HP Version Control Agent

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1 Product overview

The *HP Version Control Agent* (VCA) is an *HP Insight Management Agent* that is installed on a system to enable you to view the HP software and firmware that is installed on that system. The VCA can be configured to point to a *repository* being managed by the *HP Version Control Repository Manager* (VCRM), allowing easy version comparison and software updates from the repository to the system on which the VCA is installed.

The VCA provides *version control* and system update capabilities for a single HP system. The VCA determines system software status by comparing each *component* installed on the local system with the set of individual components or a specified ProLiant or Integrity Support Pack listed in the VCRM. Individual components or an entire ProLiant or Integrity Support Pack can be updated by clicking the install icon located next to the system software status icon.

The VCRM and the VCA are integrated with the *System Management Homepage* (SMH), which is the standard single-server management tool in the ProLiant Essentials Foundation Pack. *HP Systems Insight Manager* (HP SIM), also part of the ProLiant Essentials Foundation Pack, uses the VCRM and VCA to facilitate software versioning, update, and tasks related to it.

The VCA is available for Windows and Linux operating systems. The VCA is an integrated part of the SMH that is designed to display the *available software* inventory of the system on which it is installed. The VCA also allows the installation, comparison, and update of system software from a repository that is managed by a VCRM.

Users with administrator or operator privileges can access the VCA to maintain the *software inventory* of the system manually. The installation of components and configuration activities are logged to a log file at the system. The VCA logs activities, such as software installations. However, installations done outside the VCA do not appear in this log.

The VCA enables you to view the software installed on selected HP equipment, the available updates, and whether the installed software is compliant with the latest updates found in the selected repository. In addition, you can add or update HP software on the system remotely, using the browser interface of the VCA.

You can use the *Replicate Agent Settings* feature in HP SIM to update multiple servers with VCA settings. For more information regarding the **Replicate Agent Settings** feature, refer to the online HP SIM help system.

The VCA permits:

- "Viewing installed software" - View the currently installed software
- "Changing agent settings" - Select a VCRM as a reference point for obtaining software updates
- "Viewing overall software status" - Select a ProLiant or Integrity Support Pack as a managed baseline
- "Viewing HP ProLiant and HP Integrity Support Pack details" - View the details associated with a ProLiant or Integrity Support Pack or individual software component that is in the version control repository
- "Updating software" - Install a ProLiant or Integrity Support Pack or individual software component from the version control repository
- "Printing software status"- Print the installed software inventory and software status
- "Viewing the log" - View the VCA log
- "Clearing the log" - Clear the VCA log.
- "Changing log settings" - Configure the log to automatically delete older entries reducing maintenance activity for administrators
- "Changing log settings" - Change the log settings

In addition to maintaining the software inventory of the system, the VCA integrates with HP SIM. This integration enables administrators to take advantage of the Software Update capabilities of the agent.

Additional resources

For additional resources, go to **http://www.hp.com/servers/manage**.

Related topics

▲   The Home page

2 Getting started

To start using the *HP Version Control Repository Manager* (VCRM) and the *HP Version Control Agent* (VCA), use the following steps as a guideline for installing and configuring your machines properly:

1. Verify that your system meets minimum requirements. For more information regarding minimum requirements, refer to the *Version Control Installation Guide*.
2. Install and configure the SMH. For more information regarding the SMH, refer to the *System Management Homepage Installation Guide*.
3. Install and configure the VCRM with an *HP ProLiant and Integrity Support Pack* on a machine accessible from the server where you are installing the VCA. One VCRM can support many VCAs, so in most cases, you need only one repository. However, multiple repositories might be required for large or widely dispersed enterprises.
4. Install and configure the VCA on the target system. Installing the VCRM before installing the VCA enables you to configure the VCA to use data in the repository specified from the **Change Agent Settings** link in the VCA. For more information regarding installing the VCRM, refer to the *Version Control Installation Guide*.
5. Browse to the *System Management Homepage* (SMH) located at `https://hostname:2381` to log in.
6. Configure the VCA to use data provided by the repository defined by the **Change Agent Settings** link.

Procedures

- Changing agent settings
- Updating software
- Viewing installed software

Related topics

- The Home page
- The Log page
- Viewing overall software status icons

Internet Explorer security settings

By default, Internet Explorer security settings block some actions performed by the HP Version Control Agent. To correctly configure Internet Explorer security settings, HP recommends that you add the SMH URL to Internet Explorer's Trusted Sites.

To add the SMH to Internet Explorer's Trusted Sites:

1. From Internet Explorer, click **Tools→Internet Options**.
2. Click the **Security** tab.
3. Select the **Trusted sites** icon.
4. Click **Sites...**. The Trusted sites dialog box appears.
5. In the **Add this Web site to the zone** field, enter `https://hostname:2381/` and click **Add**.
6. Click **OK** to save your changes and close the Trusted sites dialog box.
7. Click **OK** to close the Internet Options dialog box.

Related topics

- Viewing the log
- Troubleshooting

Logging in

Access the *HP Version Control Agent* (VCA) *graphical user interface* (GUI) from any network client using a web browser. For information about which browsers are supported, refer to the *Version Control Installation Guide*.

IMPORTANT: If an *HP Version Control Repository Manager* (VCRM) has not been configured, only the Software and Firmware Inventory of items currently installed on the system are displayed on the **Home** page. The VCA settings must be configured for full functionality.

NOTE: Login accounts, which have Administrator or Operator privileges defined in the SMH, can access all features of the VCA.

Logging into the VCA

To log into the VCA:

1. To access the VCA with access to all available features, you must log into the SMH with **administrator** or **operator** level access.
2. Navigate to `https://hostname:2381`. The **Login** page appears if **Anonymous Access** is disabled. If **Anonymous Access** is enabled, the **SMH** page appears.
3. After you have logged in, you can browse directly to the VCA by entering `https://hostname:2381/vcagent` in the browser address field, or you can open it in a new browser window by clicking the HP Version Control Agent link from the SMH under **Integrated Agents**, or in the **Version Control** status box on the **Home** tab. The **VCA** page appears.

NOTE: In SMH 3.x, the Version Control (VCA and VCRM) agents links are available only under the **Version Control** status box on the **Home** tab and it opens in the same window. The Integrated Agents will be available in **Webapps** tab, but there is no link available for any agent.

Related topics

- Getting started
- Logging out

Logging out

Logging out of the HP Version Control Agent

You are logged out automatically from the *System Management Homepage* and *HP Version Control Agent* after approximately 15 minutes of inactivity.

To log out:

1. Browse to the VCA. You can click the `servername` Homepage link on the VCA banner.
2. Click the Sign out link in the upper right corner.
3. Close the web browser.

Related topics

▲ Logging in

3 Navigating the software

The *HP Version Control Agent* (VCA) provides an interface that enables you to easily navigate through the tabbed pages:

- " The Home page"
- "The Log page"

Related topics

- Viewing overall software status icons
- The Home page
- The Log page

4 The Home page

The **Home** page lists the HP software and version currently installed. The content of the **Home** page depends on the configuration of the *HP Version Control Repository Manager* (VCRM). Refer to *"Changing agent settings"* for information regarding the configuration of the VCRM and *Reference Support Pack*.

The HP Version Control Agent Home page permits the following:

- "Viewing overall software status"
- "Viewing overall software status icons"
- "Viewing installed software"
- "Viewing HP ProLiant and HP Integrity Support Pack details"
- "Viewing the Reference Support Pack"
- "Showing or hiding software"
- "Changing agent settings"
- "Updating software"
- "Refreshing inventory data"
- "Printing software status"

Related procedures

- Logging in
- Logging out

Related topics

- Viewing overall software status icons
- Licensing
- Viewing overall software status

Viewing overall software status

The **Overall Status** icon is not displayed until an *HP Version Control Repository Manager* (VCRM) has been configured using the **Change Agent Settings** link. After a *repository* has been configured, the *Overall Software Status* icon is based on a comparison between the installed software or firmware versions and newest *component*s available from the configured VCRM. The *overall software status* that appears depends on the configuration defined using the **Change Agent Settings** link. On Windows operating systems, you can configure the **Overall Software Status** to display a Major status if the server software version does not match the *Reference Support Pack* version. When both a repository and Reference Support Pack have been configured, the **Overall Software Status** icon is based on a comparison between the installed software or firmware versions and the software or firmware versions in the Reference Support Pack.

For more information regarding the **Software Status** icons, refer to *"Viewing overall software status icons"*.

IMPORTANT: Software status is based on a comparison of installed software against what is available in the repository. If there are no comparable items in the repository, the status is considered *current*. You can configure software status to display *critical* when the server software version does not match the Reference Support Pack version using the **Change Agent Settings** link.

To view overall software status, click the **Home** tab. The **Home** page appears.

Related procedures

- Changing agent settings
- Updating software

Related topics

- Viewing overall software status icons
- Navigating the software

Viewing overall software status icons

NOTE: Click a **Software Status** icon to access the *HP Version Control Agent* (VCA). If the VCA cannot be accessed, help displays describing how to configure the VCA or trust relationship on that system.

NOTE: There is a **Software Status** icon for every system except HP-UX.

The status is based on comparing the *installed versions* against versions in the *repository*.

Icon	Status
❓	There are different reasons why an **Unknown** status icon might display: - The VCA does not have an *HP Version Control Repository Manager* (VCRM) configured. - The configured VCRM is not reachable or does not respond to HTTP requests, for example, the system or service is down or the password has been changed. - A VCA cannot be detected on the system or cannot communicate with the VCA.

Status Values When no Reference Support Pack is Set

Note: The status is that of the latest version of the component in the configured repository.

Icon	Status
🔻	This update contains critical bug fixes. HP requires that you apply this update at your earliest convenience.
⚠️	The repository contains a version of this component that might contain bug fixes or new hardware support. HP recommends that you review information about this version and apply this update appropriately.
✅	The installed software versions are the same or newer than the *latest versions* available at the VCRM.

Status Values When a Reference Support Pack is Set but the Exact Match Setting is Not Selected

Icon	Status
🔻	This update contains critical bug fixes. HP requires that you apply this update at your earliest convenience.
⚠️	This update might contain bug fixes or new hardware support. HP recommends that you review information about this version and apply this update appropriately.
✅	The installed software versions are the same or newer than the versions in the Reference Support Pack.
❓	The *Reference Support Pack* configured at the VCA is no longer valid at the configured VCRM.

Status Values When a Reference Support Pack is Set and the Exact Match is Selected

Icon	Status
🔻	The installed version does not match the version of the same item in the Reference Support Pack, and the VCA settings specify that an exact match is expected.
✅	The installed software versions are the same or newer than the versions in the Reference Support Pack.

Icon	Status
❓	The Reference Support Pack configured at the VCA is no longer valid at the configured VCRM.

When the *overall software status* indicates that an item is not current, identify the software or firmware items that have available updates, read the item descriptions, and determine whether the update is appropriate for the server.

In the event a repository has been configured and a Reference Support Pack has not, the status is based on a comparison between the installed software or firmware versions and the newest components available from the configured repository.

In the event a repository and Reference Support Pack have been configured, the status is based on a comparison between the installed software or firmware versions and the software or firmware versions in the Reference Support Pack.

Related topics

- The Home page
- The Log page

Viewing installed software

The **Installed Software** section displays software and firmware versions.

If the *HP Version Control Agent* (VCA) options have not been set, only the *Installed Version* column displays the software or firmware versions currently installed on the agent system.

After an *HP Version Control Repository Manager* (VCRM) has been configured using the **Change Agent Settings** link, the *Latest Version* column appears. The **Latest Version** column displays the newest available version of the *component* in the configured *repository*. Click any version number in the **Latest Version** column to link to a description of that version stored in the repository.

The *Support Pack Version* column is not shown if a *Reference Support Pack* has not been defined using the **Change Agent Settings** link. After a VCRM and the Reference Support Pack have been configured using the **Change Agent Settings** link, both the **Support Pack Version** and the **Latest Version** columns are listed. The **Support Pack Version** column displays the component version of software or firmware that is part of the configured Reference Support Pack. Click any version number in the **Support Pack Version** column to link to a description of that version stored in the repository.

Status icons for installed software have the following meanings:

Icon	Status
⚠️ (orange)	This update contains critical bug fixes. HP requires that you apply this update at your earliest convenience.
⚠️ (yellow)	This update might contain bug fixes or new hardware support. HP recommends that you review information about this version and apply this update appropriately.
✅	The installed software version is equal or greater than this version.

NOTE: The **Overall Software Status** appears depending on the configuration assigned by the **Changing Agent Settings** feature.

NOTE: The **Install** icon is disabled if you are not logged in with SMH's **Operator** or **Administrator** privileges.

NOTE: If an installed software or firmware item does not have any version available in the configured repository, it will not have an entry in the **Support Pack** or **Latest Version** columns. That item will not have a status icon but is considered current when determining the *Overall Software Status*.

VCA supports the SAS and SATA disk drive firmware smart components. The **Installed Software** section displays disk drive firmware components. Based on the disk drive model, the components are grouped and listed them as separate items with expandable and collapsible tree view.

Related topics

- Viewing overall software status icons
- Updating software

Viewing HP ProLiant and HP Integrity Support Pack details

The *HP Version Control Agent* (VCA) enables you to view details about *HP ProLiant and Integrity Support Packs* and *components*. The detailed information provides you with information about the ProLiant and Integrity Support Pack or component such as File, Name, Version, Languages, Release Date, Description, Installation Notes, Prerequisites, Revision History, Availability Notes and Contents.

To view details about a specific ProLiant and Integrity Support Pack or component:

1. Click the **Home** tab. The **Home** page appears.
2. Click the hyperlink associated with the item you want to view detailed information about. A page appears linking you to a page in the *HP Version Control Repository Manager* (VCRM).

Related topics

- The Home page
- Viewing overall software status icons
- Viewing installed software

Viewing the Reference Support Pack

The *Reference Support Pack* is configured by using the "Changing agent settings" link.

You can select a **Reference Support Pack** to be used to determine the *overall software status* of the system. This configuration enables the monitoring of installed software versions against a known, stable set of software versions. You can use an *HP ProLiant and Integrity Support Pack* or a *Custom Software Baseline* as a Reference Support Pack. A *Custom Software Baseline* can be generated using the *HP Version Control Repository Manager* (VCRM).

Related procedures

- Changing agent settings
- Viewing overall software status icons

Related topics

- The Home page
- Viewing overall software status icons

Showing or hiding software

The **Show Additional Items Available in the Repository** link provides the *Available Software* list of *ProLiant and Integrity Support Packs* and *components* available for installation. Available ProLiant and Integrity Support Packs and components are appropriate for the version of the operating system installed on the system, but might not necessarily be applicable to the specific server hardware. Only the ProLiant and Integrity Support Packs and components available in the configured *repository* are displayed.

To show additional items available in the repository:

1. Click the **Home** tab. The **Home** page appears.
2. Click **Show Additional Items Available in the Repository**. The available software appears on the **Home** page.

To hide additional items in the repository:

1. Click the **Home** tab. The **Home** page appears.
2. Click the **Hide Additional Items Available in the Repository** link. The installed software appears on the **Home** page.

Related topics

- The Home page
- Viewing overall software status icons
- Changing agent settings

Changing agent settings

The *HP Version Control Repository Manager* (VCRM) is a directory of software that is available for installation. Configuring the VCRM enables the *HP Version Control Agent* (VCA) to monitor the software contained in that *repository*.

To change the agent settings:

1. Select the **Home** tab. The **Home** page appears.
2. Click **Change Agent Settings**. The **Select the VCRM** page appears.
   a. In the **Computer Name** field, enter the name or IP address of a system with a VCRM installed. Specifying the name of a computer with a VCRM installed allows a more detailed *software inventory* to be generated and provides a way to update HP software on the system.
   b. In the **Login Account** field, enter a login that has the appropriate security level for the SMH on the specified system. The type of account, account name and password depend on whether the SMH or Management HTTP Server is installed at the system specified in the previous step. This account must have **Operator** or **Administrator** level at the VCRM system, so it is recommended that you use a browser to verify the login account and password before entering it.

      Note: You must enter the **administrator** or **operator** account defined in the SMH and provide the appropriate password for the VCA to download software from the VCRM. If anonymous access is disabled at the VCRM, you must enter at least an account with user privileges and provide the appropriate password for the VCA to provide software status by comparing the inventory with what is available at the VCRM.

      For Windows XP Service Pack 2 or Windows Server 2003 Service Pack 1, you might be unable to access the VCRM because Windows XP Service Pack 2 and Windows Server 2003 Service Pack 1implements a software firewall that prevents browsers or other clients from accessing the ports required for access to the VCRM. To resolve this issue, you must configure the firewall with exceptions to allow access through the ports used by HP SIM, VCA and other VCRMs.

      To configure the firewall exceptions:
      a. Select **Start→Settings→Control Panel**.
      b. Double-click **Windows Firewall** to configure the firewall settings.
      c. Select **Exceptions**.
      d. Click **Add Port**.

         You must enter the product name and the port number.

         Add the following exceptions to the firewall protection:

Product	Port Number
HP SMH Insecure Port:	2301
HP SMH Secure Port:	2381

      Note: For more information regarding HP SIM secure and insecure ports, refer to the HP Systems Insight Manager Technical Reference Guide at **http://h18013.www1.hp.com/products/ servers/management/hpsim/infolibrary.html** in the *Troubleshooting* help file under *Login Problems* section.

      e. Click **OK** to save your settings and close the **Add a Port** dialog box.
      f. Click **OK** to save your settings and close the **Windows Firewall** dialog box.

      This configuration leaves the default SP2 security enhancements in tact, but will allow traffic over the ports previously indicated. The secure and insecure ports must be added to enable proper communication from your browser and other clients that access the VCRM.

   c. In the **Password** field, enter the appropriate password for the login account that you selected in the **Login Account** field.
3. Click **Next** to continue. The **Select the Reference Support Pack** page appears. Click **Reset** to clear the settings you just specified or **Cancel** to abort the changes.

   Note: If the VCRM cannot be accessed, an error message appears, and you are returned to the HP Version Control Agent Change Agent Settings page to reenter the settings.

   • In the **Select the Reference Support Pack** field, select the name of an *HP ProLiant and Integrity Support Pack* from the dropdown menu to use as the default reference for the *Support Pack Version*

column on the Home page. If you changed the VCRM settings and do not want to specify a new Reference Support Pack, you can click **Finish** without specifying a new Reference Support Pack.

- Select **When checked, software status is based on installed software's version matching exactly that software's version in the Reference Support Pack** to alert you if software versions do not match.

  Note: If no Reference Support Pack was previously configured or the configured ProLiant and Integrity Support Pack does not exist, the Reference Support Pack field displays **(No Selection)**.

4. Click **Reset** to clear the changes and return to the previous settings, **Cancel** to discard the changes and retain the original settings, or **Finish** to save your changes. The updated configuration appears on the **Current Settings** page.

5. Click **Close** to return to the **Home** page.

   Note: If you click **Cancel**, a **Confirm Cancel** dialog box appears asking you to confirm your intention to discard the changes and retain the original settings. Click **No** to return to the **Current Settings** page or **Yes** to discard the changes, retain the original settings, and return to the **Home** page.

Related topics

▲   Viewing the Reference Support Pack

Updating software

The **Home** page enables you to install *HP ProLiant and Integrity Support Packs* and *components*. You can click the name of the software or firmware item to link to a description of that item from the *repository*.

To install a component or ProLiant and Integrity Support Pack:

1. Click the **Home** tab. The **Home** page appears.
2. Select one, more than one, or all items under **Support Pack Version** and/or **Latest Version**.
3. When HPSUM is available to VCRM as a smart component, the **Automatically Install Minimum Dependencies** option appears in the bottom of the page. Select this option to install the minimum dependencies required to install the selected items. This option is available in VCA 2.2 or later connecting with VCRM version 2.2 or later.
4. Click **Install**.

   A component/ProLiant and Integrity Support Pack installation page for selecting installation options appears.

   - When the **Automatically Install Minimum Dependencies** option is selected, VCA displays the selected components for installation under **Components selected for Install** and the components that did not meet dependency under **Dependency Failed Components List**. By default, all the components under **Dependency Failed Components List** are selected to force the installation.

   - When the **Automatically Install Minimum Dependencies** option is not selected, VCA displays the selected components with **Delete**, **Move Up**, and **Move Down** options to remove or reorder the installation of components.

   - **Force Installation.**   Enables the software to reinstall itself over an existing or newer version.

     Note: A *downgrade* to an older version might not succeed, even though this box is selected. Selecting this box enables the installation to be attempted because normal processing for most components does not attempt to install if a newer version is already present.

   - **Automatic Reboot.**   Enables the *HP Version Control Agent* (VCA) to automatically reboot the system if the installation requires a reboot when finished. In the case of a ProLiant and Integrity Support Pack installation, this event occurs after all component installations complete without error. If any component installation returns an error result, the reboot will not occur. Inspect the *VCA Log* after an installation error to determine whether the system must be restarted. If you do not select

Automatic Reboot, look at the log to determine if a reboot is needed. If the log indicates a reboot is required, manually reboot the server for the installations to complete.

Important: When a task completes, be sure to read the details in the log to determine whether a reboot is required.

5. Click **Install** to begin the installation or **Cancel** to abort the installation and return to the **Home** page.

Note: All components are downloaded before installation begins. An error in the download process causes the installation to fail, and no component installations occur. An error in the installation of a single component does not stop the installation of the rest of the components from a ProLiant and Integrity Support Pack, but it does prevent an automatic reboot from occurring. In Windows, if an installation of a single component does not complete within 15 minutes, a timeout occurs and the component installation is terminated.

Note: Only one installation task can progress at a time. Clicking the **Install** icon while another installation is in progress redirects you to the **Log** page for status of the current installation in progress.

Related topics

- Viewing installed software
- Viewing overall software status icons

Refreshing inventory data

The *HP Version Control Agent* (VCA) enables you to manually refresh the inventory data.

To refresh the inventory data:

1. Click the **Home** tab. The **Home** page appears.
2. Click **Refresh the Inventory Data**. The **Home** page is refreshed.

Related topics

- The Home page
- Viewing overall software status icons

Printing software status

The **Print Software Status and Installed Software** feature enables you to print a report that contains the following:

- *Overall software status*
- *Reference Support Pack*
- Names of installed software
- Installed version
- *Latest version*

To print the software status and installed software:

1. From the **HP Version Control Agent Home** page, click the **printer** icon in the upper right corner. The **Software Status and Installed Software** report appears. The default **Print** dialog box is also displayed.
2. Click **Print**. The report is printed.

Related topics

▲ The Home page

5 The Log page

The **Log** page contains information logged by the *HP Version Control Agent* (VCA) during its operation. The log is often informational when you are trying to troubleshoot a problem, such as why a specific task failed. The log can be cleared using the **Clear the Log** link.

The **Log** page permits:

- "Viewing the log"
- "Viewing details for single log entry"
- "Clearing the log"
- "Changing log settings"

Related topics

- Viewing the log
- Viewing details for single log entry
- Clearing the log
- Changing log settings

Related topics

- The Home page
- Navigating the software
- Viewing overall software status icons
- Windows events

Viewing the log

The **Log** page displays information regarding specific tasks that have been executed.

To view the *VCA Log*, click the **Log** tab. The **Log** page appears.

> **NOTE:** You can navigate through a log that has multiple pages by clicking the numbers or the arrows at the bottom of the **Log** page.

You can display details for a specific task by clicking the details link associated with the **Task ID**. The **Status Icons** column lists icons that denote the severity of each task. A definition of each status icon is shown.

Icon	Status
▼	Major
⚠	Warning
✔	Normal
ⓘ	Informational

- **Severity.** The severity icons shown report the severity of an event.

- Informational and Normal events are logged to confirm the internal event, such as startup, or the result of a successful task completion, such as a *component* install.
- Warning events can indicate a condition that might mean a feature of the VCA is not fully operational, such as an incorrect configuration.
- Major events are logged when a task or process fails. This severity can indicate a problem with the VCA but can also be caused by invalid input in a task or an external condition (such as a network problem), which can prevent a task from completing.

- **Task ID.** Clicking links in the **Task ID** column displays a filtered log for that task. Click the **Log** tab again or click **Back** from your browser to return to an unfiltered log. Tasks performed on behalf of an interactive user have an ID generated by the VCA. *HP Systems Insight Manager* (HP SIM) commands provide an ID for the tasks performed by **Replicate Agent Settings** and **Install Software and Firmware**.
- **Date/Time.** The date and time are recorded when an event occurs. The time is converted to the local time at your browser so that it represents the actual time the event occurred, even if the server is in a different time zone.
- **Message.** When additional information is available, a details link appears. Click the details link to display details. To view details of a specific event, click the details link associated with the message you want to view.

Related topics

- Viewing overall software status icons
- Clearing the log

Viewing details for single log entry

The *VCA Log* page enables you to view details regarding a log entry when available. If log entry details are available, a details link appears at the end of the applicable log entry.

NOTE: For more information regarding **Severity**, **Task ID**, **Date/Time**, and **Message** fields, refer to "Viewing the log".

NOTE: Depending on the type of situation that caused a log entry to be written, detail information is written in the VCRM's local operating system language or the client browser's language setting, if detail information in that language is available. Changes to the browser language setting after the log entry is written do not change the displayed language of the detail information.

To view log entry details:
1. Click the **Log** tab. The **Log** page appears.
2. Click the details link that is associated with the log entry about which you want to view details. The **Entry Details** page appears.

Related topics

- Viewing the log
- Viewing HP ProLiant and HP Integrity Support Pack details

Clearing the log

If the logs become lengthy and cumbersome, it can become difficult to find the information for which you are searching. The **Clear the Log** link enables you to clear the *VCA Log*.

> **△ CAUTION:** Clearing the HP Version Control Agent log file is irreversible. Use this feature with caution.

> **IMPORTANT:** Be sure that you have configure the Internet Explorer security settings properly. For more information, refer to "Internet Explorer security settings".

> **NOTE:** You must be logged into the system with **Operator** or **Administrator** privileges to clear the log.

> **NOTE:** Do not clear the log while an installation is in progress, because the file is in use by the *component* setup programs, and clearing it can interfere with the overall result status returned to HP SIM.

To clear the VCA log:

1. Click the **Log** tab. The **Log** page appears.
2. Click **Clear the Log**. The **Clear the HP Version Control Agent Log** page appears.
3. In the **Text Save Option** section, select **Save Log Text** if you want to save the existing log entries in a text file for future reference.
4. Click **Reset** to return the **Clear the VCA Log** page to the default settings or **Cancel** to abort the clear operation. In the **Clear** section, click **Finish** to clear the log.
   a. If you select **Save Log Text**, the **File Download** dialog box appears.
   b. Click **Save**. The **Save As** dialog box appears. Navigate to the location where you want to save the text file, and click **Save**. The **Clear the HP Version Control Agent Log** page appears again, indicating whether the **VCA Log** was cleared successfully.
5. Click **Close**. The **Log** page is refreshed.

Related topics

- Viewing the log
- Viewing installed software

Changing log settings

The **Change Log Settings** link enables you to configure the log settings. You can specify whether you want to automatically delete log entries, the number of days you want to keep the entries before deleting, and the number of log entries displayed per page.

> **NOTE:** You must be logged into the system with **Operator** or **Administrator** privileges to make changes to the configuration or enable the **Log Management** features.

To change the Log Settings:

1. Click the **Log** tab. The **Log** page appears.
2. Click **Change Log Settings**. The **Log Settings** page appears.
3. In the **Log Aging** section, select **Log Aging** to specify a certain number of days to retain the log entries before automatically deleting them. You can deselect **Enable Log Aging** if you do not want to automatically delete log entries.
4. In the **Days to Keep Entries** field, enter the number of days that you want to retain the log entries before deleting them.

   Note: By default, log entries are kept for 90 days.

5. In the **Log Entries Displayed Per Page** section, select the number of entries that you want to display on each **Log** page from the dropdown menu.

6. Click **Reset** to return the **Log Settings** page and restore the default settings, or **Cancel** to abort the changes.
7. Click **Finish** to save the new settings. The **Log Settings** page appears indicating whether the log settings were saved successfully.
8. Click **Close**. The **Log** page is refreshed.

Related topics

- Clearing the log
- Viewing the log

6 Troubleshooting

HP Version Control Agent

Access problems

My Install buttons are grayed out in the VCA when I configure the VCA with administrator, operator or even invalid credentials to connect to the VCRM.

Solution: The VCRM's SMH has anonymous access enabled.

HP recommends that you upgrade the VCRM with the version from the 7.50 HP Management CD.

HP SIM problems

How do I recover from a failed update when the software *repository* becomes unavailable while the update is performed in *HP Systems Insight Manager* (HP SIM)?

Solution: If the update task uses a software version criteria, execute the task again. The update starts over and the Smart Components that are deployed are only installed if supported by the target servers.

Use the task log to examine the target systems and determine where the update failed.

The software update feature in HP SIM does not locate any repositories. How can this be corrected?

Solution: Verify the Discovery settings and ensure that the IP range specified does not exclude the selection of available repositories. Also, for a repository to announce itself as such to HP SIM, ensure that the repository is managed by the *HP Version Control Repository Manager* (VCRM). While it is not necessary, it is useful to set up a VCRM on a system before you run Discovery in HP SIM for the first time. Make sure that the VCRM trusts HP SIM.

One of the three items I was trying to install from HP SIM failed to download from the repository, yet the other two items, which downloaded properly, did not install.

Solution: If any items fail to download from the repository, the VCA will not attempt to install any of the items.

I set up a task to notify me using email when a software update task completed in HP SIM, but when the event arrived, not all of the software was completely installed.

Solution: The software update task sends the VCA on each target system a command to install the specified components. After the install command has been sent to the last system, the software update task completes, and the completion event is sent. However, at this time, some of the systems might still be in the process of downloading components and installing them.

Why can't I install or update the VCRM using the VCA? I receive an Unable to install the Microsoft XML Parser 3.0 (1603) error.

Solution: You are attempting to install the VCRM with the VCA, whose service does not have administrative privileges.

Perform the recommended changes only on servers running both the VCA and VCRM:

1. Launch the **Services** program.
2. Right-click the **VCA** service.
3. Select **Properties**.
4. Click the **Log On** tab.
5. Click **This account**.
6. Enter the name of or browse to a user with administrative privileges using **Browse**.
7. Click **OK** to save the changes.

You will now be able to install and upgrade the VCRM using the VCA.

Log problems

Why do I see a reboot required, `Status 2` in the VCA Log but not in the Install Log?

Solution: The **VCA Log** page contains information logged by the VCA during its operation. The **VCA Log** is often informational when you are trying to troubleshoot a problem, such as why a specific task failed. In

this specific case, the component setup program detected that the installation succeeded, but will not be complete until the system is rebooted. The VCA does not reboot the system after each component install, but at the end of all installations, to avoid unnecessary restarts. If the installation task was started without the **reboot automatically** option selected, you must restart the server manually to ensure proper installation of all software.

The **Log** page contains information logged by the component setup program.

Why do some of my components not install and report in the log as failed, although the hardware exists on my server and requires the update?

Solution: Some HP components are not written to support silent installation, such as HP NIC drivers for Windows NT, which is an installation that requires user intervention. The VCA can only install components that are written for silent installation. The following components currently do not support silent installation:

- NetFlex/Netelligent Adapter Driver for Windows NT 4.0
- Ethernet/Fast Ethernet or Gigabit NIC Driver for Windows NT 4.0
- Array Redundancy Software for Windows 2000

In the event silent installation is not supported, HP recommends the following procedure

1. View the VCA log and determine which component failed.
2. Access the failed system, and browse to the VCRM repository from that system.
3. Browse to the **Catalog** and identify the component.
4. Click the component. The **Component Details** page appears.
5. Click the link associated with the component at the top of the **Component Details** page to download the failed component.
6. Save the component to the system.
7. Install the component manually.

In the event components fail because they are not signed by Authenticode technology or have not cleared the Microsoft Windows logo testing, check the target system for messages.

If these components do not or will not install without user intervention or silently, why does the VCA report Failed to Install?

Solution: At the current time, the VCA does not differentiate between silent and non-silent components.

I am unable to save the log entries in a file and following Microsoft Internet Explorer message appears, "Internet Explorer cannot download clrlogwiz&logsave=true from the local host". What is happening?

Solution: A browser setting is preventing you from writing to the log file.

HP recommends the following actions:

1. From Microsoft Windows Explorer, click **Tools→Internet Options→Advanced**.
2. Under the **Security** section, deselect **Do not save encrypted pages to disk**.
3. Click **OK**. The settings are saved.

After installing the SMH from the installation icon in the VCA, the VCA log disappeared and indicated that the page cannot be displayed. What happened to the log?

Solution: The SMH is restarted during the installation which disrupts the connection between the client browser application and the system. To resolve this issue, HP recommends that you login to the SMH again and view the VCA log directly to determine the status of the installation task.

When attempting to clear the log and save log text using Internet Explorer, a security dialog box appears indicating a file download error has occurred. I can download the file by right-clicking the **Security** tab and selecting **Download File**. However, when I open the log file from the saved location, there is no data. How can I resolve this issue?

Solution: The default Internet Explorer security settings prevent you from downloading the file.

To resolve this issue, HP recommends that you add the SMH URL to Internet Explorer's Trusted Sites.

To add the SMH to Internet Explorer's Trusted Sites:

1. From Internet Explorer, click **Tools→Internet Options**.
2. Click the **Security** tab.
3. Select the **Trusted sites** icon.

4. Click **Sites...**. The Trusted sites dialog box appears.
5. In the **Add this Web site to the zone** field, enter `https://hostname:2381/` and click **Add**.
6. Click **OK** to save your changes and close the Trusted sites dialog box.
7. Click **OK** to close the Internet Options dialog box.

Print problems

When I try to print from a Mozilla browser, a dialog box displays indicating there is an `Unknown Error`. **Why is this happening?**

Solution: A default printer has not been configured. HP recommends that you configure a default printer to resolve this issue.

ProLiant Support Pack problems

After inititating the ProLiant Support Pack installation on a server, a message displays indicating XML PARSING ERROR and the log details display `The xml file was tainted`. The ProLiant Support Pack installation is terminated.

Solution: The ProLiant Support Pack installation is terminating due to low disk space.

To resolve this issue, ensure the server has at least 200 MB or more of free disk space so the installation can complete successfully.

Replicate Agent Settings problems

The Replicate Agent Settings feature in HP SIM denies access to the source system for security reasons. How is this corrected?

Solution: HP SIM implements security to ensure that access to management information is available only to authorized users. This security relies on security settings between HP SIM with managed systems. HP SIM will deny access if the trust relationship between HP SIM and the source system's SMH is not configured correctly. To correct this problem, HP suggests the following procedure:

1. Navigate to `https://hostname:2381`.
2. From SMH, click **Settings→Security→Trust Mode**.
3. Correct the configuration.

Note: For more information regarding Trust Relationships, refer to *Setting up Trust Relationships* in the *HP SIM User Guide*.

Complete information on the security implemented by the management system, where the VCRM is installed, and the managed systems, or SMH, are available in the *Security* white paper. To download the *Security* white paper, go to **http://www.hp.com/servers/manage**.

Repository problems

The job of the Software Version Status Polling tasks in HP SIM is to retrieve a list of installed software and firmware from systems and obtain the software status from the *HP Version Control Agent* (VCA) on those systems. Why do I need to specify a repository when setting up this task? Does it matter which repository I choose?

Solution: HP SIM sends the selected VCRM a list of all the software versions in sorted order. This is necessary so that HP SIM can properly handle searches that include software version comparisons. The VCRM can return a sorted list of versions for a *component* even if that component does not exist in the repository. However, it is generally a good idea to choose a repository with the most complete set of software.

I cannot seem to configure the VCA settings to access the VCRM using the administrator credentials. Why is this happening?

Solution: When SMH is installed, the VCA cannot be configured to access a VCRM 2.1 or later using the **administrator** login credentials. A feature in the VCA prevents you from using the **administrator** credentials to ensure that the **administrator** OS Account for the VCRM is not locked out when the VCA retries the login to the VCRM several times.

HP recommends that you create an account with administrator privileges to be used specifically by the VCA, for example, *vcadmin*.

Software inventory problems

Why do some of the components display in the inventory for hardware that is not physically located on my server?

Solution: This issue is caused by a conflict between SmartStart and the VCA and might display with **Yellow** status icons in the *Latest Version* and **Support Pack** columns.

SmartStart installs all components, specifically storage components, for hardware, regardless of the physical location of hardware on the server, for example:

- 32-Bit SCSI Controller Driver for Windows NT 4.0
- Drive Array Driver for Windows NT 4.0
- Smart Array-2 Controllers Driver for Windows NT 4.0
- 64-Bit/66Mhz Dual Channel Wide Ultra3 SCSI Controller Driver for Windows NT 4.0
- Smart Array 5x Controller Driver for Windows NT.40

The inventory for these components might display with **Yellow** status icons, stating an upgrade is needed and available, which occurs when the VCRM configured on the VCA is cataloged with newer versions of these components.

For example, if your server is configured with components from HP SmartStart CD 5.2 and the **Catalog** of your VCRM contains new HP SmartStart CD 5.3 components, the inventory of the VCA displays the previously mentioned items with **Yellow** status icons. You cannot upgrade these components because the physical hardware does not exist on the system or allow the status icons to display with a **Green** icon reporting the components are current. The **Overall Status** also continues to display with a **Yellow** icon because the VCA is reporting components that need updating.

You can create a *Custom Software Baseline* excluding these components and configure your VCA to use it as its *Reference Support Pack*. This option enables the *Support Pack Version* column to exclude these components during its version comparison, which allows your Overall Status to display with a **Green** icon stating the inventory is current. However, the **Latest Version** column will continue to display with **Yellow** icons for these components.

This solution should only be applied to those systems without the storage hardware physically installed.

This problem will be corrected in future releases of the VCA.

"ati2mtag.sys" and "HPCISSs2.sys" are observed as software names under Installed Software.

Solution 1: Install Insight Management Agents for SNMP and install/configure SNMP with at least one community string with read access. This will make VCA to collect inventory from SNMP.

Solution 2: Populate VCRM with latest updates and configure VCA to VCRM. This will make VCA to update the latest applicable description from VCRM for that product.

Solution 3: Use Smart Start CD to install the required drivers. This will install drivers with the HP Metadata and driver name description.

HP Version Control Repository Manager

Access problems

After updating my Windows XP system with Service Pack 2, I am unable to access the HP Version Control Repository Manager. What happened?

Solution: The Windows XP Service Pack 2 implements a software firewall that prevents browsers or other clients from accessing the ports required for access to the VCRM. To resolve this issue, you must configure the firewall with exceptions to allow access through the ports used by HP SIM, VCA and other VCRMs.

HP recommends the following actions:

1. Select **Start→Settings→Control Panel**.
2. Double-click **Windows Firewall** to configure the firewall settings.
3. Select **Exceptions**.
4. Click **Add Port**.
   You must enter the product name and the port number.

Add the following exceptions to the firewall protection:

Product	Port Number
HP SMH Insecure Port:	2301
HP SMH Secure Port:	2381

Note: For more information regarding HP SIM secure and insecure ports, refer to the *HP SIM User Guide*, *Troubleshooting*, *Login Problems* section.

5. Click **OK** to save your settings and close the **Add a Port** dialog box.
6. Click **OK** to save your settings and close the **Windows Firewall** dialog box.

This configuration leaves the default SP2 security enhancements in tact, but will allow traffic over the ports previously indicated. The secure and insecure ports must be added to enable proper communication from your browser and other clients that access the VCRM.

Browser problems

When I try to configure a component using the latest ProLiant Support Pack, the component configuration wizard appears in my Mozilla browser with a screen that has all configuration screens included in one individual screen. I am unable to save any configuration, and a blank screen appears in the wizard when I click Save. Why is this happening?

Solution: The component configuration included in ProLiant Support Pack 7.10 and earlier might not succeed when using the Mozilla browser because there are dependencies contained in the component's configuration HTML.

To resolve this issue, use Internet Explorer 6.0 SP1 or later, or HP Remote Deployment Utility to configure components.

The Upload Support Pack task does not work. What is happening?

Solution: The browser settings to download and run ActiveX controls must be enabled for the **Upload ProLiant Support Pack** task to work.

To configure the Microsoft Internet Explorer security settings

1. From the **Microsoft Internet Explorer** toolbar, click **Tools** and select **Internet Options**. The **Internet Options** dialog box appears.
2. Click **Custom Level**. The **Security Settings** dialog box appears.
3. Under **ActiveX controls and plug-ins, Download signed ActiveX controls**, select **Enable**.
4. Under **Run ActiveX controls and plug-ins**, select **Enable**.
5. Under **Script ActiveX controls marked safe for scripting**, select **Enable**.
6. Click **OK** to save your settings. You are returned to the browser.

Catalog problems

When I copy the files from a ProLiant and Integrity Support Pack into the repository manually, I might not see all of the new components listed on the Catalog page. What can I do to see these files?

Solution: When you copy files into the repository manually without using the VCRM, the repository might need to be rescanned and the catalog rebuilt. For more information regarding copying files into the repository manually, refer to the VCRM help files, *Updating the Repository Manually from the HP SmartStart CD* (for ProLiant servers) or HP SmartSetup CD (for Integrity servers). For more information regarding rescanning the repository, refer to VCRM help files, *Rescanning the Repository and Rebuilding the Catalog.*

The rescan functionality does not seem to work on my VCRM. Why is this happening?

Solution: The rescan functionality does not work when the **Auto Update** is in progress. After the **Auto Update** is complete, the repository rescans itself, and all the components and ProLiant Support Packs downloaded during the **Auto Update** are displayed in the catalog.

During the automatic update, I received the following error, `The automatic update failed because an error occurred while retrieving the download site catalog.` **The error message referenced an error for the catalog.xml file and an error code 12007, 12015, and etc. What does this mean?**

Solution: While the automatic update process was in progress, the VCRM was unable to connect to the website.

HP recommends the following actions:

- Verify that the hardware connection for the Internet is secure, for example, phone line or cable, to the machine where the VCRM is installed.

- Verify the domain name server (DNS) settings are correct.

- Verify that the proxy server, port, and proxy user authentication settings are correct.

After I use the 'Upload a Support Pack' feature, why are some of the new Support Packs marked invalid and other files missing, even though the upload appeared to complete successfully?

Solution: The upload completes after all files have been transferred from the local system to the VCRM. For performance reasons, transferred files are queued for cataloging as a separate activity at the VCRM server, meaning that upon completion of the upload, not all of the files will immediately appear in the catalog, and uploaded Support Packs may be marked as invalid until all files have been cataloged, usually within a few minutes.

Error problems

My VCRM upgrade is failing with the following error `An error (0) occurred while trying to install the MSXML Parser 3.0`**.**

Solution This error occurs when the component is extracted and installed over a network.

HP recommends that you install the component without extracting over the network. For example, launch `cp00xxx.exe` on each system.

HP SIM problems

After installing HP SIM 4.1, the VCRM is not accessible. There is no link available by way of SMH, and when I attempt to connect directly by entering `https://VCRMSystem:2381` **in the browser, a 404 error code appears.**

Solution: The access rights to the `\compaq\wbem` directory were not set up correctly during the uninstall of HP SIM 4.0/4.01 followed by the installation of HP SIM 4.1. As a result, the VCRM does not successfully register with the SMH.

HP recommends the following actions:

- Install HP SIM 4.2.

  Or

- Download and install HP Web-enabled System Management Software Security Patch for Windows 5.94, which is available as SoftPaq SP25771 from **http://h18007.www1.hp.com/support/files/server/us/download/22728.html**.
  1. Log into the system with administrative privileges.
  2. Stop the following services:
     - All Insight Management Agents
     - Array Configuration Utility
     - HP Version Control Repository Manager
     - HP Version Control Agent
     - HP Insight Management Agent
     - Surveyor
     - HP Performance Management Pack (PMP)
     - HP PMP Tools
  3. Rename the directory `\compaq\wbem` to `\compaq\wbem_old`.
  4. Create a new directory `\compaq\wbem`.

5. Copy the contents of the directory `\compaq\wbem_old` to `\compaq\wbem`.
6. Restart the following services:
   - All Insight Management Agents
   - Array Configuration Utility
   - HP Version Control Repository Manager
   - HP Version Control Agent
   - HP Insight Management Agent
   - Surveyor
   - HP Performance Management Pack (PMP)
   - HP PMP Tools

   The VCRM is accessible from SMH and from `https://VCRMSystem:2381`.

Log problems

Why are there multiple log entries in the VCRM log about components being modified or added after a ProLiant and Integrity Support Pack is uploaded?

Solution: The VCRM logs the specific additions that it receives from the upload control, but it also monitors the repository directory as a separate activity. The operating system provides separate notifications about changes in the repository directory, and these can result in multiple log entries, which can be ignored.

Solution: The default Internet Explorer security settings prevent you from downloading the file.

To resolve this issue, HP recommends that you add the SMH URL to Internet Explorer's Trusted Sites.

To add the SMH to Internet Explorer's Trusted Sites:

1. From Internet Explorer, click **Tools→Internet Options**.
2. Click the **Security** tab. The Security tab appears.
3. Select the **Trusted sites** icon.
4. Click **Sites...**. The Trusted sites dialog box appears.
5. In the **Add this Web site to the zone** field, enter `https://hostname:2381/` and click **Add**.
6. Click **OK** to save your changes and close the Trusted sites dialog box.
7. Click **OK** to close the Internet Options dialog box.

Pre-configuration problems

I am unable to add a certificate to the SMH component when preconfiguring it in the VCRM or HP SIM. I receive the error Unable to Read the certificate file when I select a certificate using Browse.

Solution: By default, Internet Explorer security settings block some actions.

HP recommends the following actions:

1. Be sure the selected certificate file has at least *read* access.
2. From the system you are browsing from, add the VCRM system's URL to Internet Explorer's **Trusted Sites** list.

   To add the VCRM URL to Internet Explorer's Trusted Sites:

   1. From Internet Explorer, click **Tools→Internet Options**.
   2. Click the **Security** tab. The **Security** tab appears.
   3. Select the **Trusted sites** icon.
   4. Click **Sites...**. The Trusted sites dialog box appears.
   5. Click **Default** and be sure the **Security level for this zone** is set to **Low**.
   6. In the **Add this Web site to the zone** field, enter `https://VCRMSystem:2381` and click **Add**.
   7. Click **Close** to save your changes and close the Trusted sites dialog box.
   8. Click **OK** to close the **Internet Options** dialog box.

3. Start preconfiguring the SMH component.
4. When you select the certificate file using **Browse**, an Internet Explorer warning appears regarding ActiveX Controls. Click **Yes** to load the certificate file.

ProLiant Support Pack problems

The ProLiant Support Pack installation terminates due to low disk space.

Solution:

After setting the repository directory with the encryption attribute and restarting the VCRM service, none of the ProLiant Support Packs are displayed in the VCRM Catalog page. In addition, the Log page indicates that a component has been deleted from the repository. Why aren't the ProLiant Support Packs displaying?

Solution: This problem is usually caused by a change in security permissions or encryption of the repository directory. Always check that the repository directory permissions are set so that the VCRM Windows Service has full access to the repository directory. Additionally, the VCRM does not support the encryption attribute. If you encrypt the repository directory, the ProLiant Support Packs are not deleted, but they will not display on the VCRM **Catalog** page.

HP recommends the following actions:

1. Stop the VCRM service.
2. Double-click **My Computer**. Windows Explorer appears.
3. Right-click the repository directory and select **Properties**.
4. Click the **General** tab.
5. Click **Advanced**.
6. Deselect **Encrypt contents to secure data**.
7. Click **OK**.
8. Click **OK** again. Your settings are saved.
9. Start the VCRM service. The ProLiant Support Packs are displayed on the **Catalog** page.

Can I use the software or firmware criteria in HP SIM to tell which version of a Support Pack is installed?

Solution: Generally, ProLiant Support Packs cannot be used for comparison when developing a software update search. However, if you must compare ProLiant Support Packs, use the following guidelines when selecting ProLiant Support Packs to compare:

- The only comparison you can use with a ProLiant Support Pack is **Equal To**.
- HP SIM cannot determine whether a ProLiant Support Pack was installed on a system, only whether all of the components in a ProLiant Support Pack are installed on a system. A targeted system is returned by a search that compares ProLiant Support Packs only if every component in the ProLiant Support Pack is present on the targeted system.

It is unlikely that all of the components in a ProLiant Support Pack will be installed on any system. This causes most searches that include Support Pack software criteria to return no systems.

After downloading the 6.40 ProLiant Support Pack into my existing VCRM 1.0 directory, the catalog does not display the ProLiant and Integrity Support Pack Why doesn't this ProLiant Support Pack display?

Solution: The 6.40 ProLiant Support Pack does not work with VCRM 1.0. HP recommends that you install VCRM 2.0 or later.

Note: The installation of the VCRM 2.0 does not require a reboot.

I have the VCRM Auto Update feature configured to automatically download ProLiant and Integrity Support Packs and the VCRM states the updates have completed successfully. However, no files have been downloaded.

Solution: A log entry appears in the VCRM Log indicating *Automatic update downloaded 0 files. No VCAs have provided operating systems information to use as a download selection criteria.*

HP recommends the following actions:

- If the VCA is not installed on any system within the network, you must install the VCA on a system and configure the VCA to use the VCRM.
- If the VCA is installed on a system within the network, you must configure the VCA to use the VCRM.

Miscellaneous problems

Should the VCRM be installed before running Discovery in HP SIM, and if so, why?

Solution: While it is not essential, it is a good idea to install a VCRM before running Discovery. Be sure that this repository trusts HP SIM. Refer to *Setting up Trust Relationships* in the *HP SIM User Guide* for more information on trust relationships. It is a good idea to install a VCRM is so that the **Software Version Status Polling** task can properly sort the versions of software retrieved from systems. If you do not set up a repository before running Discovery, then the versions are sorted when a software criteria search is set up for the first time.

Why is it that when I search for systems with Foundation Agents for Windows in HP SIM, I get only the Windows 2000 systems back and not Windows NT?

Solution: Even though you choose a component that is supported for both Windows NT and Windows 2000, the search only returns the systems that match the operating system tree from which you chose the component when you created the search. In this example, if you chose the Foundation Agents for Windows from the Windows 2000 branch of the criteria tree, then only Windows 2000 systems are returned. If you want systems from both Windows 2000 and Windows NT, choose the Foundation Agents for Windows from the Windows 2000 and Windows NT branch.

What capabilities do I get from the VCA alone?

Solution: The VCA provides a list of the *HP Web-enabled System Management Software* and firmware installed on the local server. For the VCA to provide version control and software distribution functionality, it must be configured to refer to a VCRM.

Does HP have any intention of disabling the Install icon on those components that do not install silently or without user intervention in future releases?

Solution: Yes.

The VCA or VCRM display as links under the Integrated Agents list on the SMH, but the application is missing from the version control category on the SMH's Home tab, or the category does not display at all. When I click the link under the Integrated Agents, a page displays indicating `The application is not available`**.**

Solution: On Windows, the associated Win32 service is stopped. You must restart the HP Version Control Agent or HP Version Control Repository Manager's Win32 service on the server. If the service is not set for automatic startup, then configure the service to start automatically. If the service stopped unexpectedly, check the **Windows NT Event Log** as well as the application's log for additional information.

On Linux, the associated VCA daemon process is stopped, and the VCA daemon can be restarted by the **root** user running `/etc/init.d/hpvca restart`.

Service and support

Support for *HP Version Control Agent* (VCA) is provided as an adjunct to support of the underlying hardware. The purpose of the HP Support page is to provide you with a variety of product-, service-, and support-related resources. In particular, you can use this page to:

- Go to **http://www.hp.com/servers/manage**. This website is devoted to Systems Management Products. You will find a wealth of product- and service-related information on this portal.

- Access links to HP's support home page and World-Wide-Website locator for phone numbers, online tools, and information.

- Contact the HP Support Forum to get answers to your questions about HP products. The HP Support Forum can be found at **http://forums.itrc.hp.com/**.

Keeping good records of your configuration can significantly speed up the troubleshooting process. Consult the following list when you obtain assistance from your HP service provider:

- Management PC make, model, and serial number information

- Operating system information, including version number, a list of all service packs that have been applied, the Compaq SSD version, and Insight Management Agent's names and versions that have been applied

- Hardware configuration information:

- Survey Utility output or Inspect printout
- System Configuration Utility printout
- Description of any non-HP or non-Compaq equipment that is not shown on the **Inspect** or **System Configuration** printout.

Windows events

The following table shows a listing of Windows events that are applicable to the VCA.

Event ID	Facility	Severity	Text
28	Application	Informational	The installation task succeeded. VCA Log URL.
53	Application	Informational	The configuration task succeeded. VCA Log URL
60	Application	Informational	Started the VCA (normal startup).
65	Application	Informational	The VCA Win32 service was stopped
208	Application	Error	The installation task failed. VCA Log URL:
503	Application	Error	The configuration task failed. VCA Log URL
604	Application	Error	The VCA Win32 service could not be started successfully.

Related topics

- The Home page
- The Log page
- Navigating the software

7 Legal notices

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Revision History

Revision History
Revision Edition 14   November 2008
MPN: 367262-007. The fourteenth edition added support for IPv6 L1 and L2, SAS and SATA disk drive firmware smart components, and Linux SCEXE components.
Revision Edition 13   March 2008
MPN: 367262-006. The thirteenth edition added new operating system and browser support for the HP VCA v2.1.10 release, and the online help was produced in two languages.
Revision Edition 12   April 2007
MPN: 367262-005. The twelfth edition added new operating system and browser support for the HP VCA v2.1.8 release, and the online help was produced in two languages.
Revision Edition 11   January 2007
MPN: 367262-004. The eleventh edition added new operating system and browser support for the HP VCA v2.1.7 release, and the online help was produced in two languages.
Revision Edition 10   February 2006
MPN: 367262-003. The tenth edition added new operating system and browser support for the HP VCA v2.1.6 release, and the online help was produced in two languages.

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Visual C++ Runtime Files

The following list is a list of files available with Microsoft Visual Studio 2005 for redistribution under the Visual Studio 2005 license. If the Microsoft software you have licensed is not Visual Studio 2005, only the files that are installed by the Microsoft software may be redistributed under such license.

Visual C++ Runtime files

Subject to the license terms for the software, you may redistribute the .EXE files (unmodified) listed below. These files can be run as prerequisites during installation.

- vcredist_x86.exe
- vcredist_x64.exe
- vcredist_IA64.exe

Subject to the license terms for the software, you may redistribute MSM files listed below unmodified as a part of your installation package:

- Microsoft_VC80_ATL_x86.msm
- policy_8_0_Microsoft_VC80_ATL_x86.msm
- Microsoft_VC80_ATL_x86_ia64.msm
- policy_8_0_Microsoft_VC80_ATL_x86_ia64.msm
- Microsoft_VC80_ATL_x86_x64.msm
- policy_8_0_Microsoft_VC80_ATL_x86_x64.msm
- Microsoft_VC80_CRT_x86.msm
- policy_8_0_Microsoft_VC80_CRT_x86.msm
- Microsoft_VC80_CRT_x86_ia64.msm
- policy_8_0_Microsoft_VC80_CRT_x86_ia64.msm
- Microsoft_VC80_CRT_x86_x64.msm
- policy_8_0_Microsoft_VC80_CRT_x86_x64.msm
- Microsoft_VC80_MFC_x86.msm
- policy_8_0_Microsoft_VC80_MFC_x86.msm
- Microsoft_VC80_MFC_x86_ia64.msm
- policy_8_0_Microsoft_VC80_MFC_x86_ia64.msm
- Microsoft_VC80_MFC_x86_x64.msm
- policy_8_0_Microsoft_VC80_MFC_x86_x64.msm
- Microsoft_VC80_MFCLOC_x86.msm
- policy_8_0_Microsoft_VC80_MFCLOC_x86.msm
- Microsoft_VC80_MFCLOC_x86_ia64.msm
- policy_8_0_Microsoft_VC80_MFCLOC_x86_ia64.msm
- Microsoft_VC80_MFCLOC_x86_x64.msm
- policy_8_0_Auticrosoft_VC80_MFCLOC_x86_x64.msm
- Microsoft_VC80_OpenMP_x86.msm

- policy_8_0_Microsoft_VC80_OpenMP_x86.msm
- Microsoft_VC80_OpenMP_x86_ia64.msm
- policy_8_0_Microsoft_VC80_OpenMP_x86_ia64.msm
- Microsoft_VC80_OpenMP_x86_x64.msm
- policy_8_0_Microsoft_VC80_OpenMP_x86_x64.msm

For your convenience, we have provided the following folders for use when redistributing VC++ runtime files. Subject to the license terms for the software, you may redistribute the folder (unmodified) in the application local folder as a sub-folder with no change to the folder name. You may also redistribute all the files (*.dll and *.manifest) within a folder, listed below the folder for your convenience, as an entire set.

- \VC\redist\x86\Microsoft.VC80.ATL\
  - atl80.dll
  - Microsoft.VC80.ATL.manifest
- \VC\redist\ia64\Microsoft.VC80.ATL\
  - atl80.dll
  - Microsoft.VC80.ATL.manifest
- \VC\redist\amd64\Microsoft.VC80.ATL\
  - atl80.dll
  - Microsoft.VC80.ATL.manifest
- \VC\redist\x86\Microsoft.VC80.CRT\
  - msvcm80.dll
  - msvcp80.dll
  - msvcr80.dll
  - Microsoft.VC80.CRT.manifest
- \VC\redist\ia64\Microsoft.VC80.CRT\
  - msvcm80.dll
  - msvcp80.dll
  - msvcr80.dll
  - Microsoft.VC80.CRT.manifest
- \VC\redist\amd64\Microsoft.VC80.CRT\
  - msvcm80.dll
  - msvcp80.dll
  - msvcr80.dll
  - Microsoft.VC80.CRT.manifest
- \VC\redist\x86\Microsoft.VC80.MFC\
  - mfc80.dll
  - mfc80u.dll
  - mfcm80.dll
  - mfcm80u.dll
  - Microsoft.VC80.MFC.manifest
- \VC\redist\ia64\Microsoft.VC80.MFC\
  - mfc80.dll
  -

- mfc80u.dll
- mfcm80.dll
- mfcm80u.dll
- Microsoft.VC80.MFC.manifest
- \VC\redist\amd64\Microsoft.VC80.MFC\
  - mfc80.dll
  - mfc80u.dll
  - mfcm80.dll
  - mfcm80u.dll
  - Microsoft.VC80.MFC.manifest
- \VC\redist\x86\Microsoft.VC80.MFCLOC\
  - mfc80chs.dll
  - mfc80cht.dll
  - mfc80enu.dll
  - mfc80esp.dll
  - mfc80deu.dll
  - mfc80fra.dll
  - mfc80ita.dll
  - mfc80jpn.dll
  - mfc80kor.dll
  - Microsoft.VC80.MFCLOC.manifest
- \VC\redist\ia64\Microsoft.VC80.MFCLOC\
  - mfc80chs.dll
  - mfc80cht.dll
  - mfc80enu.dll
  - mfc80esp.dll
  - mfc80deu.dll
  - mfc80fra.dll
  - mfc80ita.dll
  - mfc80jpn.dll
  - mfc80kor.dll
  - Microsoft.VC80.MFCLOC.manifest
- \VC\redist\amd64\Microsoft.VC80.MFCLOC\
  - mfc80chs.dll
  - mfc80cht.dll
  - mfc80enu.dll
  - mfc80esp.dll
  - mfc80deu.dll
  - mfc80fra.dll
  - mfc80ita.dll
  - mfc80jpn.dll

- mfc80kor.dll
- Microsoft.VC80.MFCLOC.manifest
- \VC\redist\x86\Microsoft.VC80.OpenMP\
  - vcomp.dll
  - Microsoft.VC80.OpenMP.manifest
- \VC\redist\amd64\Microsoft.VC80.OpenMP\
  - vcomp.dll
  - Microsoft.VC80.OpenMP.manifest
- \VC\redist\ia64\Microsoft.VC80.OpenMP\
  - vcomp.dll
  - Microsoft.VC80.OpenMP.manifest

Subject to the license terms for the software, the following files can be redistributed with your application in your application local folder or by deploying into the Global Assembly Cache (GAC):

mfcmifc80.dll

Subject to the license terms of the software, one or more of the *.*.pdb files listed below may be redistributed for the sole purpose of debugging your applications.

- atl80.i386.pdb
- atl80.AMD64.pdb
- atl80.IA64.pdb
- msvcm80.i386.pdb
- msvcm80.AMD64.pdb
- msvcm80.IA64.pdb
- msvcp80.i386.pdb
- msvcp80.AMD64.pdb
- msvcp80.IA64.pdb
- msvcr80.i386.pdb
- msvcr80.AMD64.pdb
- msvcr80.IA64.pdb
- mfc80.i386.pdb
- mfc80.AMD64.pdb
- mfc80.IA64.pdb
- mfc80u.i386.pdb
- mfc80u.AMD64.pdb
- mfc80u.IA64.pdb
- mfcm80.i386.pdb
- mfcm80.AMD64.pdb
- mfcm80.IA64.pdb
- mfcm80u.i386.pdb
- mfcm80u.AMD64.pdb
- mfcm80u.IA64.pdb
- vcomp.i386.pdb

- vcomp.AMD64.pdb

- vcomp.IA64.pdb

Smart Device Extensions Files

Subject to the license terms for the software, the following files may be distributed, however, these files are intended only for use with Windows Mobile and Windows CE based devices and may only be distributed with Smart device applications:

- msvcr80.dll

- atl80.dll

- MFC80CHS.DLL

- MFC80CHT.DLL

- MFC80DEU.DLL

- MFC80ENU.DLL

- MFC80ESP.DLL

- MFC80FRA.DLL

- MFC80ITA.DLL

- MFC80JPN.DLL

- MFC80KOR.DLL

- MFC80U.DLL

.NET Framework

Subject to the license terms for the software, the following .EXE files may be distributed unmodified:

- dotnetfx.exe (X86)

- Netfx64.exe (X64)

- Netfx64.exe (IA64)

langpack.exe (multiple language versions)

Subject to the license terms for the software, the following MSI file may be distributed unmodified:

Wmirdist.msi

.NET Compact Framework Files

For your convenience, we have provided the following installation package (*.MSI) for use when redistributing the .NET Compact Framework dlls. Subject to the license terms for the software, you may redistribute the MSI (unmodified) or one or more of the separate files listed below:

.NET Compact Framework V1:

- ▲ NETCFSetupv1.msi
  - NETCFv1.WCE.ARMV4.CAB
  - NETCFv1.WM.ARMV4I.CAB
  - System_SR_ENU.cab
  - System_SR_JA.cab
  - System_SR_FR.cab
  - System_SR_DE.cab
  - System_SR_ES.cab
  - System_SR_IT.cab
  - System_SR_CHS.cab
  - System_SR_CHT.cab
  - System_SR_KO.cab

- System_SR_ENU_wm.cab
- System_SR_JA_wm.cab
- System_SR_FR_wm.cab
- System_SR_DE_wm.cab
- System_SR_ES_wm.cab
- System_SR_IT_wm.cab
- System_SR_CHS_wm.cab
- System_SR_CHT_wm.cab
- System_SR_KO_wm.cab

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.NET Compact Framework V2:

▲ NETCFSetupv2.msi
- NETCFv2.ppc.armv4.cab
- NETCFv2.wm.armv4i.cab
- NETCFv2.wce5.sh4.cab
- NETCFv2.wce5.mipsii.cab
- NETCFv2.wce5.mipsiv.cab
- NETCFv2.wce5.armv4i.cab
- NETCFv2.wce5.x86.cab
- System_SR_CHS.CAB
- System_SR_CHS_wm.cab
- System_SR_CHT.CAB
- System_SR_CHT_wm.cab
- System_SR_DE.CAB
- System_SR_DE_wm.cab
- System_SR_ENU.CAB
- System_SR_ENU_wm.cab
- System_SR_ES.CAB
- System_SR_ES_wm.cab
- System_SR_FR.CAB
- System_SR_FR_wm.cab
- System_SR_IT.CAB
- System_SR_IT_wm.cab
- System_SR_JA.CAB
- System_SR_JA_wm.cab
- System_SR_KO.CAB
- System_SR_KO_wm.cab
- System_SR_pt-BR.CAB
- System_SR_pt-BR_wm.cab

SQL Server Express Files

Subject to the license terms for the software, the following .EXE files may be distributed unmodified:

- SQLExpr.exe
- SQLExpr32.exe

Runtime Components

Subject to the license terms for the software, the following files may be distributed unmodified:

- MDAC 2.8 SP1 (MDAC_typ.exe)
- Windows Installer 2.0 (InstMSIA.exe/InstMSIW.exe)
- Windows Installer 3.1 (WindowsInstaller-KB893803-v2-x86.exe)
- msstdfmt.dll
- vs_piaredist.exe

Images

One or more of the files located in the .zip file below may be distributed subject to the license terms for the software and the additional use terms described in the .zip file.

VisualStudio2005ImageLibrary.zip

Visual Studio Tools for Office Files

Subject to the license terms for the software, the following .EXE files may be distributed unmodified:

- vstor.exe
- vstolp20.exe

.NET Framework SDK files

Subject to the license terms for the software, the following .EXE files may be distributed unmodified:

- MageUI.exe
- Mage.exe
- Makecert.exe

Report Viewer files

Subject to the license terms for the software, the following .EXE files may be distributed unmodified:

- ReportViewer.exe
- ReportViewer-lp.exe

Microsoft Visual J# .NET Files

Subject to the license terms for the software, the following .EXE files may be distributed unmodified:

- vjredist.exe
- vjredist-lp.exe

Microsoft Visual J# .NET is a development tool that developers who are familiar with the Java-language syntax can use to build applications and services on the .NET Framework. It integrates the Java-language syntax into the Visual Studio .NET shell. Microsoft Visual J# .NET also supports the functionality found in VJ++ 6.0 including Microsoft extensions. Microsoft Visual J# .NET is not a tool for developing applications intended to run on a Java Virtual Machine. Applications and services built with Visual J# will run only on the .NET Framework. Visual J# has been independently developed by Microsoft. It is not endorsed or approved by Sun Microsystems, Inc.

Related topics

- Licensing
- Apache
- GNU
- Carnegie Melon
- Xalan

- OpenSSL
- Zlib Compression Library

OpenSSL

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Related topics

- Licensing
- GNU
- Apache
- Carnegie Melon
- Xalan
- Microsoft
- Zlib Compression Library

Zlib Compression Library

zlib/libpng license

END-USER LICENSE AGREEMENT

zlib.h -- interface of the 'zlib' general purpose compression library version 1.1.3, July 9th, 1998

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- Apache
- GNU
- Carnegie Melon
- Xalan
- Microsoft
- OpenSSL

Glossary

available software   A listing of the software components available in the repository that the VCA has been configured to point to. When browsing directly into a VCA, these additional components can be selected for installation.

component   A component is a single, self-describing, installable (interactive or silent) binary file containing a single piece of software, such as firmware image, driver, agent, or utility, that is supported by the management and update tools.

Custom Software Baseline   A set of HP software components that have been bundled together as a baseline by the customer. Modifying the contents of an existing Support Pack provides customers with the flexibility to define their own baselines for their environment.

graphical user interface (GUI)   A program interface that takes advantage of the computer's graphics capabilities to make the program easier to use. HP SIM's GUI is Web-enabled and displays in a web browser.

HP Insight Management Agent   A program that regularly gathers information or performs some other service without the user's immediate presence.

HP ProLiant and Integrity Support Pack   An HP ProLiant and Integrity Support Pack, or Custom Software Baseline is a set of HP software components that have been bundled together by HP, and verified to work with a particular operating system. A ProLiant and Integrity Support Pack contains driver components, agent components, and application and utility components. All of these are verified to install together.

HP Systems Insight Manager   The system management software that is capable of managing a wide variety of systems, including HP systems, clusters, desktops, workstations, and portables.

HP SIM combines the strengths of HP Insight Manager 7, HP Toptools, and HP Servicecontrol Manager to deliver a single tool for managing HP ProLiant, Integrity, and HP 9000 systems running Windows, Linux, and HP-UX. The core HP SIM software delivers the essential capabilities required to manage all HP server platforms. HP SIM can also be extended to deliver unparalleled breadth of system management with plug-ins for HP storage, power, client, and printer products. Plug-ins for rapid deployment, performance management, and workload management enable systems administrators to pick the value added software required to deliver complete lifecycle management of their hardware assets.

HP Version Control Agent   An Insight Management Agent that is installed on a server to enable the customer to see the HP software that is installed on that server. The VCA can be configured to point to a repository being managed by the VCRM, enabling easy version comparison and software deployment from the repository to the server that the VCA is installed upon.

HP Version Control Repository Manager   An Insight Management Agent that enables a customer to manage software from HP that is stored in a directory/repository known as the Version Control Repository.

HP Web-enabled System Management Software   The software that manages HP Web-enabled products.

installed version   A particular HP software component that is installed on the server on which the VCA is installed.

latest version   The latest version of a particular HP software component that is contained in the repository.

overall software status   This section indicates whether the software on the server on which the VCA is installed has any updates available within the repository in which it has been configured to monitor.

Red Hat Package Manager (RPM)   The Red Hat Package Manager is a powerful package manager that can be used to build, install, query, verify, update, and uninstall individual software packages. A package consists of an archive of files and package information, including name, version, and description.

Reference Support Pack   A baseline bundle of HP software components that the VCA can be configured to point to in the repository. This setting enables users to indicate that they want to keep all of their software up to a certain Support Pack level.

Replicate Agent Settings	A tool that can be used to copy Web-based agent settings to a group of systems.
repository	A directory containing ProLiant and Integrity Support Packs and Smart Components.
Secure Task Execution (STE)	The secure execution of a task from a managed system. This feature of HP SIM ensures that the user requesting the task has the appropriate rights to perform the task, and encrypts the request to protect data from snooping.
Simple Network Management Protocol (SNMP)	One of the management protocols supported by HP SIM. Traditional management protocol used extensively by networking systems and most servers. MIB-2 is the standard information available consistently across all vendors.
single login	Permission granted to an authenticated user browsing to HP SIM to browse to any of the managed systems from within HP SIM without re-authenticating to the managed system. HP SIM is the initial point of authentication and browsing to another managed system must be from within HP SIM.
software inventory	A listing of the HP software installed on the system where the VCA is installed.
support pack version	A field that displays the version of a particular HP software component that is contained in the Reference Support Pack that the VCA has been configured to use as a baseline. There might be a later version than this available in the repository, but this is the latest version of this particular component in the Reference Support Pack.
System Management Homepage	An integrated piece of software used by the HP suite of HP Web-enabled System Management Software to communicate over HTTP and HTTPS. It provides a uniform set of functionality and security to HP Web-enabled System Management Software.
VCA log	A listing of all the software maintenance tasks completed by the VCA and reports resulting from those tasks.
version control	Referred to as the VCRM installed on a Windows system for Windows and Linux ProLiant systems, and Software Distributor on HP-UX operating systems. Provides an overview of the software status for all managed ProLiant or Integrity systems and can update system software and firmware on those systems programmatically using predetermined criteria. Version control identifies systems that are running out-of-date system software, indicates if an upgrade is available, and provides reasons for upgrading. For HP-UX systems, Software Distributor can be launched from an HP SIM CMS against one or more installed HP-UX systems.

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