HP Configure or Repair Agents

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Product Overview

The Configure or Repair Agents feature is an HP Systems Insight Manager plug-in feature that enables you to repair credentials for SNMP settings, System Management Homepage or Management HTTP Server trust relationships on Windows systems supported by HP Systems Insight Manager on local or remote systems.

Note:

For systems with Management HTTP Server 4.x and earlier, Configure or Repair Agents adds the Administrator password into the Management HTTP Server store and modifies the SNMP settings but cannot change trust relationship information since Management HTTP Server 4.x and earlier did not deploy trust relationships.

Procedures

- Overview [6]

Related Topics

- Configure or Repair Agents [6]

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Release History

Version 1, November 2004

To ensure that you receive newer versions when they become available, subscribe to the appropriate product support service. See your HP sales representative for details.
Getting Started

To start using the Configure or Repair Agents feature, use the following steps as a guideline:

1. Run Discovery from the HP Systems Insight Manager system and identify the systems that need settings repaired. For more information, refer to the HP Systems Insight Manager Online Help System.

2. Using Configure or Repair Agents, deploy the repair task. For more information, refer to "Configure or Repair Agents" [6].

Related Procedures

- Configure or Repair Agents [6]

Related Topics

- Product Overview [3]
Overview

When HP Systems Insight Manager is unable to communicate with a system or group of systems, you can use the Configure or Repair Agents tool to repair the settings. The Configure or Repair Agents tool enables you to repair SNMP settings and trust relationships that exist between HP Systems Insight Manager and target systems. You can also update Web Agent passwords on target systems that have 7.1 agents or earlier installed.

The Configure or Repair Agents feature adds the security and trap community strings and trust settings to the target systems but it does not overwrite existing settings. To replace the existing settings on target systems, use the Replicate Agent Settings feature in HP Systems Insight Manager.

Consistent with many other HP Systems Insight Manager tools, the Configure or Repair Agents can be configured to run automatically on a schedule, or you can run it manually.

Note:
The Configure or Repair Agents feature does not support Windows NT 4.0.

Related Procedures
- Configure or Repair Agents [6]

Related Topics
- Product Overview [3]

Configure or Repair Agents

Configure or Repair Agents Remotely

To run Configure or Repair Agents remotely, you must have authorizations to run the Configure or Repair Agents tool. In addition, you must have full central management server configuration privileges to allow you to modify the HP Systems Insight Manager community strings in the node security file. In addition, you must have administrator privileges on the target systems in order to repair the agent settings.

To Configure or Repair Agents remotely:

1. Select Configure Configure or Repair Agents. The Configure or Repair Agents wizard is displayed.

   Select targets by selecting one of the following options:
● All systems in the list. If you select this option, select a target list from the dropdown list. Click Apply Selections.

The target list is displayed as the selected list.

● Individual systems in the list. If you select this option, select a target list from the dropdown list. The individual systems included in the target list are displayed. Select the items to be included, and click Apply Selections.

The items selected are displayed in the Select Target Systems section.

Note: If the systems selected are not compatible with the tool, the Tool Launch OK? column provides a brief explanation of the problem. To change the selected target list, click Change Targets.

Note: To remove the selected system, from the Keep? column, click Remove.

2. Click Next. Click Prev to return to the previous page.

3. From the Enter Windows login credentials page:
   a. In the User name field, enter the Windows administrator user name.
   b. In the Password field, enter the administrator password for the Windows user name entered above.
   c. In the Password (Verify) field, reenter the Windows administrator password exactly as it was entered in the Password field.
   d. In the Domain field, enter the Windows domain.

   Note: The credentials used in this step must work for all target systems that have been selected. HP recommends using domain administrator credentials.

4. Click Next. The Repair Settings page is displayed.

The following options are available:

● Repair SNMP settings. Select this option to repair SNMP settings.

If this option is selected, the following steps must be configured:

1. Select Set read community string and to specify a community string. By default, HP Systems Insight Manager’s first community string, that is non-public, is displayed in the field. If no community string exists in HP Systems Insight Manager, then you must enter one.

   Note: If this option is selected, the Read Only community string is added to the target systems. If the target system supports the Accept SNMP commands from these hosts option, then the instance of the HP Systems Insight Manager system is added to the Accept SNMP packets from these hosts list.

   Note: You can enter a community string up to 255 characters.
2. Select Set traps to refer to this instance of HP Systems Insight Manager in the target systems’ SNMP Trap Destination List. This allows the target systems to send SNMP traps to this instance of HP Systems Insight Manager.

- **Repair trust relationship: Set to "Trust by Certificate".** Select this option to require systems to use the Trust by Certificate trust relationship.

  For System Management Homepage target systems, this option sets the trust mode to Trust by Certificate and copies the HP Systems Insight Manager system certificate to the target system’s trusted certificate directory.

- **Repair administrator password for Insight Management Agents version 7.1 or earlier.** Select this option to repair the administrator password on all Insight Management Agents installed on the target systems.

  If this option is selected, the following steps must be configured:

  1. In the **Password** field, enter the new administrator password.

  2. In the **Confirm Password** field, re-enter the new administrator password exactly as you entered it previously.

5. Click **Next**. Click **Prev** to return to the previous page. The **Target Details** page is displayed.

  **Note:** The Configure or Repair Agents tool can be used to update multiple target systems, each of which may potentially have different results. The **hprepair.log** is used to display the information on the stdout tab. The log results indicate whether the repair attempt was successful.

  The **Target Details** page displays the following information:

  - **Status.** This field displays the details for each target system within a task instance.

  - **Exit Code.** This field represents the success or failure of an executable program. If the return value is zero or positive, the executable ran successfully. If a negative value is returned, the executable failed.

  - **Target Name.** This field displays the name/IP address of the target.

  - **The StdoutTab.** This tab displays the output text information.

  - **The Stderr Tab.** This tab displays information if the executable experienced an error.

  - **Files Copied Tab.** This tab displays what files are in the process of being copied or have been copied to the target system.

  - **View Printable Report.** Reports can be printed for either the currently selected target system or for all target systems associated with the task instance.

  To print a report:

  1. Click **View Printable Report**.
An Options Message box is displayed, asking if you want to generate a report containing only the currently selected target system or all systems associated with the task instance.

2. Select which report to print.

3. Click **OK** to print the report, or click **Cancel** to return to the View Task Results page.

6. If Management HTTP Server is installed on target systems, the login credentials are updated in the Management HTTP Server password file.

### Related Topics

- Overview [6]

### Result Log

Possible log results:

- **Normal**
  - Successfully updated the administrator password (for Insight Management Agents version 7.1 or earlier).
  - Successfully created a unique SNMP READ-WRITE community string needed by the HP Web Agent.
  - Successfully changed SNMP setting to accept SNMP requests from this instance of HP Systems Insight Manager.
  - Successfully added this instance of HP Systems Insight Manager to the SNMP trap destination list.
  - Successfully added this instance of HP Systems Insight Manager to trusted certificate list for Insight Management Agents 7.1 or earlier.
  - Successfully updated the SNMP READ-ONLY community string.
  - Successfully added this instance of HP Systems Insight Manager to the trusted certificate list for System Management Homepage 2.0 or later.
  - Successfully restarted the Insight Management Agents. All successful changes will be effective.

- **Minor**
  - SNMP is not installed on this system, so no SNMP settings were altered. To install SNMP, go to Control Panel and add the Windows component of Simple NetWork Management Protocol.
  - SNMP READ-ONLY community string not updated because it already exists with different rights.
  - Unable to create an SNMP READ-WRITE community string needed by the HP Web Agent.
Unable to create a unique ID for a SNMP READ-WRITE community string needed by the HP Web Agent.

Array Configuration Utility is running. Not all changes will be effective. Manually restart the target server when convenient.

No settings were changed. There are no management applications utilizing the System Management Homepage present on this system.

**Major**

- The operating system on the target is not supported.
- The HP repair tool will not run unless the supplied credentials are for an OS administrator. Provide correct OS administrator credentials for this target and run the Configure or Repair Agents tool again.
- No input data was supplied to the HP Repair tool.
- Insufficient memory to run HP Repair tool on target system. Stop unnecessary services on the target and run the Configure or Repair Agents tool again.
- SNMP READ-ONLY community string not updated.
- Failed to change SNMP setting to accept SNMP requests from this instance of HP Systems Insight Manager.
- Unable to add this instance of HP Systems Insight Manager to the SNMP trap destination list.
- Unable to restart the Insight Management Agents (version 7.1 or earlier). Not all changes will be effective. Manually restart the target server when convenient.
- HP Systems Insight Manager was unable to connect to the target. Retry with administrator credentials for this target.

**Related Topics**

- Configure or Repair Agents [6]
- Overview [6]
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
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<tr>
<td>central management server (CMS)</td>
<td>A system in the management domain that executes the HP Systems Insight Manager software. All central operations within HP Systems Insight Manager are initiated from this system.</td>
</tr>
<tr>
<td>Configure or Repair Agents</td>
<td>The Configure or Repair Agents feature is an HP Systems Insight Manager plug-in feature that enables you to repair credentials for SNMP settings and trust relationships that exist between HP Systems Insight Manager and target systems. You can also update Web Agent passwords on target systems that have 7.1 agents or earlier installed.</td>
</tr>
<tr>
<td>discovery</td>
<td>A feature within a management application that finds and identifies network objects. In HP management applications, discovery finds and identifies all the HP systems within a specified network range.</td>
</tr>
<tr>
<td>HP Systems Insight Manager</td>
<td>System management software that is capable of managing a wide variety of systems, including HP systems, clusters, desktops, workstations, and portables.</td>
</tr>
<tr>
<td>HP Systems Insight Manager</td>
<td>HP Systems Insight Manager 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 Systems Insight Manager software delivers the essential capabilities required to manage all HP server platforms. HP Systems Insight Manager 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.</td>
</tr>
<tr>
<td>Simple Network Management Protocol (SNMP)</td>
<td>One of the management protocols supported by HP Systems Insight Manager. Traditional management protocol used extensively by networking systems and most servers. MIB-2 is the standard information available consistently across all vendors.</td>
</tr>
<tr>
<td>standard output (stdout)</td>
<td>The default place to which a program writes its output. The default is the terminal display.</td>
</tr>
<tr>
<td>system</td>
<td>Nodes on the network that communicate through TCP/IP or IPX. To manage a system, some type of management protocol (for example, SNMP, DMI, or WBEM) must be present on the system. Examples of systems include servers, workstations, desktops, portables, routers, switches, hubs, and gateways.</td>
</tr>
<tr>
<td>System Management Homepage</td>
<td>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.</td>
</tr>
<tr>
<td><strong>user</strong></td>
<td>A network user with a valid login on the CMS that has been added to HP Systems Insight Manager.</td>
</tr>
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