

# HP Operations Smart Plug-ins DVD

for use with HP Operations Manager for Unix<sup>®</sup> 8.2x and 8.30

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## Installation Guide

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Software/Document Release Date: October 2008/March 2009



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## Documentation Updates

This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

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- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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# 1 The Smart Plug-ins DVD

The *HP Operations Smart Plug-ins DVD* contains a collection of Operations Smart Plug-ins (SPIs) and Operations supplementary management applications. These SPIs and applications work with an HP Operations management server running on HP-UX or Solaris. The collection offers you the convenience of having all SPIs on a single medium.

For each product you want to install and use, you must obtain a license from Hewlett-Packard. For license information see “License Requirements” on [page 29](#).

The SPIs contained on the DVD work with OVO/HPOM for UNIX to help you manage areas of:

- BEA WebLogic Server
- WebSphere Application Server
- IBM DB2
- Informix
- Microsoft® Exchange
- Microsoft SQL Server
- Oracle
- Oracle Application Server
- PeopleSoft
- Remedy Action Request System (ARS)
- SAP
- Sybase
- BEA Tuxedo

In addition, the following complimentary products are included on the HP Operations Smart Plug-ins DVD:

- Integration for Sun Management Center
- Integration for HP Systems Insight Manager
- Smart Plug-in for HP Storage Essentials SRM
- Service Navigator Report Package
- Smart Plug-in for Web Servers

The following products are included in the OSSPI folder on the HP Operations Smart Plug-ins DVD

- Smart Plug-in for UNIX OS  
(HP-UX, Solaris, Linux, IBM AIX, and Tru64 operating systems)
- Smart Plug-in for Microsoft Windows OS



# Product Updates with this Release

Updates that apply to all or some of the Smart Plug-ins are outlined below. If you are considering purchasing a product, please refer to the full product descriptions, which start on [page 15](#).

All Smart Plug-ins (unless otherwise noted) in this release include:

- HP OVO/U 8.28, 8.29, and 8.30 management server support on HP-UX 11.23 PA-RISC, HP-UX 11.23 Itanium, and Solaris 10.
- HTTPS 8.52 agent support\* on UNIX systems—HP-UX, Linux, Tru64, Solaris, AIX—as non-root user, promoting a more secure operating environment.
- Support dropped for the DCE agent nodes for all SPIs.

## DVD

The DVD contains the following directories and files:

- SPIDVD\_InstallGuide.pdf
- spi-thirdparty-license-agreements: contains the license details of Open Source/ Third party products used with the SPIs.
- HPUNIX: contains the .depot file to install SPIs on HP-UX platform.
- SOLARIS: contains .depot and .sparc files to install SPIs on Solaris platform.
- WINDOWS: contains the SPI reports and graphs packages.
- OSSPI: contains depot files, hotfixes, patches, and readme for Windows OS and Unix OS SPI. Refer to the readme to install the OS SPIs.
- DOCUMENTATION: contains all SPIs documents.



**For SPIs that are not updating with this release:** as these SPI manuals are not changing, refer to this guide to the DVD structure and documentation and depot/sparc files locations.

## Update Details

Specific Smart Plug-in updates for this release are summarized as follows. For more complete details, see the release notes for each product.

- **Smart Plug-in for BEA Tuxedo updates:**

- Tuxedo Application Queue Monitoring
- support for Tuxedo 9.0 and 9.1
- support for AIX 5.1 and 5.2
- Tuxedo Server Group Monitoring



Tuxedo SPI has not been refreshed for this release.

- **Smart Plug-in for BEA WebLogic Server updates:**

- support for WebLogic Server 10
- support for Veritas Cluster on HP-UX
- support for Windows 2008 Server (Standalone)
- support for Windows x64 HTTPS Agent

- **Smart Plug-in for Databases updates**
  - Support for 3DES Encryption
  - Support for VMWare
  - Support for Windows 2008 Server (standalone)
  - Support for Oracle 11g
  - Support for Sybase 15
  - Support for Informix 11.10
  - Support for non-privileged user on Windows Nodes for Microsoft SQL Server 2005
  - Support for Oracle advanced replication
  - Oracle ASM Discovery and Integration
- **Smart Plug-in for Microsoft Exchange Server updates:**
  - Monitors Exchange 2007 SP1 on Windows Server 2008
  - new monitoring capabilities:
    - Monitors ‘Standby Continuous Replication’ (SCR) introduced in SP1
    - Extended monitoring of edge transport server and unified messaging server and hub transport server
    - Monitors ‘message tracking log’ on transport servers
  - New Reports and Graphs
    - Report to show total number of messages sent / received from each exchange 2007 mailbox server
    - Reports to show: top senders/ recipients/ destination/ source per mail box servercheck for Circular Logging setting for Storage Groups

- **HP Operations Integration for HP Systems Insight Manager updates:**
  - Enhanced 'default' event forwarding collection
  - Enhanced event forwarding from HP SIM to OVO
  - Support for Smart CD/IM Agent 7.8
  - Support for Windows X64 HTTPS Agent (64 bits)
  - Support for Windows 2008 Server (Standalone)
- **Smart Plug-in for Storage Essentials SRM updates:**
  - Population of HP SE SRM Infrastructure(hosts,switches and Storage Systems) in OM node bank as external nodes.
  - Support for Windows 2008 Server (Standalone)
- **Smart Plug-in for WebSphere Application Server updates:**
  - Monitors WebSphere running under Network deployer centralized administration console
  - Support for the JMX Metrics Builder
  - Support for Windows 2008 Server (standalone)

- **Smart Plug-in for IBM DB2 updates:**
  - Support for DB2 Viper 9.5
  - Support for VMWare
  - Enhanced tracing and logging
  - Encryption based on standards
  - New monitors: DB partitioning and DB2 Discovery and Filtering
- **Smart Plug-in for Oracle Application Server updates:**
  - Support for the JMX Metrics Builder
  - Monitors Oracle AS 10.1.3
  - Support for Windows 2008 Server (Standalone)
- **Smart Plug-in for PeopleSoft updates:**
  - Monitors PeopleSoft log table messages
  - Reports on historical data (Reporter integration)
  - basic monitoring of WebLogic web server
  - support for PeopleTools 8.49
  - support for BEA Tuxedo 9.1
- **Smart Plug-in for Remedy updates:**
  - Direct access to ARS tickets using CLI
  - Priority based queuing of OM requests
  - Support for Remedy ARS 7.1
  - Support for Remedy staging forms
  - Support CMAs (new on OMW)
  - Efficient handling of unreachable ARS servers
  - Improve performance of SPI DB
- **Smart Plug-in for SAP updates:**
  - Capability to directly monitor SAP NetWeaver Java Stack
  - Capability to monitor SAP Enterprise Portal
  - Support for SAP Kernel 7.1

- Support for SAP BASIS 7.1
- Support for SLES 10 (X64, AND IA-64) nodes
- Support for RHEL 5 (X64, AND IA-64) nodes
- Support for VMWare
- Support for non-privileged agent user on Windows Nodes
- Support for 64-bit HTTPS agents on x64 nodes
- New reports to indicate health and performance of SAP NetWeaver Web Application Server (J2EE )

# Product Descriptions

The Smart Plug-ins DVD contains the software, documentation, and any applicable *HP Reporter* and *HP Performance Manager* integration for each Smart Plug-in and HP supplementary management application.

Below is a list of the SPIs included on the DVD.

**Table 1 Product List**

Product Name	Version
HP Operations Smart Plug-in for BEA Tuxedo	3.20
HP Operations Smart Plug-in for BEA WebLogic Server (including JMX Metric Builder)	6.00
HP Operations Smart Plug-in for Databases (Oracle, Microsoft SQL Server, Sybase, and Informix)	11.40
<i>HP Operations Smart Plug-in for HP Storage Essentials SRM</i>	1.60
<i>HP Operations Integration for HP Systems Insight Manager</i>	1.60
<i>HP Operations Smart Plug-in for IBM DB2</i>	3.61
<i>HP Operations Smart Plug-in for WebSphere Application Server</i>	6.00
<i>HP Operations Smart Plug-in for Microsoft Exchange Server</i>	12.00
HP Operations Smart Plug-in for Microsoft Windows OS	8.80
<i>HP Operations Smart Plug-in for Oracle Application Server</i>	6.00
<i>HP Operations Smart Plug-in for PeopleSoft</i>	2.80
<i>HP Operations Smart Plug-in for Remedy ARS Integration</i>	3.00
<i>HP Operations Smart Plug-in for SAP</i>	11.00
HP Operations Smart Plug-in for UNIX OS	3.50
HP Operations Smart Plug-in for Web Servers	5.40
HP Operations Smart Plug-in for TIBCO	A.01.05
HP Integration for Sun Management Center	3.50
HP Operations Service Navigator Report Package	3.80

A brief description of each SPI follows:

- **HP Operations Smart Plug-in for BEA Tuxedo**

The HP Operations SPI for BEA Tuxedo provides a key to centralized, ready-to-go availability management of distributed BEA Tuxedo applications. A natural extension of the HP Software platform, this SPI offers the following features:

- monitoring all BEA Tuxedo system events
- interception of all Tuxedo ULOG events
- health monitoring of Tuxedo application with thresholds on TMIB variables
- automatic association of Tuxedo system error manual to user logs
- managing Tuxedo domains on PARISC/HPUX, IA64/HPUX, Alpha/Tru64, Pentium/Windows, SPARC/Solaris nodes and PowerPC/AIX in the managed nodes



- **HP Operations Smart Plug-in for BEA WebLogic Server**

The HP Operations BEA WebLogic Server SPI integrates BEA WebLogic Server into the rest of the IT environments managed by the HP Software family of products. The WebLogic SPI monitors the following areas:

- Cluster processing
- Application Instance Monitoring
- Server performance
- Transaction rates
- Servlet executing times, time-outs, request rates
- Enterprise Java Bean resource utilization
- JDBC connection status
- Java Message Service
- Java Virtual Machine heap utilization
- Web Context service time and active sessions.
- User-Definable Metrics to extend monitoring for the performance of any custom applications that expose MBean management data through JMX

- **HP Operations Smart Plug-in for Informix**

The HP Operations SPI for Informix Dynamic Server (also referred to as the SPI for Databases) helps administrators manage Informix environments of any size, from a single Informix database managed with local tools to a distributed environment of hundreds of databases managed from a central, best-in-class console. Additional features of this SPI include:

- more than 60 pre-defined threshold events and over 150 logfile conditions
- areas of focus include space management, transaction management, and memory metrics
- interception of error log messages such as panics, chunk down, and lock table overflow

- **HP Operations Smart Plug-in for IBM DB2**

The HP Operations Smart Plug-in for IBM DB2 (DB2 SPI) provides centralized proactive monitoring and management of enterprise-wide DB2 databases from a central best-in-class console. Key features include:

- 100 pre-defined thresholds to monitor key performance and activity areas at application, database, instance, bufferpool and tablespace levels
- monitoring of Administration Notification Log files
- monitoring of database status, tablespace usage, and key DB2 processes
- support of database partitioning facility (DPF) to monitor distributed databases
- ability to define metrics as desired
- snapshot reports showing data at drill-down application levels, available as both alert-generated or user-generated
- integration with HP Performance Manager to graphically represent areas like bufferpools, locks and deadlocks, agents and applications, and connections
- integration with HP Service Navigator to visually represent databases/instances, color-coded to show service availability/performance
- integration with HP Reporter to provide management- ready reports on availability, workload and space utilization

- **HP Operations Smart Plug-in for WebSphere Application Server**

The HP Operations SPI for WebSphere Application Server offers centralized tools that help you monitor and manage systems using WebSphere Application Server. The WebSphere Application Server SPI monitors the following areas:

- server availability and performance and memory usage
- transaction rates,
- servlet executing times, time-outs, request rates
- JDBC connection status
- Web application processing and exception counts of scheduled WebSphere actions
- cluster processing

- User-Definable Metrics to extend monitoring for the performance of any custom applications that expose MBean management data through JMX

- **HP Operations Smart Plug-in for Microsoft Exchange**

The HP Operations SPI for Microsoft Exchange identifies connectivity delays and excessive e-mail queue lengths before they bring a system to its knees, thus avoiding slow e-mail delivery and unnecessary support calls. Additional features include:

- event monitoring of Microsoft Exchange entries to MS Windows 2003/2000/NT event log
- over 50 calculated metrics for performance monitors and thresholds
- metric areas including MTA, replication, Internet mail service, non-delivery reports

- **HP Operations Smart Plug-in for Microsoft SQL Server**

The SPI for Microsoft SQL Server (also known as the SPI for Databases) helps administrators efficiently manage SQL Server environments of any size, from a single SQL Server database managed with local tools to a distributed environment of hundreds of databases managed from a central, best-in-class console. The key features include:

- more than 60 pre-defined threshold events and several logfile conditions
- specific focus on space management, concurrency problems, and workload metrics
- interception of hundreds of error log messages such as corruptions and space shortages

- **HP Operations Smart Plug-in for SAP (SPI for SAP)**

The SPI for SAP extends HP Software management capabilities to help you manage all IT elements necessary for delivering SAP NetWeaver services; for example, SAP NetWeaver programs, application servers, databases and their servers, and operating systems. In addition, the SPI for SAP can help you manage a variety of business-critical applications as well as the overall IT environment. Unlike a product that is specialized for SAP NetWeaver only management, the SPI for SAP, working in conduction with OVO/HPOM for UNIX, offers a more feature rich set of IT systems management capabilities that include:

- Availability Management: monitors alerts from CCMS, Syslogs, Batch jobs, Processes, files, SAP NetWeaver status, etc.
- Performance Management: a consolidated view of SAP performance information and overall system-resource characteristics, including: frequency, response, and wait time for Dialog, Update, Batch, and Spool processes
- Remote Monitoring: ability to monitor SAP Systems running in unsupported environments.
- SAP ITS 6.20 (Internet Transaction Server) Monitor: check the status and availability of the various components of the ITS 6.20 server, including; AGate, WGate, and Web Server.
- Service Reports: reports that correlate and display long-term data about your IT environment, allowing you to analyze trends.
- New reports to indicate health and performance of SAP NetWeaver Web Application Server (J2EE)

- **HP Operations Smart Plug-in for Oracle**

The HP Operations SPI for Oracle Database Servers (also known as the SPI for Databases) helps administrators efficiently monitor distributed enterprise-wide Oracle environments from a central, best-in-class console. The key features include:

- more than 100 pre-defined threshold events and over than 90 logfile conditions
- specific areas of focus on space management, table/index performance, and rollback segments
- snapshot reports of database environments when alerts occur
- thresholds based on ratios and percentages rather than raw data
- continuous availability monitoring of the Oracle listener - a single point of failure

- **HP Operations Smart Plug-in for Oracle Application Server**

The Smart Plug-in for Oracle Application Server offers centralized tools that help you monitor and manage systems using OracleAS. The OAS-SPI monitors the following areas:

- Server performance
- JVM heap utilization

- EJB resource utilization
- Servlet execution times and threads
- JSP service time and active requests
- JMS connections
- JDBC connection status
- Web applications
- HTTP connections

- **HP Operations Smart Plug-in for PeopleSoft**

The HP Operations SPI for PeopleSoft is based on standard HP Software processes and is an extension of the HP Operations platform. It helps IT organizations with PeopleSoft environments to efficiently manage database availability and performance impact of PeopleSoft environments. The key features include:

- encompassing of PeopleSoft, BEA Tuxedo, database, and process scheduler
- dynamic monitoring of logfiles for the complete environment
- batch job status information includes failures or delays
- manages database availability and performance impact on PeopleSoft

- **HP Operations Smart Plug-in for HP Storage Essentials SRM (complimentary)**

The HP Storage Essentials SRM SPI monitors the Storage Essentials SRM services and provides the following features:

- Service discovery/mapping of the Storage Essentials SRM central management server and it's managed hosts
- monitoring of HP SE SRMservice and processes
- Tools to start/stop/status HP SE SRM server and host agent processes

- **HP Operations Integration for HP Systems Insight Manager (complimentary)**

The HP SIM Integration provides a smart link between HP Software and HP SIM management servers. It also provides extended features for monitoring nodes with Insight Management Agent software (HP ProLiant and Integrity servers). The integration can be installed in environments

consisting of multiple HP SIM management servers and Insight Management Agents nodes, and monitors and manages the functionality of HP SIM and IM hosts in the following ways:

- Event Forwarding from HP SIM into OVO/HPOM and bi-directional event acknowledgement
- Service Discovery of HP SIM and Insight Management Agents services
- monitoring of HP SIM and Insight Management Agents services
- Tools to start/stop/status HP SIM services, launch System Management Homepage, etc.
- Operator-Initiated Event Action in-context launch of HP SIM web interface
- Event forwarding from Insight Management Agents nodes (SNMP)

- **HP Operations Smart Plug-in for Sybase**

The HP Operations SPI for Sybase Adaptive Server (also known as the SPI for Databases) helps administrators efficiently manage Sybase environments of any size, from a single Sybase database managed with local tools to a distributed environment of hundreds of databases managed from a central, best-in-class console. The key features include:

- more than 65 predefined threshold events and more than 15 log file conditions
- focus on replication, index tuning, resource hogs
- interception of over 1,000 error log messages such as corruptions and space shortages

- **HP Operations Smart Plug-in for Web Servers**

The HP Operations Web Servers SPI provides templates and applications specifically designed to integrate with HP Software by providing the capability to monitor processes and log files of the following Web servers:

- Apache, HP Apache
- SunONE Web Server
- IBM HTTP web server

- **HP Operations Smart Plug-in for Remedy Action Request System**

## **Integration**

The HP Operations SPI for Remedy Action Request System (ARS) provides IT organizations with a pre-configured smart link between OpenView Operations and Remedy ARS service desk. Additional SPI for Remedy ARS features include:

- the ability to automatically create and track Remedy Action Requests from HP Software.
- dynamic updates of HP Software events based on Action Request status changes.

- **HP Operations Integration for Sun Management Center**

OVO/SunMC integration is an add-on component, offering instrumentation for monitoring the Sun Solaris systems on different levels of operation. It supports the following functionality:

- SunMC event forwarding, mapping and synchronization.
- Ability to receive and acknowledge SunMC alarm messages from all objects that belong to a specified SunMC domain; from the OVO/HPOM console the acknowledgement is forward to the SunMC server, where the alarm state is changed to ACKNOWLEDGED.
- Ability to launch the SunMC console and SunMC details console windows from the OVO/HPOM Application Bank.

- **HP Operations Service Navigator Report Package**

The HP Report package includes reports for the HP Service Navigator. The package features:

- reports that graph the HP Service Navigator status history
- support for HP Reporter versions 3.6, 3.7, and 3.8
- support for OVO/HPOM for 8.2x

- **HP Operations Smart Plug-in for UNIX OS**

The UNIX OS SPI is available in the OSSPI directory on the SPI DVD. It cannot be installed with the SPI DVD installer. The HP Operations SPI for UNIX Operating systems has capabilities that include:

- monitoring system health for HP-UX, Sun Solaris, IBM AIX, and Linux (Red Hat, Suse, Debian, TurboLinux), and Tru64 environments

- providing out-of-the-box monitoring of operating system, services, and performance monitoring (also supports Veritas Volume Manager and Solstice Disk Suite and Sun Cluster)
- the ability to configure performance agents with HP Operations templates
- full integration with HP Performance Agent
- **HP Operations SPI for Microsoft Windows OS (Windows OS SPI)**

The Windows OS SPI is available in the OSSPI directory on the SPI DVD. It cannot be installed with the SPI DVD installer. The Windows OS SPI helps administrators efficiently manage Windows machines on the network and is the OVO/HPOM extension for a number of Microsoft DNA-based business applications services. This SPI adds value by providing out-of-the-box solutions that include:

- monitoring of events and processes for key Microsoft back office applications (Certificate Server, Cluster Server, Index Server, Message Queue Server, Proxy Server, SNA Server, System Management Server, and Transaction Server)
- monitoring of events, processes and performance for Microsoft Windows core components (Active Directory Server, Terminal Server, Network Infrastructure and Operating System health)
- event forwarding from Dell OpenManager
- monitoring of events, processes and performance for Microsoft Internet Information Server and Microsoft Site Server
- monitoring events for antivirus applications from McAfee and Norton
- monitoring events for backup and storage applications from Veritas



- monitoring the Microsoft Cluster Server environment through templates that cover Microsoft Cluster Servers, resource groups, networks, and shared disks; also included are applications to manage and administer Microsoft Cluster Servers.



You must install the Windows OS SPI by using the `winosspi_setup` script. During installation the Windows OS SPI removes HP SIM and IM management functionalities, including the discovery of HP SIM and IM services, templates, and applications installed by earlier releases of the Windows OS SPI. Refer to the *Windows OS SPI Administrator's Reference Guide* for instructions on installing the Windows OS SPI. HP Operations Integration for HP Systems Insight Manager, included with this release of HP Operations Smart Plug-ins DVD, provides HP SIM and IM management functionalities.



## 2 Smart Plug-ins Installation and Licensing Information

### OVO/UNIX 8.2x Patches and Version Support

- ▶ After you install an agent patch, please refer to [Service Discovery for HP Agents Installed Later](#) on page 47 to enable service discovery integration with the agent.

**Preliminary setup:** Ensure that you have all the latest patches if you use version 8.2x of the OVO/UNIX management server and the Operations agent. The latest OVO/UNIX consolidated server and intermediate patches are required for new/added platforms and also to correct a timeout issue with Service Discovery. Patches are located on the following URL:

<http://openview.hp.com/sso/ecare/getsupportdoc?docid=OVO-PATCHES>

**Table 2 Solaris Management Server & Managed Node**

<b>OS: Management Server</b>	<b>Patch</b>	<b>Version</b>	<b>Date Released</b>
Solaris	ITOSOL_00673	A.08.30	5/2008

  

<b>OS: Managed Nodes</b>	<b>Patch</b>	<b>Version</b>	<b>Date Released</b>
AIX	ITOSOL_00667	A.08.51.1	8/11/2008
HP-UX 11 IA	ITOSOL_00664	A.08.51	5/30/2008
HP-UX 11 PA	ITOSOL_00638	A.08.51	6/3/2008
Linux	ITOSOL_0066	A.08.51.1	8/26/2008
	ITOSOL_00655	A.08.18	1/24/2008
Solaris	ITOSOL_00663	A.08.51	6/3/2008
Solaris x86/x64	ITOSOL_00672	A.08.51	7/8/2008
Tru64	ITOSOL_00668	A.08.51.1	8/28/2008
Windows	ITOSOL_00677	A.08.51.1	8/11/2008

**Table 3 HP-UX Management Server & Managed Nodes**

<b>OS: Management Server</b>	<b>Patch</b>	<b>Version</b>	<b>Date Released</b>
HP-UX	PHSS_38201	A.08.30 PA	5/2008
	PHSS_38200	A.08.30 IA	5/2008

<b>OS: Managed Nodes</b>	<b>Patch</b>	<b>Version</b>	<b>Date Released</b>
AIX	PHSS_37681	A.08.51.1	8/11/2008
HP-UX 11 IA	PHSS_37678	A.08.51	5/30/2008
HP-UX 11 PA	PHSS_37402	A.08.51	5/7/2008
Linux	PHSS_37680	A.08.51.1	7/21/2008
Solaris	PHSS_37677	A.08.51	6/3/2008
Solaris x86/x64	PHSS_37934	A.08.51	7/8/2008
Tru64	PHSS_37682	A.08.51.1	9/5/2008
Windows	PHSS_38332	A.08.51.1	8/11/2008

## Licenses for the Software on the DVD

The following table indicates additional licenses required for SPIs and applications included on the Smart Plug-in DVD.

**Table 4 License Requirements for HPOM for UNIX Smart Plug-ins**

<b>HP Software Product:</b>	<b>License Number</b>	<b>License Description</b>
HP Operations Smart Plug-in for BEA WebLogic Server	B9155AA	HPOM SPI BEA Weblogic Tier 4, LTU
	B9141AA	HPOM SPI BEA Weblogic Tier 3, LTU
	B9142AA	HPOM SPI BEA Weblogic Tier 2, LTU
	B9143AA	HPOM SPI BEA Weblogic Tier 1, LTU
	B9144AA	HPOM SPI BEA Weblogic Tier 0, LTU
	BB172ZA	HP Ops Target Connector Weblogic AS SW LTU
HP Operations Smart Plug-in for BEA Tuxedo	BB172ZAE	HP Ops Target Connector Weblogic AS SW E-LTU
	B9152AA	HPOM SPI BEA Tuxedo Tier 4, LTU
	B7476AA	HPOM SPI BEA Tuxedo Tier 3, LTU
	B7477AA	HPOM SPI BEA Tuxedo Tier 2, LTU
	B7478AA	HPOM SPI BEA Tuxedo Tier 1, LTU
	B7479AA	HPOM SPI BEA Tuxedo Tier 0, LTU
HP Operations Smart Plug-in for WebSphere Application Server	B9173AA	HPOM SPI IBM WebSphere Tier 4, LTU
	B9174AA	HPOM SPI IBM WebSphere Tier 3, LTU
	B9175AA	HPOM SPI IBM WebSphere Tier 2, LTU
	B9176AA	HPOM SPI IBM WebSphere Tier 1, LTU
	B9177AA	HPOM SPI IBM WebSphere Tier 0, LTU
	BB173ZA	HP Ops Target Connector WebSphere AS SW LTU
HP Operations Smart Plug-in for IBM DB2	BB173ZAE	HP Ops Target Connector WebSphere AS SW E-LTU
	BA180AA	HPOM SPI IBM DB2 Tier 4, LTU
	BA181AA	HPOM SPI IBM DB2 Tier 3, LTU
	BA182AA	HPOM SPI IBM DB2 Tier 2, LTU
	BA183AA	HPOM SPI IBM DB2 Tier 1, LTU
	BA184AA	HPOM SPI IBM DB2 Tier 0, LTU
HP Operations Integration for HP Systems Insight Manager	N/A	Complimentary, no license required

**Table 4 License Requirements for HPOM for UNIX Smart Plug-ins**

<b>HP Software Product:</b>	<b>License Number</b>	<b>License Description</b>
HP Operations Smart Plug-in for HP Storage Essentials SRM	N/A	Complimentary, no license required
HP Operations Smart Plug-in for Informix	B9149AA B7460AA B7461AA B7462AA BB171ZA BB171ZAE	HPOM SPI Informix Tier 4, LTU HPOM SPI Informix Tier 3, LTU HPOM SPI Informix Tier 2, LTU HPOM SPI Informix Tier 1, LTU HP Ops Target Connector Informix DB SW LTU HP Ops Target Connector Informix DB SW E-LTU
HP Operations Smart Plug-in for Microsoft Exchange Server	B7448AA B7449AA B7450AA B7451AA	HPOM SPI Microsoft Exchange Server Tier 3, LTU HPOM SPI Microsoft Exchange ServerTier 2, LTU HPOM SPI Microsoft Exchange ServerTier 1, LTU HPOM SPI Microsoft Exchange ServerTier 0, LTU
HP Operations Smart Plug-in for Microsoft Windows OS	N/A	Licensed with Operations agents
HP Operations Smart Plug-in for Oracle Application Server	BA 221AA BA 222AA BA 223AA BA 224AA BA 225AA BB174ZA BB174ZAE	HPOM SPI for Oracle AS Tier 4, LTU HPOM SPI for Oracle AS Tier 3, LTU HPOM SPI for Oracle AS Tier 2, LTU HPOM SPI for Oracle AS Tier 1, LTU HPOM SPI for Oracle AS Tier 0, LTU HP Ops Target Connector Oracle AS SW LTU HP Ops Target Connector Oracle AS SW E-LTU
HP Operations Smart Plug-in for SAP	B9148AA B7456AA B7457AA B7458AA B7459AA BB176ZA BB176ZAE	HPOM SPI SAP Tier 4, LTU HPOM SPI SAP Tier 3, LTU HPOM SPI SAP Tier 2, LTU HPOM SPI SAP Tier 1, LTU HPOM SPI SAP Tier 0, LTU HP Ops Target Connector SAP SW LTU HP Ops Target Connector SAP SW E-LTU
HP Operations Smart Plug-in for Microsoft SQL Server	B7473AA B7473AA B7474AA B7475AA	HPOM SPI MS SQL Server Tier 3, LTU HPOM SPI MS SQL Server Tier 2, LTU HPOM SPI MS SQL Server Tier 1, LTU HPOM SPI MS SQL Server Tier 0, LTU

**Table 4 License Requirements for HPOM for UNIX Smart Plug-ins**

<b>HP Software Product:</b>	<b>License Number</b>	<b>License Description</b>
HP Operations Smart Plug-in for Oracle	B9150AA	HPOM SPI Oracle Tier 4, LTU
	B7464AA	HPOM SPI Oracle Tier 3, LTU
	B7465AA	HPOM SPI Oracle Tier 2, LTU
	B7466AA	HPOM SPI Oracle Tier 1, LTU
	B7467AA	HPOM SPI Oracle Tier 0, LTU
	BB169ZA BB169ZAE	HP Ops Target Connector Oracle DB SW LTU HP Ops Target Connector Oracle DB SW E-LTU
HP Operations Smart Plug-in for PeopleSoft	B9147AA	HPOM SPI PeopleSoft Tier 4, LTU
	B7452AA	HPOM SPI PeopleSoft Tier 3, LTU
	B7453AA	HPOM SPI PeopleSoft Tier 2, LTU
	B7454AA	HPOM SPI PeopleSoft Tier 1, LTU
	B7455AA	HPOM SPI PeopleSoft Tier 0, LTU
HP Operations Smart Plug-in for Remy ARS Integration	B7480AA	OV SPI Remedy, LTU
HP Operations Smart Plug-in for Sybase	B9151AA	HPOM SPI Sybase Tier 4, LTU
	B7468AA	HPOM SPI Sybase Tier 3, LTU
	B7469AA	HPOM SPI Sybase Tier 2, LTU
	B7470AA	HPOM SPI Sybase Tier 1, LTU
	T169AA	HPOM SPI Sybase Tier 0, LTU
	BB170ZA BB170ZAE	HP Ops Target Connector Sybase DB SW LTU HP Ops Target Connector Sybase DB SW E-LTU
HP Operations Smart Plug-in for UNIX OS	N/A	Licensed with OVO agents
HP Operations Smart Plug-in for Web Servers	N/A	Licensed with OVO agents
<b>HP OpenView Add-on Modules:</b>		
HP OpenView Service Navigator Report Package	N/A	License included with purchase of Reporter.

# Smart Plug-ins DVD Contents and Use

The Smart Plug-in DVD contains:

- Smart Plug-ins and application management products, which (with licenses) you can install on the HPOM management server
- Product reporting/graphing packages for use with *HP Reporter*, *HP Performance Manager*, and HP Service Desk
- Product documentation

The instructions contained in this document apply to all applications and are therefore general. For more exact instructions pertaining to the specific product(s) you plan to install, print a copy of the product's installation instructions. For the name/location of the document(s) you need, see Table 5 on page 34.



While the DVD contains the complete software for each of the listed products, install only those for which licenses have been obtained.

**Smart Plug-in Installation:** Follow the instructions for the individual product. At the point in the instructions where you run the `swinstall` or `pkgadd` command to install the product software, use the software depot file listed in Table 6 on page 36 and Table 7. When the `swinstall/pkgadd` is complete, continue with the instructions for the individual product.

**Reporting/Graphing Packages Installation:** Some products have *HP Reporter*, *HP Performance Manager*, and HP Service Desk integration. If your product integrates with either HP Reporter or HP Performance Manager, follow the specific installation instructions in the product's documentation. When you need to run the reporting/graphing programs, mount the HP Reporter packages. You will find the programs in the directories shown in Table 9 below.



It is important that you follow the product's specific instructions as they contain unique steps that must be completed before and after `swinstall/pkgadd`. These steps enable a successful installation.

## Installing from the Smart Plug-ins DVD

- 1 Mount the Smart Plug-ins DVD.
- 2 Print the product's installation instructions.



- 3 For the Smart Plug-ins follow product installation instructions ensuring that the installer depot in the `swinstall/pkgadd` command is the correct one from Table 6, Table 7, or Table 8.
- 4 For HP Reporter and HP Performance Manager Packages follow Reporter Packages installation instructions using the files from the directories listed in Table 9, Table 10, Table 11, and Table 12.

## Mounting the DVD on HP-UX

- 1 Log on as user root.
- 2 Set the user root's umask by entering:  
**umask 027**
- 3 Create a directory to mount the DVD:  
`mkdir /<mount_point>`  
For example: `mkdir /dvdrom`
- 4 Insert the DVD into the disk drive and mount it as user root by entering:  
`mount /dev/<dvdrom_drive_name> /<mount_point>`  
For example, for a local DVD, you might enter:  
`mount /dev/dsk/c0t2d0 /dvdrom`  
You can also run SAM and mount the DVD to a specific path in the Disks and File Systems window.

## Mounting the DVD on Solaris

Insert the DVD into the DVD drive. The DVD is automatically mounted (and unmounted) on Sun Solaris systems.

## Mounting the DVD on Windows

Insert the OVO for UNIX Smart Plug-in DVD into the DVD drive. The DVD will automatically mount.

## Product Documentation Locations on the DVD

Each product on the Smart Plug-ins DVD has its own procedures that must be followed for a successful installation. View or print the installation documentation and release notes for each product you plan to install.

The installation instructions and any applicable release notes for each product on the Smart Plug-ins DVD are in the files listed below.

- File names are relative to:  
`<mount_point>/DOCUMENTATION`  
 where  
`<mount_point>` is the directory where the Smart Plug-ins DVD was mounted.
- Most document files are in Adobe Acrobat (pdf) format. Use Adobe Acrobat to view or print the appropriate files.

**Table 5 Product Documentation and Release Notes**

<b>Product Name/ HP OpenView:</b>	<b>Documentation Relative to &lt;mount_point&gt;/DOCUMENTATION</b>
Integration for Sun Management Center	/SPI_Guides/SunMC_UserGuide.pdf /ReleaseNotes/SunMC_ReleaseNotes.pdf
Service Navigator Report Package	/SPI_Guides/ ServiceNavigatorReportPackage_InstallGuide.pdf
SPI for BEA Tuxedo	/SPI_Guides/TuxedoSPI_InstallGuide.pdf /SPI_Guides/TuxedoSPI_UserGuide.pdf /ReleaseNotes/TuxedoSPI_ReleaseNotes.pdf
SPI for BEA WebLogic Server	/SPI_Guides/WebLogicSPI_ReferenceGuide.pdf /SPI_Guides/WebLogicSPI_ConfigGuide.pdf /ReleaseNotes/WebLogicSPI_ReleaseNotes.pdf
SPI for Databases	/SPI_Guides/DBSPI_ConfigGuide.pdf /ReleaseNotes/DBSPI_ReleaseNotes.pdf /SPI_Guides/DBSPI_Oracle_ReferenceGuide.pdf /SPI_Guides/DBSPI_SQL_ReferenceGuide.pdf /SPI_Guides/DBSPI_Informix_ReferenceGuide.pdf /SPI_Guides/DBSPI_Sybase_ReferenceGuide.pdf
Integration for HP Systems Insight Manager	/SPI_Guides/HPSIMInt_ConfigGuide.pdf /ReleaseNotes/HPSIMInt_ReleaseNotes.htm
SPI for HP Storage Essentials SRM	/SPI_Guides/HPSESRMSPI_ConfigGuide.pdf /ReleaseNotes/HPSESRMSPI_ReleaseNotes.htm

**Table 5 Product Documentation and Release Notes**

<b>Product Name/ HP OpenView:</b>	<b>Documentation Relative to /&lt;mount_point&gt;/DOCUMENTATION</b>
SPI for WebSphere Application Server	/SPI_Guides/WebSphereSPI_ReferenceGuide.pdf /SPI_Guides/WebSphereSPI_ConfigGuide.pdf /ReleaseNotes/WebSphereSPI_ReleaseNotes.pdf
HP Operation Smart Plug-in User Defined Metrics User Guide	/SPI_Guides/UDM_UserGuide.pdf
HP Operations JMX Metric Builder Release Notes	/ReleaseNotes/JMB_ReleaseNotes.pdf
SPI for IBM DB2	/SPI_Guides/DB2SPI_UserGuide.pdf /ReleaseNotes/DB2SPI_ReleaseNotes.pdf
SPI for Microsoft Exchange	/SPI_Guides/ExchangeSPI_ReferenceGuide.pdf /SPI_Guides/ExchangeSPI_UserGuide.pdf /ReleaseNotes/ExchangeSPI_ReleaseNotes.pdf
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SPI for Web Servers	/ReleaseNotes/WebServersSPI_ReleaseNotes.pdf /SPI_Guides/WebServersSPI_UserGuide.pdf
SPI for TIBCO	/SPI_Guides/TIBCOSPI_UserGuide.pdf /ReleaseNotes/TIBCOSPI_ReleaseNotes.pdf

## Product Locations on the DVD

The DVD contains the SPI packages to be installed on HP-UX and Solaris platform.

## For HP-UX:

The `11.0HPUX.depot` file present under `<mount_point>/HPUX/OV_DEPOT/` directory is used to install the SPIs on HP-UX Management Server.

For example, the `swinstall` command for installing the WebLogic SPI, on an HP-UX Management Server, where the DVD is mounted on `/dvdrom` would be:

```
swinstall -s /dvdrom/HPUX/OV_DEPOT/11.0HPUX.depot WLSSPI
```

To install any other SPI, replace `WLSSPI` with the respective SPI Install name given in the table below.

**Table 6 SPI Install Names on HP-UX**

<b>Product Name/ HP Operations:</b>	<b>SD Install Name</b>
Service Navigator Report Package	None
DSI2DDF	DSI2DDF
Service Discovery Component	SPI-SVCDISC-OVO
SPI SHS	SPI-SHS-OVO
Integration for Sun Management Center	OVOSymInt
SPI for BEA Tuxedo	BEASPI
SPI for BEA WebLogic Server	WLSSPI
SPI for Oracle Database	ORASPI
SPI for Microsoft SQL Server database	MSSSPI
SPI for Sybase database	SYBSPI
SPI for Informix database	INFSPI
Integration for HP Systems Insight Manager	HPSIMInt

**Table 6 SPI Install Names on HP-UX**

<b>Product Name/ HP Operations:</b>	<b>SD Install Name</b>
SPI for HP Storage Essentials SRM	HPSESRMSPI
SPI for IBM DB2	DB2SPI
SPI for WebSphere Application Server	WBSSPI
SPI for Microsoft Exchange	EXSPI
SPI for Oracle Application Server	OASSPI
SPI for SAP	SPI-SAP-ITO
SPI for PeopleSoft	SPI-PSoft
SPI for Remedy ARS Integration	SPI-Remedy SPI-RemedyDoc
SPI for Web Servers	WSSPI
SPI for TIBCO	SPITIB

### For Solaris:

The `SOLARIS.depot` and `HPOMSPiDVD-8.1.sparc` files present under `<mount_point>/SOLARIS/OV_DEPOT/` directory are used to install the SPIs on Solaris Management Server. To install SPIs from `HPOMSPiDVD-8.1.sparc` file, use `pkgadd` command. Table 7 lists the SPIs, which can be installed with the `pkgadd` command. To install SPIs from `SOLARIS.depot` file, use `swinstall` command. Table 8 lists the SPIs, which can be installed with the `swinstall` command.

For example, the `pkgadd` command for installing the WebLogic SPI, on a Solaris Management Server, where the DVD is mounted on `/dvdrom` would be:

```
pkgadd -d /dvdrom/SOLARIS/OV_DEPOT/HPOMSPiDVD-8.1.sparc
HPOvSpiWls
```

To install any other SPI, replace HPOvSpiWls with the respective SPI Install name given in the table below.

**Table 7 SPI Install Names to be used with pkgadd command on Solaris**

<b>Product Name/ HP Operations:</b>	<b>SD Install Name</b>
SPI SHS	HPOvSPIShs
SPI for BEA WebLogic Application Server	HPOvSpiWls
SPI for Oracle Database	HPOvSpiOra
SPI for Microsoft SQL Server database	HPOvSpiMss
SPI for Sybase database	HPOvSpiSyb
SPI for Informix database	HPOvSpiInf
Integration for HP Systems Insight Manager	HPOvSpiSimint
SPI for HP Storage Essentials SRM	HPOvSpiSesrm
SPI for WebSphere Application Server	HPOvSpiWbs
SPI for Microsoft Exchange Server	HPOvSpiEx
SPI for Oracle Application Server	HPOvSpiOas
SPI for SAP	HPOvSpiSap
SPI for Web Servers	HPOvSpiWls

**Table 8 SPI Install Names to be used with swinstall command on Solaris**

<b>Product Name/ HP Operations:</b>	<b>SD Install Name</b>
DSI2DDF	DSI2DDF
Service Discovery Component	SPI-SVCDISC-OVO
SPI for PeopleSoft	SPI-PSoft
SPI for Remedy ARS Integration	SPI-Remedy
SPI for BEA Tuxedo	BEASPI
SPI for TIBCO	SPITIB
SPI for DB2	DB2SPI
Integration for SunMC	OVOSymInt

- ▶ Do not install the entire depot, but only the components for which you are licensed. Also, be sure to read the individual Release Notes of each component before installing.

## Reporting/Graphing Package Locations on the DVD

The *HP Reporter* reporting package can be installed on a Windows server where the Reporter server software is installed according to the individual product's documentation. The *HP Performance Manager* graphing package can be installed on a Windows, Solaris, or HP-UX management server.

- ▶ If at any point you configure Oracle as the database for Reporter data, be sure to use one of the supported versions of the Oracle ODBC driver, which include: 8.1.66 or 8.1.76 or 9.0.13.

The following tables indicate where you find the program files for installing the packages.

**Table 9 HP Reporting Package locations**

<b>Product Name/ HP Operations:</b>	<b>Directory on DVD Relative to: \<i>&lt;DVD drive&gt;</i>\WINDOWS\OV_REPORTER\</b>
Service Navigator Report Package	SERVICENAVIGATOR_03.80\
SPI for BEA WebLogic Server	WEBLOGIC_SPI_06.00.000\
SPI for Databases	DB_SPI_11.40\
SPI for IBM DB2	DB2_SPI\
SPI for WebSphere Application Server	WEBSPHERE_SPI_06.00.000\
SPI for Microsoft Exchange	EXCHANGE_SPI_12.00.000\
SPI for Oracle Application Server	ORACLEAS_SPI_06.00.000\
SPI for SAP	SAPSPI_REPORTER_11.00\
SPI for PeopleSoft	PSSPI_2.80\
SPI for TIBCO	TIBCO_SPI_01.05.000



*Do not* install the entire depot, but only the components for which you are licensed. Also, be sure to read the individual Release Notes of each component before installing.

**Table 10 Graphing Package locations for Windows**

<b>Product Name/ HP Operations:</b>	<b>Directory on DVD Relative to: \<i>&lt;DVD drive&gt;</i>\Windows\OV_PM\</b>
SPI for BEA WebLogic Application Server	WEBLOGIC_SPI_06.00.000\
SPI for Databases	DB_SPI_11.40\
SPI for WebSphere Application Server	WEBSPHERE_SPI_06.00.000\
SPI for Oracle Application Server	ORACLEAS_SPI_06.00.000\
SPI for Microsoft Exchange Server	EXCHANGE_SPI_12.00.000



**Table 11 Graphing Package locations for HP-UX**

<b>Product Name/ HP Operations:</b>	<b>Directory on DVD Relative to: \&lt;DVD drive&gt;\HPUX\OV_PM\</b>
SPI for BEA WebLogic Application Server	WEBLOGIC_SPI_06.00.000\
SPI for WebSphere Application Server	WEBSPHERE_SPI_06.00.000\
SPI for Oracle Application Server	ORACLEAS_SPI_06.00.000\

**Table 12 Graphing Package locations for Solaris**

<b>Product Name/ HP Operations:</b>	<b>Directory on DVD Relative to: \&lt;DVD drive&gt;\SOLARIS\OV_PM\</b>
SPI for BEA WebLogic Application Server	WEBLOGIC_SPI_06.00.000\
SPI for WebSphere Application Server	WEBSPHERE_SPI_06.00.000\
SPI for Oracle Application Server	ORACLEAS_SPI_06.00.000\



*Do not* install the entire depot, but only licensed components. Also, refer to each Smart Plug-in's Release Notes before installing.



---

# 3 Troubleshooting, Support, Compatibility in Non-English Environments

## Troubleshooting

All Smart Plug-ins and the add-on module now have access to improved SPI troubleshooting capabilities. Troubleshooting information can be obtained through the following method:

- **Self-Healing Info** application: This application can be run on any managed node supported by the Smart Plug-in. When run, the application gathers data that you can send to HP support to diagnose the SPI problem.

### Self-Healing Info Application (Individual SPI application)

The Self-Healing Info application included with each Smart Plug-in can be run on the managed node to gather error message-specific and other relevant data. This data is stored in a compressed file that you can send to HP support for assistance. Please see the documentation specific to your Smart Plug-in for the **Self-Healing Info** application location and use.

## Selective Distribution of files

Some Smart Plug-ins have been updated to allow selective distribution of their files. For these Smart Plug-ins, you can use the configuration file (`seldist`) on the OVO/HPOM management server to specify which nodes/node groups receive the named SPI files. By using this capability, you can reduce the number of irrelevant files on nodes unrelated to the SPI.



For details/instructions on Selective Distribution, how it works and how to use it, please see the OpenView Operations Administrator's Reference, Chapter 3, "Enabling Selective Distribution Using the Supplied SPI Configuration File."

The Smart Plug-ins that include the Selective Distribution capability are:

- BEA Tuxedo SPI
- Database SPI
- PeopleSoft SPI
- Remedy SPI
- SAP SPI
- Windows OS SPI
- UNIX OS SPI

## Known Problems and Workarounds

- **Service Navigator/service discovery settings/potential issues:**
  - **Configuration variable:** During the installation of OpenView Operations 8.0, the `OPC_SVCM_ADD_WARN_IF_EXISTS` config variable is set to `FALSE` and is expected to remain that way for any smart plug-in service discovery to work as expected.
  - **Service discovery timeout:** Service discovery for any Smart plug-in is dependent on the **OVDEPLOY** utility, which is provided with OVO 8.0. For this utility the service discovery timeout setting is 10 minutes, stated in *milliseconds* as 60000. As a result, discovery fails if the process takes longer than 10 minutes to complete. If your smart plug-in service discovery process takes longer to complete, increase

the timeout by running the following command on the management server:

```
ovconfchg -ns depl -set CMD_TIMEOUT <new_value>
```

as in

```
ovconfchg -ns depl -set CMD_TIMEOUT 120000
```

**Note:** You can view the current timeout setting by running the command:

```
ovconfget
```

- **Later Service Navigator installation:** Whenever Service Navigator is installed after a SPI is installed, you must manually execute the script stored in `/opt/OV/bin/SPISvcDisc/svcdisc_upload.sh`

- **Common Components Remaining After De-installation:**

Any smart plug-in installation, in addition to installing the SPI, also installs programs common to other SPIs. Such programs are:

**DSI2DDF** (for data collection purposes)

**SPI-SVCDISC-OVO** (for service discovery purposes).

**SPI-SHS-OVO** (Self-Healing Services for troubleshooting SPI problems)

These programs are not automatically removed whenever you deinstall a smart plug-in because they are common components for all SPIs. However, if you are deinstalling all SPIs and want to remove these components, run the following commands on the management server:

```
swremove DSI2DDF
swremove SPI-SVCDISC-OVO
swremove SPI-SHS-OVO
```

*(If any SPI remains, do not remove any of the above components.)*

- **OVO/HPOM for UNIX Patch 8.13 and Message Interceptor issue:**

Symptom: In some cases the message interceptor (**opcmsgi**) aborts on matching an incoming alert message.

Cause: The message interceptor (**opcmsgi**) aborts matching incoming messages when a template condition contains a newly defined variable in its "SET" section (for example, new definition for APPLICATION or TEXT) that has a corresponding variable in its "CONDITION" section.

However, if the first variable used in any part of the "SET" section is a predefined variable (for example, \$MSG\_NODE\_NAME), the message interceptor works correctly.

Solution: This problem was introduced with the 8.13 agent patch and will be fixed with the 8.14 agent patch.

- **SPI-specific issues:**

See the individual product documentation for more information about known problems and workarounds.

## Patches and Fixes in This Version

Please see [page 47](#) for important support information about the latest patches. In addition, see the individual product documentation for more information about specific patches and fixes.

Click on the following links to reach the sites from which the latest patches can be downloaded:

**<http://support.openview.hp.com/selfsolve/patches/>**

## Service Discovery for HP Agents Installed Later



If you install an Operations agent later, that is, after you have installed/configured a managed node, run the command (shown below) to enable integration of the agent and service discovery.

The option may exist to add a node that runs on a new sub-platform enabled by installing an agent patch. Or you may be updating an agent for another reason. In these scenarios, you can enable service discovery to work on that node by running the following command on the management server:

```
swconfig -x reconfigure=true SPI-SVCDISC-OVO
```

Following is the list of SDF hotfixes available:

- **QXCR1000805475:** Service Discovery fails for OMU with Windows Server 2003 - x64/Windows Server 2008 - x64 / Windows Vista x86/x64 nodes.
- **QXCM1000745148:** In a large OMU environment, service discovery framework takes long time to run and sometimes causes Java GUI to hang
- **QXCR1000372419:** Support for Perl\_5.8.8 on HTTPS Agents
- **QXCR1000303472:** PERL5LIB is causing problems with SDF with OAS SPI

# Software Support for Non-English Environments

Smart Plug-ins for OVO/HPOM for UNIX have varying internationalization support levels: Some can be installed, configured, and run on various non-English systems where OVO/HPOM for UNIX is supported, while others run only under English. Please refer to the table that follows for details.

**Table 13 Internationalization and Native Language Support**

<b>Smart Plug-in</b>	<b>Template / Policy Support</b>	<b>HP Reporter Support</b>
DB2	English and various non-English environments where OVO/UNIX is supported	English reports only
Exchange	English and various non-English environments (Asian and European locales) where OVO/UNIX is supported. Version A.08.01 and higher is internationalized for Japanese, S-Chinese and Korean locales.	Japanese localized reports for Japanese version. Reports in English but modified for S-Chinese and Korean systems. English reports for English version.
HP Storage Essentials SRM	English template only. Run in non-English environments where OVO for Unix is supported.	N/A - no reports
HP SIM Integration	English template only. Run in non-English environments where OVO for Unix is supported.	N/A - no reports



**Table 13 Internationalization and Native Language Support**

<b>Smart Plug-in</b>	<b>Template / Policy Support</b>	<b>HP Reporter Support</b>
Informix	English and various non-English environments (Asian and European locales) where OVO/UNIX is supported.	English reports only
Oracle	English and various non-English environments (Asian and European locales where OVO/UNIX is supported). Fully translated Japanese templates, which automatically upload in Japanese environments.	Japanese localized reports for Japanese version. Reports in English but modified for S-Chinese and Korean systems. English reports for English version.
Oracle Application Server	English and various non-English environments (Asian and European locales) where OVO/UNIX is supported.	English reports only
PeopleSoft	English only environments	English reports only
Remedy	English only environments	N/A - no reports

**Table 13 Internationalization and Native Language Support**

<b>Smart Plug-in</b>	<b>Template / Policy Support</b>	<b>HP Reporter Support</b>
Microsoft SQL	English and various non-English environments (Asian and European locales where OVO/UNIX is supported). Fully translated Japanese templates, which automatically upload in Japanese environments.	Japanese localized reports for Japanese version. Reports in English but modified for S-Chinese and Korean systems. English reports for English version.
SAP	English and various non-English environments (Asian and European locales where OVO/UNIX is supported). Translated Japanese templates, which automatically upload in Japanese environments.	English reports only
Sybase	English and various non-English environments where OVO/UNIX is supported, except for the reports.	English reports only
Tuxedo	English and various non-English environments where OVO/UNIX is supported.	N/A - no reports

**Table 13 Internationalization and Native Language Support**

<b>Smart Plug-in</b>	<b>Template / Policy Support</b>	<b>HP Reporter Support</b>
WebLogic Application Server	English and various non-English environments (Asian and European locales) where OVO/UNIX is supported.	English reports only
WebSphere Application Server	English and various non-English environments (Asian and European locales) where OVO/UNIX is supported.	English reports only
SunMC	English only	N.A.
Service Navigator Report Package	N.A.	English reports only

## Reporter Requirements/Known Problems for S-Chinese or Korean Systems

**Reporter version requirement:** Reporter 3.5 with patch OVR\_00008 or higher Reporter version. Only the patched or newer versions of Reporter are able to gather S-Chinese or Korean data using the OpenView Performance subagent.

**Reporter database requirement:** The Reporter database must have been created on either an S-Chinese or Korean system with the system default set to the locale. When the Reporter database is created on a system with the system locale variable set to S-Chinese or Korean, these settings are detected and the database is automatically set to the correct collating sequence.

**Report display inconsistency:** Not all reports show data in ISO-8601 or an acceptable format according to locale. In some cases a forward slash (/) is used to separate dates, rather than the standard hyphen (-). Also, some report dates are in mm/dd/yyyy format.



If available, you can use Microsoft SQL Server Enterprise Manager to check the locale setting for the Reporter database.

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