

HP Business Service Management

for the Windows operating system

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Database Guide

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Table of Contents

| | |
|--|-----------|
| Welcome to This Guide | 11 |
| How This Guide Is Organized | 12 |
| Who Should Read This Guide | 12 |
| How Do I Find the Information That I Need? | 13 |
| Additional Online Resources..... | 14 |
| Documentation Updates | 15 |

PART I: INTRODUCING THE DATABASE ENVIRONMENT

| | |
|---|-----------|
| Chapter 1: Introduction to Preparing the Database Environment | 19 |
| Databases in Use - Overview | 19 |
| HP Business Service Management Sizing | 21 |
| Hardware Requirements | 22 |

PART II: DEPLOYING AND MAINTAINING THE MICROSOFT SQL SERVER DATABASE

| | |
|--|-----------|
| Chapter 2: Overview of Microsoft SQL Server Deployment..... | 25 |
| About Microsoft SQL Server Deployment | 25 |
| System Requirements | 26 |
| Chapter 3: Manually Creating the Microsoft SQL Server | |
| Databases | 29 |
| Overview of the Microsoft SQL Server Databases | 29 |
| Manually Creating the HP Business Service Management | |
| Microsoft SQL Server Databases..... | 30 |

| | |
|---|-----------|
| Chapter 4: Installing and Configuring Microsoft SQL Server | 35 |
| Workflow for Microsoft SQL Server Deployment | 35 |
| Installation Prerequisites | 36 |
| Notes and Limitations | 37 |
| Checklist for Support and Certification | 38 |
| Installing Microsoft SQL Server | 39 |
| Configuring Microsoft SQL Server | 42 |
| Verifying and Modifying Server and Database Settings..... | 43 |
| Chapter 5: Creating and Configuring Microsoft SQL Server | |
| Databases | 47 |
| Creating Databases | 47 |
| Configuring Databases | 53 |
| Chapter 6: Maintaining Microsoft SQL Server Databases..... | 61 |
| Backing Up Databases | 61 |
| Database Integrity and Fragmentation | 65 |
| Chapter 7: Using Windows Authentication to Access | |
| Microsoft SQL Server Databases | 75 |
| Enabling HP Business Service Management to Work with Windows | |
| Authentication..... | 75 |

PART III: DEPLOYING AND MAINTAINING THE ORACLE SERVER DATABASE

| | |
|---|------------|
| Chapter 8: Overview of Oracle Server Deployment | 81 |
| About Oracle Server Deployment..... | 81 |
| System Requirements | 82 |
| Chapter 9: Manually Creating the Oracle Schemas | 85 |
| Overview of the Oracle Server Databases | 86 |
| Creating HP Business Service Management Schemas Manually..... | 87 |
| Profile User Schemas | 91 |
| HP Business Service Management Oracle Schema Privileges..... | 92 |
| Chapter 10: Oracle Server Configuration and Sizing Guidelines..... | 95 |
| Oracle Parameter Settings..... | 96 |
| Oracle Tablespaces..... | 101 |
| Oracle Tablespace Settings | 103 |
| Using RAID Configuration | 108 |
| ASM Storage..... | 109 |
| Chapter 11: Maintaining an Oracle Server Database..... | 111 |
| Database Maintenance and Tuning | 111 |
| Oracle Database Backup and Recovery | 120 |

| | |
|---|------------|
| Chapter 12: Configuring the Oracle Client for HP Business Service Management | 125 |
| Oracle Client Versions and Operating System Platforms | 125 |
| Oracle Client Installation | 126 |
| Oracle Client Configuration | 126 |
| Chapter 13: Oracle Summary Checklist | 129 |
| Checklist for HP Business Service Management Support and Certification | 130 |
| Oracle Server and Client Requirements | 133 |
| Setting Oracle Initialization Parameters..... | 133 |

PART IV: APPENDIXES

| | |
|---|------------|
| Appendix A: Loader Management | 137 |
| Overview of Loader Management | 137 |
| Persistency Directories..... | 138 |
| Troubleshooting Loader Problems | 141 |
| Logs..... | 142 |
| Changing the Default Logging Level | 143 |
| Statistics | 144 |
| Appendix B: Data Partitioning and Purging | 147 |
| About Data Partitioning and Purging | 147 |
| Appendix C: Microsoft SQL Server Data Storage Recommendations | 149 |
| Creating Microsoft SQL Server File Groups..... | 149 |
| Appendix D: Database Schema Verification | 155 |
| About the Verification Process | 155 |
| Running the Verification Process..... | 157 |
| Creating Database Users for the Verify Procedure | 161 |
| Appendix E: Support for Oracle Real Application Cluster | 163 |
| About Oracle Real Application Cluster (RAC)..... | 163 |
| Single Client Access Name | 165 |
| Client Side Configuration for Oracle RAC | 165 |
| Server Side Configuration | 170 |
| Create/Connect to One of the HP Business Service Management Databases | 171 |
| Index | 173 |

Table of Contents

Welcome to This Guide

This guide describes how to deploy and maintain Microsoft SQL Server and Oracle Server databases for use with HP Business Service Management.

Note: This guide is not relevant to HP Software-as-a-Service customers.

This chapter includes:

- How This Guide Is Organized on page 12
- Who Should Read This Guide on page 12
- How Do I Find the Information That I Need? on page 13
- Additional Online Resources on page 14
- Documentation Updates on page 15

How This Guide Is Organized

The guide contains the following parts:

Part I Introducing the Database Environment

Describes the types of databases used with HP Business Service Management.

Part II Deploying and Maintaining the Microsoft SQL Server Database

Describes the guidelines and best practices for installing, configuring, and maintaining Microsoft SQL Server databases for use with HP Business Service Management.

Part III Deploying and Maintaining the Oracle Server Database

Describes the guidelines and best practices for installing, configuring, and maintaining Oracle Server databases for use with HP Business Service Management.

Part IV Appendixes

Describes additional tools and processes related to the HP Business Service Management databases, such as the database loader and the Oracle RAC prerequisites.

Who Should Read This Guide

This guide is intended for the following users of HP Business Service Management:

- ▶ HP Business Service Management administrators
- ▶ Database administrators

Readers of this guide should be knowledgeable and highly skilled in database administration.

How Do I Find the Information That I Need?

This guide is part of the HP Business Service Management Documentation Library. This Documentation Library provides a single-point of access for all Business Service Management documentation.

You can access the Documentation Library by doing the following:

- ▶ In Business Service Management, select **Help > Documentation Library**.
- ▶ From a Business Service Management Gateway Server machine, select **Start > Programs > HP Business Service Management > Documentation**.

Additional Online Resources

Troubleshooting & Knowledge Base accesses the Troubleshooting page on the HP Software Support Web site where you can search the Self-solve knowledge base. Choose **Help > Troubleshooting & Knowledge Base**. The URL for this Web site is <http://h20230.www2.hp.com/troubleshooting.jsp>.

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Welcome to This Guide

Part I

Introducing the Database Environment

1

Introduction to Preparing the Database Environment

This chapter contains information on the types of databases used with HP Business Service Management.

This chapter includes:

- ▶ Databases in Use - Overview on page 19
- ▶ HP Business Service Management Sizing on page 21
- ▶ Hardware Requirements on page 22

Databases in Use - Overview

To work with HP Business Service Management, you must set up the following databases:

- ▶ **Management database.** For storage of system-wide and management-related metadata for the HP Business Service Management environment. HP Business Service Management requires one management database. You can create this database manually, or by using the Server and Database Configuration utility.
- ▶ **Profile database(s).** For storage of raw and aggregated measurement data obtained from the HP Business Service Management data collectors. Although only one profile database is required, you can store profile data in multiple databases, if required. You can create profile databases manually, or by using the **Database Management** page, accessible from **Admin > Platform > Setup and Maintenance**.

- ▶ **Business Process Insight Database.** For storage of the Business Process Models created using the Business Process Insight Modeler.
- ▶ **Operations Management Database.** For storage of operations management events and related data, such as annotations, as well as for storage of operations management configuration data, such as event correlation rules.
- ▶ **RTSM.** The Run-time Service Model contains the following databases:
 - ▶ **CMDB.** For storage of configuration information that is gathered from the various HP Business Service Management and third-party applications and tools. This information is used when building HP Business Service Management views.
 - ▶ **CMDB History.** For storage of changes, over time, of the CMDB configuration items (CIs). Users can view CI changes as well as view snapshots.

You can set up HP Business Service Management databases on either a Microsoft SQL Server or an Oracle Server, depending on the type of database server used in your organization.

If you are working with a Microsoft SQL Server database, refer to Part II, "Deploying and Maintaining the Microsoft SQL Server Database."

If you are working with an Oracle Server database, refer to Part III, "Deploying and Maintaining the Oracle Server Database."

The appendixes contain additional information that is pertinent to both Microsoft SQL Server and Oracle Server databases.

Note:

- ▶ Database servers must be set to the same time zone, daylight savings settings and time as the HP Business Service Management servers.
 - ▶ For details on working in a non-English language HP Business Service Management environment, see "Working in Non-English Locales" in *Platform Administration*.
-

HP Business Service Management Sizing

HP Business Service Management database configuration requirements are dependent on the amount of data, as well as on the runtime load, generated by HP Business Service Management. Database size is also affected by the purging policy defined for the different services. For example, the Profile database size is affected by the Partition Manager purging rules per data sample.

The following table can help determine database size according to the capacity of the main system elements consuming database resources:

| Database Element | HP Business Service Management Deployment | |
|--|---|-------------------|
| | Standard | Large |
| EPS | 100 | 400 or more |
| Logged-in HP Business Service Management users | 25 | 75 or more |
| CMDB Objects and Links | 100,000 | 1 million or more |
| Events EPS | 10 | 50 |

Hardware Requirements

The following table describes the hardware (CPU and memory) requirements recommended for the HP Business Service Management Oracle or Microsoft SQL database server:

| Deployment | Number of Processors | Physical Memory |
|------------|---------------------------------------|--|
| Small | 1 dual core | Minimum: 2G RAM Recommended: 4G RAM |
| Large | Minimum 2 dual core or 1 quad core | Minimum: 4G RAM Recommended: 8G RAM and up |

For Microsoft SQL software requirements, see "Software Requirements" on page 26.

For Oracle software requirements, see "Software Requirements" on page 83.

Part II

Deploying and Maintaining the Microsoft SQL Server Database

2

Overview of Microsoft SQL Server Deployment

You can use Microsoft SQL Server for deploying HP Business Service Management databases. This chapter describes the following topics related to deploying Microsoft SQL Servers for use with HP Business Service Management:

This chapter includes:

- About Microsoft SQL Server Deployment on page 25
- System Requirements on page 26

About Microsoft SQL Server Deployment

To deploy Microsoft SQL Server for use with HP Business Service Management, you must perform the following procedures:

➤ **Install and configure Microsoft SQL Server.**

For details on installing and configuring Microsoft SQL Server, see "Installing and Configuring Microsoft SQL Server" on page 35.

➤ **Create databases on Microsoft SQL Server.**

You can create HP Business Service Management databases manually or you can use the Server and Database Configuration utility to create the databases. For details on manually creating databases for HP Business Service Management, see "Manually Creating the Microsoft SQL Server Databases" on page 29.

For details on creating Microsoft SQL database, see "Creating and Configuring Microsoft SQL Server Databases" on page 47.

System Requirements

This section describes the system requirements for working with Microsoft SQL Server in conjunction with HP Business Service Management.

This section includes the following topics:

- ▶ "Hardware Requirements" on page 26
- ▶ "Software Requirements" on page 26
- ▶ "Examples of Tested Deployments" on page 27

Hardware Requirements

For HP Business Service Management hardware sizing guidelines, see "Hardware Requirements" on page 22. For Microsoft SQL Server hardware requirements, refer to the installation guide for your Microsoft SQL Server release for your operating system.

Software Requirements

The following table lists the Microsoft SQL Servers supported for working with HP Business Service Management. A supported option means that HP quality assurance personnel have successfully performed basic tests on that option.

| Database Release | | |
|--|-------------|----------------|
| Version | System Type | Service Pack |
| Microsoft SQL Server 2008 Enterprise Edition | 32 BIT | Service Pack 1 |
| Microsoft SQL Server 2008 Enterprise Edition | 64 BIT | Service Pack 1 |
| Microsoft SQL Server 2005 Enterprise Edition | 32 BIT | Service Pack 3 |
| Microsoft SQL Server 2005 Enterprise Edition | 64 BIT | Service Pack 3 |

Note:

- ▶ Only supported service packs should be installed, with latest patches.
 - ▶ Consult the Microsoft documentation for supported platforms.
-

Examples of Tested Deployments

The following table details the deployment environments that have been rigorously tested by HP quality assurance personnel.

| Database Release | | | Operating System |
|--|-------------|----------------|---|
| Version | System Type | Service Pack | |
| Microsoft SQL Server 2008 Enterprise Edition | 32 BIT | Service Pack 1 | Windows 2008 Enterprise Edition Service Pack 1 |
| Microsoft SQL Server 2008 Enterprise Edition | 64 BIT | Service Pack 1 | Windows 2008 Enterprise Edition Service Pack 1 (64-bit) |

3

Manually Creating the Microsoft SQL Server Databases

This chapter describes the procedure for manually creating HP Business Service Management databases on a Microsoft SQL Server.

This chapter includes:

- Overview of the Microsoft SQL Server Databases on page 29
- Manually Creating the HP Business Service Management Microsoft SQL Server Databases on page 30

Overview of the Microsoft SQL Server Databases

HP Business Service Management uses the following databases for its persistency:

- **Management.** The HP Business Service Management management database.
- **Profile.** The HP Business Service Management profile database.
- **CMDB.** The configuration management database.
- **CMDB History.** The configuration management history database.
- **BPI.** The Business Process Insight database.
- **OMI.** The Operations Management database.

During the HP Business Service Management setup, new databases can be set up automatically by the setup procedure, or already existing databases can be used. Existing databases can either be created manually in advance (for example, due to organization security restrictions), or can be created by a previous installation of the same release of HP Business Service Management.

For details about installing HP Business Service Management server, see "Introducing HP Business Service Management Platform Deployment" in the *HP Business Service Management Deployment Guide* PDF.

Manually Creating the HP Business Service Management Microsoft SQL Server Databases

Once you have installed and configured Microsoft SQL Server, you create HP Business Service Management databases for the storage of data collected by HP Business Service Management.

You can allow HP Business Service Management to create HP Business Service Management databases for you using the Server and Database Configuration utility, and to create profile databases for you using the **Database Management** page in **Admin > Platform > Setup and Maintenance**.

If you created the databases in advance (see below), you can connect HP Business Service Management to the existing databases from the Server and Database Configuration utility, and to the existing profile database from the **Database Management** page in **Admin > Platform > Setup and Maintenance**.

For information on the Server and Database Configuration utility, see "Setting Database Parameters" and "Setting User Schema Parameters" in the *HP Business Service Management Deployment Guide* PDF.

For information on creating profile databases in HP Business Service Management, see "Database Management - Overview" in *Platform Administration*.

This section includes the following topics:

- "Creating the Databases" on page 31
- "Creating the Objects" on page 31

Creating the Databases

The database administrator should create the following Microsoft SQL Server databases; one for Management, one for CMDB, one for CMDB History, one for Profile, one for BPI, and one for OMI.

To create a database, you must have CREATE DATABASE permissions. To connect to an existing database, the login account with which you are connecting must be mapped to dbo in the database.

Note: Members of the sysadmin server role automatically have CREATE DATABASE permissions, and are also mapped to dbo in all databases. A database owner is automatically mapped to dbo in the database.

For details on creating databases manually, see Chapter 5, "Creating and Configuring Microsoft SQL Server Databases".

Note: When the HP Business Service Management setup procedure automatically creates the databases, it uses two file groups for each database; one to hold the system tables and one for the application data.

Creating the Objects

After creating each HP Business Service Management database, you create objects by running SQL scripts. The object creation scripts are located in the `<Gateway Server root directory>\AppServer\webapps\site.war\DataBases\SQL_Svr_DB_Utils` directory.

Creating the Management Objects

To create the HP Business Service Management management objects, connect to the management database and run the following SQL scripts:

- management_sql_dbobjects_create.sql
- foundations_sql_dbobjects_create.sql
- bsmconfig_sql_dbobjects_create.sql

Creating the Profile Objects

To create the HP Business Service Management profile objects, connect to the profile database and run the following SQL script:

profile_sql_dbobjects_create.sql.

Creating the RTSM Objects

Create one database for storing the RTSM CMDB objects and one for storing the RTSM CMDB History objects. No scripts are necessary to create the objects to populate these databases.

Creating the BPI Objects

To create the Business Process Insight objects, connect to the BPI database and run the following SQL script using Management Studio or SQLCMD:

bpi_sql_dbobjects_create.sql

Creating the OMI Objects

Create a database for storing the OMI objects. No scripts are necessary to create the objects to populate this database.

Note: Perform the above procedures only if you are an experienced Microsoft SQL Server database administrator.

It is strongly recommended that you run the database schema verify program after creating the management and/or profile schemas to verify that your database is configured properly. For information on the verification process, see Appendix D, "Database Schema Verification."

4

Installing and Configuring Microsoft SQL Server

This chapter contains information on the Microsoft SQL Server installation procedure and configuration settings.

This chapter includes:

- Workflow for Microsoft SQL Server Deployment on page 35
- Installation Prerequisites on page 36
- Notes and Limitations on page 37
- Checklist for Support and Certification on page 38
- Installing Microsoft SQL Server on page 39
- Configuring Microsoft SQL Server on page 42
- Verifying and Modifying Server and Database Settings on page 43

Workflow for Microsoft SQL Server Deployment

To deploy Microsoft SQL Server for use with HP Business Service Management, perform the following steps:

1 Review Microsoft SQL Server sizing guidelines

For details, see "Database File Layout" on page 48.

2 Review installation prerequisites

For details, see "Installation Prerequisites" on page 36.

3 Review server and database checklists

These checklists summarize the server and database configuration options supported and recommended for HP Business Service Management.

For details, see "Checklist for Support and Certification" on page 38.

4 Install Microsoft SQL Server Enterprise edition

For details, see "Installing Microsoft SQL Server" on page 39.

5 Configure Microsoft SQL Server

For details, see "Configuring Microsoft SQL Server" on page 42.

6 Create HP Business Service Management databases on Microsoft SQL Server

For details, see "Creating Databases" on page 47.

7 Configure HP Business Service Management databases

For details, see "Configuring Databases" on page 53.

8 Verify Microsoft SQL Server and databases

For details, see "Verifying and Modifying Server and Database Settings" on page 43.

9 Set up Windows authentication

For details, see "Using Windows Authentication to Access Microsoft SQL Server Databases" on page 75. This step is only relevant if you have selected Windows authentication instead of SQL Server authentication.

Installation Prerequisites

The following prerequisites must be met before installing Microsoft SQL Server:

► Database file placement

For improved performance, it is recommended to spread out HP Business Service Management databases among several disks or raid systems.

► **Memory**

There must be at least 2 GB of RAM.

► **User Accounts**

- If you plan to perform activities outside the local machine (such as file copying to or from different servers, backing up to a shared remote repository, and so forth), you must have a domain account available for Microsoft SQL Server services.
- If you want to install HP Business Service Management using the installation wizard, you must provide a user account that has database creator privileges. If you are going to create databases manually, supply HP Business Service Management with a user account that is a part of **db_datareader**, **db_datawriter** and **db_ddladmin** in each HP Business Service Management database.

► **Miscellaneous**

- Verify that the disk where Microsoft SQL Server is to be installed is not compressed.
- Disable antivirus software and any other applications that may interfere while installing Microsoft SQL Server.

Notes and Limitations

- It is strongly recommended that no significant processes other than a single Microsoft SQL Server installation be installed on the server that hosts the HP Business Service Management databases.

When Microsoft SQL Server is the sole significant process on the machine, do not change the default memory settings. Allow the Microsoft SQL Server to manage memory dynamically, except when you configure **awe enabled** support.

- Microsoft SQL Server 64-bit versions include support for extended systems, also known as Windows on Windows (WOW64). WOW64 is a feature of 64-bit editions of Microsoft Windows that allows 32-bit applications to execute natively in 32-bit mode.

Applications function in 32-bit mode even though the underlying operating system is running on the 64-bit platform.

Checklist for Support and Certification

Information is provided in this section for both supported and certified Microsoft SQL Server options.

The certified options are recommended for working with HP Business Service Management. Certified options are rigorously tested by HP quality assurance personnel. Supported options are those options for which HP quality assurance personnel have successfully performed basic tests.

| Subject | Microsoft SQL Server | |
|------------------------------|---|--|
| | Supported | Recommended |
| Instances | Default, Single | |
| Authentication Mode | Mixed, Windows | |
| Collation | Case-Insensitive. HP Business Service Management does not support binary sort order and case sensitivity. Only case-insensitive order with a combination of accent, kana, or width settings is supported. | Use the Collation Settings dialog box to select the collation. Do not select the binary check box. Accent, kana, and width sensitivity should be selected according to the relevant data language requirements. The selected language must be the same as the OS Windows regional settings language. |
| Network Libraries | Server: TCP/IP and Named Pipes Client: TCP/IP and Named Pipes | Server: TCP/IP Client: TCP/IP |
| Server Configuration Options | Defaults, unless instructed otherwise | |

| Subject | Microsoft SQL Server | |
|-----------------------------|--|------------------------|
| | Supported | Recommended |
| Data File Properties | Manual file growth, or FILEGROWTH less than or equal to 100 MB | FILEGROWTH: ~30-100 MB |
| Collation Database Property | Server default | |
| Database Options | Defaults, unless instructed otherwise | |
| Recovery Model | Any | Full |

Installing Microsoft SQL Server

Although the installation process is not difficult, it is important that you familiarize yourself with all of the installation details so that you select the appropriate options. Selecting the default options may, in some cases, negatively affect the Microsoft SQL Server's performance.

Select the following options in the installation dialog boxes:

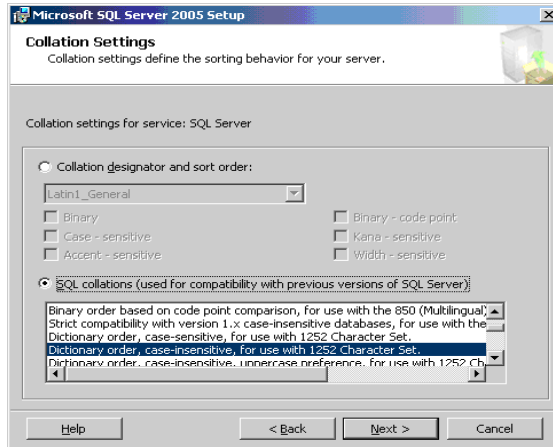
- ▶ **Feature Section dialog box configuration.**
 - ▶ remove **Full Text Search** from the list since HP Business Service Management does not use this indexing search feature
 - ▶ Under Destination Folder, make sure that the Data Files directory is stored on a fault-tolerant disk system, for example, RAID 1. Even though these system databases are fairly small, they are essential for the operation of Microsoft SQL Server.
- ▶ **Instance Name dialog box configuration.** For details on named instances, see "Port Allocation Options for Named Instances" on page 45. You access a default instance by specifying the server name or IP address.

► **Service Account dialog box configuration.**

- If all Microsoft SQL Server activities are outside the local machine (for example, file copying to or from a different server, backing up to shared remote repository, replication with other servers, ActiveX script job steps, CmdExec job steps, and so forth), choose **Use a Domain User account** and specify the user name, password, and domain of a user that is a member of the local machine's administrator group, and that has the appropriate permissions for network resources.
- If all Microsoft SQL Server activities are limited to the local machine, choose **Use the built-in System account** and select **Local system**. This selection provides SQL Server administrative privileges on the local machine only.
- **Authentication Mode dialog box.** HP Business Service Management works with both Windows authentication and with Microsoft SQL Server authentication (recommended). To enable Microsoft SQL Server authentication, do the following:
 - a** Choose **Mixed Mode (Windows Authentication and SQL Server Authentication)**.
 - b** Enter the password for user **sa**.

Note: To further secure your Microsoft SQL Server 2005, it is important to enter a password.

- **Collation Settings dialog box.** Follow the recommendations found in the checklist in "Checklist for Support and Certification" on page 38.



The above settings affect only the system databases and serve as the default settings for user databases. Databases can have different collation settings from the server's default settings, and a table column can have different collation settings from the database's default settings, but this is not recommended for dedicated HP Business Service Management databases. Because of the flexibility in collation management in Microsoft SQL Server, you can restore or attach a database that has different collation settings.

Important: Changing any of the above settings requires scripting all system objects and routines (logins, user defined system messages, master stored procedures, and so forth), reinstalling Microsoft SQL Server (or running the RebuildM.exe utility) with the new settings, recreating all system objects from the saved scripts, and attaching the user databases. It is therefore recommended that you select the appropriate options during the installation process.

- Install the latest service pack for Microsoft SQL Server available at the Microsoft site at <http://www.microsoft.com/downloads/details.aspx?FamilyID=cb6c71ea-d649-47ff-9176-e7cac58fd4bc&DisplayLang=en>.

Configuring Microsoft SQL Server

This section describes the service and server options you can configure once you have installed Microsoft SQL Server:

This section includes the following topics:

- ▶ "Service Configuration Options" on page 42
- ▶ "Server Configuration Options" on page 42

Service Configuration Options

If you installed **Full-Text Search**, ensure that it is disabled and set to manual mode (locate the service in the Services applet using Microsoft Search) so that no resources are wasted.

Unless you are using distributed transactions, ensure that the **Distributed Transactions Coordinator** service is also disabled or set to manual mode.

If the dynamic port option is used for Microsoft SQL Server instances, make sure the SQL Server browser service, as well as all the SQL Server instance services, are in automatic mode.

Server Configuration Options

Most server configuration options are dynamically configured by Microsoft SQL Server. For HP Business Service Management certification, you should not change the default options unless you are instructed to do so by HP Software Support.

Verifying and Modifying Server and Database Settings

The following table summarizes the procedures for verifying or modifying server and database settings:

| Server/Database Setting | How to Verify/Modify the Setting |
|-------------------------|---|
| Default Instance | In the operating system's Services applet, a default Microsoft SQL Server instance and a named instance appear as SQL Server (Instance_Name). |
| Authentication Mode | In the Microsoft SQL Server Management Studio, right-click the server, choose Properties , and click the Security tab. Select SQL Server and Windows Authentication mode (Mixed Mode) . |
| Collation Settings | Run the following command: sp_helpsort |
| Network Libraries | <p>On the Server, select Start > Programs > Microsoft SQL Server <release number> > Configuration Tools > Configuration Manager.</p> <p>At SQL Native Client.. choose client protocols and ensure the selected protocol is in the enabled state.</p> <ul style="list-style-type: none"> ▶ Supported Shared memory, TCP/IP ,and Named Pipes for both the server and client. ▶ Recommended Only TCP/IP for both the server and client. |

| Server/Database Setting | How to Verify/Modify the Setting |
|--|---|
| View or change server configuration options | <ul style="list-style-type: none"> ▶ To allow the viewing of all options, do: EXEC sp_configure 'show advanced options', 1 reconfigure with override ▶ To view the current values, do: EXEC sp_configure ▶ To change a setting, do: EXEC sp_configure '<option>', <value> <p>Some options take effect only after you run reconfigure with override, while others require restarting the MSSQLServer service. See Microsoft SQL Server 2005 Books Online for details.</p> |
| Check whether the user who is going to create HP Business Service Management databases has CREATE DATABASE permissions | <p>Log in to the Microsoft SQL Server Management Studio with the login you want to check, and run the following:</p> <pre>USE master IF PERMISSIONS() & 1 = 1 PRINT 'User has CREATE DATABASE permissions' ELSE PRINT 'User does not have CREATE DATABASE permissions'</pre> |
| Check whether the HP Business Service Management database user has enough permissions in the database | <ol style="list-style-type: none"> 1 Log in to the Microsoft SQL Server Management Studio with the user name you want to check. 2 Change the context of the database to the required database. 3 Open a new query and do the following in each database: <pre>select case when IS_MEMBER ('db_owner')=1 or IS_SRVROLEMEMBER ('sysadmin')=1 or (IS_MEMBER ('db_ddladmin') = 1 and IS_MEMBER ('db_datareader')=1 and IS_MEMBER ('db_datawriter')=1 and IS_MEMBER ('db_denydatareader')=0 and IS_MEMBER ('db_denydatawriter')=0) then 'User has enough permissions' else 'User does not have enough permissions' end</pre> |

| Server/Database Setting | How to Verify/Modify the Setting |
|---|--|
| Data and log file destination directory is not compressed (only in NTFS) | Right click the directory, choose Properties , and then Advanced . Verify that the Compression check box is cleared. |
| Database and database file properties (including recovery model and collation properties) | <ul style="list-style-type: none"> ▶ To view the database and database file properties, run: EXEC sp_helpdb <database name> ▶ To change the database properties, run: ALTER DATABASE <database name> SET <option> <value> ▶ To change the database file properties, run: ALTER DATABASE <database> MODIFY FILE (name = <filename>, <property> = <value>) <p>You can also view or change these properties from the Database Properties dialog box in the Enterprise Manager.</p> |
| Microsoft SQL Server service pack version and edition | Log into Management Studio and make the following query: select @@version |

Port Allocation Options for Named Instances

When working with a named instance in SQL Server, there are two options for the instance's port allocation: dynamic port and static port.

- ▶ **Dynamic Port.** When working with a dynamic port, a new port is assigned to the instance each time the instance is started. To enable clients to know the port when connecting to the instance, a service called SQL Server Browser needs to be started. The browser service listens to port 1434 and directs clients to the correct port according to the desired instance name.

You access the named instance by specifying the server name or IP address followed by \

- ▶ **Static Port.** When working with a static port, a specific port is assigned to the instance, and SQL Server Browser service is not needed in order to connect to the instance (although you can still use it).

The default for SQL Server is a dynamic port.

To work with a static port, follow the following steps:

- 1** Select **Start > Programs > Microsoft SQL Server > Configuration Tools > SQL Server Configuration Manager**.
- 2** Expand Protocols for <instance name>, and double-click **TCP/IP**.
- 3** In the TCP/IP Properties dialog box, on the IP Addresses tab, several IP addresses appear, in the format IP1, IP2, up to IPAll. For each address:
 - a** If the TCP Dynamic Ports dialog is set to 0, indicating that the database engine is listening on dynamic ports, delete the 0.
 - b** In the TCP Port box, enter the port number on which you want this IP address to listen, and click **OK**.
- 4** In the console pane, click **SQL Server Services**.
- 5** In the details pane, right-click SQL Server (<instance name>) and click **Restart** to stop and restart SQL Server.

You access the named instance by specifying the server name or IP address followed by the port number, for example, `server1\1435`.

5

Creating and Configuring Microsoft SQL Server Databases

This chapter describes the creation and configuration of HP Business Service Management databases on a Microsoft SQL Server.

This chapter includes:

- Creating Databases on page 47
- Configuring Databases on page 53

Creating Databases

This section includes the following topics:

- "Database Permissions" on page 47
- "Database File Layout" on page 48
- "System Databases" on page 52

Database Permissions

To create a database, you must have CREATE DATABASE permissions. To grant CREATE DATABASE permissions to a user, the user's login must first be mapped to a database user in the master database.

Note: HP Business Service Management login accounts should be mapped to dbo in the database. Members of the sysadmin server role automatically have CREATE DATABASE permissions, and are also mapped to dbo in all databases. A database owner is automatically mapped to dbo in the database.

To check whether a user has CREATE DATABASE permissions, log in to Management Studio with the login account of the user whose permissions you want to check, and run the following:

```
USE master
IF PERMISSIONS() & 1 = 1
PRINT 'User has CREATE DATABASE permissions.'
```

To check whether a user has enough permissions in the database, log in to Management Studio with the login account of the user whose mapping you want to check. Change the database context to the required database, and run the following command:

```
select case when IS_MEMBER ('db_owner')=1
             or IS_SRVROLEMEMBER ('sysadmin')=1
             or (IS_MEMBER ('db_ddladmin') = 1 and
                 IS_MEMBER ('db_datareader')=1 and
                 IS_MEMBER ('db_datawriter')=1 and
                 IS_MEMBER ('db_denydatareader')=0 and
                 IS_MEMBER ('db_denydatawriter')=0 )
             then 'User has enough permissions'
             else 'User does not have enough permissions'
             end
```

Database File Layout

When you create a database, it must consist of at least one data file (with an .mdf extension) and one transaction log file (with an .ldf extension). You can optionally create additional data files (.ndf), as well as additional log files (.ldf).

To enhance performance, you may want to create several data files. Microsoft SQL Server stripes the data among the data files, so that if you do not have RAID controllers that stripe your data, you can spread the data files over several regular physical disks and, in this way, have the data striped. The log, however, is read sequentially, so that there is no performance gain in adding more log files. An additional log file should be created on a different disk when your existing log is out of disk space.

Data and Log Placement

Important:

- ▶ It is recommended not to place data or log files on the same disk that stores the page (swap) file.
 - ▶ It is recommended that you place the data and log files on separate disk subsystems.
-
- ▶ **Log files.** Changes are not flushed to the database until they are written to the log, and the log architecture dictates serial writes, so it is advisable that there be as little interference as possible with the log activity. It is usually sufficient to place the log on a RAID 1 system because of the serial writes to the log. If you have processes reading from the log (for example, triggers accessing the inserted and deleted views which are formed from the log records or transactional replication), or several log files for different databases, consider placing the log file(s) on a RAID 0+1 (striped mirror) system.
 - ▶ **Data files.** Data files should be placed on a RAID 0+1 system for optimal performance.

File and Database Properties

When you create a database you can specify the following properties for each file (.mdf, .ndf, .ldf):

- ▶ **NAME.** The logical file name which you can use later when you want to alter one of the properties.
- ▶ **FILENAME.** The physical file path and name. Make sure the destination directory is not compressed (right-click the directory in Windows Explorer, select **Advanced**, and verify that the compression check box is not selected).
- ▶ **SIZE.** The initial file size.
- ▶ **MAXSIZE.** Determines the maximum size to which the file can grow. If this argument is omitted, or if you specify **Unlimited**, the file can grow until the disk is full.
- ▶ **FILEGROWTH.** The automatic growth increment of the file. This argument can be specified as either a percentage of the existing file size, or as a fixed size.

An autogrowth operation invoked by a modification sent by a client that timed out cannot be completed successfully. This means that the next time a client sends a modification, the autogrowth process starts at the beginning and may also time out.

To avoid this problem, it is recommended that you either expand the files manually every time the database nearly reaches full capacity (for example, 20 percent free), or set the growth increment to a fixed size that takes less time to be allocated than the client's timeout setting. Using a small growth increment is not recommended because it increases file system fragmentation. On the other hand, if you use a very large increment, modifications sent by clients might incur connection timeouts while waiting for the automatic expansion to finish. For large databases, a percentage growth increment can lead to exponential growth of the database and should be avoided.

For more information on this problem, refer to Microsoft Knowledge Base Article - 305635 (<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q305635>).

The tempdb Database Settings

The frequent expansion of the tempdb system database can affect the database's performance, especially in large Microsoft SQL Server installations. The size of the tempdb, therefore, should be large enough to avoid the need for early expansion. Its growth increment should be large enough to avoid fragmentation, yet not too large to expand in a reasonable amount of time. Create the tempdb with a minimum, initial size of 1 GB and with a growth increment of 50 MB. The tempdb database should be striped across several disks, ideally on a RAID 0+1 controller. It is recommended to move the tempdb database to its own set of disks.

To ensure that there is enough disk space for the tempdb to grow during times of heavy usage (for example, when aggregating or sorting data), it is recommended that you leave at least 20 GB free disk space on the drive where the tempdb is located.

File Groups

File groups are logical groupings of data files. Each of the following objects can be placed in its own file group unit:

- A table's data
- A table's large objects (text, ntext, image columns)
- An index

Data is inserted proportionally into all files belonging to the file group in which the object is stored, according to the amount of free space in each file. The **.mdf** file is placed in a file group called **PRIMARY**, which is marked as **Default** when the database is created (the default file group for objects when no file group is specified). If you do not place other data files (**.ndf** files) in their own file groups, they are also placed in the **PRIMARY** file group. Note that you can change the **Default** file group later on.

File groups can be used for performance tuning or maintenance. For details, see Microsoft SQL Server Books Online at <http://www.microsoft.com/technet/prodtechnol/sql/2005/downloads/books.msp>.

Following is an example that demonstrates how to use file groups for maintenance:

- ▶ **Partial Restoring.** Microsoft SQL Server does not support the restoration of a single table. Even if you place a single table in a file group, you cannot restore a file group to a point in time earlier than the rest of the data. Instead, you must apply all log file backups in order to synchronize the file group with the rest of the data. Microsoft SQL Server supports partial restoration to a database with a different name. A partial restoration allows you to restore a single file group, and supports point-in-time restoration. However, you must restore the **PRIMARY** file group because it contains the SYSTEM tables.

To be able to restore a single table to a point in time if a logical error occurs, you need to design the file groups in your database as follows:

- ▶ Ensure that the **.mdf** file is the only file in the **PRIMARY** file group.
- ▶ Place each large table in its own file group.
- ▶ Place all small tables in a separate file group.

For additional data on creating file groups, see "Microsoft SQL Server Data Storage Recommendations" on page 149.

System Databases

The following system databases are especially important for the smooth performance of Microsoft SQL Server:

- ▶ **tempdb.** Numerous Microsoft SQL Server activities—such as creating local and global temporary tables, creating work tables behind the scenes to spool intermediate query execution results, and sorting—implicitly or explicitly use the tempdb system database.

If your system is not configured properly, the tempdb database can become a performance bottleneck, so it is very important to determine the tempdb database's original size correctly.

For more information on setting database sizes, see "The tempdb Database Settings" on page 51.

To move tempdb's files, use the ALTER DATABASE tempdb MODIFY FILE command, and restart Microsoft SQL Server.

- **master, msdb, model.** These databases, although crucial for the operation of Microsoft SQL Server, are smaller than tempdb because they store only meta data.

It is strongly recommended to use a fault tolerant disk—ideally, RAID 1—for these databases.

Note: For HP Business Service Management certification, place system databases on fault tolerant disks. It is recommended to use RAID 1 disks.

To check the database's properties, run the following:

```
EXEC sp_helpdb <database name>
```

Configuring Databases

Once you have created the necessary databases, you can add new files to the databases, change some of the existing database file properties, and set the database configuration options appropriately.

This section includes:

- Database File Configuration
- Database Configuration Options

Important: If you enabled HP Business Service Management to create HP Business Service Management databases for you, it is strongly recommended that you configure them using the configuration instructions in this section.

Database File Configuration

You can change certain database file properties, as well as add or drop files using either of the following methods:

- ▶ use the Properties dialog box in Management Studio
- ▶ use the ALTER DATABASE command (for details, see Microsoft SQL Server Books Online at <http://www.microsoft.com/technet/prodtechnol/sql/2005/downloads/books.msp>)

Adding Files

Data files can be added to an existing file group in a database, or to a new file group. There are no special restrictions or requirements.

Dropping Files

To drop a file, you must first empty it using the DBCC SHRINKFILE command's EMPTYFILE option, which transmits the file data to all the other files in the file group. Once you empty the file, you can use the ALTER DATABASE <database name> DROP FILE command to drop it.

Changing File Properties

You can change the size-related properties for all databases, as well as the filename property for the tempdb database (this takes effect after you restart Microsoft SQL Server). The SIZE, MAXSIZE, and FILEGROWTH properties can be changed using the ALTER DATABASE tempdb MODIFY FILE command. Note that the SIZE property can only be enlarged.

To shrink the file, use the DBCC SHRINKFILE command. For details and recommendations concerning file properties, see "Creating Databases" on page 47.

Database Configuration Options

Each database contains a set of configurable options that determine its behavior. You can view or change the database options using any one of the following utilities:

- ▶ the Options tab in the Management Studio's Properties dialog box
- ▶ the EXEC sp_dboptions stored procedure

- the ALTER DATABASE <database name> SET command

Note: Not all of the database configuration options are available in this dialog box.

The following table lists, in alphabetical order, the default configuration options, as well as the configuration settings required for HP Business Service Management certification:

| Configuration Option | Description | Default | HP Business Service Management Certification in Microsoft SQL Server |
|------------------------------------|--|---------|--|
| ANSI NULL default (see note below) | Specifies whether the database columns are defined as NULL or NOT NULL, by default | Not set | Not set |
| ANSI PADDING | Controls the way the column stores values shorter than the defined size of the column and the way the column stores values that have trailing blanks in char, varchar, binary, and varbinary data. | OFF | ON |

| Configuration Option | Description | Default | HP Business Service Management Certification in Microsoft SQL Server |
|------------------------|---|---------|--|
| Auto close | Specifies whether the database shuts down after its resources are freed and all users exit | Not set | Not set Note: If set, it may take a long time for the database to allocate resources every time a user connects, after the database is closed. |
| Auto create statistics | Specifies whether missing statistics required by a query for optimization are built automatically during optimization | Set | Set |
| Auto shrink | Specifies whether the database is automatically shrunk every hour, leaving 25% of free space | Not set | Not set Note: If set, constant growth/shrinkage may cause file system fragmentation. |
| Auto update statistics | Specifies whether out-of-date statistics required by a query for optimization are built automatically during optimization | Set | Set |

| Configuration Option | Description | Default | HP Business Service Management Certification in Microsoft SQL Server |
|----------------------|---|----------------------|---|
| Compatibility level | The version of Microsoft SQL Server that the database appears to be (for the application) | 90 | 90 |
| Read only | Database is read only | Not set (READ_WRITE) | READ_WRITE |
| Recovery | The database recovery model determines the recovery capabilities by controlling the amount of bulk operation logging (such as Select into, Bulk, Insert, Create index, LOB manipulation). The higher the recovery model, the higher the recovery capabilities. However, the amount of logging also increases, which may affect performance. | Full | Full (unless you are certain that the lower recovery capabilities are sufficient for your system) |
| Recursive triggers | Specifies whether recursive triggers are supported | Not set | Not set |
| Restrict access | Only single users or members of the db_owner, dbcreator, or sysadmin groups can access the database. | Not set (MULTI_USER) | MULTI_USER |

| Configuration Option | Description | Default | HP Business Service Management Certification in Microsoft SQL Server |
|----------------------------|---|---------|--|
| Select into/bulk copy | Allows the use of minimally logged Select into/bulk copy operations | Not set | N/A |
| Torn page detection | Specifies whether incomplete pages can be detected | Set | Set |
| Truncate log on checkpoint | Automatically marks inactive portions of log for reuse on checkpoint | Not set | N/A |
| Use quoted identifiers | Specifies whether the Microsoft SQL Server enforces ANSI rules regarding quotation marks. Select this option to specify that double quotation marks be used only for identifiers, such as column and table names. Note that character strings must be enclosed in single quotation marks. | Not set | Not set |

Note: Not all ANSI options can be set using Management Studio. The ANSI database configuration options include: ANSI_NULLS, ANSI_NULL_DEFAULT, ANSI_PADDING, ANSI_WARNINGS, ARITHABORT, CONCAT_NULL_YIELDS_NULL, NUMERIC_ROUNDABORT, and QUOTED_IDENTIFIER.

The options you set may not take effect, since these options can also be set at a higher level.

For example, if the session option **QUOTED_IDENTIFIER** was turned **on**, the equivalent database configuration option is irrelevant. Some tools or database interfaces turn certain session options on or off, so that the database configuration options never take effect.

The following table summarizes the characteristics of each recovery model:

| Model/ Support | Allows Log Backup | Allows Point- in-Time/Log Mark Restoration | Allows Backup Log when Data Crashes (Saves changes until the crash point) | Amount of Bulk Operation Logging (can affect the performance of bulk operations) |
|-------------------|----------------------|---|--|---|
| Simple | No | No | No | Minimal |
| Bulk Logged | Yes | No | No | Minimal |
| Full | Yes | Yes | Yes | Full |

To check your database's properties, run the command:

```
EXEC sp_helpdb <database name>
```

For information on SQL databases, see Microsoft SQL Server Books Online at <http://www.microsoft.com/technet/prodtechnol/sql/2005/downloads/books.msp>.

6

Maintaining Microsoft SQL Server Databases

This chapter describes the various maintenance tasks that are recommended for HP Business Service Management databases created on Microsoft SQL Servers, such as backing up databases, checking database integrity and handling fragmentation, and monitoring databases.

This chapter includes:

- ▶ Backing Up Databases on page 61
- ▶ Database Integrity and Fragmentation on page 65

Backing Up Databases

Microsoft SQL Server supports three main types of database backup: full, differential, and log. It also supports file/file group backup, which is discussed in a separate section below. In order to develop a backup policy that provides the required recovery needs, it is important to thoroughly understand each backup type and the recovery model database configuration option explained in the previous section.

You can automate backup operations using Microsoft SQL Agent jobs. The Microsoft SQL Agent (represented by the SQLServerAgent service) is installed automatically when you install Microsoft SQL Server. Ensure that the Microsoft SQL Agent is configured to autostart in the operating system's Services applet when the server is started.

The following points are applicable to all backup types:

- The backup includes all changes made until the backup is complete.
- The backup can be performed online, but it is recommended to back up the database during periods of low activity, since the backup procedure can negatively impact on your system's performance.
- The following operations should not be performed during a backup procedure:
 - adding or removing files
 - shrinking the database
- The backup target can be a disk device (local or on a shared network that the Microsoft SQL Server service account needs permission to access) or tape (only local).

This section describes:

- "Full Backup" on page 62
- "Differential Backup" on page 63
- "Log Backup" on page 63
- "File/File Group Backup" on page 64
- "Maintenance Plan" on page 64
- "Transaction Log Issues" on page 64

Full Backup

When you perform a full database backup, all information about the backed up database is contained within the backup, including data, metadata, and file information. A full backup is the basis for differential and log backups. With small databases, it is recommended to perform a full backup every day (for example, system databases that store mainly meta data). For large databases (such as the profile database), it is generally recommended to have longer intervals between full backups (for example, once a week).

The storage requirements for a full backup are about the same as the storage requirements for the occupied data portion of the files. For example, if the total size of the data files is 20 GB, but only 15 GB are used (there are 5 GB of free space), the full backup size of the database should be approximately 15 GB.

Differential Backup

You use a differential backup to back up the extents (blocks of 8 contiguous 8K pages) that were changed since the last full backup. When restoring a database, you need only restore the last differential backup performed after the full backup.

After performing operations that affect large portions of data, such as index rebuilds or defragmentations, it is recommended that you perform a full backup. Otherwise, differential backups can become very large. For more information on index rebuilds and defragmentation, see "Database Integrity and Fragmentation" on page 65.

Differential backup is usually scheduled at intervals between full backups. For example, if you perform a full backup once a week, you may want to perform a differential backup every day, or even several times a day.

The storage requirements for a differential backup are the total size of the extents (64 KB blocks) that were changed since the last full backup.

Log Backup

A log backup—unlike full and differential backups which are mainly based on backing up an image of extents—backs up transactions from the transaction log and replays them upon restoration. In order to perform a log backup, the database must be set to the full or bulk-logged recovery model. If you want to perform a point-in-time or log mark restoration, or back up changes recorded in the log when the data crashes, you must set the database to the full recovery model. Otherwise, all changes made since the last performed backup are lost.

A log backup is incremental in nature, and backs up only the transactions performed since the previous log backup. When restoring a database, you must restore all log backups after the last differential (or full) backup you restored.

A log backup also marks the portion of the log that was backed up as available for reuse. In a database that is set to the full or bulk-logged recovery model, log portions that were not backed up cannot be reused. When the log is full, and Microsoft SQL Server cannot cycle to its beginning to reuse log space, it must expand. The frequency of your log backups, therefore, is a factor in determining the required size of the transaction log. Frequent log backups allow you to keep a smaller transaction log. It is recommended that you back up your log as frequently as possible, for example, every 30 minutes.

File/File Group Backup

Instead of backing up the entire database, you can back up a file or file group. However, when you restore a single file or file group, you must apply all log backups up to and including the point of failure, in order to synchronize (same point-in-time) the file/file group with the rest of the database. This type of backup is generally useful with very large databases, for which you cannot frequently perform a full backup.

Maintenance Plan

In the Microsoft SQL Server Management Studio, under the Management tree view, there is a graphic tool called Database Maintenance Plans. This tool allows you to define and automate common maintenance tasks (full and log backups, integrity checks, index rebuilds, and statistics collection).

Transaction Log Issues

In terms of maintenance, the log is sensitive. When it is full, the log first tries to cycle and reuse inactive backed up log space, but if such space does not exist, the log tries to expand the file. If there is no room for the file to expand, Microsoft SQL Server rejects data modification requests.

To avoid log explosion, ensure that the log is large enough and that it is frequently backed up (ideally, by schedule). In addition, note that the active portion of the log starts with the oldest open transaction and continues until the current pointer in the log. The active portion cannot be reused or truncated. If a transaction remains open for a long time, it inevitably leads to log explosion at some point, even though the log is backed up.

To identify whether such a problem exists, run DBCC OPENTRAN to obtain the transaction that has been open for the longest period of time. To terminate the process running the transaction and roll back the transaction's activity, use the command:
KILL <process id>

Note: In Microsoft SQL Server, the DBCCSHRINKFILE command should always be successful.

Database Integrity and Fragmentation

It is important to periodically check the physical integrity of your database objects, and to handle index fragmentation issues that are the main cause of performance degradation.

This section describes:

- "Database Integrity" on page 66
- "Understanding File System Fragmentation" on page 66
- "Understanding Internal Fragmentation" on page 67
- "Understanding External Fragmentation" on page 67
- "Detecting and Handling Index Fragmentation" on page 68
- "Supplied Utilities for Monitoring and Rebuilding Indexes" on page 70
- "Distribution Statistics" on page 72
- "Collecting Statistics for RTSM" on page 72
- "Utility to Refresh Statistics" on page 73

Database Integrity

It is recommended that you run DBCC CHECKDB periodically to check the allocation and structural integrity of the objects in the database. You can automate and schedule the DBCC CHECKDB command using Microsoft SQL Agent jobs. Use the following command syntax:

```
DBCC CHECKDB ('database name')
```

Note: You can use the WITH NO_INFOMSGS option to reduce processing and tempdb usage. You can also run a quick physical-only test (page structure and record headers) using the PHYSICAL_ONLY option.

Because the Microsoft SQL Server database holds only schema locks (which prevent schema changes) and not data changes, the DBCC CHECKDB command can be run online. It is recommended, however, to run the DBCC CHECKDB command during periods of low activity, since it can negatively impact on your system's performance (DBCC CHECKDB is CPU- and disk-intensive, and uses tempdb for sorting).

Understanding File System Fragmentation

File system fragmentation is relevant to all disk files, not just database files. It refers to the scattering of parts of the same disk file over different areas of the disk, as new parts of the file are added and existing parts are deleted. File system fragmentation slows disk access and degrades the overall performance of disk operations, although usually not severely.

To defragment a file system, you rewrite parts of a file to contiguous sectors on a hard disk. This increases the speed of data access and retrieval. To avoid fragmentation of your database files, create the files with as large an initial size as possible (so that they can accommodate changes in the future), and manually expand them with large increments as they become full.

If you cannot anticipate the future size of a database file, to avoid small, fragmented parts, use a large value as the file growth increment. Do not use too large a value, however, because this leads to client request timeouts when the file autogrows (for more details, see "Database Permissions" on page 47). In addition, avoid using the `autoshrink` database option, because it increases the chances of fragmentation as the database files continually shrink and grow.

Note: It is recommended that you periodically run a defragmentation utility on the database.

Understanding Internal Fragmentation

Internal fragmentation refers to the percentage of data contained in the pages. In environments such as the HP Business Service Management system, which are characterized by transactions that frequently insert data, internal fragmentation is sometimes initiated in anticipation of new data in indexes and can be a positive occurrence. By leaving a certain percentage of the index pages free, you can avoid page splits for a certain period of time. This is especially significant for clustered indexes, because they contain the actual data pages. You can achieve internal fragmentation by periodically rebuilding your indexes using the `CREATE INDEX` command, with the `DROP_EXISTING` and `FILLFACTOR` options, or the `ALTER INDEX REBUILD` command (online or offline) and `FILLFACTOR` option. The `FILLFACTOR` option specifies the fullness of the leaf level index pages.

Understanding External Fragmentation

As page splits occur in your indexes, new allocated pages are acquired from the database file. Ideally, a page split should yield the allocation of a page contiguous to the one that split. However, in practice, the space contiguous to the split page is usually already occupied. The more page splits that occur, the less the index's linked list reflects the physical layout of the pages on disk, and the greater the amount of external fragmentation.

External fragmentation impacts negatively on the performance of ordered index scans because the disk arm needs to move back and forth in order to retrieve the pages from disk. Ideally, the linked list should reflect the physical layout of the pages on disk so that when an ordered index scan is performed, the disk arm moves in one direction as it retrieves the pages from disk.

You can handle external fragmentation proactively by initiating internal fragmentation and leaving a certain percentage of the leaf level index pages free, thus avoiding page splits for a certain period of time. As mentioned earlier, internal fragmentation can be achieved by periodically rebuilding your indexes using the `FILLFACTOR` option. You can also handle external fragmentation by checking the external fragmentation status of your indexes, and rebuilding the indexes.

Detecting and Handling Index Fragmentation

Using `sys.dm_db_index_physical_stats` to Detect Fragmentation

The dynamic management function `sys.dm_db_index_physical_stats` is used to determine the degree of fragmentation of an index (replacing the `DBCC SHOWCONTIG` function in releases prior to Microsoft SQL Server 2005). You can detect fragmentation in a specific index, in all indexes on a table or indexed view, in all indexes in a specific database, or in all indexes in all databases. For partitioned indexes, `sys.dm_db_index_physical_stats` also provides fragmentation information for each partition.

Fragmentation of a table occurs through the process of data modifications (`INSERT`, `UPDATE`, and `DELETE` statements) that are made against the table and to the indexes defined on the table. Because these modifications are not ordinarily distributed equally among the rows of the table and indexes, the fullness of each page can vary over time. For queries that scan part or all of the indexes of a table, this kind of fragmentation can cause queries to return slower.

The table syntax of `sys.dm_db_index_physical_stats` is:

```
sys.dm_db_index_physical_stats (
    { database_id | NULL }
, { object_id | NULL }
, { index_id | NULL | 0 }
, { partition_number | NULL }
, { mode | NULL | DEFAULT }
)
```

Run this command as regular select statement from table, for example:

```
select * from sys.dm_db_index_physical_stats (DB_ID('<BAC_database>'),
object_id('<Table_Name>'), NULL, NULL, 'SAMPLED')
```

The **Avg_fragmentation_in_percent** column returned by `sys.dm_db_index_physical_stats` is the logical and extent fragmentation of the index.

For more information about `sys.dm_db_index_physical_stats`, see Microsoft SQL Server 2005 Books Online at

<http://www.microsoft.com/technet/prodtechnol/sql/2005/downloads/books.msp>.

Handling Fragmentation

The table column **Avg_fragmentation_in_percent** returned by `sys.dm_db_index_physical_stats` reflects the degree of fragmentation per index. Based on this value, you can determine whether to handle the fragmentation and which method to use in handling it.

Use the following rough guidelines to determine the best method to correct the fragmentation:

- ▶ **Between 5% and 30%.** Use the ALTER INDEX REORGANIZE command to reorganize the index. Index reorganization is always executed online.
- ▶ **Greater than 30%.** Use the ALTER INDEX REBUILD command to rebuild the index. Index rebuilding can be executed online or offline. Rebuild the indexes online to achieve the availability similar to that of the Reorganize option.

Very low levels of fragmentation (less than 5%) should not be addressed by either of these commands due to the negligible benefit gained from removing such a small amount of fragmentation.

For more information on defragmenting indexes, refer to "Reorganizing and Rebuilding Indexes" under Designing and Implementing Structured Storage in SQL Server Books Online (<http://technet.microsoft.com/en-us/library/ms189858.aspx>).

Note: It is strongly recommended that you create an automatic index rebuild task for the management, profile, and RTSM databases, as RTSM database data frequently changes, and profile database data in the clustered indexes is not always supported by timestamp, producing data fragmentations during the dataload.

Supplied Utilities for Monitoring and Rebuilding Indexes

HP Business Service Management provides two utilities that can be used to detect and rebuild fragmented indexes. The `rebuild_fragmented_indexes.bat` utility uses the Logical scan fragmentation and Scan Density criteria to detect, and if instructed to rebuild, fragmented indexes. The operation of listing the fragmented tables has a very small impact on system performance and can be executed on line. The operation of rebuilding the indexes usually hinders performance as tables are partially locked during the process, and CPU and I/O are heavily utilized. It is recommended to rebuild the indexes in a maintenance window. The utilities should be run by a database administrator.

The utilities for Microsoft SQL Server are located in the **<Gateway Server root directory>\AppServer\webapps\site.war\DataBases\SQL_Svr_DB_Utils** directory on the HP Business Service Management Gateway Server.

Utility to Rebuild All Indexes in Database

The **rebuild_indexes.bat** utility runs through all tables in the database and rebuilds related indexes.

To run the rebuild_indexes.bat utility:

Execute **rebuild_indexes.bat** with the following parameters:

- SQL Server name
- Database name
- SA password

Example:

```
rebuild_indexes.bat SQL_SRVR_3 BSM_DB_3 ad%min52.
```

Output from the procedure is located in the **rebuild_indexes.log** file in the same directory.

Utility to Rebuild Indexes Based on the Fragmentation Level of Each Index

The **rebuild_fragmented_indexes.bat** utility has two working modes:

- **List fragmented tables.** In this mode, a list of the fragmented tables (that is, tables with over 30% fragmentation) is returned, together with the commands needed to rebuild the tables at a later time.
- **Rebuild fragmented tables.** In this mode, all fragmented tables (that is, tables with over 30% fragmentation) are rebuilt.

To run the rebuild_fragmented_indexes.bat utility:

Execute **rebuild_fragmented_indexes.bat** with the following parameters:

- SQL Server name
- Database name
- SA password
- Working mode – 0 to provide a rebuild script for later use; 1 to rebuild indexes automatically.

For example,

```
rebuild_fragmented_indexes.bat SQL_SRVR_3 BSM_DB_3 ad%min52 1
```

Output from the procedure (a list of fragmented tables and the rebuild commands) is located in the **rebuild_indexes.log** file in the same directory.

Distribution Statistics

Microsoft SQL Server allows statistical information regarding the distribution of values in a column to be created. This statistical information can be used by the query processor to determine the optimal strategy for evaluating a query. When an index is being created, SQL Server automatically stores statistical information regarding the distribution of values in the indexed columns. The query optimizer in SQL Server uses these statistics to estimate the cost of using the index for a query. As the data in a column changes, index and column statistics can become out of date and cause the query optimizer to make less than optimal decisions on how to process a query.

It is recommended to update index statistics daily to provide the query optimizer with up to date information about the distribution of data values in the tables. This allows the query optimizer to make better judgments about the best way to access data, as it has more information about the data stored in the database.

Whether the **auto update statistics database** option is enabled or disabled, it is strongly recommended that you create an automatic task to update statistics for each of the HP Business Service Management databases on a daily basis, as the data is frequently changed. The job should execute the **sp_updatestats** API against the specific database.

Collecting Statistics for RTSM

Unlike some databases where queries are predefined and can be modified according to the expected database size, the RTSM CMDB database constructs queries dynamically, according to the pattern views defined against its data model. This necessitates accurate statistics at all times. In addition to running a daily job to update statistics, it is recommended that you manually refresh statistics if major changes to the CMDB schema objects have occurred, usually as a result of bulk insert transactions.

An example of a scenario that warrants a manual refresh of the CMDB statistics is automated Data Flow Management(DFM) jobs. DFM is the process responsible for automatically detecting configuration items and inserting them into the CMDB.

Utility to Refresh Statistics

The `update_statistics.bat` utility has two working modes:

- List tables with out of dated statistics. In this mode, a list of the tables is returned, together with the commands needed to update statistics the tables at a later time.
- Update statistics on the tables. In this mode, all tables with outdated statistics are being updated.

To run the `update_statistics.bat` utility:

From <Gateway Server root directory>\AppServer\webapps\site.war\DataBases\SQL_Svr_DB_Utills, execute `update_statistics.bat` with the following parameters:

- SQL Server name
- Database name
- SA password
- Working mode - 0 to provide a script for later use; 1 to update statistics automatically.

For example:

```
update_statistics.bat SQL_SRVR_3 ODB_DB_3 ad%min52 1
```

Output from the procedure (a list of tables and the update commands) is located in the `update_statistics.log` file in the same directory.

Note: For information on troubleshooting application performance with Microsoft SQL Server, refer to the following document:

<http://www.microsoft.com/technet/prodtechnol/sql/2005/tsprfprb.mspx>.

7

Using Windows Authentication to Access Microsoft SQL Server Databases

Unless configured otherwise, HP Business Service Management uses Microsoft SQL Server authentication to access Microsoft SQL Server databases. However, Windows authentication can also be used.

This chapter describes how to enable HP Business Service Management to use Windows authentication to access Microsoft SQL Server databases.

This chapter includes:

- ▶ Enabling HP Business Service Management to Work with Windows Authentication on page 75

Enabling HP Business Service Management to Work with Windows Authentication

You can enable HP Business Service Management to use Windows authentication instead of Microsoft SQL Server authentication to access any of the HP Business Service Management databases.

To enable HP Business Service Management to use Windows authentication to access a Microsoft SQL database, you must:

- ▶ Configure the Microsoft SQL Server to use Windows authentication.
- ▶ Launch the HP Business Service Management service on all the HP Business Service Management servers with a Windows user that has the necessary permissions to access the Microsoft SQL database.

- ▶ Run the Server and Database Configuration utility to create or connect to a Microsoft SQL database and specify the use of Windows authentication.

This section includes the following topics:

- ▶ "Configuring Microsoft SQL Server to Use Windows Authentication" on page 76
- ▶ "Launching the HP Business Service Management service with a Windows User" on page 76
- ▶ "Creating or Connecting to a Microsoft SQL Database Using Windows Authentication" on page 78

Configuring Microsoft SQL Server to Use Windows Authentication

In the SQL Server Enterprise Manager, select **Security > Logins**, right-click and choose **New Login**. Enter the desired domain account, including the domain name, in the following pattern: DOMAIN\USER (for example, MY_DOMAIN\MY_ACCOUNT).

In the **Server Roles** tab, select **System Administrators** and click **OK**.

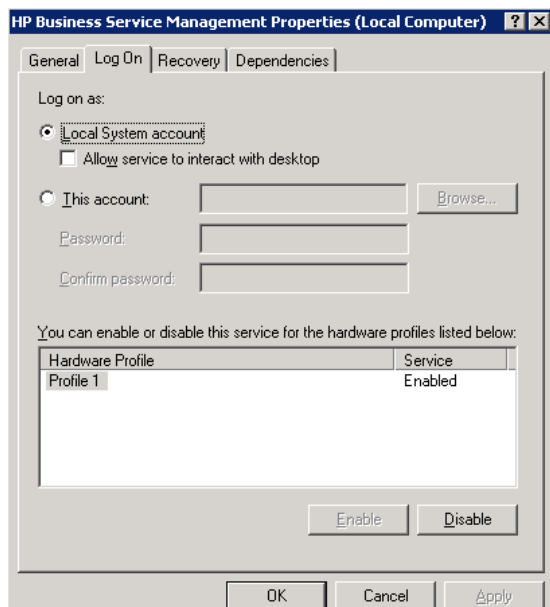
Launching the HP Business Service Management service with a Windows User

By default, the HP Business Service Management service is run as a system service. If you have configured your Microsoft SQL Server to use Windows authentication, you must change the user running the HP Business Service Management service to the same Windows user you defined for the Microsoft SQL Server in order to enable the service user to access the database.

Note: For information on the additional permissions that the service user must have, see "Changing the HP Business Service Management Service User" in the *HP Business Service Management Deployment Guide* PDF.

To change the HP Business Service Management service user:

- 1** Disable HP Business Service Management (**Start > Programs > HP Business Service Management > Administration > Disable HP Business Service Management**).
- 2** In Microsoft's Services window, double-click **HP Business Service Management**. The HP Business Service Management Properties (Local Computer) dialog box opens.
- 3** Click the **Log On** tab.



- 4** Select **This account** and browse to choose the user you previously defined for your Microsoft SQL Server.
- 5** Enter the selected user's Windows password and confirm this password.
- 6** Click **Apply** to save your settings and **OK** to close the dialog box.
- 7** Enable HP Business Service Management (**Start > Programs > HP Business Service Management > Administration > Enable HP Business Service Management**).

Creating or Connecting to a Microsoft SQL Database Using Windows Authentication

You create or connect to a database using the Server and Database Configuration utility. To create or connect to a Microsoft SQL database using Windows authentication, you must select this option within the Server and Database Configuration utility. For details on using the Server and Database Configuration utility, see "Server Deployment and Setting Database Parameters" in the *HP Business Service Management Deployment Guide* PDF.

Part III

Deploying and Maintaining the Oracle Server Database

8

Overview of Oracle Server Deployment

You can set up HP Business Service Management schemas on an Oracle Server.

This chapter describes the following topics related to deploying Oracle Servers for use with HP Business Service Management.

This chapter includes:

- ▶ About Oracle Server Deployment on page 81
- ▶ System Requirements on page 82

About Oracle Server Deployment

To deploy Oracle Server for use with HP Business Service Management, perform the following procedures:

▶ **Install Oracle Server.**

For details on Oracle software installation, refer to the installation guide in the documentation for your specific Oracle platform. For software installation options, see "Oracle Server Configuration and Sizing Guidelines" on page 95 and "Oracle Summary Checklist" on page 129.

▶ **Build a database on Oracle Server to store HP Business Service Management data.**

For instance configuration and sizing guidelines, see "Oracle Server Configuration and Sizing Guidelines" on page 95. For details on database instance installation, refer to the installation guide in the documentation for your specific Oracle platform.

- ▶ **Create one or more Oracle tablespaces to store HP Business Service Management data.**

For details, see "Oracle Tablespaces" on page 101.

- ▶ **Create an Oracle user schema for HP Business Service Management schemas.**

You can create HP Business Service Management user schemas manually, or you can use the Server and Database Configuration utility to create the schemas for you. For details on creating an Oracle user schema for HP Business Service Management, see "Creating HP Business Service Management Schemas Manually" on page 87.

System Requirements

This section describes the system requirements for working with Oracle Server in conjunction with HP Business Service Management.

This section includes the following topics:

- ▶ "Hardware Requirements" on page 82
- ▶ "Software Requirements" on page 83
- ▶ "Examples of Tested Deployments" on page 84
- ▶ "Oracle Instances" on page 84

Hardware Requirements

For HP Business Service Management hardware sizing guidelines, see "Hardware Requirements" on page 22.

For Oracle hardware requirements, refer to the installation guide for your specific Oracle platform. Additional information is also available in the Oracle software distribution media as well as the online Oracle documentation. For Oracle documentation, refer to:

<http://otn.oracle.com/documentation/index.html>.

Software Requirements

The following table lists the Oracle Servers supported for working with HP Business Service Management. A supported option means that HP quality assurance personnel have successfully performed basic tests on that option.

| Database Release | |
|--|-------------|
| Version | System Type |
| Oracle 10.2 (10.2.0.4 or higher component specific release number 10.2.0.X) Enterprise Edition | 64 BIT |
| Oracle 10.2 (10.2.0.4 or higher component specific release number 10.2.0.X) RAC Enterprise Edition | 64 BIT |
| Oracle 11.1.0.7 Enterprise Edition | 64 BIT |
| Oracle 11.2 (11g R2) Enterprise Edition | 64 BIT |
| Oracle 11.2 (11g R2) RAC Enterprise Edition | 64 BIT |

Note:

- ▶ It is strongly recommended to apply the latest critical Oracle patches per your operating system. For details, consult the Oracle documentation.
 - ▶ Consult the Oracle documentation for supported platforms.
 - ▶ The Oracle Partitioning option must be enabled.
-

Examples of Tested Deployments

The following table details the deployment environments that have been rigorously tested by HP quality assurance personnel.

| Database Release | | Operating System |
|---|-------------|---------------------------------|
| Version | System Type | |
| Oracle 11.2 (11g R2) Enterprise Edition | 64 BIT | Linux Enterprise Edition RHEL 5 |
| Oracle 11.2 (11g R2) RAC Enterprise Edition | 64 BIT | Linux Enterprise Edition RHEL 5 |
| Oracle 10.2.0.4 Enterprise Edition | 64 BIT | Linux Enterprise Edition RHEL 5 |
| Oracle 11.2 (11g R2) Enterprise Edition | 64 BIT | Solaris 10 |

Oracle Instances

You can install more than one Oracle instance on a machine, using the same Oracle database engine.

For HP Business Service Management certification, do not use more than one Oracle instance. If you do use more than one instance for the HP Business Service Management databases, ensure that all the instances are configured as described in this document and that they all have the same characteristics (such as the same character set).

Note: Only the Enterprise editions of Oracle are supported by HP Business Service Management.

9

Manually Creating the Oracle Schemas

This chapter describes how to manually create and populate HP Business Service Management user schemas. It also contains information on Oracle permissions for HP Business Service Management user schemas.

This chapter includes:

- ▶ Overview of the Oracle Server Databases on page 86
- ▶ Creating HP Business Service Management Schemas Manually on page 87
- ▶ Profile User Schemas on page 91
- ▶ HP Business Service Management Oracle Schema Privileges on page 92

Note: It is strongly recommended that you run the database schema verify program after creating the HP Business Service Management schemas to verify that your database schemas are configured properly. For information on the verification process, see Appendix D, "Database Schema Verification."

Overview of the Oracle Server Databases

HP Business Service Management uses the following databases for its persistency:

- ▶ **Management.** The HP Business Service Management management database.
- ▶ **Profile.** The HP Business Service Management profile database.
- ▶ **CMDB.** The configuration management database.
- ▶ **CMDB History.** The configuration management history database.
- ▶ **BPI.** The Business Process Insight database.
- ▶ **OMI.** The Operations Management database.

During the HP Business Service Management setup, new databases can be set up automatically by the setup procedure, or already existing databases can be used. Existing databases can either be created manually in advance (for example, due to organization security restrictions), or can be created by a previous installation of the same release of HP Business Service Management.

For details about installing HP Business Service Management server, see "Introducing HP Business Service Management Platform Deployment" in the *HP Business Service Management Deployment Guide* PDF.

Creating HP Business Service Management Schemas Manually

The HP Business Service Management user schemas can be created manually or automatically using the Server and Database Configuration utility. For more information on the Server and Database Configuration utility, see "Setting Database Parameters" and "Setting User Schema Parameters" in the *HP Business Service Management Deployment Guide* PDF.

The Server and Database Configuration utility prompts you to supply the following parameters:

- **Host name.** The name of the host machine on which Oracle Server is installed.
- **Port.** The Oracle listener port. HP Business Service Management automatically displays the default port, **1521**.
- **SID.** The Oracle instance name that uniquely identifies the Oracle database instance being used by HP Business Service Management.
- **Schema name and password.** The name and password of the existing user schema, or the name that you give the new user schema (for example, BAC_MANAGEMENT).
- **Admin user name and password.** (to connect as an administrator) The name and password of a user with administrative permissions on Oracle Server (for example, a System user).
- **Default tablespace.** The name of the dedicated default tablespace you created for the user schema. For details on creating a dedicated HP Business Service Management tablespace, see "Oracle Tablespaces" on page 101.
- **Temporary tablespace.** The name of the temporary tablespace you assigned to the user schema. The default Oracle temporary tablespace is **temp**.

When manually creating HP Business Service Management user schemas, you must supply the following parameters:

- ▶ **Administrator user name.** The name of a user with administrative permissions on Oracle Server that is used to create the user schema (by default, the Oracle administrative user is **system**).
- ▶ **Administrator password.** The specified administrator user's password.
- ▶ **User name.** A name for the user schema that you want to create. Note that you must specify a unique user name for each user schema that you create for HP Business Service Management.
- ▶ **User password.** A password enabling you to access the user schema.
- ▶ **tnsnames entry name.** The TNS name specified in the **tnsnames.ora** file on the Oracle Client machine.
- ▶ **Default tablespace.** The name of the dedicated default tablespace you created for the user schema.
- ▶ **Temporary tablespace.** The name of a dedicated default temporary tablespace that you created for the user schema. If you did not create a dedicated temporary tablespace, specify an alternative temporary tablespace (the default Oracle temporary tablespace is called **temp**).

This section includes the following topics:

- ▶ "Creating a Management User Schema Manually" on page 89
- ▶ "Creating a CMDB User Schema Manually" on page 90
- ▶ "Creating a CMDB History User Schema Manually" on page 90
- ▶ "Creating a BPI User Schema Manually" on page 90
- ▶ "Creating an OMI User Schema Manually" on page 90

Creating a Management User Schema Manually

It is recommended that a certified database administrator create the management user schema manually (using your organization's database characteristic methodology). You then connect to the management user schema later in the Server and Database Configuration utility. For more information on the Server and Database Configuration utility, see "Setting Database Parameters" and "Setting User Schema Parameters" in the *HP Business Service Management Deployment Guide* PDF.

Note: Manually configuring a management user schema may be required if you cannot submit database administrator connection parameters over a non-secure connection.

You create the management user schema manually using the **management_ora_dbobjects_create.bat** (or **management_ora_dbobjects_create.sh** in UNIX installation) script, located in the <Gateway Server root directory>\AppServer\webapps\site.war\DataBases\ORA_DB_Utils directory.

To create a management user schema manually:

Run the following command (see page 87 for an explanation of the parameters to be used) from the <Gateway Server root directory>\AppServer\webapps\site.war\DataBases\ORA_DB_Utils directory:

```
management_ora_dbobjects_create [admin_user] [admin_password]
[application_management_user] [application_management_password]
[tns_entry_name] [default_tablespace] [temporary_tablespace]
```

Creating a CMDB User Schema Manually

It is recommended that a certified database administrator create the CMDB user schema manually (using your organization's database characteristic methodology). You then connect to the CMDB user schema later in the Server and Database Configuration utility. For more information on the Server and Database Configuration utility, see "Setting Database Parameters" and "Setting User Schema Parameters" in the *HP Business Service Management Deployment Guide* PDF.

To create a separate CMDB user schema manually:

Create a user schema with the permissions described in "HP Business Service Management Oracle Schema Privileges" on page 92.

Creating a CMDB History User Schema Manually

To create a separate CMDB History user schema manually:

Create a user schema with the permissions described in "HP Business Service Management Oracle Schema Privileges" on page 92.

Creating a BPI User Schema Manually

To create a separate BPI user schema manually:

Create a user schema with the permissions described in "HP Business Service Management Oracle Schema Privileges" on page 92. Connect to this schema using `sqlplus`.

Run the following script file located in the <Gateway Server root directory>\AppServer\webapps\site.war\DataBases\ORA_DB_Utills directory:

```
bpi_ora_dbojects_create_manual.sql
```

Creating an OMI User Schema Manually

To create a separate OMI user schema manually:

Create a user schema with the permissions described in "HP Business Service Management Oracle Schema Privileges" on page 92.

Profile User Schemas

Profile user schemas contain performance data collected by HP Business Service Management, and are generally large databases. For information on the size of the profile databases, see Chapter 10, "Oracle Server Configuration and Sizing Guidelines."

Profile user schemas can be created manually or automatically using the **Database Management** page in **Admin > Platform > Setup and Maintenance**. For information on creating profile databases automatically, see "Database Management - Overview" in *Platform Administration*.

Creating Profile User Schemas Manually

It is recommended that a certified database administrator create profile user schemas manually (using your organization's database characteristic methodology). You then connect to these profile user schemas later from the **Database Management** page in **Admin > Platform > Setup and Maintenance**. For more information on connecting to profile user schemas from Platform Administration, see "Database Management - Overview" in *Platform Administration*.

Note: Manually configuring profile user schemas may be required if you cannot submit database administrator connection parameters over a non-secure connection.

You create the profile user schema manually using the **profile_ora_dbojects_create.bat** (or **profile_ora_dbojects_create.sh** in UNIX installation) script, located in the <**Gateway Server root directory**>\AppServer\webapps\site.war\DataBases\ORA_DB_Utills directory.

To create a profile user schema manually:

Run the following command (see the list of parameters on page 87 that are used when creating a profile user schema) from the **<Gateway Server root directory>\AppServer\webapps\site.war\DataBases\ORA_DB_Utills** directory:

```
profile_ora_dbojects_create [admin_user] [admin_password]  
[application_management_user] [application_management_password]  
[tns_entry_name] [default_tablespace] [temporary_tablespace]
```

HP Business Service Management Oracle Schema Privileges

When using an Oracle user schema, you can perform any database action that is allowed by the Oracle permission granted to the user. The following list (taken from the **oracle_user_create.sql** script located in the **<Gateway Server root directory>\AppServer\webapps\site.war\DataBases\ORA_DB_Utills** directory) describes the required database permissions that must be granted to the HP Business Service Management user. These permissions are also used by the HP Business Service Management platform components to create a new Oracle user:

- ▶ GRANT "CONNECT" TO <HP Business Service Management Oracle user schema>;
- ▶ GRANT CREATE SEQUENCE TO <HP Business Service Management Oracle user schema>;
- ▶ GRANT CREATE TABLE TO <HP Business Service Management Oracle user schema>;
- ▶ GRANT CREATE TRIGGER TO <HP Business Service Management Oracle user schema>;
- ▶ GRANT UNLIMITED TABLESPACE TO <HP Business Service Management Oracle user schema>;
- ▶ GRANT CREATE VIEW TO <HP Business Service Management Oracle user schema>;
- ▶ GRANT CREATE PROCEDURE TO <HP Business Service Management Oracle user schema>;

- ▶ ALTER USER <HP Business Service Management Oracle user schema>
DEFAULT ROLE ALL;

Note: HP Business Service Management supports any user with higher permissions. For HP Business Service Management certification, use an Oracle user that has the exact Oracle permissions described above.

10

Oracle Server Configuration and Sizing Guidelines

This chapter contains guidelines for the Oracle database configuration and storage settings that should be used when working with Oracle Server and HP Business Service Management. Note that the recommended settings differ according to the size of your HP Business Service Management deployment.

This chapter includes:

- Oracle Parameter Settings on page 96
- Oracle Tablespaces on page 101
- Oracle Tablespace Settings on page 103
- Using RAID Configuration on page 108
- ASM Storage on page 109

Oracle Parameter Settings

The following table describes the recommended values for a number of Oracle database initialization parameters, when working with the HP Business Service Management database server:

| Parameter Name | HP Business Service Management Deployment | | Remarks |
|--|---|----------------------|--|
| | Small | Large | |
| DB_BLOCK_SIZE | 8K | 8K-16K | Should be a multiple of the operating system block size. |
| DB_CACHE_ADVICE | ON | ON | For gathering statistics when tuning is required |
| SGA_TARGET | 1 GB | 4 GB and higher | Oracle 10g. See remarks below the table. |
| MEMORY_TARGET | 2 GB | 5 GB and higher | Oracle 11g. See remarks below the table. |
| LOG_BUFFER | 1 MB | 5 MB | |
| DB_FILE_MULTIBLOCK_READ_COUNT | Oracle default value | Oracle default value | |
| PROCESSES | 200 | 400 | Add an additional 100 as a safety net |
| SESSIONS | 225 | 445 | (1.1 * PROCESSES) + 5 |
| OPTIMIZER_INDEX_COST_ADJ parameter value | 100 | 100 | Affects performance |
| TIMED_STATISTICS | True | True | |

| Parameter Name | HP Business Service Management Deployment | | Remarks |
|-------------------------|---|-------------------------------------|---|
| | Small | Large | |
| LOG_CHECKPOINT_INTERVAL | 0 | 0 | |
| LOG_CHECKPOINT_TIMEOUT | 0; or greater than or equal to 1800 | 0; or greater than or equal to 1800 | |
| OPTIMIZER_MODE | ALL_ROWS | ALL_ROWS | |
| CURSOR_SHARING | Exact | Exact | |
| OPEN_CURSORS | 800 | 800 | |
| COMPATIBLE | The same as the release installed | The same as the release installed | |
| SQL_TRACE | False, True | False | |
| UNDO_MANAGEMENT | Auto | Auto | |
| UNDO_RETENTION | Oracle default value | Oracle default value | Automatic tuning is performed in Oracle 10g and up |
| RECYCLEBIN | Off | Off | |
| NLS_LENGTH_SEMANTICS | BYTE | BYTE | This parameter controls the length definition of varchar columns. |
| WORKAREA_SIZE_POLICY | AUTO | AUTO | |
| PGA_AGGREGATE_TARGET | 400 MB | 1 GB and higher | |

| Parameter Name | HP Business Service Management Deployment | | Remarks |
|--------------------------------------|---|---------|--|
| | Small | Large | |
| STATISTICS_LEVEL | TYPICAL | TYPICAL | Enables tuning if required. |
| STAR_TRANSFORMATION_ENABLED | TRUE | TRUE | Determines whether star transformation can be applied to queries by the optimizer. Setting the parameter to false affects the performance of End User Management reports. |
| OPTIMIZER_CAPTURE_SQL_PLAN_BASELINES | FALSE | FALSE | Oracle 11g. Controls Automatic Plan Capture as part of Oracle 11g SQL Management Base (SMB). |
| AUDIT_TRAIL | NONE | NONE | In Oracle 11g, the default is changed from none to db, which means that out-of-the-box database auditing is written to the SYS.AUD\$ audit trail table. It is advisable to change this value to none to avoid growth of the system tablespace. |

| Parameter Name | HP Business Service Management Deployment | | Remarks |
|-----------------------|---|---------|---|
| | Small | Large | |
| CURSOR_SPACE_FOR_TIME | False | False | |
| USE_STORED_OUTLINES | False | False | Oracle Default |
| BLANK_TRIMMING | False | False | |
| FIXED_DATE | Not set | Not set | HP Business Service Management uses the SYSDATE function for generating system time as part of the application process. |

Note the following:

- **SGA_TARGET.** Setting this parameter configures Oracle to automatically determine the size of the buffer cache (`db_cache_size`), shared pool (`shared_pool_size`), large pool (`large_pool_size`), java pool (`java_pool_size`), and streams pool (`streams_pool_size`).

The value configured for `SGA_TARGET` sets the total size of the SGA components.

When `SGA_TARGET` is set (that is, its value is not 0), and one of the above pools is also set to a non-zero value, the pool value is used as the minimum value for that pool.

- ▶ **MEMORY_TARGET.** In Oracle 11g, Automatic Memory Management enables the entire instance memory to be automatically managed and tuned by the instance. The instance memory contains the System Global Area (SGA) and the Program Global Area (PGA). In Oracle 11g, MEMORY_TARGET is the only required memory parameter to set, however it is recommended to set SGA_TARGET or PGA_AGGREGATE_TARGET as well to avoid frequent resizing of the SGA and PGA components. The values entered for SGA_TARGET and PGA_AGGREGATE_TARGET serve as minimum values.
- ▶ **STAR_TRANSFORMATION_ENABLED.** This parameter should be set to **true**. End User Management reports performance is influenced by this setting.

Oracle Tablespaces

An Oracle tablespace is an Oracle object that is a logical container of database objects, for example, tables, indexes, and so forth. When working with HP Business Service Management, you must create one or more dedicated default tablespaces for your HP Business Service Management user schemas. You may also want to create a dedicated temporary tablespace for HP Business Service Management. To create a tablespace, you must provide specific operating system files that physically represent the tablespace, as well as extent parameters.

When mapping operating system files, there is an option to make the file auto-extendable. This feature is supported by HP Business Service Management, but not certified for use with HP Business Service Management, since it can cause the system to consume all available disk space.

This section describes:

- Locally Managed Tablespaces
- Creating an Oracle Tablespace

Locally Managed Tablespaces

A locally managed tablespace is a feature introduced in Oracle8i. Prior to Oracle8i, all tablespaces were dictionary-managed tablespaces. A tablespace that manages its extents locally can have either uniform extent sizes, or variable extent sizes that are determined automatically by the system. When you create the tablespace, the **uniform** or **autoallocate** (system-managed) option specifies the type of allocation.

For system-managed extents, Oracle determines the optimal size of extents, with a minimum extent size of 64 KB. This is the default extent size for permanent tablespaces.

For uniform extents, you can specify an extent size, or use the default size, which is 1 MB. Temporary tablespaces that manage their extents locally can only use this type of allocation.

Note that the NEXT, PCTINCREASE, MINEXTENTS, MAXEXTENTS, and DEFAULT STORAGE storage parameters are not valid for extents that are managed locally.

All data and temporary tablespaces should be locally managed when working with HP Business Service Management.

For information on locally managing temporary tablespace using TEMPFILE, see "Temporary Tablespace Settings" on page 106.

Creating an Oracle Tablespace

You create an HP Business Service Management Oracle tablespace using the **oracle_tablespace_create.sh** script Oracle tablespace for a Windows installation using the **oracle_tablespace_create.bat** script. For a UNIX installation, you create the Oracle tablespace using the **oracle_tablespace_create.sh** script. Both scripts are found in <HP Business Service Management server>\AppServer\webapps\site.war\DataBases\ORA_DB_Utils.

Note: This script is a basic script for tablespace creation that contains one data file. You can edit this file according to the size of your HP Business Service Management installation. For more information, see "Data Tablespace Settings" on page 104.

To create an HP Business Service Management Oracle tablespace:

Run the following command from the directory in which the **oracle_tablespace_create.bat** or **oracle_tablespace_create.sh** script is located:

```
oracle_tablespace_create [admin_user] [admin_password] [tns_entry_name]
[tablespace_name] [file_name] [file_size]
```

- **[admin_user]**. Name of user with administrative permissions on Oracle Server.
- **[admin_password]**. Password of specified user.

- **[tns_entry_name]**. The TNS name specified in the **tnsnames.ora** file on the local Oracle Client.
- **[tablespace_name]**. Name of tablespace to create.
- **[file_name]**. File name to be created, including full path to file.
- **[file_size]**. File size; use M for MB and K for KB. Note that the actual size needed varies depending on the amount of data HP Business Service Management generates and the amount of time you keep historical data.

Oracle Tablespace Settings

This section describes the storage settings and file sizing guidelines for data tablespaces, temporary tablespaces, redo logs, and undo tablespaces.

This section includes the following topics:

- "Data Tablespace Settings" on page 104
- "System Tablespace Settings" on page 105
- "Temporary Tablespace Settings" on page 106
- "Redo Log Settings" on page 106
- "Undo Segment Settings" on page 107

Data Tablespace Settings

The following table specifies the recommended sizes for HP Business Service Management tablespaces:

| Tablespace | HP Business Service Management Deployment | | Remarks |
|--------------|---|--------|--|
| | Small | Large | |
| Management | 5 GB | 10 GB | The specified size is a minimum requirement. |
| Profile | 30 GB | 600 GB | The actual size is dependent on the EPS of the Profile database metrics and on the purging policy of the Profile database data tables as defined in the Partition and Purging Manager. |
| CMDB | 1 GB | 20 GB | The specified size is a minimum requirement. |
| CMDB History | 1 GB | 20 GB | The specified size is a minimum requirement. |
| BPI | 20 MB | 50 MB | The specified size is a minimum requirement. |
| OMI | 5 GB | 20 GB | The specified size is a minimum requirement. |

Data Tablespace Default Storage Settings

The storage settings for data tablespaces should be:

- Locally managed tablespace
- Automatic segment space management
- Automatic local extent management

System Tablespace Settings

The following table specifies the recommended settings for system tablespaces:

| Tablespace | HP Business Service Management Deployment | |
|------------|---|-------|
| | Small | Large |
| SYSTEM | 2 GB | 5 GB |
| SYSAUX | 2 GB | 5 GB |

The System Tablespace storage default settings should be:

- Locally managed tablespace
- Segment space management:
 - **SYSAUX**: Automatic
 - **SYSTEM**: Manual
- Automatic local extent management

Temporary Tablespace Settings

The following table specifies the recommended settings for temporary tablespaces:

| Tablespace | HP Business Service Management Deployment | | Remarks |
|-----------------------|---|-----------------------------|---|
| | Small | Large | |
| TEMP | 1 GB | 10 GB | Use multiple files with large tablespaces. |
| TEMP storage settings | Uniform allocation: 2 MB | Uniform allocation: 2 MB | <ul style="list-style-type: none"> ▶ Should be locally managed (Uniform allocation). ▶ Tablespaces should be of a temporary type (use of TEMPFILE). ▶ Segment space management in temporary tablespaces is manual. |

Redo Log Settings

The following table specifies the recommended settings for redo log files:

| Setting | HP Business Service Management Deployment | |
|-------------------------------------|---|--------|
| | Small | Large |
| Redo log file size | 100 MB | 200 MB |
| Minimum number of groups | 4 | 4 |
| Minimum number of members per group | 2 | 2 |

Undo Segment Settings

The following table specifies the recommended Undo settings:

| Setting | HP Business Service Management System Profile | | Remarks |
|----------------------------|---|-------|---|
| | Small | Large | |
| Undo tablespace size | 1 GB | 10 GB | The number of segments, the minimum number of extents, and the rollback segment size (initial, next) are all set automatically by Oracle. |
| UNDO_ MANAGEMENT parameter | AUTO | | Oracle default values. |
| UNDO_ RETENTION parameter | Oracle default value | | |

The Undo Tablespace storage default settings should be:

- Locally managed tablespace
- Automatic segment space management
- Automatic local extent management

Using RAID Configuration

The use of RAID is transparent to Oracle. All the features specific to RAID configurations are handled by the operating system and not by Oracle.

The use of RAID devices differs according to the Oracle file type. Data files and archive logs can be placed on RAID devices, since they are accessed randomly. Redo logs should not be put on RAID devices, since they are accessed sequentially and performance is enhanced by having the disk drive head near the last write location. However, mirroring of redo log files is strongly recommended by Oracle.

RAID is much easier to use than the Oracle techniques for data placement and striping.

Note the following RAID configuration recommendations:

- ▶ RAID usually impacts write operations more than read operations. This is especially true where parity needs to be calculated (RAID 3, RAID 5, and so forth).
- ▶ You can place online or archived redo log files on RAID 1 devices. Do not use RAID 5. In addition, place TEMP tablespace data files on RAID 1 devices, instead of RAID 5, because the streamed write performance of distributed parity (RAID 5) is not as good as that of simple mirroring (RAID 1).
- ▶ Swap space can be used on RAID devices without affecting Oracle.

The following table describes the RAID devices and types to be used with each Oracle file type:

| RAID | Type of RAID | Control File | Database File | Redo Log File/ Temporary | Archive File |
|------|----------------------|--------------|---------------|--------------------------|--------------|
| 0 | Striping | Avoid | OK | Avoid | Avoid |
| 1 | Shadowing | OK | OK | Recommended | Recommended |
| 0+1 | Striping + Shadowing | OK | Recommended | Avoid | Avoid |

| RAID | Type of RAID | Control File | Database File | Redo Log File/ Temporary | Archive File |
|------|-------------------------------|--------------|--|-----------------------------|--------------|
| 3 | Striping with static parity | OK | Avoid when this data file involves heavy write operation | Avoid | Avoid |
| 5 | Striping with rotating parity | OK | Avoid when this data file involves heavy write operation | Avoid | Avoid |

Note:

- ▶ RAID 0 does not provide protection against failures. It requires a strong backup strategy.
 - ▶ RAID 0+1 is recommended for database files because it avoids hot spots and provides the best possible performance during a disk failure. The disadvantage of RAID 0+1 is its costly configuration.
 - ▶ Use the highest RPM disks for temporary/redologs. Use as many controllers as you can in the array, and ensure that you place the redo log groups on different controllers.
-

ASM Storage

As of HP Business Service Management 9.00, Oracle 11g Automatic Storage Management (ASM) is supported as a storage option for Oracle database files, in addition to the traditional file system option.

For details on configuring and administering ASM, see the *Oracle Database Storage Administrator's Guide 11g*.

For an ASM Overview, best practices, and technical papers, see <http://www.oracle.com/technology/products/database/asm/index.html>.

Pay attention to the following tasks:

- ▶ Preparing and mapping of the ASM disks, configuring the ASM disk groups, and setting the correct redundancy.
- ▶ Usage of the Oracle ASMLIB driver for improved discovery and management of ASM disks and for enhanced I/O processing (Linux only).
- ▶ Proper setting of ASM_DISKSTRING according to your disks discovery path.
- ▶ Rebalance operation manual and automatic control options.

11

Maintaining an Oracle Server Database

This chapter describes the various maintenance and tuning procedures that are recommended for HP Business Service Management databases created on Oracle Servers, as well as some of the available database backup and recovery methods.

This chapter includes:

- Database Maintenance and Tuning on page 111
- Oracle Database Backup and Recovery on page 120

Database Maintenance and Tuning

Poor database performance can be caused by the faulty configuration of the instance and database, or by abnormal resource consumption of an Oracle transaction, user, or process. It is essential for the database administrator to proactively monitor resource consumption, and correct any abnormalities before performance is affected.

Note: Memory, CPU, and I/O are the three most common system resources consumed by Oracle.

There are a number of third-party tools that you can use to monitor database behavior and assist you in identifying bottlenecks in your system. Use the following guidelines to help you.

This section includes the following topics:

- "System Global Area (SGA)" on page 112
- "Database Load Behavior" on page 112
- "CPU and I/O" on page 113
- "Oracle Alert File" on page 113
- "Archive Log – File System" on page 113
- "Tablespace Storage Space" on page 114
- "Space Management" on page 114
- "Collecting Statistics for Databases" on page 114
- "Oracle 10g Automated Statistics Collection" on page 115
- "Oracle 11g Automated Statistics Collection" on page 116
- "Collecting Statistics for RTSM" on page 117
- "Index Fragmentation" on page 117

System Global Area (SGA)

Always configure your SGA to fit physical memory and avoid using swapping. It is recommended that you not set the SGA for more than 70 percent of system physical memory, leaving enough memory for additional system and client processes. In Oracle 11g, the parameters `MEMORY_TARGET` or `MEMORY_MAX_TARGET` cannot be greater than the shared memory file system (`/dev/shm`) on your operating system.

Database Load Behavior

Oracle10g AWR (Automatic Workload Repository) reports can be used to monitor performance bottlenecks and database behavior. For details, refer to *Oracle Metalink Note 276103.1: PERFORMANCE TUNING USING 10g ADVISORS AND MANAGEABILITY FEATURES*. AWR is an evolution of STATSPACK (8i and up) and `utlbstat/utlestat`.

It is also recommended that you monitor I/O load on the system to identify I/O contention. Once you determine which disk is most loaded, you can use the AWR output to determine which particular Oracle data file is the cause of the contention and consider changing the I/O storage configuration.

CPU and I/O

It is recommended that you monitor the CPU and file system, which are the main resources consumed by the database server. CPU usage should not exceed 70 percent and the I/O wait should not be higher than 10 percent.

You can use **perfmon** on Windows, or **top** in UNIX and the storage system management tools, to monitor the above resources.

Oracle Alert File

Oracle registers abnormal events in the **alert.log** file, whose location is defined by the **BACKGROUND_DUMP_DEST** parameter. As of Oracle 11g, the **BACKGROUND_DUMP_DEST** parameter is replaced by **DIAGNOSTIC_DEST** as part of Oracle Automatic Diagnostic Repository (ADR).

It is recommended that you check this file regularly to identify abnormalities that should be corrected, for example, ORA-XXXXX errors.

Archive Log – File System

When using the archive log mode, monitor your **ARCHIVE_DUMP_DEST** location for disk usage. These files should be backed up and deleted regularly to leave sufficient disk space for new archive files.

The archive file is usually the same size as the redo log file. To determine the size of a redo log file, use the operating system command or the following query:

```
SQL> select GROUP#, BYTES
       from V$LOG;
```

To determine the number of archive files generated over a period of time, for example, a day, you can use the following query after the system is stable:

```
SQL> alter session set NLS_DATE_FORMAT = 'DD-MON-YYYY';
```

```
SQL> select FIRST_TIME as "Day",  
        COUNT(*) as "Number of files"  
        from V$LOG_HISTORY  
        group by FIRST_TIME  
        order by 1 asc;
```

Tablespace Storage Space

To avoid space errors caused by data growth, monitor your tablespace usage regularly.

If you run out of space in one of your tablespaces, you can add one or more data files to it by using the ALTER TABLESPACE <tablespace name> ADD DATAFILE... command.

Space Management

Free space in Oracle tablespaces is composed of newly created extents, or space that was used and freed by operations such as update and delete. If some of the free space in a tablespace is composed of extents that were used and freed, your tablespace may become fragmented. You can use the Oracle Segment Advisor (in Oracle 10g and up) to determine whether objects have unused space that can be released. Objects that are found to be fragmented can be reorganized to reclaim wasted space and compact the segment. For an overview on reclaiming wasted space, refer to the chapter *Managing Space for Schema Objects: Reclaiming Wasted Space* in the **Oracle Database Administrator's Guide** for your Oracle release.

Collecting Statistics for Databases

The HP Business Service Management platform is planned and built to work with the Oracle Cost Base Optimizer. For the Optimizer to work properly, you must periodically collect statistics for all schema tables.

During the initial phase of HP Business Service Management deployment, it is recommended that you collect statistics for all HP Business Service Management objects (tables and indexes).

When working with large HP Business Service Management environments, it is recommended that you collect statistics only for objects for which the amount of data changes significantly during the day, or for new objects that are created (such as the tables and indexes created by the Partitioning and Purging Manager). Once your HP Business Service Management system is stable, you should collect statistics once a day.

Oracle 10g Automated Statistics Collection

Oracle 10g has an automated job for statistics collection of all database schemas as part of using 10g Scheduler APIs. The automated job is the **GATHER_STATS_JOB** which is owned by the **SYS** super user. The job collects stale (inaccurate) statistics at a predefined time (Maintenance Window). The job only refreshes statistics for objects with empty or stale statistics, thereby avoiding scanning unnecessary data as was the case in Oracle 9i.

The Maintenance Window comprises the **WEEKNIGHT_WINDOW** (with the job starting at 10:00 PM Monday-Friday), and the **WEEKEND_WINDOW** (with the job starting at 12:00 AM on Saturday), with no job scheduled for Sunday. If you need to collect statistics at other maintenance times that better suit your system, your database administrator can change the schedule using the Oracle Enterprise Manager console. For an overview of the Oracle Scheduler, refer to the chapter "Overview of Scheduler Concepts" in the Oracle Database Administrator's Guide in the Oracle 10g documentation set.

Note: From Oracle 10g and on, it is strongly recommended to use Oracle Scheduler job APIs instead of **DBMS_JOB** APIs for job automation.

Oracle 11g Automated Statistics Collection

In Oracle 11g, the Automatic Optimizer Statistics Collection job, GATHER_STATS_JOB, is managed by the Automatic Maintenance Tasks framework instead of the Oracle Scheduler framework. Automatic Maintenance Tasks are predefined tasks that perform maintenance operations on the database. These tasks run in a maintenance window, which is a predefined time interval that is intended to occur during a period of low system load. You can manually customize maintenance windows based on the resource usage patterns of your database, or disable certain default windows from running.

According to the Oracle documentation, the preferred way to manage or change configuration of the Automatic Optimizer Statistics Collection job in Oracle 11g is to use the Automatic Maintenance Tasks screens in Enterprise Manager Database Control and Grid Control. For an overview of the Automatic Maintenance Tasks, refer to chapter *Managing Automated Database Maintenance Tasks* in the **Oracle Database Administrator's Guide, release 11.2**.

To manually collect statistics for all HP Business Service Management objects on a database schema:

- 1 Log in to the HP Business Service Management schema (e.g. profile schema) using SQL*Plus.

- 2 Run the following command:

```
Exec DBMS_STATS.GATHER_SCHEMA_STATS (ownname => '<name of Oracle schema>', options => 'GATHER AUTO');
```

To collect statistics for specific schema tables and their indexes:

- 1 Log in to the schema using SQL*Plus.

- 2 For each table, collect statistics by running the following command:

```
Exec DBMS_STATS.GATHER_TABLE_STATS (ownname => '<name of Oracle schema>', tablename => '<Name of table for which you want to collect statistics>', estimate_percent => 5, cascade => TRUE);
```

Note:

- ▶ Cascade => True instructs the Oracle database to analyze all the indexes in the table.
 - ▶ Collecting statistics is a resource-consuming operation that can take a long time. It is therefore recommended that you collect statistics during special maintenance hours.
-

Collecting Statistics for RTSM

Unlike some databases, where queries are predefined and can be tuned according to the expected database size, RTSM database (CMDB schema) constructs queries dynamically, according to Pattern Views defined against its data model. This necessitates accurate statistics at all times. In addition to running a daily job to update statistics for RTSM, it is recommended that you manually refresh statistics if major changes to the RTSM schema objects have occurred, such as bulk insert transactions triggered by automated DFM jobs. DFM is the process responsible for automatically detecting configuration items (CIs) and inserting them into RTSM.

Index Fragmentation

HP Business Service Management schemas consists of Oracle B-tree indexes for enhancing searches on table columns.

Note: In HP Business Service Management profile schema, Oracle bitmap indexes are used in addition to B-tree indexes. The following sections are relevant to B-tree indexes.

It is recommended to validate the structure of the schema indexes periodically (at least every week for active systems), and if necessary to rebuild the indexes found to be fragmented.

The main reasons for indexes becoming fragmented are:

- ▶ **Row deletes.** When rows in a table are deleted, Oracle index nodes are not physically deleted, nor are the entries removed from the index. Rather, Oracle logically deletes the index entry and leaves dead nodes in the index tree, where they may be reused if another adjacent entry is required. However, when large numbers of adjacent rows are deleted, it is highly unlikely that Oracle is able to reuse the deleted leaf rows. In addition to wasting space, large volumes of deleted leaf nodes cause index scans to take more time.

Over time, following row deletes from schema tables, there may be a need to rebuild some of the schema indexes.

- ▶ **Index height.** The height of an index refers to the maximum number of levels encountered within the index. As the number of levels in an index increases, more block reads are needed when searching the index. When a large amount of rows are added to a table, Oracle may create additional levels of an index to accommodate the new rows, thereby causing an index to reach four levels, although only in those areas of the index tree where massive inserts have occurred. While Oracle indexes can support many millions of entries in three levels, any Oracle index that has four or more levels can benefit from rebuilding.

For HP Business Service Management tables, it is recommended to rebuild any index that has more than three levels.

Index Maintenance Utility

HP Business Service Management's index maintenance utility (**maintain_indexes.bat**) can be used to identify and rebuild indexes that have more than three levels, or that have 100,000 values or more with 10% of deleted values.

You can set a flag when running the utility to instruct it to rebuild indexes identified as being fragmented automatically, although it is recommended that you rebuild indexes manually.

When run, the utility produces a log file (**index_stats.log**) that contains the following entries:

- An alphabetical list of indexes that were identified as candidates for rebuilding. For each index listed, statistics are shown such as the height of the index and the percentage of deleted rows.
- Rebuild commands for each index listed that can be used to rebuild the indexes manually.

The utility also creates a table called **TEMP_STATS** in the target schema that contains all the indexes and their related statistics (not only the indexes listed as candidates for rebuilding). The table remains in the schema until it is manually dropped, to enable inspection of the results at a later stage.

Warning: The index maintenance utility is resource intensive, as it analyzes all indexes in the schema. It can also cause locks on database objects, or skip indexes that are locked by other sessions. It is recommended to run the index maintenance utility during maintenance hours only.

To run the index maintenance utility:

- 1** Copy the following files from the \<Gateway Server root directory>\AppServer\webapps\site.war\DataBases\ORA_DB_Utils directory to a Windows machine that has Oracle database client installed:
 - **maintain_indexes.bat**
 - **maintain_indexes.sql**
- 2** On the machine to which you copied the files, open a DOS command window and move to the location in which you copied the files.
- 3** Run the index maintenance utility with the following command:


```
maintain_indexes.bat <schema> <password><db alias> (rebuild flag)
```

 where:
 - **schema.** The name of the database schema user of the schema for which you are running the utility.
 - **password.** The password for the database schema user.

- ▶ **db alias.** The db alias for connecting to the target database as specified in the **tnsnames.ora** file. Ensure that there is an entry in the **tnsnames.ora** file for the target server.
- ▶ **rebuild flag.** The flag to instruct the utility to rebuild indexes automatically. Set the flag to **0** if you don't want the utility to rebuild indexes automatically and to **1** if you do. The default setting is **0**.

When the index maintenance utility has finished running, check the **index_stats.log** file in the directory into which you copied the files in step 1 on page 119, for the list of indexes that are candidates for rebuilding and the rebuild commands to be used.

Note: The execution time of the index maintenance utility depends on the size of the indexes and the load on the system when being run.

Oracle Database Backup and Recovery

Your backup strategy is tested when a failure occurs and data is lost. You can lose or corrupt data in several ways, such as a logical application error, an instance failure that prevents Oracle from starting, or a media failure caused by a disk crash. In addition to your scheduled backups, it is important to perform a backup when the database structure changes (for example, when a data file is added to the database), or before you upgrade your software or hardware.

When choosing a backup strategy, consider several factors, such as the system workload, the usage schedule, the importance of the data, and the hardware environment of the database.

Oracle backups can be performed using scripts executing SQL commands combined with operating system commands to copy files, or using Oracle RMAN (Recovery Manager) commands.

It is recommended that you maintain updated records of backups performed on your database so that you can use them for recovery on demand. If you are using RMAN, catalog information is available from the catalog.

This section describes:

- Available Backup Methods
- Oracle Recovery Manager – RMAN

Available Backup Methods

This section describes the various backup methods that are available.

Cold Backup

Cold backup, also known as offline backup, is a database level backup. It normally requires that the database be shut down before the backup is started. The amount of downtime is dependent on the database size, the backup media (disk or tape), the backup software, and the hardware in use.

Once the instance is down, all its data files, log files, control files, and configuration files should be copied either to disk or other media. After the copy is complete, the instance can be restarted.

This backup method enables recovery to a the point in time in the past at which the database snapshot was taken.

For more information, refer to the *Oracle Backup and Recovery Guide* for your Oracle release.

Hot Backup

Hot backup, also known as online backup, enables you to run a backup while the instance is running and users are connected to the database. This backup method is a tablespace backup level and requires the database to operate in archivelog mode, which enables Oracle to track changes over time by generating redo log file copies called archive files. The generated archive files are written to the archive destination specified by the LOG_ARCHIVE_DEST (or LOG_ARCHIVE_DEST_NN) parameter in the instance parameter files.

Note: If the Oracle Flash Recovery Area is used, then the default destination for archiving is the value set in the **db_recovery_file_dest** parameter.

Once you start the backup, all the data files, control files, archive files, and configuration files should be copied either to disk or other media. This method enables recovery to any point in time. Note that working in archivelog mode requires additional disk space to contain incremental archive files, which can influence database performance. During the backup process, HP Business Service Management may also experience some performance degradation due to disk load.

For more information, refer to the *Oracle Backup and Recovery Guide* for your Oracle release.

Data Pump Export Import

In addition to the cold and hot physical backup methods, you can use the backup method known as Data Pump. Data Pump APIs (introduced in Oracle 10g) for moving data and metadata between databases and schemas, replaced Oracle's original export/import utilities. The original export/import utilities are no longer supported for general use as of Oracle 11g.

The Oracle Data Pump export utility dumps schema structure and contents into one or more Oracle binary files called a dump file. This method can be used to transfer data between two schemas in the same database, or between two separate Oracle databases. To load exported data back into the database, use the Data Pump import utility. For more information on Oracle Data Pump utilities, refer to *Oracle Database Utilities* in the Oracle documentation for your release.

Note: HP Business Service Management does not require you to use a specific backup method; however, it is recommended that your backup method accommodate HP Business Service Management's use of more than one database user schema.

Oracle Recovery Manager – RMAN

Recovery Manager (RMAN) is a generic Oracle tool that enables you to back up and restore your target database. When working with RMAN, you can choose to work with the RMAN catalog schema. The catalog is managed within the Oracle schema and stores information on the registered database structure and backups performed using RMAN. It can be queried to produce backup reports and copy availability. A single catalog can manage backup information from one or more target databases.

The RMAN catalog is usually placed on a different database instance than the operational database and has a backup strategy of its own. It need only be available during the backup or recovery process.

The RMAN tool can be used in conjunction with third-party backup software for a complete backup and recovery solution.

The following are some advantages of RMAN:

- ▶ Minimizes backed up data by compressing backed up files to exclude empty data blocks, thereby saving time and space.
- ▶ Supports incremental backups.
- ▶ Supplies the user with backup status reporting ability.
- ▶ Supports parallel backup and recovery processes when possible.
- ▶ Can be used with a third-party backup media tool.

For more information on RMAN, refer to the Oracle Recovery Manager User's Guide for your release.

12

Configuring the Oracle Client for HP Business Service Management

This chapter describes how to configure the Oracle Client for HP Business Service Management database offline utilities. Installing an Oracle client on the application server is not a requirement, however it is recommended to have one to operate the various offline database scripts such as manually creating users or collecting statistics against HP Business Service Management databases.

This chapter includes:

- Oracle Client Versions and Operating System Platforms on page 125
- Oracle Client Installation on page 126
- Oracle Client Configuration on page 126

Oracle Client Versions and Operating System Platforms

The Oracle Client versions and operating system platforms that are supported and recommended for working with HP Business Service Management are identical to the Oracle Server versions and platforms. For details, see the Oracle Server requirements table in "Software Requirements" on page 83.

Oracle Client Installation

To install the Oracle Client, refer to the Oracle documentation.

If you choose the custom installation option during the installation process, ensure that you install the following components (under **Oracle Client**):

- ▶ Oracle Net (Including TCP/IP Adaptor)
- ▶ Oracle Database Utilities
- ▶ SQL*Plus
- ▶ Oracle Call Interface (OCI)

Oracle Client Configuration

In order to work with HP Business Service Management, you must configure the **tnsnames.ora** file that is located in the **<ORACLE_HOME>\network\admin** directory. Make sure to specify the name or IP of the Oracle Server host machine, the Oracle Server listener port (by default, usually 1521), and the SID (by default, ORCL) or service_name. The following is an example of a **tnsnames.ora** file.

```
# TNSNAMES.ORA Network Configuration File: D:\oracle\ora81\network\admin\tnsnames.ora
# Generated by oracle configuration tools.

LONDON.MERCURY.CO.IL =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = TCP)(HOST = london)(PORT = 1521))
    )
    (CONNECT_DATA =
      (SID = london)
    )
  )
```

It is recommended that you use the Oracle Net Configuration Assistant Oracle tool built to configure the **tnsnames.ora** file. For more information, refer to the Oracle documentation.

Ensure that the Oracle Client configuration, such as SID and port settings, matches the Oracle Server configuration. To test the connection from the Oracle Client machine to the Oracle Server machine, use the **tnsping** utility.

If you are using a RAC deployment, you can configure your tnsnames entry to work with the RAC. For an example of a RAC entry, see "Support for Oracle Real Application Cluster" on page 163.

Note:

- ▶ The HP Business Service Management servers access the Oracle Server using the JDBC thin driver. The JDBC thin driver does not support a firewall connection that is net*8/9 compliant, and therefore allows for SQL data transmission only.
 - ▶ The Easy Connect Naming method eliminates the need to look up names in the tnsnames.ora files for TCP/IP environments. For details, refer to the Oracle Database Net Services Administrator's Guide in the Oracle documentation set of your release.
-

13

Oracle Summary Checklist

This chapter contains a checklist summarizing the requirements for HP Business Service Management support and certification.

This chapter includes:

- ▶ Checklist for HP Business Service Management Support and Certification on page 130
- ▶ Oracle Server and Client Requirements on page 133
- ▶ Setting Oracle Initialization Parameters on page 133

Note: For more information on the Oracle database configuration settings that should be used when working with Oracle Server and HP Business Service Management, see "Oracle Server Configuration and Sizing Guidelines" on page 95.

Checklist for HP Business Service Management Support and Certification

Information is provided in this section for both supported and certified Oracle options.

The certified options are recommended for working with HP Business Service Management. Certified options are rigorously tested by HP quality assurance personnel. Supported options are those options for which HP quality assurance personnel have successfully performed basic tests.

| Option | Supported | Recommended | Remarks | For more information, see |
|---|----------------------|--|---|-------------------------------|
| Oracle edition | Enterprise | Enterprise | | |
| Dedicated HP Business Service Management server | Not necessary | Not necessary. It is recommended to dedicate an instance for HP Business Service Management. | | |
| Use of multiple Oracle instances | Yes | No | The configuration of all instances must match in a certified environment. | "Oracle Instances" on page 84 |
| Use of non-default port | Yes | Yes | | |
| Undo management | Automatic; Manual | Automatic | Set UNDO_ MANAGEMEN T parameter to AUTO in a certified environment | |

| Option | Supported | Recommended | Remarks | For more information, see |
|---|----------------------------|-------------|--|---------------------------|
| Oracle Shared Servers connection method | Yes | No | HP Business Service Management uses a connection pool architecture. Use the dedicated server connection method in a certified environment. | |
| Oracle replication | No full support | No | | |
| Operating System file compression | No | No | Not supported by Oracle; Causes abnormal behavior and affects performance | |
| Database control files required | Greater than or equal to 2 | 3 | Preferable on different disks. | |

| Option | Supported | Recommended | Remarks | For more information, see |
|---------------------------------------|-----------------------------|-------------|---|---------------------------|
| Redo log groups | Greater than or equal to 3 | 4 | Oracle enables the software mirroring of redo log files. This is achieved by creating at least two members of redo log in each group. Members of the same group should reside on different disks. | |
| Character set | WE8ISO8859P1; UTF8,AL32UTF8 | AL32UTF8 | | |
| OPEN_CURSORS | 800 | 800 | | |
| Working in archive log mode | True; False | True | | |
| Oracle Partitioning Option | Enabled | Enabled | Used by the HP Business Service Management Partition Manager to partition and purge Profile database data | |
| Autoextend option in tablespace files | Yes | No | | |

| Option | Supported | Recommended | Remarks | For more information, see |
|--|--|---|---------|---|
| Locally managed data tablespace | Yes | Yes | | "Locally Managed Tablespaces" on page 101 |
| Tablespace extent management | Local automatic for application schemas; Local uniform for TEMP tablespace | Local automatic for application data tablespaces; Local uniform for TEMP tablespace | | "Oracle Tablespace Settings" on page 103 |
| Automatic Segment Space Management Tablespace (ASSM) | Yes | Yes | | |

Oracle Server and Client Requirements

For the Oracle Server and Client versions and operating system platforms that are supported for working with HP Business Service Management, see "Software Requirements" on page 83.

Setting Oracle Initialization Parameters

For a list of recommended settings for Oracle server initialization parameters, see "Oracle Parameter Settings" on page 96.

Part IV

Appendixes

A

Loader Management

This appendix explains how HP Business Service Management uses its loader to manage the data streaming from data collectors to the Gateway Server and on to the database. The loader system enables you to verify that data collected by HP Business Service Management is being reported to the database. HP Software Support also uses loader information when helping to troubleshoot data problems.

This chapter includes:

- Overview of Loader Management on page 137
- Persistency Directories on page 138
- Troubleshooting Loader Problems on page 141
- Logs on page 142
- Changing the Default Logging Level on page 143
- Statistics on page 144

Overview of Loader Management

The HP Business Service Management Loader enables efficient and persistent reporting of data from data collectors to the Gateway Server and on to the database.

The HP Business Service Management Loader works in the following manner:

- 1** Data streams (via HTTP requests) from a data collector (e.g. Business Process Monitor, Real User Monitor, SiteScope) to the **Web Data Entry** component, located on the **Data Entry Gate** on the Gateway Server.

- 2 The samples are extracted and verified on the Web Data Entry component.
- 3 The data samples are sent to the loader via the **bus**, with a copy of the data stored in the **Main Persistency** directory if the loader needs to be restarted.
- 4 Every 30 seconds, the loader automatically transfers data from the Persistency Directories to the database. An ack message is then sent to the **Main Persistency** directory to purge the stored data.

If the database is unavailable, the loader transfers the data to the **Recovery Persistency** directories.

If hierarchal data (from Business Process Monitor or Webtrace) does not flatten successfully, it is sent to the **Flatten Failure** directory.

- 5 If the data is not successfully transferred to the database (for example, because the data is corrupt), the loader transfers the data to the **DLQ** ("Dead Letter Queue") directory where it is stored. The DLQ is a subdirectory of the Main Persistency directory. For details on the DLQ, see "Persistency Directories" on page 138.

Note: You can attempt to transfer data in the DLQ to the database. For details on transferring data that is stored in the DLQ directories, see "Troubleshooting Loader Problems" on page 141.

Persistency Directories

The Persistency Directories assist with the transfer of data to the database. The Persistency Directories are:

1 Main

As data is sent from the loader to the database, it is copied to the **Main Persistency** directory. If the loader needs to be restarted, either because it crashed or the data has not reached the database, the data is retrieved from the Main Persistency directory.

Once the data reaches the database, the Main Persistency directory marks the stored data for purging.

Main Persistency Subdirectories

The Main Persistency directory includes the following subdirectories:

- ▶ **Current.** Contains data received from loader prior to crash.
- ▶ **Temp.** Funnel data from Current directory to Recovery Persistency directory to be sent to the database.
- ▶ **Dead Letter Queue (DLQ).** Contains data that does not successfully reach the database.

The Main Persistency Subdirectories store the data as Main Persistency Partition (.mpp) files.

2 Recovery

If data does not reach the database, either due to problems in the database or with the data itself, it gets sent to the **Recovery Persistency** directory. Once there, an ack message is sent to the Main Persistency directory indicating that it can purge its stored data.

Additionally, if the loader is restarted, data from the Main Persistency directory is sent to the Recovery Persistency directory before being sent onward to the database.

If the data continually does not reach the database, either due to being corrupted or not compatible with the existing HP Business Service Management configuration, it gets sent from the Recovery Persistency Directory to the **DLQ** (Dead Letter Queue) in the Main Persistency Directory.

Recovery Persistency Subdirectories

The subdirectories in the Recovery Persistency Directory are called **queues**. The queues are named according to the following factors, with each factor separated by a dot (.) in the filename:

- ▶ Data Sample Type - The type of data contained in the directory.
- ▶ Destination Database Name - The name of the database.
- ▶ Database Server ID - The name of the server that the database sits on.

- ▶ Index - Indicates the origin of the subdirectory. The index has one of two possible numerical values:
 - ▶ **0:** Indicates that the directory was created on the current server.
 - ▶ **Any other number:** Indicates that the directory was created on a server other than the current server.

The Recovery Persistency Queues contain the following files:

- ▶ **Partition files (.rpp).** Accumulate the data before it is sent on to the database.
- ▶ **Index files (.idx).** Keeps track of the data to purge in partition files.

For the location of the Persistency directories, see "Location of Persistency Directories" on page 140.

3 Flatten Failure

The data that flows from Business Process Monitor and Webtrace is hierarchal and must be flattened before it can be sent to the Main Persistency directories. If the process of flattening is continually unsuccessful, due to problems with database connectivity, the data is sent to the **Flatten Failure** directory. The data stays there until it is successfully flattened, when it is sent to the Recovery Persistency directories.

The Flatten Failure directory stores the hierarchal data as Recovery Persistency Partition (.rpp) files.

4 Location of Persistency Directories

The location of the Persistency directories on your machine is as follows:

Main Persistency:

<Gateway Server root directory>\.persist_dir\db_loader\main

Recovery Persistency:

<Gateway Server root directory>\.persist_dir\db_loader\recovery

Flatten Failure:

<Gateway Server root directory>\.persist_dir\db_loader\flattenfailure

Troubleshooting Loader Problems

You can troubleshoot problems involving the transfer of data to the database by checking the loader log files and by checking the number of files in each loader directory.

- ▶ Check the log files for error messages. If the level of logging is set to **debug** (or **info**), all **fatal**, **error**, and **warning** messages appear in the log files. If requested by HP Software Support, you can change the default logging level. For details, see "Changing the Default Logging Level" on page 143. For a definition of HP Business Service Management log levels, see "Log Severity Levels" in *Platform Administration*.
- ▶ Check whether there is an increase in the number of files in the Recovery or Flatten Failure directories, which would indicate a persistency problem. Check the status of the database, via System Health, the LoaderStatistics.log file, or the Loader.log file (the main log file). If you do not find a database problem, contact HP Software Support. For a description of the loader directories, see "Persistency Directories" on page 138.
- ▶ A large number of unsuccessfully extracted samples in the **wdeIgnoredSamples.log** file may be an indication of a configuration problem. Check your configuration and verify that the fields of the sample appear in the meta data definition of the sample type.

Additionally, System Health provides information on the performance of the Data Loading components. For details, see "System Health User Interface" in *Platform Administration*.

Transferring Data from the Dead Letter Queue to the Database

To transfer data in the DLQ to the database:

- 1 Stop the loader.
- 2 Move files from the <Gateway Server root directory>\.persist_dir\db_loader\main\dlq folder to the <Gateway Server root directory>\.persist_dir\db_loader\main\current. Make sure to avoid using identical filenames. For example, if both the current folder and the dlq folder contain a file named part-1.mpp, rename one of them (using the same extension) before moving the files.
- 3 Start the loader.

Note: If data transfer problems still occur, and some of the data does not reach the database, the problematic data is returned to the DLQ directory.

Logs

The logs store information about loader issues. This information is useful when debugging data transfer problems, at which time you need to change the default logging level. For details, see "Changing the Default Logging Level" on page 143.

The loader log files are located at:

<Gateway Server root directory>\log\db_loader

The log files used are:

- ▶ **loader.all.log.** The generic log which contains information contained in other Data Loading logs.
- ▶ **LoaderStatistics.log.** Contains statistical information about the loader's performance.
- ▶ **LoaderSamples.log.** Contains copies of all the data samples that pass through the loader on the way to the database.

The Web Data Entry logs store information on the data samples passing through the Web Data Entry component on the Data Entry Gate.

The Web Data Entry logs are located at:

<Gateway Server root directory>\log\mercury_wde

The log files used are:

- ▶ **wdePublishedSamples.log**. Contains information on the data samples successfully extracted from the Web Data Entry component on the Data Entry Gate.
- ▶ **wdeIgnoredSamples.log**. Contains information on the data samples that were not successfully extracted from the Web Data Entry component on the Data Entry Gate.

Note: A large number of unsuccessfully extracted samples in the **wdeIgnoredSamples.log** may be an indication of a configuration problem. Check your configuration and verify that the fields of the sample appear in the meta data definition of the sample type.

Additionally, the **wde.all.log** file contains information on all areas of the Web Data Entry Gate, and includes information contained in the aforementioned log directories.

Changing the Default Logging Level

As the loader works automatically, you generally do not need to make any changes to the loader files. You can change the level of logging, however, if requested by HP Software Support, from a reporting level to a debug level.

To change the level of logging for the loader:

- 1 Access the loader properties file, located at:

<Gateway Server root
directory>\conf\core\Tools\log4j\db_loader\loader.properties

- 2 In the loader.properties file, locate the entry **loglevel=ERROR**.

Note: By default, the loglevel parameter is set to **ERROR** in the loader.properties file.

- 3 Change the loglevel parameter setting from **ERROR** to **INFO** or **DEBUG**.

- 4 Save the file.

If you have multiple Gateway Server machines, repeat this procedure on every machine.

To change the level of logging for Web Data Entry:

- 1 Access the WDE properties file, located at:

<Gateway Server root
directory>\conf\core\Tools\log4j\wde\wde.properties

- 2 Repeat steps 2 through 4 above.

Statistics

You can view statistics on the logs that are kept on the various levels of the data flow, as follows:

1 WDE Statistics

The Web Data Entry logs contain statistics files on data that enters the Web Data Entry Gate from the Data Collectors. The directory which contains the statistics files is:

<GatewayServer Root Directory>\log\wde

The files available in this directory are:

- **wdeStatistics.log:** Contains statistics on the performance of the Web Data Entry Gate. The statistics are collected over the following time frames:

- Since the most recent WDE Gate reset. The default setting for the WDE Gate to be reset is every 24 hours.
- Over the past 5 minutes.

These settings can be customized in the **Infrastructure Settings Manager**, located at: **Admin > Platform > Infrastructure Settings Manager > Foundations > Web Data Entry**.

The data is processed through the following actions outlined in the log file, before being sent onto the database:

- Decoding
 - Translation
 - Publishing
- **jvm_statistics.log**: Contains statistics on memory usage of the Web Data Entry Gate.

Additionally, the **wde.all.log** file contains information on all areas of the Web Data Entry Gate, and includes information contained in the aforementioned statistics directories.

2 Loader Statistics

Contains statistics files on data that enters the loader from the bus. The path for the loader statistics file is:

<GatewayServer Root Directory>\log\db_loader\LoaderStatistics.log

The **LoaderStatistics.log** file monitors the log activity as follows:

- General Statistics, relating to the quantity of samples and the capacity of the loader.
- Statistics on Specific areas of BAC, such as Site Scope and BPM monitors data.

The statistics in this log are collected over the following time frames:

- Since the most recent loader reset. The default setting for the loader to be reset is once per week.

- Over the past 10 minutes.

These settings can be customized via the JMX tool, located at:

`http://<Gateway Server Name>:8080/jmx-console/HtmlAdaptor?action=inspectMBean&name=Foundations%3Aservice%3DInfrastructure+Settings+Manager`

The statistics in this log are processed in the following manner:

- Events Per Second (EPS)
- Overall loader statistics
- Statistics for each database
- Statistics for samples in each database

B

Data Partitioning and Purging

This appendix describes how to update the profile database table partitioning and purging policy.

This chapter includes:

- ▶ About Data Partitioning and Purging on page 147

About Data Partitioning and Purging

The data collection tables in the profile databases can grow to a very large size. Over time, this can severely degrade system performance.

HP Business Service Management's Partition and Purging Manager splits fast-growing tables into partitions at defined time intervals. After a defined amount of time has elapsed, data in a partition is made inaccessible for use in HP Business Service Management reports. After an additional defined amount of time, a partition is purged from the profile database.

You use the Partition and Purging Manager to instruct the platform to automatically partition historical data for later removal from profile databases.

You can set a different partitioning and purging policy for each table in each profile database, or share the same configuration for all profile databases.

Once you have configured the partitioning and purging policy for the tables in a specific profile database, policy changes made for all profile databases do not take effect on this specific database.

The Partition and Purging Manager creates new partitions for a table in the same Oracle tablespace or Microsoft SQL filegroup as the table's last partition. These partitions automatically acquire the storage parameters of this tablespace.

Note:

- ▶ In an Oracle database, the Oracle Partitioning option must be enabled because the Partition and Purging Manager uses Oracle native partitioning. If the Oracle Partitioning option is not available, the Partition and Purging Manager does not partition or purge data. Failure to partition or purge may result in major performance issues.
- ▶ By default, the Partition and Purging Manager does not purge data. Make sure to configure purging policies for your data samples using the Partition and Purging Manager administration screen.

For further details on the Partition and Purging Manager, see "Partitioning and Purging Historical Data from Profile Databases" in *Platform Administration*.

C

Microsoft SQL Server Data Storage Recommendations

This appendix contains recommendations for creating Microsoft SQL Server file groups in which to store HP Business Service Management data. This information applies to advanced users only.

This chapter includes:

- Creating Microsoft SQL Server File Groups on page 149

Creating Microsoft SQL Server File Groups

When HP Business Service Management databases are created automatically by the Server and Database Configuration utility, HP Business Service Management stores database objects in two file groups: the **PRIMARY** file group for system tables and the **userdata001** file group for user tables. If you are setting up a large deployment of HP Business Service Management, it is recommended that you create additional file groups in which to store HP Business Service Management database objects.

Benefits of Multiple File Groups

Placing the system catalog in its own file group and creating several user-defined file groups for data storage has the following benefits:

- ▶ **Maintenance.** Backing up and restoring databases can be performed on a file group level.
- ▶ **Partial restoration.** You can partially restore a database on the file group level; however when you do so, you must restore the **PRIMARY** file group as well, as it contains the system catalog. By keeping only the **.mdf** file in the **PRIMARY** file group and setting another user file group as the default file group, the **PRIMARY** file group remains small and does not pose difficulties for a partial restoration. This suggested file group structure creates a single user file group, which is a step toward multiple file groups that can be created by the database administrator or by HP Business Service Management in the future.
- ▶ **Read-only.** A file group can be marked as read-only. Because data cannot be changed, Microsoft SQL Server does not have to acquire shared locks and performance is enhanced.
- ▶ **Recovery.** If the data portion of a database crashes, you can save the changes made before the crash even if the **.mdf** file is damaged, provided the log file and master database are undamaged.
- ▶ **Performance.** Numerous tuning options are available, such as hot tables on fast disks, the separation of table data and indexes into different file groups, and so forth.
- ▶ **Flexibility and Control.** The use of multiple file groups provides the database administrator with greater flexibility and control. In addition, the use of a fixed size for database growth prevents situations in which the 10 percent default autogrowth increment in large databases cannot finish before the timeout setting of HP Business Service Management components and rolls back database activity, causing an infinite loop of inserts.

You can create an additional file group (together with an additional Microsoft SQL Server database) by running the following scripts.

To create a database with default settings:

```
CREATE DATABASE [testdb]
```

To modify the .mdf (catalog) file SIZE parameter:

```
ALTER DATABASE [testdb]
```

```
MODIFY FILE
```

```
(  
    NAME = N'testdb',  
    SIZE = 5MB
```

```
)
```

To modify the .mdf (catalog) file FILEGROWTH parameter:

```
ALTER DATABASE [testdb]
```

```
MODIFY FILE
```

```
(  
    NAME = N'testdb',  
    FILEGROWTH = 5MB
```

```
)
```

To modify the .ldf (log) file SIZE parameter:

```
ALTER DATABASE [testdb]
```

```
MODIFY FILE
```

```
(  
    NAME = N'testdb_log',  
    SIZE = 10MB
```

```
)
```

To modify the .ldf (log) file FILEGROWTH parameter:

```
ALTER DATABASE [testdb]
```

```
MODIFY FILE
```

```
(  
    NAME = N'testdb_log',  
    FILEGROWTH = 50MB  
)
```

To return the path of the database's default data directory:

```
SELECT LEFT(filename,  
            LEN(filename) - CHARINDEX(N'\', REVERSE(filename))) AS path  
FROM master.dbo.sysdatabases  
WHERE name = N'testdb'
```

Use the 'testdb' name returned above in the following script.

To create a user file group, add a data file to it, and set it as the default file group:

```
ALTER DATABASE [testdb]  
ADD FILEGROUP USERDATA001
```

```
ALTER DATABASE [testdb]
```

```
ADD FILE
```

```
(  
    NAME = N'testdb_Data001',  
    FILENAME = N'<path to data directory>',  
    SIZE = 10MB,  
    FILEGROWTH = 50MB  
)  
TO FILEGROUP USERDATA001
```


To set the userdata001 file group as the default file group:

```
ALTER DATABASE [testdb] MODIFY FILEGROUP USERDATA001 DEFAULT
```

Note: When creating file groups, the following configuration rules are important for proper file recovery, fault tolerance, performance, and archiving:

- ▶ You should create two separate data files, in two separate file groups: the **.mdf** file in the **PRIMARY** file group and the **.ndf** file in the **userdata001** group.
 - ▶ The **userdata001** group should be set as the default file group.
 - ▶ The **.mdf** file should be the only file in the **PRIMARY** file group that contains the system catalog. The **.mdf** file should be created with an initial **SIZE** parameter value of 5 MB and a **FILEGROWTH** parameter value of 5 MB. The other data file (**.ndf**) and log file (**.ldf**) should be created with an initial **SIZE** parameter value of 10 MB and a **FILEGROWTH** parameter value of 50 MB. In all cases, the **FILEGROWTH** parameter value should be a fixed size (not a percentage).
-

D

Database Schema Verification

This appendix describes how to verify your database schemas to help ensure that your database schemas are configured properly.

This chapter includes:

- ▶ About the Verification Process on page 155
- ▶ Running the Verification Process on page 157
- ▶ Creating Database Users for the Verify Procedure on page 161

About the Verification Process

You verify the management and profile schemas using the database schema verify program. The verification process does not involve downtime for your system.

During the course of the verification process, you may need to specify the user name and password of an administrative user, which is required for certain (read-only) tests to be performed. If you do not want to supply your DBA account user name and password, you can create a user with the minimum privileges required for the verify program to operate. For details on how to create this user, see "Creating Database Users for the Verify Procedure" on page 161.

Note: HP Business Service Management does not store the user credentials entered in the verification process.

Notes and Limitations

The following notes and limitations apply when running the database schema verify program:

- ▶ If you are running the database verify program on Oracle 10g schemas and use Oracle datapump utilities to import or export the target schemas, ensure that you do not have any active datapump jobs running against the target schemas.

If you have datapump tables in the target schemas, they should be dropped prior to running the database schema verification program.

It is recommended to assign an administrator schema to perform datapump operations and not to use HP Business Service Management schemas as the login. By assigning an administrator schema to perform datapump operations, you do not have to grant additional permissions to HP Business Service Management schemas and the datapump tables are created in the administrator schema.

- ▶ If the same database server is listed in the management database using two different host names (for example, dbserver and dbserver.merc-int.com), you are prompted for connection separately for each host name. Make sure that you enter the same connection parameters each time.

Running the Verification Process

You run the database schema verify program from an HP Business Service Management server machine.

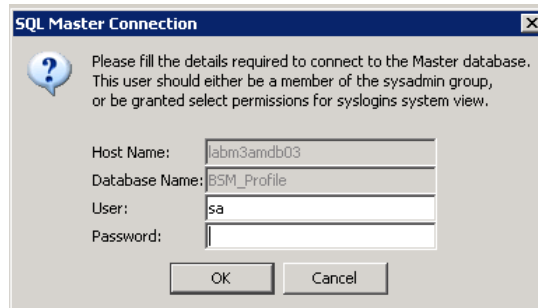
To verify a database schema:

- 1 Run the verify program according to your operating platform:
 - ▶ If you are running the verify program from a Windows platform, Go to the <HP Business Service Management root directory>\dbverify\bin directory and run the **run_db_verify.bat** file.
 - ▶ If you are running the verify program from a Solaris platform, make sure that the \$DISPLAY environment variable is set. Open an X-terminal window, move to the <HP Business Service Management root directory>/dbverify/bin directory, and type the following:

```
./run_db_verify.sh
```

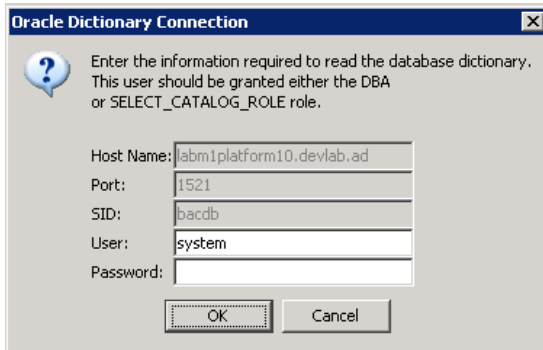
The database verify program starts.

- 2 Specify the details required to connect to the appropriate database:
 - ▶ In the SQL Master Connection dialog box, specify the details required to connect to the Master database.



In the **User** and **Password** boxes, type the user name and password of a user with permissions for the database. (The User box displays the default Microsoft SQL Server administrator user name, **sa**; by default, there is no password.) Click **OK**.

- ▶ In the Oracle Dictionary Connection dialog box, specify the details required to connect to the Oracle database.

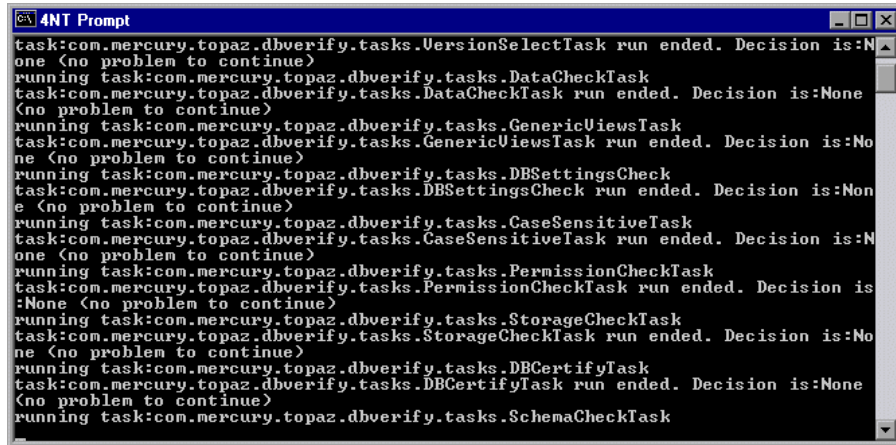


In the **User** and **Password** boxes, type the user name and password of a user with permissions for the database, and click **OK**.

Note:

- ▶ You are prompted for connection data for each different server on which your HP Business Service Management databases reside.
 - ▶ In order to connect using Windows authentication, leave the user and password fields blank. The login user must be defined explicitly in Microsoft SQL Server, not via a group.
-

- 3 The database verify program performs database verification. You can view the progress of the verify process in a command prompt window.

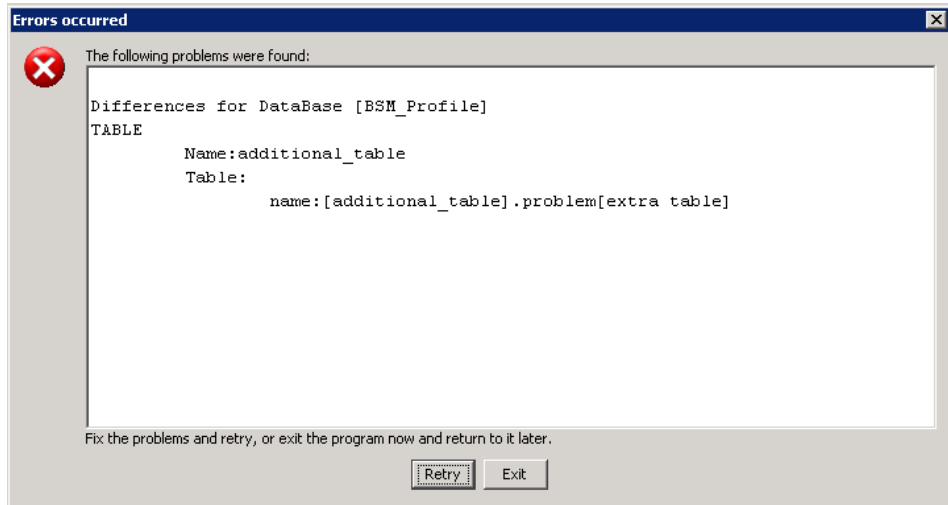


```

task:com.mercury.topaz.dbverify.tasks.VersionSelectTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.DataCheckTask
task:com.mercury.topaz.dbverify.tasks.DataCheckTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.GenericViewsTask
task:com.mercury.topaz.dbverify.tasks.GenericViewsTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.DBSettingsCheck
task:com.mercury.topaz.dbverify.tasks.DBSettingsCheck run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.CaseSensitiveTask
task:com.mercury.topaz.dbverify.tasks.CaseSensitiveTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.PermissionCheckTask
task:com.mercury.topaz.dbverify.tasks.PermissionCheckTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.StorageCheckTask
task:com.mercury.topaz.dbverify.tasks.StorageCheckTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.DBCertifyTask
task:com.mercury.topaz.dbverify.tasks.DBCertifyTask run ended. Decision is:None (no problem to continue)
running task:com.mercury.topaz.dbverify.tasks.SchemaCheckTask

```

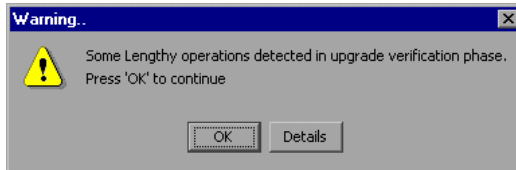
- 4 If problems occur during the database verification, a dialog box is displayed listing the errors.



Either fix the problems found and click **Retry**, or click **Exit** and rerun the database schema verify program at a later date. A series of scripts, one for each problematic database, are created under <HP Business Service Management root directory>\dbverify\tmp. If you are unable to fix the problems, contact HP Software Support for assistance.

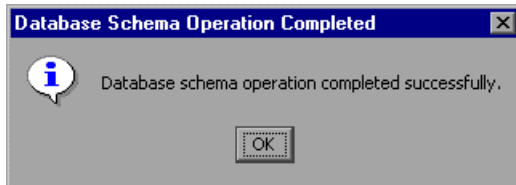
You can view a log file of the errors located in the <HP Business Service Management root directory>\dbverify\log directory.

- 5 If the verification process determines that fixing the database may include some lengthy operations, a dialog box is displayed.



Click **OK** to continue, or **Details** to display the estimated times that the lengthy operations detected could take during an upgrade.

- 6 If the database verification is successful, the following confirmation message is displayed.



- 7 Click **OK**.

Note: For details on database verification troubleshooting issues, see the HP Software Self-solve knowledge base (<http://support.openview.hp.com/selfsolve/documents>). To enter the knowledge base, you must log in with your HP Passport ID.

Creating Database Users for the Verify Procedure

When running the database schema verify and upgrade utility, you are prompted to supply a user name and password with certain administrative (read-only) permissions to the database. You can create users with minimum privileges by running one of the appropriate scripts from **<HP BSM root directory>\dbverify\pre\create_admin_user_mssql.sql** for Microsoft SQL Server (this must be run as an sa user) or **<HP BSM root directory>\dbverify\pre\create_admin_user_oracle.sql** for Oracle (this must be run as a system user).

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

E

Support for Oracle Real Application Cluster

This appendix contains the configuration that need to be done for HP Business Service Management to work with Oracle Real Application Cluster. This information applies to advanced users only.

This chapter includes:

- ▶ About Oracle Real Application Cluster (RAC) on page 163
- ▶ Single Client Access Name on page 165
- ▶ Client Side Configuration for Oracle RAC on page 165
- ▶ Server Side Configuration on page 170
- ▶ Create/Connect to One of the HP Business Service Management Databases on page 171

About Oracle Real Application Cluster (RAC)

A cluster is a collection of interconnected servers that appear as one server to the end user and to applications. Oracle Real Application Cluster (RAC) is Oracle's solution for high availability, scalability, and fault tolerance. It is based on clustered servers that share the same storage.

Oracle RAC is a single Oracle database installed on a cluster of hardware servers. Each server runs an instance of the database and all the instances share the same database files.

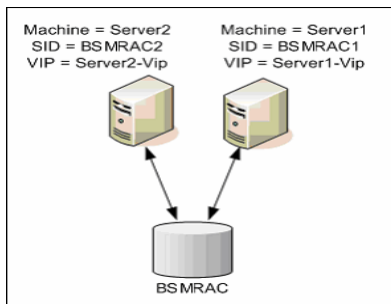
For more details about Oracle RAC, refer to the Oracle Clusterware Guide and the Oracle Real Application Clusters Administration and Deployment Guide in the Oracle documentation set of your release.

In this appendix, the following Oracle RAC example is used:

- ▶ Oracle RAC database name: BSMRAC
- ▶ Machine names: Server1, Server2
- ▶ On each machine there is an Oracle instance of BSMRAC:
 - ▶ SID on Server1: BSMRAC1
 - ▶ SID on Server2: BSMRAC2
- ▶ On each machine there is a virtual IP (Server1-Vip and Server2-Vip):
 - ▶ Server1-Vip is assigned to Server1
 - ▶ Server2-Vip is assigned to Server2

The virtual IP is in addition to the static IP assigned to the machine.

- ▶ The listeners on both servers are listening on the default port 1521 and support the database service BSMRAC.



Single Client Access Name

In release 11g, Oracle introduced the Single Client Access Name (SCAN), as a preferred access method for clients connecting to the RAC. In this method clients are not required to configure individual nodes in the RAC, rather they use a single virtual IP known as the SCAN or the SCAN VIP.

The SCAN is a single network name defined for the cluster either in your organization's Domain Name Server (DNS) or in the Grid Naming Service (GNS) that rotates between several IP addresses reflecting multiple listeners in the cluster. The SCAN eliminates the need to change clients when nodes are added to or removed from the cluster.

The SCAN and its associated IP addresses provide a stable name for clients to use for connections, independent of the nodes that make up the cluster. SCAN addresses, virtual IP addresses, and public IP addresses must all be on the same subnet.

In HP Business Service Management 9.0 when using Oracle 11g RAC, it is recommended to use the SCAN method.

Client Side Configuration for Oracle RAC

HP Business Service Management uses DataDirect's JDBC driver to connect to regular Oracle databases and to Oracle RAC databases.

Make the following changes in HP Business Service Management's configuration files before you create the management database or connect to an existing one on Oracle RAC:

- 1 On all servers, create the file < HP Business Service Management root directory>\conf\bsm-tnsnames.ora.**

The format of **bsm-tnsnames.ora** is the same as **tnsnames.ora**:

```
<DB service name> =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = TCP)(HOST = <first instance virtual ip> )
      (PORT = <first instance's listener port>))
    (ADDRESS = (PROTOCOL = TCP)(HOST = <second instance virtual ip> )
```

```
(PORT = <second instance's listener port>))
(... entry for each instance...)
(LOAD_BALANCE = on)
(FAILOVER = on)
)
(CONNECT_DATA =
(SERVER = DEDICATED)
(SERVICE_NAME = <DB service name>)
)
)
```

where:

- ▶ <DB service name> is the name of a service the listeners support. It is the same one used in the CONNECT_DATA part.
- ▶ ADDRESS_LIST contains an address entry for each node in the RAC environment. In the case of Oracle 11g using SCAN, it contains only the SCAN virtual IP. The address contains all the details needed for connecting to the node:
 - ▶ HOST contains the virtual-IP for that instance. It is important to use the virtual IP and not the static IP of the node for faster failure detection.
 - ▶ PORT is the port on which the listener is configured to listen on that given node.
- ▶ FAILOVER set to **on** allows the driver to try to connect to another node after failing to connect to one of the nodes. The connection attempts continue until a connection is successfully established to one of the nodes or until none of the nodes can be reached.

An attempt to connect to another node takes place only if the connection to the current node fails. If the connection is refused by the node (for example, communication to the node was established, but the connection was rejected), no attempt is made to connect to another node.

Important: Failover is for connection attempts only. If a connection fails during a database transaction, there is no failover of the transaction to another machine to continue the transaction.

- ▶ **LOAD_BALANCE** set to **on** instructs the driver to distribute connection requests between the nodes to prevent overloading any single node. The order in which the driver accesses the nodes is random.
- ▶ **SERVER** is the connection mode you want to use. There are two possible connection modes: **dedicated** and **shared**. Configure this according the Server configuration you support.
- ▶ **SERVICE_NAME** is the name of a service that the listeners support. It is the same one you gave in <DB service name>.

In the above example, `bsm-tnsnames.ora` would be configured as:

```
BSMRAC =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = TCP)(HOST = Server1-Vip)(PORT = 1521))
    (ADDRESS = (PROTOCOL = TCP)(HOST = Server2-Vip)(PORT = 1521))
  )
  (LOAD_BALANCE = on)
  (FAILOVER = on)
)
(CONNECT_DATA =
  (SERVER = DEDICATED)
  (SERVICE_NAME = BSMRAC)
)
)
```

Note: If HP Business Service Management schemas are deployed in more than one Oracle database or in more than one Oracle service, then `bsm-tnsnames.ora` should contain one entry for each database or database service. When all schemas are under the same RAC service, only one entry is required.

2 On all servers, edit the file <HP Business Service Management root directory>\conf\jdbc.drivers.properties.

- a** Find the section named `#ddoracle`. In this section, there is a line for `ddoracle.url` similar to:
`ddoracle.url=jdbc:mercury:oracle://${host}:${port};sid=${sid}`
- b** Replace this line with either of the following lines (depending on the operating system):

➤ **Windows.**

```
ddoracle.url=jdbc:mercury:oracle:TNSNamesFile=<BSM_HOME>
\\conf\bsm-tnsnames.ora;TNSServerName=${sid}
```

where `${sid}` correlates to the service name entered in the Service and Database Configuration step. This parameter is saved per BSM schema; therefore, if there is more than one service name in the system, make sure that `bsm-tnsnames.ora` includes an entry for each service name.

Note that each back slash (`\`) in the path of `<BSM_HOME>` is doubled.

➤ **UNIX.**

```
ddoracle.url=jdbc:mercury:oracle:TNSNamesFile=<BSM_HOME>
/conf/bsm-tnsnames.ora;TNSServerName=${sid}
```

3 On all servers, open the directory <HP Business Service Management root directory>\odb\conf. Locate the `jdbc.properties` file.

- a** Find the line starting with `cmdb.url`.

- b** Replace this with the following line:

```
cmdb.url =
jdbc:mercury:oracle:TNSNamesFile=<BSM_HOME>\\conf\bsm-
tnsnames.ora;TNSServerName=<SERVICE NAME>
```

where <SERVICE NAME> is the entry in bsm-tnsnames.ora, equivalent to the RAC service name.

- c** If the file does not exist, create an empty jdbc.properties file under the above folder and add the following entry:

```
Oracle = ddoracle
cmdb.url =
jdbc:mercury:oracle:TNSNamesFile=<BSM_HOME>\\conf\bsm-
tnsnames.ora;TNSServerName=<SERVICE NAME>
```

where <SERVICE NAME> is the entry in bsm-tnsnames.ora, equivalent to the RAC service name.

- d** If your server is running UNIX/LINUX OS, replace all the double back slashes with single slashes.

- 4** If your HP Business Service Management system has Business Process Insight enabled with an active BPI process repository service, edit the following file on all servers:

```
< HP Business Service Management
rootdirectory>\conf\bpi_process_repository\templates\bia-model-repository-
db.oracle.properties
```

- a** Find the line starting with jdbc.connection.url and replace it with the following line:

```
jdbc.connection.url jdbc:mercury:oracle:TNSNamesFile=
<BSM_HOME>\\conf\bac-tnsnames.ora;TNSServerName=
<SERVICE NAME>;MaxPooledStatements=100
```

where <SERVICE NAME> is the entry in bsm-tnsnames.ora, equivalent to the RAC service name.

- b** If your server is on a UNIX/LINUX OS replace all the double back slashes with a single slash.

Server Side Configuration

In Oracle RAC, the Oracle listeners are always balancing the connection between the nodes according to either of the following algorithms:

- ▶ **Load Based** (Default). The listener redirects the connection according to the run queue length on the nodes. The least loaded node, CPU-wise, is connected.
- ▶ **Session based**. The listener balances the number of sessions between the nodes.

The first algorithm is optimized for short-lived connections, and less optimized for long-lived connections like the ones used with connection pools.

The entire load balancing is done during the connection time and not after it. This means that an established connection does not move to another node once connected.

This section includes the following topics:

- ▶ "Recommendation for HP Business Service Management Database" on page 170

Recommendation for HP Business Service Management Database

It is recommended to use the session based algorithm since HP Business Service Management uses connection pools. One connection can be used for different purposes and has a long lifetime.

To make the Oracle listener use the session based algorithm, a listener parameter must be added to the **listener.ora** parameter file of every listener (each node has its own listener, so this change must be done on all listeners):

```
PREFER_LEAST_LOADED_NODE_<LISTENER_NAME> =OFF
```

where:

<LISTENER_NAME> is the name of the listener. The default is LISTENER_<node name>.

For example:

The default listener name on Server1 is LISTENER_SERVER1. In this case, you need to add the following to Server1's listener.ora file:

```
PREFER_LEAST_LOADED_NODE_LISTENER_SERVER1=OFF
```

Create/Connect to One of the HP Business Service Management Databases

When creating a new database schema or connecting to an existing schema in the Server and Database Configuration utility, fill all the parameters as you usually would except for the following:

| Parameter | Needed Value |
|----------------|--|
| Oracle Machine | One of the Virtual IPs. In Oracle 11g, the SCAN virtual IP can be used. |
| Port | The local listener port on the Oracle machine or the port of the SCAN listener. |
| SID | The service name of the database. Note: This must be the same as <SERVICE_NAME> entered in bsm-tnsnames.ora. |

In the example, the parameters would be:

| Parameter | Value |
|----------------|-------------|
| Oracle Machine | Server1-Vip |
| Port | 1521 |
| SID | BSMRAC |

Index

A

- alert file, Oracle Server 113
- archive file, Oracle Server 113
- authentication
 - enabling HP Business Service Management for Windows authentication 75

B

- backup
 - Microsoft SQL Server databases 61
 - Oracle Server databases 120

C

- checklists
 - Microsoft SQL Server 2005 support and certification 38
 - Oracle Server support and certification 130
- CMDB database fragmentation, Microsoft SQL Server 69
- CMDB index fragmentation, Oracle Server 117
- CPU, Oracle Server 113

D

- data loaders 137
 - changing default logging level 143
 - managing data 137
 - troubleshooting 141
- data management 137
- data partitioning 147
- data placement
 - Microsoft SQL Server 2005 49

- data purging 147
- data storage 149
- database
 - configuration options on Microsoft SQL Server 2005 54
 - creating users 161
 - creation on Microsoft SQL Server 30
 - file configuration on Microsoft SQL Server 2005 54
 - file layout on Microsoft SQL Server 2005 48
 - fragmentation on Microsoft SQL Server 66
 - integrity on Microsoft SQL Server 66
 - load behavior on Oracle Server 112
 - maintenance on Microsoft SQL Server 61
 - maintenance on Oracle Server 111
 - manually creating Oracle schemas 85
 - permissions on Microsoft SQL Server 2005 47
 - properties on Microsoft SQL Server 2005 50
 - purging data from 147
 - requirements 19
 - schema verification 155
- database configuration
 - Microsoft SQL Server 2005 53
- database configuration options
 - Microsoft SQL Server 2005 54
- database file configuration
 - Microsoft SQL Server 2005 54
- database schemas overview
 - Microsoft SQL Server 29
 - Oracle Server 86
- databases
 - HP Business Service Management 19

Index

dbverify utility 157

deployment

Microsoft SQL Server 25, 35

Oracle Server 81

distribution statistics

Microsoft SQL Server 72

F

file groups

Microsoft SQL Server 149

Microsoft SQL Server 2005 51

file layout

Microsoft SQL Server 2005 48

file properties

Microsoft SQL Server 2005 50

fragmentation

Microsoft SQL Server database 66, 69

H

hardware requirements 22

HP Business Service Management

databases 19

enabling for Windows authentication

75

HP Business Service Management database

sizing 21

HP Software Support Web site 14

HP Software Web site 14

I

index fragmentation, CMDDB

Oracle Server 117

installation

Microsoft SQL Server 2005 39

Oracle Client 126

instance

Oracle Server 84

K

Knowledge Base 14

L

loaders. *See* data loaders

locally managed tablespace

creation on Oracle Server 102

log level

changing default for data loaders 143

log placement

Microsoft SQL Server 2005 49

M

management database

definition 19

management user schema 87

Microsoft SQL Server

collecting statistics 64

creating databases 30

data storage 149

database backup 61

database fragmentation 66, 69

database integrity 66

database maintenance 61

database schemas overview 29

deployment overview 25, 35

distribution statistics 72

monitoring and rebuilding indexes 70

refreshing statistics 73

system requirements 26

Microsoft SQL Server 2005

adding data files 54

changing data file properties 54

checklist for support and certification
38

configuring databases 53

data placement 49

database configuration options 54

database file configuration 54

database file layout 48

database permissions 47

database properties 50

dropping data files 54

file groups 51

file properties 50

installing 39

log placement 49

modifying settings 43

- permissions 47
- system databases 52
- verifying settings 43
- monitoring and rebuilding indexes
 - Microsoft SQL Server 70

O

- online resources 14
- Oracle
 - alert file 113
 - instances 84
 - optimizing query performance 117
 - Recovery Manager (RMAN) 123
 - tablespace settings 103
- Oracle Client
 - configuring 126
 - installation 126
 - system requirements 125
- Oracle schema
 - privileges for Application Management 92
- Oracle Server
 - checklist for support and certification 130
 - CMDB index fragmentation 117
 - collecting statistics for profile databases 114
 - collecting statistics for RTSM 117
 - CPU 113
 - data storage 149
 - database backup 120
 - database maintenance 111
 - database schemas overview 86
 - deployment overview 81
 - Input/Output 113
 - instances 84
 - parameter settings 96
 - RAID configuration 108
 - requirements 133
 - sizing guidelines 95
 - space management 114
 - system requirements 82
 - tablespace maintenance 114
 - tablespaces 101

- Oracle Server Real Application Cluster
 - see Real Application Cluster 163

P

- parameter settings
 - Oracle Server 96
- permissions
 - Microsoft SQL Server 2005 47
- privileges, Application Management Oracle schema 92
- profile databases
 - collecting statistics with Oracle Server 114
 - definition 19
- profile user schemas 91
- purging data from database 147
- Purging Manager 147

Q

- query performance on Oracle Server, optimizing 117

R

- RAID configuration, Oracle Server 108
- Real Application Cluster
 - client configuration 165
 - connect to or create Management database 171
 - introduction 163
 - server configuration 170
- Recovery Manager (RMAN)
 - Oracle Recovery Manager 123
- refreshing statistics
 - Microsoft SQL Server 73

S

- server and database configuration utility 30
- server configuration options
 - Microsoft SQL Server 2005 42
- service configuration options
 - Microsoft SQL Server 2005 42
- SID 126
- Single Client Access Name 165

Index

sizing guidelines

- Oracle Server 95

statistics

- collecting for profile databases in

 - Oracle Server 114

- collecting for RTSM in Oracle Server

 - 117

- collecting in Microsoft SQL Server 64

system databases

- Microsoft SQL Server 2005 52

System Global Area (SGA)

- Oracle Server 112

system requirements

- Microsoft SQL Server 26

- Oracle Client 125

- Oracle Server 82

T

- tablespace settings, Oracle Server 103

tablespaces

- Oracle Server 101

- tablespaces, Oracle Server

 - maintenance 114

tempdb database

- Microsoft SQL Server 2005 52

- settings on Microsoft SQL 51

tnsnames.ora

- location and configuring 126

transaction log

- backup 64

- Microsoft SQL Server 2005 48

troubleshooting

- data loaders 141

- Troubleshooting and Knowledge Base 14

U

user schema

- management 87

- profile 91

users

- creating for database schema

 - verification 161

V

verification

- database schemas 155

- Microsoft SQL Server 2005 settings 43

W

Windows authentication

- enabling HP Business Service

 - Management 75