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Overview

HP Systems Insight Manager helps you manage your HP servers and storage by being the easiest, simplest, and least expensive way for HP system administrators to maximize system uptime and health.

General questions

Q1. How many devices does HP Systems Insight Manager (SIM) CMS support?

A1. HP SIM supports 5,000 servers (physical or VMs)—up to 10,000 devices (servers, iLOs, OAs, switches). For this enhancement, you will need x64 native and additional memory.

Q2. What are the requirements so that SIM 7.x can scale up to 5,000 servers?

A2. For this enhancement, you will need x64 native and additional memory.

Q3. Does SIM provide a tool for migrating from an older version of SIM to a newer version?

A3. The migration tool will enable you to easily transfer your old settings from one version to another.

Q4. What is HP Insight Managed System Setup Wizard?

A4. It is a SIM plug-in that will provide a systematic and guided process to setting up managed nodes for HP Insight Control and Matrix Operating Environment and their dependencies.

Q5. What is SIM Care Pack?

A5. An easy, simple-to-order SIM Care Pack, part # UR389E that consists of 10 incidents of 24x7 Software Technical Support. HP Software Technical Support HP Care Pack Service provides comprehensive remote software support services. With HP Software Technical Support, your IT staff has access to HP Response Center engineers who work with your IT team to provide advice on software features and use, problem diagnosis and resolution, software defect identification, and access to patches. This service also provides electronic access to comprehensive support information.

Q6. What is SIM/HP UCMDB DDM integration?

A6. It is a discovery and dependency mapping (DDM) integration module that can import configuration data discovered by SIM into the HP Universal Configuration Management Database (UCMDB). The data includes relationships such as Enclosure to Blade, Management Processor to Server, VM Host to VM Guest, and Partitions (nPar and vPar) to Complex. It also captures detailed inventory information such as serial numbers and driver and firmware versions. The DDM scripts are scheduled within UCMDB to run on a periodic basis to collect information directly from the databases of one or more SIM Central Management Server (CMSs) and use it to create configuration items (CIs) within UCMDB. For more information on this integration, contact your HP representative.

Q7. How can I get a copy of SIM?

A7. SIM is not included with every server as a standard. SIM is a free download, and it needs to be installed on the CMS. It further optimizes server management, working in conjunction with Insight Control, which is a licensed product.

Q8. Is there a command line interface available with SIM?

A8. Yes. All versions of SIM support command line access. For the list of features accessible through the command line, consult the [Systems Insight Manager User Guide](#).

Q9. Can SIM manage clients and printers in addition to HP servers?

A9. HP Client Manager, HP Web Jetadmin, and HP Power Manager all offer SIM plug-ins. Installing these plug-ins makes these applications available from within SIM.

Q10. How do HP Operations Manager, HP Network Node Manager i-series (NNMi), and now SIM work together to help me manage my entire IT environment?

A10. We provide the most comprehensive selection of system, network, and service level management tools on the market today. Use SIM to ensure availability of hardware resources such as servers, clients, printers, and storage devices. Use HP Operations Center products to provide management of heterogeneous networks, applications, SAN infrastructure, and to holistically manage all of the elements required to execute and measure delivery of IT services. HP Operations Center integration modules for HP Insight Management Agents ensure that detailed hardware management information is made available through both NNMi and Operations Manager.

Q11. How do I ensure that events sent to SIM are also sent to my Operations Manager console?

A11. HP Operations Manager provides Smart Plug-Ins (SPIs) for the HP Insight Management Agents. HP Operations Manager will automatically collect and decode detailed hardware prefailure and failure information from servers running the HP Insight Management Agent.

Q12. How do I get support if I install SIM on Windows® or Linux?

A12. SIM has a dedicated Care Pack, part # UR389E. Also, you will be supported for SIM if they have one of the following for the applicable server:

- A valid warranty (90 days Global Limited Warranty)
- Purchase Insight Control Suites (having 1-year 24x7 Technical Support embedded with the license purchase)
- If the question is (Service Essentials) ISEE/RSP related then HP SIM will be supported as it pertains to ISEE/RSP with a Hardware Warranty or Hardware Contract

If you don't have any of the three listed above, then a "per incident chargeable support" will apply subject to availability within the respective regional HP Response Center.

Q13. How do I get support if I install SIM on HP-UX?

A13. Support for SIM on HP-UX 11i is covered under your HP-UX 11i support contract. Customers should contact the HP-UX 11i Response Center in North America and their local Country Response Center in other regions.

Q14. Do you have any product training available that will get me up to speed quickly?

A14. HP offers customer training for SIM under the [Technical support section](#).

Q15. Does SIM support SNMPv3?

A15. Yes, SIM 7.x enables communication over SNMPv3 with all managed systems that support SNMPv3.

Q16. Does SIM manage systems running Ubuntu?

A16. Yes, SIM provides support for systems running Ubuntu 12.04.4 LTS.

Other HP management software

Q1. Where can I find more information on HP Integrity Essentials?

A1. Visit [HP Integrity Essentials](#) for details.

Q2. Where can I find more information on HP Insight Control software?

A2. Visit [HP Insight Control software](#) for details.

Q3. Where can I find more information on HP Insight Remote Support software?

A3. Visit [HP Insight Remote Support software](#) for more details.

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