

# HP OpenView Smart Plug-in for BEA WebLogic Server

for the HP-UX and Solaris OpenView Operations Management Servers

## Release Notes

**Software version:** A.04.00 /February 2007

This document provides an overview of the changes made to HP OpenView Smart Plug-in for BEA WebLogic Server (WLS-SPI) for A.04.00. It contains important information not included in the manuals or in online help.

- In This Version
- Installation Notes
- Enhancements and Fixes
- Known Problems, Limitations, and Workarounds
- Support
- Legal Notices

## In This Version

### A.04.00

This release of WLS-SPI fixes a number of bugs and adds the following capability:

- Support of WebLogic Server version 9
- View WebLogic Servers application: displays the WebLogic domain configuration, cluster information, and physical machines
- View Applications application: displays the names and versions of all applications deployed on a WebLogic Server instance
- Metrics updated to support WebLogic Server version 9
  - metrics 10 – 12: WebLogic Server version 9 uses a single thread pool and only a single execute queue
  - metric 15: the MBean attribute ExpectedToRun no longer exists in WebLogic Server version 9
  - metric 240: the ASCII report now includes the URL and invocation rate
  - metric 251: the ASCII report now includes the health state for JMS servers, message pending count for JMS destinations, and bytes pending count for JMS destinations
  - metric 270: the ASCII report now includes the current status of inbound connections
- New XML cache and time service metrics for WebLogic Server version 9, including the number of deferred requests, thread request wait time, number of pending requests, percentage of pending requests, maximum time a request waits for a thread, and number of threads in the standby pool
- HTTPS agents on UNIX platforms (HP-UX, Solaris, Linux, and AIX) running as non-root to promote a more secure operating environment

# Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- 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, visit the following URL:

[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)

- 1 In the Product list, click the product name.
- 2 In the Version list, click the version number.
- 3 In the OS list, click the OS type.
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- 5 To retrieve the document, click **Open** or **Download**.

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<http://www.adobe.com>

## Installation Instructions

Installation information for the HP OpenView Smart Plug-in for BEA WebLogic Server can be found in the *HP OpenView Smart Plug-in for BEA WebLogic Server Configuration Guide*.

## Software Requirements

Service Navigator is not required to run the WLS-SPI. However, if you want to view service maps, Service Navigator must be installed.

**NOTE:** New platforms are shown in **bold and red**

### Management Servers

| Component                       | Supported Versions |
|---------------------------------|--------------------|
| HP OpenView Operations for UNIX | 7.1, 8.1, 8.2      |

## Managed Nodes

| Component   | Supported Versions   |
|---|--|
| WebLogic Application Server 6.1 sp7+ <sup>1</sup>                 | HP-UX 11.00, 11.11<br>HP Tru64 5.1A, 5.1B<br>Solaris 2.6, 7, 8, 9<br>Windows 2000, 2003<br>Suse Linux ES 7, 8<br>AIX 4.3.3, 5.1, 5.2                           |
| WebLogic Application Server 7.0                                   | HP-UX 11.00, 11.11<br>HP Tru64 5.1A, 5.1B<br>Solaris 7, 8, 9<br>Windows 2000, 2003<br>Red Hat Linux AS 2.1<br>Suse Linux ES 7, 8<br>AIX 4.3.3, 5.1, 5.2        |
| WebLogic Application Server 8.1 sp1, sp2, sp3, sp4, sp5           | HP-UX 11.00, 11.11, 11.23<br>HP Tru64 5.1A, 5.1B<br>Solaris 8, 9<br>Windows 2000, 2003<br>Red Hat Linux AS 2.1, 3.0<br>Suse Linux ES 8, 9<br>AIX 5.1, 5.2, 5.3 |
| <b>WebLogic Application Server 9</b>                              | HP-UX 11i, 11.23<br>Solaris 8, 9, 10<br>Windows 2000, 2003<br>Red Hat Linux AS 3.0, 4.0 <sup>2</sup>   |
| HP OpenView Performance Agent (UNIX or Windows)                   | C.03.00+   |
| HP OpenView Reporter  | A.03+  |
| HP OpenView Performance Insight                                   | 5.0, 5.1   |
| HP OpenView Performance Manager (HP-UX, <b>Solaris</b> , Windows) | 4.x, 5.x   |

<sup>1</sup> Service pack sp7 or greater must be installed on WLS 6.1. WLS-SPI only supports WLS 6.1 with service pack 7 or greater installed.

<sup>2</sup> For managed nodes running Red Hat Linux AS 4.0, in order for discovery to successfully update the service maps, upgrade to the latest version of Red Hat's `glibc` library.

## Installation Requirements in a Non-Root HTTPS Agent Environment

If you are running or planning to run a non-root HTTPS agent on a UNIX managed node (OVO 8.x only), you must install the OS-dependent Sudo software package on that UNIX managed node. Sudo is free software available from <http://www.sudo.ws>. The OS-dependent software packages are available at the bottom of the download page (<http://www.sudo.ws/sudo/download.html>).

## Enhancements and Fixes

The following items (identified by error tracking number) are fixed in the current software release. More detailed information about enhancements and fixes can be found online at the HP Online Software Support web site. The first time you visit this site, you must enter your HP passport information. To set up your passport profile, go to: <http://support.openview.hp.com/support.jsp?fromOV=true>.

### Enhancements with Version A.4.00

| CR NUMBER      | DESCRIPTION   |
|----------------|---|
| QXCR1000136510 | Change OVPM integration to have graphs show up in GUI.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000136510">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000136510</a>                         |
| QXCR1000199942 | WebLogic SPI support for AIX managed nodes.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000199942">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000199942</a>                                    |
| QXCR1000135486 | WebLogic and WebSphere collector runs are resource intensive, need to improve.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000135486">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000135486</a> |
| QXCR1000217921 | Add SSL support to discovery for WebLogic.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000217921">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000217921</a>                                     |
| QXCR1000157743 | WLSSPI-0011.1 execute threads too high critical message.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000157743">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000157743</a>                       |
| QXCR1000202161 | Allow other metrics to work if UDM xml is incorrect.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000202161">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000202161</a>                           |
| QXCR1000283795 | Don't log error if metric ID or version is missing.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000283795">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000283795</a>                            |
| QXCR1000239027 | Disallow user to configure both GRAPH_SERVER and GRAPH_URL.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000239027">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000239027</a>                    |
| QXCR1000238523 | Eliminate RMID stop/start browser message.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000238523">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000238523</a>                                     |

### Fixes with Version A.4.00

| CR NUMBER      | DESCRIPTION   |
|----------------|---|
| QXCR1000210529 | Document WebLogic 6.1 SP1-SP6 JMX bug affecting servlet metrics.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210529">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210529</a> |
| QXCR1000223431 | Document need to configure max values for metrics 251 ad 252.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000223431">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000223431</a>    |
| QXCR1000212122 | Missing PASSWORD causes NullPointerException.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000212122">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000212122</a>                    |
| QXCR1000215834 | Discovery does not encode password.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000215834">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000215834</a>                              |
| QXCR1000214217 | Add all available \$OPTION() variables to reference manual.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000214217">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000214217</a>      |

|                |   |
|----------------|---|
| QXCR1000213844 | wasspi_wls_perl.cmd fails on windows.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000213844">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000213844</a>                                    |
| QXCR1000208609 | Some WLSSPI reports reference "reporter.dbo."<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000208609">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000208609</a>                            |
| QXCR1000226129 | JMX errors if consecutive collections span an app server restart.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226129">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226129</a>        |
| QXCR1000216967 | Intermittent collector hangs on hpux 11.00.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000216967">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000216967</a>                              |
| QXCR1000210784 | TransformationException running servlet ascii reports (240,242,245).<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210784">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210784</a>     |
| QXCR1000210300 | WebLogic SPI does not load graph in browser when use OVPM 5.0.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210300">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210300</a>           |
| QXCR1000137003 | ddflog hang causes collector hang which causes template hang.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000137003">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000137003</a>            |
| QXCR1000158547 | Host name problem in service map.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000158547">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000158547</a>  |
| QXCR1000158443 | Login and password config properties should be required not conditional.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000158443">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000158443</a> |
| QXCR1000134785 | Negative return value for WLS metric 251 and 252.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000134785">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000134785</a>                        |
| QXCR1000158620 | status check uses name not alias so not all servers checked.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000158620">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000158620</a>             |
| QXCR1000226129 | JMX errors if consecutive collections span an app server restart.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226129">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226129</a>        |
| QXCR1000236641 | Collector trace broken on windows<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000236641">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000236641</a>  |
| QXCR1000238519 | Metrics - Server status value for reporting should not be 1<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000238519">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000238519</a>              |
| QXCR1000244041 | AttributeFilter include types should be OR'd<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000244041">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000244041</a>                             |
| QXCR1000283927 | Bug in wasspi_wls_discovery.pl cause Service Creation not to work<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000283927">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000283927</a>        |
| QXCR1000243711 | Discovery fails on Windows after 7.30 patch is installed.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000243711">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000243711</a>                |
| QXCR1000282418 | WLSSPI A.03.50 - wls.log growing very fast, causing filesystem full<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282418">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282418</a>      |
| QXCR1000236250 | Metric 270 has the wrong algorithm<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000236250">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000236250</a>                                       |
| QXCR1000280751 | Discovery not working if the domains is in a different directory<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000280751">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000280751</a>         |
| QXCR1000282761 | 'C:\PROGRA~1\HP ' is not recognized as an internal or external command<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282761">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282761</a>   |
| QXCR1000281146 | Trailing whitespace chars in server name breaks ascii reporting.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000281146">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000281146</a>         |

|                |   |
|----------------|---|
| QXCR1000298097 | WebLogic Application Servers embedded in PeopleSoft Not Discovered<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000298097">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000298097</a>               |
| QXCR1000237420 | collector cmd-line cannot handle argvs with spaces<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000237420">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000237420</a>                               |
| QXCR1000281719 | -S arg not needed in wasspi_xxx_DiscReg.txt<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000281719">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000281719</a>                                      |
| QXCR1000291523 | JMX ASCII reports formats all numbers as floats<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000291523">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000291523</a>                                  |
| QXCR1000299107 | Update SPI error message WASSPI-18 in docs.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000299107">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000299107</a>                                      |
| QXCR1000224237 | Document rmid related properties.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000224237">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000224237</a>  |
| QXCR1000219069 | Update JBoss JMX connector registration instructions for 4.0.1<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000219069">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000219069</a>                   |
| QXCR1000235586 | logdata script logic error - does not remove lock<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000235586">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000235586</a>                                |
| QXCR1000285945 | Need to workaround multiple registry Sun bug<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000285945">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000285945</a>                                     |
| QXCR1000288197 | Default templates collect from JMX Connector servers<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000288197">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000288197</a>                             |
| QXCR1000296585 | Problem viewing OVPM graphs if there are spaces or special characters in the URL<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000296585">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000296585</a> |
| QXCR1000205496 | UDM guide corrections<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000205496">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000205496</a>  |
| QXCR1000243792 | UDM graph disable is broken<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000243792">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000243792</a>  |
| QXCR1000205134 | Start Tracing app fails on Unix HTTPS node<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000205134">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000205134</a>                                       |
| QXCR1000282756 | Configure and Discovery Fails when Windows Short Path Name Creation is disabled<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282756">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282756</a>  |
| QXCR1000281720 | Filenames in message templates/policies must have double quotes<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000281720">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000281720</a>                  |
| QXCR1000247470 | Collector not closing errorlog following write.<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000247470">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000247470</a>                                  |
| QXCR1000237949 | Discovery fails to update local SiteConfig if multiple srv have same name<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000237949">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000237949</a>        |
| QXCR1000206584 | UDM Graph Enable fails to create datasource on OVPA 4.0<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000206584">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000206584</a>                          |
| QXCR1000233473 | Using the Start/Stop Monitoring SPI application causes metrics collector to fail<br><a href="http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000233473">http://openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000233473</a> |

# Known Problems, Limitations, and Workarounds

- **Problem:** In a non-English environment, the message browser does not display error messages correctly.

**Workaround:** Change the character set of the WLSSPI Error Log template and redeploy the template. For example, change the character set from “Shift-JIS” to “Japanese EUC.”

- **Problem:** When multiple managed nodes are selected when running the Discover WebLogic or Configure WebLogic applications, or if the Discover WebLogic and Configure WebLogic applications are run at the same time, the SPI may report errors for one or more selected managed nodes because the SPI configuration file (SiteConfig) for one or more managed nodes has been misplaced. (QXCR1000306403: Discover/Configure application may misplace the SPI configuration file on a managed node.)

**Workaround:** Run the Configure WebLogic application for each managed node that is reporting errors (run the application on each managed node one at a time).

- **Problem:** The perl installed with the OVO agent fails to find the OVO perl modules if another application (such as Oracle Application Server) sets the PERL5LIB environment variable to point at locations that do not include the OVO perl lib location. (QXCR1000306217: WLSSPI Discovery fails for WLS version 7.0 on Windows 2003 HTTPS node.)

**Workaround 1:** Set the PERL5LIB system environment variable:

- 1 Prepend C:\Program Files\HP OpenView\nonOV\perl\perl\lib (the OVO perl lib path) to the PERL5LIB system environment variable.
- 2 Kill the OVO agent: `opcagt -kill`
- 3 Restart the OVO agent: `opcagt -start`
- 4 Check the OVO environment: `ovdeploy -cmd set`
- 5 If the PERL5LIB variable is not set correctly in the OVO environment but the system variable is set correctly, reboot the system.

**Workaround 2:**

- 1 Delete the PERL5LIB system environment variable.
- 2 Reboot the system.
- 3 Run the Discover application.

**Workaround 3:** Run the discover script on the target node. Enter the following:

- 1 `cd /var/opt/OV/bin/instrumentation`
- 2 `wasspi_wls_perl -S wasspi_wls_discovery.pl`

**NOTE:** The service map is not generated when the discover script is run locally (is not run from the OVO management server).

- **Problem:** The wls.log file grows very large (QXCM1000304720: Growing wls.log file).

**Workaround:** Limit the size of the data saved to the log file each time the logfile encapsulator is run. In the SPIConfig file (located in /var/opt/OV/wasspi/wls/conf/ or /var/opt/OV/conf/wls/ on UNIX platforms and /usr/OV/wasspi/wls/conf/ on Windows platforms), add the following:

```
# maximum number of lines to save to the log file / run
LOG_LINE_LIMIT=16667
# maximum number of characters to save from each log file / run
LOG_SIZE_PER_FILE_LIMIT=600000
```



- **Problem:** When using WebLogic Server 6.1, `getAttributes` returns a null value.

**Workaround:** Install WebLogic Server 6.1 sp7 (service pack 7).

- **Problem:** On managed nodes using the DCE agent, the `/var/opt/OV/wasspi` directory and `SiteConfig` file are not created when running the SPI Discovery or Configuration applications. The problem may be that the component `opctranm` may be hung.

**Workaround:** On the management server, run the following commands:

```
ovstop ovoacomm
rm -f /var/opt/OV/share/tmp/OpC/mgmt_sv/magmgr*
ovstart opc
```

- **Problem:** When the WebLogic Server is started, multiple `WLSSPI-0011.1: % of execute threads used (<VALUE>%)` too high messages are displayed in the message browser.

**Workaround:** These messages can be safely ignored when the WebLogic Server is being started.

- **Problem:** When the `Self-Healing Info` application is run on a Windows managed node, the output file may be hidden.

**Workaround:** If you do not see the file, do the following on the managed node:

- 1 Open Windows Explorer.
- 2 From the Tools menu, select Folder Options.
- 3 Click on the View tab.
- 4 Under Hidden files and folders, select Show hidden files and folders.

- **Problem:** On a Solaris managed node, the `ddflog` and `dsilog` processes hang. The error message `WASSPI-1: Unable to create the lock file /var/opt/OV/wasspi/wls/datalog/ddflog.lck. File already exists.` is reported and running the command `ps -l` shows that the `ddflog_coda` and `ddflog` or `dsilog` processes are hung.

**Workaround:** On each Solaris managed node on which the problem occurs, do the following:

- 1 In the `/var/opt/OV/wasspi/wls/conf/SPIconfig` file, set the `DATA_LOGGING_EXECUTABLE_NAME` property after the “#----- Dynamic definitions -----“ entry. `DATA_LOGGING_EXECUTABLE_NAME` explicitly sets the data logging program that is used (normally, the collector automatically determines the data logging program to use).

If you are running OVPA, set the property to the following value:

```
DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
```

If you are running CODA, set the property to the following value:

```
DATA_LOGGING_EXECUTABLE_NAME=/opt/OV/bin/OpC/monitor/ddflog_coda
```

- 2 Kill the hung `ddflog_coda` and `ddflog` or `dsilog` processes.

Example excerpt from the `SPIconfig` file after setting the property:

```
UDM_GRAPH_CAPACITY=50000
UDM_PERF_CAPACITY=50000
#----- Dynamic definitions -----
DATA_LOGGING_ENABLED=TRUE
DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
```

- **Problem:** The "View Graphs" application does not work.

**Workaround:** On the OVPM Windows system, copy the file:

```
\Program Files\HP Openview\newconfig\WLSSPI_Graphs.txt
```

to:

```
\Program Files\HP Openview\newconfig\VPI_GraphsWLSSPI.txt
```



- **Problem:** On Linux nodes, the "Configure SPI" or "Discovery" application can fail without configuring the SPI on the managed Linux node. This happens because some of the configuration processes require uudecode to be present on the local node.

**Workaround:** Ensure that uudecode is installed on the target managed node. It is available in the SHARUTILS package.

- **Problem:** The "Start WebLogic" and "Stop WebLogic" applications fail on Windows nodes if the USER or SERVER<n>\_USER configuration property is set. The application is trying to run the "su" command, which is only available on UNIX.

**Workaround:** Do not set the USER or SERVER<n>\_USER property when configuring the SERVER<n>\_START\_CMD or SERVER<n>\_STOP\_CMD properties for Windows nodes.

- **Problem:** The SPI's configuration log `.../wls/log/config.log` on a managed node grows without being managed for size. This file is appended to whenever the SPI's configuration is run, either manually or when the discovery process finds a change that requires configure to run (such as a WebLogic server being added or removed). Unless there are frequent changes to the environment requiring reconfiguration, this should not be a problem.

**Workaround:** Manually delete the file if it gets too large.

- **Problem:** WebLogic Server SPI cannot locate and therefore is unable to monitor the WebLogic log file when WebLogic Server is not started from the HOME directory. **This is only a problem in WebLogic Server 6.0 and 6.1.**

The location and name of the WebLogic Server log file is specified in the WebLogic Administration Console in the "Logging" tab on the server configuration page. If this log file is specified with a relative path, this path is relative to the directory in which the WebLogic Server is started. The default is the WebLogic home (WL\_HOME) directory specified when the WebLogic SPI is configured. The startup scripts installed by BEA start WebLogic Server from its home directory.

No means currently exists for querying the server for its startup directory. So, if the WebLogic Server is started up in a directory other than WL\_HOME and the log file is specified as a relative path, the WLSSPI may not be able to locate and monitor the WebLogic Server log file.

**Workarounds (choose either A, B, or C):**

(A) Configure the LAUNCH\_DIR variable in the WebLogic Server SPI configuration file to define the location of the WebLogic Server startup directory. Please see Chapter 2 of the User's Guide for details.

(B) Ensure that WebLogic Server is started from the WL\_HOME directory, which is the default if you use the startup scripts provided by BEA. Also, note that the WLSSPI will not recognize a fully qualified path name for the log file. You must use a relative path for the WebLogic Server log file in order for it to be located and monitored by the WLSSPI.

(C) In the WLS-SPI configuration file, include the fully qualified name(s) of the WebLogic Server logfile(s) you want to monitor. For multiple logfile entries, separate each logfile name with a comma.

To edit the file:

- 1 Run the **WLSSPI→WLSSPI Admin→Config WLSSPI** application to edit the file.
- 2 Insert an additional line beginning with keyword SERVER<n>\_LOGFILE as shown below, followed by the fully qualified file name:

```
SERVER<n>_LOGFILE = <path>/<file_name_1>,<path>/<file_name_2>
```

- 3 Save the file and deploy to the node.

**NOTE:** This workaround is an enhancement to the syntax as documented in the *HP OpenView Operations Smart Plug-in for BEA WebLogic Server Configuration Guide*.

- **Problem:** Two Netscape Navigator browser windows are launched when running the View Graphs application. The top window obscures the OVPM function buttons in the lower window.

**Workaround:** This problem only occurs with Netscape Navigator version 4.79. Use Netscape Navigator version 6.0 or higher.

- **Problem:** The Web browser cannot be launched from an operator action after you have correctly configured the WLS-SPI as instructed in the “Configure the Management Server to Launch your Web Browser” task in chapter 2 of the *HP OpenView Operations Smart Plug-in for BEA WebLogic Server Configuration Guide*.

**Workaround:**

- 1 Stop and restart the agent from a user other than root by entering the following commands on the managed node:

```
opcagt -kill
opcagt -start
```

- 2 Run the operator action.

- **Problem:** Netscape fails to refresh graphing data. Specifically, when you use Netscape as the browser to graph your data (graphing capability included with Reporter 3.0 or higher), the browser fails to refresh when new selections are made.

For example, in the OVO console after you drag and drop a managed node onto the WLSSPI Admin application *View Graphs*, Netscape appears and displays a blank WLS-SPI graphing page where you can accept or change the following default selections:

```
Server: MyServer_1
Graph Name: Serverstat
Data Range: 7 Days (ending now)
```

By clicking Draw, you successfully generate the graph.

However, when you select a different server, let's say *MyServer\_2*, you see that the graph that appears after you click the Draw button is the same graph/data as the one you just viewed (for *MyServer\_1*).

**Workaround:**

- 1 In Netscape from the Edit menu select **Preferences→Advanced→Cache**.
- 2 In the segment labeled Document in cache is compared to document on network, select radio button **Never**.
- 3 After successfully generating the first WLS-SPI graph, for any subsequent graphs, always change a minimum of two selections to refresh the data; for example select a different server and a different graph; or select a different graph and a different date range. Any two differing selections work to clear the current graph data from the browser cache.
- 4 **Note:** The underlined text Refresh Graph Now at the bottom of the Web page does not work; when clicked, it may return the error: the parameter is incorrect.

- **Problem:** For a managed node running Red Hat Linux 4 or Suse Linux 9.1 or 9.2, discovery and/or metric threshold monitor alarming is not functioning AND the following error message is found in the SPI error log:

```
*** glibc detected *** double free or corruption: 0x0937d008 ***
```

**Workaround:** On the OVO agent, set the `MALLOC_CHECK_` environment variable to 0 (zero) and restart the agent.

# Support

Please visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

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

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

**NOTE:** Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

[http://www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)

To register for an HP Passport ID, go to the following URL:

<http://www.managementsoftware.hp.com/passport-registration.html>

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