

Overview

The HP Insight Foundation suite for ProLiant shipped standard on pre Gen8 ProLiant servers with HP ProLiant SL, ML and DL 300, 500, 700, and 900 BTO servers and as an orderable option on CTO servers. For BladeSystem c-Class servers, the Insight Foundation suite for ProLiant Software kit was available for blade enclosures, not for individual pre-Gen 8 servers, as an orderable CTO option.

The HP Insight Foundation suite for ProLiant keeps systems up-to-date, and its products are available as **free downloads** as well as for purchase. These tools and utilities provide management solutions that are designed to simplify a server's installation, configuration, and maintenance throughout the entire server life-cycle and provide customers with higher levels of operational efficiency and highly reliable solutions. It provides a complete server maintenance solution by combining the Smart Update Firmware DVD with two SmartStart CDs (one supporting 32 bit operating systems and one supporting 64 bit operating systems) and the Management DVD that includes HP Systems Insight Manager (HP SIM).

In an effort to support HP's commitment in reducing our overall environmental impact, the HP Insight Foundation suite for ProLiant is now available as a selectable option for the HP ProLiant 300/500/700/900 series servers as well as newer servers at the time the servers are ordered through CTO. This will allow customers the flexibility to order the appropriate number of media kits that best meet their needs and eliminate receiving unnecessary duplicates. No change will be made to prior generations. BTO products will continue to ship with the HP Insight Foundation suite for ProLiant.

NOTE: Version 8.70 is the last version of the Insight Foundation suite for ProLiant Media Kit provided to customers. Insight Foundation is baselined at v 8.70. . The Smart Update Firmware DVD and PSPs will be updated through Calendar Year Q2 2012, but will then be End of Lifed (EOL) for new servers. They will still be available on the web for previous servers. This will be the last version of the Management DVD available in media form or as an ISO. New versions of HP Systems Insight Manager may be obtained from the web at: www.hp.com/go/hpsim or from the HP Insight Control media or web downloads at: www.hp.com/go/tryinsightcontrol.

What's New

- **Insight Foundation suite for ProLiant Media Kit**
 - The last version provided to customers.
 - For all Generation 7 HP ProLiant and earlier model servers, the media kit will still be part of its BOM so they will continue to receive the kits.
 - However, the Media Kit will not be updated for any future Generation 7 HP ProLiant or later servers. All future updates will only be web downloads.
- **SmartStart 8.70 provides:**
 - Support for HP ProLiant SL/ML/DL 300, 500, 700, and 900 Series servers, HP ProLiant BL server blades, and HP BladeSystem c-Class enclosures and options.
 - Support for ProLiant ML110 G7 and ProLiant DL120 G7
 - For a complete list of SmartStart hardware and software support, see the Server Support Guide: <http://h20195.www2.hp.com/V2/GetDocument.aspx?docname=4AA3-2059ENA&cc=us&lc=en>
- **ProLiant Support Pack (PSP) 8.70 provides:**
 - Support for the following operating systems:
 - Windows® Server 2011 Small Business
 - Windows® Server 2011 Small Business Essentials
 - Windows® Server 2008 R2 SP1
 - Red Hat Enterprise Linux 6.0
 - Red Hat Enterprise Linux 5.6
 - For more information on HP PSPs go to this link: <http://www.hp.com/servers/psp>
- **HP Smart Update Firmware DVD provides:**
 - Update to version 9.30. The actual FW DVD is phased into the media kit. For the complete list of firmware on the FW



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DVD and ISO, see the cdcontent-fw.htm file on the DVD ISO or the compatibility list posted at HP website:

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

- Supports ProLiant BladeSystem Release Sets, where firmware components are tested as enhanced "solutions" of ProLiant Support Packs (PSPs), deployment tools, and includes enhanced call center support. Newest version to be supported is 2011.04. For a full list of components comprising this release set, see these HP websites:
 - HP ESSN Server Release Sets Landing page: www.hp.com/go/server/firmware/updates
 - HP BladeSystem Release Sets for ProLiant: www.hp.com/go/proliant/bladesystem/updates
 - HP Firmware Release Sets for ProLiant Compatibility Table: www.hp.com/go/bladesystemupdates
- Added firmware support for the following servers:
 - HP ProLiant DL980 G7 Server
 - HP ProLiant BL680c G7 Server
 - HP ProLiant BL620c G7 Server
 - HP ProLiant SL170s G6 Server
 - HP ProLiant SL160s G6 Server
 - HP ProLiant DL120 G7 Server
 - HP ProLiant ML110 G7 Server
 - HP ProLiant SI165s G7 CWB
- ISO available online at: <http://www.hp.com/go/foundation>
- **HP Management DVD version 8.70:**
 - HP SIM New Software Support:
 - Red Hat Enterprise Linux 6
 - HP SUM 4.1 Integration provides the ability to upgrade Virtual Connect 3.x firmware
 - HP SIM 6.2 provides support for the latest hardware and software releases
 - New hardware support for
 - HP ProLiant Blades: BL2x220c G7
 - HP ProLiant SL/ML/DL: SL390s G7, ML/DL 370 G6
 - KVM virtualization host/guest discovery and association
 - HP Integrity Superdome 2 servers
 - Data Migration Tool support:
 - HP SIM 6.0 to HP SIM 6.2 migration
 - HP SIM 6.1 to HP SIM 6.2 migration
 - HP SIM 6.2 to HP SIM 6.2 migration
 - Support for Integrity VM 4.2
 - HP Systems Management Homepage 6.3
 - Added operating system support to include:
 - Command Line Interface option to list the current settings in SMH.
 - Support for the upgraded PHP version 5.3.3
 - Better management of SMH self-signed certificate.
 - Platform-specific setup files for Windows x86 & x64. (Windows only)
 - Better handling of installer log. (Windows only)
 - Better handling of Apache startup issue. (Windows only)
 - Enabling Tomcat integration on Integrity with IPv6 enabled. (Windows only)
 - Support for new operating systems:
 - Windows Small Business Server 2011
 - Red Hat Enterprise Linux 6.0
- **Version Control Repository Manager 6.3:**
 - Support for disabling port 2301 in VCRM.
 - Support to include a browse button in selecting the VCRM repository location.
 - Support to archive older support packs and components.
 - Enhanced hardware detection to more reliably install software when hardware is present



Overview

HP ProLiant Software Ordering Information

Keep up-to-date with the latest software for your ProLiant servers by purchasing one of the following options:

HP Insight Foundation suite for ProLiant Pack Single Release 356604-B21

NOTE: Includes the current release of the following: SmartStart CD, Smart Update Firmware DVD and Management DVD.

HP Insight Foundation suite for ProLiant Single Release Software, FIO 534516-B21

NOTE: This software is for Factory Integration Only (FIO).

NOTE: Images of SmartStart and Smart Update Firmware DVDs are available at [HP.com](http://www.hp.com) support site - <http://www.hp.com/go/foundation>. Images of the Management DVD are available at Software Depot - HP Insight Foundation Suite for ProLiant - Management DVD.

Websites

To ensure that customers continue to have access to the latest updates, the contents of this kit can also be downloaded from HP at the following HP web sites:

- HP Insight Foundation suite for ProLiant: <http://www.hp.com/go/foundation> and <http://h18004.www1.hp.com/products/servers/proliantessentials/foundationpack/index.html>
- SmartStart CD: <http://www.hp.com/servers/SmartStart>
- Management DVD: <http://h18004.www1.hp.com/products/servers/management/core-management-100.html>
- The Smart Update Firmware DVD delivers a collection of firmware for ProLiant servers and options: Download tab at: <http://www.hp.com/go/foundation>
- ProLiant Support Packs: <http://www.hp.com/servers/psp>
- HP ESSN Server Release Sets Landing page: www.hp.com/go/server/firmware/updates
- HP BladeSystem Release Sets for ProLiant: www.hp.com/go/proliant/bladeupdates
- HP Firmware Release Sets Compatibility Table: www.hp.com/go/bladeupdates

These Web sites include the following information and more:

- What's New information
 - Questions and Answers
 - Subscription information
 - Support Information
 - Links to the latest ProLiant Software and Driver download pages
 - BladeSystem Release Set information
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Overview

Benefits

- **Integral part of the HP server experience:** Delivered standard with HP ProLiant SL, ML and DL 300, 500, 700, and 900 series BTO servers and as an orderable option on CTO servers, including ProLiant BladeSystem CTO enclosures. The HP Insight Foundation suite provides convenient access to the suite of Intelligent Manageability products that are the essential management tools designed to simplify IT management in a dynamic and demanding 7x24x365 environment.
- **Reliable configuration:** By assisting with operating system installations, integrating server support software, and preventing configuration errors, SmartStart ensures consistency, and maximizes reliability and system uptime. SmartStart leverages embedded system utilities that provide either customized configuration or intelligent defaults for server hardware and array controller configuration.
- **Optimized configuration:** SmartStart integrates optimized ProLiant drivers with every assisted OS installation to achieve the maximum performance for your ProLiant server.
- **Manageable-ready system:** SmartStart completes your ProLiant server setup with installation of management agents, ready to be managed with HP Systems Insight Manager (SIM).
- **HP Smart Update Firmware DVD:** Leverages the power of HP Smart Update Manager (HP SUM). HP SUM is the internal deployment engine that allows firmware updates, standardization, and/or restoration of specific firmware versions on supported ProLiant servers and server options. This DVD now includes ML/DL/SL bundles as well as BladeSystem Release Set bundles. It also supports the automatic firmware deployment mode which replaces the Firmware Deployment Tool (FDT). This DVD replaces the former Firmware Maintenance CD.
- **HP Insight Management Agents:**
 - Based on SNMP industry standard technology that enables the management of servers in enterprise, SMB, and Cloud Computing environments.
- **HP Insight Management WBEM Providers:** Supports Windows Server 2003/2008. These providers:
 - Based on industry standard technologies for accessing management information in an enterprise environment.
 - Supply system management data through the Windows Management Instrumentation (WMI) framework for ProLiant server platforms and options
 - Now available as an alternative to SNMP management agents
 - Supported by HP-SIM 5.2 or greater
 - Extend the Common Information Model (CIM) defined by the DMTF to provide a rich set of standards based management data that is specific to ProLiant systems.
 - Leverage the rich set of base-level instrumentation provided by the system management controllers and drivers.
 - Deliver in-depth hardware management, inventory, system state, and event notifications.
 - For more information go to: www.hp.com/go/HPwbem



Standard Features

SmartStart

SmartStart is only available on pre-Gen 8 servers and helps with initial server setup as well as providing software updates to existing servers. Each SmartStart release consists of 2 CDs: 1 32-bit CD and 1 64-bit CD. The CDs contain server configuration tools and the latest server drivers and agents.

- When a SmartStart CD is booted on a supported server, a variety of configuration tools can be used in "offline" mode in a Linux environment: ACU/ADU, Insight Diagnostics. The CD can also assist with select Windows Server OS installations.
- When the SmartStart CD is used in "online" mode (started via Autorun on a previously configured server), server drivers and agents are installed via software packages called PSPs for Windows and Linux.
- SmartStart CDs are included in the HP Insight Foundation suite for ProLiant kit that ships with ProLiant Servers (except 100 series models).

SmartStart offers the following benefits:

- Simple server set-up and deployment
- Software Maintenance

Assisted OS Installation (For Windows)

To optimize the performance of your hardware platform, use the SmartStart assisted installation to help you prepare your system for the operating system installation process.

Autorun Features for Software Updates

The Autorun feature of the SmartStart and Smart Update Firmware DVDs are available for Windows and Linux environments. Autorun provides access to support software and useful product information also contained on the media.

- To launch Autorun on a Windows system, either insert one of the CDs in a CD-ROM drive and Autorun will automatically launch, or launch by executing `_autorun\autorun_win.exe` from the CD.
- To launch Autorun on a Linux system, insert the CD in a CD-ROM drive, log on to the root and mount the CD and run the Autorun file.

ProLiant Support Packs

HP ProLiant Support Packs (PSPs) are operating system-specific bundles of drivers, utilities, and management agents optimized for HP ProLiant systems. Each PSP is a predefined and tested bundle that includes setup and software maintenance tools designed to help efficiently install, upgrade, and manage system software.

The PSPs include and use HP Smart Update Manager (HP SUM) to deploy Windows or Linux software components from a central software repository to local or remote server systems (up to 29 concurrently). HP SUM is able to deploy to target servers running the same operating system (Windows or Linux) only. This means that RedHat Enterprise Linux 5.4 can deploy to RedHat Enterprise Linux 4.8 or Windows Vista clients can deploy updates to Microsoft Windows Server 2003/2008 servers. It is not required that the OS version or kernel match on the local and remote target servers.

NOTE: When deploying source RPMs, the Linux operating system, including the kernel on the system running HP SUM, must be the same as the system that the resulting RPM will be deployed to.

PSP makes software maintenance easier by:



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- Increasing server manageability
- Enabling administrators to update systems remotely
- Reducing server maintenance costs
- Saving time
- Checking dependencies

NOTE: For additional information please visit:

<http://www.hp.com/servers/psp>

Perform Server Maintenance

By selecting the Maintenance icon in SmartStart, you can perform the following:

- Insight Diagnostics - performs tests on system components. Insight Diagnostics displays information about a server's hardware and software configuration. You can perform hardware and software tests on the following subsystems: Processor, Input devices, Communication ports and devices, Storage devices, Graphics, Memory, Multimedia devices and now the remote management processor (ILO, RILOE II).
- Array Configuration Utility (ACU) and Array Diagnostics Utility (ADU) have been combined into a single utility that enables you to configure and perform device tests on newly added Smart Array controllers and associated storage devices. It is a web-based tool that has a configuration wizard that allows you to configure your Smart Array controller, add additional disk drives to an existing configuration or reconfigure your existing disk drive array.
- Erase Utility - provides options to clean different areas of the system: attached drives, non-attached drives, BIOS, and non-volatile RAM (NVRAM)

HP USB Key Utility

Server deployment and systems software updates

Server deployment and systems software updates made easy and quick with the HP USB Key Utility.

The HP USB Key Utility is a Windows® application that enables you to copy, store, transport, and deploy the Smart Update Firmware DVD and SmartStart CD contents to a USB memory key. You can then run this application from a USB key instead of from media to simplify server deployment. Users may then boot and run the media applications from a USB flash drive rather than from the CD or DVD.

This USB Key Utility is also operational with both SmartStart and the Firmware DVD on the same key. Its key benefit is that your deployment media can be put on a single USB Key using this utility and you can customize the exact components that you want.

Any USB Key is supported; however, you may also purchase a blank key from HP.

HP Smart Update Firmware DVD

The Smart Update Firmware DVD is an organized firmware collection for HP ProLiant servers and options that contains the contents of the former Firmware Maintenance CD, HP BladeSystem Firmware Deployment Tool (FDT), and the Online Firmware Bundles into single DVD. It also provides an offline, automatic mode for ProLiant ML/DL/SL systems. It is powered by HP Smart Update Manager (HP SUM)



Standard Features

which is a technology that assists with reducing the complexity of provisioning and updating HP ProLiant Servers, options and Blades within the datacenter.

Beginning with the Firmware Maintenance CD 7.50, it includes the HP Smart Update Manager (HP SUM) utility that enables you to deploy firmware components from a single, easy-to-use interface that is supported in both Microsoft® Windows® and Linux environments. This utility enables legacy support of existing firmware components while simplifying the firmware deployment process. The Smart Update Firmware DVD also provides installation logic and version control that check for dependencies, installing only the correct updates for optimal system configuration.

The Firmware DVD and its contents should be used only by individuals who are experienced and knowledgeable in their use. Before using HP Smart Update Manager to update firmware, be sure to back up the target server and take all other necessary precautions so that mission-critical systems are not disrupted if a failure occurs. HP Smart Update Manager stores host and group information from session to session. However, user names, passwords, and existing credentials are not stored. You can run the Firmware DVD either online or offline. When performing an online deployment, you must boot the server from the operating system that is already installed and running. When performing an offline deployment, you can boot the server from the Firmware Maintenance CD or a USB drive key that contains the Firmware Maintenance CD contents.

HP ProLiant BladeSystem Release Sets HP BladeSystem is making it easier to acquire, maintain, and get support for the full range of HP firmware components. HP has established HP BladeSystem Release Sets, which are comprised of the following individual HP BladeSystem firmware components that have been tested and verified together in an integrated HP BladeSystem solution environment:

- Onboard Administrator
- Integrated Lights-Out (iLO)
- Virtual Connect
- Power Management Controller
- BladeSystem Server BIOS
- NIC
- Storage Firmware

The full collection is tested against HP software, drivers, and PSP's to drive standardization of components to HP customers. HP will provide support for the current Release Set and two previous Release Sets.

Individual firmware components released outside of a Release Set will be tested with the most current Release Set and incorporated into the subsequent Release Set.

Adopting a standard of regularly scheduled firmware Release Sets simplifies the firmware support model. Customers contacting HP call center support will be asked to have the latest Firmware Release Set or one of the two previous Firmware Release Sets installed. Firmware Release Sets will be easy to identify as they are based on the date of release. For example, the initial January 2010 Firmware Release Set is identified as 2010.01 and subsequent ones by 2010.03 and 2010.07, etc.

Release Set Support Benefits

As part of its firmware support, HP will provide BladeSystem for ProLiant



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firmware support for the current Release Set and two previous Release Sets. Additionally:

- Individual firmware component releases outside of a Release Set will be tested with the most current Release Set and incorporated into the subsequent Release Set.
- From a support standpoint, this has advantages. For example, if a customer has standardized on Release Set 'A' and experiences an issue that is only solved on a later release set, HP Services may advise the customer to upgrade to the latest Release Set to correct the problem. However, they will not be asked to move off a supported release set unless the problems they are experiencing will be corrected with a later Release Set and/or exception release.
- Customers have the option to customize release sets and create their own firmware baselines as long as these baselines use currently advertised Release Set components as found on the compatibility table below.
- When requesting support on issues involving a custom baseline, customers may be asked to migrate to a currently supported release set if they are not on one.

HP Smart Update Manager (HP SUM)

HP SUM provides intelligent firmware and software deployment. It provides a Graphical User Interface (GUI) and a command-line, scriptable interface for deployment of firmware for single or one-to-many servers.

Additionally, HP SUM has a hardware and software discovery engine that will discover the firmware and software versions on target servers. This prevents it from sending components to a target node that may not be needed, reducing the overall network traffic needed to deploy updates. HPSUM also contains logic to break circular and semi-circular dependencies. HPSUM does not require an agent for remote installations as it copies a small SOAP server to the target server for the duration of the installation. Once the installation is completed, the SOAP server is removed along with all remote files associated with the installation; the log files from the remote targets are copied back to the system where HPSUM is executed.

Below are its main features:

- Deploy software and firmware on Windows and Linux
- GUI and a command-line, scriptable interface
- Agentless
- Dependency checking between components
- Only deploy necessary component updates (except Linux RPM's)
- Download latest components from Web (except Linux RPM's)
- Flexible firmware and software deployment:
 - Local or 1: many
 - Firmware & software can be deployed together
 - Offline and online deployments
 - Scriptable, command-line deployment
 - Direct update of BMC firmware

HP Smart Update Manager deploys smart firmware components on a local host or one or more remote hosts. The remote hosts must be online and running the same operating system as the system running HP Smart Update Manager. For example, when the remote hosts are running Linux, the HP Smart Update Manager must also be running on a Linux operating system.



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The HP Smart Update Manager does not support cross-platform deployments (for example, deployments from Linux systems to Windows® systems).

Online Deployment HP Smart Update Manager supports online deployments of all ROM flash components for both Windows® and Linux including:

- HP Onboard Administrator for HP c-Class BladeSystem
- System hard-drive (SAS and SATA)
- Array-controller
- Lights-Out Management ROM flash components

NOTE: The Onboard Administrator, Virtual Connect, and HP 3Gb SAS BL Switch firmware is supported only in online deployments.

Offline Deployment Offline deployment HP Smart Update Manager supports offline deployments of all ROM flash components including:

- QLogic NIC
- QLogic, Brocade and Emulex Fibre Channel HBAs

Multiple Host Installations Using HP SUM GUI HP Smart Update Manager provides an easy-to-use graphical interface that enables deployment and maintenance of firmware components easily. HP SUM builds an inventory of available updates via a series of screens.

Trusted Platform Module (TPM) The TPM, when used with BitLocker, measures a system state and, upon detection of a changed ROM image, restricts access to the Windows® file system if the user cannot provide the recovery key. HP Smart Update Manager detects if a TPM is enabled.

Scripted Deployment The HP Smart Update Manager command line interface (CLI) enables you to script custom installations.

Deploy Firmware and Software Simultaneously An advanced feature of the HP Smart Update Manager utility is that it enables you to deploy firmware and software components simultaneously.
NOTE: Only Windows® online deployments support deploying firmware and software components from Windows® PSPs and server blade bundles simultaneously.

HP USB Key Utility

The HP USB Key Utility is a Windows® application that enables you to copy the Firmware DVD and SmartStart CD contents to a USB memory key. You can then run this application from a USB key instead of from media to simplify server deployment. Users may then boot and run the media applications from a USB flash drive rather than from the CD or DVD. Especially beneficial in headless-server operations.

This USB Key Utility is also now on both the SmartStart and Firmware DVD as well as on the web. Key benefit is that your deployment media can be put on a single USB Key using this utility and you can customize the exact components that you want.

HP Management DVD

- HP Management DVD features Systems Insight Manager (HP SIM) and Insight Remote Support Standard. HP Systems Insight Manager (HP SIM) is the foundation for the HP unified server-storage management strategy. HP SIM is a hardware-level management product that supports multiple operating systems on HP ProLiant, Integrity and HP 9000 servers, HP StorageWorks MSA, EVA, XP arrays, and third-party arrays. Through a single management view of Microsoft® Windows®, and other OSes; HP SIM provides the basic management features of system discovery and identification, single-event view, inventory data collection, and reporting. The core HP SIM software uses Web Based Enterprise Management (WBEM) to deliver the essential capabilities required to manage all HP server platforms.



Standard Features

HP Systems Insight Manager is one of the base products in HP's Insight Foundation suite and Insight Control and is available from the Management DVD and the web. It also offers a foundation of unified infrastructure management from HP because it:

- Enhances your ability to troubleshoot complex problems that span server and storage infrastructure
- Provides a single source for server and storage asset information
- Provides a comprehensive selection of value-added plug-ins for extended management HP ProLiant, Integrity, and StorageWorks platforms.
- Integrates easily with HP Software products like Operations Manager and uCMDB
- Enables effective cross-training across domains of expertise
- Allows your IT organization to focus less on daily maintenance and more on meeting future business needs

NOTE: For additional information on HP SIM, please visit:

<http://h18013.www1.hp.com/products/servers/management/hpsim/index.html> or www.hp.com/go/hpsim

HP Insight Remote Support	Enhances HP SIM's event monitoring capabilities by sending automatic hardware event notification securely to HP, including entitlement, acknowledgement and status returns. It extends the intelligent analysis and diagnosis of events, optimizing availability and reducing manual intervention. Available as a feature of systems under warranty or contract obligation at no extra cost. Advanced licenses available also.
Warranty and Contract Support	Ability to automatically retrieve and download warranty and contract details. Provides predefined and custom reports. Automatic notification 90, 60, and 30 days before warranty or contract expires. Needs HP Insight Remote Support Advanced to be installed.
Easy and rapid installation	First time Wizard provides step-by-step, online guidance for performing the initial configuration of HP SIM, and helps you configure HP SIM settings on the Central Management Server (CMS).
Automatic discovery and identification	Automatically discovers and identifies devices attached to the network. Use Discovery Filters to prevent discovery of unwanted device types.
Fault management and event handling	Provides proactive notification of actual or impending component failure alerts. Automatic Event Handling allows users to configure policies to execute scripts, forward events, and to notify appropriate users of failures via e-mail, pager, or SMS gateway.
Consistent multi-system management	A single command from a CMS can initiate a task on multiple systems or nodes, eliminating the need for tedious, one-at-a-time operations on each system.
Secure remote management	Leverages OS security for user authentication and Secure Sockets Layer (SSL) and Secure Shell (SSH) to encrypt management communications.
Role-based security	Allows effective delegation of management responsibilities by giving systems administrators' granular control over which management operations users can perform on selected devices.
Tool definitions	Simple XML documents that allow customers to integrate off-the-shelf or custom command line and web-based applications or scripts into the HP SIM user interface.
Data collection and inventory reports	Performs comprehensive system data collection and enables users to quickly produce detailed inventory reports for managed devices. Save reports in multiple formats for easy incorporation into popular reporting packages.



Standard Features

Snapshot comparisons	Allows users to compare configuration snapshots of up to four different servers or configuration snapshots of a single server over time.
HP Version Control	Automatically downloads the latest BIOS, driver, and agent updates for ProLiant and Integrity servers running Windows and Linux. Identifies systems running out-of-date systems software and enables system software updates across groups of servers.
Two user interfaces	HP SIM provides a web browser graphical user interface (GUI) and a command line interface (CLI) to make it easy to incorporate HP SIM into your existing management processes.
Support for HP-UX Serviceguard clusters	HP-UX Serviceguard clusters are recognized and displayed in the HP SIM GUI. HP Serviceguard Manager is opened by clicking a Serviceguard cluster in a search list and provides information on the clusters.
Web-Based Enterprise Management (WBEM) indications	Subscribe and unsubscribe to WBEM indications for HP-UX, Linux, and Storage Management Initiative Specification (SMI-S) devices through the GUI or through the command line interface (CLI).

Service and Support

HP offers a complete choice of services to ensure the success of your ProLiant server deployment program. For more information on any of these below, go to: <http://www.hp.com/servers/smartstart>.

- Warranty - HP will replace defective delivery media for a period of 90 days following the date of purchase of your server.
- Startup technical software support - Available at no additional charge by calling HP Support up to 90 days from the date of purchase of your server. Phone support is available to assist customers with installation and set-up and standard usage questions. Worldwide numbers for HP Support are available at: http://welcome.hp.com/country/us/en/wwcontact_us.html
- Carepack services information is available here: <http://h20219.www2.hp.com/services/us/en/warranty/carepack-overview.html>
- SmartStart Support Forum - The HP Support Forum is a community based, user supported tool for HP customers to participate in discussions amongst the customer community about HP products.
- Software and Drivers downloads are available here:
 - Management DVD Downloads tab at HP Insight Foundation suite for ProLiant: <http://www.hp.com/go/foundation>



Operating System and ProLiant Server Support

Software Care Pack Support

HP Care Pack offerings combine comprehensive support with convenient access to software updates

Expert support for performance, availability, and productivity optimization
Insight Software technical support brings timely assistance and trustworthy advice on issues such as product features and use, problem diagnosis and resolution, and software defect identification. Service highlights include:

- Ready access to technical resources - Connect with experienced HP IT Response Center engineers via telephone, electronic communication, or fax for help with and Insight Software implementation or operations problems.
- Problem analysis and resolution - HP Services provides corrective support to resolve identifiable and reproducible Insight Software product problems, and to help you identify problems that are difficult to reproduce. You can also receive help with trouble-shooting and setting configuration parameters.
- Software features and operational support - HP provides information on the latest Insight Software features and known problems and solutions, plus operational advice and assistance.
- Escalation management - Established escalation procedures enlist specialized expertise from HP and selected third-parties.
- Installation advisory - Advisory support is available for help with installing and updating standalone or networked Insight Software products.
- Choice of coverage windows - Service is available 13x5 Monday-Friday or 24x7.

Productivity-enhancing software updates

This multifaceted service also brings updated Insight Software products, patches, and technical manuals as they become available. And it includes licensing to use and copy the new updates. Subscription-based purchasing gives you substantial savings vs. the cost of individual updates.

Service highlights include:

- Software updates - Complete Insight Software product and documentation updates are made available to your system manager.
- Software licensing - You receive a license to use and copy updates for all systems covered by your original software license.
- Electronic software information - Access HP's electronic support facility for Insight Software patches, a symptom-solution database, product descriptions, specifications, technical literature, and more

Care Packs services for Insight Software Operating Environments provide support for the following products.

NOTE: Supported products may change over time, the list of products:

Carepack services information is available here:

<http://h20219.www2.hp.com/services/us/en/warranty/carepack-overview.html>

Get Proactive Notification of Upcoming Software with Subscriber's Choice

Proactive delivery of Product Change Notifications (PCNs), Customer Advisories (CAs), and software driver alerts are delivered through Subscriber's Choice. We encourage you to begin taking advantage of the feature-rich notifications delivered from HP Subscriber's Choice at:

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

The following link provides additional email choices, other than just drivers, advisories and can be used to sign up for Smart Update Firmware DVD advisories so that you get notification of BladeSystem



Operating System and ProLiant Server Support

Release Sets availability: <http://www.hp.com/united-states/subscribe/gateway/>

Environment-friendly Products and Approach

End-of-life Management and Recycling

Hewlett-Packard offers end-of-life HP product return, trade-in, and recycling programs in many geographic areas. For trade-in and recycle information, please go to: <http://www.hp.com/go/green> or contact your nearest HP sales office. Products returned to HP will be recycled, recovered or disposed of in a responsible manner.

The EU WEEE directive (2002/95/EC) requires manufacturers to provide treatment information for each product type for use by treatment facilities. This information (product disassembly instructions) is posted on the Hewlett Packard web site at: <http://www.hp.com/go/green>. These instructions may be used by recyclers and other WEEE treatment facilities as well as HP OEM customers who integrate and re-sell HP equipment.

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