HP Systems Insight Manager Best Practices

Claudia Peters
Solutions Architect
Hewlett-Packard

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Topics for discussion

- **HP SIM Migration**
- **What's new? What's cool? What's useful?**
- **Custom Commands**
- **Security Hardening (SNMP, Firewalls, iLO, SSH, SSL)**
- **Local iLO Configuration**
- **Why use Performance Monitor**
- **Install and configuration**

Migration from Insight Manager 7 to HP Systems Insight Manager

The Basics

The diamond icons are replaced with dropdown menus

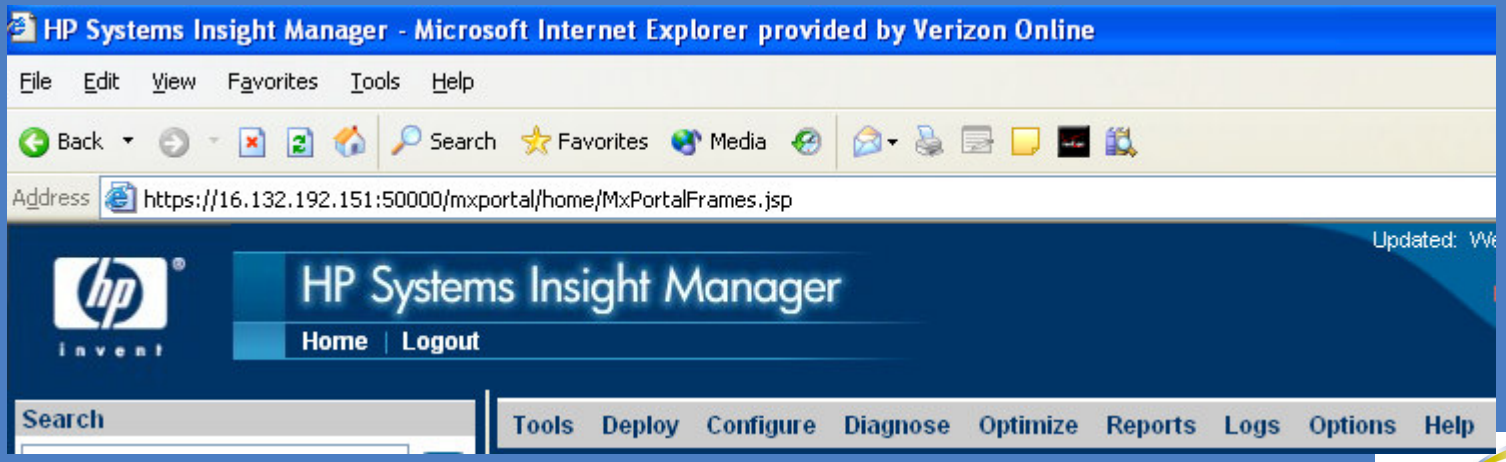
Menus can be customized and menu options added

Specific tools for specific platforms, actions will warn you about inappropriate usage

Uses the same ports for console access: http: 280 and https: 50000 and agent access: http: 2301 and https: 2381

Uses SSL for communication to the agents

Uses SSH for tools

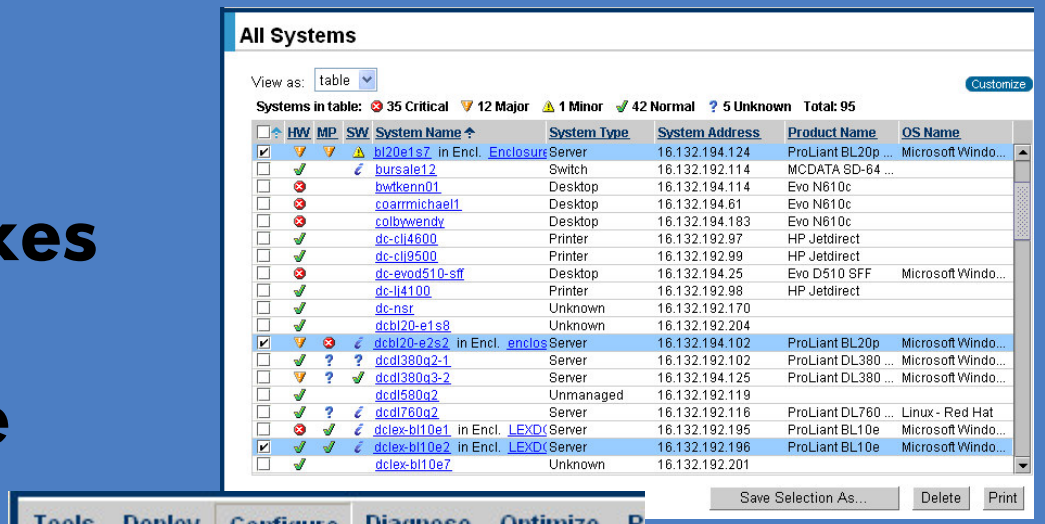


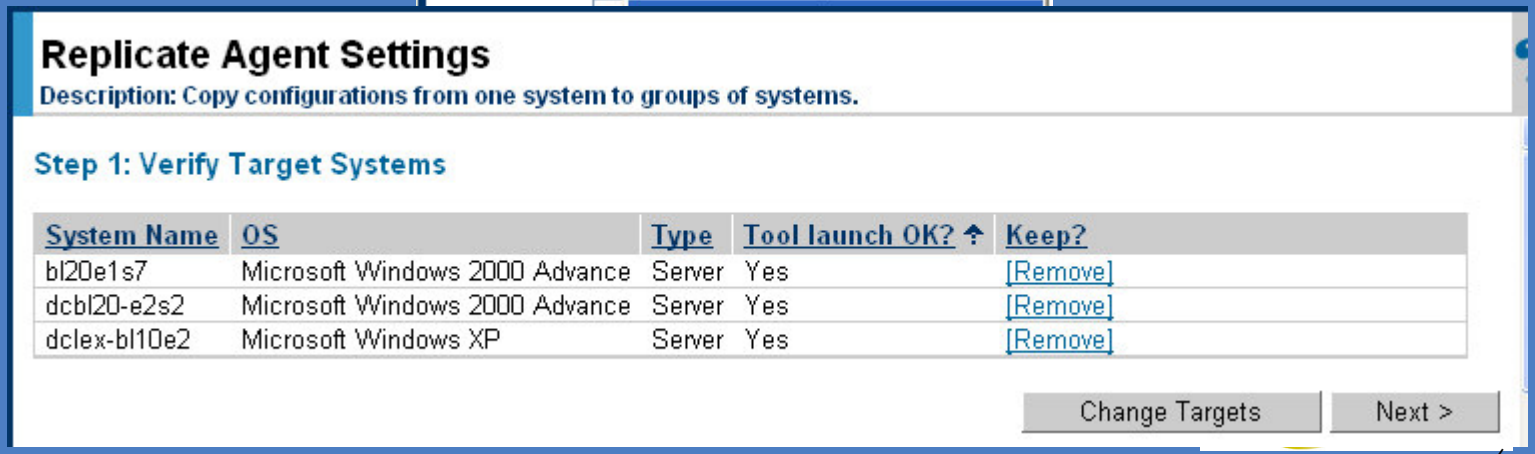
What's it called now?

- **Queries are either Systems Lists or Event Lists**
- **Tasks are still task but**
  - **Created using a wizard process under various menus**
  - **Resulted view in Logs Menu**
- **Devices are System Lists**
- **Events are still Events**
- **Application Launch is Custom Tools->Commands**
- **Event Notification is Automatic Event Handlers**
- **Reports are still Reports**

Queries versus Lists – selecting targets

- **Imbedded in the tasks**
- **Simple check boxes in a list**
- **Preserved for the next task**





Data Migration Tool for IM7 to HP SIM

- **HP SIM 4.1 has a Data Migration Tool**
- **Requires Insight Manager 7 SP2.3**
- **DMT migration in-place or remote**
- **Performance Management Pack (PMP 2.1) has a DMT to move to HP PMP 3.0**
- **Activated during installation process**
  - **Warns about versions**
  - **Creates DMT files in a special directory**
- **Whitepaper: HPSIM_Transitioning_IM7.pdf**

Data Migration Tool: What Does it Do

- **Migrates**
  - **Users**
  - **Tasks and Notification Tasks**
  - **Queries and Folders**
  - **Devices and Protocol Settings**
  - **All Reports**
  - **Server Settings**
  - **Certificates (in-place only)**
  - **Device Type Manager Rules**
- **Does not migrate**
  - **Events – archived to a CSV file**
  - **Historical or Single Instance Data**
  - **User enrolled MIBs**

To Use the Data Migration Tool or Not?

- **How organized or disorganized is the current IM7**
- **Is the current Insight Manager 7 SP2.3?**
- **Is it OK to take Insight Manager 7 down to upgrade?**
- **Lots of custom**
  - **Queries**
  - **Control Tasks**
  - **Users**
  - **Event Notification Tasks?**

- **No = don't use the tool in place**
- **Yes = use the tool in place or new server**

Migration

- **Take segment or hostfile lists**
  - **@segmentfile**
  - **$hostfile**
- **Good time to clean house**
  - **Remove old users, devices, events**
  - **Delete Orphans**
- **Use existing IM7 group configuration to move:**
  - **Trusts list – use FQDM name of HP SIM server**
  - **Accept IP packets list, community names**
  - **Trap destinations**
  - **Version Control Repository Manager location**

Installation of the Database for HP SIM

Good Things to Know about the Database

- **Using MS SQL for HP SIM on Windows assumes that the user account you are logged into has rights to create the MS SQL database for HP SIM**
- **Linux/HP UX uses PostgreSQL = ~ 250 devices**
- **Assumes that MS SQL has set defaults and uses them, typically:**

  C:\Program Files\Microsoft SQL Server\MSSQL\Data
- **Can be changed after the installation**
- **Recommendations:**
  - **Split the log and the data drives**
  - **Use a cluster server for the database**

Database Issue with Events

- **Events collected over a log period of time degrade performance**
- **Purge events regularly: create a task to run weekly that deletes events older that 7 days – that keeps a weeks history**
- **Keep the event volume below 50000**
- **There is a notifications table you can extract events**

Security Challenges?

The Challenge

- **Excessive security challenges?**
- **Options->Security->System Link Configuration and select "Use the system's full DNS name"**
- **Fix Trust by Certificate or Name**
- **Making sure your DNS naming is well behaved, multiple names may not be in the order HP SIM resolves**
- **Bad time with good cookies – synchronize your clocks, enable cookies**

Users

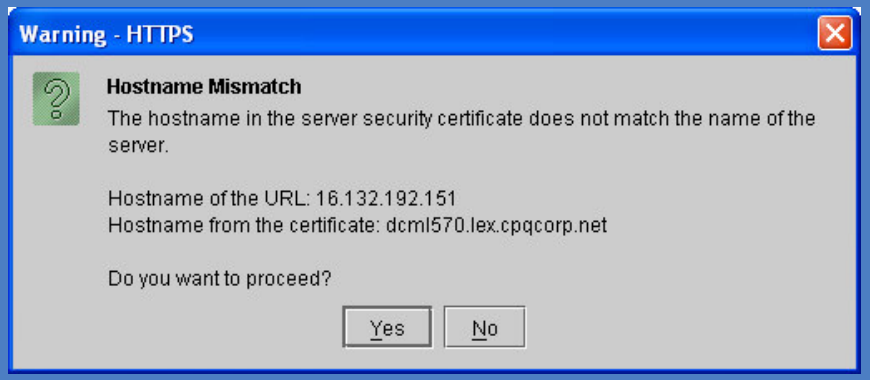
- **Located under Options->Security**
- **Users have profiles:**
  - **What rights**
  - **What toolboxes**
  - **What devices**
- **Still domain accounts not group accounts**

Logs

- **Located Agent's Logs tab**
  - **HTTP**
  - **Security – who has accessed the agent**
  - **Version Control – when and what software, firmware updates**
  - **Integrated Management Logs – what is happening to the device**

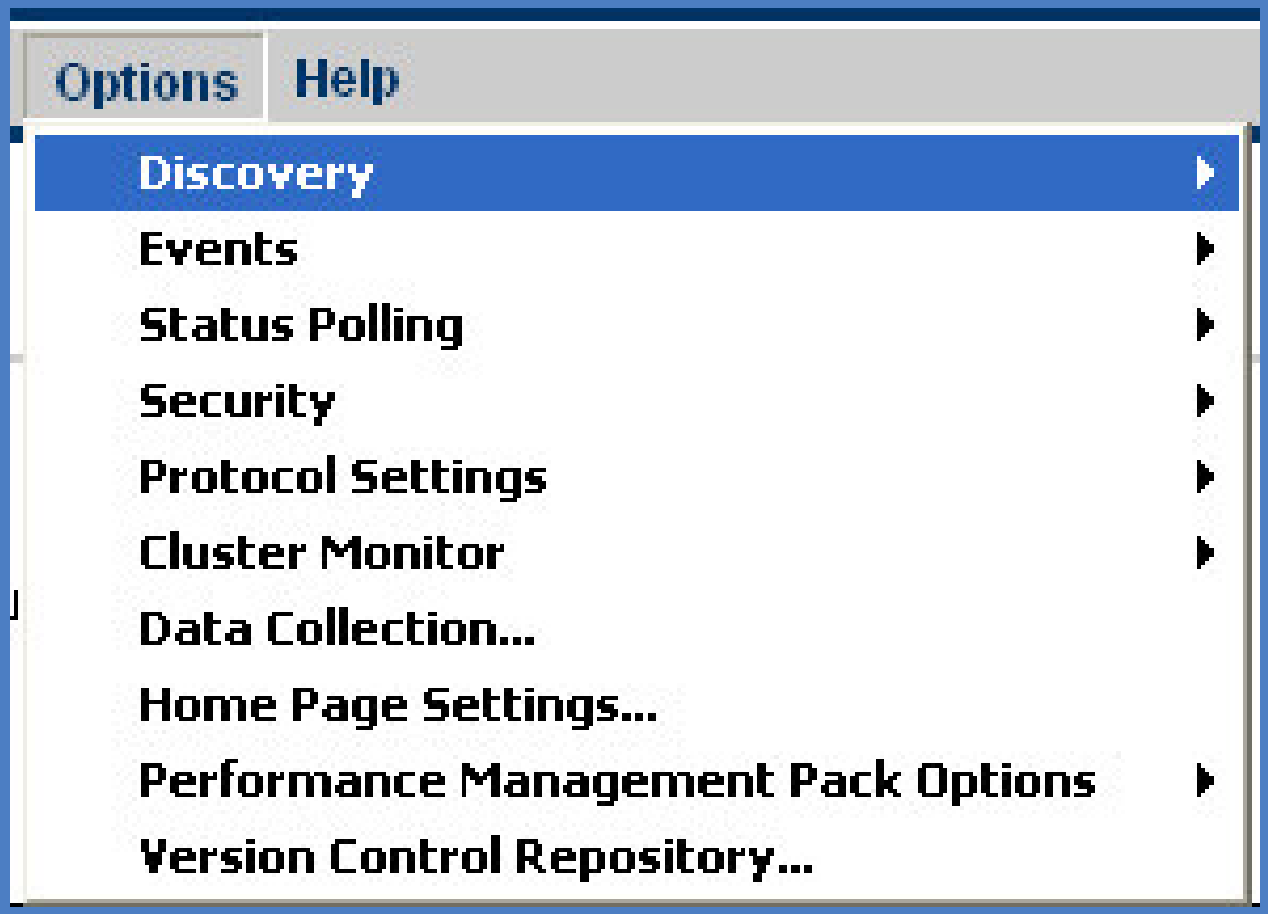
Naming

- **HP SIM really likes FQDN, IM7 did not care**
- **Bad things happen if FQDN is not used:**
  - **Challenge pop-ups**
  - **Task failures, especially under deployment**
  - **Use NSLOOKUP to determine authoritative names**
- **Use FQDN for VCRM server names or IP address or create PTR records in the reverse lookup zone**
- **If DNS and reverse lookups are in flux create a host file on the HP SIM server, this helps discovery**



Options Menu

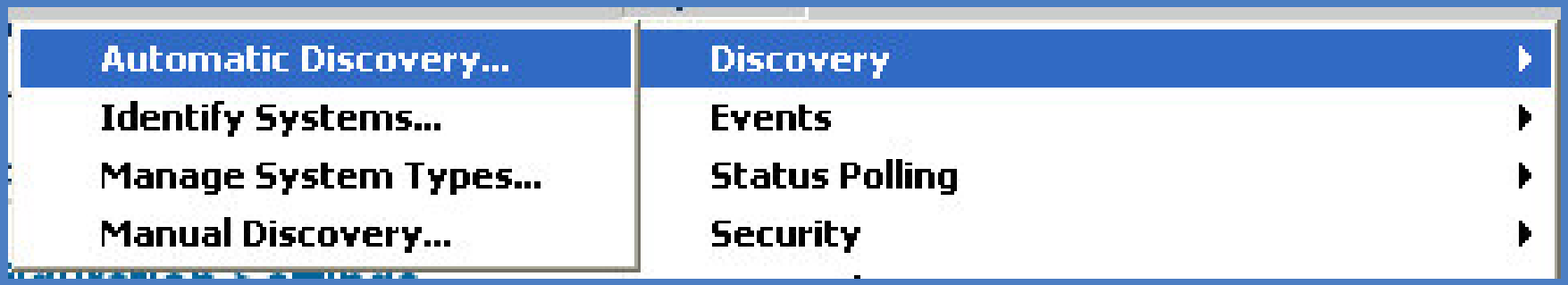
Options Menu



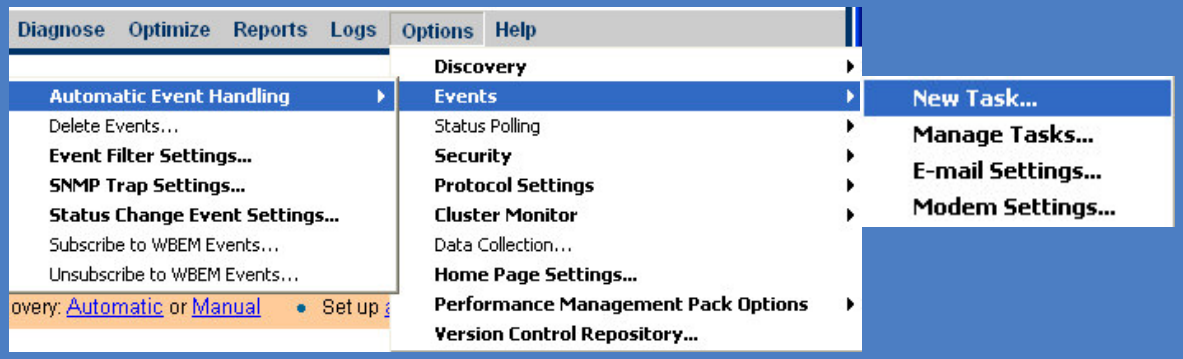
Discovery

- **Located under Options->Discovery**
- **Filters are the same**
- **Methods:**
  - **You can disable PING discovery**
  - **WBEM and configuration added**
  - **More communities (you only need READ_ONLY)**
  - **Windows 2003 sets Accept SNMP Packets to localhost only; add your HP SIM servers**
- **Ranges: same – by segment, by hostfile (can be imported from IM7)**

Options Menu



Options-> Events



Event Handlers guide through the selection of events and devices as well as actions to perform

Using New Task or Manage Tasks

E-mail Settings are to set up the Send From Account

Modem Settings enable the use of a local modem for paging

Creating an Event Handler

Six easy steps:

Name it

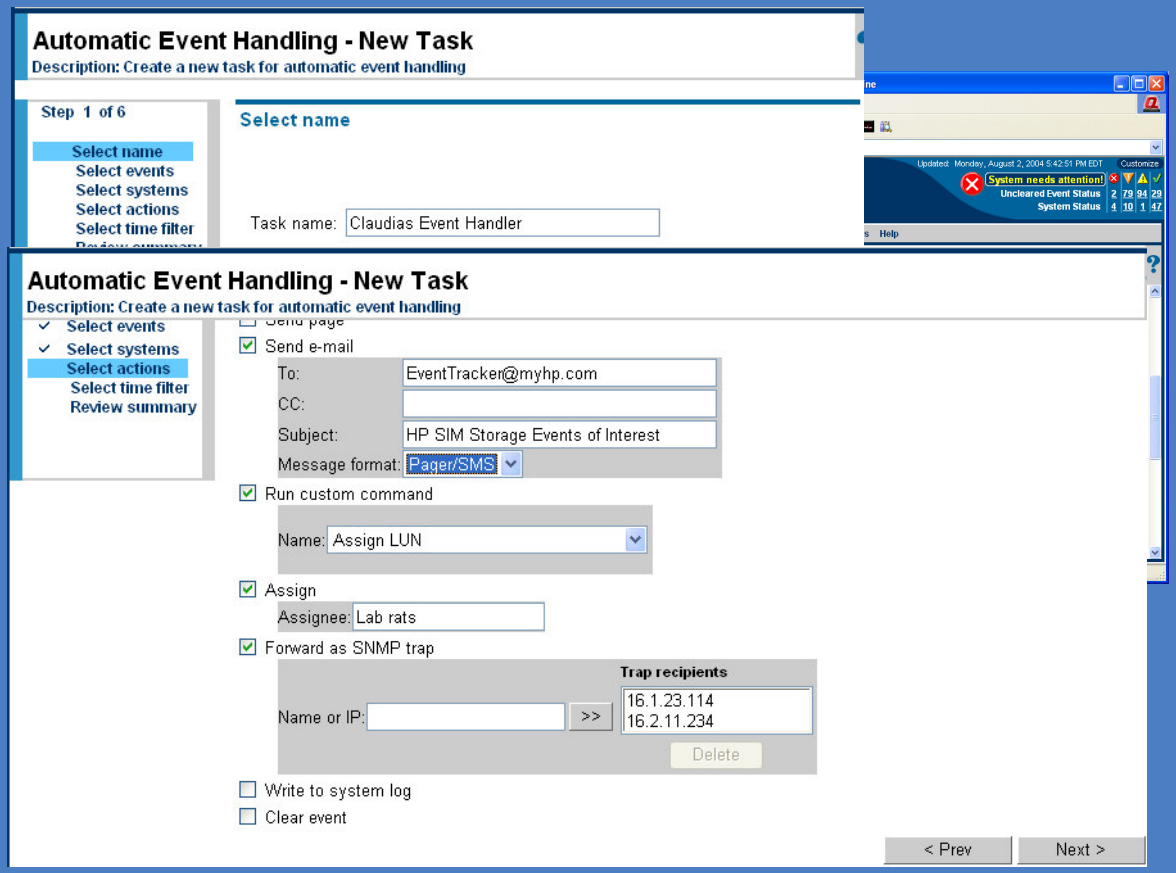
Select Events

Select Systems

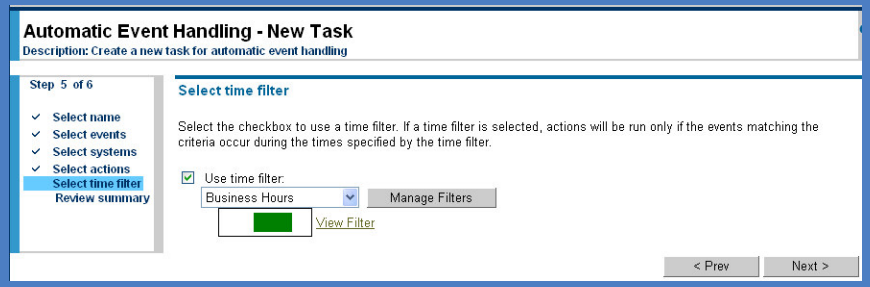
Select Actions

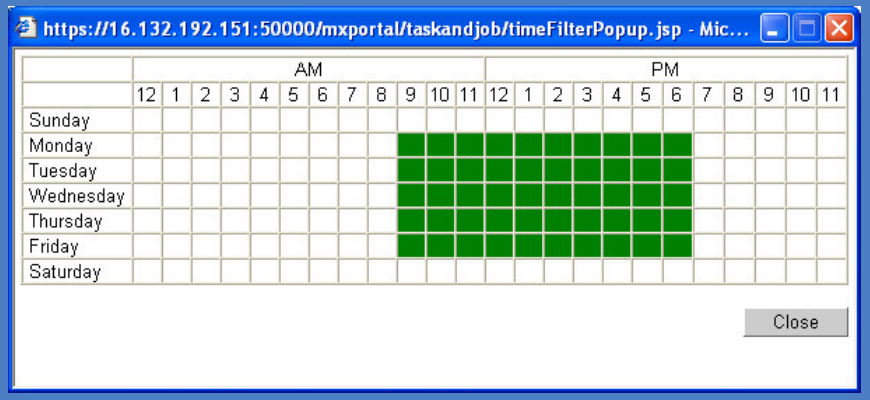
Select Time Filters

Review and Save

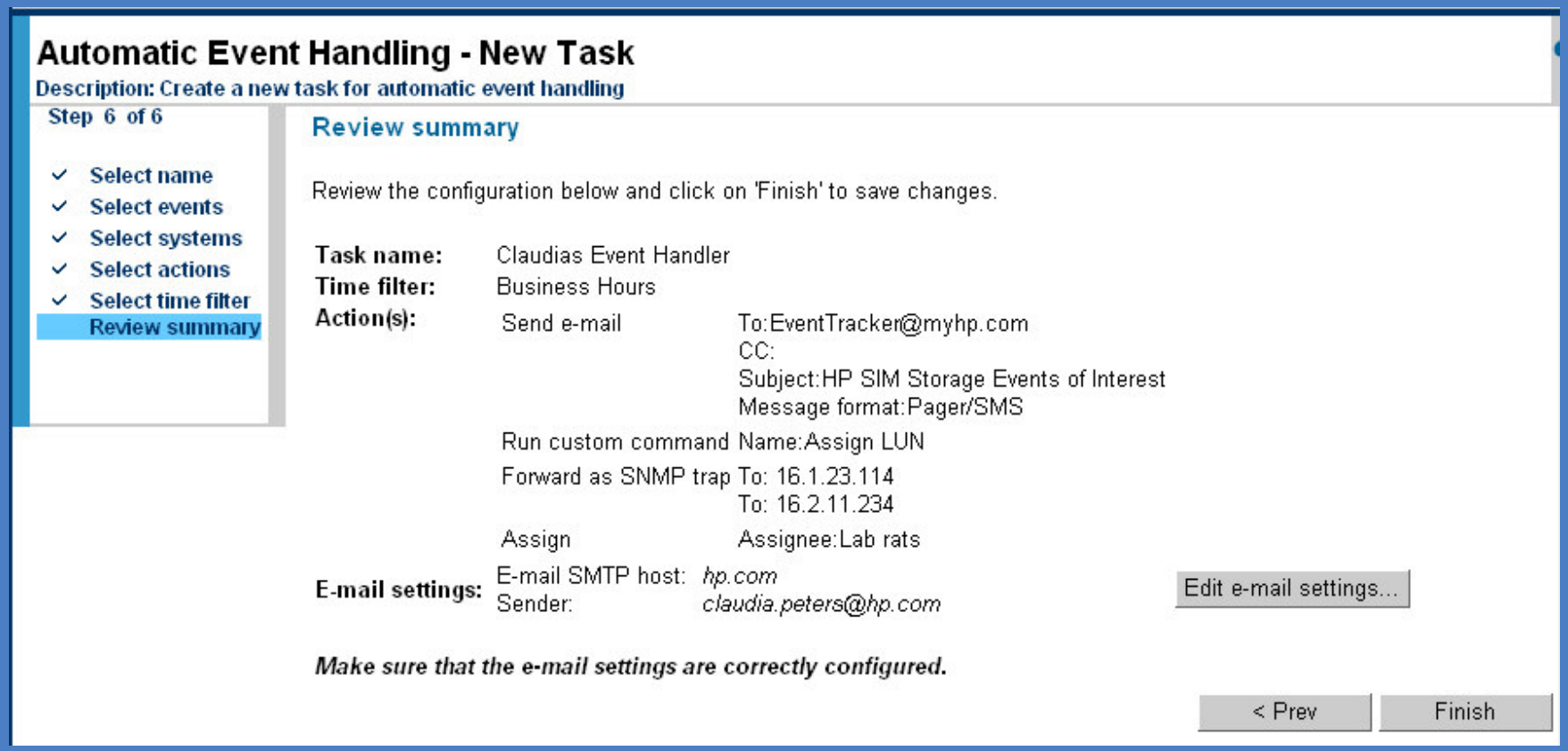


Event handling – Time filters

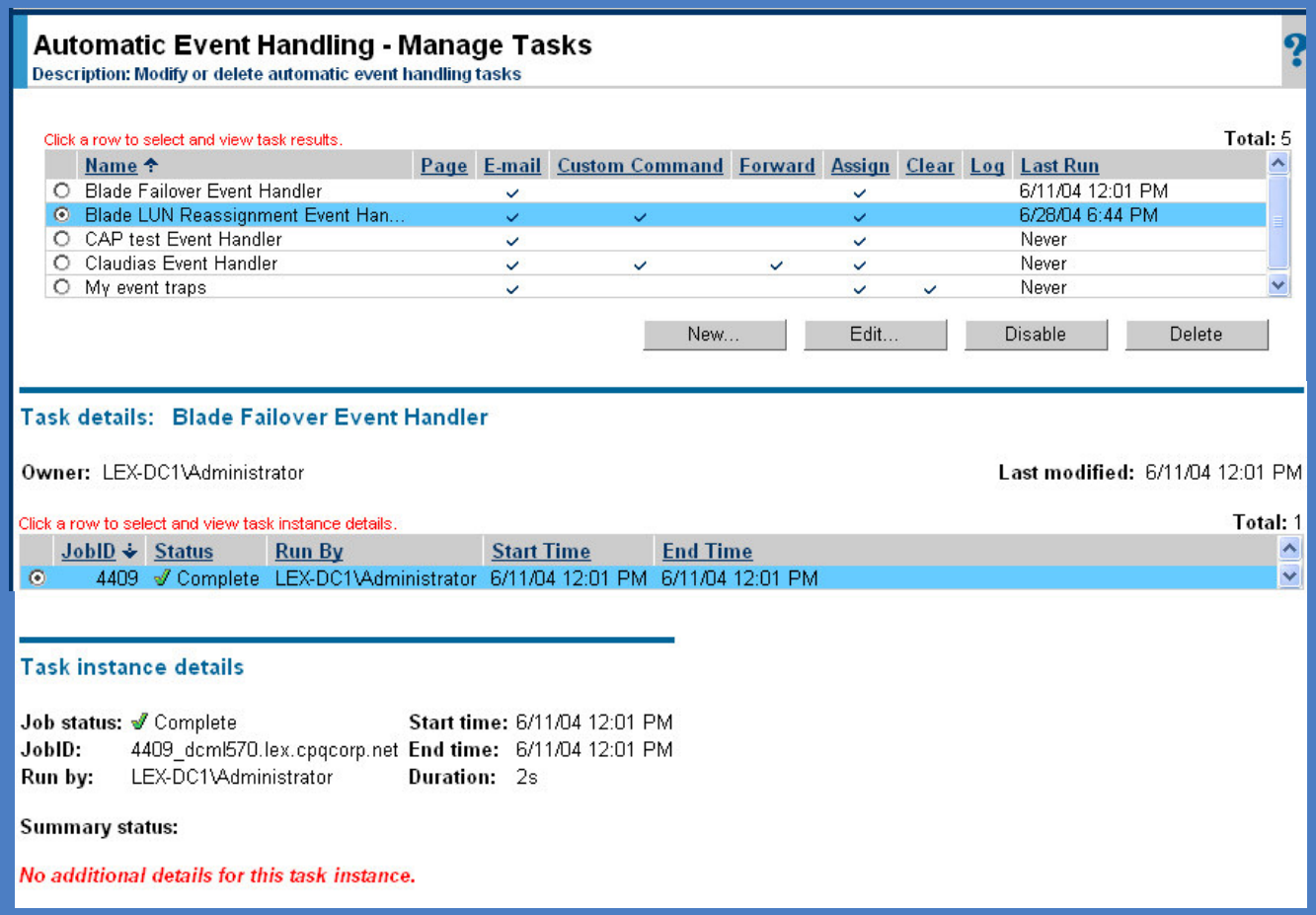




Event Handlers – Review and Save

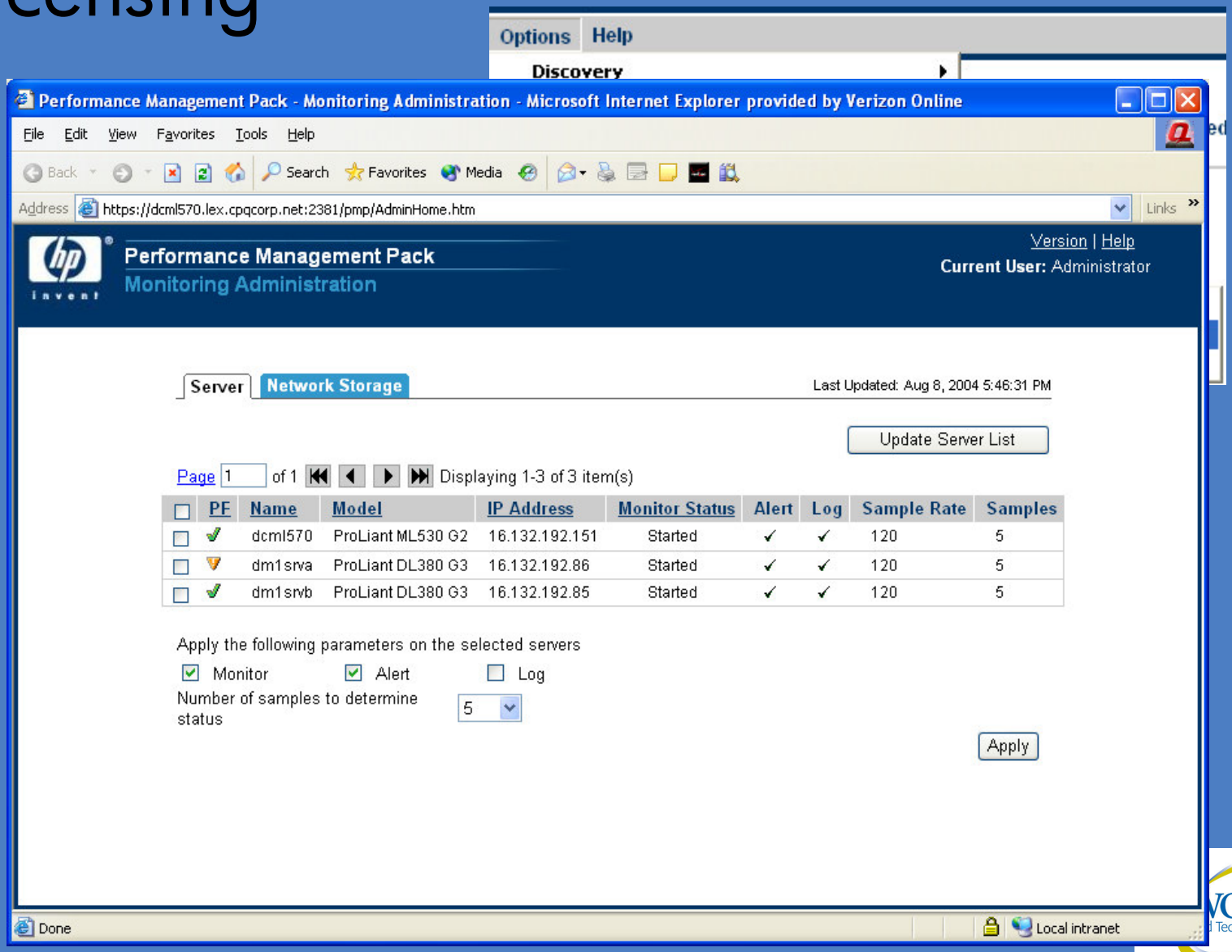


Event Handlers – See How They Run

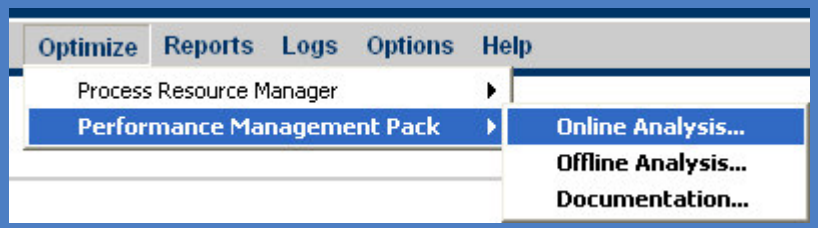


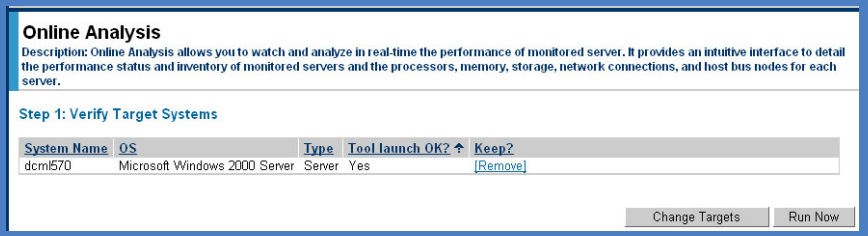
Options Menu

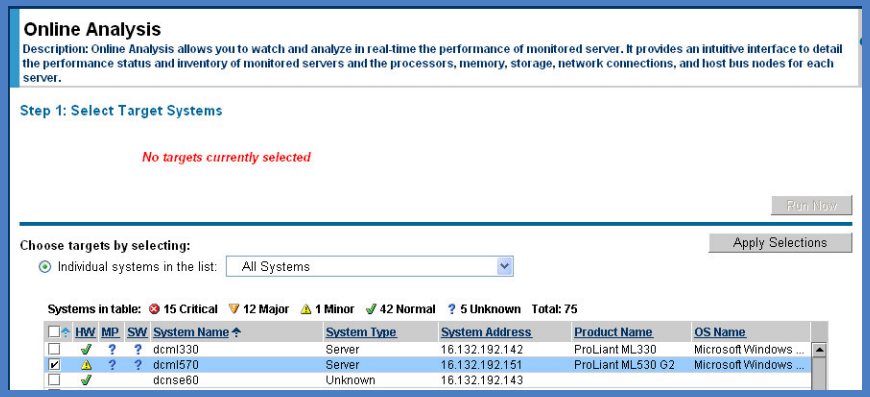
Performance Manager -> Options Licensing

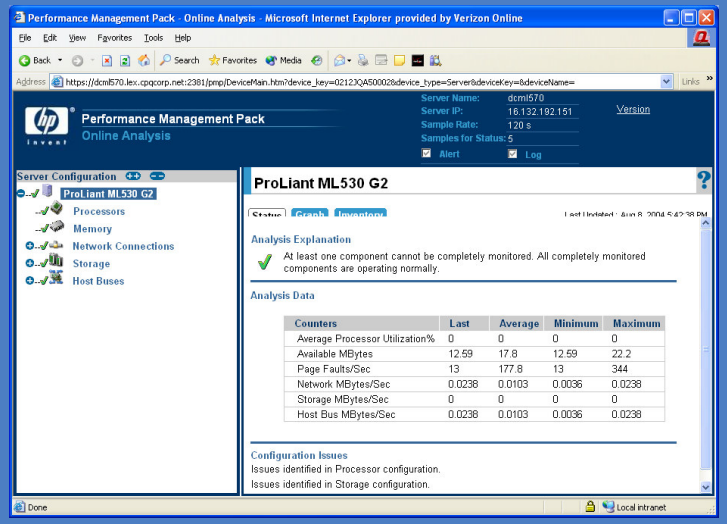


Performance Manager -> Optimize

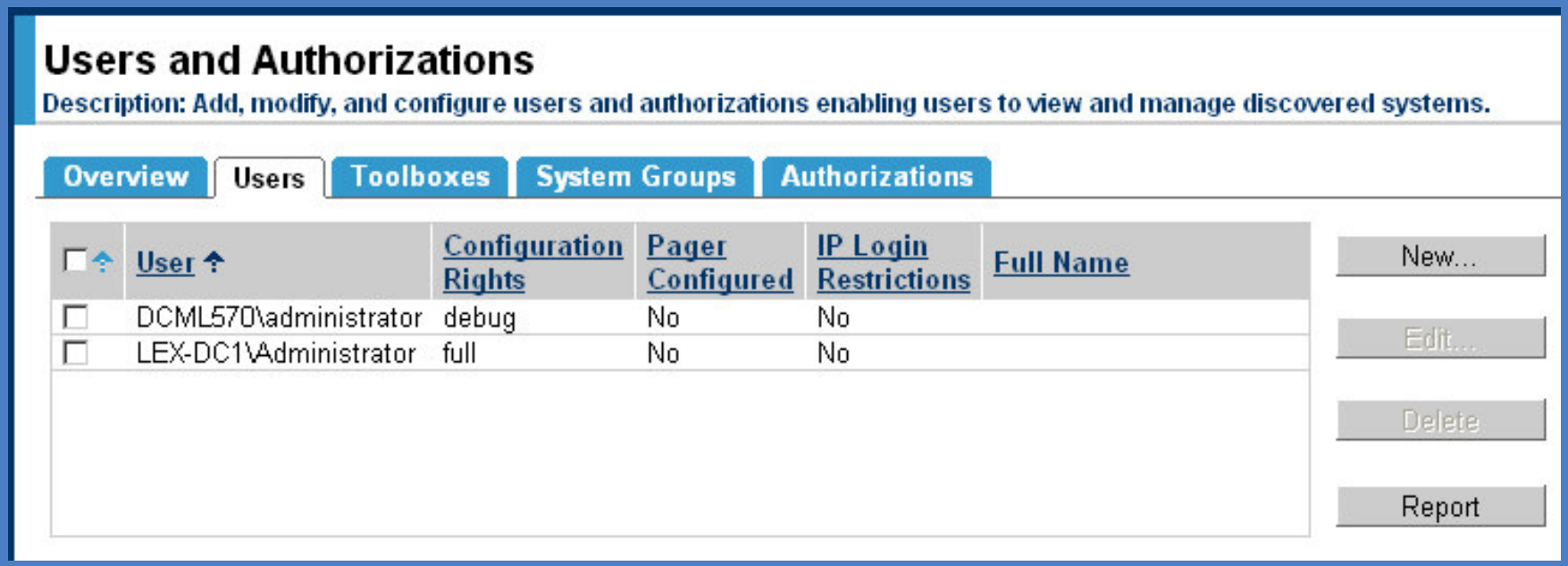




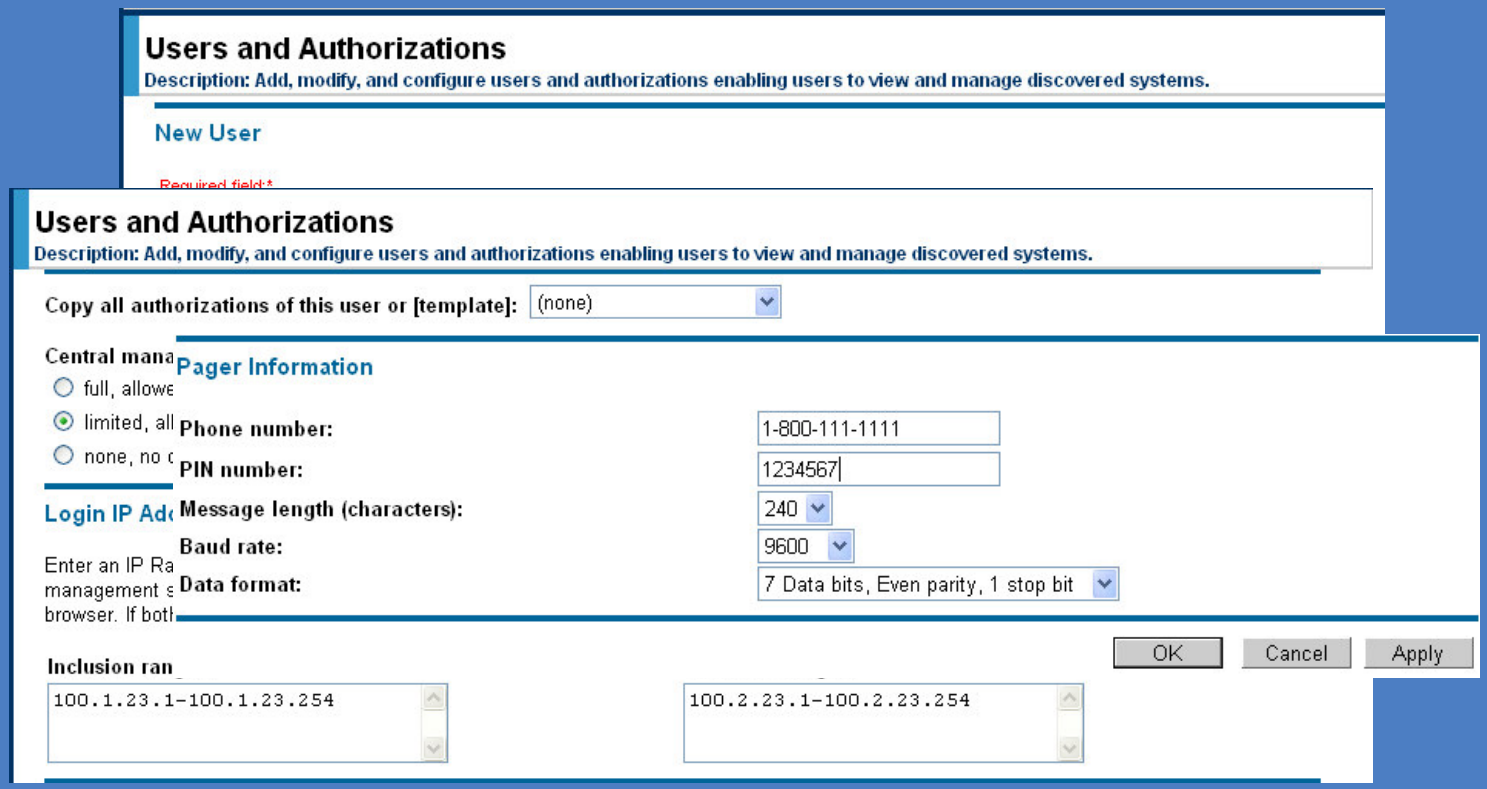




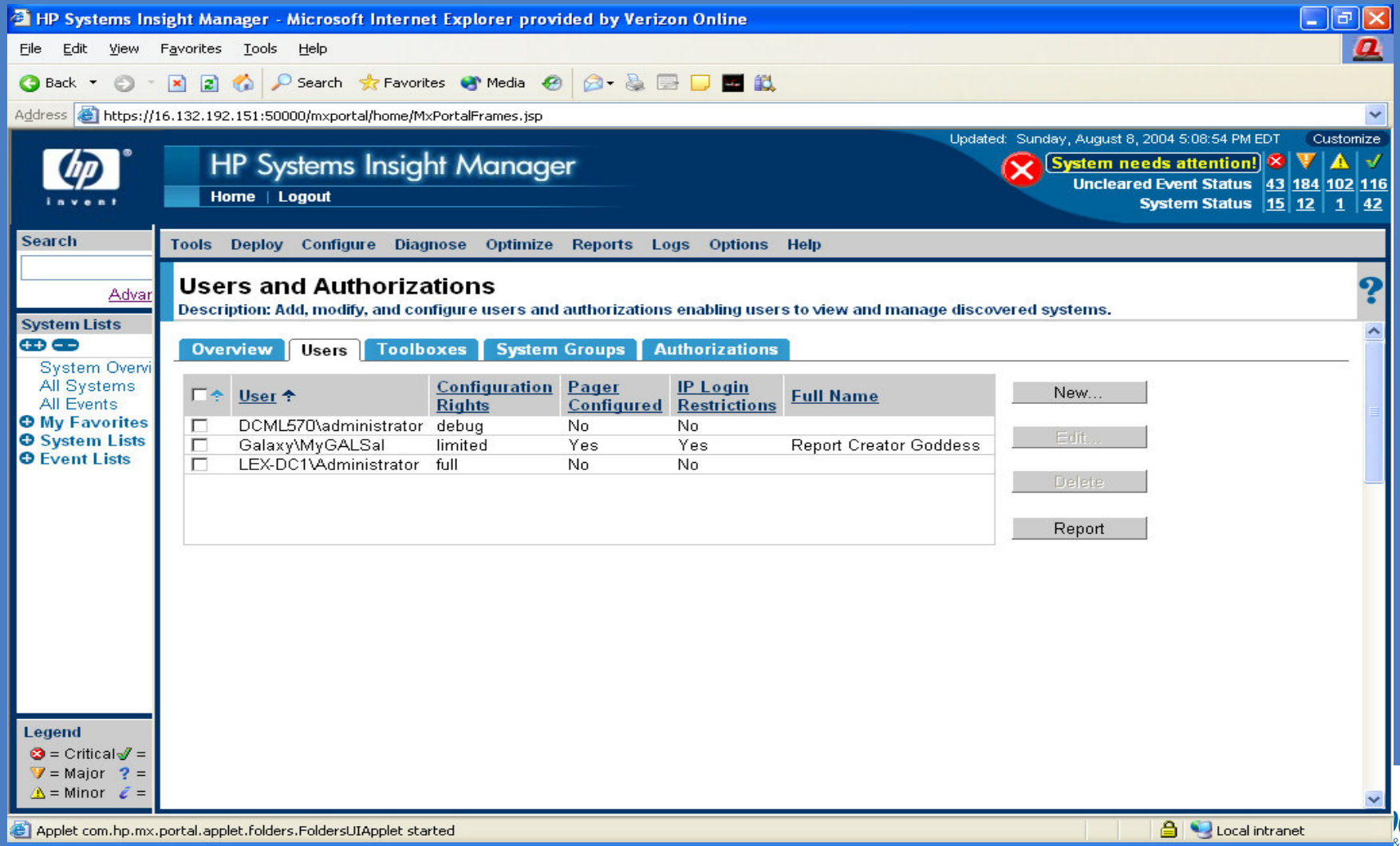
Options Menu - Security



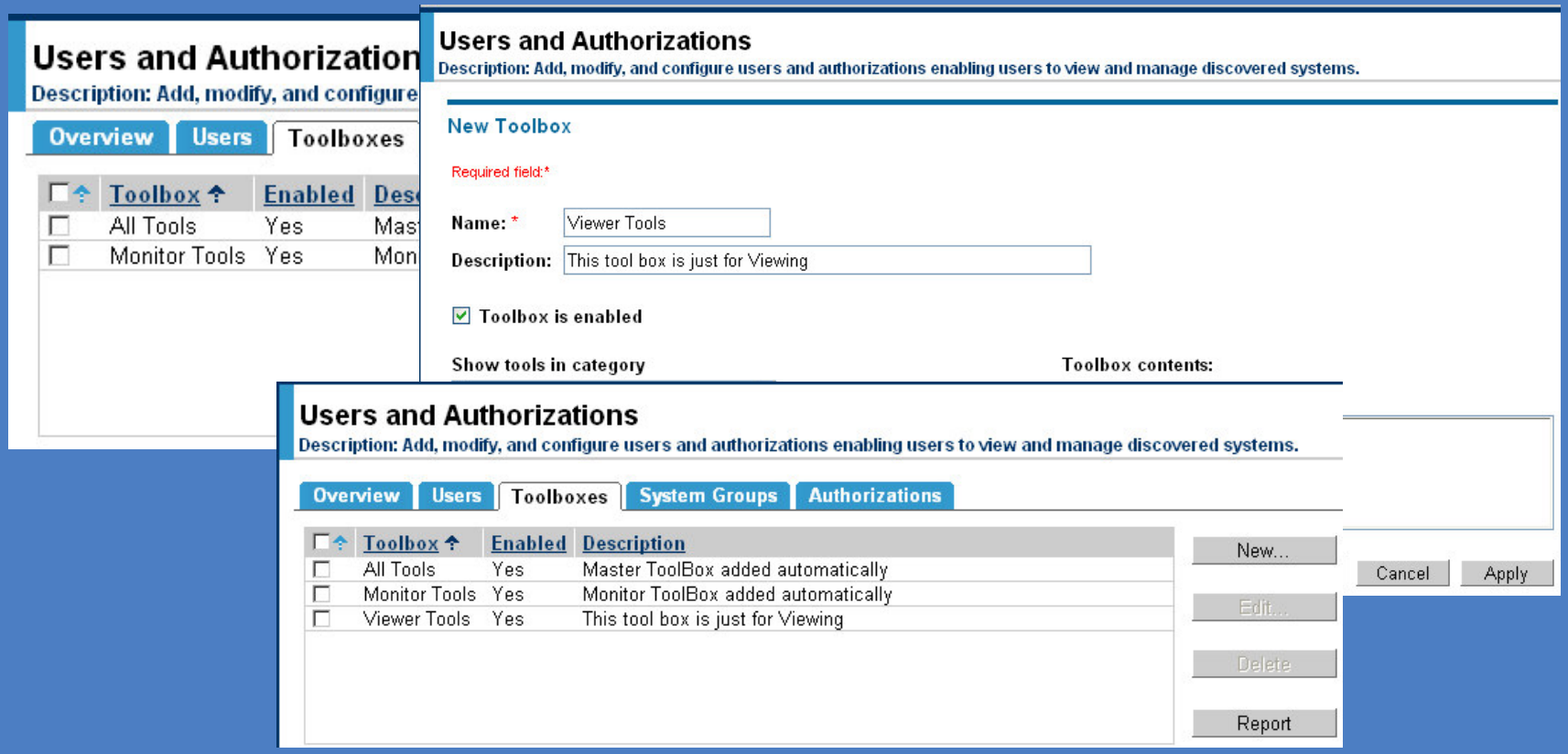
Options Menu – Adding a User



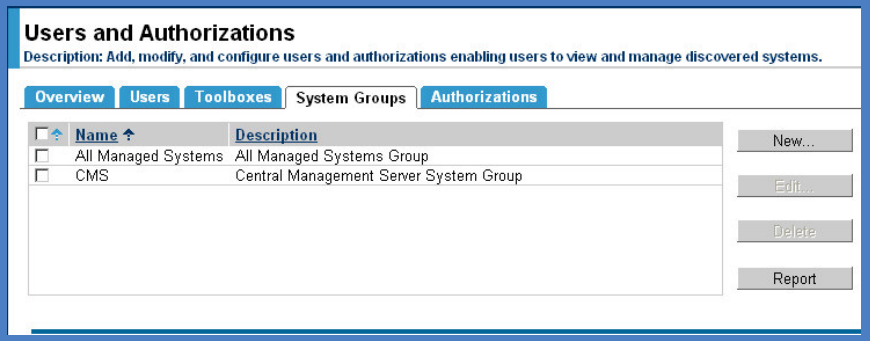
Options Menu – Review New User

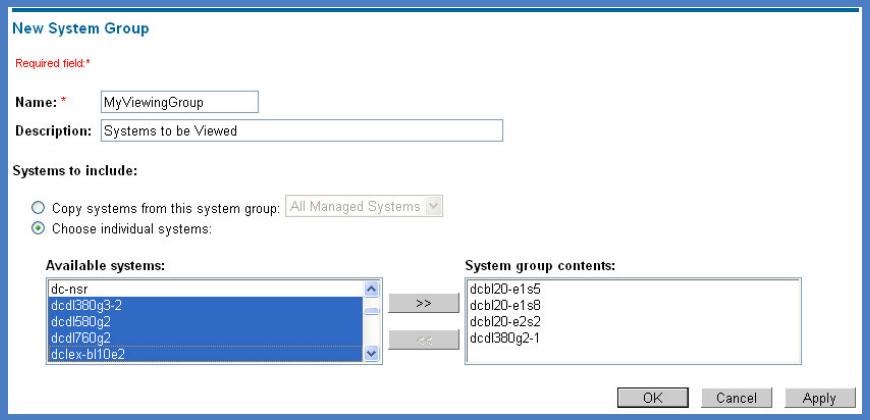


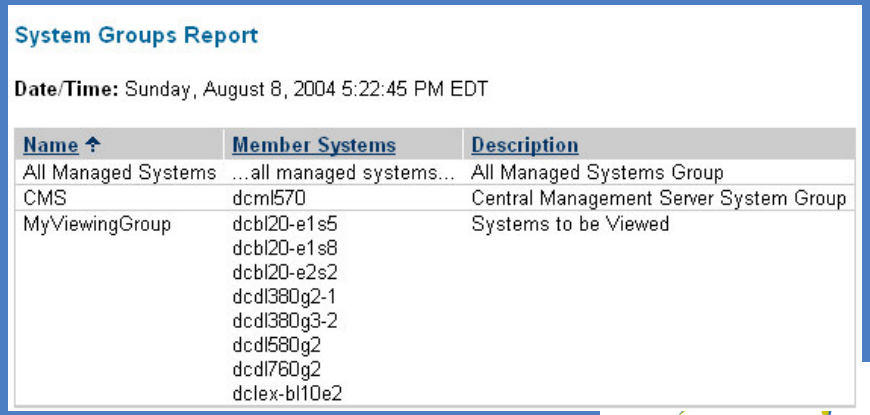
Options -> Security Toolboxes



Options -> Security Groups





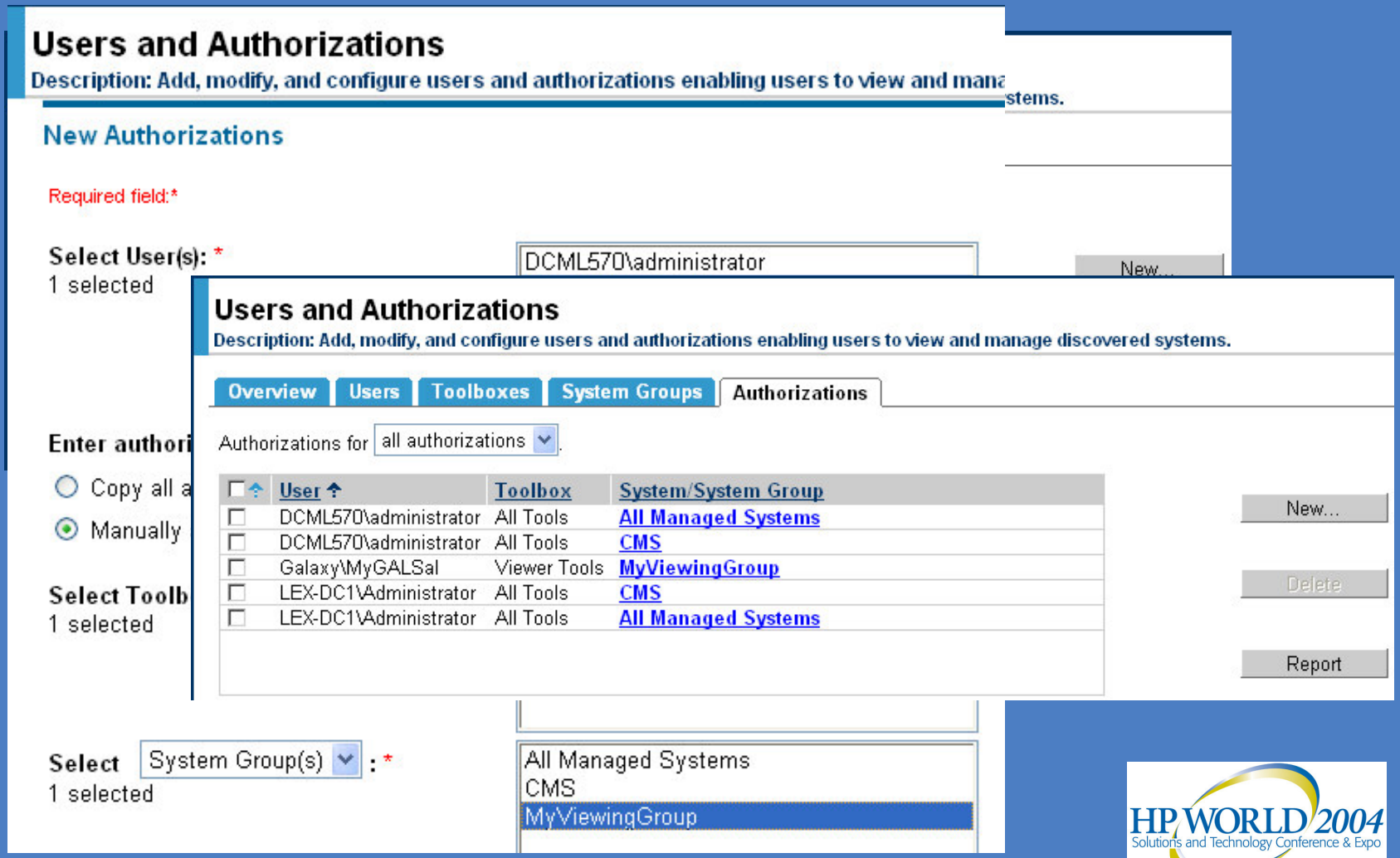


System Groups Report

Date/Time: Sunday, August 8, 2004 5:22:45 PM EDT

Name	Member Systems	Description
All Managed Systems	...all managed systems...	All Managed Systems Group
CMS	dcml570	Central Management Server System Group
MyViewingGroup	dcbl20-e1s5 dcbl20-e1s8 dcbl20-e2s2 dcdl380g2-1 dcdl380g3-2 dcdl580g2 dcdl760g2 dclex-bl10e2	Systems to be Viewed

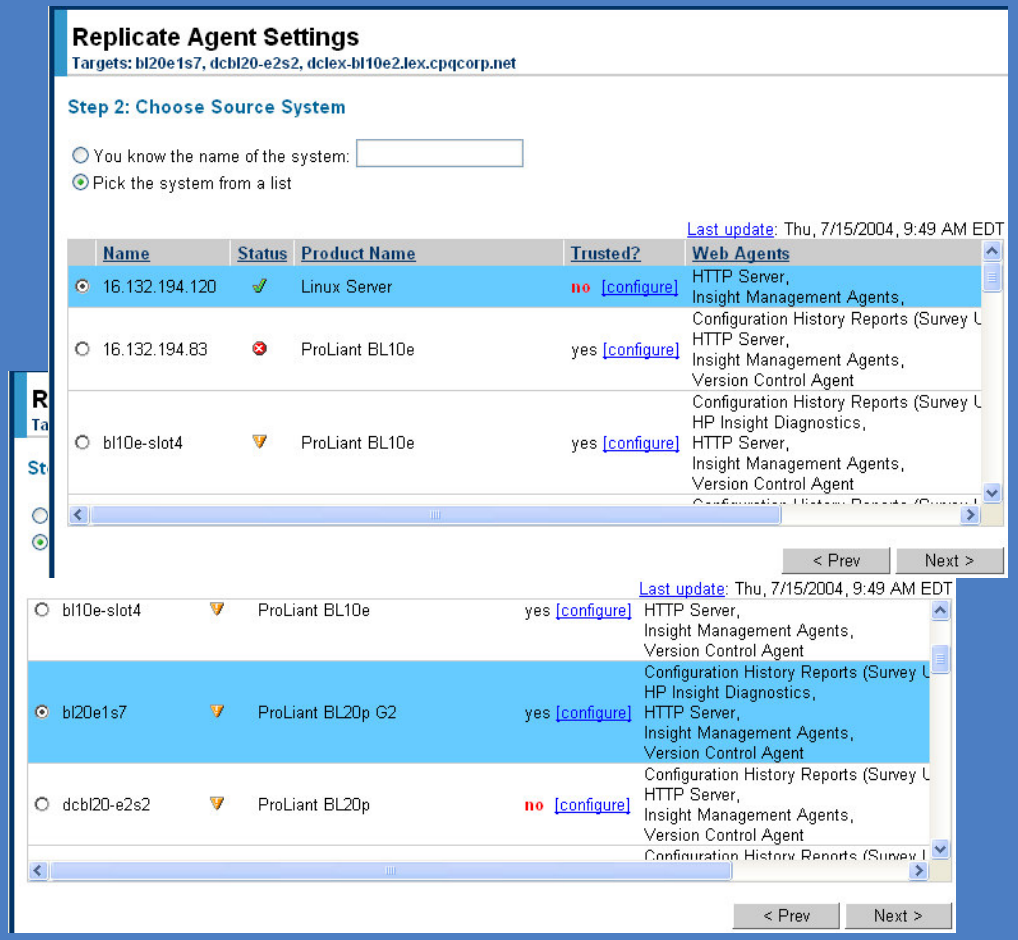
Options -> Security Authorizations



Agent Configuration – We do it until we get it right!

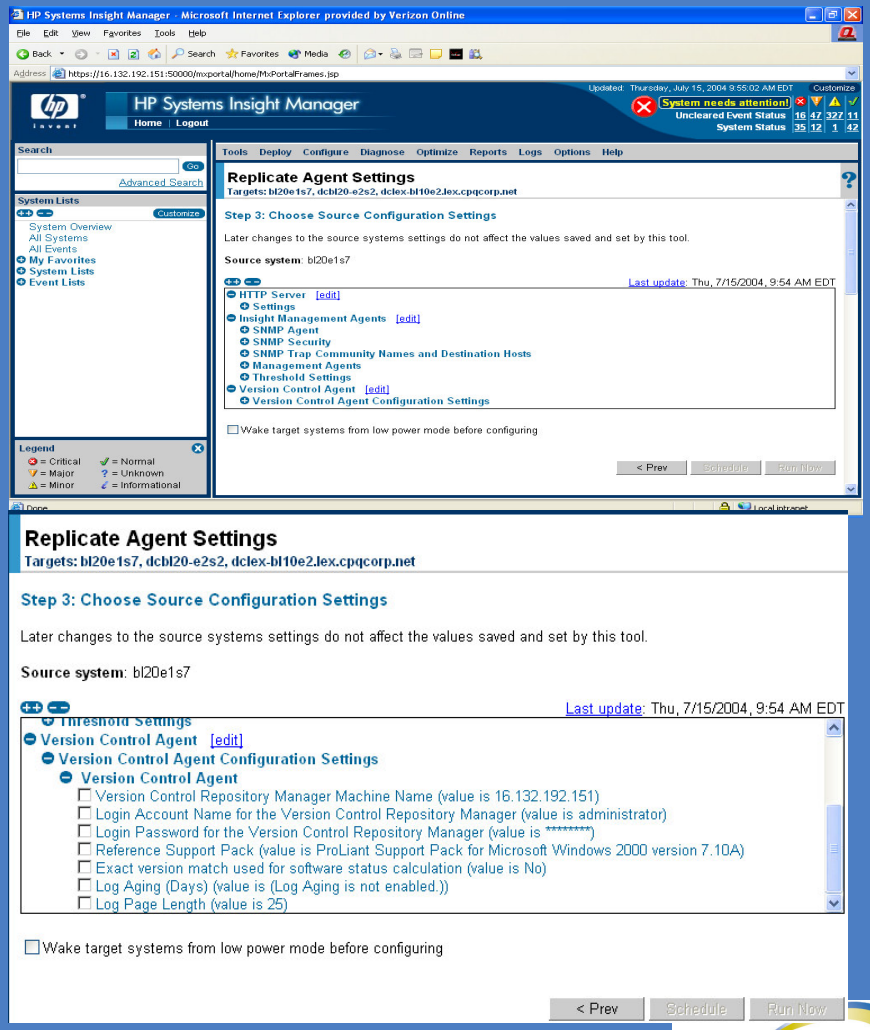
Task to Configure Agent Settings, part 1 – selecting the source

- **Offers a list of source systems**
- **Tells it capabilities**
- **If it is configurable**
- **Select the source**



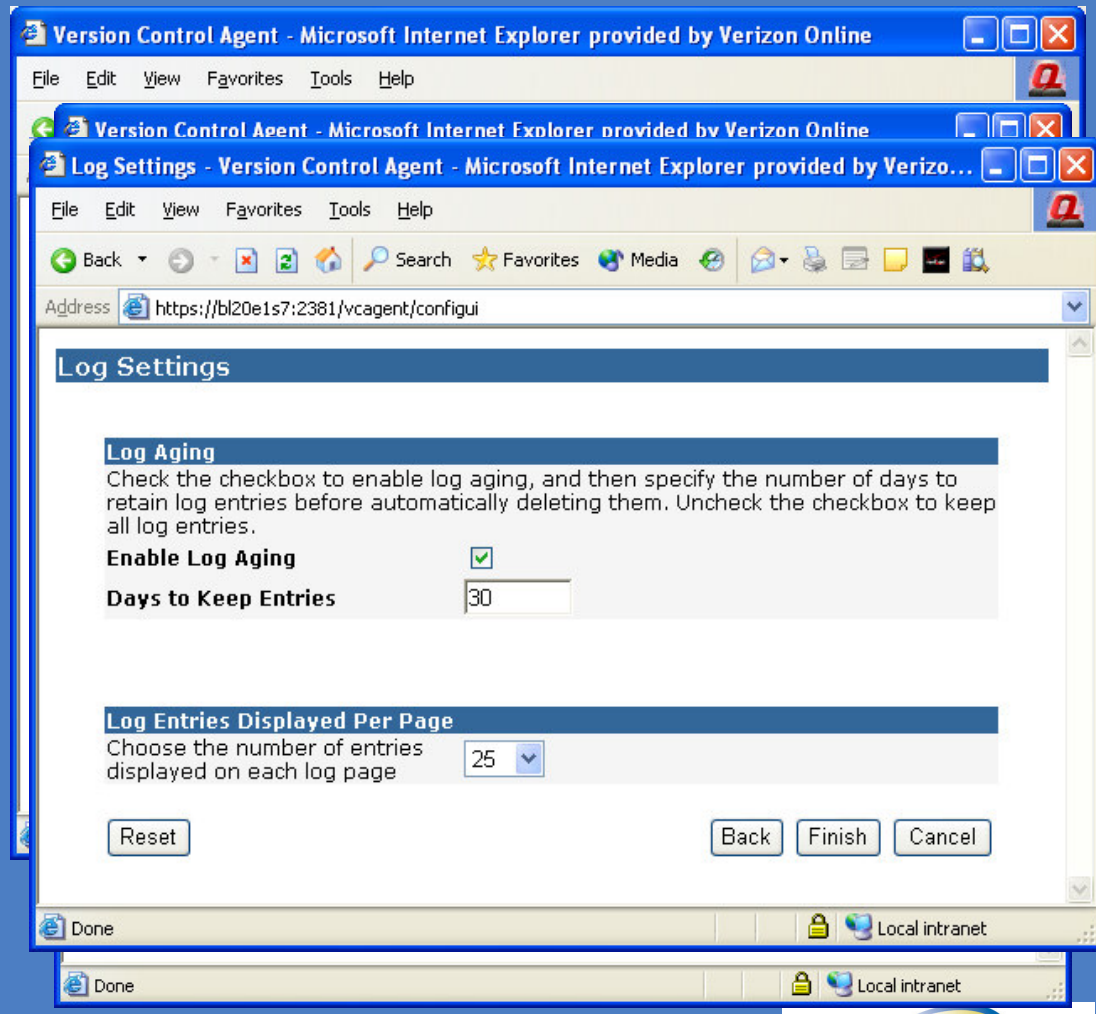
Task to Replicate Agent Settings, part 2 – configure the source

- **Shows the configurable components list**
- **This options selects the version control attributes and shows the current defaults**
- **Select Edit to modify**



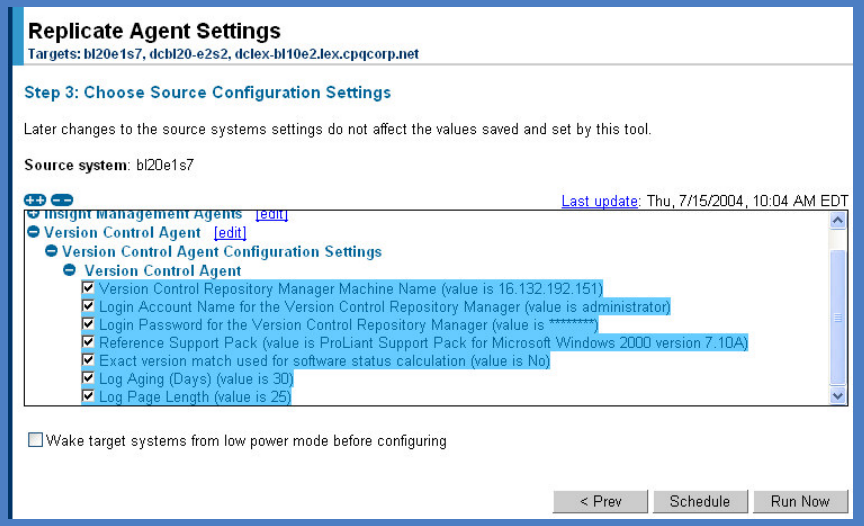
Task to Replicate Agent Settings, part 3 – edit the source

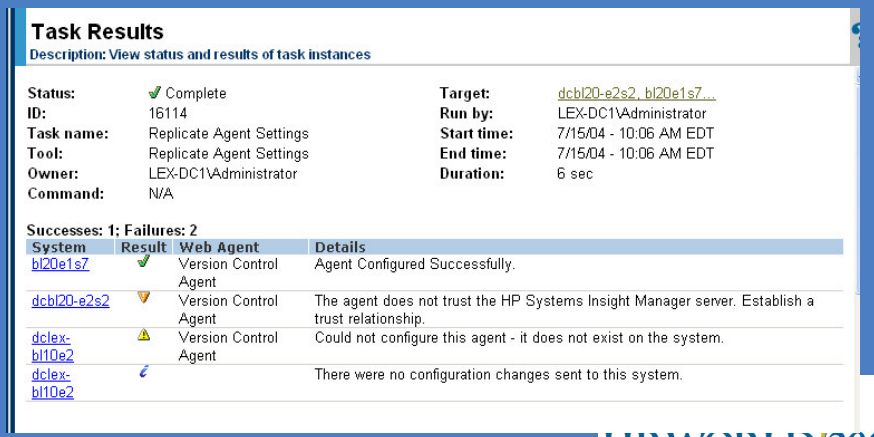
- **Shows the configurable components list**
- **This options selects the version control attributes and shows the current defaults**
- **Select Edit to modify**



Task to Replicate Agent Settings, part 4 – select the attributes to send

- **Shows the newly configured components, note the change in the log data**
- **Select Run Now**
- **Review the results, both successes and failures**

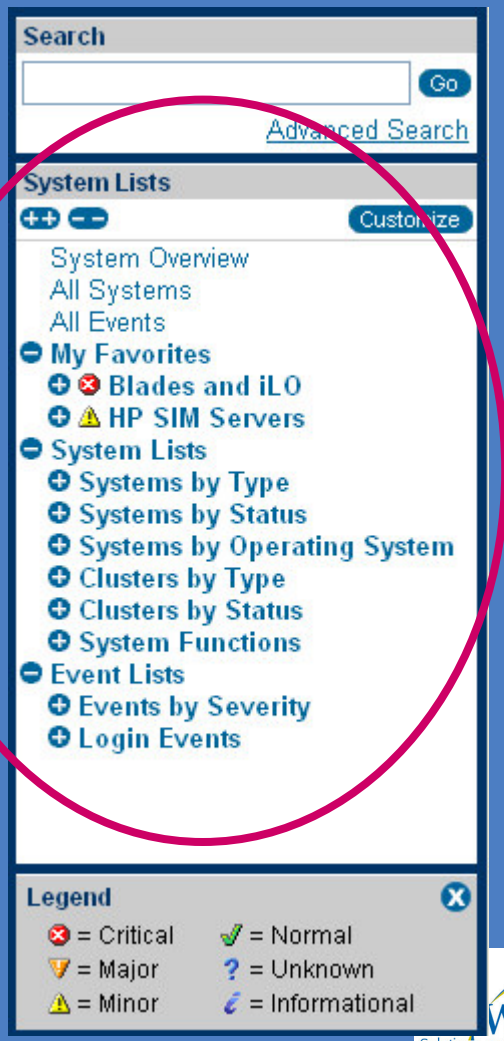




Working with Systems list

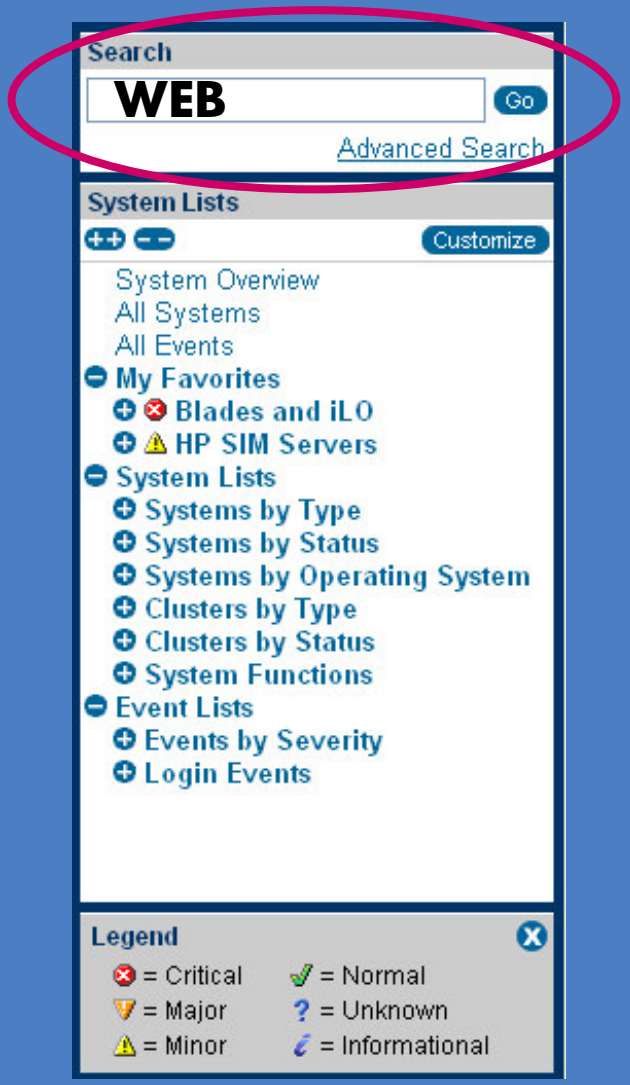
System Lists

- **List of systems**
- **Lists of events**
- **My Favorites with status**



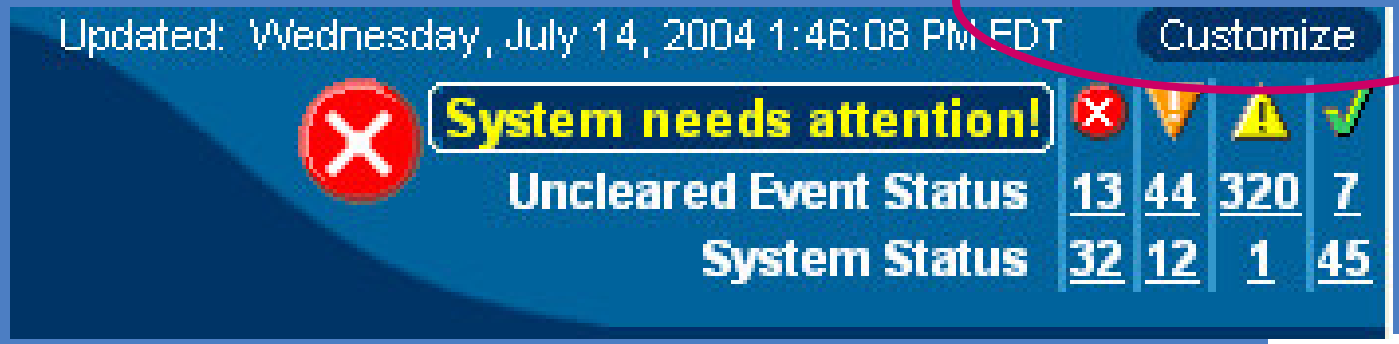
Searching

- **Search improved to match across several common attributes**
- **Modify Server Role field of several agents to be "Web Server"**
- **Searching on "Web" will list anything containing that in common attributes fields.**
- **Best way to do some event handlers**



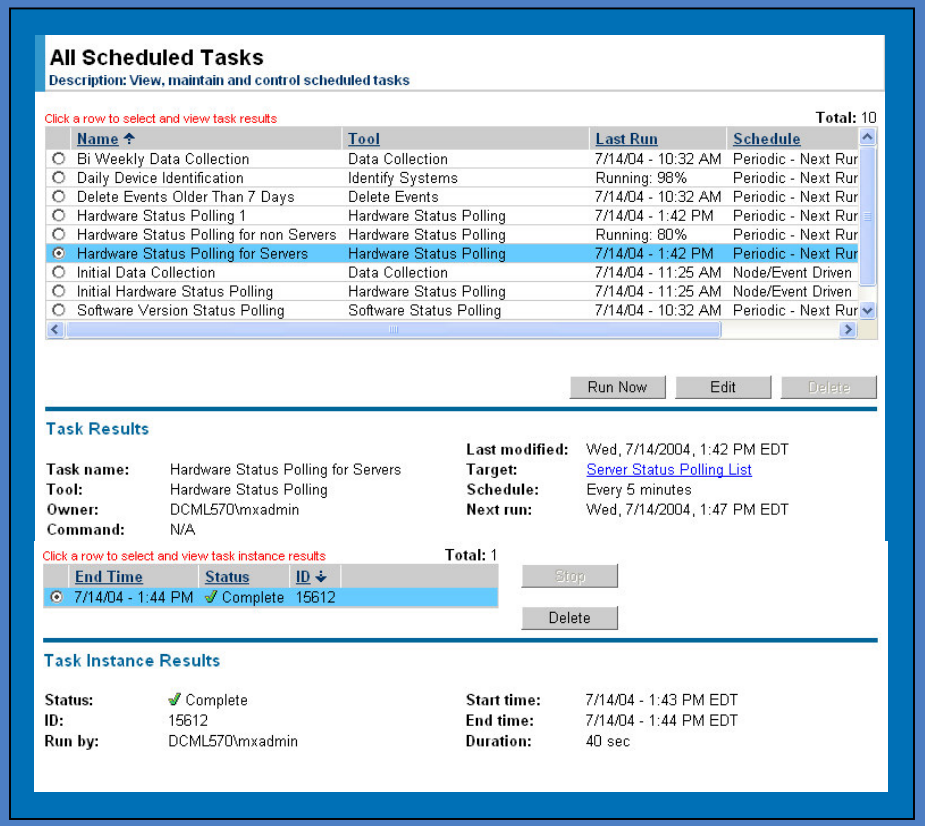
Over all Status

- **Using ISO color and shape codes**
- **Customize view of status**
- **Special messages can be created for critical systems**
- **Still click on the number to view the system list**



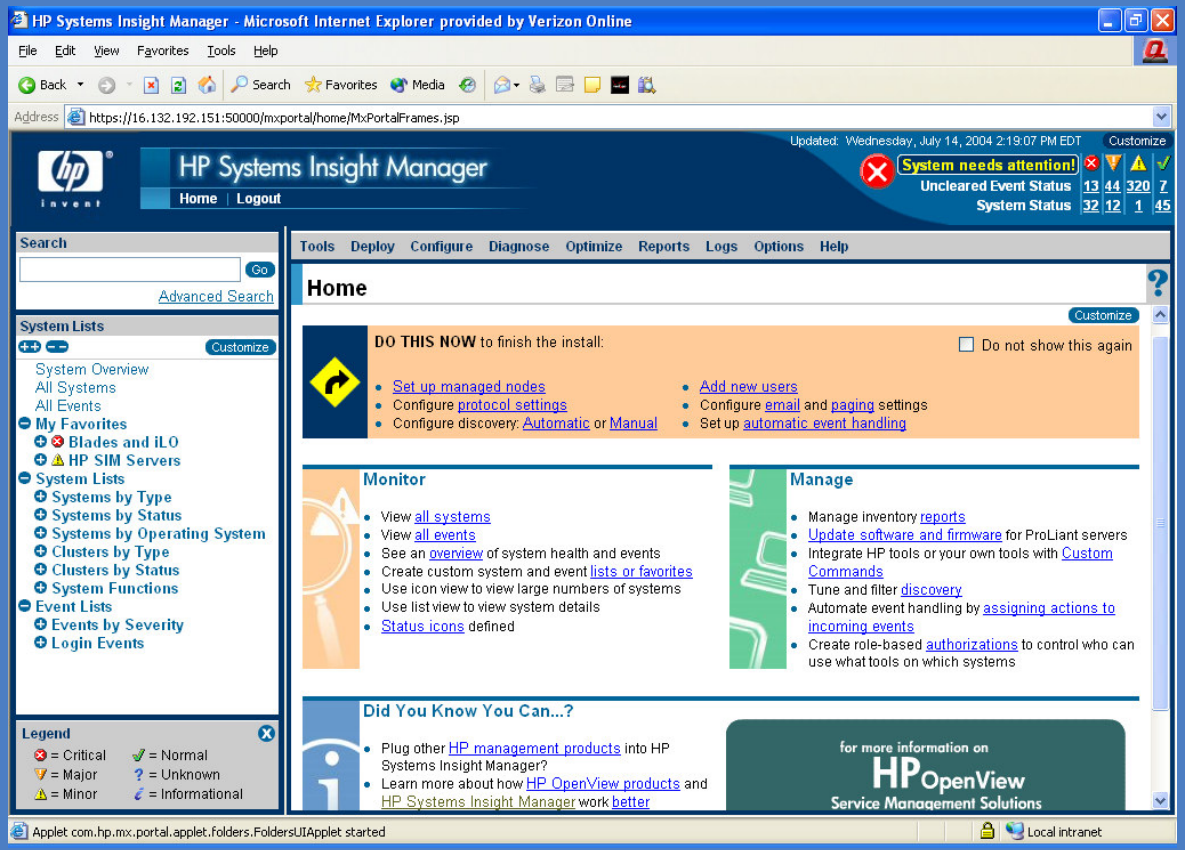
Tasks

- **Located under Logs->View All Schedule Tasks**
- **The same status polling and identification tasks**
- **Displays how long it took to run**
  - **Determine best interval for status polling in large environments**
  - **Gauge how long a VCA updates might take (rule of thumb 30 minutes for older machines, 10-15 for newer machines)**



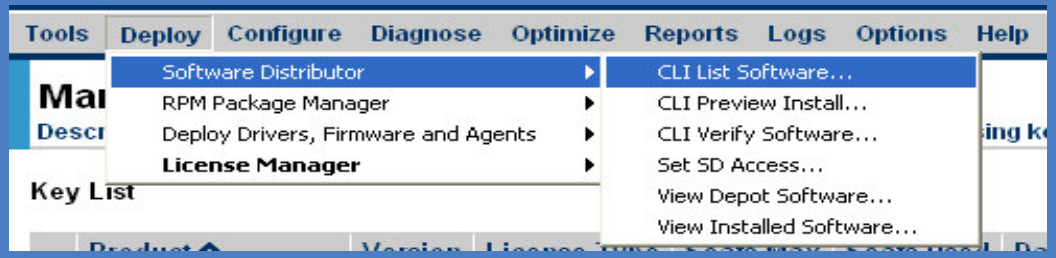
New Home Page

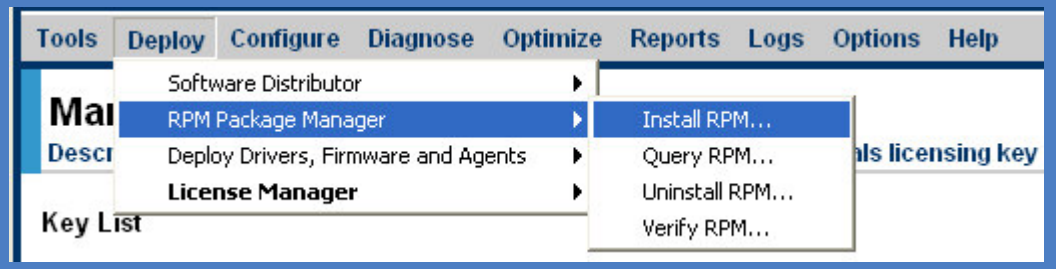
- **Customize to your favorite list as new Home Page**
- **Reminder for first things to do:**
  - **Discovery**
  - **Add Users**
  - **Setup email**
  - **Create Event Handlers**

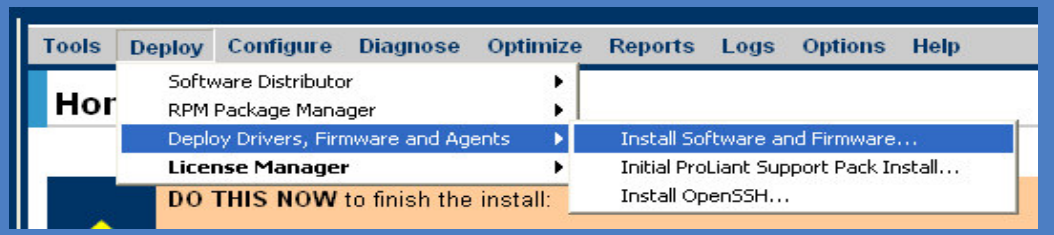


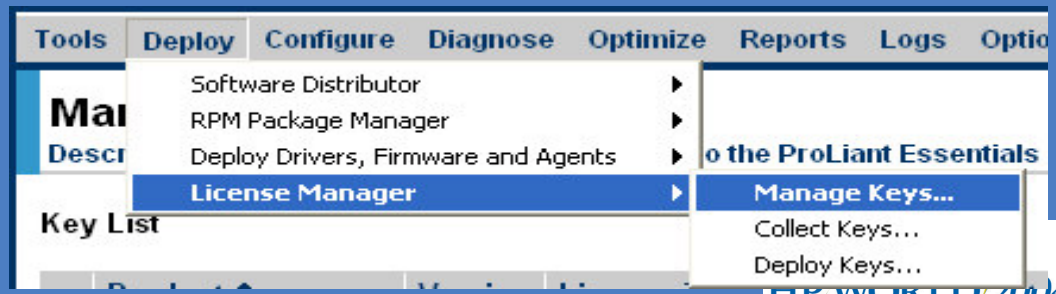
Deploy Menu

- **Software Distributor**
- **RPM Package Manager**
- **Deploy Drivers, Firmware, and Agents**
- **License Manager**



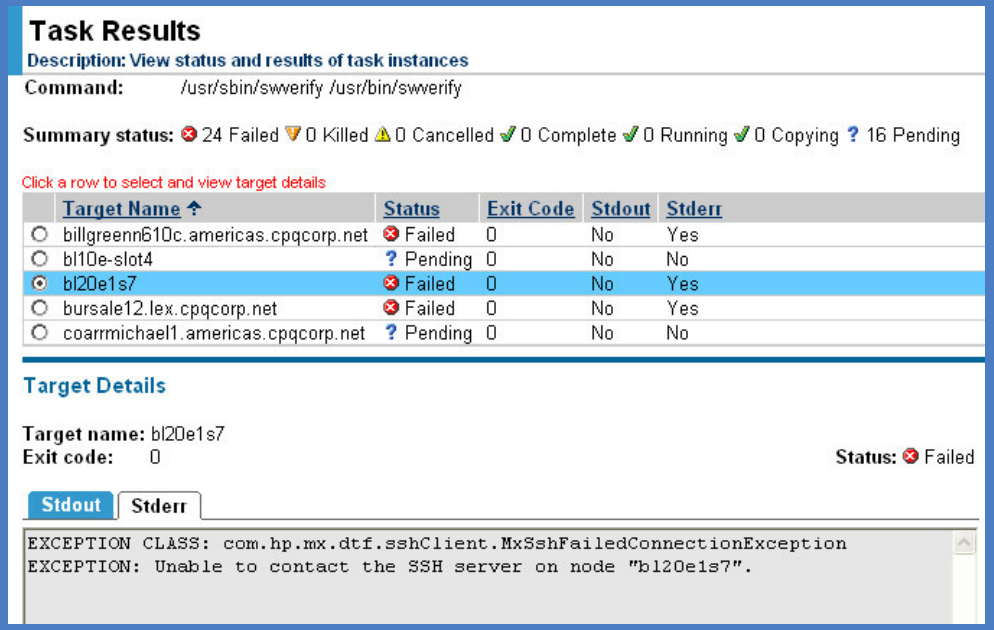






Deployment Failures

- **Bad Trusts**
- **No VCRM set**
- **Fails because of SSH permissions**



Task Results

Description: View status and results of task instances

Command: /usr/sbin/swverify /usr/bin/swverify

Summary status: 24 Failed 0 Killed 0 Cancelled 0 Complete 0 Running 0 Copying 16 Pending

Click a row to select and view target details

Target Name	Status	Exit Code	Stdout	Stderr
billgreenn610c.americas.cpqcorp.net	Failed	0	No	Yes
bl10e-slot4	Pending	0	No	No
bl20e1s7	Failed	0	No	Yes
bursale12.lex.cpqcorp.net	Failed	0	No	Yes
coarrmichael1.americas.cpqcorp.net	Pending	0	No	No

Target Details

Target name: bl20e1s7
Exit code: 0
Status: Failed

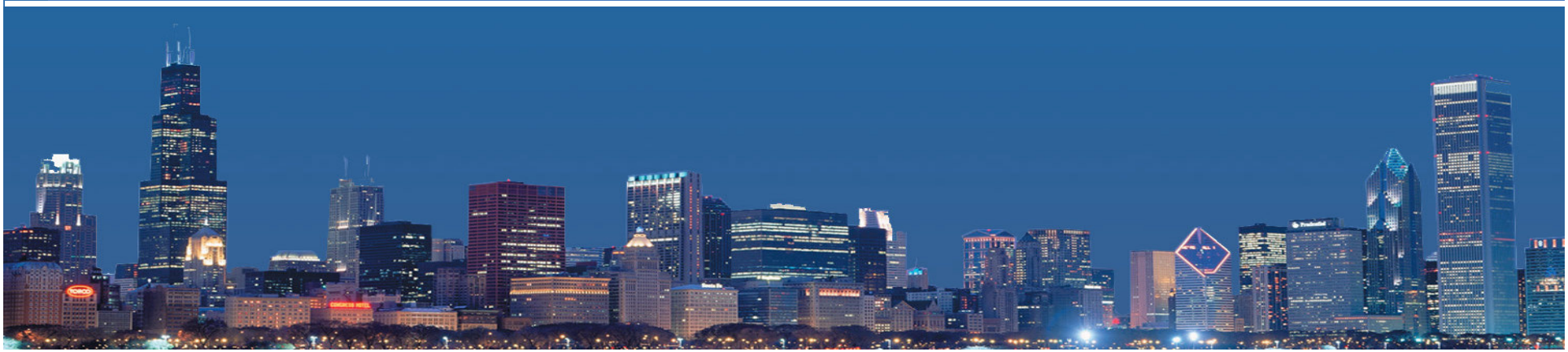
Stdout | Stderr

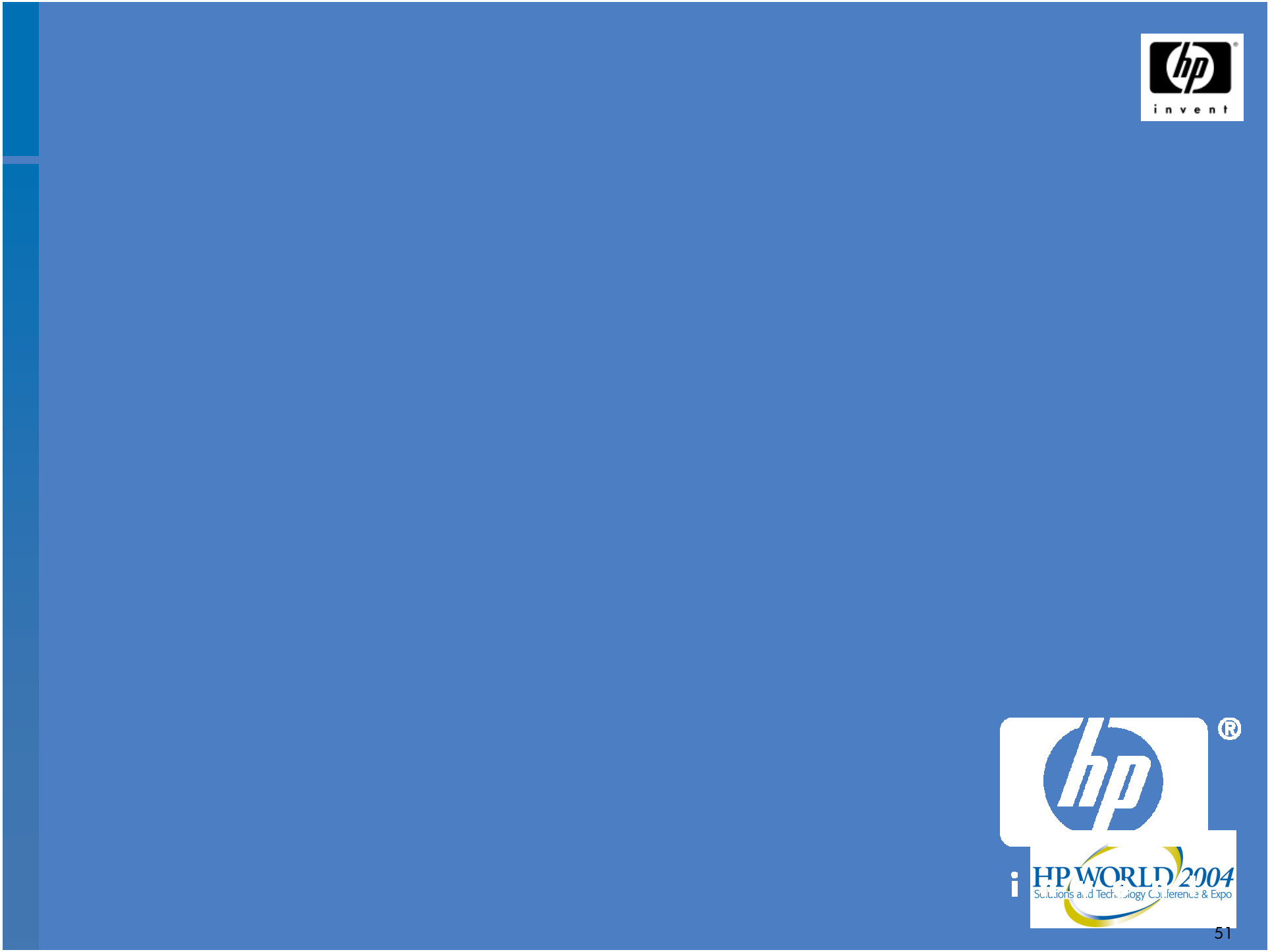
```
EXCEPTION CLASS: com.hp.mx.dtf.sshClient.MxSshFailedConnectionException
EXCEPTION: Unable to contact the SSH server on node "bl20e1s7".
```

"This is a standard quote slide. Type your quote inside the quotation marks."

Jordan Doe

CIO, ABC Company

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