

HP SiteScope

for the Windows, Solaris, and Linux operating systems

Software Version: 11.01

Failover Manager Guide

Document Release Date: September 2010

Software Release Date: September 2010



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Welcome to This Guide

This guide provides detailed instructions on how to deploy, configure, and administer HP SiteScope Failover Manager to provide backup infrastructure monitoring availability after a SiteScope server failure.

This chapter includes:

- How This Guide Is Organized on page 7
- Who Should Read This Guide on page 8
- How Do I Find the Information That I Need? on page 8
- Additional Online Resources on page 8
- Documentation Updates on page 9

How This Guide Is Organized

This guide contains the following chapters:

Part I Introducing SiteScope Failover Manager

Describes the SiteScope Failover Manager monitoring solution.

Part II Deploying SiteScope Failover Manager

Describes how to install and configure the SiteScope Failover Manager environment. It also describes the SiteScope Failover Manager configuration files and settings.

Part III Administering SiteScope Failover Manager

Describes how to use the Failover Monitoring solution templates, and how to work with SiteScope Failover Manager after a failover event. It also describes how use SiteScope Failover Manager with integrations, and how to troubleshoot problems.

Part IV Appendix

Describes how to configure Microsoft Cluster Service as an alternative solution for providing failover on SiteScope machines.

Who Should Read This Guide

This guide is for the following users of SiteScope:

SiteScope administrators

Readers of this guide should be knowledgeable about enterprise system administration and SiteScope.

How Do I Find the Information That I Need?

This guide is part of the HP SiteScope Help. The SiteScope Help provides a single-point of access for all SiteScope documentation.

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Welcome to This Guide

Part I

Introducing SiteScope Failover Manager

1

Introduction to SiteScope Failover Manager

This chapter includes:

- ▶ About SiteScope Failover Manager on page 13
- ▶ Benefits of SiteScope Failover Manager on page 14
- ▶ SiteScope Failover Solution Architecture on page 15
- ▶ The SiteScope Failover Implementation Process on page 17
- ▶ SiteScope Failover Manager Considerations and Limitations on page 22

About SiteScope Failover Manager

HP SiteScope Failover Manager is a special version of SiteScope that includes automated failover functionality. It enables you to implement failover capability for infrastructure monitoring by making sure that a failed SiteScope machine is automatically and quickly replaced by a different machine, with little service disruption.

A failover is a backup operation that automatically switches the functions of a primary system to a standby server if the primary system fails or is temporarily taken out of service. Provisioning for a failover is an important fault tolerance function for mission-critical systems that require high availability. Ideally, a failover system automatically and transparently transfers the service provided by the failed system to the backup system.

Benefits of SiteScope Failover Manager

The SiteScope Failover Manager solution provides the following benefits:

- ▶ SiteScope Configuration sharing:
 - ▶ SiteScope is installed on a shared resource that is accessible to the failover machine.
 - ▶ When a primary SiteScope is down, the SiteScope Failover process activated by SiteScope Failover Manager continues monitoring from the exact point where the primary SiteScope left off.
 - ▶ No data loss in reports.
 - ▶ No configuration copying (configuration changes between primary and failover servers are transparent).
 - ▶ Configuration changes made on SiteScope Failover Manager are available on the primary SiteScope.
- ▶ SiteScope Failover Manager installation:
 - ▶ Standalone management application with no user interface, that is responsible for managing primary and failover instances. It is installed on a local disk—not on the shared resource.
 - ▶ SiteScope Failover Manager is able to monitor multiple primaries simultaneously from a single Failover Manager machine, and provide automatic backup for a single SiteScope instance during failover.
 - ▶ The data storage requirements for SiteScope Failover are significantly less than for a primary SiteScope. This is because the function of SiteScope Failover is to provide temporary monitoring continuity in the event of a primary SiteScope failure.
- ▶ SiteScope Failover Manager is freely included with your regular SiteScope installation.

Note: Earlier versions of SiteScope Failover Manager were called **SiteScope High Availability**, which is sometimes referred to as **SiteScopeHA**. This name and reference may still appear during installation and use of the product.

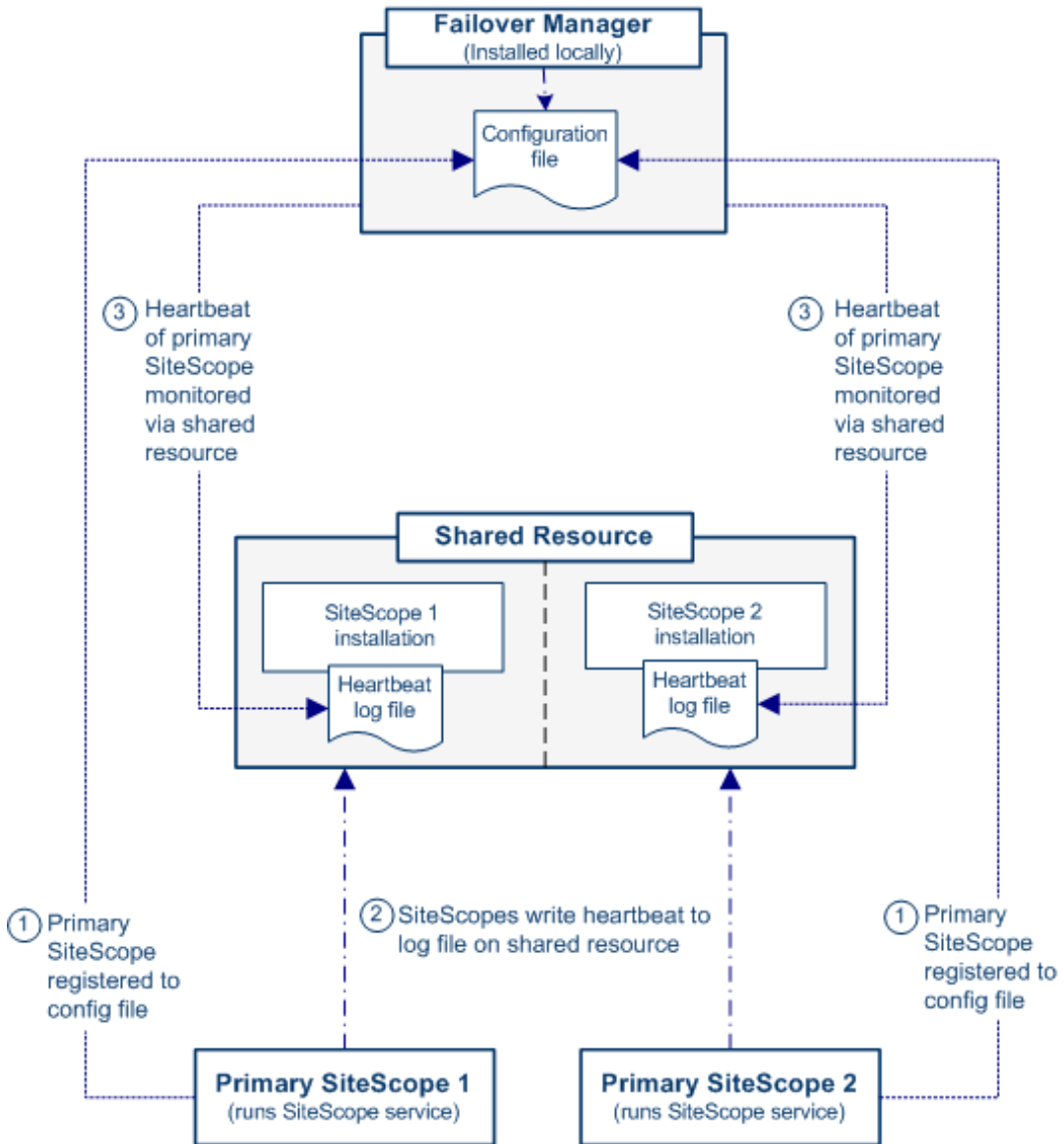
SiteScope Failover Solution Architecture

SiteScope Failover Manager consists of the following components:

- ▶ **SiteScope Failover Manager Server.** This is used for managing and providing backup monitoring for multiple SiteScope instances when a primary SiteScope goes down. It is installed on a machine with access to the installation folder of the primary SiteScopes it is monitoring. The SiteScope Failover Manager creates a failover service (for Windows) or process (for UNIX) for each monitored SiteScope. When it detects that a primary SiteScope is down, it starts the Failover service or process while continuing to monitor the other primary SiteScopes.
- ▶ **Shared Resource.** This is a dedicated shared storage resource for the SiteScope installation folder. By placing the SiteScope installation folder on a shared resource, both the primary SiteScope and the SiteScope Failover Manager use the same SiteScope configuration, log, and data files. This enables the SiteScope Failover Manager to access and monitor the primary SiteScope. Multiple SiteScope installations can be stored on one or multiple shared resources.
- ▶ **Primary SiteScope Server.** This is a server with a typical SiteScope installation. The SiteScope installation has two run modes:
 - ▶ Primary. This is the mode used when SiteScope is running normally.
 - ▶ Failover. This is the mode used to support SiteScope Failover when the primary SiteScope goes down.

Each mode writes data to a different heartbeat file on the SiteScope installation on the shared SiteScope installation.

The following diagram illustrates the SiteScope Failover architecture with multiple SiteScope installations stored on one shared resource.



The SiteScope Failover Implementation Process

This section gives an overview of the SiteScope Failover process.

1 Primary system is operational.

SiteScope Failover Manager monitors the availability of SiteScopes registered in the configuration file. It does this by checking for activity in the **primary_heartbeat.log** file in the **<SiteScope installation>\heartbeat** folder on the shared resource for each SiteScope.

The primary SiteScope writes heartbeat events to the log according to a defined frequency (the default setting is every 15 seconds). This is the "heartbeat" indicator that the primary systems are running. The heartbeat frequency can be modified by changing the **heartbeatFrequencyInSec** value in the configuration files:

- On primary SiteScope:
<SiteScope installation>\conf\ha\primaryHAConfig.properties.
- On Failover Manager:
<SiteScope installation>\ha\managerHAConfig.properties.

Note: These two values should be synchronized with each other to ensure that the heartbeat monitoring frequency is not higher than the heartbeat writing value.

2 Primary system goes down.

SiteScope Failover Manager reads the heartbeat events in the **primary_heartbeat.log** file to determine if the primary SiteScope is up or down. If no changes are detected in the last 5 minutes (the default setting), it determines that the primary server is down.

3 SiteScope Failover process is activated.

After determining that a primary SiteScope is down, SiteScope Failover Manager activates the SiteScope Failover service/process to run from the installation folder of the monitored primary SiteScope on the shared resource. This enables SiteScope Failover Manager to act as a backup to the primary SiteScope, using the existing configurations from the primary SiteScope to monitor the environment.

When the failover system is active, heartbeat events are written to the **failover_heartbeat.log** file which is created in the `<shared resource><SiteScope installation directory>\heartbeat` directory. For heartbeat log file details, see "Heartbeat Files on the Shared Resource" on page 65.

Note: SiteScope Failover Manager is able to provide backup for only one primary SiteScope at a time. If other SiteScopes fail while the failover service is running, SiteScope Failover Manager is unable to provide backup for other primary SiteScopes until the first primary SiteScope that went down is operational.

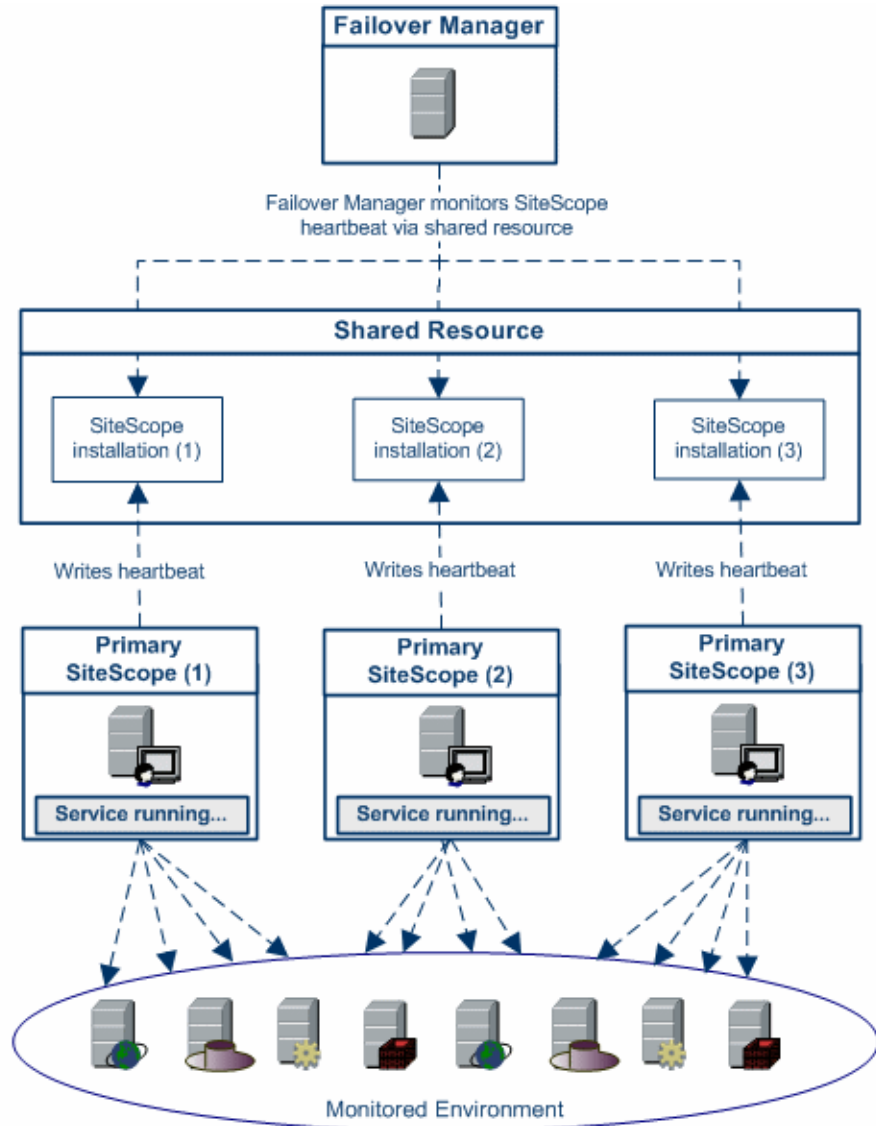
4 Primary system becomes operational again.

When SiteScope Failover Manager detects that the primary SiteScope is ready to start, it disables the failover service/process and returns to standby mode. Once the failover process has stopped, the primary SiteScope is started, and SiteScope Failover Manager reverts back to monitoring the availability of the primary SiteScope.

Note: The failover system is activated and deactivated using a locking mechanism. The purpose of this mechanism is to avoid configuration and data corruption as a result of the primary and failover servers simultaneously writing to the shared resource. For details on the locking mechanism, see "Understanding the Locking Mechanism" on page 57.

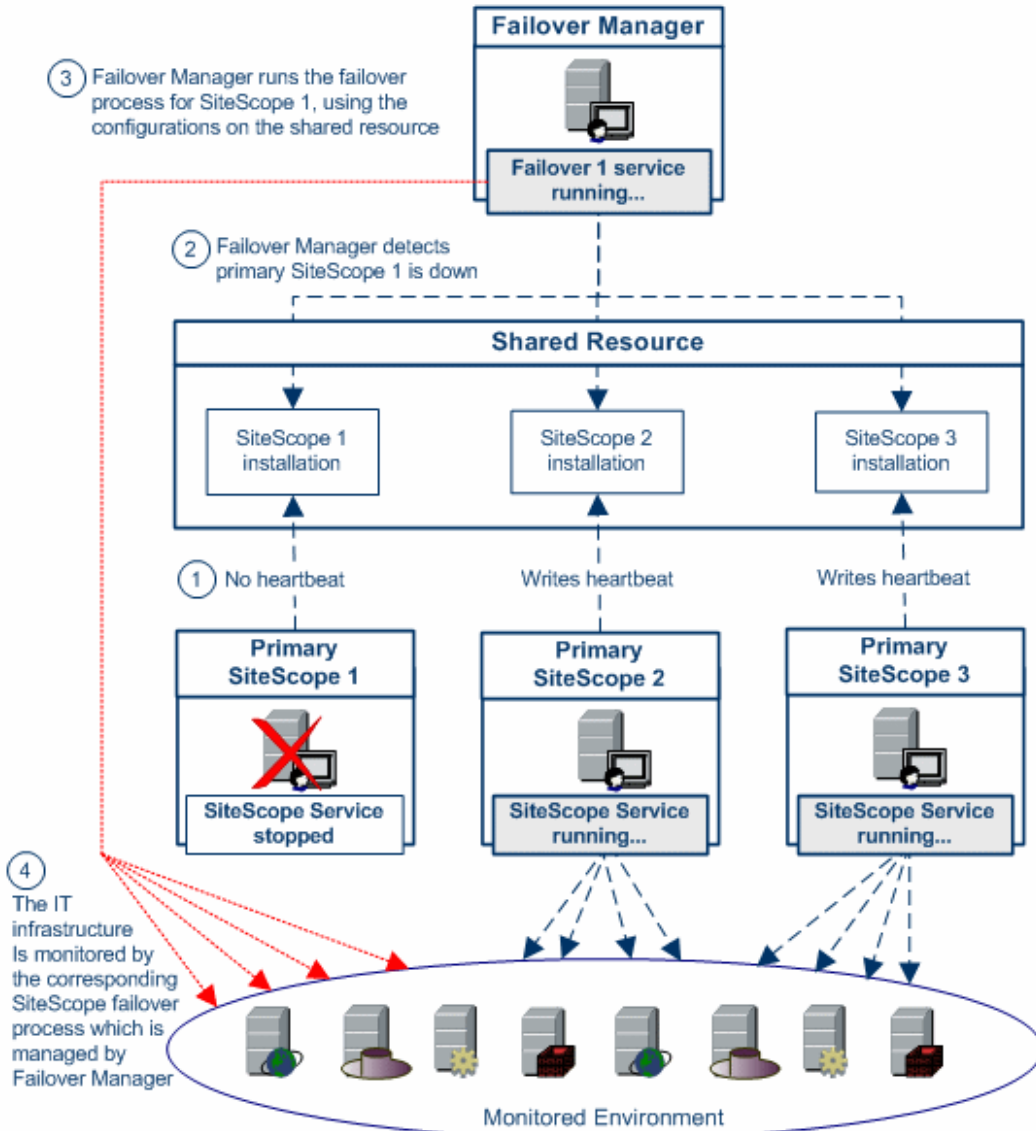
Monitoring Primary Availability

The following figures illustrate the concept of the automated failover operation. The first figure represents normal operation with the primary SiteScope providing monitoring of the IT infrastructure and the failover in standby mode (monitoring the primary SiteScope heartbeat).



Failover Transition

When SiteScope Failover Manager detects that a primary SiteScope is unresponsive, it activates the failover service. This enables backup monitoring using the existing configuration from the primary SiteScope.



To support monitoring multiple primary SiteScopes from a single Failover machine, each primary SiteScope installation must be configured to answer on a unique port number. You can use the SiteScope Configuration Tool to view the full list of ports used by SiteScope, and to update the port numbers where necessary. For details, see "Using the SiteScope Configuration Tool" in the *HP SiteScope Deployment Guide* PDF.

When failover is active, you can view the monitored environment via the SiteScope Failover Manager machine by entering the Failover Manager machine name/IP address and the corresponding port in the SiteScope URL.

Note: SiteScope Failover Manager is able to provide backup monitoring for only one primary SiteScope at a time—it is unable to provide backup for other primary SiteScopes that are down when the failover service is running.

SiteScope Failover Manager Considerations and Limitations

This section describes other considerations and limitations when using SiteScope Failover Manager.

- ▶ SiteScope Failover Manager 11.0x supports working with SiteScope 11.00 or later. Upgrading from earlier versions of SiteScope Failover to version 11.00 is not supported.
- ▶ If a primary SiteScope server is configured to report to Business Service Management (BSM), when a SiteScope Failover instance takes control, it automatically reports to BSM since it is running from the same configuration. Since the primary and failover share the same data and configuration, there are no gaps in the SAM reports. When registering SiteScope to BSM, specify the failover machine in the **Failover Host** box in **Admin > System Availability Management > New SiteScope > Advanced Settings**.

Note: Make sure that the primary SiteScope is up when you register the failover environment to BSM (you cannot register SiteScope to BSM when the primary SiteScope is down and SiteScope Failover is running).

- ▶ Unable to monitor the primary SiteScope from the Failover Manager server for monitors configured to target the SiteScope Server. If you configure a monitor on the primary SiteScope server to target the SiteScope Server (by accepting the default **SiteScope Server** in the **Server** field of the Monitor Settings), when the monitor settings are copied to the failover machine, the monitor targets the Failover Manager server instead of the primary SiteScope server.

Part II

Deploying SiteScope Failover Manager

2

Installing SiteScope Failover Manager

This chapter includes:

- ▶ About Installing SiteScope Failover Manager on page 25
- ▶ Requirements for SiteScope Failover Manager on page 26
- ▶ Installing Primary SiteScope on page 28
- ▶ Installing SiteScope Failover Manager on page 30
- ▶ Installing SiteScope Failover Manager on UNIX (Console Mode) on page 46
- ▶ Additional Installation Actions on page 50
- ▶ Troubleshooting and Limitations on page 51

About Installing SiteScope Failover Manager

Installing SiteScope Failover Manager is similar to a regular SiteScope installation. Most of the actions required for the initial SiteScope Failover Manager setup are automated and are performed as part of the installation procedure. You can install SiteScope Failover Manager on a Windows or UNIX platform.

- ▶ SiteScope Failover Manager for Windows platforms is provided as a self-extracting executable.
- ▶ SiteScope Failover Manager uses a multi-platform package for installing on UNIX platforms. Depending on the system configuration and requirements, you can use the GUI (graphic user interface) executable or the command line console mode.

Requirements for SiteScope Failover Manager

The following outlines the basic requirements for installing and using SiteScope Failover Manager:

General:

- ▶ Primary SiteScopes and SiteScope Failover Manager must be installed on the same platform.
- ▶ SiteScope Failover Manager can provide failover functionality for any regular SiteScope installation of the same version number (SiteScope 11.00 or later). Upgrading from earlier versions of SiteScope Failover to version 11.00 is not supported.

Shared Resource:

- ▶ Primary SiteScopes must be installed on a shared resource that can be accessed by the SiteScope Failover Manager machine. You can install more than one primary SiteScope on the same shared resource. It is recommended to use a highly-reliable and stable system for the shared resource.
- ▶ (Windows platforms only) Both SiteScope Failover Manager and primary SiteScope machines must be in the same domain as the shared resource, and the SiteScope service must be set to run as a user that has read/write permissions on both machines. Perform the following to change the user account of the SiteScope and SiteScope Failover service on each primary SiteScope and on the SiteScope Failover Manager machine:
 - ▶ In **Administrative Tools**, open **Services**, and select **SiteScope/SiteScope Failover** from the list of services.
 - ▶ In the Properties dialog box, click the **Log On** tab, and in the **Log on as** area, select **This account**. Enter an account that has permissions to access the Failover machine and the shared resource, and click **OK** to save your settings.
 - ▶ In the Services dialog box, stop and then restart the **SiteScope/SiteScope Failover** service. The service now uses the new account.

Primary SiteScope:

- ▶ When installing primary SiteScopes, you must enter the UNC path to the folder where SiteScope will be installed. For example, \\remote-machine\shared\SiteScope.
- ▶ When monitoring multiple primary SiteScopes from a single Failover Manager machine, each primary SiteScope installation must be configured to answer on a unique port number. Use the SiteScope Configuration Tool to view the full list of ports used by SiteScope, and to update the port numbers where necessary. For details, see "Using the SiteScope Configuration Tool" in the *HP SiteScope Deployment Guide* PDF.
- ▶ All primary SiteScopes monitored by the SiteScope Failover Manager machine should have the same locale.

SiteScope Failover Manager:

- ▶ SiteScope Failover Manager should be installed on a server with similar or identical server resources (processor speed and memory) as the primary SiteScope server.
- ▶ (Windows platforms only) When registering the primary SiteScopes for monitoring in the SiteScope Failover Manager configuration file, you must specify the UNC path of the primary SiteScopes and not a mapped drive. In addition, the path must also include the SiteScope service name and the user logon credentials.
- ▶ If the primary SiteScope is connected to an HP Operations Manager or BSM Gateway server and event or metrics integration with HP Operations Manager is enabled, the **HP Operations Agent** must be installed on the SiteScope Failover Manager machine. This enables SiteScope Failover Manager to send events and act as a data storage for metrics data that can be made available to HP Operations Manager and BSM applications if the primary SiteScope fails.

Installing Primary SiteScope

Primary SiteScopes being monitored must be installed on a shared resource that can be accessed by the SiteScope Failover Manager machine. If you have an existing SiteScope 11.00 installation that is not installed on a shared resource, you must uninstall it, and then reinstall it on a shared resource. You should make a back up of your current SiteScope's configuration data before you uninstall it. For details, see "Backing Up SiteScope Configuration Data" and "Uninstalling SiteScope" in the *HP SiteScope Deployment Guide* PDF.

Note: SiteScope Failover Manager 11.00 can only be used to monitor the availability of primary SiteScopes running on versions of SiteScope 11.00 or later.

1 Create a shared folder on a remote machine.

You can install more than one primary SiteScope on the same shared resource.

2 Install primary SiteScope (version 11.00 or later) on the shared folder.

When installing SiteScope, check the following:

- ▶ The primary SiteScope is installed on a shared resource using the UNC path of the SiteScope installation folder. For example, \\remote-machine\shared\SiteScope (on Windows platforms) or /opt/HP/SiteScope (on UNIX platforms).
- ▶ If you are monitoring multiple primary SiteScopes from a single SiteScope Failover Manager machine, each primary SiteScope installation must be configured to answer on a unique port number. Use the SiteScope Configuration Tool to view the full list of ports used by SiteScope, and to update the port numbers where necessary. For details, see "Using the SiteScope Configuration Tool" in the *HP SiteScope Deployment Guide* PDF.

- To use data from an existing SiteScope 11.00 installation, select **Use existing exported configuration file** in the Import Configuration screen when installing SiteScope, and specify the user data file that you want to import.

For details on installing SiteScope, see "Installing SiteScope" in the *HP SiteScope Deployment Guide* PDF.

3 Change credentials for the SiteScope server (set SiteScope user having permissions to access the shared folder.

The SiteScope service must be set to run as a user that has permissions on the remote machine. This user is common for the primary, failover (created by Failover Manager) and Failover Manager services, since they should not run as **Local System account**. Set the service log on account on the primary SiteScope as follows:

- In **Administrative Tools**, open **Services**, and select **SiteScope** from the list of services.
- In the Properties dialog box, click the **Log On** tab, and in the **Log on as** area, select **This account**. Enter an account that has permissions to access the shared resource, and click **OK** to save your settings.
- In the Services dialog box, stop and then restart the **SiteScope** service. The service now uses the new account.

Installing SiteScope Failover Manager

Perform the following steps to install SiteScope Failover Manager on Windows platforms or on UNIX platforms using the GUI installer.

Note: To install SiteScope Failover Manager on UNIX platforms using the GUI installer, you must have access to certain X Windows libraries that may not be available on all systems. If the installer indicates that it cannot run, use the console mode to install SiteScope Failover Manager as described in "Installing SiteScope Failover Manager on UNIX (Console Mode)" on page 46.

To install SiteScope Failover Manager:

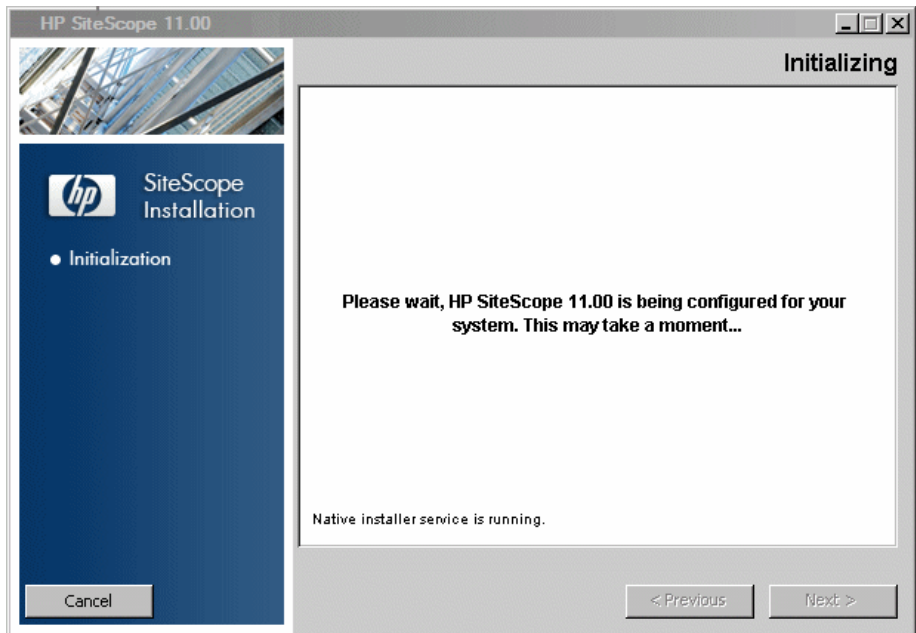
- 1** Make a note of the installation path of the SiteScope installation that is the primary or production installation. For example, \\remote-machine\shared\SiteScope (on Windows platforms) or /opt/HP/SiteScope (on UNIX platforms).
- 2** Download the SiteScope Failover Manager setup file or insert the installation media containing the SiteScope software into the drive on the machine where you want to install the Failover Manager.
- 3** Run the SiteScope Failover Manager installation executable program on the failover server.

SiteScope requires the Microsoft Visual C++ 2005 Redistributable. If it is missing, the Installer prompts you to accept its installation.

4 The Choose Locale screen is displayed.

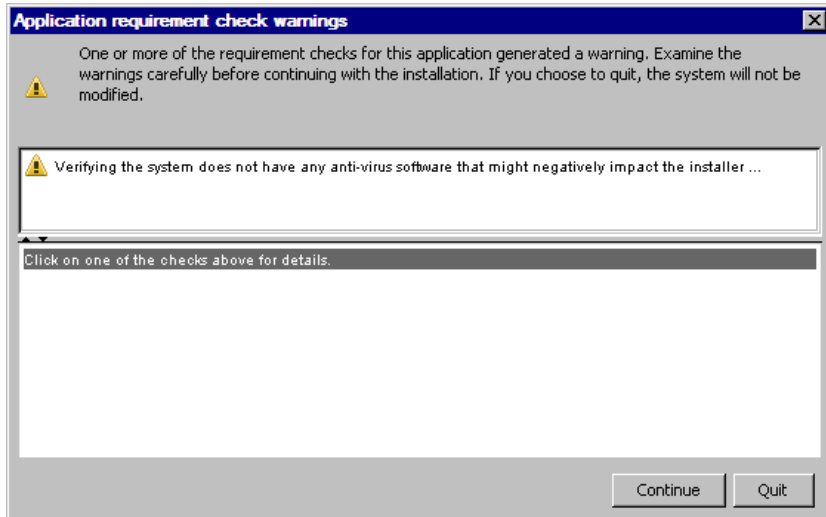


Click **OK** to continue with the installation. The Initialization screen is displayed.



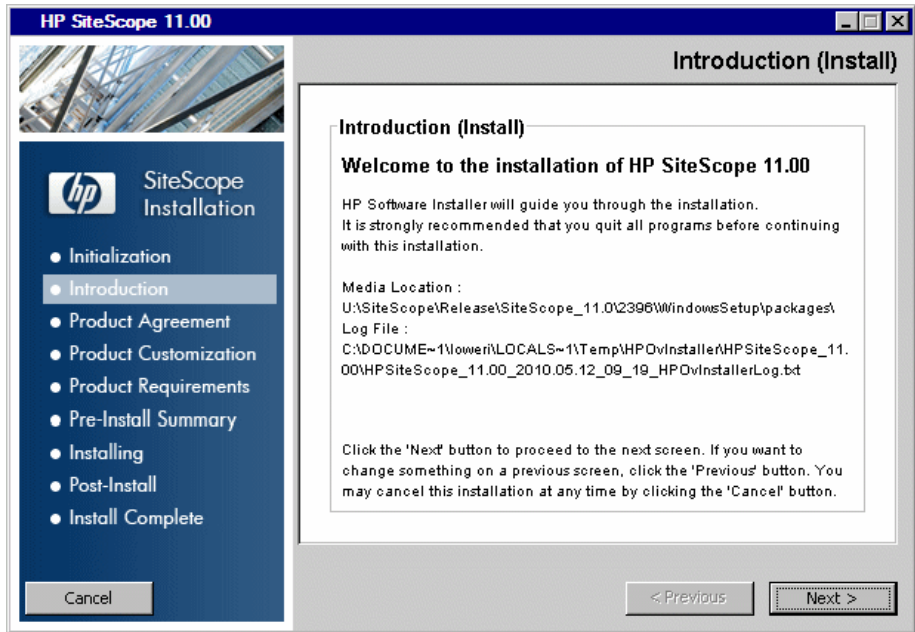
If the Installer detects any anti-virus program running on your system, it prompts you to examine the warnings before you continue with the installation.

- 5 Read the warnings, if any, that appear in the **Application requirement check warnings** screen and follow the instructions as described in the screen.

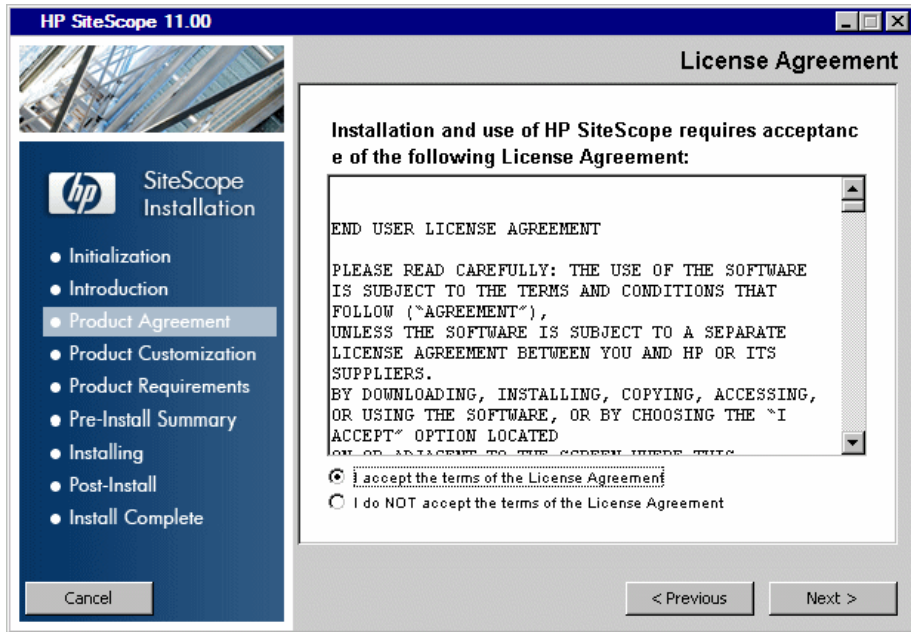


Click **Continue** to continue with the installation.

6 In the Introduction (Install) screen that opens, click **Next**.



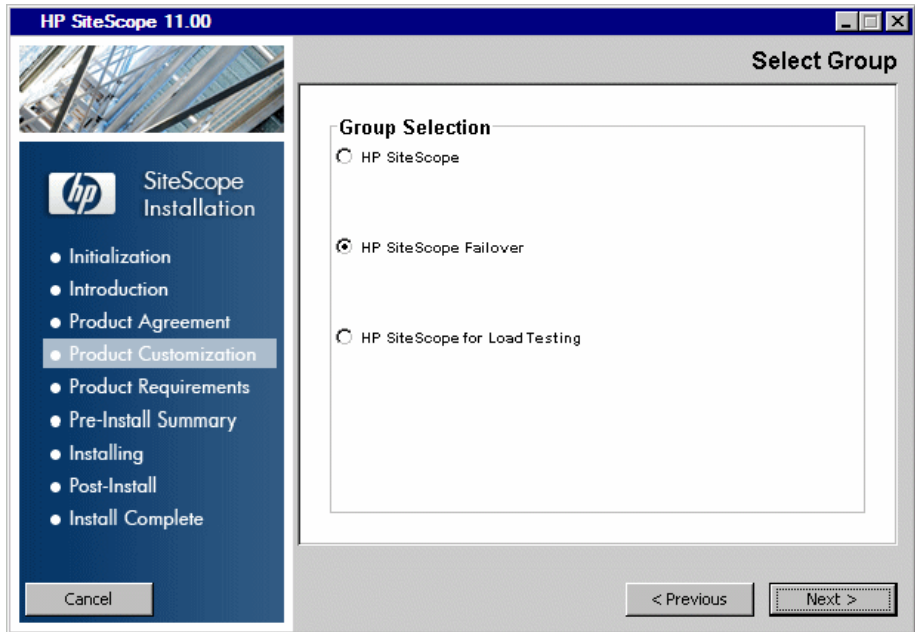
7 The license agreement screen opens.



Read the SiteScope License Agreement.

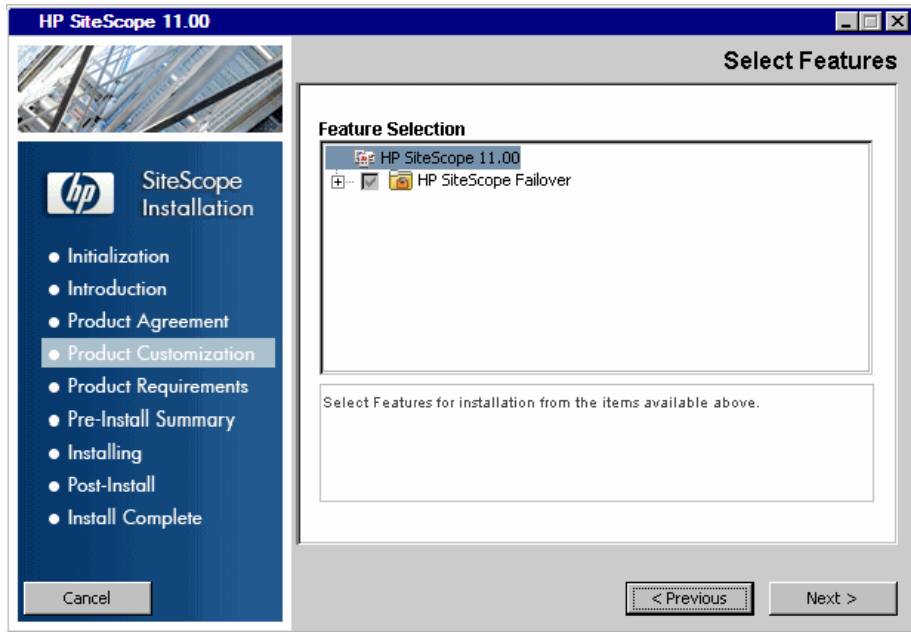
To install SiteScope, select **I accept the terms of the License Agreement**, and then click **Next**.

- 8 In the Product Customization screen, select the **HP SiteScope Failover** setup type, and click **Next**.



Note: The **HP SiteScope for Load Testing** option is not available when installing on Solaris or Linux platforms.

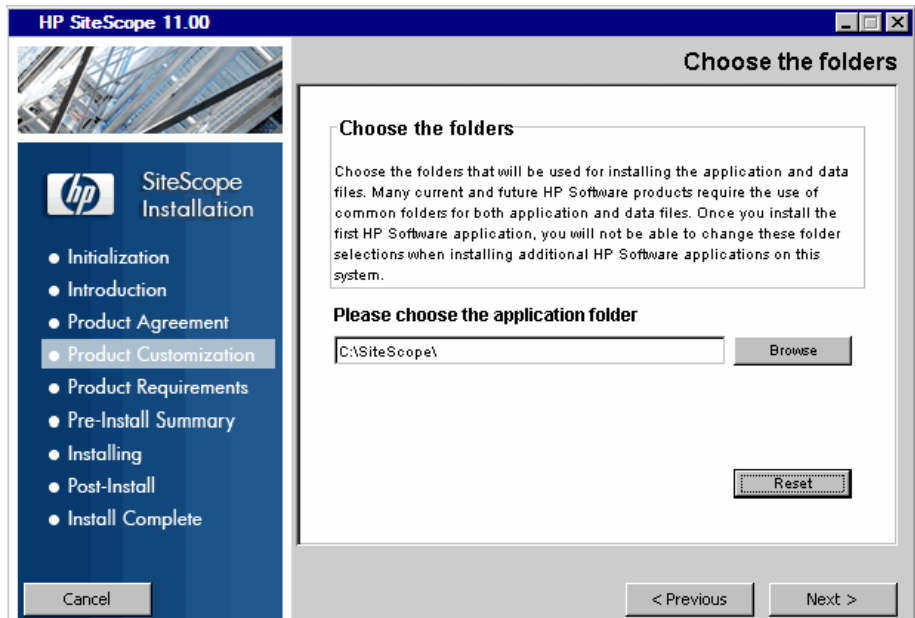
- 9 The Select Features screen opens, displaying the SiteScope Failover folder.



Click **Next** to continue.

- 10** If installing on Solaris or Linux platforms, SiteScope Failover Manager is automatically installed in the `/opt/HP/SiteScope/` folder. Skip to step 11 on page 38.

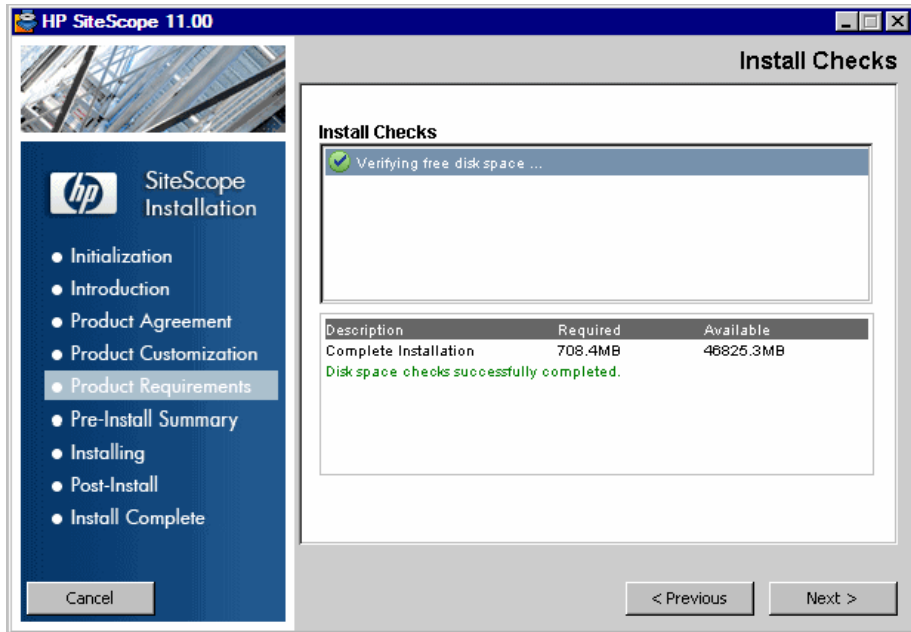
The Choose the folders screen opens.



Enter the full path of the Failover Manager server.

The installation path must not contain spaces in its name and must end with a folder named **SiteScope** (the folder name is case sensitive). After entering the new directory name, click **Next**.

11 The Install Checks screen opens and runs verification checks.



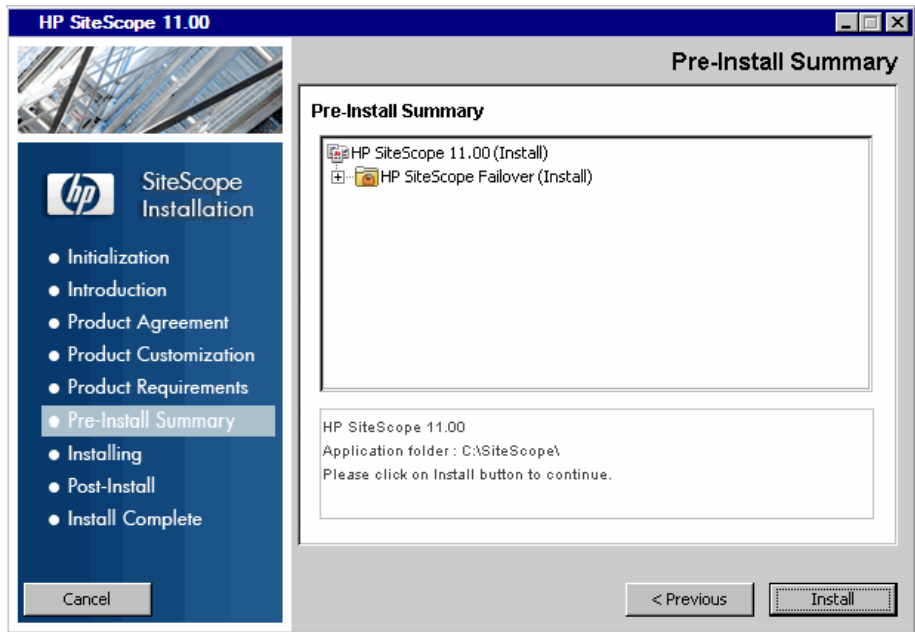
Click **Next** after the free disk space verification is completed successfully.

If the free disk space verification is not successful, do the following:

- ▶ Free disk space, for example by using the Windows Disk Cleanup utility.
- ▶ Repeat steps 9 and 10.

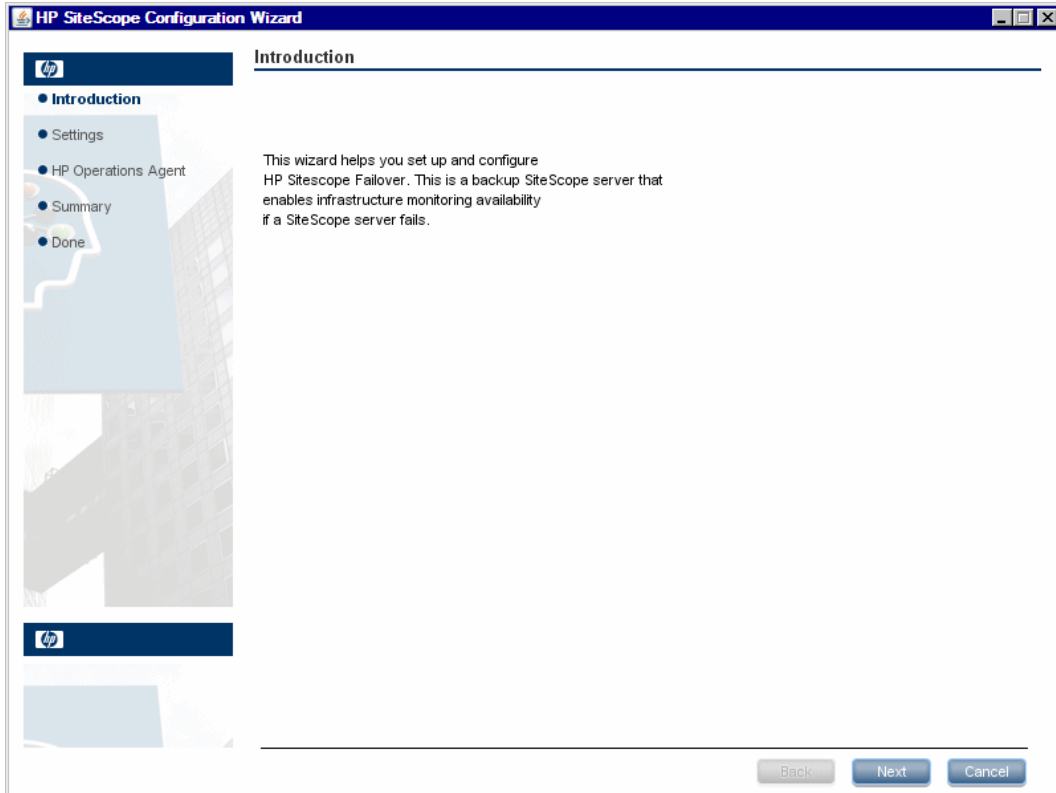
12 In the Pre-Install Summary screen, click **Install**.

The Installer selects and installs the required SiteScope software components. Each software component and its installation progress is displayed on your screen during installation.

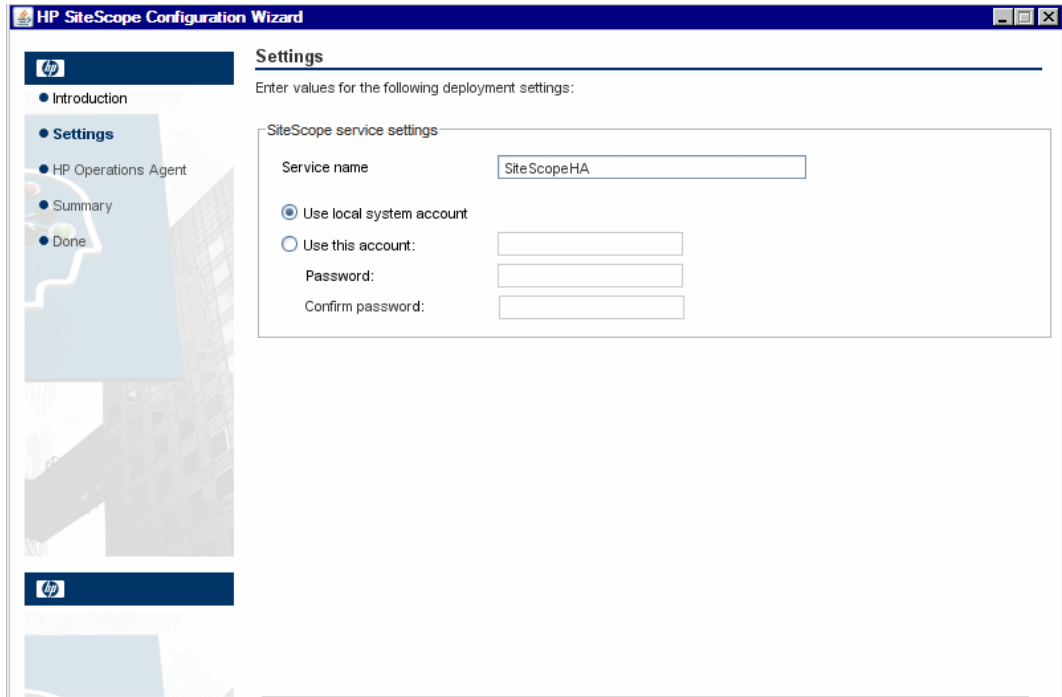


The Installer installs the Microsoft Visual C++ 2005 Redistributable, if required, and resumes the SiteScope installation.

- 13 After installing the SiteScope Failover Manager components, the Introduction screen of the SiteScope Configuration Wizard opens. Click **Next**.



14 The Settings screen of the SiteScope Configuration Wizard opens.



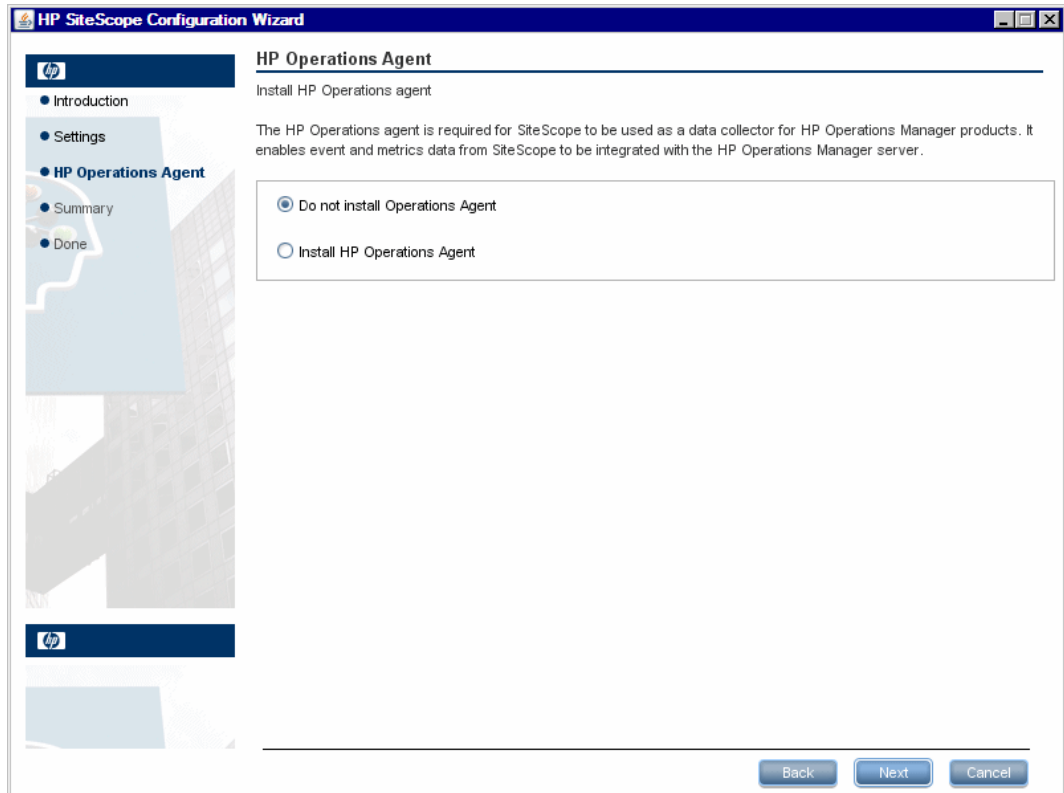
Enter the required configuration information, and then click **Next**:

- ▶ **Service name.** Enter the name of the SiteScope Failover service or use the default service name, **SiteScopeHA**.
- ▶ **Use local system account.** By default, SiteScope Failover Manager is installed to run as a **Local System** account. This account has extensive privileges on the local computer, and has access to most system objects. When SiteScope Failover Manager is running under a **Local Systems** account, it attempts to connect to remote servers using the name of the server.
- ▶ **Use this account.** Select to change the user account of the SiteScope Failover service. You can set the SiteScope service to log on as a user with domain administration privileges. This gives SiteScope Failover Manager access privileges to monitor server data within the domain. Enter an account and password (and confirm the password) that can access the remote servers.

Note: When SiteScope Failover Manager is installed to run as a custom user account, the account used must have **Log on as a service** rights. To grant a user logon service access:

1. In Windows Control Panel, double-click **Administrative Tools**.
 2. Double-click **Local Security Policy**, and select **Local Policies > User Rights Assignment > Log On as a Service**.
 3. Click **Add**, and select the user you want to grant logon service access to and click **OK**.
 4. Click **OK** to save the updated policy.
-

- 15** The Install HP Operations Agent screen opens. The HP Operations agent is required if the primary SiteScope is integrated to send events and metrics to HP Operations Manager, or to Operations Management in BSM.

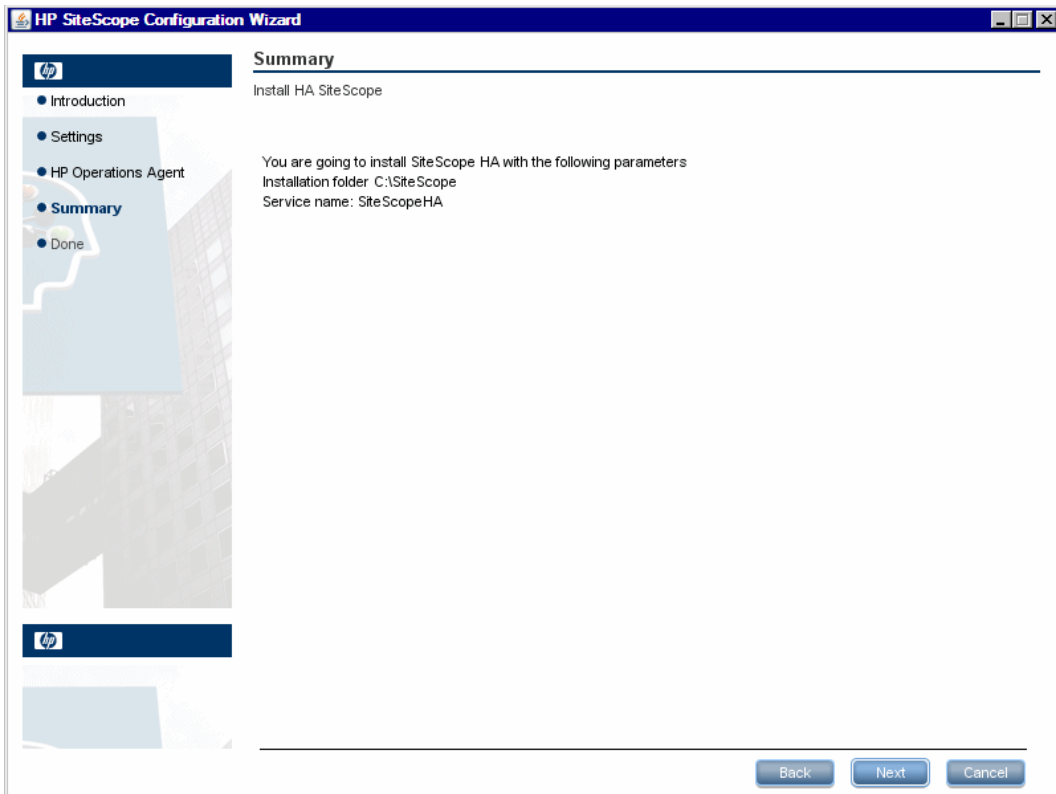


Select one of the following options and click **Next**:

- **Do not install HP Operations Agent.** The HP Operations agent is not installed. If necessary, you can install the agent later using the Configuration Tool. For details, see "Using the SiteScope Configuration Tool" in the *HP SiteScope Deployment Guide* PDF.
- **Install HP Operations Agent.** Select to install the HP Operations agent on the Failover Manager server. The agent enables Failover Manager to send events and act as a data storage for metrics data if the primary SiteScope fails.

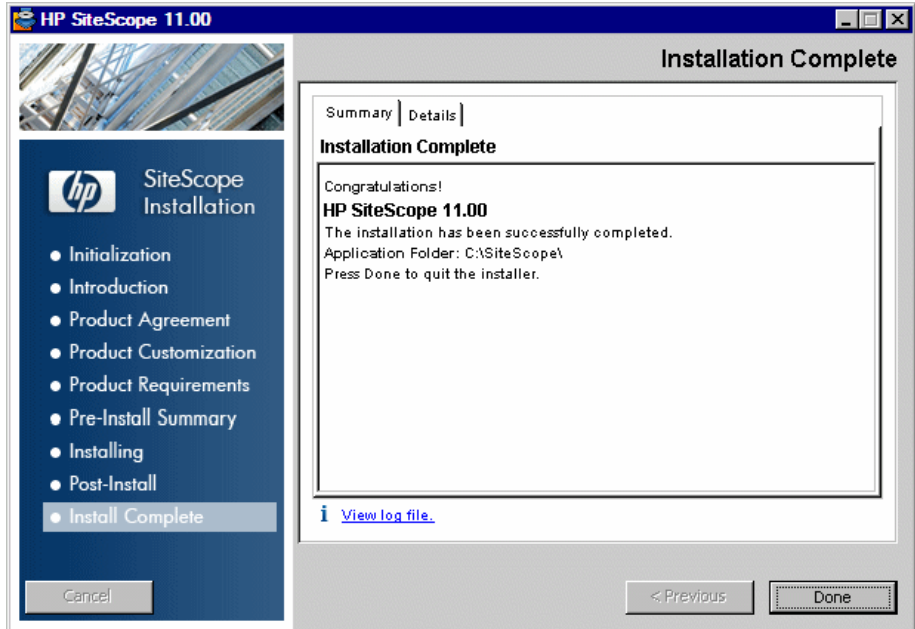
Note: The HP Operations agent is supported on SiteScopes running on the environments listed in "HP Operations Manager Support Matrix" in the *HP SiteScope Deployment Guide* PDF. Consequently, the SiteScope integration with HPOM and BSM is only supported on these environments.

16 The Summary screen opens.



Check that the information is correct and click **Next** to continue, or **Back** to return to previous screens to change your selections.

- 17 In the Done screen, click **Finish** to close the SiteScope Configuration Wizard.
- 18 When the installation finishes, the Installation Complete window opens displaying a summary of the installation paths used and the installation status.



If the installation was not successful, review the installation log file for any errors by clicking the **View log file** link in the **Installation Complete** window to view the log file in a web browser.

For more information about the installed packages, click the **Details** tab.

Click **Done** to close the installation program.

If the installation program determines that the server must be restarted, it prompts you to restart the server.

- 19 After successfully installing SiteScope Failover Manager, you need to register the primary SiteScopes to be monitored, and configure the primary SiteScope and Failover Manager settings. For details, see "Configure SiteScope Failover Manager" on page 53.

Installing SiteScope Failover Manager on UNIX (Console Mode)

SiteScope Failover Manager uses a multi-platform package for installing on UNIX platforms. Depending on the system configuration and requirements, you can use the GUI (graphic user interface) executable or the command line console mode. For details on installing using the GUI mode, see "Installing SiteScope Failover Manager" on page 30.

Perform the following steps to install SiteScope Failover Manager on UNIX platforms using the command line console mode.

To install SiteScope Failover Manager using the console mode installer:

- 1 Download the SiteScope Failover Manager setup file to the machine where you want to install SiteScope Failover.
- 2 Run the following command:

```
/bin/sh SiteScopeInstall/HPSiteScope_11.00_setup.bin -i console
```

The installation script initializes the Java Virtual Machine to begin the installation.

- 3 The Choose Locale screen is displayed.



```
bash-3.00# ./HPSiteScope_11.00_setup.bin -i console
Preparing to install...
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...
Preparing CONSOLE Mode Installation...

=====
Choose Locale...
-----

->1- English

CHOOSE LOCALE BY NUMBER: █
```

Enter the number 1 to select English, and press ENTER to continue.

4 A confirmation screen is displayed.

```

bash-3.00# ./HPSiteScope_11.00_setup.bin -i console
Preparing to install...
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...
Preparing CONSOLE Mode Installation...

=====
                                     (created with InstallAnywhere by Zero G)
=====

HP Software Installer
-----

PRESS <ENTER> TO CONTINUE:

```

Press ENTER to continue.

5 The Introduction screen is displayed.

```

Introduction
-----
Welcome to the installation for HP SiteScope 11.00
HP Software Installer will guide you through the installation. It is strongly
recommended that you quit all programs before continuing with this
installation.

Application Media Location : /opt/SiteScopeBuild/packages/
Installation Log File : /var/tmp/HPOvInstaller/HPSiteScope_11.00/HPSiteScope_11
.00_2010.04.21_12_56_HPOvInstallerLog.txt
Respond to each prompt to proceed to the next step in the installation.
If you want to change something on a previous step, type 'back'.
You may cancel this installation at any time by typing 'quit'.

PRESS <ENTER> TO CONTINUE: █

```

Press ENTER to continue with the installation.

- 6 The text of the license agreement is displayed. The SiteScope License Agreement requires several pages to display. Read each page as it is presented. Press ENTER to continue to the next page. When you have viewed all the pages of the license agreement, you have the option to accept or not accept the license agreement.

```
I accept the terms of the License Agreement (Y/N): Y
```

To install SiteScope, you must accept the terms of the license agreement. The default selection is to not accept the agreement. To accept the license agreement and continue the installation, enter Y.

Note: To cancel the installation after viewing the SiteScope License Agreement, enter N.

- 7 The SiteScope setup type screen opens.

```
Install Groups are combined sets of features.
If you want to change something on a previous step, type 'back'.
You may cancel this installation at any time by typing 'quit'.

->1- HP SiteScope: ()
    2- HP SiteScope Failover: ()

Please select one of the following groups ...: [ ]
```

Enter the number 2, and then press ENTER to continue.

- 8** The Select Features screen opens.

```

Select Features
-----
Install Features represent a group of functionality
If you want to change something on a previous step, type 'back'.
You may cancel this installation at any time by typing 'quit'.

->1- HP SiteScope Failover: ()

Please Select Features(Use a comma to separate your choices)
:

```

Enter the number 1 and then press ENTER to continue. Press ENTER again to confirm your choice.

- 9** The Install Requirements screen is displayed. Press ENTER to continue.
- 10** The Pre-Installation Summary screen opens. Press ENTER to continue.
- 11** The Install Features screen opens and the installation process starts. When the installation process is complete, the post-installation configuration screen opens.
- 12** The Install HP Operations Agent screen opens. The HP Operations agent is required if the primary SiteScope is integrated to send events and metrics to an HP Operations Manager or BSM server.

```

: Please select one of the options:
-----
Install HP Operations Agent
->1 - Do not install: ()
   2 - Install: ()

```

Enter the number 1 if you do not want to install the HP Operations agent.

Enter the number 2 to install the HP Operations agent on the SiteScope Failover Manager server. The agent enables Failover Manager to send events and act as a data storage for metrics data if the primary SiteScope fails.

Press ENTER to continue with the installation.

- 13** The console displays the installation parameters for confirmation. Enter 1 to proceed with the installation using the parameters indicated or enter 2 to return to make changes, and then press ENTER. The installation process starts.
- 14** When the installation process is completed, an installation status message is displayed. Press ENTER to continue and exit the installer.

Additional Installation Actions

The following are additional actions you may need to perform depending on the configuration of the primary SiteScope. In some cases, you may need to restart the SiteScope Failover Manager installation for the changes to take effect. See the corresponding sections of the SiteScope Help documentation for more information.

- ▶ If any changes are made to the SiteScope service in the Windows registry on the primary SiteScope server, match these changes in the **go.bat** file in `<shared resources>:\<SiteScope installation>\bin` directory.
- ▶ Secure Shell (SSH) servers must be copied, installed, and set up on the failover machine to match any SSH logins and monitoring performed on the primary SiteScope.
- ▶ Client libraries, custom scripts, and other API "helper" programs for any Application monitors on the primary SiteScope (for example, BroadVision, WebLogic, WebSphere, and so forth) must be installed and set up in the same location on the failover machine. It is also recommended to install and configure them on the shared resource.
- ▶ DHCP library files must be copied from the primary to failover machine in order to enable the DHCP monitor type.

Troubleshooting and Limitations

This section describes the following troubleshooting and limitations for installing SiteScope Failover Manager.

HP Operations agent fails to install

The HP Operations agent fails to install when SiteScope Failover Manager is installed on a Windows platform.

Proposed Solution:

- 1** After installing SiteScope Failover Manager, copy the **<SiteScope root directory>\install\components\oa\win32** or **\win64** folder locally.
- 2** Install the HP Operations agent manually by running the command: `cscript opc_inst.vbs` from the **win32** or **\win64** folder.

3

Configuring SiteScope Failover Manager

This chapter includes:

- Configure SiteScope Failover Manager on page 53
- Testing SiteScope Failover Manager on page 57
- Understanding the Locking Mechanism on page 57
- Primary SiteScope Configuration Files on page 60
- Failover Manager Configuration Files on page 62
- Heartbeat Files on the Shared Resource on page 65

Configure SiteScope Failover Manager

This describes how to configure SiteScope Failover Manager to monitor the IT infrastructure when the primary SiteScope fails, using the existing configuration data from the primary SiteScope.

This task includes the following steps:

- "Prerequisites" on page 54
- "Register the primary SiteScopes to be monitored" on page 54
- "Configure the primary SiteScope settings - optional" on page 55
- "Configure the Failover Manager settings - optional" on page 55
- "Start the SiteScope and SiteScope Failover service/process" on page 56

1 Prerequisites

Make sure that you followed the requirements for installing primary SiteScopes and SiteScope Failover Manager. For details, see "Requirements for SiteScope Failover Manager" on page 26.

2 Register the primary SiteScopes to be monitored

Navigate to **<SiteScope Failover installation>\ha** on the Failover Manager machine, and open the **monitoredSiteScopes.properties** file.

- ▶ For SiteScopes running on UNIX platforms, enter the path of the SiteScope installation directory which is mounted on the Failover machine. For example: `/opt/HP/SiteScope` or `/mnt/HP/SiteScope` (depending on where the SiteScope directory on the shared resource was mounted to the UNIX file system). For assistance on mounting a directory on a UNIX environment, contact your system administrator.
- ▶ For SiteScopes running on Windows platforms, enter the UNC path of each SiteScope to be monitored (in a separate line). In addition, include the SiteScope service name and the user logon credentials with an encrypted password. You can encrypt the user password using the SiteScope Encryption Tool by running the following command:
<SiteScope root>\tools\AutoDeployment\encrypt_password.bat <password>. Enter space and the password value (for example `myPassword`), and click **Enter**. Use the returned string as the encrypted password.

The path should be in the format:

```
<SiteScope installation on shared directory>;<Service  
Name>;<Username>;<Encrypted Password>;<JMX port #(optional  
parameter)>
```

For example:

```
\\remote-machine\shared\SiteScope;SiteScope_myService;myUserName;  
(sisp)a4VNEsnGdso/s8Ri/miKeQ==
```

Note: Failover Manager must be restarted before any changes to the **monitoredSiteScopes.properties** file can take effect. For details on the file, see "monitoredSiteScopes.properties" on page 62.

3 Configure the primary SiteScope settings - optional

If you plan to modify the configuration settings on a primary SiteScope, stop the SiteScope services/processes on the primary SiteScope machine. For details, see "Starting and Stopping the SiteScope Service/Process" on page 56.

On the shared resource, navigate to <SiteScope root directory>\conf\ha, and open the **primaryHAConfig.properties** file. Modify the settings as necessary. For setting details, see "primaryHAConfig.properties" on page 60.

4 Configure the Failover Manager settings - optional

If you plan to modify the configuration settings on the Failover Manager machine, stop the SiteScope Failover service/process. For details, see "Starting and Stopping the SiteScope Service/Process" on page 56.

On the Failover Manager machine, navigate to <SiteScope root directory>\conf\ha and open the **managerHAConfig.properties** file. Modify the settings as necessary. For setting details, see "managerHAConfig.properties" on page 63.

5 Start the SiteScope and SiteScope Failover service/process

Restart the SiteScope services or processes on any machines on which you modified failover configuration settings.

For details on starting SiteScope processes or services, see "Starting and Stopping the SiteScope Service/Process" on page 56.

Starting and Stopping the SiteScope Service/Process

You can start and stop the SiteScope service manually on Windows platforms by using the Services control panel. On UNIX platforms, you can start and stop SiteScope manually by using the shell scripts supplied with the product.

To start or stop the SiteScope service on Windows platforms:

- 1 Open the Services control panel by selecting **Start > Settings > Control Panel > Administrative Tools > Services**.
- 2 Select **SiteScope** in the list of services and right-click to display the action menu.
- 3 Select **Start** or **Stop** as applicable from the action menu.

To start or stop the SiteScope process on Solaris and Linux:

- 1 Open a terminal window on the server where SiteScope is installed.
- 2 Run the start or stop command shell script using the following syntax:
 - For start command: <SiteScope installation path>/SiteScope/start
 - For stop command: <SiteScope installation path>/SiteScope/stop

For example:

```
/opt/HP/SiteScope/stop
```


Testing SiteScope Failover Manager

To verify that SiteScope Failover Manager is operational and is functioning, stop the service or process on the primary SiteScope. For details on stopping a service, see "Starting and Stopping the SiteScope Service/Process" on page 56.

After the SiteScope service or process has stopped, SiteScope Failover Manager should start up after the requirements in the **managerHAConfig.properties** file have been met (based on the default settings, this should take about 5 minutes).

Understanding the Locking Mechanism

A locking mechanism is used to activate and deactivate the failover system on the monitored SiteScope servers. This is to avoid data and configuration corruption as a result of both primary and failover machines writing simultaneously on the shared resource.

The lock is passed between SiteScope primary and failover machines to determine which one is controlling SiteScope. This ensures that only a single SiteScope process is running at one time. The lock keeper is the controller that can perform read/write operations.

The lock files are located in the **<SiteScope installation>\heartbeat** directory on the shared resource.

File	Description
sitescope.lock	When a SiteScope primary or failover is in the process of starting up, it requests the sitescope.lock file from Failover Manager. It waits until the lock is acquired before it can complete the start up.
request.lock	This file is created by the primary SiteScope when it is ready to start up after a recovery. This is a signal to Failover Manager that the failover system is no longer required. When Failover Manager detects the request.lock , it shuts down the failover service and releases the lock, enabling the primary to start.

Lock Mechanism Process

1 Primary SiteScope waiting to start.

Each time a SiteScope primary is in the process of starting up, it tries to create the **sitescope.lock** file, or to acquire the existing one on the shared resource in the <SiteScope root directory>\heartbeat directory. This is required for the primary SiteScope to take control over the **sitescope.lock** file and to complete the start up.

2 Primary SiteScope starts up.

Provided the lock is available, the primary SiteScope gets the lock, and the SiteScope process is started.

Note: If the primary SiteScope does not get the lock (for example, if the lock file is occupied by the failover process), it makes repeated requests for the lock according to the **numberOfPrimaryLockRequestRetries** value in the <SiteScope root directory>\conf\ha\primaryHAConfig.properties file.

3 Primary SiteScope shuts down.

When the primary SiteScope goes down, the SiteScope process stops running and the **sitescope.lock** is released.

Note: If the primary SiteScope is disconnected from the network, it is automatically shutdown to avoid corruption.

4 Failover Manager is activated.

Once Failover Manager detects that the primary SiteScope has gone down (by monitoring the **primary_heartbeat.log** file), it takes control over SiteScope (acquires the **sitescope.lock**) and activates the failover system.

Failover Manager goes into detection mode (waiting for the **request.lock**).

5 Primary system becomes operational again.

When the primary SiteScope is ready to restart, it creates the **request.lock** file. This is the sign that the primary system is ready to restart and that the failover system is no longer required.

When Failover Manager detects the request, it stops the failover system, and releases the lock.

The primary SiteScope acquires the **sitescope.lock** and the SiteScope process is restarted. The **request.lock** file is removed from the directory.

Failover Manager returns to standby mode (monitoring the primary SiteScope heartbeat).

Primary SiteScope Configuration Files

SiteScope Failover Manager uses configuration files and settings not used by regular SiteScope. This section describes the files and the key configuration settings on the primary SiteScope and Failover Manager that are used for SiteScope Failover.

This section includes:

- "primaryHAConfig.properties" on page 60
- "ha.log" on page 61

primaryHAConfig.properties

This file contains configuration properties for the primary SiteScope. It is located in the <SiteScope root directory>\conf\ha directory on the shared resource.

Property	Description
heartbeatFrequencyInSec	<p>The frequency, in seconds, that SiteScope writes heartbeat data for the primary and failover SiteScopes, to the primary_heartbeat.log and failover_heartbeat.log on the shared resource.</p> <p>Default value: 15 seconds</p> <p>Minimum value: 10 seconds</p> <p>Note: This value, which is used by both primary and failover services, should be synchronized with the heartbeat monitoring frequency in the managerHAConfig.properties file on the Failover Manager to ensure that the heartbeat monitoring frequency is not higher than the heartbeat writing value.</p>

Property	Description
numberOfPrimaryLockRequestRetries	<p>The number of times that the primary SiteScope makes a request for the lock. SiteScope needs to acquire the lock to start the SiteScope service.</p> <p>Default value: 3</p> <p>Minimum value: 1</p>
primaryLockRequestTimeoutInSec	<p>Amount of time, in seconds, that the primary SiteScope waits between sending requests for the lock. SiteScope needs to acquire the lock to start the SiteScope service.</p> <p>Default value: 30 seconds</p> <p>Minimum value: 10 seconds</p>

ha.log

This file provides a record of actions performed by the primary SiteScope. It contains information regarding the time that the primary SiteScope tries to acquire the lock, acquires the lock, and releases the lock.

The name of the current primary SiteScope log is **ha.log** and it is located in the **<SiteScope root directory>\logs directory** on the shared resource. When the current log reaches its size limit, it is closed and a new log is created. Older logs are named **ha.log.1**, **ha.log.2**, and so forth. The higher the number concatenated to the name, the older the log.

Failover Manager Configuration Files

This section describes the files and the key configuration settings on the Failover Manager machine.

This section includes:

- ▶ "monitoredSiteScopes.properties" on page 62
- ▶ "managerHAConfig.properties" on page 63
- ▶ "ha.log" on page 64

monitoredSiteScopes.properties

This file contains a list of all SiteScopes monitored by the Failover Manager. It is located in the **<SiteScope root directory>\ha** directory on the SiteScope Failover Manager server.

- ▶ For SiteScopes running on UNIX platforms, enter the directory which is mounted on the Failover machine. For example:

`/opt/HP/SiteScope` (mounted directory on filer)

For details on mounting a directory on a UNIX environment, contact your system administrator.

- ▶ For SiteScopes running on Windows platforms, enter the UNC path of SiteScope to be monitored. In addition, include the SiteScope service name and the user logon credentials with an encrypted password. You can encrypt the user password using the SiteScope Encryption Tool by running the following command:

`<SiteScope root>\tools\AutoDeployment\encrypt_password.bat <password>`. Enter space and the password value, and click Enter. Use the returned string as the encrypted password.

The path should be in the format:

`<SiteScope installation on shared directory>;<Service Name>;<Username>;<Encrypted Password>;<JMX port #(optional parameter)>`

Note: Failover Manager must be restarted before any changes to this file can take effect.

managerHAConfig.properties

This file contains configuration properties for the Failover Manager. It is located in the <SiteScope installation>\ha directory on the SiteScope Failover Manager server.

Property	Description
heartbeatFrequencyInSec	The frequency, in seconds, that SiteScope Failover Manager writes heartbeat data to the heartbeat.log file on the shared SiteScope installation folder. Default value: 15 seconds Minimum value: 10 seconds
progressTouchFrequencyInSec=30	The frequency, in seconds, that SiteScope Failover Manager touches the Progress.html page and changes its last modification time. Default value: 30 seconds Minimum value: 10 seconds
lockRequestDetectorFrequencyInSec=30	When failover is active, this is the frequency that Failover Manager checks for the release.lock file. The release.lock file is a signal that the primary system is ready to restart and that the failover system is no longer required. Default value: 30 seconds Minimum value: 10 seconds

Property	Description
numberOfAnalysisRetries	The number of times that Failover Manager attempts to collect heartbeat analysis data before it determines that SiteScope is down. Default value: 5 Minimum value: 1
failoverMonitoringFrequencyInMin=1	The frequency, in minutes, that Failover Manager monitors the heartbeat. Default value: 1 minute Minimum value: 1 minute

ha.log

This file provides a record of actions performed by the Failover Manager, and the time they were performed. It contains information regarding the heartbeat analysis process, the Failover Manager state (standby, active), and the failover state for each monitored SiteScope.

The name of the current SiteScope Failover Manager log is **ha.log** and it is located in the **<SiteScope root directory>\logs directory** on the SiteScope Failover Manager server. When the current log reaches its size limit, it is closed and a new log is created. Older logs are named **ha.log.1**, **ha.log.2**, and so forth. The higher the number concatenated to the name, the older the log.

Heartbeat Files on the Shared Resource

The **primary_heartbeat.log**, **failover_heartbeat.log**, and **heartbeat.log** are log files that contain records of heartbeat events written to the **<SiteScope root directory>\heartbeat** directory on the shared resource.

When the primary SiteScope is up, it writes events to the **primary_heartbeat.log** file. Failover Manager reads the events to conclude the status of the primary SiteScope, and to determine the appropriate action to take. When SiteScope Failover Manager is up, it writes events to the **failover_heartbeat.log** file. Failover Manager also writes heartbeat events to the **heartbeat.log** file.

The events are common to all heartbeat files, except the **RELEASED_LOCK_ACK** event, which is relevant only to primary SiteScopes.

Event	Description
START	Primary SiteScope/SiteScope Failover started up.
HEARTBEAT	Heartbeat events indicate that the SiteScope is up and running. By default, heartbeat events are written to the log every 15 seconds. Heartbeat events are written to the log according to the heartbeatFrequencyInSec frequency defined in: <ul style="list-style-type: none"> ▶ <SiteScope root directory>\conf\ha\primaryHAConfig.properties for primary SiteScopes ▶ <SiteScope root directory>\ha\managerHAConfig.properties for Failover Manager
SHUTDOWN	Primary SiteScope/SiteScope Failover is down due to one of the following:
RELEASED_LOCK_ACK	This event is logged by Failover Manager when it detects that the primary SiteScope has recovered and is ready to restart. Failover Manager shuts down the failover service (and releases the lock), and writes this event to the log to indicate that the primary is starting up.

Part III

Administering SiteScope Failover Manager

4

Monitoring Using SiteScope Failover Manager

This chapter includes:

- Using Failover Monitoring Templates on page 69
- Monitoring When the Primary SiteScope Goes Down on page 73

Using Failover Monitoring Templates

Failover Monitoring solution templates are preconfigured monitor set templates designed to monitor the failover environment. Using the Failover Monitoring solution templates, you can rapidly deploy solution-specific SiteScope monitors with settings that are optimized for monitoring the availability of primary and failover SiteScope machines.

When a primary SiteScope is registered to the Failover Manager configuration file, it is recommended to deploy the Failover Monitoring solution template (for Windows or UNIX) to the primary SiteScope, according to the platform on which SiteScope is running. A Failover Monitoring solution template should be deployed to each primary SiteScope server being monitored by the Failover Manager.

The solution template creates a monitor group container on the primary SiteScope in which the specially configured failover monitors are added. The Failover monitors are SiteScope log monitors with settings that are optimized for monitoring the availability of the target primary SiteScope and the failover service.

After the solution template is deployed, you can configure alerts on the deployed monitors to notify you of changes in status on the primary SiteScope and when a failover occurs. For example, you can configure a Failover alert to receive email notification when the primary SiteScope goes down.

Since the Failover Monitoring solution template is deployed on SiteScope, this means that when the primary SiteScope is up, you can view the deployment via the primary SiteScope URL, and when SiteScope Failover Manager is up, you can view it via the SiteScope Failover URL (since they share the same configuration). For details, see "Monitoring When the Primary SiteScope Goes Down" on page 73.

This section also includes:

- "Failover Template Monitors" on page 70
- "Variables Used in Failover Monitoring Solution Templates" on page 72

Failover Template Monitors

The Failover Monitoring solution templates are located in the **Solution Templates** folder in the SiteScope template tree. All the monitors are Log File monitors which are configured to search for a particular text match in the Failover Manager **ha.log** file. The information from this file is used as a trigger for activating alert actions.

The monitoring frequency is defined by the **Frequency** setting in the Monitor Run Settings pane on the Failover monitor. By default, each monitor is set to run every 60 seconds.

The following table provides an overview of the monitors in the Failover Monitoring solution template.

Failover Monitors	Description	Threshold Settings
Failed to Start SiteScope Failover	<p>This is a log monitor that is used to detect if the failover service has failed to start after the primary SiteScope has gone down.</p> <p>When the monitor is in error, the Failover Manager logs a message to the ha.log file, and the monitor checks for a match. Configure an alert to notify you if the monitor is in error.</p>	<p>Error if matches == "n/a" or > 0</p> <p>Good if == 0</p>
Failed to Stop SiteScope Failover	<p>This is a log monitor that is used to detect if the failover service has failed to stop after the Failover Manager has requested it to shutdown.</p> <p>When the monitor is in error, the Failover Manager logs a message to the ha.log file, and the monitor checks for a match. Configure an alert to notify you if the monitor is in error.</p>	<p>Error if matches == "n/a" or > 0</p> <p>Good if == 0</p>
Primary SiteScope has Recovered	<p>This is a log monitor that is used to detect if the primary SiteScope has recovered after a failure.</p> <p>The monitor is configured to be in error when there is match.</p>	<p>Error if matches == "n/a" or > 0</p> <p>Good if == 0</p>

Failover Monitors	Description	Threshold Settings
Primary SiteScope is Down	This is a log monitor that is used to detect if a primary SiteScope has gone down. The monitor is in error status when the primary SiteScope is down.	Error if matches == "n/a" or > 0 Good if == 0
Primary SiteScope Status Unknown	This is a log monitor that is used to detect if the primary SiteScope status is unknown. The Failover should not be up and running as a backup when the primary SiteScope status is unknown. The monitor is configured to be in error when there is match.	Error if matches == "n/a" or > 0 Good if == 0

Variables Used in Failover Monitoring Solution Templates

The following table provides a description of variables used in Windows and UNIX Failover Monitoring solution templates.

Variable	Description	Default Value
%%Failover_Manager_HA_Log%%	The full UNC path to the Failover Manager ha.log file.	On Windows: \<Failover Manager server>\SiteScope\logs\ha.log Example: \\host1.example.com\c\$\SiteScope11F\ailoverManager\SiteScope\logs\ha.log On UNIX: /opt/HP/SiteScope/logs/ha.log
%%Failover_Manager_Host%%	The host name of the Failover Manager host.	Example: host1.example.com
%%Failover_Manager_Log-Encoding%%	The encoding of the monitored log file (such as UTF-8, CP1252, Shift-JIS, windows-1252, or EUC-JP).	UTF-8

Variable	Description	Default Value
%%Failover_Manager_Password%%	Password to the Failover Manager host.	
%%Failover_Manager_User%	The user name with admin credentials to the Failover Manager host.	
%%Primary_Installation_Path%%	The full installation path of SiteScope Primary. If meta characters are used in the installation path, they should be escaped if you want the characters to have their normal meaning.	<p>On Windows: \\<Shared folder>\<Primary server>\SiteScope</p> <p>Example: \\filer.example.com\Shared\SiteScope11_on_host1\SiteScope</p> <p>On UNIX: /<HA mount point>/SiteScope</p> <p>The Primary installation path on UNIX should use "/" as delimiter between directories instead of "/" or "\".</p> <p>Example: /opt/HA/SiteScope11_on_host2/SiteScope</p> <p>or</p> <p>/opt/HA/ SiteScope11_on_host2/SiteScope</p>

Monitoring When the Primary SiteScope Goes Down

This task describes the steps involved in configuring the environment to ensure failover monitoring when the primary SiteScope goes down.

This task includes the following steps:

- "Deploy the Failover Monitoring solution template to the primary SiteScope" on page 74
- "Modify Failover monitor configuration properties - optional" on page 74
- "Configure alerts and reports" on page 75

- "View monitor results during failover" on page 75
- "View monitor results when the primary SiteScope is back up" on page 76

1 Deploy the Failover Monitoring solution template to the primary SiteScope

The solution template can be deployed from template tree in the SiteScope user interface, using a CSV file, or using an XML file external to the SiteScope user interface. For a detailed overview of the steps involved in deploying a solution template, see "SiteScope Templates" in *Using SiteScope*.

Once deployed, the Failover Monitoring solution template creates a new monitor group container in which the individual Failover monitors are added. The monitor group container is assigned a name in the format Failover Monitors on <primary SiteScope installation path>. For details on the Failover Monitoring solution template properties, see "Failover Monitoring Solution Templates" in *Using SiteScope*.

2 Modify Failover monitor configuration properties - optional

You can modify monitor configuration properties for Failover monitors in the same way as any other monitors in SiteScope.

For example, you can modify conditions that determine the reported status of each monitor instance in the Threshold Settings. For details on modifying monitor thresholds, see "Threshold Settings" in *Using SiteScope*.

3 Configure alerts and reports

Configure alerts on the deployed Failover monitors to notify you of changes in status on the primary SiteScope and when a failover occurs. For details on configuring alerts, see "How to Configure an Alert" in *Using SiteScope*.

You can also configure reports for the newly created Failover monitors. For details on configuring reports, see "How to Create a Report" in *Using SiteScope*.

4 View monitor results during failover

If a primary SiteScope goes down, an alert is triggered notifying you of the change in status of the primary SiteScope. To view monitoring results during a failover, redirect your Web browsers to the address of the failover SiteScope server.

To access SiteScope from the Failover Manager machine, use the format:

```
http://<Failover Manager machine name/IP address>:  
<corresponding failover port>/SiteScope
```

For example, `http://localhost:8080/SiteScope`.

Note:

- When SiteScope Failover Manager supports multiple SiteScopes, each primary SiteScope must be configured to use a different port to avoid port collisions. Use the SiteScope Configuration Tool to change the SiteScope user interface and other ports that are already in use. The Failover Manager port is used to access SiteScope from the Failover Manager machine.
 - If there are SiteScope user names and passwords defined on the primary SiteScope, enter the same user names and passwords to access the failover.
-

5 View monitor results when the primary SiteScope is back up

When the primary SiteScope recovers, an alert is triggered if an alert was configured on the **Primary SiteScope has Recovered** monitor. To view monitoring results, redirect your Web browser to the address of the primary SiteScope instance using the format:

`http://<Primary SiteScope name>:<Primary SiteScope port>/SiteScope`

5

SiteScope Failover Manager Reference

This chapter includes:

- ▶ SiteScope Failover Manager and Business Service Management Integration on page 77
- ▶ SiteScope Failover Manager and Event Integrations on page 78
- ▶ SiteScope Failover Manager and Metrics Integrations on page 83
- ▶ Troubleshooting and Limitations on page 83

SiteScope Failover Manager and Business Service Management Integration

If a primary SiteScope is configured with a failover and is reporting to Business Service Management (BSM) and the failover SiteScope is activated, SiteScope Failover Manager configures itself to report to BSM under the same profile as the primary. Secondary profiles do not have to be created for the BSM database.

SiteScope Failover Manager and Event Integrations

If the primary SiteScope is configured to send events to HP Operations Manager (HPOM), or to Operations Management in BSM, the HP Operations agent must also be installed on the Failover Manager to enable it to send events when the primary SiteScope is down. In addition, the agent on both the failover and primary SiteScope servers must be connected to HPOM or Operations Management, and the SiteScope policies must be uploaded and installed on the agent nodes in HPOM or Operations Management to enable the integration.

Note: While event integration with HPOM or BSM can be configured on primary SiteScopes, it is not supported for high availability (failover) when Microsoft Cluster Service is used to provide backup monitoring.

This section also includes:

- "Connecting the Failover Agent to HPOM" on page 78
- "Connecting the Failover Agent to Operations Management" on page 80

Connecting the Failover Agent to HPOM

- 1** Open **Environment Variables** from the Windows Control Panel, and make sure the failover server has the same SITESCOPE_HOME environment variable value as the one on the primary SiteScope. Typically, the failover server has the variable value of the local installation.
- 2** Stop the HP Operations agent on both the failover and primary SiteScope servers, and then restart the agents with administrator privileges to access the log file on the shared resource.

To start the agent with chosen user permissions, run the command:

```
cscript "%OvInstallDir%\bin\ovswitchuser.vbs"-existinguser  
<DOMAIN\USER> -existinggroup <GROUP> -passwd <PASSWORD>
```

Thereafter, you can stop the agent by using the `ovc -kill` command, and start it by using the `ovc -start` command.

- 3** On the Failover server, manually connect the HP Operations agent to the HPOM server by entering the command:

```
"%OvInstallDir%\bin\OpC\install\opcactivate.vbs" -srv <server>
```

Note: The HP Operations agent on the primary SiteScope should be connected through HP Operations Agent Connection Settings in **Preferences > Integration Preferences > HP Operations Manager Integration Preference**. For details, see "How to Enable SiteScope to Send Events to HPOM or BSM" in *Using SiteScope*.

- 4** When both agents are connected to HPOM and their connection request has been approved on the HPOM management server, upload the SiteScope policies to HPOM and install the policies on the agents:

a Copy the policy files from **<SiteScope root directory>\tools\OMIntegration\Raw** to the HPOM management server.

b Upload the policies by running the command:

```
ovpmutil cfg pol upl "<policies folder>/config.mm"
```

The uploaded policies are displayed in **Policy Management > Policy Groups > HP SiteScope Integration**.

c Install the policies by selecting them and dragging them to the nodes of the connected agents as follows:

Policy Name	Install on...
SiteScope_Hosts_Discovery	Primary and Failover agent
HP_SiteScope_to_Operations_Manager_Integration	Primary and Failover agent
HP_SiteScope_to_Operations_Manager_Integration_by_Log_File	Primary agent only
HP_SiteScope_HA_to_Operations_Manager_Integration_by_Log_File	Failover agent only

Connecting the Failover Agent to Operations Management

To connect the failover agent to Operations Management, perform the connection steps common to Windows and UNIX platforms, and then perform the platform-specific steps for signing and installing the policies files.

Note: The HP Operations agent on the primary SiteScope should be connected to Operations Management through HP Operations Agent Connection Settings in **Preferences > Integration Preferences > HP Operations Manager Integration Preference**. For details, see "How to Enable SiteScope to Send Events to HPOM or BSM" in *Using SiteScope*.

To manually connect the failover agent to Operations Management (for both Windows and UNIX):

- 1 Stop the HP Operations agent on both the failover and primary SiteScope servers, and then restart the agents with administrator privileges to access the log file on the shared resource.

To start the agent with chosen user permissions, run the command:

```
cscript "%OvInstallDir%\bin\ovswitchuser.vbs" -existinguser  
<DOMAIN\USER> -existinggroup <GROUP> -passwd <PASSWORD>
```

Thereafter, you can stop the agent by using the `ovc -kill` command, and start it by using the `ovc -start` command.

- 2 On the Failover server, manually connect the HP Operations agent to Operations Management by running the command:

```
<agent installation folder>/bin/OpC/install/opcactivate -srv <server>
```

- 3 On Operations Management server run the command:

```
ovcm -listpending -l
```

Find the request ID of your failover machine and run the command:

```
ovcm -grant <request id>
```


- 4 In the <SiteScope root directory>\tools\OMIntegration\Policies folder, open the **F516CEC3-3AD4-4627-9CFD-BB155B894349_data** file and change the log file name from **HPSiteScopeOperationsManagerIntegration.log** to **HPSiteScopeOperationsManagerIntegration.HA.log**.

To sign and install the policies files on UNIX platforms:

- 1 In the <SiteScope root directory>\tools\OMIntegration\Policies folder, edit the **F6EB1B5F-2A65-419D-BC00-D71E9D90FAC3_data** and **F516CEC3-3AD4-4627-9CFD-BB155B894349_data** policies files by replacing **/opt/HP/SiteScope** with the path in the **/opt/HP/SiteScope/ha/monitoredSiteScopes.properties** file on the Failover server.
- 2 Sign the edited policies by running the following command:

```
/opt/HP/SiteScope/integrations/om/bin/signPolicy.sh
/opt/HP/SiteScope/tools/OMIntegration/Policies/8760A73D-F7F9-4BF0-93FE-
CABED896EF28_header.xml
/opt/HP/SiteScope/integrations/om/bin/signPolicy.sh
/opt/HP/SiteScope/tools/OMIntegration/Policies/F516CEC3-3AD4-4627-9CFD-
BB155B894349_header.xml
/opt/HP/SiteScope/integrations/om/bin/signPolicy.sh
/opt/HP/SiteScope/tools/OMIntegration/Policies/F6EB1B5F-2A65-419D-BC00-
D71E9D90FAC3_header.xml
```

- 3 Install the policies by running the following command:

```
/opt/OV/bin/ovpolicy -install -file
/opt/HP/SiteScope/tools/OMIntegration/Policies/F6EB1B5F-2A65-419D-BC00-
D71E9D90FAC3_header.xml
/opt/OV/bin/ovpolicy -install -file
/opt/HP/SiteScope/tools/OMIntegration/Policies/F516CEC3-3AD4-4627-9CFD-
BB155B894349_header.xml
/opt/OV/bin/ovpolicy -install -file
/opt/HP/SiteScope/tools/OMIntegration/Policies/8760A73D-F7F9-4BF0-93FE-
CABED896EF28_header.xml
```

To sign and install the policies files on Windows platforms:

- 1** Open **Environment Variables** from the Windows Control Panel, and make sure the failover server has the same SITESCOPE_HOME environment variable value as the one on the primary SiteScope. Typically, the failover server has the variable value of the local installation.
- 2** Sign the edited policies by running the following command:

```
"<SiteScope path>\integrations\om\bin\signPolicy.bat" -windows  
"<SiteScopePath>\tools\OMIntegration\Policies\8760A73D-F7F9-4BF0-93FE-  
CABED896EF28_header.xml"  
"<SiteScope path>\integrations\om\bin\signPolicy.bat" -windows  
"<SiteScopePath>\tools\OMIntegration\Policies\F516CEC3-3AD4-4627-9CFD-  
BB155B894349_header.xml"  
"<SiteScope path>\integrations\om\bin\signPolicy.bat" -windows  
"<SiteScopePath>\tools\OMIntegration\Policies\F6EB1B5F-2A65-419D-BC00-  
D71E9D90FAC3_header.xml"
```

- 3** Install the policies by running the following command:

```
"<agent path> \bin\ovpolicy" -install -file  
"<SiteScopePath>\tools\OMIntegration\Policies\F6EB1B5F-2A65-419D-BC00-  
D71E9D90FAC3_header.xml"  
"<agent path> \bin\ovpolicy" -install -file  
"<SiteScopePath>\tools\OMIntegration\Policies\F516CEC3-3AD4-4627-9CFD-  
BB155B894349_header.xml"  
"<agent path> \bin\ovpolicy" -install -file  
"<SiteScopePath>\tools\OMIntegration\Policies\8760A73D-F7F9-4BF0-93FE-  
CABED896EF28_header.xml"
```

SiteScope Failover Manager and Metrics Integrations

If the primary SiteScope is connected to an HP Operations Manager or BSM Gateway server and metrics integration with HP Operations Manager is enabled, the HP Operations agent must be installed on the Failover Manager to enable it to report metrics data when the primary SiteScope is down. The agent can be installed during SiteScope Failover Manager installation.

If the primary SiteScope goes down, continuous data graphing can be achieved using the HP Performance Manager or BSM reporting tools (Graphing component in Operations Management) by selecting both the primary SiteScope and SiteScope Failover Manager for graphing.

Note: While metrics integration with HP Operations Manager can be configured on primary SiteScopes, it is not supported for high availability when Microsoft Cluster Service is used to provide failover monitoring.

Troubleshooting and Limitations

This section describes troubleshooting and limitations for working with SiteScope Failover Manager.

- ▶ "Not all SiteScope Failover Manager events are displayed in the log file" on page 84
- ▶ "SiteScope Failover Manager cannot write heartbeats and create a lock request if no disk space is available on the shared resource" on page 84
- ▶ "SiteScope installed on a shared drive cannot be uninstalled from the Programs menu or from Add or Remove Programs in the Control Panel" on page 85
- ▶ "The Failover service stops with a NullPointerException after starting primary SiteScope, stopping Failover Manager, and starting SiteScope Failover" on page 85
- ▶ "SiteScope active service process runs on the SiteScope Failover Manager machine even after the primary SiteScope is up" on page 85

Not all SiteScope Failover Manager events are displayed in the log file

To display all SiteScope Failover Manager events in the <SiteScope root directory>\logs\ha.log file, change the file to DEBUG mode.

- 1 Open <SiteScope root directory>\conf\core\Tools\log4j\PlainJava\log4j.properties file in a text editor.
- 2 Replace the following:

```
#  
# HA categories  
#  
log4j.category.com.mercury.sitescope.ha=INFO, ha.appender  
log4j.additivity.com.mercury.sitescope.ha=false
```

with:

```
#  
# HA categories  
#  
log4j.category.com.mercury.sitescope.ha=DEBUG, ha.appender  
log4j.additivity.com.mercury.sitescope.ha=false
```

SiteScope Failover Manager cannot write heartbeats and create a lock request if no disk space is available on the shared resource

When there is no more space in the file system, primary SiteScopes and the Failover Manager stop working.

Suggested Solution:

This can be prevented by monitoring the available disk space on the shared resource machine and taking action before it runs out of space.

SiteScope installed on a shared drive cannot be uninstalled from the Programs menu or from Add or Remove Programs in the Control Panel

Unable to uninstall SiteScope installed on a remote path (shared drive) in Windows by selecting **Start > Programs > HP SiteScope > Uninstall HP SiteScope** or from **Add or Remove Programs** in the Control Panel.

Suggested Solution:

Uninstall SiteScope by running the installer file (HPSiteScope_11.00_setup.exe or HPSiteScope_11.00_setup.bin) and selecting the **Uninstall** option.

The Failover service stops with a NullPointerException after starting primary SiteScope, stopping Failover Manager, and starting SiteScope Failover

This error is caused when SiteScope Failover is started from the **go.bat**. While SiteScope can be run on Windows environments using the **go.bat** file when it is not run as a service, the **go.bat** file cannot be used to run SiteScope Failover.

Suggested Solution:

If you need to start SiteScope Failover manually, you should do so by starting the service and not the **go.bat**.

SiteScope active service process runs on the SiteScope Failover Manager machine even after the primary SiteScope is up

If SiteScope Failover Manager installed on Solaris is configured with a very small **numberOfAnalysisRetries** (less than 3) in the **managerHAConfig.properties** file, there could be conflicts in detecting the process ID (PID) between the primary SiteScope and its failover.

Suggested Solution:

Make sure that the **numberOfAnalysisRetries** in the **<SiteScope installation>\ha\managerHAConfig.properties** file is not less than 3.

Part IV

Appendix

A

Failover Solution Using Microsoft Cluster Service

This chapter includes:

- ▶ Introduction to Using Microsoft Cluster Service on page 89
- ▶ Install and Configure SiteScope on Cluster Servers on page 90

Introduction to Using Microsoft Cluster Service

Microsoft Cluster Service can be used as an alternative to SiteScope Failover Manager for providing failover on SiteScope machines. The Microsoft Cluster Service solution is suitable for medium and larger-sized enterprises.

Microsoft Cluster Server is clustering software that supports clusters nodes which are specially linked servers running the cluster service. The primary purpose of clustering is to provide failover and reinstatement of services and resources, thereby providing increased availability for the services.

With Microsoft Cluster Server, when one server in a cluster fails or is taken offline, the other server in the cluster takes over the failed server's operations. Clients using server resources experience little or no interruption of their work because the resource functions move from one server to the other.

Microsoft Cluster Server is comprised of clustering software and the Cluster Administrator. The clustering software enables the servers of a cluster to exchange specific types of messages that trigger the transfer of resources at the appropriate times. The Cluster Service runs on each cluster server. The Cluster Administrator is a graphical application that is used to manage a cluster. You can access the Cluster Administrator from each SiteScope client machine and manage your cluster from it.

Note: While the event integration with HP Operations Manager and BSM and metrics integration with HP Operations Manager can be configured on primary SiteScopes, these integrations are not supported for high availability when Microsoft Cluster Service is used to provide failover monitoring.

Install and Configure SiteScope on Cluster Servers

In our example, SiteScope_1 and SiteScope_2 represent two SiteScope machines on which the Microsoft cluster service (agent) is installed. Both machines share a disk resource, Disk E.

This task includes the following steps:

- "Create and configure the Microsoft Cluster Service on the assigned SiteScope machines" on page 91
- "Configure cluster resources" on page 91
- "Set the owner machine and verify the disk resource is online" on page 92
- "Install SiteScope on SiteScope_1 and set SiteScope service startup type to Manual" on page 93
- "Create a corresponding SiteScope service on SiteScope_2" on page 93
- "Create a generic service resource on the cluster" on page 94
- "Test failover" on page 95

1 Create and configure the Microsoft Cluster Service on the assigned SiteScope machines

For help creating a Microsoft cluster service, consult your system administrator or refer to the Microsoft Guide to Creating and Configuring a Server Cluster Under Windows Server 2003. This guide is available from <http://www.microsoft.com/downloads/details.aspx?familyid=96F76ED7-9634-4300-9159-89638F4B4EF7&displaylang=en>.

For information on creating and configuring a server cluster on a VM Workstation, refer to <http://communities.vmware.com/message/853923;jsessionid=FBFFE873899512916627A53BFE7D6632>.

2 Configure cluster resources

Click **Start > Programs > Administrative Tools > Cluster Administrator** to access the Cluster Administrator.

Configure the following cluster resources and their dependencies under your Cluster Group, and verify that their possible owners are the SiteScope machines.

Cluster Resources	
Cluster IP Address	<ul style="list-style-type: none"> ▶ Resource type: IP Address ▶ Dependencies: none ▶ Parameters: Cluster IP as the Address value
Cluster Name resource	<ul style="list-style-type: none"> ▶ Resource type: Network Name ▶ Resource name: For example, Lab_resource06 ▶ Dependencies: Cluster IP Address ▶ Parameters: Cluster Name
Physical Disk (shared disk)	<ul style="list-style-type: none"> ▶ Resource type: Physical Disk ▶ Dependencies: Cluster IP Address ▶ Parameters: the disk (in our example, E)

Cluster Resources	
Physical Disk - Quorum Disk Q (internal)	<ul style="list-style-type: none"> ▶ Resource type: Physical Disk ▶ Dependencies: none ▶ Parameters: the disk (Q Quorum)
SiteScope service (created after installing SiteScope)	<ul style="list-style-type: none"> ▶ Resource type: Generic Service ▶ Dependencies: Disk E ▶ Parameters: SiteScope service name

Note:

- ▶ The **Possible owners** for each resource are the cluster servers assigned for SiteScope monitoring (SiteScope_1 and SiteScope_2).
 - ▶ Cluster name or IP address should be used in SiteScope URL as the gateway server.
 - ▶ Static IP addresses should be used for SiteScope machines and the cluster address.
-

3 Set the owner machine and verify the disk resource is online

- a** Select one of the machines on which to install SiteScope (in our example, SiteScope_1), and set it to be the owner. To switch ownership between the agents, go to <MY-CLUSTER> > **Groups** > **Cluster Group**, and right-click **Move Group**. The owner machine is displayed in the **Owner** column in the right pane.
- b** Verify the Physical Disk resource is online. Go to <MY-CLUSTER> > **Groups** > **Cluster Group**, right-click the Disk E resource in the right pane, and select **Bring Online**. The shared driver is now available on the selected machine, SiteScope_1, and not on the other machine.

4 Install SiteScope on SiteScope_1 and set SiteScope service startup type to Manual

- a Install SiteScope on the shared driver (Disk E) using the SiteScope installation wizard. For installation details, refer to the *HP SiteScope Deployment Guide* PDF.
- b Set the SiteScope service startup type to Manual. In **Administrative Tools > Services**, right-click the SiteScope service, and then click **Properties**. On the General tab, in the **Startup type** box, click **Manual** and then click **OK**.
- c Verify SiteScope is up. Open a Web browser and try to access the SiteScope user interface using the cluster name or IP address. In our example: `http://Lab_resource06:8080/SiteScope`.

5 Create a corresponding SiteScope service on SiteScope_2

- a Switch ownership to SiteScope_2. Go to **<MY-CLUSTER> > Groups > Cluster Group**, and right-click **Move Group**. SiteScope_2 is now the owner machine.
- b Verify that Disk E on SiteScope_2 is online (right-click the Disk E resource, and select **Bring Online**).
- c Create a service on SiteScope_2 by performing the following:
 - Make a copy of the command from the **MS_Cluster_Service_Creation_Cmd.txt** file located in the **<SiteScope root directory>\conf\ha** directory.
 - Replace **<SiteScope root on shared disk>** and **<SiteScope service name>** with the relevant values.
 - Run the command in a command window.
 - Verify the service was created by checking for the following success message: **Creating Service. Service install success.**

Note: Service names must be the same on both SiteScope machines.

- d** Create a heartbeat parameter by performing the following:
- ▶ Make a copy of the command from the **MS_Cluster_Heartbeat_Param_Cmd.txt** file located in the **<SiteScope root directory>\conf\ha** directory.
 - ▶ Replace **<SiteScope root on shared disk>** and **<SiteScope service name>** with the relevant values.
 - ▶ Run the command in a command window.
 - ▶ Verify the heartbeat parameter was updated successfully (if there was no error message) by checking the registry key. You can also check for the following success message: Value Changed Successfully At SYSTEM\CurrentControlSet\Services**<SiteScope_service_name>**\serviceHeartbeatPath\
end perfix
-

Note: You can manually create and set the heartbeat parameter directly from the registry.

- e** Set the SiteScope service startup type to Manual. In **Administrative Tools > Services**, right-click the SiteScope service, and then click **Properties**. On the General tab, in the **Startup type** box, click **Manual** and then click **OK**.
- f** Verify SiteScope is up. Open a Web browser and try to access the SiteScope user interface using the cluster name or IP address. In our example: http://Lab_resource06:8080/SiteScope.

6 Create a generic service resource on the cluster

- a** Right-click the Cluster Group, and select **New > Resource**.
- b** In the **New Resource** page, perform the following, and then click **Next**:
- ▶ Type a resource name and description
 - ▶ In the **Resource type** box select **Generic Service**
 - ▶ In the **Group** box select **Cluster Group**

- c** In the **Possible Owners** page, select the SiteScope machines as the resource owners, and click **Next**. In our example, select SiteScope_1 and SiteScope_2.
- d** In the **Dependencies** page, select the SiteScope installation disk as the resource dependency, and click **Next**. In our example, select Disk E.
- e** In the **Generic Service Parameters** page, type the SiteScope service name, and click **Next**.
- f** In the **Registry Replication** page, click **Finish**.

7 Test failover

You can test failover by shutting down the SiteScope owner machine and verifying that you can still access SiteScope via the Cluster IP address or cluster name. The Cluster Administrator should also be updated to show the new owner.

Note: For information on verifying that resources will failover, refer to the "Test Installation" section of the Guide to Creating and Configuring a Server Cluster Under Windows Server 2003.

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