

HP Insight Software 6.0

Installation and Upgrade Release Notes



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

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1 Overview of the 6.0 release

Release and DVD version

Insight Software version 6.0

Installation prerequisites

For information about the minimum software, hardware, and installation prerequisites for this release, see the *HP Insight Software 6.0 Support Matrix* at the following website:

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

Information about Japanese support is located at the following website:

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

Insight software distribution media contents

This section provides information about the Insight software 6.0 distribution media including the new product names you will see in the HP Insight Software Installer, the software products that are delivered on the distribution media, and software that has been reorganized or restructured on the distribution media.

Insight software product name rebranding

Table 1-1 lists the product name changes that were introduced as part of a rebranding effort for some Insight software products. Insight software product that are not listed in the table were not rebranded and their names were not changed.

Table 1-1 New Insight software product names

New name	Previous name
Insight Control	Insight Control Environment suite
Insight Control licensing and reports	Insight Software Services
Insight Control server deployment	Rapid Deployment Pack (RDP)
Insight Control virtual machine management	Virtual Machine Management Pack (VMM)
Insight Control server migration	Server Migration Pack (SMP)
Insight Control performance management	Performance Management Pack (PMP)
Insight Control power management	Insight Power Manager (IPM)
Insight Control remote management	HP Integrated Lights Out Advanced
Insight Dynamics	Insight Dynamics – VSE suite
HP Insight Remote Support Advanced	HP Remote Support Software Services

DVD contents

Table 1-2 and Table 1-3 list the contents of the Insight Software version 6.0 distribution media. See the *HP Insight Software 6.0 Getting Started Guide* for an overview of the products delivered in this release as well as a complete list of the documentation titles that are available.

DVD #1 contains the HP Insight Software Installer as well as Systems Insight Manager, HP Insight Control, and the Virtual Connect Enterprise Manager.

Table 1-2 Insight Software DVD #1 (dual-layer) contents

Product and version on 6.0 Insight Software DVD #1	Updated ¹	New ²
HP Systems Insight Manager 6.0	✓	
HP System Management Homepage 6.0	✓	
WMI Mapper 2.7	✓	

Product and version on 6.0 Insight Software DVD #1	Updated ¹	New ²
HP Version Control 6.0	✓	
Shortcut to HP Insight Remote Support Advanced software 5.40	✓	
Shortcut to HP Insight Remote Support Standard software 5.40	✓	
HP Insight Control 6.0, which includes: <ul style="list-style-type: none"> • HP Insight Control licensing and reports 6.0 (<i>new</i>) • HP Insight Control performance management 6.0 (<i>updated</i>) • HP Insight Control power management 6.0 (<i>updated</i>) • HP Insight Control server deployment 6.0 and 6.0.2 patch (<i>updated</i>) • HP Insight Control server migration 6.0 (<i>updated; new in Insight Control</i>) • HP Insight Control virtual machine management 6.0 (<i>updated</i>) 	✓	✓
HP Insight managed system setup wizard 6.0.1		✓
HP Insight Software Advisor 6.0	✓	
HP Virtual Connect Enterprise Manager 6.0	✓	

1 A mark in the **Updated** column means that the 6.0 media is delivering an updated version of the product since the last DVD release, version 3.10.

2 A mark in the **New** column means that this is a new product on the 6.0 DVD.

DVD #2 is used in conjunction with Insight software DVD #1 and contains HP Insight Dynamics and Insight Capacity Advisor Consolidation.

Table 1-3 Insight Software DVD #2 (single-layer) contents

Product name and version on 6.0 Insight Software DVD #2	Updated ¹	New ²
HP Insight Dynamics 6.0.1, which includes: <ul style="list-style-type: none"> • Capacity planning • Configuration management • Recovery management • Infrastructure orchestration 	✓	
HP Insight Capacity Advisor Consolidation software 6.0	✓	

1 A mark in the **Updated** column means that the 6.0 media is delivering an updated version of the product since the last DVD release, version 3.10.

2 A mark in the **New** column means that this is a new product on the 6.0 DVD.

Changes to the DVD structure

The following structural changes were made to the distribution media content:

- Insight Control server migration moved from DVD #2 to DVD #1.
- HP Insight Vulnerability and Patch Manager software is being phased out of Insight Control and is no longer included on the Insight Software distribution media. To obtain or upgrade to Vulnerability and Patch Manager 6.0 software, download the software from the HP Software Depot at

<http://www.software.hp.com>

Technical support will be offered based on the Technical Support and Upgrade offerings for Insight Control sold through November 2009. Insight Control licenses include 1 year of Technical Support and Update, which you can upgrade to 3, 4, or 5 years. Depending on the purchase date of Insight Control licenses and technical support extension, support for Vulnerability and Patch Manager functionality will end no later than November 2012.

- HP Insight Remote Support software is no longer included on the Insight Software distribution media. Instead, an icon is installed on your desktop which directs you to a website to download the software.
- The Open Source source code used by Insight software products (license types include GPL and LGPL) is now shipped on the Insight software distribution media in a zipped format. Table 1-4 lists the software products and the corresponding location of the Open Source source code on the DVD.

Table 1-4 Open source code included on the Insight software distribution media

Insight software product	Location of Open Source source code on DVD #1
HP Insight Software Integrated Installer	\hpic\open source
HP Systems Insight Manager	\hpsim\open source
HP System Management Homepage	\sysmgmt\open source
HP Version Control Repository Manager	\vcrep\open source
Insight Control:	
Performance management	\pmp\open source
Power management	\hpipm\open source
Server deployment	\rdp\open source
Server migration	\hpsmp\open source
Virtual machine management	\vs\open source
Insight Dynamics:	
Capacity planning, configuration management, and workload management ¹	\hpvse\open source and Program Files\HP \Virtual Server Environment\src
Insight Orchestration (infrastructure orchestration)	\hpio\open source
Other Insight Dynamics software	Located on the Central Management Server (CMS), the server where the software is installed: Program Files\HP \Virtual Server Environment\src
Insight managed system setup wizard ¹	\hpvse\open source

¹ Only the Blaze Open Source source codes are in the hpvse\open source directory.

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 software end user license agreement (EULA) are included with Insight software. The EULA is included with the HP Insight Software Installer on Insight software DVD #1.

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.

Subscribing to security bulletins

To receive security information (bulletins and alerts) from HP:

1. Open a browser to the HP home page:
<http://www.hp.com>
2. Click the **Support & Drivers** tab.
3. Click **>>Sign up: driver, support, & security alerts**, which appears under **Additional Resources** in the right navigation pane.
4. Select **Business & IT Professionals** to open the Subscriber's Choice web page.
5. Do one of the following:
 - Sign in if you are a registered customer.
 - Enter your email address to sign-up now. Then, select the box next to **Driver and Support alerts** and click **>Continue**.

Changes to the installation and upgrade process

This section describes changes that have been introduced to the Insight software 6.0 installation and upgrade process since the last release.

New and changed features for specific Insight software products are located in their respective release notes. Table 1-5 provides links to the documentation websites where you can obtain those release notes.

Table 1-5 Release notes websites

Release notes title	Website
<i>HP Systems Insight Manager 6.0 Readme</i>	http://www.hp.com/go/foundationmgmt/docs
<i>HP System Management Homepage Release Notes</i>	http://www.hp.com/go/foundationmgmt/docs
<i>HP Version Control Release Notes</i>	http://www.hp.com/go/foundationmgmt/docs
<i>HP Insight Control 6.0 Release Notes</i>	http://www.hp.com/go/insightcontrol/docs
<i>HP Insight Dynamics 6.0 Release Notes</i>	http://www.hp.com/go/insightdynamics/docs
<i>HP Virtual Connect Enterprise Manager Release Notes</i>	http://www.hp.com/go/insightsoftware/docs

Increased minimum requirements for memory and available disk space on the CMS

The 6.0 release requires increased memory and increased free disk space on the CMS for new installations and upgrades. Memory and disk space requirements are documented in the *HP Insight Software 6.0 Support Matrix*.

For an upgrade, the required disk space must be available on the original installation drive. Be sure to check requirements before beginning an upgrade because it might be necessary to expand the available space.

Table 1-6 lists the differences in memory requirements between this release (6.0) and the last release (3.10).

Table 1-6 CMS memory requirement differences

Operating system	Installation scenario	Minimum memory required for 6.0 ¹	Minimum memory recommended for 6.0 ²	Optimum amount of memory for 6.0	Previous memory requirement for 3.10
x86	Insight Dynamics will not be installed	4 GB	6 GB	8 GB	2 GB
x86	Insight Dynamics will be installed	4 GB	8 GB	16 GB	3 GB
x64	Insight Dynamics will not be installed	6 GB	8 GB	16 GB	3 GB
x64	Insight Dynamics will be installed	6 GB	16 GB	24 GB	Memory validation did not exist

1 The CMS must have this amount of memory. If it does not, the installation or upgrade will not continue.

2 A warning message is displayed if the amount of memory is below this value, but the installation or upgrade will continue.

Table 1-7 lists the differences in disk space requirements between this release (6.0) and the last release (3.10).

Table 1-7 CMS disk space requirement differences

Installation scenario	Disk space to install or upgrade release 6.0	Previous requirement in release 3.10
All products are being upgraded or reused	10 GB	5 GB
Both Systems Insight Manager and Insight Control server deployment are being upgraded or reused (or are not selected) in combination with new installations or upgrades of other products.	15 GB	10 GB
New installation of Systems Insight Manager or new installation of Insight Control server deployment (but not simultaneously) in combination with new installations, upgrades, or reuse of other products.	18 GB	12 GB

Installation scenario	Disk space to install or upgrade release 6.0	Previous requirement in release 3.10
Any other installation situation: new installation of Systems Insight Manager, new installation of Insight Control server deployment, in combination with new installations, upgrades, or reuse of other products.	20 GB	15 GB

Changes to the HP Insight Software Installer

The following changes have been made to the HP Insight Software Installer (the Installer) user interface:

- The Installer screens are presented in a different order, grouping all related screens in the appropriate sequence. On screen text has been rewritten to improve usability.
- The iSCSI check looks for the presence of iSCSI and no longer looks for a specific version.
- Server migration is now a licensed component of Insight Control. Upgrading to version 6.0 software updates all existing Insight Control licensed systems to include licenses for server migration.
- HP Insight Remote Support software updates are now available as a download from the HP Software Depot. Insight Remote Support Version 5.40 or higher is required for Insight software 6.0. See “Installing HP Insight Remote Support” (page 18) for details about using the icon that is installed on your desktop to download and install the software.
- Virtual Connect Enterprise Manager can be installed as part of Insight Dynamics or it can be installed in standalone mode through the Installer's Customize option.
- If you install Insight Control or Insight Dynamics, the Systems Insight Manager console is rebranded and the initial splash screen and other console windows display either “Insight Control” or “Insight Dynamics”.
- The CMS database and the server deployment database can be located in different domains.
- The full ProLiant Support Pack (PSP) is no longer included with the server deployment software; only required support pack smart components are included.
- After the Insight software installation is complete, Adobe Flash Version 9 is required to browse on the Systems Insight Manager console. For your convenience, Adobe Flash Version 9 is now included on Insight software DVD #1, which makes it easier to obtain if you need to install it.

Changes to the Insight Software Advisor

The following changes have been made to the Insight Software Advisor:

- A test was added to ensure that the CMS meets the new minimum memory and disk space requirements introduced in this release.
- A test was added to determine if Adobe Flash Player is already installed on the CMS.
- The position of the **Filter** button was moved to make it easier to find the button and use the test filtering capabilities.
- A test status icon legend was added to the bottom of the test results screen to help you quickly identify test result status.
- Online help has been improved.

New HP Insight managed system setup wizard simplifies managed system setup

The new HP Insight managed system setup wizard eases the configuration and setup of many Insight Software DVD components after installation, including assignment of licenses, agent deployment, and other configuration checks and actions. The wizard is specifically useful to set up managed systems for Insight Control and Insight Dynamics.

The wizard is available at the following Systems Insight Manager menu after the Insight software installation is complete.

Configure→**Manage Systems Setup Wizard...**

The Systems Insight Manager home page and discovery page also contain links to launch the wizard.

Product extensions to Insight Control

The following products are now part of the Insight Control product family:

- **HP Insight Control for Microsoft System Center** provides extensions to Insight Control to enable use in Microsoft System Center environments.
- **HP Insight Control for VMware vCenter Server** provides extensions to Insight Control to enable integration with VMware vCenter Server.

You can download these products from the following website:

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

New support on the CMS

This section lists newly supported items for the CMS that have been introduced in this release.

See the *HP Insight Software 6.0 Support Matrix* for the complete list of newly supported items and deprecated items on the CMS and managed systems.

New hardware support

See the *HP Insight Software 6.0 Support Matrix* for a list of the HP servers that can be installed and configured to be a CMS.

Support for new operating systems

The following OSs are now supported on the CMS:

- Microsoft Windows Server 2003 Standard and Enterprise Editions SP2, x64
- Microsoft Windows Server 2003 R2 Standard and Enterprise Editions SP2, x64
- Microsoft Windows Server 2008 Standard and Enterprise Editions SP2, x64
- Microsoft Windows Server 2008 R2 Standard and Enterprise Editions, x64

Support for new hypervisors

The following hypervisors are now supported for running the CMS in a virtual machine guest:

- Microsoft Windows Server 2008 Hyper-V SP2
- Microsoft Windows Server 2008 R2 Hyper-V
- Microsoft Hyper-V Server 2008 SP2
- Microsoft Hyper-V Server 2008 R2
- VMware ESX 4.0 Update 1

Support for new databases

The following databases are now supported for the CMS:

- Microsoft SQL Server 2008 Standard and Enterprise SP1
- Microsoft SQL Express 2008 SP1
- Microsoft SQL Server 2005 Standard and Enterprise SP3
- Microsoft SQL Server 2005 Express Edition SP3

Support for new browsers

The following browsers are now supported for the CMS:

- Microsoft Internet Explorer 8
- Mozilla Firefox 3.x

2 Installation and upgrade notes

This chapter provides links to the Insight software installation documentation website and contains notes that are important to read before upgrading Insight software products, performing a new installation of Insight software products, or removing Insight software products.

Obtaining Insight software installation documentation

The *HP Insight Software 6.0 Installation and Configuration Guide* and all other related Insight software installation documentation is available at the following website:

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

PDF versions of the Insight software installation documents are also available directly from the **Documentation** tab in the Installer user interface.



NOTE: Any document contained on the Insight software DVD might have an updated edition available on the web, so HP recommends that you visit the website to make sure you have the most up to date documentation.

Upgrading Insight software

Before beginning an upgrade of Insight software, HP recommends that you gather the information listed in the *HP Insight Software 6.0 Preinstallation Worksheet*. Gathering the data before you begin ensures that you are prepared to supply all input required during the upgrade.

Upgrade paths

This release supports upgrades from previous Insight software DVD versions 2.20, 2.21, 2.30, 2.35, 3.00, and 3.10.

Table 2-1 lists the upgrade paths for individual products. The Installer automatically upgrades all currently installed software products to 6.0.

Table 2-1 Insight software upgrade paths

Product name	Upgrade path to 6.0
HP Systems Insight Manager	5.1 SP1, 5.2, 5.2.1, 5.2.2, 5.3, and 5.3.1
Insight Software Services (now called Insight Control licensing and reports 6.0)	2.20, 2.21, 2.30, 2.35, 3.00 and 3.10
Insight Software Advisor	2.20, 2.30, 2.35, 3.00, and 3.10
HP Insight Control server deployment (if it is installed on the local server)	3.60, 3.70, 3.80, 3.81, 3.82, and 3.83
HP Insight Control power management	1.20, 1.30, 1.40, and 2.00
HP Insight Control performance management	4.5, 4.6, 4.7, 4.7.1, 5.0, 5.1, and 5.2
HP Insight Control virtual machine management	2.2, 3.0, 3.1, 3.5, 3.6 and 3.6.1
HP Insight Control server migration	3.0, 3.50, 3.51, 3.60 and 3.70 ¹
HP Virtual Connect Enterprise Manager	1.20 or later ²
HP Insight Dynamics	4.1
HP Insight Orchestration	1.0
HP Insight Recovery	1.0

¹ Upgrading from an older version of Insight Control server migration software is only supported if the older version is installed on a server supported as a CMS for Insight software 6.0.

² If a version prior to 1.20 of HP Virtual Connect Enterprise Manager is installed, you must upgrade it to 1.20 using Insight Software DVD 3.0 or 3.10 and then upgrade to the latest version using the latest Insight Software DVD.

Backing up the current CMS configuration before upgrading

Before beginning an upgrade, HP recommends that you follow the instructions in the *HP Insight Software 6.0 Installation and Configuration Guide* to back up the current CMS configuration in case you need to restore the CMS.

Upgrade notes

This section contains notes that apply to upgrading Insight software:

- Chapter 2 in the *HP Insight Software 6.0 Installation and Configuration Guide* provides the installation and upgrade procedure. Some steps in Chapter 2 are not required for an upgrade. HP recommends that you read the documentation when you perform an upgrade because it indicates when a step does not apply.
- If you are upgrading a CMS with Insight Dynamics - VSE Management Software 4.* already installed, be aware that Integrity trial licenses that have already been activated will not be retained when upgrading to the current release. Managed systems that were licensed with older Integrity trial licenses will appear unlicensed after the upgrade. To re-license the system with the new trial license, use the Insight managed system setup wizard or the `vselicense` command.
- Upgrading HP Insight Orchestration requires a manual step to upgrade Operations Orchestration. This new step is documented in the *HP Insight Software 6.0 Installation and Configuration Guide*.
- Manually upgrading HP Operations Orchestration from version 7.20 to 7.51 is required after an upgrade of HP Insight Orchestration 1.0 (available on the Insight Software DVD 3.10) to Insight Orchestration 6.0 (available on the Insight Software 6.0 DVD).

After the manual upgrade completes, all of the system properties required for integration with Insight Orchestration are reset to default values. This prevents Operations Orchestration from working properly with Insight Orchestration.

Suggested action: Before upgrading Operations Orchestration, access Operations Orchestration Central on the CMS, and navigate to the System Properties folder. Note the values of the following properties:

- HpioApprovalRecipients
- HpioApprovalSender
- HpioCmslp
- HpioConfDir
- HpioDebug
- HpioDefaultPort
- HpioManualOsDeploymentRecipients
- HpioManualOsDeploymentSender
- HpioManualStorageProvisioningRecipients
- HpioManualStorageProvisioningSender
- HpioNotificationRecipients
- HpioNotificationSender
- HpioServiceActionRecipients
- HpioServiceActionSender
- HpioSmtphost
- HpioSmtpport

After the upgrade of Operations Orchestration is complete, open Operations Orchestration Central and replace the default system properties with the values you noted.

- If you are upgrading a CMS with Insight Recovery installed, first upgrade your primary site without bringing down the primary site. To upgrade the recovery site, schedule a maintenance period, and follow these steps:

1. Shut down all logical servers protected by Insight Recovery or perform “Change local site to recovery” at the primary site.
2. Manually fail over storage and rescan so the storage is visible at the recovery site. See the “Recovery Site Logical Server Setup” section in the *Insight Recovery User Guide* details.
3. Upgrade the recovery site.

The primary site is not protected until both the primary and recovery sites have been upgraded. HP recommends that you upgrade the primary site as close to the next maintenance period as possible.

- If the currently installed version of HP Insight Remote Support Advanced is lower than Version A.05.40 on an existing Systems Insight Manager installation or you are intending to install Systems Insight Manager as a new installation, you must install or update the HP Insight Remote Support Advanced software to version A.05.40 or higher to make it compatible with the Systems Insight Manager 6.0 installation. The easiest way to upgrade directly to A.05.40 is to install the latest version available from the HP Software Depot, which is available at the following website:

<https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSADVANCED>

This will preserve your configuration details and avoid some of the manual steps required to upgrade.

- If the currently installed version of HP Virtual Connect Enterprise Manager is lower than version 1.20, use Insight Software DVD 3.0 or 3.10 to upgrade Virtual Connect Enterprise Manager to version 1.20 first. Then, use the 6.0 Insight Software DVD to upgrade Virtual Connect Enterprise Manager to the latest version.
- During an upgrade of Insight Control performance management and Insight Control server migration, an uninstallation window appears.
Suggested action: This window is a normal part of the upgrade process and appears only for a moment. Do not manually close this window.
- The Insight Software Advisor menu is not integrated with Systems Insight Manager after an upgrade. If the Insight Software Advisor is already installed and you reinstall Systems Insight Manager 6.0, the Insight Software Advisor does not appear in the Systems Insight Manager menus.
Suggested action: This is expected behavior. You do not need to do anything. This situation should occur only when the Insight Software Advisor is run in standalone mode, which is not typical.
- After an upgrade, the "About HP SIM" menu item lists an older version of Insight Control server deployment (Version 6.0) instead of the current released version, which is Version 6.0.2.
- When using Insight Control server deployment, do not install the ProLiant OS Deployment Pack for Microsoft System Center Configuration Manager 2007, which is part of the Insight Control extensions for Microsoft System Center. Both of these products provide PXE services, and networking issues could arise if both products are installed in the same environment.
- When Insight Control server deployment and Systems Insight Manager are installed on the same system but use different databases, you must upgrade Insight Control server deployment using its standalone installer before running the HP Insight Software Installer. If you upgrade Insight Control server deployment using the HP Insight Software Installer, Insight Control server deployment redirects to use the same database as Systems Insight Manager and data from the original Insight Control server deployment database is not migrated.

Installing Insight software

Before beginning a new installation of Insight software, HP recommends that you gather the information listed in the *HP Insight Software 6.0 Preinstallation Worksheet*. Gathering the data before you begin ensures that you are prepared to supply all input required during the installation.

See the *HP Insight Software 6.0 Installation and Configuration Guide* for installation instructions and how to configure managed systems after Insight software is installed.

Approximate installation times

Table 2-2 lists approximate installation times for individual Insight software products on an x86 and an x64 OS. The installation times were obtained from a CMS with the following configuration:

- HP ProLiant BL460c G6 BladeSystem server
- Memory: 8 GB
- Operating system: Microsoft Windows Server 2008 x64 and x86

Installation times for individual Insight software products have been rounded to the nearest minute. Your installation times might vary depending on the server model, amount of memory, and type of OS (x86 or x64). Running a virus scanner during the installation might also increase the installation times.

Table 2-2 Approximate installation times

Insight software product	x64 OS ¹	x86 OS ¹
System Management Homepage	1 minute	1 minute
WMI Mapper	1 minute	1 minute
Systems Insight Manager	5 minutes	6 minutes
Version Control Repository Manager	1 minute	1 minute
Insight Control server deployment	42 minutes	54 minutes
Insight managed system setup wizard	2 minutes	3 minutes
Insight Remote Support	1 minute	1 minute
Insight Control power management	1 minute	1 minute
Insight Control performance management	5 minutes	7 minutes
Insight Control virtual machine management	3 minutes	5 minutes
Insight Control server migration	3 minutes	5 minutes
Virtual Connect Enterprise Manager	5 minutes	7 minutes
Insight Dynamics	9 minutes	10 minutes
Insight Orchestration	18 minutes	24 minutes
Insight Recovery	2 minutes	5 minutes
Insight Control licensing and reports	5 minutes	6 minutes
Insight Software Advisor	1 minute	1 minute
Product Configuration	5 minutes	8 minutes
Total installation time (not including any delays due to reboot)	1 hour, 50 minutes	2 hours, 26 minutes

¹ Microsoft Windows Server 2008

Installation notes

The following list contains general notes that apply to a new installation of Insight software:

- Insight software does not support using Microsoft SQL Server dynamic ports.
Suggested action: Verify your configuration by opening the Microsoft SQL Server Configuration Manager and navigating to **SQL Server Network Configuration**→**Protocols**→**TCP/IP Properties**. Select the **IP Address** tab and verify dynamic ports are not enabled by verifying that the TCP Dynamic Port field has a null value. If the TCP Dynamic Port field contains a zero (0), then dynamic ports are enabled on that local area connection IP address.
- User account control (UAC) must be disabled for the successful installation and execution of Insight software products.
Suggested action: To enable execution permissions for administrators when installing on Windows 2008 operating systems, disable the "User Account Control: Run all administrators in Admin Approval Mode" option in the **Local Security Policies**→**Local Polices**→**Security options**→**User Account Control** menu.

- When installing from a network drive, you must set the Microsoft Internet Explorer security level for the Trusted Sites zone to **Tools→Internet Options→Trusted Sites**. After doing so, verify that the security level for this zone is set to `Low`.
- If .NET 2.0 is not installed on the CMS, clicking **Run Integrated Installer** in the Installer user interface might cause a `Wait while installer components are loaded` message to appear for an undetermined time.

Suggested action: To prevent this issue, verify that .NET 2.0 is installed on the CMS before starting the Insight software installation process.

- When using Insight Control server deployment or database installations on remote platforms, verify that the firewalls on the remote servers and the CMS are configured so that network traffic is permitted to the Insight Control server deployment and database ports.
- When you start an installation of the HP Virtual Connect Enterprise Manager through the standalone mode and you cancel the installation after the installation summary window appears and files have been installed, running the Installer again detects that the Virtual Connect Enterprise Manager must be installed in standalone mode.

Suggested action: If you want to install the Virtual Connect Enterprise Manager, use the **Start→Add/Remove Programs** menu to uninstall Virtual Connect Enterprise Manager before attempting another installation.

- In situations where the Microsoft Internet Explorer Protected mode is enabled on the CMS, after the installation, the Insight Software Advisor test displays "Specified SQL server not found" in the Insight Control server deployment Database Connectivity test.

Suggested action: Follow these steps to disable the Internet Explorer protected mode:

1. Open the Microsoft Internet Explorer browser.
2. Under the **Tools→Internet Options→Security** tab, uncheck "Enable Protected Mode (requires restarting Internet Explorer)" for "Internet" and "Local Intranet" zones.
3. Restart the server.

- On rare occasions, it is possible for individual product installations to not be able to continue (the product installation fails to complete) due to a timing issue in the startup of the Systems Insight Manager service.

Suggested action: If this situation occurs, rerun the Installer to complete the installation of the products that were not installed.

- The Installer might display the following message:

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

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



NOTE: The message `Under Construction` does not indicate an error.

- When installing Insight software on a Japanese operating system, do not use Japanese characters in the user name, password, or installation path fields.
- On the Insight Control server deployment screen, the Installer does not support copying OSs that were loaded from a network shared drive
- When an administrator installs Systems Insight Manager through the Installer, the Systems Insight Manager installer creates a desktop icon for that administrator's login. If a second administrator logs on to the same computer where Insight Software was installed, the Systems Insight Manager icon does not appear. This second administrator can reuse or upgrade Systems Insight Manager that is already installed, but the icon appears only for the first administrator who performed the first installation.

Installing Insight Control server deployment

The following notes apply to installing Insight Control server deployment:

- For Windows 2008 with a local DHCP service, see the Altiris Knowledgebase (Article 45903) at the following website:
<https://kb.altiris.com/display/1/index.asp?c=&cpc=&cid=&cat=&catURL=&r=0.1720392>
This article provides information about modifying PXE configuration options if the DHCP service is required to be installed locally on a Windows 2008 deployment server.
- If you are installing Insight Control server deployment, do not install the ProLiant OS Deployment Pack for Microsoft System Center Configuration Manager 2007, which is part of the Insight Control extensions for Microsoft System Center. Both of these products provide PXE services, and networking issues could arise if both products are installed in the same environment.
- Anywhere the Insight Control server deployment version is shown, the version is shown as Version 6.0.0 and it should be Version 6.0.2.
- Insight Control server deployment requires that the user who is logged in during the installation as well as the user account specified during the installation must have SERVERADMIN permissions on the local or remote SQL Server.

Suggested action: Open the Microsoft SQL Server Management Studio and navigate to **Security**→**Server Roles**→**serveradmin**. Click **Add** to add a user account.

Installing HP Insight Remote Support

Instead of installing HP Insight Remote Support directly, the Installer creates a shortcut on your desktop named **Get Latest HP Insight Remote Support products**.

This shortcut goes to one of the following HP Insight Remote Support Software Depot download pages, where you can download and then install HP Insight Remote Support:

- <https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSSTANDARD>
(if installing Insight Remote Support from the products page)
- <https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RSADVANCED>
(if installing Insight Remote Support with Systems Insight Manager)

From these websites you must choose Insight Remote Support version A.05.40 or higher.

To install Insight Remote Support, follow these steps:

1. Double click the desktop shortcut.
2. Register on the HP Software Depot website.
3. Download and run the HP Insight Remote Support installation package.
4. Complete the steps in the installation wizard.

Removing (uninstalling) Insight software

This section contains notes that apply if you remove Insight software products through the Windows **Start**→**Add/Remove Programs** menu or through the **Start**→**All Programs**→**HP Insight Software**→**Uninstall HP Insight Software** menu:

- The Uninstaller displays a `Not Installed` status for HP Remote Support Advanced Software even though it is installed.
Suggested action: Use the **Start**→**Add/Remove Programs** menu to uninstall HP Remote Support Advanced Software.
- Some software components might display popup dialog boxes that require answers in order for the uninstallation to complete successfully. If these questions are not answered, the uninstaller can leave the component behind and uninstall the remaining components in the solution.
Suggested action: If it appears that some components are not uninstalled as you intended, reboot the system, and then rerun the uninstallation.

- The Insight software uninstallation process does not uninstall the HP System Management Homepage.
Suggested action: There is nothing you need to do. This is the expected behavior.
- After uninstalling Insight software, you might be notified that you need to manually remove some files that remain on your system. However, when you try to remove these files, an `access denied` error message might appear.
Suggested action: If this error occurs, reboot the system and then manually remove the files.
- If you are uninstalling Systems Insight Manager, the Systems Insight Manager service must be running to ensure that all Systems Insight Manager menu items can be removed.
Suggested action: From the Windows **Start** menu, select **Administrative Tools**→**Services** to ensure that the Systems Insight Manager service is running
- When removing Systems Insight Manager through the windows **Add/Remove Programs** menu item, you need to manually remove the following registry key to enable installation of the Insight Control licensing and reporting software from the Insight software DVD:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\
Uninstall\{01A62FDA-EEDD-4182-9BE3-26B065A26D60}_is1
```

Internet Explorer enhanced security

When you open some Insight software online help pages, Microsoft Internet Explorer might display a warning message about the contents being blocked by the Internet Explorer Enhanced Security Configuration.

Suggestion action: To avoid this message and display the help contents, disable Internet Explorer Enhanced Security, or include `res://*. *` in the trusted sites list of Internet Explorer.

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