
HP Operations Manager for UNIX

for the management server on Sun SPARC Solaris system

Release Notes

Software Version: 9.02

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This document provides an overview of HP Operations Manager for UNIX (HPOM) version 9.02. It contains important information not included in the manuals or in online help.

The first page of this document contains the version number, which indicates the software version and the publish date, which changes each time the document is updated. To check for recent updates or to verify that you are using the most recent edition, select *Operations Manager for UNIX* at the following location:
<http://support.openview.hp.com/selfsolve/manuals>

This document provides information about the following topics:

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Media Kit Contents

The HPOM for UNIX media kit contains a number of CDs and DVDs required to install the HPOM for UNIX foundation product and NNM i-series 8.1x for Solaris. In addition, you receive AlarmPoint Express. AlarmPoint is an interactive alerting application, designed to capture and enrich events and route those events to the right person on any communication device, and give that person the ability to solve, escalate, or enlist others to resolve.

The AlarmPoint integration allows the appropriate technician to be notified directly using voice, email, pager, BlackBerry or other devices. Information about the failure is presented to the event resolver and decisions about how to handle the event can be made in real-time.

NOTE HP only distributes the AlarmPoint Express media, and does not provide support. AlarmPoint Express support and information may be obtained directly from AlarmPoint at:
<http://express.alarmpoint.com/hp>

New HPOM customers also receive the media for HP Performance Agent 5.0, HP Performance Manager 8.20, and HP Reporter 3.8x. To use these products, you must also purchase a valid license.

What's New in this Release

HPOM 9.02 contains new features, feature enhancements and other changes.

New Features

HPOM 9.0x contains the following new features:

Web-based Administration for HPOM

HPOM provides a new web-based Administration UI which replaces the Motif UI. The key benefits of the new web-based Administration UI are:

- Web-based configuration of HPOM.
- Concurrent use by multiple administrators with different access rights.
- Improved navigation and editing of HPOM configuration items.
- Policy (template) versioning and comparison capabilities to quickly identify configuration changes and differences.

You can install the Administration UI on the HPOM system after the server installation is complete. HPOM Administration UI user documentation is available online at the Support web site.

New Policy Types

HPOM templates are now referred to as policies, and provide new monitoring capabilities:

- The **Windows Management Interface** (WMI) policy type monitors the properties of WMI classes and instances, and responds when a property matches a value you select, or when an instance you select is created.
- The **Nodeinfo** policy type allows you to configure some aspects of agent behavior, for example, buffer sizes, IP addresses, and port numbers for client-server communication.
- The **Service Process Monitoring** policy type monitors services and processes which are running on managed nodes and sends a message when the state of the service or the process changes.
- The **Measurement Threshold** policy type evaluates performance data and responds if the data does not remain within acceptable levels. This policy type is useful if you want to monitor parameters that are constantly changing, such as CPU load, disk space, number of running processes, and so on. You can also use VB Script or Perl to perform your own calculations and decide if the threshold has been crossed.
- The **ConfigFile** policy type is used by Smart Plug-Ins (SPIs) such as SAP or Microsoft Exchange to configure instrumentation after SPIs are deployed on nodes.
- The **Windows Event Log** policy type allows access to several event log sources.

Policy Versioning

HPOM 8.xx templates are automatically converted into *policies* when uploaded to HPOM 9.0x. Policies serve the same purpose as templates, but policies are versioned. You can assign specific versions of a policy to managed nodes, node groups, or policy groups. You can also roll back to a specific version of a policy, and can distinguish between fixed version, always latest and always latest subversion assignments.

Category-Based Instrumentation Distribution

You can associate instrumentation with policies by using *categories*. This association ensures that the management server automatically deploys instrumentation required by a policy when it deploys that policy. Categories increase your control over which instrumentation is distributed, and to which managed nodes, thus reducing the amount of instrumentation that needs to be distributed.

Category-based instrumentation enhances and replaces the selective distribution concept, which is still available for backward compatibility. Please plan your upgrade to category-based instrumentation, since selective distribution will be deprecated.

Policy and Instrumentation Compatibility

Policies, policy groups, and instrumentation developed for HPOM are compatible with HPOM for Windows, and vice versa.

Subagent Management

This version of HPOM introduces a new type of subagent registration based on policy management features. Subagent assignment is handled by assigning subagent policies. Different versions of subagents have different versions of the respective subagent policies. This allows you to see which subagent is assigned to a managed node.

The subagent policies are not meant to be edited and are provided by a subagent supplier. Assigning such a policy to a node and deploying it using new options of the `opcragt` command installs the corresponding subagent on the node. The actual subagent policy is not deployed to the managed node and is not visible in the `opctemplate/ovpolicy` output.

Online Configuration Synchronization

This release of HPOM introduces automatic synchronization of configuration data between the HPOM management server and the Java GUI without forcing the operator to log in again to make the changes effective. Synchronization can involve changes to nodes, applications, policies, groups, user profiles, and so on. The configuration data uploaded using `opccfgupld` also does not require server restart.

Auditing

Auditing is redesigned to provide centralized event logging, four audit levels, and individual event logging configuration. Note that the audit information is no longer stored in a database, so old audit entries are lost when upgrading to HPOM 9.0x. The individual audit area variables are managed by `opcsrvconfig(1m)` and `ovconfchg(1m)`.

Unicode (UTF-8) support

This version of HPOM 9.0x introduces Unicode support. Both the Oracle database and the management server work exclusively with the UTF-8 character set, which provides multilingual support.

License Management

License management is redesigned to allow other product components to easily and flexibly integrate with HPOM. License reports are enhanced to list the license requirements of integrated components.

HPOM Web Services and Tool Web Service

HPOM Web Services enable you to develop remote clients that access HP Operations management servers using industry-standard terminology and technical standards, instead of product-specific interfaces. HPOM provides the Incident Web Service and the Tool Web Service. The Incident Web Service enables clients to access HPOM messages. The Tool Web Service enables clients to execute tools from an HP Operations management server.

Cockpit Views

The HPOM cockpit view is a web-based interface that displays the state of the environment monitored by HPOM. Cockpit views help users to quickly assess the health and readiness of the environment to support the business.

The cockpit views consist of an indicator panel and the message browser. The indicator panel displays one or more message filter groups, the message browser displays messages for each filter.

ZFS File System Support

HPOM can be installed on one or more Solaris ZFS file systems. Veritas Cluster Server 5.0 and Sun Cluster 3.2 are supported on the ZFS file systems.

A ZFS file system is created in a ZFS pool and is automatically mounted when created.

For more information about ZFS, see <http://www.sun.com>.

Solaris Zones Support

HPOM can be installed on Solaris global and non-global zones. A global zone is created when you install the Solaris operating system. Zones hosted by a global zone are known as non-global zones. There are two types of non-global zones: Sparse Zones and Whole Root Zones. HPOM 9.02 supports only Whole Root Zones.

Logical Domains Support

HPOM can be installed on Solaris Logical Domains (LDoms). ZFS file systems within LDoms are also supported.

New CLIs

HPOM 9.0x includes the following new command line interfaces. Refer to the man pages for more information.

- `opcappl`
- `opcinstrumcfg`
- `opcpoltype`
- `opcpolicy`
- `opcsrvconfig`
- `ovolicense`

New Variables

In addition to many variables introduced to support auditing, the following configuration variables are introduced:

- `OPC_XPL_SQL_TRACE`
- `OPC_KILL_OPCUIWWW`
- `OPC_CFGUPLD_BLOCK_RETRY`
- `OPC_OVHARG_START_LOCAL_AGENT`
- `OPC_SUPPRESS_IF_NO_CORRELATION_MSGAPPLICATION`
- `OPC_SOURCE_FORW_NOTIF_TO_TT`
- `OPC_TRUNC_MSG`
- `OPC_PING_SIZE`
- `OPC_JGUI_VER_DOWNLOAD_URL`
- `OPC_EMPTY_NS_CACHE`
- `OPC_SUPPRESS_IF_NO_CORRELATION`
- `OPC_SUPPRESS_IF_NO_CORRELATION_MSGOBJECT`
- `OPC_ENABLE_FWDCHAIN_FWDSENDER_CMA`
- `OPC_SUPPRESS_IF_NO_CORRELATION_MSGGROUP`
- `OPC_MSG_BULK_INSERT_RATE`

For more information on the server configuration variables, see the *HPOM Server Configuration Variables* manual.

For the information on the audit-related variables, see the *HPOM Administrator's Reference*.

New APIs

Refer to the *HPOM Developer's Reference* guide for information about the following new APIs.

<code>opcinstrum_get_categories()</code>	<code>opcpolicytype_add_from_xml()</code>	<code>opcpolicybody_modify()</code>
<code>opcinstrum_get_category()</code>	<code>opcpolicytype_get()</code>	<code>opcpolicybody_modify_by_name()</code>
<code>opcinstrum_add_categories()</code>	<code>opcpolicytype_get_template()</code>	<code>opcpolicy_get_categories()</code>
<code>opcinstrum_del_categories()</code>	<code>opcpolicytype_modify()</code>	<code>opcpolicy_assign_categories()</code>
<code>opcinstrum_modify_categories()</code>	<code>opcpolicytype_delete()</code>	<code>opcpolicy_deassign_categories()</code>
<code>opcnode_assign_policy_groups()</code>	<code>opcpolicytype_write_xml()</code>	<code>opcpolicy_assignment_mode_set()</code>
<code>opcnode_deassign_policy_groups()</code>	<code>opcpolicytype_get_name_by_uuid()</code>	<code>opcpolicy_copy_assignments()</code>
<code>opcnode_get_policy_groups()</code>	<code>opcpolicytype_get_uuid_by_name()</code>	<code>opcpolicy_list_assignments()</code>
<code>opcnode_assign_policies()</code>	<code>opcpolicy_add()</code>	<code>opcpolicy_update_assignments()</code>
<code>opcnode_deassign_policies()</code>	<code>opcpolicy_get()</code>	<code>opcpolicygrp_get()</code>
<code>opcnode_get_policies()</code>	<code>opcpolicy_get_data()</code>	<code>opcpolicygrp_add()</code>
<code>opcnode_assign_categories()</code>	<code>opcpolicy_modify()</code>	<code>opcpolicygrp_create()</code>
<code>opcnode_deassign_categories()</code>	<code>opcpolicy_delete()</code>	<code>opcpolicygrp_modify()</code>
<code>opcnode_get_categories()</code>	<code>opcpolicy_copy()</code>	<code>opcpolicygrp_delete()</code>
<code>opcnodegrp_assign_policies()</code>	<code>opcpolicy_edit()</code>	<code>opcpolicygrp_copy()</code>
<code>opcnodegrp_deassign_policies()</code>	<code>opcpolicy_edit_body()</code>	<code>opcpolicygrp_get_list()</code>
<code>opcnodegrp_get_policies()</code>	<code>opcpolicy_get_list()</code>	<code>opcpolicygrp_get_data()</code>
<code>opcnodegrp_assign_policy_groups()</code>	<code>opcpolicy_get_list_by_type()</code>	<code>opcpolicygrp_assign_policies()</code>
<code>opcnodegrp_deassign_policy_groups()</code>	<code>opcpolicy_header_create()</code>	<code>opcpolicygrp_deassign_policies()</code>
<code>opcnodegrp_get_policy_groups()</code>	<code>opcpolicybody_get()</code>	<code>opcpolicygrp_list_assignments()</code>
<code>opcpolicytype_add()</code>		

Feature Enhancements

HPOM contains these enhancements:

Enhanced Java GUI

For a complete description of Java GUI functionality, read the *HPOM Java GUI Operator's Guide*. Highlights include:

- Service Enhancements

A Service Map Table view is now available in addition to the graph and custom views. This view is similar to the message browser, listing services and their properties in a table. Service Map Table View is available for service submaps and custom maps, but not for service graphs.

- Message Enhancements

The following enhancements are introduced with the current release:

- When performing exporting, dragging or printing of messages from a message filter browser, the messages are sorted in the same way as they were in the message filter browser.
- When using relative time filtering with enabled relative time recalculation, message browser is refreshed with new messages and drops the messages that become too old to satisfy the filter criteria. This behavior can be enabled by the administrator using the `OPCUIWWW_FILTER_RELATIVE_TIME_RECALC` server parameter.

- **Java GUI Window Enhancements**

A new option, `Stay On Top`, is added to the `Preferences` dialog. This option enables the Java GUI windows (main and detached) to stay on top of other windows. A parameter, `stay_on_top`, is introduced in `itooopc`. The default value is `no`.

- **Miscellaneous**

- Java GUI filtering now supports CMAs with HPOM style pattern matching.
- HPOM Java GUI can be launched with the WebStart. A link for the WebStart launch of Java GUI is added to the HPOM home page: `http://<server_name>:3443/ITO_OP/`.
- The Java GUI functionality is extended to support HTTPS and FTP hyperlinks in messages.
- For Java GUI clients connected in HTTPS mode, the `listguis` tool shows the following information: hostname (long name), IP address, connection type (https vs. socket), connection port (for example, 2531 for socket comm).
- Some terminology is changed to be aligned with the HPOM for Windows. For example, `Applications` are now called `Tools`.

Enhanced Message Forwarding in MoM Environment

Message forwarding in MoM environment is enhanced as follows:

- Server-to-server message forwarding between HPOM 8.xx and HPOM 9.02 using the HTTPS protocol is supported.
- When no keyword (`MSGCONTROLLINGMGR` | `NOTIFYMGR`) is set with HPOM 9.0x, `MSGCONTROLLINGMGR` (normal messages) is assumed. With HPOM 8.xx, the default behavior was read-only messages without any keyword provided (`NOTIFYMGR` was assumed by default).
- Management server restart is no longer necessary to read a modified `msgforw` file.
- Enabled filtering on CMAs; CMA-name fix, CMA-value through pattern matching.

Syntax: `CMA NAME "<name>" VALUE "<pattern>"`

NOTE CMA names can be used with an “|” (OR) operator.

Example of accepting all messages which have CMA `cma1` or `cma2` set:

```
CMA NAME "cma1|cma2" VALUE "<*>"
```

Construct patterns, like in template conditions.

- Nodes can be filtered with a pattern:

Construct patterns like for external nodes. Any one of the patterns specified in one line will match.

Syntax: `NODEPATTERN <pattern_type> "<pattern>" [<pattern_type> "<pattern>" [...]]`

where `<pattern_type>` can be either of `IPPATTERN` or `NAMEPATTERN`.

Example of matching all nodes having IP-address `192.168.*.*`:

```
NODEPATTERN IPPATTERN "192.168.<*>.<*>"
```

Example of matching all nodes having hostname `*.hp.com`:

```
NODEPATTERN NAMEPATTERN "<*>.hp.com"
```

- Enabled filtering on node groups:

Syntax: NODE NODEGROUP "<node_group>" [NODEGROUP "<node_group>" [...]

Enhanced HPOM Backup and Restore

HPOM backup and restore is enhanced. New backup scripts `opcbbackup_online` and `opcbbackup_offline` and restore scripts `opcrestore_online` and `opcrestore_offline` based on the Oracle Recovery Manager (RMAN) are introduced.

Enhanced CLIs

- `opcack`
- `opcagtdbcfg`
- `opccfguser`
- `opcpolicy`
- `opccfgupld`
- `opccsa`
- `opcdelmsg`
- `opchbp`
- `opchistdwn`
- `opclaygrp`
- `opcnode`
- `opcragt`
- `opctempl`

For details about command line interface changes and enhancements, refer to the corresponding man pages.

Enhanced APIs

New functions in APIs:

- Configuration Stream Interface (CSI) is an extension of the Message Stream Interface (MSI) for synchronizing the configuration changes. CSI provides registration for the configuration changes to the internal (server processes, Java GUI) and external (API clients) configuration consumers. It can be used within the `opcif_open()` API. New interface types include:

`OPCSVIF_CFG_CHG_EVENTS`: enables registration for all configuration changes.

`OPCSVIF_CFG_CHG_EVENTS_GUI`: used with Java GUI to enable registration of events related to a specific operator.

- `OPCDATA_CSI_STRING (int)` is added to the `opconn_get_capability()` and `opconn_set_capability()` APIs. Returns the name of the client that opened a CSI with the `opcif_open()` call. Used to prevent this client to get back its own configuration changes.
- `opcsync_inform_server()` is enhanced to inform the server and GUI processes of new configuration changes. The HPOM server and GUIs are kept up-to-date each time a change is performed.

Other Changes

HPOM contains these changes compared with HPOM 8.3x.

Installation of HPOM Management Server

New installation and configuration scripts, `ovoinstall` and `ovoconfigure`, ensure fast and simple installation and configuration. The installation process now separates the software installation from the software configuration tasks, and break and re-entry points are available for easy customization and improved troubleshooting.

For detailed information about the prerequisites which must be met before installing and configuring HPOM, and the procedures themselves, refer to the *HPOM Installation Guide*.

Configuration Settings on the HPOM Management Server

The table below shows how configuration variables default values are changed with the HPOM 9.0x release in comparison with the 8.xx release. Note that these settings are not visible when using `ovconfget -ovrg server` if the default has not been changed or explicitly set.

Variable	HPOM 8.xx Default	HPOM 9.0x Default
OPC_HTTPS_MSG_FORWARD	FALSE	TRUE
OPC_NAMESRV_CACHE_SIZE	100	5000
OPC_NAMESRV_RETRIES	3	1
OPC_NAMESRV_MAX_TIME	unset	200
OPC_USE_LOWERCASE	FALSE	TRUE
OPCUIWWW_BULK_MODE	FALSE	TRUE
OPCUIWWW_NEW_MSG_NO_DB	FALSE	TRUE
OPC_JGUI_WEBBRW_APPL_RESULT	FALSE	TRUE
OPC_UPDATE_DUPLICATED_SEVERITY	NONE	LAST_MESSAGE
OPC_UPDATE_DUPLICATED_MSGTEXT	NONE	LAST_MESSAGE
OPC_OPCCFGDWN_ALL_INCLUDE_SELDIST_SERVICES	FALSE	TRUE
OPCRAGT_USE_THREADS	FALSE	TRUE
OPC_FORWM_MAX_BULK_SIZE	0	100
OPC_TTNS_TIMEOUT	0	300
OPC_MSG_BULK_INSERT_RATE	not supported	100

Java GUI Support for Web Browsers

The embedded web browser is no longer available with the Java GUI. The only valid browsers are browsers with ActiveX and external browsers. `web_browser_type` in `itooprc` also supports `activex`. Thus, the valid values are `external` and `activex`.

On Windows, a browser with ActiveX is the default browser. On Unix, only external browser is available. The valid values for the configuration variable `OPC_JGUI_INTERNBW_DISABLED` are `ACTIVEX` and `NONE`.

Node Management

With this release of HPOM, nodenames must be unique. In previous product versions it was the combination of the nodename and network type which needed to be unique. You could have the same nodename for an IP-node and a non-IP node, for example, if the name-service was not accessible when the first message for the node arrived, and later it was accessible. HPOM 9.0x makes no difference in handling IP nodes and non-IP nodes (type "Other"). This is the same approach which was previously enforced with the `OPC_NEW_NAMERES` setting.

The handling of nodes for external events has also been changed. An external node of type "IP Name" also matches messages from non-IP nodes.

The external node type "IP Name" is changed to "Name" and the external nodes of type "Other" are converted to type "Name" during the upgrade.

The pattern matching of external nodes is now case-insensitive.

Changed License Passwords

The HPOM 9.0x management server license password is different from the HPOM 8.xx management server license password. If you plan to upgrade from HPOM 8.xx to HPOM 9.0x, you must request a new license password from the Password Delivery Center (<https://webware.hp.com/welcome.asp>). HPOM 9.0x is not able to run with a HPOM 8.xx management server license password. All other HPOM 8.xx license passwords, such as Agent license passwords, can be re-used and might be migrated to the new IP address. For details, refer to the *HPOM Installation Guide for the Management Server*.

Event Correlation Services (ECS) Support

ECS provided as Correlation Composer or ECS Designer is supported with HPOM 9.0x as follows:

- **ECS Process Config File Location**

The location of the configuration for the ECS process on the management server (`opcecm`) is moved to the shared disk. This avoids certain problems in HA cluster environments.

Old location: `/var/opt/OV/conf/OpC/mgmt_sv`

New location: `/var/opt/OV/shared/server/datafiles/policies/ec`

- **Enhanced functionality of the symbolic nodename \$MGMTSV**

The symbolic nodename \$MGMTSV can now be used in APIs and CLIs to:

— Assign and deassign ECS policies or policy groups containing ECS policies to \$MGMTSV, for example:

```
# opcnode -[de]assign_pol node_name="\$MGMTSV" net_type=NETWORK_NO_NODE pol_type=ec
pol_name=<name> [ version=<ver> ]
```

— List assigned policies of \$MGMTSV, for example:

```
# opcnode -list_ass_pols node_name="\$MGMTSV" net_type=NETWORK_NO_NODE
```

The calls to deploy policies (`opcragt -dist`) and to deploy data/fact stores (`ovocomposer`) are unchanged compared to HPOM 8.xx.

- **Verification Status of ECS Circuits**

In previous product versions, ECS circuits could not be deployed to an agent or the management server during the verification check, and were regarded as unverified. In HPOM 9.0x, the distinction between verified and unverified ECS circuits is dropped. It is expected that all ECS circuits are verified (checked for syntax correctness). For unverified HPOM 8.xx circuits uploaded during the configuration upload to HPOM 9.0x, a warning containing the relevant policy name and circuit is printed by `opccfgupld`. As opposed to HPOM 8.xx, the data can be deployed with HPOM 9.0x.

Smart Plug-in (SPI) Support

HPOM 9.0x is provided without any SPI (including the OS SPI). SPI support will be added over time.

The existing HPOM SPIs (from 2006.1 SPI CD and 2008.1 SPI CD) cannot be installed on HPOM 9.0x.

You can migrate your HPOM 8.xx configuration data to HPOM 9.0x. This also includes templates and instrumentation of SPIs from the 2008.1 SPI CD which are installed on HPOM 8.xx, downloaded, and uploaded on HPOM 9.0x.

Integration with Other HP Software Solutions

HPOM 9.0x provides integrations with other HP Software solutions, such as Network Node Manager i, Business Availability Center, and Dependency Mapping Automation. For a complete list and more information, visit the Support web site: http://support.openview.hp.com/sc/integration_catalog.jsp

SiteScope 10.10

When using the HPOM SiteScope Adapter in conjunction with SiteScope 10.10 and newer versions, explicitly enable the creation of SiteScope group MG files, because it is not selected by default when SiteScope is installed. (See also the *SiteScope Release Notes*.) Enable the configuration files option in **Preferences -> General Settings -> Main Panel**. When upgrading from an earlier version of SiteScope that has this option selected, the MG configuration files are supported. The SiteScope discovery is not available, if the option is disabled.

Co-existence with Other HP Software Solutions

HPOM 9.0x can co-exist on the same system with the following HP Software products:

- HPOM Java GUI 9.0x
- HP Operations Agent 8.60
- HP Performance Agent 5.00
- HP Performance Manager 8.20
- Infrastructure SPI DVD 1.0

HPOM 9.0x cannot be installed on the same system with some HP Software products. The following HP Software products can be used with HPOM but must be installed on a remote system:

- SiteScope 10.10
- Network Node Manager (NNM) 7.5x
- Network Node Manager i (NNMi) 8.xx

Obsolescence Announcements

This section lists the obsolete features of this release of HPOM.

Obsolete Management Server Platforms

The following Solaris management server platforms are obsolete:

- Sun Solaris 8
- Sun Solaris 9

Obsolete Java GUI Platforms

- HP-UX PA-RISC all versions
- HP-UX Itanium 11.23
- Sun Solaris 8 and 9
- Red Hat 8
- MacOS X 10.3 and lower versions

The HPOM Java GUI no longer supports the embedded browser capability.

Obsolete HPOM Agent Platforms

- HP MPE/iX
- HP-UX 10.20, 11.00, 11.22 (Itanium)
- Linux Kernel 2.2 and 2.4, all derivatives
- Microsoft Windows 2000 (all editions; unless there is an extended Microsoft support contract)
- Microsoft Windows 2003 without SP
- Microsoft Windows NT 4.0
- Microsoft Windows XP (SP1 and prior)
- Novell NetWare 4.x
- OpenVMS 7.3.1
- RedHat Enterprise Linux 2.1, 3.x
- Tru64 UNIX

NOTE HPOM 9.0x is delivered with the 8.60 agent version. HPOM 9.0x can communicate with other 8.x HTTPS agents as well.

Motif UI

The Admin Motif UI is obsolete. The Web-based Administration UI is used instead. For more information about the new Administration UI, see “Web-based Administration for HPOM” on page 2.

The operators Motif UI is obsolete; use the Java GUI instead.

Template Administrator

The template administrator user is obsolete as a part of a Motif UI functionality. You cannot use template administrator users to log in to the HPOM Administration UI. If you upload or create a template administrator user on HPOM, it is not used for HPOM Administration UI.

Instead of template administrator, use `ompolicy_adm` user to log in to the HPOM Administration UI or add a new HPOM Administration UI user and assign it to `ompolicy_adm` user group. An HPOM Administration UI user has rights to view and edit all policies. You should first log in as `admin` or `opc_adm` to the HPOM Administration UI, add a Policy administrator user, and assign that user the `ompolicy_adm` user group.

A utility is also provided to convert template administrator accounts into HPOM `ompolicy_adm` accounts. Refer to the *HP Operations Manager Administration UI Administration and Configuration Guide*, chapter “User Migration from HPOM 8.xx to AdminUI” for details.

DCE Communication

The DCE obsolescence includes the obsolescence of DCE-based agents, of communication to and from DCE-based agents, DCE-based message forwarding between management servers, escalating messages, the DCE security (the security library), the OpenAgent architecture, as well as Novell Netware agent, the RPC daemon agent, and Sun RPC agent. Also, the DCE RPC based communication on the HPOM management server has been changed to a queue and pipe mechanism.

HPOM Server to Server Configuration Upload with the `opcmgdist` utility

Server to server configuration upload with the `opcmgdist` utility is no longer supported. You can download config data on server A with `opccfgdwn`, copy the config data, for example, with secure copy (`scp`) to server B, and upload it there with `opccfgupld`.

Operator-initiated Message Escalation

The possibility to forward or escalate an HPOM message to another HPOM server by pressing the escalate button in the HPOM operational UIs is obsolete.

Obsolete Management Server Processes

The following HPOM processes are obsolete:

- `ovoareghdlr`
- `opcctlm`
- `opcmgdist`
- `opccmm`
- `opcdistm`
- `opcmsgrd`

libnspsv Library

The `libnspsv` library is deprecated. However, it is still present on the HP Operations management server for the backward compatibility. You can still use the integrations, applications or scripts linked to this library in the previous product versions.

Changed Control over HPOM Processes

The HPOM Control Manager (`opcctlm`) is obsolete. The control over HPOM processes is moved to the OV Control facility (the `ovcd` process). Some of Control Manager's functionality is moved to the HPOM Request Sender (`ovoareqsdr`). The HPOM processes can be controlled by the `ovc` and `opcsv` CLI, but no longer by `ovstart`, `ovstop` and `ovstatus` CLIs, because Network Node Manager no longer runs on the same HPOM management server system.

NNM Local Integration

NNM cannot be installed on the same system as HPOM, thus the local integration with NNM is obsolete. However, an integration package is provided with HPOM 9.0x to work remotely with NNM 7.xx and NNMi 8.xx. As a consequence of this, HPOM does not support integration with the `OV_PLATFORM` type applications, for example, OV Applications and OV Services are not used anymore.

Service Navigator Value Pack (SNVP)

No new version of SNVP is available with the HPOM 9.0x. Check the HP Dependency Mapping Automation software and HP Operations Manager i software as potential replacements.

Obsolete CLIs and CLI options

All CLIs provided by NNM are no longer available on the HPOM management server. Therefore CLIs such as `ovstart`, `ovstop`, `ovstatus`, `ovw`, `ovaddobj` no longer exist. Check your working procedures and scripts for NNM commands and make the adjustments, where appropriate. Other obsolete CLIs:

- `opc_backup`
- `opc_recover`
- `opcmgrdist`
- `opctmplrpt`
- `opcauddwn`
- `opccfgupld`: the `-ascii` option
- `opccfgupld`: the `-deloldtpls` option
- `opcmomchk`: the `-escalation` option
- `opcpwd`
- `opclie`
- `opcsvreg`
- `opcsvskm`
- `opctranm`
- `ovbackup.ovpl`
- `ovrestore.ovpl`

Obsolete Configuration Variables

- `DCEMR_PROG`
- `DISTM_PROG`
- `OPC_CFG_KEY_TAB`
- `OPC_CFG_SEC_LEVEL`
- `OPC_COMM_PORT_DISTM`
- `OPC_DISABLE_EXT_DCE_SRV`
- `OPC_DOWNLOAD_TEMPL_INDIVIDUAL`
- `OPC_SKIP_DCE_FORWARDING`
- `OPC_FORWARD_MGR_DCE_QUEUE`
- `OPC_CHK_DCE_ADDR_MISMATCH`
- `OPC_FORWARD_MGR_DCE_PIPE`
- `OPC_COMM_LOOKUP_RPC_SRV`
- `OPC_COMM_PORT_RANGE`
- `OPC_HBP_USE_ALL_PROTOCOLS`
- `OPC_HPDC_CLIENT_DISC_TIME`
- `OPC_OPCCTLM_KILL_OPDCUIWWW`
- `OPC_OPCCTLM_START_OPDCVCM`
- `OPC_RESTART_COUNT`
- `OPC_RESTART_DELAY`
- `OPC_RESTART_PROCESS`
- `OPC_RESTART_TIMEFRAME`
- `OPC_SKIP_DCE_FORWARDING`
- `OPC_USE_DCE_FORWM`
- `OPCTRANM_TIMEOUT`
- `OPC_MSGM_USE_GUI_THREAD`
- `OPC_COMM_REGISTER_RPC_SRV`
- `OPC_COMM_RPC_PORT_FILE`
- `OPC_DCE_TRC_OPTS`
- `OPC_MSG_FORW_CHECKALIVE_INTERVAL`
- `OPC_MSGFORW_BUFFERING`

Obsolete APIs

- `opcsync_inform_user()`
- `opcmsg_escalate()`

Miscellaneous

- Expressions `<S>` and `<nS>`
The pattern-matching expressions `<S>` and `<nS>` used in templates are obsolete.
- Obsolete `itooprc` parameters
 - `which_browser`
 - auto and manual values for `web_browser_type`
 - `ice_proxy*`
 - `web_browser_html_appl_result`

- Obsolete values for configuration variable `OPC_JGUI_INTERNBW_DISABLED`
 - EMBEDDED
 - BOTH

Installation Notes

Installation requirements, as well as instructions for installing HPOM, are documented in the *HPOM Installation Guide*. The document file is included on the product's DVD media at:

`/Documentation/InstallationGuide.pdf`

After installation the document can be found at:

`/opt/OV/www/htdocs/ito_doc/C/manuals/InstallationGuide.pdf`

To check for recent updates or to verify that you are using the most recent edition, go to the Support web site.

HPOM 9.0x introduces a new approach to product installation and configuration. Installing and configuring the HPOM software on the management server are fast and easy procedures due to the HPOM installation and configuration scripts, `ovoinstall` and `ovoconfigure`, which guide you through the entire installation and configuration procedure.

For general installation requirements, see Chapter 2, “Management Server and Java GUI Installation Requirements.”

For detailed information about the prerequisites, which must be met before installing and configuring HPOM, and the procedures themselves, refer to the *HPOM Installation Guide*.

The `/README.txt` readme file describes the HPOM media DVD contents and layout and help you to locate products and documentation.

Hardware Requirements

Make sure that your system meets the following hardware requirements:

- The HTTPS Agent requires up to 300 MB of disk space, and up to 600 MB during the installation or upgrade.

Software Requirements

This section lists additional software requirements that are not documented in the HP support matrices. To check for recent updates on the HPOM management server and HTTPS agent supported operating systems, visit the following URL: <http://support.openview.hp.com/selfsolve/document/KM323488>.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Management Server

For detailed information about the management server software requirements, refer to the *HPOM Installation Guide for the Management Server*.

Refer to Chapter 2 of the *HPOM Installation Guide for the Management Server* for detailed instructions on how to install HPOM, and to “Known Problems, Limitations, and Workarounds” on page 19 for known problems and their workarounds.

NOTE It can be very helpful to set the PATH variable to include the following HPOM directories on the management server: /opt/OV/bin, /opt/OV/bin/OpC, /opt/OV/nonOV/perl/a/bin and /opt/OV/bin/OpC/utills.

Likewise, export the MANPATH variable to access HPOM manpages:

```
export MANPATH=$MANPATH:/opt/OV/man
```

Oracle Database

The supported Oracle database version is 11.1.0.7. Oracle Database 11g Release 1 with 11.1.0.7 Patch Set and higher must be installed to provide important enhancements in security and reliability.

The Oracle compatible parameter specifies the release with which Oracle must maintain compatibility to. By default, an HPOM installation sets the Oracle compatible parameter to 11.1.0.0.

IMPORTANT Install the Oracle binaries *before* the HPOM 9.0x installation, but *do not* create any kind of database, because HPOM requires specific settings.

Java GUI

Before installing the HPOM Java GUI, ensure that your system meets the following hardware and software requirements described in this section.

HPOM bundles JRE for all supported MS Windows platforms. For all other platforms you must download the required Java Runtime.

Table 1 Support Matrix - Java GUI

Java Runtime	JRE	JRE Plug-in	JRE Plug-in	JRE Plug-in
TYPE	as Application	Internet Explorer 5.5, 6, 7	Safari 1.3.2	Mozilla 1.7
Windows 2000 Windows XP Windows 2003 Windows Vista	1.6.0_12	1.6.0_12	N/A	1.6.0_12
Windows 2003 for Itanium	N/A	1.6.0_12	N/A	1.6.0_12
Red Hat Enterprise Linux 5.2, 5.3 Solaris 10	1.6.0_12	N/A	N/A	1.6.0_12
HP-UX Itanium 11.31	1.6.0_10	N/A	N/A	1.6.0_10
Mac Os	1.6.0_7	N/A	1.6.0_7	1.6.0_7

If the default JRE version installed with the operating system is not the same as the one required by HPOM, install the supported Java Runtime Environment JRE from the following location:

<http://www.hp.com/products1/unix/java/>

Set the location of the installed JRE directory to the `JAVA_DIR` environment variable, for example.:

```
export JAVA_DIR=/opt/OV/nonOV/jre/b
```

HTTPS Agents

HPOM 9.02 is delivered with HP Operations agent 8.60. HPOM 9.02 can communicate with other 8.xx HP Operations. For more information about the supported HP Operations agent versions, platforms, known problems and workarounds, refer to the *HP Operations Agent Release Notes* which can be found at the following location: <http://support.openview.hp.com/selfsolve/manuals>

As a prerequisite for the HP Operations agent installation, your system must meet operating system specific software and hardware requirements. Supported platforms and requirements can be found online at the following location: <http://support.openview.hp.com/selfsolve/document/KM323488>

IMPORTANT Make sure you have either `REXEC`, `RSH`, or `SSH` services enabled on the remote agent before you start the HPOM agent installation from the HPOM management server. Otherwise the agent installation fails.

NOTE During the installation, make sure that you select the right machine type for Linux RedHat AS 4 64-bit operating systems (the agent from the `linux/x86/linux26` directory must be used):

Platform Selector	Machine Type	OS Name
linux/x86/linux26	Intel/AMD x86(HTTPS)	Linux 2.6

Known Installation Problems and Workarounds

Symptom: Errors during uninstallation of some packages

At the management server uninstallation, the following errors may occur, if some product that depends on the same packages as the HP Operations management server is left on the system:

```
ERROR:      Error occurred while removing HPOvTomcatB package
           Please check /var/opt/OV/log/OpC/mgmt_sv/installation.log.error
```

for details

Solution

Use `skip` to continue uninstallation for every occurrence. For example:

```
[repeat,skip,back,exit,?] : skip
```

Symptom QCCR1A96895
Installation of local agent on ZFS failed

During the initial HPOM 9.02 installation, local agent installation on Solaris zones with ZFS file system may fail with the following error:

```
Installing local Agent . . . . . FAILED  
ERROR: Agent installation failed. Please check  
/var/opt/OV/log/OpC/mgmt_sv/installation.log for details.
```

Solution

You can safely ignore this error and continue with installation. However, you must perform the following action on the server node after the management server installation is finished:

```
# /opt/OV/bin/OpC/opcs -installed <local_srv_node>
```

Symptom QCCR1A96767
Shared file systems are not mounted after removing HPOM in a Sun Cluster with ZFS environment

When removing the HPOM software from a Sun Cluster with ZFS environment, shared file systems on the active cluster node are unmounted during the unconfiguration phase and HPOM files located on these shared file system are not removed.

Solution

After unconfiguration phase is finished, manually mount shared directories:

```
/var/opt/OV/share  
/etc/opt/OV/share  
/var/opt/OV/shared/server
```

Symptom QCCR1A98812
Remote database configuration fails with ORA-01450: maximum key length (6398) exceeded

After the HPOM is installed and the database is created as a remote database, the database configuration fails with the following error:

```
Error opcdbinst(6722) : Database: ORA-01450: maximum key length (6398) exceeded <  
(OpC50-15)  
Aborting installation of HPOM tables in database. (OpC55-1)  
ERROR: Error occurred in the program opcdbinst during creation of the  
database tables.
```

Solution

Instead of the default block size of 8K for the database, use the block size of 16K as documented in the *HPOM Installation Guide*:

```
db_block_size 16384
```

IMPORTANT You cannot change the specified block size afterwards. If you use the default block size, you will need to drop the database and create it again with the correct `db_block_size`.

Migration from Previous Product Versions

If you have a previous version of HPOM installed on Solaris 8 or Solaris 9, HP-UX 11i v2 or 11i v3, you can migrate it to the HPOM for UNIX 9.02. For details, see *HPOM Installation Guide*.

Known Problems, Limitations, and Workarounds

Management Server

Symptom QCCR1A92608

Database creation on Solaris 10 may fail even if DISABLE_NUMA is set to TRUE and exported

The creation of the database on Solaris 10 may fail with the following errors even if the `DISABLE_NUMA` environment variable is set to `TRUE` and exported:

```
ORA-12853: insufficient memory for PX buffers  
ORA-04031: unable to allocate ... bytes of shared
```

Solution

Increasing `memory_target` solves this problem.

To increase `memory_target`, modify `/opt/OV/bin/ovdbsetup01_opc.sh` by changing the following line:

```
memory_target = 500M  
  
to  
  
memory_target = 750M
```

IMPORTANT This change must be made after installing the server patch, but before calling `ovoconfigure` or `opcdbsetup`. `memory_target` can be set to an even higher value, if needed.

Symptom QCCR1A56839

Implications of mgrconf/configsettings being policies

Since `mgrconf` and `configsettings` are policies with HPOM 9.xx, they are disabled by `opctemplate -disable -all` and `ovpolicy -disable -all`. This can have unexpected implications. For example, running a status or an action from a management server fails, even if the server is the primary manager, unless the requesting server is configured as the default manager.

Symptom QCCR1A58840

While purging policies in MOM setup, mgrconf policies also get purged

When purging policies in a MoM setup, all the policies on the node are purged, including the `mgrconf` policy. Because the HPOM for UNIX and the HPOM for Windows servers are in the MoM setup, you cannot switch the agent to the HPOM for UNIX server if the `mgrconf` policy is purged.

Symptom QCCR1A95152

HPOM 8.xx reports may fail on HPOM 9.xx because of missing condition tables

If you upgrade HPOM 8.xx to HPOM 9.xx, you can use the HPOM 8.xx reports. However, HPOM 8.xx reports (copied or customized from HPOM 8.xx or current OV Reporter and OVPI report pack reports) may fail if they query the HPOM 9.xx database. This happens because some template and condition tables were obsolete with the HPOM 9.xx (`opc_monitor_cond`, `opc_trap_cond`, and `opc_cond`).

Solution

Update the HPOM 8.xx reports so that the condition from the `opc_monitor_cond`, `opc_trap_cond`, and `opc_cond` tables are not queried.

Symptom QCCR1A97940

There is no policy storm ECS policy

Message storm detection functionality cannot be used properly because some message storm ECS policies are missing.

Solution

Hotfix is available at HP Support.

Symptom QCCR1A99570

Missing new Composer.eco on HPOM

There is an old `Composer.eco` file on the HPOM management server.

Solution

Update the Correlation Composer policy, as follows:

1. Remove existing policy:

```
# /opt/OV/bin/OpC/utills/opcpolicy -remove pol_name="Correlation Composer" pol_type=ec
```

NOTE After removing this policy, node assignments are also removed.

2. Back up the existing Correlation Composer policy file:

```
# cd /var/opt/OV/share/tmp/OpC_appl/defaults/C/POLICIES/  
# cp 5e295388-e461-11dc-b7d0-00306ef38b73_circuit \  
5e295388-e461-11dc-b7d0-00306ef38b73_circuit.ORIG
```

3. Update the Correlation Composer policy file:

```
# cp /var/opt/OV/share/tmp/OpC_appl/defaults/C/TEMPLATES/EC/CIRCUITS/ecs_comp.eco \  
./5e295388-e461-11dc-b7d0-00306ef38b73_circuit
```

4. Upload the updated Correlation Composer policy:

```
# /opt/OV/bin/OpC/utills/opcpolicy -upload \  
file=5e295388-e461-11dc-b7d0-00306ef38b73_header.xml mode=replace
```

5. Assign and deploy Correlation Composer policy to the management server and managed nodes by using the `opcnode` and `opcragt` commands.

Symptom QCCR1A97399

opcecm is not able to load ecs circuit and associated fact/data store files

When you deploy an event correlation policy to the management server or when you restart the `opcecm` process, the following warning message is printed to the `System.txt`:

```
Cannot load policy. Reason: (xpl-85) open(/var/opt/OV/shared/server/conf/sec/seed.dat)
failed.
(OpC40-1867)
Ignoring the policies listed above. (OpC40-1899)
```

Solution

You can do one of the following:

- At runtime, manually send the `SIGUSR1` signal to the `opcecm` process (`man kill (1M)`). This reloads all configuration settings and loads the following circuit file associated with the assigned and previously distributed event correlation policy:

```
/var/opt/OV/shared/server/datafiles/policies/ec
```

- If the above workaround does not help, create an empty `seed.dat` file:

```
# mkdir /var/opt/OV/shared/server/conf/sec
# touch /var/opt/OV/shared/server/conf/sec/seed.dat
```

Symptom QCCR1A90489

Category instrumentation from the <OS_VERSION> directory is not deployed

The instrumentation files for any category in the `<OS_VERSION>` directory tree may not be deployed. After deployment of the instrumentation to the agent, the instrumentation files are not written to the directory on the agent.

For example, after deployment of

```
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/<category_name>/Unix/Linux/x86/2.6/<any_script.sh>
```

to the Linux agent, the `<any_script.sh>` files are missing from the `/var/opt/OV/bin/instrumentation` directory on the agent.

Solution

A Hotfix is available at HP Support.

IMPORTANT The hotfix must be installed before the remote agent installation. The hotfix eliminates the problem only for the newly installed agents.

To resolve this problem for the agents that were installed before the hotfix, run the following command on the management server:

```
# ovdeploy -cmd ovodetect -host <agent_system>
```

Redeploy instrumentation to the agent system:

```
# opcragt -distrib -instrum <agent_system>
```

Symptom QCCR1A98892

Linux/2.6/x64 files get deployed to RHEL_X86 node

During instrumentation deployment, instrumentation files for the x64 processor architecture are deployed to the nodes of the x86 processor architecture.

Solution

Hotfix is available at HP Support.

Symptom QCCR1A90549

During deployment, a warning message is written to System.txt

```
# 0: WRN: Thu Apr  2 10:56:49 2009: opcbbcdist (4327/7): [DBHandler.cpp:1790]: Error
occurred while getting instrumentation value: Type is MAP_CPU_TYPE. Assd value is ia64.
(OpC40-2700)
```

Solution

This message can be safely ignored.

Symptom QCCR1A97562

opcnode -assign_cat should not allow assignments per particular category/node combination, if pair already exists in the database

Assigning category to a node using the `opcnode assign_cat cat_list=<category> node_list=<node>` command multiple times in a row will produce unexpected behavior during deployment. Consequently, you cannot de-assign a particular category or node.

Solution

Keep de-assigning the category or node until you get the following error message:

```
Error: 'Requested Object not found'
```

Symptom QCCR1A96113

Installing local agent on active node in cluster environment failed

Installing local agent on active node in cluster environment failed because the root's password could not be read.

Solution

You can manually install local agent:

```
# /opt/OV/lbin/ovharg -monitor ov-server disable
# /opt/OV/bin/OpC/agtinstall/inst.sh <node_name>
# /opt/OV/lbin/ovharg -monitor ov-server enable
```

Symptom QCCR1A98561

The server processes cannot be started because the password of the Oracle user opc_op expired

With Oracle 11g, password aging is enabled by default and passwords expire in six months. If the password of the Oracle user `opc_op` expires, the HPOM processes are no longer able to connect to Oracle.

Solution

1. Change the password in the database and in the HPOM password file using the following command:

```
# /opt/OV/bin/OpC/opcdbpwd -set
```

2. Because of an Oracle defect (Bug 7462851) set the `opc_op` password manually.

IMPORTANT Be sure to use the same password as for the `/opt/OV/bin/OpC/opcdbpwd -set` command:

```
# su - oracle
$ sqlplus /nolog
SQL> connect / as sysdba
SQL> alter user opc_op identified by <password>;
SQL> exit
```

3. Update the Admin UI with the changed password using the following commands:

```
# /opt/OV/OMU/adminUI/adminui clean
# /opt/OV/OMU/adminUI/adminui password -u ovoidb -a -p <password>
```

Now you should be able to start the processes again.

4. Make sure that the processes that were started before changing the password can be restarted. Re-start the processes using the following commands:

```
# ovc -kill
# ovc -start
```

5. Change other Oracle passwords, for example, `opc_report`, `sys`, and `system` as follows:

```
# su - oracle
$ sqlplus /nolog
SQL> connect / as sysdba
SQL> alter user opc_report identified by <new-password>;
SQL> alter user system identified by <new-password>;
SQL> alter user sys identified by <new-password>;
SQL> exit
```

If you want to disable password aging, do the following:

```
# su - oracle
$ sqlplus /nolog
SQL> connect / as sysdba
SQL> ALTER PROFILE default LIMIT PASSWORD_LIFE_TIME UNLIMITED;
SQL> exit
```

For more information about Oracle password aging and password complexity, see the Oracle documentation.

Symptom QCCR1A97558

During server upgrade "unknown test operator" error appears, basic cluster environment

During server upgrade in the cluster environment, the following errors appear:

```
- Do you want to re-use existing HA resource group configuration [exit,back,?,y|n,"y"] ?
>
/opt/OV/lbin/ovharg[70]: /var/opt/OV/hacluster/ov-server/trace.log: unknown test operator
/opt/OV/lbin/ovharg[81]: /var/opt/OV/hacluster/ov-server/error.log: unknown test operator
```

Solution

These errors can be safely ignored.

Symptom QCCR1A57809

Templates are still assigned to physical nodes after changing name to Virtual Node

When you run the `opc_node_change.pl` script after changing the virtual node name, the old virtual node name is not deleted. Consequently, policy assignments to the old virtual node are not changed. If you unassign policies from the new virtual node, they are still assigned to old virtual node, and are still distributed to the physical nodes.

Solution

Unassign manually policies from the old virtual node group, delete nodes from that group, and delete the group, using the `opcnode` command:

```
# /opt/OV/bin/OpC/utils/opcnode -deassign_pol_group -node_name=<node_name> \  
-net_type=<network_type> -pol_group=<policy_group_name>  
# opcnode -deassign_node group_name=<nodegrp_name> node_name=<node_name> \  
-net_type=<network_type>  
# opcnode -del_group group_name=<nodegrp_name>
```

where `<nodegrp_name>` is the old virtual node name.

Symptom QCCR1A89492

The `opccfgupld -check` option does not check policies and policy groups

Solution

For policies you can use the following command to perform a syntax check:

```
# /opt/OV/bin/OpC/utils/opcpolicy -check <policy_data_file>
```

Policy groups should only be modified using the `opcpolicy` command line utility or through GUI so that no syntax check becomes necessary.

Symptom QCCR1A90865

Warning messages on the standard output and in `System.txt` during upload of HPOM 8.xx configuration:

```
Warning - Platform missing (net/machine=1/17).  
Warning - Platform missing (net/machine=1/41).  
Warning - Platform missing (net/machine=1/40).  
Object already available in database (opc_node_defaults: 1/43).  
Warning - Platform missing (net/machine=1/27).  
Object already available in database (opc_node_defaults: 1/44).  
Warning - Platform missing (net/machine=1/6).  
Object already available in database (opc_node_defaults: 1/49).  
Object already available in database (opc_node_defaults: 1/0).  
Warning - Platform missing (net/machine=1/38).  
Object already available in database (opc_node_defaults: 1/47).  
Warning - Platform missing (net/machine=1/11).  
Object already available in database (opc_node_defaults: 1/45).  
Object already available in database (opc_node_defaults: 5/20).  
Warning - Platform missing (net/machine=1/26).  
Warning - Platform missing (net/machine=1/9).  
Warning - Platform missing (net/machine=1/8).  
Warning - Platform missing (net/machine=1/10).  
Object already available in database (opc_node_defaults: 1/50).  
Warning: not all requested objects were processed.
```

Solution

The warning messages can be safely ignored. All warnings appear when DCE platforms are uploaded.

Symptom QCCR1A90937

During upgrade from HPOM 8.xx to 9.0x, opccfgupld on HPOM 9.0x aborts while processing template groups

This occurs on the HPOM 8.xx system when the configuration setting `OPC_DOWNLOAD_TEMPL_INDIVIDUAL` is set to `TRUE`. Several lines of output similar to the following are produced to `stderr` and to the `opccfgupld` logfile `/var/opt/OV/log/OpC/mgmt_sv/opccfgupld.log` on HPOM 9.0x before the program exits with 1: "Illegal value OSSPI_SOL_NP_FileSystems_1 (function upload: templ group conversion)"

Any data that should have been uploaded after the template groups is skipped.

Solution

1. Check to see if the HPOM 8.xx setting for `OPC_DOWNLOAD_TEMPL_INDIVIDUAL` is set to `TRUE`:

```
# /opt/OV/bin/ovconfget -ovrg server opc OPC_DOWNLOAD_TEMPL_INDIVIDUAL
```

2. If yes, repeat the download on 8.xx with the setting changed to `FALSE`:

```
# /opt/OV/bin/ovconfchg -ovrg server -ns opc -set OPC_DOWNLOAD_TEMPL_INDIVIDUAL FALSE
# rm -rf <previous_download_dir>
# /opt/OV/bin/OpC/opccfgdwn <options_from_last_call> <previous_download_dir>
```

3. Copy the download directory to the HPOM 9.0x system and repeat the upload:

```
# /opt/OV/bin/OpC/opccfgupld -replace -subentity <further_options_from_last_call>
```

After that, the HPOM 9.0x database should be consistent again.

Symptom QCCR1A90622

Invalid network type for nodes of type PATTERN_OTHER.

After a node with the network type `PATTERN_OTHER` is added, its network type is set to `PATTERN_IP_NAME`.

Solution

This is expected behavior, as `PATTERN_OTHER` is internally mapped to `PATTERN_IP_NAME`. Keyword `PATTERN_OTHER` is deprecated. Use `PATTERN_IP_NAME` instead.

Symptom QCCR1A96746

Certificate request grant and add node functionality failing for AIX LPAR nodes

The add and grant functionality is failing for AIX LPAR nodes on AIX 5.3 and 6.1.

Solution

1. Manually add the node using the `opcnode` command. For example:

```
opcnode -add_node node_name=<nodename> net_type=NETWORK_IP group_name=solaris
mach_type=MACH_BBC_AIX_PPC
```

2. Manually grant the certificate request using the following command:

```
# opccsa -grant <certificate request ID>
```

You can obtain CertID using the following command:

```
# opccsa -list_pending_cr
```

Symptom QCCR1A92899

Install of agent on a Linux node with the latest glibc version (2.9 and higher) fails.

Installation fails due to incorrect recognition of the glibc version (versions higher than 2.9). When using the latest version (2.10.1), the installation script incorrectly recognizes it as version 2.1 and exits, because version 2.1 is too old.

Symptom QCCR1A95886

Error message in System.txt during deinstallation of remote agent

During remote agent deinstallation or re-installation, the following errors appear in the System.txt file on the management server:

```
0: ERR: Wed Aug 26 13:18:48 2009: ovdeploy (8173/1): (depl-86) Unable to execute command
'opc_inst' on node '<node>'.
1: ERR: Wed Aug 26 13:18:48 2009: ovdeploy (8173/1): (depl-176) Message returned from host
'<node>':
2: WRN: Wed Aug 26 13:18:48 2009: ovdeploy (8173/1): (bbc-422)
HttpOutputRequestImpl::ReceiveResponse() caught OvXplNet::ConnectionRefusedException_t.
<null>
3: WRN: Wed Aug 26 13:18:48 2009: ovdeploy (8173/1): (bbc-71) There is no server process
active for address: https://<node>/com.hp.ov.depl/bbcrcpserver.
0: ERR: Wed Aug 26 13:20:21 2009: ovoareqsdr (9482/1): [rqshbp.cpp:1669]: OV Communication
Broker (ovbbccb) on nod <node> is down. (OpC40-1913)
```

Solution

These errors and warnings can be safely ignored.

Symptom QCCR1A90155

There is no localized manual on the management server.

If you are logged in to the Chinese Java GUI and click Operator's Guide (PDF), you will get an error, because localized manuals are not yet available.

Solution

Use the English version of manual which is located on server: /opt/OV/www/htdocs/ito_doc/C/manuals/

Symptom QCCR1A93476

Get HBP error for node modified by opcchgaddr, although HBP is disabled

After changing node address using opcchgaddr, the following error displays in the browser, though HBP is disabled:

```
Node ovresx4-vm29.rose.hp.com is probably down. Contacting it with ping packages failed.
(OpC40-436)
```

Solution

None.

Symptom QCCR1A61275

During ovoremove, an error occurs while removing HPOvCtrl or some other package

During server removal using the ovoremove script, a message similar to the following appears:

```
HPOvCtrl          (6.10.025) . . . . FAILED
ERROR:      Error occurred while removing HPOvCtrl package
Please check /var/opt/OV/log/OpC/mgmt_sv/installation.log.error for details
```

After checking the installation log files, you find that the reason for this problem is package dependency.

Solution

This package cannot be removed because some other packages depend on it. For this reason, use `skip` to continue. This will skip package removal, and the package will stay on the system. For example:

```
[repeat,skip,back,exit,?] : skip
```

Symptom QCCR1A90462

opcconn_cs_reset() sometimes does not reset status message

It is possible that after calling `opcconn_cs_reset()` API function the status message is not reset.

Solution

To ensure that you always get the correct message, call `opcconn_cs_set()` with an empty string (not `NULL!`) as the 'message' parameter after calling `opcconn_cs_reset()`.

Symptom QCCR1A90808

System.txt: There is no server process active for address:

'https://localhost/com.hp.ov.agtrep.notificationreceiver/bbcrpcserver'

This error message may be printed in `System.txt` every time the `ovconfchg` operation is executed.

Solution

If no policy of type `svcdisc` was deployed to an agent, the error message can be ignored.

Symptom QCCR1A89584

All policies can be assigned to \$MGMTSV

Currently, there is no type checking when assigning policies to the management server using the `$MGMTSV` keyword with `opcnode` command-line utility. Only event correlation policies are effective when deployed to management server, although there are no adverse effects if policies of other types are deployed as well. It may, however, lead to confusion.

Solution

Make sure that only event correlation type policies are assigned to the management server when using `$MGMTSV` keyword with `opcnode -assign_pol`. Any types of policies can be assigned to the HP Operations agent running on the management server machine. For this assignment, use the local node name instead of the `$MGMTSV` keyword.

Symptom QCCR1A98226

opccfgupld is failing with error

When SPI is being installed, `opccfgupld` is invoked for uploading policies. If `CONDITION_ID` is set to "" in the policy body, `opccfgupld` crashes.

Solution

A Hotfix is available at HP Support.

Symptom QCCR1A99897

Create message with Incident web-service not possible on Solaris

Some third-party products that use `OPCDATA_ESCAL*` definitions may not work properly.

Solution

Hotfix is available at HP Support.

Symptom QCCR1A96506
MoM changes not detected

Sometimes the Message Manager does not detect changes to the `msgforw` file even after the `ovconfchg` utility was invoked. If the Message Manager does not automatically reread the configuration file, manually restart the Message Manager process.

Solution

Restart the Message Manager process with the following command:

```
# ovc -restart opcmsgm
```

Symptom QCCR1A96748
Backup scripts may fail to recover DBID from database.

This happens if the `opc_op` user does not have permissions to select data from the `v_$database` view.

Solution

Specify connection string in the backup command. For example:

```
# opcbkup_online -v -c system/manager@ov_net -s /backup1 -r /backupdb1
```

Symptom QCCR1A89335
System.txt: Certificate request with the id '<some_id>' could not be found in the queue.

The following warning messages appear in `System.txt` if you automatically add a node to the HPOM database right after granting the certificate; for example, when using `opccsa -grant -add_node <hostname/CertreqId>`:

```
0: INF: Tue Mar 10 01:18:17 2009: opccsad (29908/3): Deleting certificate request with id '0fbef264-9322-7538-0203-d2dd529263df'.
0: WRN: Tue Mar 10 01:18:17 2009: opccsad (29908/3): Certificate request with id '0fbef264-9322-7538-0203-d2dd529263df' could not be found in the queue.
```

Solution

The warning messages in `System.txt` can be safely ignored

Symptom QCCR1A90244
OVO or ITO string can still be present

In API manpages and sql reports, some strings may contain old product names: OVO, ITO, or VPO.

Solution

Read these strings as "HPOM".

Symptom QCCR1A96904
Manpages fail to show correctly if output is too wide

Some manpages are too wide and, when called on Solaris, do not display appropriately. For example, some lines are wrapped above the current line instead of below, and other.

Solution

Check those manpages using web interface, on `http://<server>:3443/ITO_MAN`

Symptom QCCR1A97947
opciter_api manpage is missing

The `opciter_api` manpage is not available on the management server or through the web interface.

Solution

Use the `opciter` manpage or the `http://<server>:3443/ITO_MAN/opciter.3.html` link instead.

Symptom QCCR1A96977

manpage for `opcinstrum_modify_categories` function is missing

Solution

None.

Symptom QCCR1A93476

Get HBP error for node modified by `opcchgaddr`, although HBP is disabled

After changing node address using `opcchgaddr`, the following error displays in the browser, though heartbeat polling (HBP) is disabled:

```
Node ovresx4-vm29.rose.hp.com is probably down. Contacting it with ping packages failed.  
(OpC40-436)
```

Solution

None.

Symptom QCCR1A96972

Utility `opc_chg_ec` does not list any event correlation policies

When running the `opc_chg_ec -list` command, event correlation policies are not listed and several errors occur.

Due to changes in policy handling and modifications to the HPOM database, this tool is no longer usable and has become obsolete.

Solution

Circuit name modification can be achieved by editing the corresponding policy body. The list of all event correlation policies can be retrieved using the `opcpolicy` command line tool.

To obtain the list of all EC policies, run the following command:

```
# opcpolicy -list_pols pol_type=Event_Correlation
```

Symptom QCCR1A59453

`opctrapi` reported as not running since NNM is no longer on the management server

The standard SNMP policy is deployed to the management server by default. However, `opctrapi` does not run because NNM is no longer on the same system as the management server. The following error occurs:

```
Error msg: "Can't connect to OV daemon 'PMD' to open SNMP session:  
connect failed"
```

Solution

To eliminate this error, set the `SNMP_SESSION_MODE` variable:

```
# ovconfchg -ns eaagt -set SNMP_SESSION_MODE NO_TRAPD
```

Symptom QCCR1A98151

`ovinstall`: HPOvOSiS post-install issues

HPOvOSiS post-installation steps fail because the `opcsvc` process is not running and the perl version is incorrect.

Solution

After installing the management server, run the following command:

```
# /opt/OV/bin/OpC/Utils/mof_cfgupld.sh \  
/var/opt/OV/share/tmp/OpC_appl/sitescope/C/SERVICEMODEL/DiscoverSiteScope.mof
```

Symptom QCCR1A91820

HP Performance Manager tools executed on another HP Performance Manager server require clean-up before installing HP Performance Manager integration

After installing new version of HP Performance Manager or upgrading it, the old HP Performance Manager server name is still used for HP Performance Manager. The problem is that the HP Performance Manager installation script fails to change the HP Performance Manager server name in the database:

```
/opt/OV/contrib/OpC/OVPM/install_OVPM.sh <new OVPM server>:8081
```

Solution

Before installing a new HP Performance Manager server on the HPOM management server, remove all the HP Performance Manager policies and tools. For example:

```
/opt/OV/bin/OpC/opcappl -del_app app_name="OVPM Global History"  
/opt/OV/bin/OpC/opcappl -del_app app_name="OVPM HTML contrib"  
/opt/OV/bin/ovconfchg -ovrg server -ns opc -clear OPC_OVPM_GRAPH
```

Symptom QCCR1A94498

How to configure HP Performance Manager if you didn't do it during installation

Solution

If you didn't install HP Performance Manager during the HPOM installation and you want to install it later, run the following command:

```
# /opt/OV/contrib/OpC/OVPM/install_OVPM.sh <nodename>:<port>
```

For example:

```
# install_OVPM.sh elisa.deu.hp.com:8081
```

Symptom QCCR1A97123

When PM is installed together with HPOM server "ovpm stop" shouldn't stop ovtomcatB process

When you install HP Performance Manager 8.20 on the system where HPOM server is installed and stop the `ovpm` process using the `/opt/OV/bin/ovpm stop` command, also the `ovtomcatB` process is stopped. When `ovtomcatB` is not running, the web access to the HPOM management server is not possible and you cannot browse HPOM html manpages, manuals, Java GUI launcher, etc.

Solution

None.

Symptom QCCR1A95630

Deployment of PA on local node (mgmt sv) fails on HPOM server

The HPOM server which handles subagent installation (`opcbbcdist`) is stopped when PA installation script that is running on the node calls `ovc -kill`. Deployment of PA on local node fails, as HPOM server is stopped.

Solution

Install the subagent manually and then call `opcragt -subagent -active` to mark the subagent as installed. For example:

```
# opcragt -subagent -active PA_Deploy_HP <nodename>
```

Symptom QCCR1A96745

ovoremove fails to remove HPOvXpl because of dependencies to HPOvLczC, HPOvLces, HPOvLcko, HPOvLcja

ovoremove fails when removing HPOvXpl with the following error:

```
HPOvSecCo      (6.20.050) . . . . Removed
HPOvXpl        (6.20.054) . . . . FAILED
ERROR:         Error occurred while removing HPOvXpl package
Please check /var/opt/OV/log/OpC/mgmt_sv/installation.log.error for details.
```

Solution

Ignore this error by selecting skip. After ovoremove finishes, remove the packages manually if they are not needed by other products. Use the following command:

```
# pkgrm HPOvXpl HPOvLczC HPOvLces HPOvLcko HPOvLcja
```

Symptom QCCR1A90795

SiteScope tools are not shown in Java GUI for any operator

The SiteScope integration uploads series of tools to the HPOM database, but these tools are not assigned by default to any operator, so these tools are not shown in the Java GUI.

Solution

Manually assign the SiteScope tools to the operators using the `opccfguser` command or Administration GUI. See the `opccfguser(1m)` man page for more information.

Symptom QCCR1A96583

The maximum length for a node name may vary.

While the database accepts a maximum of 2048 characters for a given fully qualified domain name (FQDN), consider that there may be limitations on the DNS server, the operating system level, or other programs that may cause HPOM not to function properly with these nodes.

Solution

FQDNs should not exceed 256 characters. If they do, it may be helpful to add an IP/nodename entry in the `/etc/hosts` file.

Symptom QCCR1A90167

Non IP Node gets resolved if name is in DNS

When you try to add a non-IP node that is registered in the DNS, its network type is changed from OTHER to IP and you get a warning. The result is that the non-IP node has an IP network type.

For example:

```
# /opt/OV/bin/OpC/utils/opcnode -add_node node_name=ovruxt62.rose.hp.com \
net_type=NETWORK_OTHER mach_type=MACH_BBC_OTHER_NON_IP group_name=hp_ux layout_group=/
```

```
Warning: Mismatch between node name and IP address (according to the DNS)
Please check to which IP address the hostname is resolved
and if that IP is resolved back to the original hostname.
```

```
Operation successfully completed.
```

Checking with `opcnode -list_nodes` shows that it was added as an IP node with the `MACH_BBC_OTHER_NON_IP` platform:

```
# /opt/OV/bin/OpC/utils/opcnode -list_nodes node_list=ovruxt62.rose.hp.com
```

List of all Nodes in the HPOM database:

```
=====
Name           = ovruxt62.rose.hp.com
Label          =
IP-Address     = 15.8.156.145
Network Type  = NETWORK_IP
Machine Type   = MACH_BBC_OTHER_NON_IP
Comm Type     = COMM_BBC
DHCP enabled  = no (0x22)
=====
```

Solution

It is not possible to add an IP node (a node that is resolvable and has an IP address) as non-IP node. Change the invalid platform from non_ip/other/other using `opcnode -chg_machtype`.

For example:

```
# /opt/OV/bin/OpC/Utils/opcnode -chg_machtype node_name=ovruxt62.rose.hp.com \
net_type=NETWORK_IP mach_type=MACH_BBC_OTHER_IP
```

Symptom QCCR1A96655

Errors or unnecessary Java messages at the end of backup/restore scripts

When Admin UI is installed on the server, backup and restore scripts call integration scripts to back up and restore also Admin UI config. These scripts may fail with error messages during the backup or restore execution.

Solution

Check for an updated version of Admin UI.

Symptom QCCR1A97290

If Oracle service (`$ORACLE_HOME/network/admin/listener.ora`) is disabled, the Admin UI cannot connect to the HPOM server

If you disable the Oracle service by modifying `$ORACLE_HOME/network/admin/listener.ora` using the OvProtect utility, Administration UI will not be able to connect to your management server.

Solution

Do not disable the Oracle service using the OvProtect utility.

Symptom QCCR1A92949

Non-IP Node gets resolved if name is in DNS

When creating a non-IP node, its name is registered in the DNS. Though the node is created, it overwrites the network type from OTHER to IP. The result is a non-IP node with machine type NON_IP and network type IP. The following exception occurs:

Mismatch between node name and IP address (according to the DNS) Please check to which IP address the hostname is resolved and if that IP is resolved back to the original hostname.

Solution

None.

Symptom QCCR1A92537
Cannot open pipe oprtjnitp

After installation of HPOM, the following error is seen in System.txt:

```
0: ERR: Fri May 15 19:03:23 2009: opcdispn (15894/1078278464): [mpisv.c:816]: Cannot open pipe  
/var/opt/OV/share/tmp/OpC/mgmt_sv/oprtjnitp. open(2) failed. No such device or address (OpC40-616)
```

Solution

None.

Symptom QCCR1A99535
README.txt on DVD not updated for HPOM 9.02

README.txt on DVD contains an outdated information. For example, the packages have SPARC extension instead of DEPOT, Catalogs folder is not mentioned though it exists on the DVD, and xml files are mentioned though they are not a part of DVD.

Solution

You can safely ignore this problem.

Symptom QCCR1A97498
PAM Java GUI login with Kerberos authentication module does not work on systems with Solaris 10 update 4 or higher

Solution

None.

Java GUI

Symptom QCCR1A95972
Column filter from itoopbrw is not applied to quick filter

When you try to open a quick filter, the column filter from itoopbrw is not applied.

Solution

Manually apply the column filter to the opened browser.

Symptom QCCR1A96567
Deadlock when opening many filtered history browsers at once from object pane

The whole Java GUI stops responding when trying to open many filtered history browsers at once from the Object pane.

Solution

Open each filtered history browser separately.

Symptom QCCR1A94819
Drag&drop of column filter always opens browser in workspace pane

When dragging a column filter from the Object pane to the Browser pane, it opens in the Workspace pane.

Solution

Manually put opened browser from the Workspace pane to the Browser pane.

Symptom QCCR1A97287 opcuhttps multiple coredumps

Process `opcuhttps` sometimes core dumps when stopped. Consequently, Java GUI cannot connect through the secure communication layer (HTTPS).

Solution

In case of a core dump, start the `opcuhttps` process manually.

Symptom QCCR1A57461

Wrong cursor shape after resizing Windows/Dialogs

When using the HP One Voice or Metal look and feel, the cursor stays in resizing shape when it is inside the window or dialog, after quickly resizing windows or dialogs and releasing the mouse button. This can be visible:

- In windows: when the cursor is on the title bar or on menu bar.
- In dialogs: in the whole dialog.

Solution

Use a different look and feel.

Symptom QCCR1A97439

Problem with ITO_OP shared folder on MGMT server

Java GUI configuration files (`itoooprc`, `itooopbrw` and the console session setting files) cannot be accessed by the Global Setting mechanism, if they are shared through the URL location used by the Tomcat (for example, `http://<mgmt_srv>:3443/ITO_OP`). Thus, the Global Settings mechanism gets unusable.

Solution

Put Java GUI configuration files on some location which is not shared by the Tomcat.

Symptom QCCR1A56713

No notification about error with https_only enabled

When variable `https_only` is set to "yes" in `ito_op.bat` and secure connection cannot be established, the user is not notified, but the login dialog appears again.

Solution

Check the console for an error message.

Symptom QCCR1A57053

Read-only messages are not entirely correctly handled when using Java GUI as opc_adm

When read-only messages (with an `R` flag set) are selected together with normal messages, the following actions can be done: acknowledge, unacknowledge, own, disown, unbuffer, running actions, adding annotations.

This is a defect, it should not be possible to do anything with read-only messages. These problems occur only with the `opc_adm` operator and some happen only with bulk mode disabled (`OPCUIWWW_BULK_MODE=FALSE`).

Solution

Use a non-admin operator (for example, `opc_op`) to perform the required tasks.

Symptom QCCR1A57332

Key accelerator feature breaks some default Java key assignments

Some of the default Java key assignments do not work due to the way key accelerators are implemented in Java GUI.

Solution

None.

Symptom QCCR1A55909

Java GUI cannot Connect when the ito-e-gui Service is in Maintenance State

If Java GUI cannot connect to the HPOM management server running on Solaris 10, it is possible that the `ito-e-gui` service is in maintenance state.

On Solaris 10, `inetd.conf` is obsolete, and `ito-e-gui` must be registered as a service. This service is responsible for starting the `opcuiwww.sh` script when Java GUI starts connecting to the HPOM Management Server.

If something goes wrong with `opcuiwww`, `ito-e-gui` switches into maintenance, and manual intervention is needed to put the service back online. When the service is in maintenance state, it is not possible to make a connection from the Java GUI.

Solution

To get the current service status, use the following command:

```
svcs | grep ito
```

If the `ito-e-gui` service status is maintenance, switch it back online using the following command:

```
svcadm clear /network/ito-e-gui/tcp
```

The Java GUI should now be able to connect to the HPOM Management Server.

Symptom QCCR1A58168

Java GUI should start if TNS_ADMIN is in use without any customization

If you choose to use a different folder for storing the `tnsnames.ora` file, you may have problems when trying to run Java GUI.

Solution

1. Modify the `/etc/inetd.conf` file to start `opcuiwww` by using the `opcuiwww.sh` script:

```
# ito-e-gui    stream tcp nowait root /opt/OV/bin/OpC/opcuiwww.sh opcuiwww.sh
```

2. Edit the `/opt/OV/bin/OpC/opcuiwww.sh` file to export the `TNS_ADMIN` variable at the beginning:

```
# export TNS_ADMIN=<alternate location>
```

3. Reconfigure `inetd` by entering the following:

```
# inetd -c
```

Symptom QCCR1A58386

OPC_MAX_JAVA_GUI parameter has no effect

The `OPC_MAX_JAVA_GUI` parameter does not limit the number of simultaneous Java GUI connections when specified.

Solution

Use the DoS features of `opcuiwww` to limit number of simultaneous Java GUI connections.

Symptom QCCR1A58437

Warning in System.txt when starting Java GUI (“bad input character...”)

When starting Java GUI, the warning appears in the `System.txt` on the server. Otherwise, no other problems with the Java GUI occur.

Solution

Ignore the error.

Symptom QCCR1A91542 Exception when exiting JGUI

When Java GUI is closed, the following exception appears in the console:

```
# ERROR MSG, 1:54:34 PM, com.hp.ov.it.comm.OvEmbHttpClient:  
https status - InternalServerError:text/html, Message = Opcuiwww socket error while reading  
ERROR MSG, 1:54:34 PM, com.hp.ov.it.ui.OvEmbApplet:  
java.io.EOFException  
There was a problem closing the communication link to the server.
```

Solution

Ignore the message.

Symptom QCCR1A97517 JGUI freezes when try to export message on detached window

Action for exporting messages can cause sporadic deadlocks, when called from detached window. In case of a deadlock, Java GUI becomes unusable.

Solution

None.

Documentation Errata

The following items are listed incorrectly in the documentation.

LOCATION	Topics in the Java Online Help, "To Customize the Progress Dialog Box" and "Saving the Browser Layout".
ERROR	Solaris path is missing.
CORRECTION	Solaris path is: /export/home/<user>.
LOCATION	<i>HPOM Installation Guide for the Management Server</i> , Edition 2
ERROR	Missing information on installing HPOM on non-global zone from the DVD media.
CORRECTION	To install HPOM on non-global zone from the DVD media, you need to add a read access. Use the instructions from the following link: http://docs.sun.com/app/docs/doc/817-1592/gauck?a=view

Local Language Support

The HPOM 9.0x is not yet localized. However, it can be used in multilingual environments.

Certified Encoding and Character Sets on HPOM Management Servers

Certified encoding and character sets need to be set for the HPOM management server and Oracle database host systems.

- Encoding HPOM Node Character Set: UTF-8
- Oracle Database Code Set: AL32UTF8
- Solaris Language Variable LANG:
 - English: en_US.UTF-8, en_GB.UTF-8
 - Spanish: es_ES.UTF-8
 - Japanese: ja_JP.UTF-8
 - Korean: ko_KR.UTF-8
 - Simplified Chinese: zh_CN.UTF-8

Other locales are also supported, for example, German and French. For information about supported character sets, refer to the *HPOM Administrator's Reference*. Note, that this HPOM release is not yet localized, but can be used in multilingual environments.

IMPORTANT UTF-8 is the only encoding supported by the HPOM database.

HP Software Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

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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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http://support.openview.hp.com/new_access_levels.jsp

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