

HP Operations Smart Plug-in for Systems Infrastructure

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

Software Version: 11.14

Release Notes

Document Release Date: June 2014

Software Release Date: June 2014



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

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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: 11.14

Publication date: June 2014

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

This release of SI SPI contains the following:

- **Monitor inode utilization using SI-DiskCapacityMonitor policy**

The SI-DiskCapacityMonitor policy monitors the filesystem Index node (inode) utilization on UNIX. For more information, see SI-DiskCapacityMonitor policy in the *HP Operations Smart Plug-ins for System Infrastructure User Guide*.

- **Exclude file systems type using SI-DiskCapacityMonitor policy**

The SI-DiskCapacityMonitor policy enables you to specify the file system based on types that you want to exclude from monitoring. If you mention both the filesystem and the filesystem type, then the filesystem type takes precedence. For more information, see SI-DiskCapacityMonitor policy in the *HP Operations Smart Plug-ins for System Infrastructure User Guide*.

- **Specify policy thresholds for individual NICs**

SI-NetworkUsageandPerformance policy contains script parameter names starting with NIC which enables you to specify either the network interface names or network interface types, or both. If you specify both network interface name and network interface type, then the network interface type takes precedence. For more information, see SI-NetworkUsageAndPerformance policy in the *HP Operations Smart Plug-ins for System Infrastructure User Guide*.

- **An automated script to enhance the installation of Infrastructure SPI version 11.11 on RHEL 6.x**

An automated script that runs during installation of Infrastructure SPI version 11.11 on RHEL 6.x enhances the installation process by eliminating the need of performing manual steps. For more information on the automated script, see [QCCR1A172502](#) in the Enhancements and Fixes section.

- **Policies subject to version change**

The following policies version is upgraded to 11.14:

- 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
- SI-NetworkUsageAndPerformance
- SI-MSWindowsSvchostCPUUsageTracker
- SI-MSWindowsSvchostMemoryUsageTracker
- SI-HPUXSshdProcessMonitor

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- SI-HPUXWebserverProcessMonitor
- SI-LinuxLastLogonsCollector
- SI-UNIXFailedLoginsCollector

For more information, see *HP Operations Smart Plug-in for Systems Infrastructure User Guide*.

- Defect fixes: This patch release contains enhancements and fixes of the product. For more information, see the Infrastructure SPI 11.14 patch text.

For more 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_00145
		8.16	OMW_00149
	HP-UX	9.10	PHSS_43123, HF_ADMINUI_20120918_148291_MULTI.zip
	Linux	9.10	OML_00057, HF_ADMINUI_20120918_148291_MULTI.zip
	Solaris	9.10	ITOSOL_00779, HF_ADMINUI_20120918_148291_MULTI.zip
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

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Product Name	Operating system	Versions Supported	Patch/Hot fix
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 provide 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	11.14

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 Installation Guide (*HP Operations Agent and Smart Plug-ins for Infrastructure Installation Guide*).

Enhancements and Fixes

The following CRs (identified by reference number) are fixed in the current software release. You can view details about each 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](#).

- [QCCR1A153246](#) : Add the capability of monitoring inode utilization.
- [QCCR1A154657](#) : Provide a parameter in the SI-DiskCapacityMonitor policy to exclude filesystems from being monitored based on filesystem types.
- [QCCR1A146692](#) : Provide the option of specifying threshold values for individual NICs.
- [QCCR1A133476](#) : Provide an override of network interface types over network interface names in the parameters under the SI-NetworkUsageAndPerformance policy.
- [QCCR1A172502](#) : Provide an automated script to enhance the installation of Infrastructure SPI version 11.11 on RHEL 6.x.

To install Infrastructure SPI version 11.11 on RHEL 6.x, follow these steps:

- a. Log on as a root user.
- b. Go to the instrumentation directory: `/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/SystemsInfrastructure_v1111/`
- c. Copy the file `infraspi_install.sh` to the location where you have placed the Infrastructure SPI 11.11 bits.
- d. Run the following commands:
 - **To install Infrastructure SPI:**
`./infraspi_install.sh -i`
 - **To install Infrastructure SPI along with graphs:**
`./infraspi_install.sh -i -g`
 - **To uninstall Infrastructure SPI:**
`./infraspi_install.sh -r`
 - **To uninstall Infrastructure SPI along with graphs:**
`./infraspi_install.sh -r -g`

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
```

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 log monitoring for Infrastructure SPIs 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 OVBBCB 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
```

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```
ovc -start
```

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

Problem: For the SNMP nodes added by Infrastructure SPIs on HPOM, the alert message appears as `critical node may be down`.

Workaround: To manually update the heartbeat polling protocol for the SNMP node to ICMP, follow these steps:

On Windows:

1. In the HPOM for Windows management server console, right-click the SNMP node.
2. Choose **Properties** from the pop-up menu.
3. Click the **Network** tab.
4. Under Heartbeat Polling, change the value of **Polling** to **Custom** and the value of **Ping Protocol** to **ICMP Only**.
5. Click **Apply** and then click **OK**.

On HP-UX, Linux, and Solaris:

Run the command:

```
opchbp -stop -nodegrp "VI-VMware Guests"
```

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:** `Opcl` aborts when Infrastructure SPIs policies are deployed to the node. For more information, see [QCCR1A153786](#).

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.

QCCR1A174604: The butterfly symbol (`><`) appears in the minor alert messages for `SI-NetworkUsageAndPerformance` monitor policy.

Workaround:

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To eliminate the butterfly symbol from the messages for minor alerts in SI-NetworkUsageAndPerformance monitor policy, follow these steps:

1. On the HPOM console, go to **Policy management** → **Policy groups** → **Infrastructure Management** → **<language>** → **Systems Infrastructure** → **Performance**
2. Open the **SI-NetworkUsageAndPerformance** monitor policy.
3. On the **Threshold levels** tab, click **Network Interface Minor Alert**.
4. Go to **Perl Script**.
5. Delete the butterfly symbol >< from the alert strings for minor alerts.
6. Save the policy.
7. Deploy the policy on the required nodes.

Limitations

- The language of the policies auto-deployed on the nodes depends on the locale of the HPOM for Windows management server. It does not depend on the locale of the node.
- SI SPI tools are not localized.
- 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.
- Software release date.

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1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
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Feedback on Release Notes (Operations Smart Plug-in for Systems Infrastructure 11.14)

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