HP Operations Smart Plug-in for Systems Infrastructure

For the HP Operations Manager for Windows®, HP-UX, Linux, and Solaris operating systems

Software Version: 11.13

Release Notes

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The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.

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

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Visit the HP Software Support Online web site at:

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

HP Software online 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 valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest

- Submit and track support cases and enhancement requests

- Download software patches

- Manage support contracts

- Look up HP support contacts

- Review information about available services

- Enter into discussions with other software customers

- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

Contents

HP Operations Smart Plug-in for Systems Infrastructure Release Notes

for the HP Operations Manager for Windows®, HP-UX, Linux, and Solaris operating systems.

Software version: 11.13

Publication date: October 2013

This document is an overview of the changes made to HP Operations Smart Plug-in for Systems Infrastructure (SI SPI). It contains important information that is not included in manuals or the Online Help. You can find information about the following in this document:

- What's New in This Release
- Supported Environments
- License for the Software
- Support Matrix
- Installation Notes
- Enhancements and Fixes
- Known Problems and Workarounds
- Limitations
- Documentation Updates
- Localization Support

What's New in This Release

- **Support for IPv6**

  This version of HP Operations Smart Plug-in for Systems Infrastructure provides support for IPv6 enabled servers.

- **Policies subject to version change**

  The following policies version is upgraded to 11.13

  - SI-MemoryBottleneckDiagnosis
  - SI-CPUBottleneckDiagnosis
  - SI-DiskCapacityMonitor
  - SI-LinuxSecureLog
  - SI-GlobalCPUUtilization-AT
  - SI-MSWindowsFailedLoginsCollector
  - SI-CPUSpikeCheck

- ▪ SI-JavaProcessCPUUsageTracker

- ▪ SI-JavaProcessMemoryUsageTracker

- ▪ SI-DiskPeakUtilMonitor

- ▪ SI-DebianEximProcessMonitor

- ▪ SI-SwapCapacityMonitor

- • **Defect fixes**

  This patch release contains enhancements and fixes of the product. For more information, see the *Infrastructure SPI 11.13 patch text*.

For information about customer-related enhancements and software fixes, see Enhancements and Fixes.

Supported Environments

Before installing SI SPI, make sure that your system meets the following minimum requirements for HP Operations Manager (HPOM) management server and managed nodes.

For information about the supported operating system architectures, release versions, and for recent updates, go to the support matrix URL:

HP Software Support Matrix.

Management Server Requirements

The Infrastructure SPI is supported on HPOM for Windows, HP-UX, Linux, and Solaris operating systems. The following table lists the HPOM requirements and the HP Software products you must install on the management server. The patches mentioned are the minimum applicable level. Always apply the latest available patches.

Product Name	Operating system	Versions Supported	Patch/Hot fix
HP Operations Manager	Windows	9.00	OMW_00178
		8.16	OMW_00177
	HP-UX	9.10	PHSS_43465
	Linux	9.10	OML_000057
	Solaris	9.10	ITOSOL_ 00789

Product Name	Operating system	Versions Supported	Patch/Hot fix
HP Performance Manager (to view graphs)	Windows	9.00	HPPM9W_ 00002
	HP-UX	9.00	PHSS_42753
	Solaris	9.00	HPPM9S_ 00002
	Linux	9.00	HPPM9L_ 00002
HP Reporter (to view reports)	Windows - 64 bit	4.00	-
	Windows - 32 bit	3.90	-
		3.80	-

* Contact HP Support to obtain the hotfix

Supported Agent Versions on Managed Nodes

The Infrastructure SPIs provides support to nodes running Windows, AIX, Linux, HP-UX, or Solaris operating systems. The following table lists the agent version that you must deploy on the managed nodes.

Product Name	Version supported
HP Operations Agent	11.13

License for the Software

No separate license is required for the SI SPI. It is included with the purchase of HP Operations Agent Software LTUs (License to Use). Separate LTUs for SI SPI, CI SPI, and VI SPI are included with each HP Software Operations Agent LTU.

Support Matrix

You can find the Support Matrix for this product that lists all software and hardware requirements at this location: HP Support matrices.

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 Access levels.

To register for an HP Passport ID, go to HP Passport Registration.

Installation Notes

Installation requirements, as well as instructions for installing the SI SPI are documented in the *HP Operations Agent and Smart Plug-ins for Infrastructure Installation Guide.*

Enhancements and Fixes

The following CR (identified by reference number) is fixed in the current software release. You can view details about the CR using the reference number from the HP Software Support Online. You need a HP passport to access this web site. To set up your passport profile, go to: HP Support.

- **QCCR1A163888:** Allow the disk capacity policy to work with numbers upto two decimal places.

Known Problems and Workarounds

The reference number for each defect is the Quality Center Change Request (QCCR) number. For more information about open defects, visit HP Software Support Online, or contact your HP Support representative directly.

For SI SPI:

Problem: For Debian and Ubuntu service monitoring policies, place holder should be added in Availability policy group under Linux. For more information, see QCCR1A153787

QCCR1A134939: SI-Discovery reports time out for large number of filesystems.

Workaround: You can increase the agtrep time out on the node using the following command:

```
ovconfchg -ns agtrep -set ACTION_TIMEOUT 30
```

QCCR1A167874: Uninstallation of Infrastructure SPI 11.13 does not remove SI-MSWindowsFailedLoginsCollector policy from Japanese and Chinese localized versions.

Workaround: If you uninstall the patch 11.13 on a localized environment, manually delete the policy named **SI-MSWindowsFailedLoginsCollector_ja** or **SI-MSWindowsFailedLoginsCollector_jh**

Problem: Some Log monitoring policies do not work on RHEL and SLES systems running agent as non-root user.

Workaround: SI SPI supports policies and tools for alternative, non-root users on HTTPS agents. The following policies do not work on RHEL and SLES systems:

- SI-LinuxBootLog
- SI-LinuxSecureLog
- SI-LinuxKernelLog 2

To enable alerts for Infrastructure SPIs log monitoring on non-root agents, follow these steps:

1. Update the permission of the required log files using the following commands:

   For RHEL:

   ```
   chmod 444 /var/log/messages

   chmod 444 /var/log/boot.log
   ```

```
chmod 444 /var/log/secure
```

For SLES:

```
 chmod 444 /var/log/messages
```

```
chmod 444 /var/log/boot.log
```

2. Update the permission of OVBBCCB and OPCLE processes for RHEL and SLES using the following commands:

```
chmod 4555 /opt/OV/bin/ovbbccb
```

```
chmod 4555 /opt/OV/lbin/eaagt/opcle
```

3. Switch to non-root user for RHEL and SLES by running the following command:

```
su - <non-root user name>
```

4. Restart ovc for RHEL and SLES by running the following commands:

```
ovc -stop
```

```
ovc -start
```

5. To check the status of all processes, run the `ovc` command. It displays all the processes which are up and running.

QCCR1A155301: All process monitoring policies shows default message, `XXX process is not running` even when the CPU utilization/memory usage of the process violates the condition.

Workaround: Contact Support.

For HP Operations Agent:

- **Problem**: Multiple error messages appear on SI SPI policies whenever Operations agent is restarted on the node. For more information, see QCCR1A118884.

- **Problem**: During performance testing, opcmona stops. For more information, see QCCR1A108947.

- **Problem**: Opcle aborts when Infrastructure SPIs policies are deployed to the node. For more information, see QCCR1A153786

Limitations

- SI SPI is not supported on Virtual Appliance for VMware virtualization monitoring.
- Process monitors on Debian and Ubuntu are not localized.

Documentation Updates

The following documentation is available for SI SPI:

- HP Operations Agent and Smart Plug-in for Infrastructure Installation Guide
- Concepts Guide

- User Guide

The first page of this document identifies the:

- Version number for the software.

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