

HP Operations Manager for UNIX

HP Operations Manager Smart Plug-In for Remedy Action Request System

Software Release Notes

Version 4.06

August 2013



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1 **Announcements**

Announcements

HP Operations Manager Smart Plug-In for Remedy Action Request System version 4.06 is now available. The HP Operations Manager Smart Plug-In for Remedy Action Request System (SPI for Remedy ARS) for the Remedy™ Action Request System® enables you to integrate HP Operations Manager for UNIX (HPOM) with the Remedy Action Request (AR) System and includes all the features summarized in this section:

- “Summary of Features in the SPI for Remedy ARS”
- “Available Documentation”

Summary of Features in the SPI for Remedy ARS

In combination with HP Operations Manager for UNIX (HPOM), the HP Operations Manager Smart Plug-In for Remedy Action Request System 4.06:

- adapts to fit an organization's individual needs
- creates new action requests by automatically sending a HPOM message to an AR System
- creates new action requests when a HPOM user decides to send one or more HPOM messages to an AR System
- uses external data and actions to add supplementary details to an action request
- updates action requests when the corresponding HPOM message changes
- updates action requests by adding further HPOM messages
- updates HPOM messages from the AR System. This includes:
 - changing ownership of the HPOM message
 - adding annotations to the HPOM message
 - escalating a HPOM message
 - acknowledging a HPOM message to reflect the status of the action request
 - starting an action in HPOM

The SPI for Remedy ARS also provides:

- complete integration with the HPOM GUI
- the capacity to monitor AR system availability with HPOM
- the capacity to monitor SPI for Remedy ARS availability with HPOM

Available Documentation

The following on-line documentation is provided for HP Operations Manager Smart Plug-In for Remedy Action Request System 4.06:

- On-line Documentation (PDF format)

On-line Documentation

The following manuals are supplied in portable document format (PDF):

- HP Operations Manager Smart Plug-In for Remedy Action Request System Administrator Guide
- HP Operations Manager Smart Plug-In for Remedy Action Request System Software Release Notes

What's in this Version?

This chapter gives a more detailed description of the main features provided with the HP Operations Manager Smart Plug-In for Remedy Action Request System version 4.06. The section also indicates where to find more information on SPI for Remedy ARS 4.06 and related products, and covers the following areas:

- General Features
- New Features in Version 04.06
- Related SPI for Remedy ARS Products
- Information on the HP Operations Manager Web Pages

General Features

HP Operations Manager Smart Plug-In for Remedy Action Request System version 4.06 includes the following features:

- Asynchronous, bi-directional data exchange between the HPOM server and the Remedy AR server
- Automatic submission via the trouble-ticket interface
- Manual submission of selected HPOM messages via HPOM application
- Attach additional HPOM messages to an existing Action Request
- Complement HPOM message information with external information before the submission of Action Requests
- Forward to ARS of HPOM message-change events (including the changed message attributes)
- Forward (as a message annotation) changes to the Action Request to the related HPOM message
- Set the message state to; escalate, own, and acknowledge based on changes to the Action Request
- Start HPOM operator-initiated actions from ARS via the active-filter mechanism
- Configurable mapping of HPOM message attributes to AR server database schema fields
- Multiple-HPOM-server to multiple-ARS-server to multiple schema forwarding functionality
- Support for defining additional AR servers as *backup* servers.
- Monitor both the availability and the health of the Remedy ARS server via logfile encapsulation of the AR Server logfiles and process monitoring of the AR server processes
- Self monitoring of the SPI for Remedy ARS via logfile encapsulation of the SPI for Remedy ARS process logfiles and process monitoring of the SPI for Remedy ARS processes
- Simplified tracing via an own configuration file. No need to modify system or application files.

What's in this Version?

General Features

- Automatic update of existing AR tickets may be switched off.
- Special handling for the HPOM message on submittal (owning, acknowledging, modification of message text)
- Communication with the AR server through a firewall.
- Support of private queues on the AR server.
- Demo rules and AR configuration.

New Features in Version 04.06

This section gives you an overview of the changes which have been implemented in version 04.06.

- Support for AR system 7.5, 7.6, 8.0, 8.1.
- Support for HPOM 9.1x on HP-UX, Solaris and Linux.
- Allow using a HPOM administrator account other than `opc_adm`.
- Specify additional AR accounts to be used for AR operations.
- New keyword `ATTACH_TO_EXISTING` that is similar to `ATTACH_TO`, but does not create a new ticket if no existing tickets are found.
- Support for a new SPI client using the AR Filter Plugin API.
- Use AR API 8.1 (API level 20) on HP-UX, Solaris and Linux platforms.
- Management of log files, i.e. controlling the size and number of the SPI log files.
- Support for IPv6 on HP-UX, Solaris and Linux management server and non Windows AR system servers.

Related SPI for Remedy ARS Products

The HP Operations Manager Smart Plug-In for Remedy Action Request System product includes support for the following HP Operations Manager products:

- HP Operations Manager for UNIX 9.0/9.1

Information on the HP Operations Manager Web Pages

For more information on HP Operations Manager products check out the HP web site found at:

<http://www8.hp.com/us/en/software-solutions/software.html?compURI=1170678>

For patch information access the following HP website:

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

What's in this Version?

Information on the HP Operations Manager Web Pages

3 **Problems and Solutions**

Problems and Solutions

This section describes all problems with the HP Operations Manager Smart Plug-In for Remedy Action Request System software that are already known and that could not be fixed before release, and where necessary, provides recommended workarounds.

Furthermore it gives you information on the problems which were fixed in this version.

Known Problems and Workarounds

1. Symptom

Do not use multiple `ON_SUBMIT` sections for a `TARGET` in the `rules` file. Although syntactically correct, the SPI will only use the statements found in the last `ON_SUBMIT` section.

Solution

It's always possible to define all needed `ON_SUBMIT` statements in one section per `TARGET` in the `rules` file. All `ON_SUBMIT` statements will be executed in a predefined sequence which is not related to the appearance of the statements in the `rules` file.

Fixed Problems in 04.06

1. QCCR1A108657

Remedy SPI log files need to be self-maintained

It's now possible to control the number of log files and their maximum (approximate) size of the SPI server processes, using new keywords in the SPI for Remedy ARS configuration file `remspi.cfg` on the HPOM management server. The new keywords are `SPI_LOG_MAXFILES`, `SPI_LOG_MAXSIZE`, `SPI_DIAG_MAXFILES` and `SPI_DIAG_MAXSIZE`.

In addition, the SPI client `itoupdate` supports the new options `-maxlogfiles` and `-maxlogsize`.

2. QCCR1A108659

Utilize Remedy Plugin instead of a run-process itoupdate to update messages in OMU

Instead of configuring an AR filter action of type *Run Process* to send AR ticket updates back to the SPI server by executing the SPI client process `itoupdate` on the AR server, it's now possible to use a Java Filter API Plugin. This plugin is loaded by the AR plugin server at startup and executed via an AR filter action of type *Set Fields*. The use of a plugin is more efficient than starting an external process for every ticket update.

3. QCCR1A109244

Enhancement Request for ownership in Remedy SPI

If an HPOM message is manually submitted as an AR ticket, the owner of the HPOM message may now be set to the HPOM user who submitted the message. Previous versions of the SPI only allowed to own the message by the HPOM user configured in the `remspi.cfg` as `SPI_ITO_USER`.

Use the new keyword `OWN_BY_SUBMITTER`.

In order to set an AR ticket field value to the submitter of the message, use the action variable `$_ITO_SUBMITTER$`.

4. QCCR1A125158

remspisrv aborts on unexpected input

The problem occurred if the Remedy SPI server receives input on the port that is used by the SPI client `itoupdate` to notify the SPI server about ticket updates.

5. **QCCR1A126644**

\$NODE_IP\$ shows the IP addresses in reverse

The variable `$NODE_IP$` was replaced with the inverse IP address of a node. Now the correct IP address is shown.

6. **QCCR1A150701, QCCR1A131338**

OML Remedy SPI support Remedy v8, Remedy SPI needs to Support ARS 7.7

The SPI for Remedy ARS now supports ARS 6.3 - 8.1.

7. **QCCR1A148624**

remspisrv should check for supported AR field types upfront and not during operation

The data type of the AR fields are now checked during the verification of the AR target.

8. **QCCR1A133361**

Use of an Administrator account different than `opc_adm`

The name of the HPOM administrator account may now be specified in the `remspi.cfg` file. The new keyword is `REMSPI_ITO_ADMIN`.

9. **QCCR1A128419**

Remedy SPI can't start when OMU server has PAM enabled

Libraries needed for PAM support are now linked to the SPI server.

10. **QCCR1A116791**

Customer requests to dynamically change the Remedy spi ARS user

It's now possible to specify a list of `ADDITIONAL USER` accounts in the `TARGET` section of the rules file. These users may then be referenced in the `SET` part of the conditions (`AS USER`) to specify the AR user that should be used to perform the operation in AR. If no such user is specified in the `SET` part, the primary `USER` of the `TARGET` is used instead, i.e. same behavior as before the enhancement.

11. **QCCR1A144367**

Implement ATTACH_TO_EXISTING keyword

The existing keyword ATTACH_TO allows to automatically attach message to an existing ticket. If no such ticket is found, a new ticket is generated.

The new keyword ATTACH_TO_EXISTING does the same, but does not create a new ticket if no existing ticket is found.

12. QCCR1A152796

Add info for Load Balancer configuration

The documentation now contains a chapter regarding the use of the SPI in a load balanced environment.

13. QCCR1A151770

Remedy SPI support for Redhat Enterprise Linux 5.5 with HPOM 9.10

HPOM 9.10 on RHEL 5.5 is supported.

14. QCCR1A151412

Setting CMA sometimes fails: 'Access denied' - Update documentation

The documentation now contains detailed information regarding the user rights needed to set CMAs in HPOM messages.

15. QCCR1A145681

Wrong doc for defining actions to different targets

The documentation has been corrected regarding the use of multiple SET TARGETS in the rules file.

16. QCCR1A130555

Incomplete mapping of MCE codes to text

The SPI is now able to map all Message Change Event codes to text.

17. QCCR1A130553

remspisrv aborts in submit while searching conditions

This error has been fixed.

18. QCCR1A128520

Remedy SPI can't resolve ARS hostname anymore

This error has been fixed.

19. QCCR1A150514

Wrong keyword `ARRPCPORT` in comment of rules file

This errors has been fixed.

20. QCCR1A128418

Remote DB with Oracle client 11.2: Cannot connect to database - Add info to RemSPI documentation

Information how to solve this type of problem has been added to the documentation.

Problems and Solutions
Fixed Problems in 04.06

4 **Compatibility and Installation Requirements**

Compatibility and Installation Requirements

Please consult the manual *Administrator's Reference*, chapter *Installing the SPI for Remedy ARS* for details.

Product/Release Matrix

This section provides information about inter-product relationships, the contents of product bundles. The section covers the following areas:

- “Product Version Information”
- “Software Availability”

Product Version Information

HP Operations Manager Smart Plug-In for Remedy Action Request System 4.06 is the latest release for the HP-UX 11i, Sun Solaris and Linux platforms. Table 5-1 explains which software depot bundles are available with the SPI for Remedy ARS.

Table 5-1

The SPI for Remedy ARS Packages

Platform	Product Name	Description
HP-UX	SPI-Remedy	HP-UX package containing all product files.
Solaris	HPOvSpiRemedy	Solaris package containing all product files.
Linux	HPOvSpiRemedy	Linux package containing all product files.

Software Availability

A localized version of HP Operations Manager Smart Plug-In for Remedy Action Request System is not currently available for this release.

The HP Operations Manager Smart Plug-In for Remedy Action Request System 4.06 is available as a patch release.

For patch information access the following HP website:

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

6 **Upgrading to Version 4.06**

Upgrading to Version 4.06

This chapter provides information on upgrading your system to SPI for Remedy ARS version 4.06.

Upgrading from versions 4.0x to 4.06

NOTE

The upgrade from 4.0x to 4.06 is performed by installing the appropriate patch for your HPOM management server platform:

- PHSS_43603 for HP-UX
- REMSPIOML_00001 for Linux
- REMSPIOMS_00001 for Solaris

This upgrade procedure keeps the current Remedy SPI databases intact.

- **Stop the SPI for Remedy ARS** by executing the command
`/opt/OV/bin/remspi/remspi.sh stop`
- **Upgrade to the new version of the SPI for Remedy ARS** by following the steps from the `install` file of the appropriate patch.
- **Start the Remedy SPI** by executing the command
`/opt/OV/bin/remspi/remspi.sh start`
- **Deploy the HPOM configuration** to the AR servers.

Upgrading from versions older than 4.0 to 4.06

NOTE

The upgrade from versions older than 4.0 to version 4.06 is performed by first upgrading to version 4.00/4.01/4.02 (the actual version depends on the platform of the HPOM management server) and then upgrading to version 4.06.

See the appropriate upgrade section for details:

- “Upgrading from versions older than 4.0 to 4.00/4.01/4.02” on page 37
- “Upgrading from versions 4.0x to 4.06” on page 35

Upgrading from versions older than 4.0 to 4.00/4.01/4.02

NOTE

The upgrade from versions older than 4.0 to 4.00/4.01/4.02 is performed by using a full installation package.

The full installation packages are available on the appropriate HP Operations Manager Smart Plug-Ins DVD : SPI DVD 2009 for 4.00 (HP-UX), SPI DVD 2010 for 4.01 (Linux) and 4.02 (Solaris).

The following steps keep the current Remedy SPI databases intact.

-
- Stop the SPI for Remedy ARS by executing the command
`/opt/OV/bin/remspi/remspi.sh stop`
 - Save the active rules and `remspi.cfg` configuration files. They are located in directory `/etc/opt/OV/share/conf/remspi`.
 - Uninstall the SPI for Remedy ARS by executing the command
 - `swremove SPI-Remedy` on HP-UX
 - `pkgrm HPOvSpiRemedy` on Solaris
 - `rpm -e HPOvSpiRemedy` on Linux
 - Log into HPOM as an administrator using the HPOM Admin GUI
 - Remove all SPI for Remedy ARS GUI elements (node groups, message group, operators, application groups and templates)
 - Deploy the HPOM configuration to the HPOM management server and the AR servers
 - Leave the HPOM Admin GUI
 - Install the new version of the SPI for Remedy ARS by executing the command
 - `swinstall -s <path to SD depot> SPI-Remedy` on HP-UX
 - `pkgadd -d <path to Solaris package>` on Solaris
 - `rpm -i <path to Linux package>` on Linux

- Log into HPOM as an administrator using the HPOM Admin GUI
- Copy the HPOM management server to the appropriate Remedy SPI node group, and copy the AR servers to the appropriate Remedy SPI node groups
- Activate your saved `rules` and `remspi.cfg` configuration files by copying them to the directory `/etc/opt/OV/share/conf/remspi`.
- Compute the passwords for the AR users configured in the `rules` file, and the one for the HPOM user(s) configured in the `remspi.cfg`. You have to use the `remspipasswd` of version A.02.20 (or higher) for this step.

This step is mandatory only if you upgrade from A.02.00!

- Start the Remedy SPI by executing the command
`/opt/OV/bin/remspi/remspi.sh start`
- Deploy the HPOM configuration to the HPOM management server and the AR servers.

NOTE

If the new SPI configuration uses the concept of backup ARS servers, then it's essential that the previous single ARS server of a target is configured as the primary server of this target. If this is not true, then modifications to AR tickets or HPOM messages after the update are not applied to the according HPOM messages or AR tickets.

This is because the index of the AR server on which a ticket has been created is now stored in the SPI internal database. For entries in the SPI database which have been created with earlier SPI versions, an index of 0, i.e. the primary AR server is assumed.

This section lists the directories in which the product files are placed during installation. The section covers the following areas:

- “Version Strings”
- “File Placement Plan”

Version Strings

The following is an example of the output generated by the `what(1)` string on a system where the HP Operations Manager Smart Plug-In for Remedy Action Request System is installed:

```
HP Operations Smart Plug-In for Remedy 04.06 2013-03-31
```

File Placement Plan

List of directory locations for product specific files on the HPOM management server:

```
/opt/OV/bin/remspi  
/opt/OV/doc/C/remspi  
/etc/opt/OV/share/conf/remspi  
/var/opt/OV/share/tmp/remspi  
/var/opt/OV/log/remspi  
/var/opt/OV/tmp/remspi  
/var/opt/OV/share/tmp/OpC_appl/remspi
```

List of locations for product specific files in standard directories on the HPOM management server:

```
/opt/OV/lib/nls/C/remspi.cat
```

List of directory locations for product specific files on the managed nodes (AR servers):

UNIX	/var/opt/OV/bin/instrumentation /var/opt/OV/log/remspi
Windows	%OvAgentDir%\bin\instrumentation %OvAgentDir%\log\remspi