

HP OPENVIEWInternet Services

Release Notes, version A.05.20 Part Number J4510-88027

This document, which supplements online help and other product information, contains important facts about hp OpenView internet services (OVIS).

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Announcements

HP OpenView Internet Services is copyrighted and licensed by Hewlett-Packard Company. Please refer to the licensing agreements on the installation media.

- Probe Builder 1.1 is releasing in parallel with OVIS 5.20! This release is primarily a patch release, but contains greatly enhanced documentation to enhance your probe building activities. The software can be found at the URL contained in the OVIS 5.20 installation menu. A coming release of Probe Builder will add support for Java FAT Clients, Oracle Applications, and other cool new features! For more information regarding the OVIS Probe Builder, refer to the following URL: <http://devresource.hp.com/drc/unifieddev/probe.jsp>

Future Release:

- The X-SLAM Cisco Integration probe will no longer be included in future releases of OVIS.

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What's New in OVIS 5.20

If you are upgrading directly from OVIS 4.5 to OVIS 5.2 you can select this link to see [What's New in OVIS 5.0](#) and thus also available to you in OVIS 5.2.

The following are new features in OVIS 5.20:

SERVICE OBJECTIVE DEFINITION

- SLO Expressions - You now have the ability to define a Service Level Objective based on multiple metric values within a single probe execution.

ALARMING

- Alarm expressions - You can now define an alarm for a severity based on multiple metric values in the same probe execution.
- New "sliding window" option allows you to define alarms based on a percentage of time a threshold is exceeded.
- Alarming per step feature has been added for multi-step probes such as HTTP_TRANS, Script probe, and probe builder probes.
- Added PSTIME and PSTS (time when measurement was taken by the probe) as keywords in the alarm message.

DOCUMENTATION

- New and improved Web Transaction Recorder manual.
- Enhanced OVIS User's Reference Guide including a new Scalability section in chapter 7 and more Troubleshooting information in chapter 6.

CONFIGURATION MANAGER

- New Locking capability for multiple users working in a single Configuration Manager.
- Documentation has been added to explain non-admin user requirements for the Configuration Manager.
- Turquoise "x" icon for disabled targets or service groups.

PROBES

- HTTP, HTTPS, HTTP_TRANS, and SOAP probes - Improved error messages have been added for better root cause analysis.
- Script probe - better labeling of multi-step targets on script failure.

- Exchange, Mail Round Trip, and SMTP mail probes - custom header and footer is now allowed in message text.

INTEGRATION

- OVO for Windows 7.21 - The OVIS integration has been enhanced from opcmsg integration to full Service tree and policy integration.
- NNM 7.0 integration.
- Ability to selectively import from OVTA, probe data, user data, or a combination of the two.

PLATFORM SUPPORT

- Windows Server 2003 support for management server and probes.

DASHBOARD

- Dashboard numeric values added into horizontal bar charts if there is room to do so
- Dashboard Status now indicates when a target is disabled
- Dashboard Status enhanced to sort by Status so Available, Unavailable, and Disabled targets are grouped.

PERFORMANCE AND SCALABILITY

- Data base tables are indexed for quicker access. Please note that for Oracle and SQL data bases this requires that your DBA periodically maintain these indexes to insure the indexing is beneficial.
- Trace file overhead lowered in IIS modules measevent2 (alarm mgr), distribmgr (distribution manager), and AlarmEvent (Event db alarm posting).
- Datetime, customer and service group indexes added to all six data tables. Please note that for Oracle and SQL data bases this requires your DBA periodically maintain these indexes to insure the indexing is beneficial.

TROUBLESHOOTING

- Enhanced LogStat.vbs utility to collect needed diagnostic information for use by hp support.

The following are important changes in OVIS 5.20:

UPDATES TO SUPPORTED PLATFORMS:

- Management server and probe systems are now supported on Windows Server 2003.
- Windows NT 4.0 is not supported for the server or the probes.

FILE LOCATIONS:

- **httptrans.dat** - In OVIS 5.0 the web transactions definition file's save location changed from the OVIS probes directory to the Data\Datafiles directory on the management server. It is still distributed to the probes directory on both the management server and remote probe systems whenever the configuration is saved.

NEW DATABASE FIELDS:

Data fields added- The CONSUMER (VARCHAR 128) field was added to the IOPS_DETAIL_DATA, IOPS_DETAIL_DATA_DAILY, and IOPS_DETAIL_DATA_HOURLY tables in the 5.0 release.

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Before You Install

There are different considerations for new OVIS installations and for updates to existing OVIS installations. These are referred to as "NEW" or "UPDATE" (below). Also see the [Security Alert](#) section that follows.

NEW AND UPDATE:

1. **Windows Server 2003 WARNING:** By default Windows Server 2003 systems have Internet Explorer Enhanced Security enabled with very restrictive access. You must change the configuration to prevent all basic OVIS communication functions from failing with various HTTP errors. See problem **R555028853** in the "Known Problems" section "Communications" subsection for Workaround information
2. Check the Microsoft web site for the latest service pack and hot fixes to keep your systems up to date with known security fixes.
3. Check the "Installation Prerequisites" section in Chapter 2 of the *OVIS User's Reference Guide* to make sure you have the required hardware and software for both the management server and probe systems. UPDATE users need to check this since minimum requirements and supported platforms and operating system versions will change over time.
4. Check the "Integration with other OpenView Products" section of these release notes to make sure you are integrating with the correct versions and patch levels for other OpenView products. UPDATE users need to check this since these versions may change from one OVIS release to another.
5. If you currently run, or plan to run, OVIS communications over the Internet Information Server's SSL Port rather than TCP Port (see **Internet Information Services > Default Web Server > Properties > Web Site** tab), you must apply the Workaround for problem number 8606343989 described in the "Known Problems / Communications" section of this document AFTER installation of the OVIS 5.20 management server software.
6. Installation is not supported over Terminal Services. See "Resolving Install or Uninstall Problems" section of these Release Notes for more information.
7. Existing SQL 2000 SP3 and MSDE SP3 Reporter data base instances running on the

management server will be converted to SP3A, and MSDE data bases created as part of a new installation will be SP3A versions.

UPDATE:

1. When upgrading an existing OVIS Management Server and Windows or Unix remote probe systems from OVIS 4.5 or greater to OVIS 5.20, DO NOT uninstall the pre-existing version and then install the newer version as this can cause the loss of critical settings and data. You can install OVIS 5.20 over the previous version.
See Step 10 Updating the NNM Integration Component and Step 11 Updating the OVO Unix Integration Component below for important information on removing previous packages prior to updating to the 5.20 versions on the integration components.
2. A direct upgrade from either the 3.X or 4.0 release to OVIS 5.20 is not supported.
3. Before installing, remove any OVIS patches listed in Add/Remove programs. If this is not done before installing OVIS 5.20, patches may be removed later without impacting the current install.
4. Update both the management server and the remote probe system software at the same time to keep data and configuration synchronized.
5. Do not shut down or unlink the database during installation since table modifications and probe additions are done during this process.
6. For Oracle database users, it is recommended that you consult with your DBA before installation on the following issues:

- Make sure there is sufficient free space in the table spaces that hold rollback segments, the Reporter database, and indexes. As mentioned in the “What’s New” sections, fields and indexes are being added to the detail data tables. This is done for the whole table at a time. Depending on the amount of data in the tables, extra capacity may have to be added to the table space and the roll back segments. The installation will fail if the required database updates do not complete.
- Check the `Data\status.reporter` file for the following warning message to see if there has been a problem removing aged data records through nightly maintenance:

```
WARNING: RepMaint IDLE TIME OUT after xx Minutes;  
'Repmaint.exe'
```

where xx is a number. If you are seeing this message, create the `HANG_TIMER` DWORD registry key under `HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\The Reporter\CurrentVersion`.

Set the `HANG_TIMER` value to at least 45 (decimal). Set the trace level to 9 in the OVIS Configuration Manager. Then run `repmaint` from a Command Prompt window to do the maintenance immediately assuming it is not a peak activity time. This may take a long time to run depending on the number of records that need to be truncated. Look at the end of the `trace.repmaint`

file to track progress and verify successful completion before doing the OVIS 5.20 installation.

7. For Oracle or SQL data base users, check with your DBA to make sure they enact maintenance procedures for the new indexes in the data tables. The installation added indexes for the fields DATETIME, CUSTOMER_NAME, SERVICE_NAME, and PROBENAME on the table IOPS_PROBE_DATA, IOPS_PROBE_DATA_CACHE, IOPS_PROBE_DATA_DAILY and indexes for the fields DATETIME, CUSTOMER, SERVICENAME, PROBENAME on the tables IOPS_DETAIL_DATA, IOPS_DETAIL_DATA_HOURLY, and IOPS_DETAIL_DATA_DAILY. Note also that for new data bases the SYSTEMNAME field is no longer indexed because OVIS no longer uses it. You may wish to have your data base administrator delete that index on any data of the data tables mentioned above in which it appears.
8. If the logon account for the "HP Internet Services" service was changed from the Local System account to a user account, the logon account will be changed back to the "Local System" account during the software installation.
After the upgrade is complete, you may reset the logon account to the previous setting via the **Start > Settings > Control Panel > Administrative Tools > Services** selection. Right-click "HP Internet Services" in the list of services and select **Properties**. Then select the **Log On** tab and check "This account" and browse to select the desired logon user account.
9. For Remote Probes: After you have installed or updated the software on all remote probe systems, you must "Save Configuration" in the OVIS Configuration Manager in order to collect data on those remote probe systems.
10. If you are using NNM Integration, you should first remove the existing integration components and then update to the new version of OVIS 5.20 integration software on the NNM Console. This will bring in support for new probes as well as update the integration in general.
11. If you use OVO UNIX integration, Prior to updating to the OVIS 5.20 OVO UNIX integration component, be sure to remove all previous templates and associated template groups. See "Integration with OpenView Operations for Unix" section in the *User's Reference Guide* for more information.
12. Please refer to the Known Problems and Workarounds section of these Release Notes for information that may pertain to your installation.

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Security Alert

ORPHANED "OVOPS" INSTANCE: When you switch from the default "OVOPS" instance of the Reporter database to either Oracle or MS SQL Server 2000, the normal procedure leaves the default "OVOPS" instance in place. This allows the flexibility of switching the database back to that instance via a simple ODBC configuration if needed. This instance, though not in use by OVIS, may be vulnerable to the "Slammer" worm or other viruses. To eliminate this vulnerability, you may either:

- Delete the instance. This is the preferable option if you know the instance is not in use by OVIS or another product such as Reporter or Operations for Windows (OVO). It also prevents future vulnerabilities this instance may have. The procedure for this is to:

1. Copy the **repair.vbs** file from the OVIS media CD under \Support\Support Tools to a local empty folder on the system. \Support\Support Tools to a local empty folder on the system.
2. Open a command prompt to the location where the file was copied and enter the following command line:
`cscript repair.vbs -remove //T:999`
3. This starts up a menu where you can select/un-select components for removal.
4. Click the **Un-select all** button and then select only the "Microsoft SQL Server Desktop Engine" checkbox.
5. Click the **Remove Components** button and wait for the uninstall to complete.
6. Click the **Exit** button to terminate the script.

WARNING: If the Delete Instance procedure above does not successfully complete for any reason, there is an additional procedure on the CD in the Support\Support Tools directory. This procedure should only be used as a last resort. It is recommended to contact a support representative before using it.

- Update the instance to MSDE Service Pack 3A. Instructions are contained on the Microsoft web site.

If you have chosen to switch from the default MSDE 2000 database to SQL 2000, it is your responsibility to check that the Microsoft SQL Server 2000 Service Pack version is updated for the appropriate security level. The OVIS 5.20 installation does not check for this.

NOTE: The OpenView Reporter and Operations for Windows products share the same Reporter database with OVIS if the servers are installed on the same system. Thus a new installation of OVIS installed on a system with a Reporter or Operations for Windows MSDE 2000 "OVOPS" instance will update the MSDE OVOPS instance to SP 3A to ensure security on that instance.

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OVIS Supported Platforms

OVIS Management Server is supported on the following platforms:

- Windows 2000 Professional/Server/Advanced with Service Pack 4
- Windows 2000 Datacenter Server is supported, however advanced features of Datacenter Server such as cluster/failover are not supported
- Windows XP Professional with at least Service Pack 1
- Windows Server 2003 Standard and Enterprise editions

OVIS Windows probes are supported on the following platforms:

- Windows 2000 Professional/Server/Advanced with Service Pack 4
- Windows XP Professional with Service Pack 1
- Windows Server 2003 Standard and Enterprise editions

OVIS UNIX probes are supported on the following platforms:

- HP-UX 11.0, 11.11, 11.22 (Itanium), 11.23
- Solaris 2.7, 2.8, 9
- Linux Red Hat 7.1, 7.2, 8.0, ES 2.1, ES 3.0
- SuSE Linux Enterprise Server 8.1 and SuSE Linux Professional 8.1

Note that the following probes are not available on UNIX: Streaming Media, XSLAM CiscoWorks, SMS, ODBC, Exchange, and OVTA integration service types - WEBAPP, SOAPAPP, JMSAPP, RMIAPP, COMAPP. HTTP_TRANS probe in Internet Explorer heavyweight mode is not available on UNIX but is available in URL mode on UNIX systems. NTLM authentication is not available on UNIX in the HTTP, HTTPS, SOAP and HTTP_TRANS URL mode probes but the other authentication modes are supported. The Dial probe is available on windows and all UNIX platforms except SuSE Linux.

Databases - The following databases are supported:

- Microsoft SQL Server 2000 Desktop Engine Service Pack 3A running on Windows 2000 Service Pack 4, Windows XP Professional Service Pack 1, or Windows Server 2003
- Microsoft SQL Server 2000 Service Pack 3A running on Windows 2000 Service Pack 4 or Windows XP Professional Service Pack 1
- Oracle 8.1.7 running on HP-UX 11.0 (32-bit) or Solaris 2.7, 2.8
- Oracle 9.2.0 running on HP-UX 11.0 (64-bit), 11.11 or Solaris 2.7, 8, 9 (32-bit and 64-bit)

The following databases were supported in previous versions of OVIS and are now supported only on upgrade:

- Microsoft Access 2000

The following **browsers** are supported for the OVIS Dashboard:

- Microsoft Internet Explorer 5.5 with Security Update and with Service Pack 2 or above
- Microsoft Internet Explorer 6.0 with Security Update
- Netscape 4.7,6.2, 7, 7.1

OVIS reporting component uses Crystal Reports 8.5

See the section below and check the OpenView web site for current information on compatibility of OVIS with new releases of OVO, NNM and other OpenView products.

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Integrating with Other OpenView Products

OVIS integrates with the following **OpenView products** and versions:

- hp OpenView Reporter A.03.50
- hp OpenView Service Information Portal 3.1
- hp OpenView Performance Manager OVPM A.04.04 and C.05.05
- hp OpenView Performance Agent 3.x/ARM and 4.0/ARM
- hp OpenView Operations for Unix version 7.1 (HP-UX and Solaris)
- hp OpenView Operations for Windows version 7.20 (opcmsg integration only), 7.21 (full service tree integration)
- hp OpenView Network Node Manager 6.2, 6.41 Windows 2000, HP-UX (not supported on HP-UX 10.20), and Solaris; NNM 7.0 Windows 2000, HP-UX (not supported on HP-UX 10.20), and Solaris; NNM 7.01 Windows 2000, HP-UX (not supported on HP-UX 10.20), and Solaris
- hp OpenView Transaction Analyzer 2.0 and 2.1

OVIS includes the following embedded components:

- Reporting component version A.03.50
- Graphing component version A.04.04

Check the OpenView web site (www.openview.hp.com) for current information on compatibility of OVIS with new releases of other OpenView products.

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OVIS Languages, Product Names, Product Numbers

OVIS is available in English and Japanese languages.

Product Number - English	Product Name
J4510CA	OVIS 5.2 Media - English
J4511CA	OVIS 5.2 Manuals - English
J4512AA	LTU - Base license, including 5 pack - English
J4513AA	LTU - Additional 5 pack - English
J4530AA	LTU - Additional 5 Custom Probe pack - English*
J4515AA	LTU - Additional 25 pack - English
J4531AA	LTU - Additional 25 Custom Probe pack - English*
J4516AA	LTU - Additional 250 pack - English

* Note that Custom targets and probes are only available with the English version.

Product Number - Japanese	Product Name
J4510BJ	OVIS 5.0 media - Japanese
J4511BJ	OVIS 5.0 Manual - Japanese
J4512AJ	LTU - Base License, Including 5 pack - Japanese
J4513AJ	LTU - Additional 5 pack - Japanese
J4515AJ	LTU - Additional 25 pack - Japanese
J4516AJ	LTU - Additional 250 pack - Japanese

To activate the measurement server and manage Internet Services, you need to purchase a Base license (LTU), product number J4512AA (English) or J4512AJ (Japanese), which includes your first five (5) configured targets. If you require more than five targets, you can purchase one or more add-on packs. Licensing is based on the total licensed capacity which is calculated by adding up the total number of configured targets (OVIS probe and Custom probe based).

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Known Problems / Limitations and Workarounds

The following areas of Internet Services are either incomplete or known to not function as expected in the A.05.20 release. Note that the first number listed (e.g., R555025033) is the number used in OpenView's eCare web site <http://support.openview.hp.com>, and the second number (e.g., (ROSmm31614)) is an hp internal-only CR number that may be useful in talking with your hp support representative.

For ease of reference the known problems listed below have been subdivided into the following sections:

- Communications
- Install/Uninstall
- Database
- OVTA Integration
- OVO Integration
- Dashboard
- Web Transaction Recorder
- Probes
- Japanese Characters
- Custom Probes SDK
- NNM Integration

Communications:

R555028853 (ROSmm35745): Alarm engine fails to start on Windows Server 2003 running terminal services

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028853>

Workaround: Internet Explorer Enhanced Security is a new feature from Microsoft to control the web sites your users can browse on your system. When enabled (which is the default for Windows Server 2003 installations) this prevents users from browsing untrusted websites. This will also cause warnings of potentially malicious software if you try to install OVIS software from a share. You also see this when browsing on the local system with Internet Explorer. You can work around this problem in either of the following two ways:

1. Disabling "Internet Explorer Enhanced Security Configuration". This will work for local logins, but will not work for users running the OVIS configuration manager over a Terminal Server session.

From the Control Panel, select Add/Remove Programs and then select Add/Remove Windows Component from the left-hand pane. From the Windows Components Wizard dialog, deselect **Internet Explorer Enhanced Security Configuration**, select the **Next** button, and then select the **Finish** button to Complete the Windows Component Wizard. Then restart IIS Admin Service.

2. Adding the sites required by OVIS to your Internet Properties Local intranet or Trusted Sites configuration. This will work for both local and Terminal Server logins.

From the Control Panel, select Internet Options and then select the **Security** tab. You are going to add sites to either your **Local intranet** or **Trusted sites** zone, depending on which is appropriate for your desired level of security. Select the appropriate zone and then select the **Sites** button. Use the resulting dialog to add both `http://<hostname>` and `http://<hostname>.<domainname>` where hostname is the name of the OVIS management server. You may also add `file://<hostname>` if you wish to eliminate file browser warnings and warnings when trying to install OVIS software from a share. Then select the **OK** button, and restart IIS Admin Service.

More information on Internet Explorer Enhanced Security model on Windows Server 2003 can be found at URL

http://msdn.microsoft.com/library/default.asp?url=/workshop/security/szone/overview/esc_changes.asp

8606330897 (JAGae92018): Repmaint times out and so HDD gets filled out fast. (Large Databases May See Repmaint.exe Hang).

There is a potential problem with large databases and repmaint. This can occur in all reporter versions that ship with OVIS A.04.50, A.05.00, and A.05.20. If the database is very large (millions of records, more than 2GB in size), it is possible that repmaint stops truncating the OVIS data tables. The trace.repmaint and status.reporter show an entry similar to:

IDLE TIME OUT after x Minutes; 'RepMaint.exe'

After that, repmaint may hang.

This seems to be a "known" reporter problem and documented in the reporter troubleshooting information. However, if the data isn't truncated anymore, the database will grow and performance for all programs accessing the database will degrade. In addition, it is not obvious that this is in fact a critical problem since the status only says "Warning" instead of "Error".

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=8606330897>

Workaround 1 - Create Hang_Timer Registry Key. To workaround this issue, create the registry key: `HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\The Reporter\CurrentVersion\Hang_Timer`. The default is 3 (in minutes), try something like 30 or larger. However at one site it had to be set to 45 for the problem to go away. It is in the release notes to set this at 45.

Workaround 2 - Lower the Runtime Value for repmaint.exe in the Database.

One other possible solution is to lower the runtime value for repmaint (default is 800) in the database. This will hopefully avoid the problem of repmaint hanging the system, since the scheduler will kill it much sooner than the default and the theory is that it will kill it before it hangs, however in practice this is not always true. Also if the scheduler kills it before it finishes then you will have more data (then as set in retain days) in the dashboard and in the reports, since repmaint did not remove the data before it was killed.

Microsoft SQL Server 2000:

Method 1: Use the Enterprise Manger GUI for SQL and

1. open the reporter database
2. edit the scheduler table
3. find the row for repmaint.exe
4. change the runtime value to 60.

Method 2: You can use osql:

1. start a command prompt window
2. `osql -S.\OVOPS -Uopenview -Popenview`

3. use reporter
4. go
5. update schedule set runtime=60 where program='Repmaint.exe'
6. go

Oracle:

Method 1: Use the Oracle DBA Studio and

1. open the reporter database
2. edit the scheduler table
3. find the row for repmaint.exe
4. change the runtime value to 60.

Method 2: You can use SQL Plus Worksheet:

1. connect to the reporter DB with the correct user/password
2. update schedule set runtime=60 where program='Repmaint.exe'

Note 1: that if you are not using the user openview with password openview you will need to change these to what ever user/password you are using.

Note 2: If you upgrade OVIS or install full reporter then this value will revert back to the default of 800 and you will have to change it again.

Note 3: This is not a supported thing to do, so be very careful

Workaround 3 - Get Reporter Hot Fix for Repmaint.exe - JAGae92018.

One more possible solution is the CR: JAGae92018 against Reporter will be released in the next release. Note this CR was moved to resolved state and a patch was released, however it did not fix the problem. They should have moved it back to Open and then put in a fix that will let you set the block size of the deletes in the registry (default is 12 hours). There is a hard coded hot fix set at 4 hour blocks but only one customer so far has tried it and the results are inconclusive that this worked. Also note that the hot fix and patch also contain an introduced defect to the uptime reports (they will be one hour off).

Some Other Things to Consider

1. If this is a very large Database (500,000 or more rows in the iops_detail_data table) you might want to stop the OVIS and Reporter service and run repmaint by hand to let it catch up. This could run for several days depending on how far behind it is.
2. You can find out how out many days repmaint it behind by running a sql query to find out the max and min of the column datetime.

Select min(datetime), max(datetime) from iops_detail_data;

Then looking at the value you have in retain days for the detail data (5 minute data).

8606343989 (JAGaf04841): No Probe Info condition because repcrs changes web server port value.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=8606343989>

Workaround: Rename the SetWebServerPort.vbe program in the OVIS bin directory to SetWebServerPort.a0520.vbe and replace it with the one from the CD (or CD image) Support\Support Tools directory.

Install/Uninstall:

R555025033 (ROSmm31614): In OVIS releases 4.5 and earlier, an uninstall of OVIS removes

customized data table retention days settings. This is fixed in OVIS 5.0 but is provided in the 5.20 release notes to make you aware that if you uninstall 4.5 before installing 5.20 you will encounter this problem. There is no need to uninstall 4.5 prior to installing 5.20, just overinstall.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025033>

Workaround: Reset the retain days setting in the OVIS Configuration Manager via **File > Configure > Database > Options** BEFORE scheduled maintenance runs and deletes data (typically after midnight). If you wish to update from OVIS 4.5 to 5.20, simply do an install of OVIS 5.20 without uninstalling the previous version and this problem will not occur.

R555025578 (ROSmm32199): Windows Remote Probes Upgrade from 4.5, or 5.0 to 5.20 does not always update Scheduler.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025578>

Workaround: From the <install path>\bin directory, run `perfstat -v` and confirm all the executables are the correct version. If a version is not correct, reboot the system and run `perfstat -v` again to confirm the versions are correct.

R555025248 (ROSmm31844): Uninstallation of OVOW 7.2 causes OVIS data to disappear.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025248>

Workaround: The uninstallation deletes the DSN entry to the previous database and adds a new one with a MicroSoft Access driver specified. Use the procedure below to remove that DSN and add the proper one back. Note that you should see your existing data and configuration after successfully completing this procedure. If the OVIS database was the default Microsoft SQL Server Desktop Engine (MSDE) database then perform the following steps. (For Oracle and SQL server, please follow the database specific steps as described in the *OVIS Database Configuration guide*.)

1. Stop IIS and Reporter

```
net stop iisadmin /y
net stop reporter
```

2. Launch Control Panel select **Administrative Tools > Data Sources (ODBC)**.

- a. In the ODBC Data Source Administrator, click **System DSN** tab.
- b. Remove the Reporter DSN.
- c. In the **System DSN** tab, create a new data source by clicking on **Add**.
- d. In the Create New Data Source dialog select **SQL Server**, press **Finish**.
- e. In the Create a New Data Source to SQL Server dialog, fill out the following fields and then click **Next**: Name: Reporter, Description: Reporter, Server: <local hostname>\OVOPS
- f. Select "With SQL Server authentication using a login ID and password entered by the user", enter the following login and password and click **Next**: Login ID: openview,

Password: openview

- g. Change the default database to: Reporter
- h. Click **Next**.
- i. Click **Finish**.
- j. Click **Test Data Source** and verify that connection was successful.
- k. Press **Okay**.

3. Run `Repair.vbs` (from the Support directory on the OVIS CD)

4. If above step doesn't force a reboot, Re-start `reporter/iisadmin`:

```
net start w3svc
net start reporter
```

Note: It may take up to 1/2 hour before new data will show up in the GUI. This is due to the fact that `iopscollector.exe` and `iopsmaint.exe` are scheduled to run 1/2 hour from the time `repair.vbs` was executed.

Optional: The OpenView Trace Server is no longer installed under the service menu. To install the service, simply run `<install_dir>\bin\trcinst.exe`.

R555020624 (ROSmm26945): Removal of full Reporter removes registry keys. Symptoms include OVIS Configuration Manager unable to start with prompting for database password, and the OVIS dashboard is unavailable.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555020624>

Workaround: Start the Configuration Manager and it will prompt for a DB user and password. Enter the user and password for the database connection and most items will start working. (Typical - user: openview, password: openview.) To correct the missing virtual directory go into **IIS**. Right-click on the Default Website and add a new virtual directory HPOV_REPORTS. Set the path to `<install_dir>\data\webpages`. Finally allow read, script, and execute permissions on the directory.

Alternative Method: On the original OVIS CD go into `\Support\Support Tools` and run `repair.vbs`. Inside of `repair.vbs` select only hp OpenView reporter, unselect all other installed items. Then click **Repair Components**. When the repair tool completes OVIS should be back to full functionality.

R555025939: Uninstalling NNM 7 when installed with OVIS, breaks OVIS Config Mgr

Workaround: On the original OVIS CD go into `\Support\Support Tools` and run `repair.vbs`. Inside of `repair.vbs` select only hp OpenView internet services, unselect all other installed items. Then click `Repair Components`. When the repair tool completes, OVIS should be

back to full functionality.

R555025012 (ROSm31593): After upgrading from 4.X (with or without patch) or 5.0 to 5.20, choosing Shutdown from the Start menu does nothing. The menu to select Shutdown, Restart, Log off, ... does not appear.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025012>

Workaround: Pressing Ctrl-Alt-Delete brings up the Windows Security menu and the system can be restarted and shut down from there.

R555022532 (ROSm28914): You cannot uninstall OVIS after NNM integration uninstallation on an NNM 6.4 or 6.41 system.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555022532>

Workaround: Registry entry `HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\HpOvLic-DependentProductList` has an invalid value such as `{E45D72D7-65EA-45F6-AA94-3C304EA91AA2}`. This GUID should be for an upgrade code of the msi package that is holding the dependency on the autopass package. Since the GUID that is inserted is invalid, the OVIS common installer fails to uninstall. As a workaround the value can be replaced with a valid value from another msi NNM component such as `HPOvNmDep` package: `{76D04B27-5036-49DB-B383-1165C8B2B4AF}`. This should allow the OVIS installer to continue to perform the uninstall.

Problem: Reporter 3.01 or OVOW 7.10 console installed after OVIS 5.20 on the same system gives a misleading error message saying it finds a non-MSDE database instance even when the instance is MSDE.

Workaround: Ignore the message. These installations are looking for an MSDE instance of `.\OVOPS` which has been changed to `<hostname>\OVOPS`. This should not cause any problems since the application software itself looks for the Reporter DSN rather than the instance name.

Problem: If OVIS 5.20 and either Reporter 3.01 or OVOW 7.10 console are installed on the same system, and then all are uninstalled, and then Reporter 3.01 or OVOW 7.10 console are reinstalled, they will not function until OVIS 5.20 is reinstalled.

Workaround: Reinstall OVIS 5.20.

Problem: During reporter installation, the following error dialog might be shown by the installer:

"Error 1920. Service Reporter (Reporter) failed to start. Verify that you have sufficient privileges to start system services."

Workaround: This may be due to a failed deinstallation of a previous OpenView product. Please verify the following:

1. In the Services control panel applet, locate `HP OpenView Trace Service`.
2. If found, determine whether the `OVTrace.exe` executable shown in "Path to Executable" really exists. If it doesn't, run `regedit` and delete the registry entries for this service:
 - a. In `regedit`, go to
 - b. `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services`
 - c. Highlight entry `HPOVTrace` and press **Delete**.
 - d. Reboot the system and start the installation again.

Problem: When OVIS is installed first and Web Transaction Observer (WTO) second, the uninstall of OVIS will break WTO, if OVIS is removed before WTO.

Workaround: Uninstall WTO before OVIS.

R555013289 (ROSmm19194): At installation, IIS sub services such as FTP and SMTP are stopped and not restarted automatically.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555013289>

Workaround: Start the services manually.

Database:

8606330897 (JAGae92018): Removal of old data in database fails with a timeout.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=8606330897>

Workaround: Contact support since there are multiple possible causes and potential solutions to this problem.

R555025087 (ROSmm31674): Oracle 9.2.0.1 Client breaks OVIS Dashboard & MeasEvent.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025087>

Workaround: On the Oracle 9.2 Client software you need to give the Authenticated User privilege to the Oracle Home by following these steps:

1. Log on to Windows as a user with Administrator privileges.
2. Launch Windows Explorer from the Start Menu and navigate to the ORACLE_HOME directory.
3. Right-click on the ORACLE_HOME folder and choose the **Properties** option from the drop down list. A Properties window should appear.
4. Click on the **Security** tab on the Properties window.
5. Click on **Authenticated Users** item in the Name list (on Windows XP the Name list is called Group or user names).
6. Uncheck the **Read and Execute** box in the Permissions list (on Windows XP the Permissions list is called Permissions for Authenticated Users). This box will be under the Allow column.
7. Check the **Read and Execute** box. This is the box you just unchecked.
8. Click the **Apply** button.
9. Click the **OK** button.
10. Reboot your computer after these changes have been made. Re-execute the application

and it should now work.

R555028655 (ROSmm35531): measevent fails to continue running after database connection restored. This will cause "no probe info" conditions and alarms indicating that no data is being received from probe locations.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028655>

Workaround: Restart IIS.

R555020567 (ROSmm26888): Error messages in newdb when Oracle is DSN.

For example:

```
2003/01/13 10:19:41 (4):(1740) SQL Execute error; ORA-04080:
```

```
trigger 'CUSTOMER_MASTER_TRG' does not exist
```

```
2003/01/13 10:19:41 (4):(1740) Error -1; State:S1000,Native:4080,Origin:
```

```
[Oracle][ODBC][Ora]
```

...

```
2003/01/13 10:19:45 (5):(1740) Error opening [DISCOVERDOMAINS]; ORA-00904: invalid column name
```

```
2003/01/13 10:19:45 (5):(1740) Error -1; State:S0022,Native:904,Origin:
```

```
[Oracle][ODBC][Ora]
```

```
2003/01/13 10:19:45 (5):(1740) Error opening [DISCOVERSYSTEMS]; ORA-00904: invalid column name
```

```
2003/01/13 10:19:45 (5):(1740) Error -1; State:S0022,Native:904,Origin:
```

```
[Oracle][ODBC][Ora]
```

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555020567>

Resolution: If you are installing OVIS with an Oracle database, you may see a number of error messages in the trace files. You may ignore these messages.

OVTA Integration:

R555023443 (ROSmm29875): You must restart IIS to enact any OVTA integration configuration change. This includes disabling, enabling, or changing configuration parameters in the integration.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555023443>

Workaround: Restart IIS to enact any OVTA integration configuration change.

OVO Integration:

Problem: Whenever an OVO for Windows or UNIX agent is installed after OVIS, you must reboot in order to ensure that alarm forwarding works correctly.

R555015851 (ROSmm21882): Cannot get OVIS alarms to appear in the OVO message browser.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555015851>

Workaround: Upgrade OVO agent to latest 7.x version plus any applicable patches. If this is not

possible because the OVO Unix or OVO Windows console does not support that agent version, then you must install both OVIS and the OVO agent on the C: drive due to an agent defect in the 7.0 version. This may involve uninstalling all OpenView tools on this system and reinstalling them on the C: drive.

Dashboard:

R555025479 (ROSmm32096): Occasional missing graphics in Dashboard on non-Server Windows versions due to Microsoft's limitation of 10 connections on Professional (non-Server versions).

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025479>

Workaround: Press the **Refresh** button on the browser.

R555025064 (ROSmm31648): Using an http probe with a long url and a long Service Group Name causes the Target Info link on Status web page to display no data on Drill Down page. Also on Service Target Availability status tab, if you right click and select Graph with OVIS Dashboard, the same thing happens. Other http service targets work fine.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555025064>

Workaround: Access Drill Down page from Availability or Response tabs.

R555028764 (ROSmm35646): No Data triangle appear in Time Series and Drilldown graphs for all the five minute data points between the hourly data point bars when graphing time periods for which there is hourly data but no five-minute data available. A more accurate graphic representation would be to show only the hourly data points since they do represent the whole hour. The implication of "no data" triangles at the five minute points is that there is missing data. That is not the case.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028764>

Workaround: Ignore the "no data" black triangles at the five minute data points and interpret the hourly data point as representing the whole hour beginning at that time. For instance, availability of 100% for the 3:00 pm data point represents the time interval 3:00 pm to 3:59 pm even though there are black "no data" triangles at 3:05 pm, 3:10 pm, etc through 3:55 pm before there is another data point at 4:00 pm.

R555018816 (ROSmm25018): From the Graphs web forms interface using a Java Graph, the Drill Down function does not work when Restricted Views is set in OVIS.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555018816>

Workaround: None at this time.

R555020960 (ROSmm27293): Service Group graph in the Dashboard shows Customer data. If a Service Group name is identical to the Customer name then in the Dashboard, the graphs for the service group will be that of the customer. This only affects the Time Series graphs and the Drill Down graphs for the identically named service group.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555020960>

Resolution: To prevent this problem do not name Service Groups and Customers the same.

Web Transaction Recorder:

R555028547 (ROSmm35417): Webrecorder loses the ability to record raw clicks and keys.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028547>

Workaround: Exit and reenter the web recorder.

R555019258 (ROSmm25508): In the OVIS Web Transaction Recorder (HTTP_TRANS probe) IE Heavyweight mode, the transaction may fail if the first step is an https target and if a proxy is configured which requires authentication.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555019258>

Resolution: If the transaction fails, install hot fix Q329802 from the Microsoft web page.

Problem: If you encounter either of the following problems:

Popup boxes indicating that processes (particularly the probe processes or scheduler) are terminating abnormally due to initialization errors, or Problems with Web Transaction Recorder transactions recorded in Internet Explorer mode.

Workaround: All probes run under the "HP Internet Services" service, which by default is configured to run as the System account. If you encounter these problems, reconfigure the HP Internet Services "System Account" setting by selecting "This account:" and entering the account (user name) and password that recorded the transaction. This applies to both the Management Server and remote probe systems. This configuration information is accessed via the **Computer Management > Services and Applications > Services > Properties > Log On** selection.

Probes:

R555028123 (ROSmm34950): httptrans probe IE mode may generate Temporary Internet Files that can fill up a disk drive.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028123>

Workaround: See Microsoft URL <http://support.microsoft.com/?kbid=301057> for a discussion of problem, cause, and workaround.

Another option is to create a script probe to delete these files: Create a script that will delete the files out of the Temporary Internet Files folder. Then use the script probe in OVIS to run this script once a day. Give this probe a priority of 1 and all the other probes a priority of 2 so that when they do fire together once a day this script probe will run first before any of the other probes, to avoid any collisions. This script should be placed in the \newconfig\distrib\platform\windows directory so that it will only be distributed to windows boxes. Then under the probe location for that probe add all the systems where you are experiencing this problem. Here is an example of one script:

```
attrib -s "C:\Documents and Settings\Admin\Local Settings\Temporary Internet Files"
del /Q "C:\Documents and Settings\Admin\Local Settings\Temporary Internet Files\*.*"
```

The first line in this script was required to remove the system attribute from this folder so the delete could take place, this could be different on your system. The /Q option for delete is so that it will not prompt before deleting the files. Also note this is the path to my Temporary Internet Files it could be different on your system. You might also have folders under this directory that you want delete so you would need to change this script for that as well. Also you could have file and/or folders under a different user that you want deleted, so again you would have to modify this script for that.

Here is a second example of how one of our customers modified the above script to suit their environment:

```
rmdir /Q /S "C:\Documents and Settings\Default User\Local Settings\Temporary Internet Files\Content.IE5\"
```

R555028739 (ROSmm35621): OVIS's IMAP probe is unable to delete messages when the message pile up is over approx. 600 messages.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028739>

Workaround: Delete the mail pile up by either configuring a POP3 probe to the same mailbox or by logging in with a mail interface and deleting them in that interface. Ensure that the IMAP probe is run frequently enough along with the SMTP probe, to avoid such a pile up.

8606344770 (JAGaf05620): OVIS drill down query for SMS probe queries for SMS not SMS_PROBE

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=8606344770>

Workaround: While the problem itself is resolved in OVIS 5.20, there are two residual issues from the problem that may need to be worked around:

1. If you were running the SMS probe before the upgrade to OVIS 5.20, and they want to see their data in the dashboard from the previous OVIS 5.20 install, they need to run the following database query to fix the new SMS probe name on the Reporter database:

```
update IOPS_SERVICES set PROBENAME = 'SMS_PROBE' where PROBENAME = 'SMS';
```

2. If you have a config.xml file that was saved prior to OVIS 5.20, you need to change the probe name in the XML file from "SMS" to "SMS_PROBE", in order for the xml file to load correctly in OVIS 5.2 and beyond. For example, change from:

```
<SERVICE id="Test" probe="SMS">
```

to:

```
<SERVICE id="Test" probe="SMS_PROBE">
```

After changing the probe name, the old XML file should load without any problems.

8606307469 (JAGae70502): SAP probe shows no data instead of unavailability when it times out.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=8606307469>

Workaround: None.

R555028831 (ROSmm35721): SAP probe trace has password in clear text.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555028831>

Workaround: None.

R555020596 (ROSmm26917): SAP probe produces *.trc files in probes directory.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555020596>

Workaround: Delete the trace files.

Japanese Characters in the Dashboard:

R555014853 (ROSmm20840): Japanese Characters in the Dashboard are incorrect with Netscape 4.7.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555014853>

Workaround: The workaround can also be applied to other language sets. In versions of Netscape earlier than 6, Japanese characters can be incorrect or appear as blocks. To fix this, inside of Netscape go to **Edit->Preferences**. Then in the Preferences window select the tree item Fonts under Appearance.

In the Fonts window select the language that you are having problems with, in this case Japanese. Make sure that the fonts selected are appropriate for the encoding. Then change the setting for document fonts from "Use document-specified fonts, including Dynamic Fonts" to "Use my default fonts, overriding document-specified fonts". Click OK and refresh the screen. Repeat as necessary for additional encodings. After this change the Japanese characters will appear correctly in Dashboard reports.

Custom Probes SDK:

R555024864 (ROSmm31415): In the Custom Probes SDK the command line switch must be prefixed by a "-". You can not use a "/". This was implemented as an enhancement to allow a file name which might include a leading "/" to be used as a parameter in the script probe and others. This is a common requirement for scripts run on Unix systems.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555024864>

Workaround: Use "-" instead of "/" for a command line switch.

NNM Integration:

There are several known minor issues with the OVIS/NNM integration package, most with simple workarounds.

Problem: ODBC Roll Forward/Backward Errors

Cause: Occasionally, stopping the NNM services (ovstop) while ovw is running can later cause the database to fail to start with error messages stating that "Roll Forward" or "Roll Backward" operations failed. This problem has only been seen so far on Windows NT. The problem is a corrupt database log file. This problem has been improved with the new Solid Server (3.51) shipped with NNM 6.2, however the problem has still been observed only at lesser frequency.

Workaround: Run the command: \$OV_BIN/ovisdb.ovpl -cl -restart
The database should then be running normally, without loss of data.

Problem: ODBC Cannot Find Source "tcpip 2691"

Cause: Occasionally, the database does not shutdown properly. This is also believed to be related to running ovw sessions when ovstop is issued.

Workaround: Run the command: \$OV_BIN/ovisdb.ovpl -restart to properly shutdown and restart the database, without loss of data.

Problem: Symbol Display

Cause: There are a few scenarios where commands are stored to the command database, but are not performed on an open map. This happens, for example, if the persistence level is not set to "All Levels" (see the *Internet Services User's Reference Guide*), or if the node is not managed by NNM. The NNM menu choice **>Internet Services—> Rebuild Internet Services Symbols** causes NNM to delete all symbols that have the "ovisIsOVIS" field set TRUE, and then reperforms all commands in the command database. This ensures that the map reflects what is currently in the database.

Workaround: There are mechanisms built into the integration package to recover missed configuration changes and alarms. However, if you suspect that NNM is not synchronized with OVIS, the script `$OV_BIN/ovisclean.ovpl` completely clears the command database and causes NNM to pull all of the latest configuration and alarm data. The script also rebuilds all symbols. Before running `ovisclean.ovpl`, make sure to shut down any running OVW sessions.

Problem: Multiple Service Groups of the Same Type do not display correctly.

Cause: Because service symbols are created by type (HTTP, DNS, FTP, etc.) no distinction is made between service groups of the same type for a given target node. In other words, if you configure two service groups, such as SG1 and SG2, that are both HTTP service groups, and both service groups contain the target node `foo.com`, you can see that on the NNM map the node symbol for `foo.com` contains only one HTTP service symbol. All alarm symbols for both SG1 and SG2 are created under this one HTTP service symbol. More importantly, if you later delete one of these service groups, the NNM integration package responds as though the entire HTTP service is being deleted, and removes the HTTP symbol under `foo.com`.

Workaround: Run the `ovisclean.ovpl` script to restore the remaining service group.

Problem: Changing Customer Name in OVIS is not automatically updated by NNM. As a result, events targeted to that customer are logged as errors, and the symbol reflecting the customer's old name is not updated.

Workaround: Run the `ovisclean.ovpl` script to force the NNM integration to re-establish the customer under the new name.

Problem: Inconsistent Customer Views Status Propagation between NNM and OVIS.

Cause: In cases where Customer Views is installed on the NNM node that is integrated with OVIS, there is inaccurate status propagation to customer symbols displayed in Customer Views symbols. For any OVIS target node that serves more than one customer, the status propagation to the node reflects the status of all the customers served by the node. However, if a customer symbol in Customer Views has that node beneath it on the hierarchy (for example, in the "Servers" container), the status of the customer symbol reflects the status of *all* customers served by that node. This is due to the fact that OVIS integration creates a child symbol for each customer served by a given node, and thus the node's status is determined by the status of all its customers. Because the customer symbol in Customer Views obtains its status from the node, the status for a given Customer Views customer symbol becomes a function of all customers served by the node. The problem arises from inconsistent modeling of customer, service, and targets between NNM and OVIS.

Workaround: At this time there is no fix or workaround for this problem.

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Installing OVIS via Terminal Server

R555020757 (ROSm27083): Using Terminal Server to install OVIS is not supported due to a high likelihood of failure. Our testing failed much of the time when using Terminal Server in Remote Administration mode and installing from a Network disk. Although still not supported, better results were obtained when using Terminal Server in Remote Administration mode and installing from a CD or a local disk. Using Terminal Server in Application Mode is prohibited by the installation software unless you are on the console.

eCare Link: <http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=R555020757>

Using LogStat.vbs.

Synopsis:

The `LogStat.vbs` script, which is located on the OVIS Installation CD in the `Support\Support Tools` directory or disk area (and is also installed into the `<install_dir>\bin` directory), can be used in situations where the installation has failed and you need to bundle up the installation status files and other system information for support personnel. This script creates a file called `installatnlogs.htm` in the `[DATADIR]\HPOVInstall` folder whose size will be on the order of ten megabytes. Since it is character data, it will compress very well by using a "zip" utility.

Required software:

This script is written in vbscript and requires Windows Scripting Components, Internet Explorer 5.0 or better, and Windows Installer Service to execute correctly.

Command Line usage:

Use `wscript` or `cscript` to execute the script. Double clicking on the file will run it as well. It has no options. From a command line prompt window you can execute `LogStat.vbs` as follows:

```
c:>cscript LogStat.vbs <options>
```

Using repair.vbs.

Synopsis:

The `repair.vbs` script, which is located on the OVIS Installation CD in the `Support\Support Tools` directory or disk area, can be used in situations where the installation has failed to uninstall or special cases where you would like to uninstall specific components. This script can also be used to restore files that may have been deleted through system or user intervention on the server. The script only operates after a properly installed product is present on the system so the script cannot be used as a primary means of installation. The script will use the existing windows installer components to determine which components can be repaired or removed via the script. The script will also create a log in the `[DATADIR]\HPOVInstall` folder that can also be collected by `logstat.vbs`.

The repair.vbs script will require the original OVIS CD when attempting to run a repair. This is mainly because un-versioned files must always be re-installed from the source media during a repair action. If the source media or original install software is not available the installer will prompt you for the location of the msi file that is currently being installed. You can then use the browse button to locate the folder SETUP on the install source media, then further locate the folder containing the requested msi file.

The repair.vbs script needs to be copied from the OVIS Installation CD Support\Support Tools directory and placed on the hard drive because it will create a data file that is used for determining the packages that need to be repaired on the system. Leaving the source media in the cd-rom or in the default network share that it was installed from, prevents the installation from prompting for the source media.

Required software:

This script is written in vbscript and requires Windows Scripting Components, Internet Explorer 5.0 or better, and Windows Installer Service to execute correctly.

Command Line usage:

Use wscript or cscript to execute the script. Double clicking on the file will run `repair.vbs` with default command line options.

From a command line prompt window you can execute `repair.vbs` as follows: `c:>cscript repair.vbs <options>`

<Options>:

-checkbox	when set enables the checkbox dialog selection. Checkbox selection is on by default.
-noreboot	when set disables the reboot dialog check. Reboot is enabled by default if there are pending deletes before or after script execution.
-runrepair	run a repair on all products found. Automatic execution of repair is disabled by default.
-remove	enables the remove option from the GUI. Remove option is disabled by default.
-? -help	-HELP displays help message for options.

Most common usage: `c:\> cscript.exe repair.vbs -remove`

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What's New in OVIS 5.0:

If you are upgrading directly from OVIS 4.5 to OVIS 5.20 you may be interested in seeing the following list of new features that were in OVIS 5.0 and thus also available to you in OVIS 5.20:

OpenView Transaction Analyzer Integration Enhancements:

- New user and failed transaction metrics added for easier problem identification.
- OVTA service types expanded from WEBAPP to WEBAPP, COMAPP, JMSAPP, RMIAPP, and SOAPAPP, for better analysis and reporting capabilities.
- Several new reports make data presentation more useful than ever.

OVO UNIX Integration Enhancements:

- New state-based templates introduced so OVO Console will show changes in criticality of alarms when appropriate.
- More flexible mapping of OVIS attributes in alarm messages.
- Templates enhanced so that alarms are automatically sent to OVO if data is not received from the probe system within the expected time + 10 percent, to allow for minor delays.

NNM Integration Enhancements:

- Added new probe integrations for SCRIPT, EXCHANGE, SOAP and OVTA service types WEBAPP, COMAPP, JMSAPP, RMIAPP, and SOAPAPP.
- NNM 7.0 integration supported.

New Probes:

- **Script probe** - Enables integration of scripts, including test tool scripts such as Mercury Interactive Loadrunner and Segue SILK. The `\contrib` directory on the Management Server contains example scripts for integration of test tools.
- **Exchange probe** (Windows only).
- **SOAP probe**

Enhanced Probes:

- **All probes** - Enhanced probes to eliminate the 255 character total configuration parameter limit. Increases usability with extremely long URLs, ODBC commands, and other lengthy probe parameter configuration settings.
- **Distribution manager** - Enhanced to distribute user-specified files to support requirements of script probe as well as other user needs.
- **HTTP, HTTPS, HTTP_TRANS URL-mode, and SOAP probes** - Support user-defined User-Agent Header (ability to make it look like probe is coming from a different browser, e.g., from a cellular device).
- **HTTP and HTTPS probes** -
 - Support for user-defined Host Header (useful for back-end load balancers in web farm environments)

- Support for a POST action.
- New mode for determining availability if an image is not available.
- **Web Transaction Recorder -**
 - Retries parameter added.
 - If "Capture Window on Error" is enabled, a choice of .gif or .bmp has been added.
 - Better handling steps that do not load URL's by automatically including the ContinueClick flag.
 - Better handling frames, specially dynamic frame names.
 - New flag "docCompletes" which helps track when the page is fully loaded in special cases.
 - Support for the option "Windows Event Recording" that better tracks the items clicked on the web page.
 - Web Recorder modified to return to first step after a playback is stopped.
 - Enhanced diagnostic capabilities enabled by registry settings to:
 - Allow "Capture Window on Error" setting to create screen dumps with date and time stamp included in the file name so they will not be overlaid each interval.
 - Ability to write to separate trace file as well as trace.log for each HTTP_TRANS service group on a probe system.
 - Add tracing of downloaded object information to trace files
 - IE mode: support for more HTML tags.
 - dynCmdSubst now supports replacement of the host part of a URL.
 - IE mode: dlgCmd now supports forceful closing of a dialog (close command) and adding text to a text field (text command).
 - IE mode: http/https proxies for HTTP_TRANS can be set to <no proxy> which instructs the probe to not use any proxies.
 - IE mode: more descriptive error text for IE specific errors (IE 6.0 and higher).
- **LDAP probe -**
 - Enhanced to support active directory and Kerberos with authentication fields.
 - Support for Secure LDAP (LDAPS) has been added.
 - The LDAP port number has been added to the target field for better reporting and quicker root cause analysis from generated LDAP alarms.
- **Radius probe -** Called-Station-Id & Calling-Station-Id attributes added.
- **DNS probe -** pattern matching added.
- **Streaming Media probe -**
 - New metric STREAM_SETUP_TIME added to measure initial buffering time.
 - Computation of congestion and response time metrics modified to better reflect server responsiveness.
- **Mailroundtrip/SMTP/POP/IMAP probes:**
 - Targetinfo field modified to the <recipient>@<SMTP host> - <user>@<POP3/IMAP4 host> format to more correctly & uniquely identify targets in drill down reports.
 - Enhanced to support large (1Mb) attachments.
 - Enhanced to support custom headers/footers.
- **WAP and DIAL probes -** Retries added.
- **DHCP probe -**
 - Supports monitoring of DHCP relay agents.
 - Supports monitoring of DHCP service in the network - broadcasts requests on the local subnet.
- **Custom Probes:**
 - The compiler requirements changed for the Custom Probes SDK. See the Custom

Probes API Guide for these requirements.

Dashboard Enhancements:

- Service Group selection box added to Availability, Response, and SLOs tabs, and also the Trends display.
- Added error information for unavailable targets to Status display.
- Added links in the Status Display from target information directly to the drilldown information.

Enhancements in Managing Remote Probe systems and Alarm Resiliency:

- Alarms will be generated when information is not received from a remote probe systems in the expected time.
- The alarm state is now maintained when the configuration is saved.

Configuration Enhancements:

- Sort and find capabilities to save time and effort in navigating.
- Locking mechanism to prevent multiple users from configuring at the same time.
- Status screen now has right-click selections for measurement history or Dashboard drilldown.
- Status screen has new error information fields added for quicker problem resolution.
- Status screen has performance improvements.
- Configuration options for locking mechanism and probe data received status.
- For the iopsload utility, a refresh parameter has been added to allow changes without altering the regular probe interval data collection. A redirect option has been added to redirect output to a file for automated results checking.
- The Probe Builder or Custom probes parameter "Password" is now displayed with asterisk characters for increased security. Or for custom or internationalized requirements, you can set a value in the registry instead of using the keyword Password.
- Server trace file size may now be configured.

Licensing Enhancements:

- "Enter License Directly" option was added in the Configuration Manager, Configure License dialog **File > Configure License Dialog File > OVIS License** selection.
- Disabled transactions are no longer counted towards license limits.
- Displays license counts for custom probe targets and HP-provided probe targets separately (informational only).

The following are important changes in OVIS 5.0:

Updates to supported platforms:

- Management server now supported on Windows XP Professional.

- Windows NT 4.0 is no longer supported for the server or the probes.
- Probes supported on SuSE Linux 32-bit Enterprise Server and Professional version 8.1
- Probes supported on Windows Server 2003.

File Locations:

- **httptrans.dat** - The web transactions definition file's save location has changed from the OVIS `probes` directory to the `Data\Datafiles` directory on the management server. It is still distributed to the `probes` directory on both the management server and remote probe systems whenever the configuration is saved.

New Database fields:

- **Data fields added-** The ERROR_INFO (VARCHAR 255) field was added to the IOPS_DETAIL_DATA table in the OVIS 4.5 release. The CONSUMER (VARCHAR 128) field has been added to the IOPS_DETAIL_DATA, IOPS_DETAIL_DATA_DAILY, and IOPS_DETAIL_DATA_HOURLY tables in the 5.0 release.

Also see the MSDE Security Alert information for OVIS 4.0 customers below.

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