settings, complete the following steps:

1. Open the HP ISEE Client UI in your browser:

`http://<client_hostname>:5060/start.html`

   Where *<client_hostname>* is the fully qualified name of the Monitored Device.

2. Log on using the current default user name and password.

3. Click `configuration options` from the left menu bar, and a second window appears.

4. Click `communication` from the new window.

5. Change your password and confirm your new password on the `communication options` page.

6. Click *[submit]* to save your new password.

7. Log in again when prompted using your new password.

Troubleshooting the Client Installation

For more details about using ISEE, full installations, the advanced configurations, or troubleshooting help, refer to the HP Instant Support Enterprise Edition Client Installation and Upgrade Guide located at URL www.hp.com/learn/ISEE.

You may also reference the ISEE security white paper at:
ftp://ftp.hp.com/pub/services/hardware/info/isee_standard_config.pdf

For additional troubleshooting help, obtain assistance from the support web site: www.hp.com/support

A Using the ISEE Client Software

Using the ISEE Client User Interface

This section includes the following tasks:

- "Starting the HP ISEE Client User Interface"
- "Understanding HP ISEE Incident Status"
- "Receiving a Message from an HP Support Engineer"
- "Acknowledging MAPs for an Open HP ISEE Incident"
- "Reviewing or Changing Your Default Notification, Security, and Communication Values"

Starting the HP ISEE Client User Interface

You can view a Monitored Device's outstanding open and closed incidents, the status of an incident, or a Monitored Device's configuration from the HP ISEE Client UI. You can also give an HP Support engineer permission to execute a MAP on a Monitored Device with the HP ISEE Client UI.

Figure A-1   **Starting the HP ISEE Client User Interface**
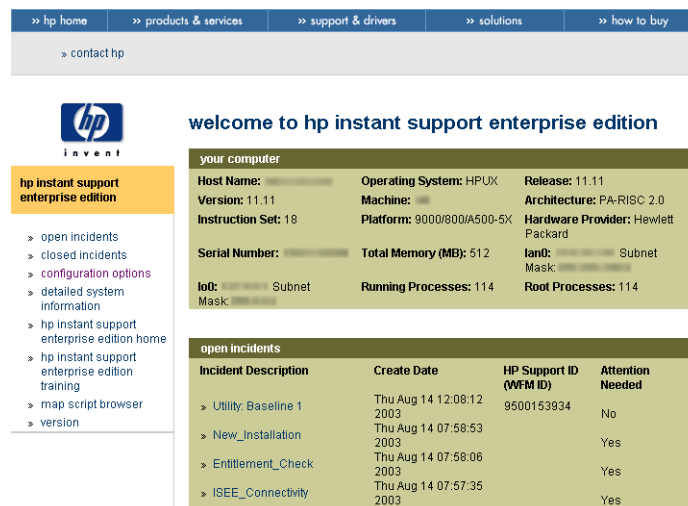
To start the HP ISEE Client UI and view incidents, complete the following steps:

1. Open the HP ISEE Client UI in a browser:

   `http://<client_hostname>:5060/start.html`

   Where *<client_hostname>* is the fully qualified hostname of the Monitored Device.

2. Log in using your ISEE Client user name and password.

3. Select the incident you want to view.

Understanding HP ISEE Incident Status

There are five possible HP ISEE incident status levels:

- SENT—The incident has been sent but not yet received by the HP Support Center (rarely seen).

- RECEIVED—The incident has been received by the HP Support Center and is awaiting assignment to a Support engineer.

- `QUEUED`—The incident has been routed to the appropriate HP Support engineer.
- `ASSIGNED`—The incident was assigned to a specific HP Support engineer who is working on the incident.
- `CLOSED`—The incident was resolved and closed by the HP Support engineer.

If your HP Support engineer determines that a diagnostic MAP is required to resolve an incident, you will receive an e-mail (default configuration setting) describing the necessary action. Also, you can use the Workflow ID to request incident information from the HP Support engineer or the HP IT Resource Center (ITRC).

To view incident status, select the incident. The `incident view` screen (Figure A-2) appears.

Figure A-2   Incident Status View

Receiving a Message from an HP Support Engineer

By default, an e-mail message from an HP Support engineer (or the SPOP with an Advanced Configuration) is sent when:

- An HP Support engineer requests permission to execute a MAP on an HP ISEE Monitored Device,

  or

- An HP Support engineer executes a MAP on your HP ISEE Monitored Device (reflecting the default security setting).

If your security setting does not allow the automatic execution of MAPs, select the URL in the HP Support engineer's e-mail to start the HP ISEE Client UI. Acknowledge or decline the MAP request. Until the HP Support engineer receives your permission through your acknowledgement of the MAP request, no information or data is collected from your Monitored Device.

NOTE   There may be a delay of up to five minutes before the URL is activated, please refresh your browser before contacting HP support.

Acknowledging MAPs for an Open HP ISEE Incident

NOTE   If you have not changed the default HP ISEE `security` configuration, you do not need to acknowledge MAPs because they are executed automatically.

Complete the following steps to acknowledge a MAP:

1. Open the e-mail from your HP Support engineer.

2. Click the URL within the e-mail. This opens HP ISEE Client UI in a browser with detailed incident information.

3. Enter your user name and password.

4. Select `attention`.

5. Select either `YES` or `NO` to accept or decline the MAP.

Reviewing or Changing Your Default Notification, Security, and Communication Values

You can change the information provided in the `contact options` window (Figure A-3). Optionally, you can configure the `notification`, `security`, and the `communication` default values by selecting the options in the left panel.

Figure A-3   HP ISEE Client User Interface Contact Configuration Options

To review or change ISEE default values, complete the following steps:

1. Select `configuration options` from the `Welcome to HP Instant Support Enterprise Edition` window after you have configured and submitted your required contact options.

   Or, at a later time open a browser to the HP ISEE Client UI:

   `http://<client_hostname>:5060/start.html`

   Where `<client_hostname>` is the fully qualified hostname of the monitored system.

2. Select an option (that is, `notification`, `security`, or `communication`) from the `Notification Options` window (Figure A-4).

NOTE   The option Support Analyst is assigned to the incident is not available for the Advanced Configuration Monitored Devices. If you select this option, no notification is sent when an analyst is assigned.

Figure A-4   HP ISEE Client User Interface Configuration Options
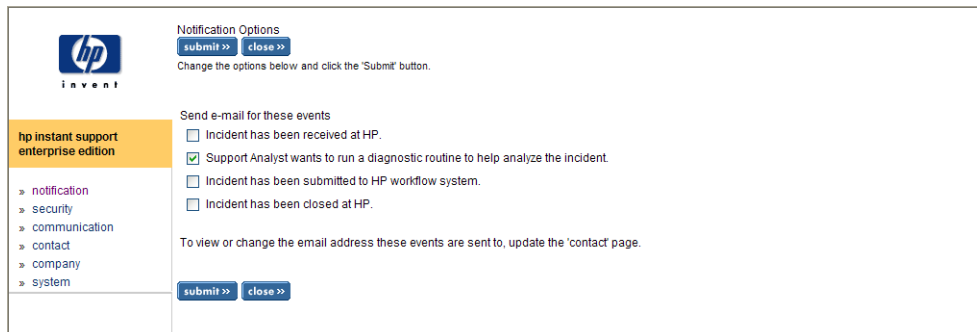
3. Review the available options and change values, if necessary, to meet your enterprise needs.

- The `notification` options enable you to receive e-mail notification for selected events.

- The `security` options let you disable automatic execution of MAPs, require additional notification, or restrict access to files.

CAUTION   Changing ANY of the ISEE defaults in the security window will discontinue access and support for your ISEE Monitored Device(s). If you do change the security settings, the client will no longer be supported until the settings are returned to their default values.

Figure A-5HP ISEE Client User Interface Configuration Options
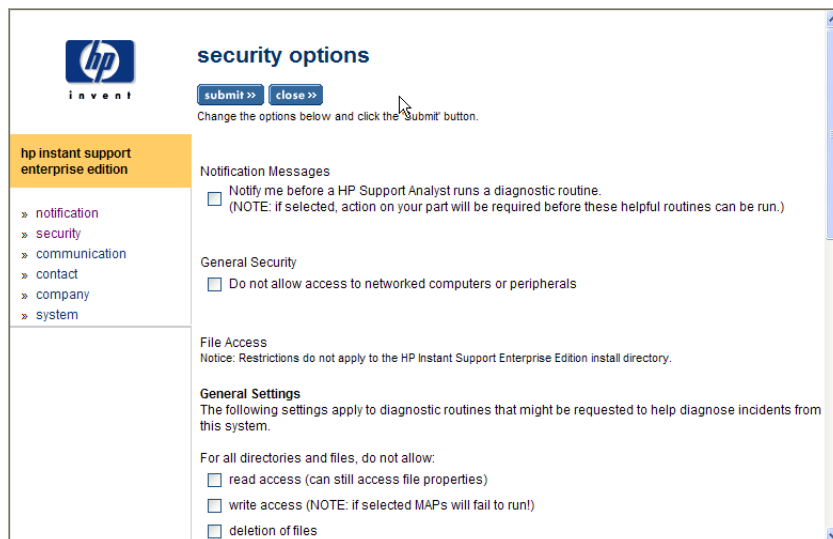
- The `communication` options let you change your HP ISEE connection options.

B Installing HP-UX ISEE Client Software

Installing HP-UX Clients

The ISEE HP-UX client was pre-installed on your device. If you choose to activate it, follow the instructions given in Chapter 1, "Enabling and Configuring Instant Support Enterprise Edition," on page 3. If you chose not to enable the ISEE Client, but would now like to install and configure it, follow the instructions continue with the following section.

Step 1. Preparing HP-UX Devices for Installation

The following prerequisites must be met before downloading and installing the ISEE HP-UX client software:

- OnlineDiag required, any HP-UX 11i v1.6 or 11i v2 compatible version.

- The 11i v1.6 or 11i v2 Client must have a Java runtime environment installed. Verify the version is 1.2 or higher by entering:
  swlist -l product | grep -i jre

- Review the patch requirements and install required patches for your operating system:

  http://h61001.www6.hp.com/ISEE_Support/

| WARNING | Do Not remove the Support Tools Manager OnlineDiag software after installing ISEE. |

Step 2. Downloading ISEE Client Software

| CAUTION | HP does NOT support changing the filenames of any ISEE component downloaded with or extracted from the ISEE client packages unless explicitly stated in this document. Changing file names will cause the installation and/or configuration of ISEE to fail. |

Table B-1   HP ISEE Client Software Package Sizes and Required Disk Space

Component	Package Size	Minimum Required Disk Space[a]	Size of Installed Software[b]	Version
HP-UX 11i v1.6 or 11i v2 ISEE Client Software	18 MB	61 MB	43 MB	A.03.95
HP-UX 11i version 2 September 2004 update ISEE Client Software[c]	260 MB	440 MB	176 MB	A.03.95

a. The required disk space is the amount of free space required on the Client system to install and use the ISEE software.
b. The size of the installed software is the space populated by the installed directories and files only.

c. The HP-UX 11i version 2 September 2004 update ISEE client software is only available on the HP OE Media, not on HP Software Depot.

Complete the following steps to download the ISEE client software:

1. From your internet browser access the following URL:

    `http://www.hp.com/go/softwaredepot`

2. Click the `Instant Support Enterprise Edition (ISEE)` link on the Software Depot home page.

NOTE   If you cannot find the `Instant Support Enterprise Edition (ISEE)` link, search for the term Instant Support Enterprise Edition using the Search feature on the Software Depot Website.

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3. Click *[Receive for Free]* next to the `Instant Support Enterprise Edition (ISEE)` listing. The registration page appears.

4. Select the appropriate operating system from the list.

5. Enter your information in the trial/free product registration form and click *[Next]*. A product receipt is displayed. Please print the receipt.

6. Select `Installation instructions` to see an overview of HP ISEE. Additionally, you can review the full HP ISEE documentation and training at:

    `http://www.hp.com/learn/isee`

7. Click *[Back]* on the browser.

8. Select the link in the download software column of the receipt window, and download the software to a temporary location.

    This starts a dialogue to ftp the Client software package to the monitored system. Use the `Save this file to disk` option. If required, ftp the downloaded Client software package in binary mode to the desired monitored system. The location of the Client software will be the source location of the `installation package` used to install the ISEE client software.

Step   3. Verifying Internet Connectivity

Whether you are using a Web proxy server or not, validate that you can reach your appropriate regional URL through Netscape or Microsoft Internet Explorer on the supported device before installing the ISEE client software:

* `http://isee.americas.hp.com/mots/motserv`

* `http://isee.europe.hp.com/mots/motserv`

* `http://isee.asiapac.hp.com/mots/motserv`

CAUTION   If the connection fails, *do not* attempt to enable ISEE software until connectivity is established.

Step 4. Installing the 11i v1.6 or 11i v2 HP-UX ISEE Client Software

To install HP ISEE software on your supported HP-UX device, complete the following steps:

1. Log on to the supported device as **root**.

2. Install the software on the supported device:

/usr/sbin/swinstall -s *<depot_location>* ISEEPlatform

Where *<depot_location>* is the fully qualified path to the installation package. For example:

> **/usr/sbin/swinstall -s
> /var/depots/ISEEPlatform_A.03.95_HP-UX_00B.11.22.IA.depot ISEEPlatform**

3. Check the Software Distributor logs for errors after installing HP ISEE. If necessary, take corrective action.

Step 5. Configuring the ISEE Client Software

The configuration steps after an installation are the same as configuring after the client is enabled. Complete "Configuring ISEE" on page 3, "Scheduling System Collections" on page 8and "Changing Your Default Password" on page 8 to complete the configuration.

Troubleshooting the HP-UX Client Installation

The following table is a list of potential installation questions, useful for troubleshooting your HP ISEE installation.

Table B-2   Troubleshooting HP-UX Client Installation

Problem	Resolution
I get an error message when installing the HP ISEE software on the supported device. What is the problem?	If you see the following error message, you need to install the `OnlineDiag` package. This package is available from `IPR0106` and later. After installing `OnlineDiag`, you will be able to reinstall the HP ISEE software without any problems. `ERROR: The "checkinstall" script for "Isee_EmsListener" failed (exit code "1"). The script location was "/var/tmp/BAAa12095/catalog/Isee_EmsListener/pfiles/checkinstall".* This script had errors and the execution of this product cannot proceed until the problem is fixed. Check the above output from the script for further details. The prerequisite "Sup-Tool-Mgr.STM-SHLIBS,r>=B.11.00.14.14" for fileset "Isee_EmsListener.ISEE_EMSLISTENER-RUN,r=B.01.05" cannot be successfully resolved.` `ERROR: The dependencies for fileset "Isee_EmsListener.ISEE_EMSLISTENER-RUN,r=B.01.05" cannot be resolved (see previous lines). You must resolve the above dependencies before operating on this fileset or change the "enforce_dependencies" option to "false".`

Table B-2   Troubleshooting HP-UX Client Installation (Continued)

Problem	Resolution
I am experiencing problems with the Client interface. What should I do?	Review the Client log files. These are found at /var/opt/hpservices/log. Entries associated to chmod and swizzler in the mad.log are normal and can be ignored.

Removing HP ISEE Software

If you choose to remove the HP ISEE software from your HP-UX server, complete the following steps:

1. Log on to the monitored system as **root** (admin privileges).

2. Run the following command on each monitored system:

    /usr/sbin/swremove ISEEPlatform

   If the swremove process is successful, a message appears confirming the removal of the software. Check your log files to verify that there are no errors.

   If the swremove does not complete successfully, consult the resulting logfile. It may indicate that there are ISEE Platform dependencies that prevented success. Components such as VAEH, Availability Measure, or CCMon are optional Business Support Software components, but they must be removed before the ISEE Platform can complete uninstallation.

   For each Business Support Software component listed in the log file, run swremove. For more information about those components, see the Business Support Software components chapters in this guide.

Removing the HP Runner Software

The HP Runner Software is an application installed and activated with the HP-UX ISEE client software installation. Runner measures and reports the availability of your HP-UX system to HP. Depending on the provisions of your contracted service level, your HP account team may generate availability reports with this data. Consult your HP account team before removing Runner from your HP-UX devices.

To remove the HP Availability Collector Software from your ISEE Monitored Device:

From root, execute:

swremove Availability