

# **HP OpenView Smart Plug-In for Remedy Action Request System integration: Software Release Notes**

**HP OpenView  
Version A.02.50  
October 2004**



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# **1 Announcements**

HP OpenView Smart Plug-In for Remedy Action Request System integration version A.02.50 is now available. The HP OpenView Smart Plug-In for Remedy Action Request System integration (HP OV SPI for Remedy) for the Remedy™ Action Request System® enables you to

integrate HP OpenView Operations for Unix (OVO/Unix) with the Remedy Action Request (AR) System and includes all the features summarized in this section:

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



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## Summary of Features in the HP OV SPI for Remedy

In combination with HP OpenView Operations for Unix (OVO/Unix), the HP OpenView Smart Plug-In for Remedy Action Request System integration A.02.50:

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

The HP OV SPI for Remedy also provides:

- complete integration with the OVO/Unix GUI
- the capacity to monitor AR system availability with OVO/Unix
- the capacity to monitor HP OV SPI for Remedy availability with OVO/Unix

## **Available Documentation**

The following on-line documentation is provided for HP OpenView Smart Plug-In for Remedy Action Request System integration A.02.50:

- On-line Documentation (PDF format)

## **On-line Documentation**

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

- HP OpenView Smart Plug-In for Remedy Action Request System integration Administrator Guide
- HP OpenView Smart Plug-In for Remedy Action Request System integration Software Release Notes

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### **NOTE**

The PDF files supplied with HP OpenView HP OpenView Smart Plug-In for Remedy Action Request System integration A.02.50 were generated with Adobe Acrobat 4.0. Some of the graphics might not display correctly, or at all, if not viewed with Adobe Acrobat Reader 4.0 or newer.

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## **2 What's in this Version?**

## What's in this Version?

This chapter gives a more detailed description of the main features provided with the HP OpenView Smart Plug-In for Remedy Action Request System integration version A.02.50. The section also indicates where to find more information on HP OV SPI for Remedy A.02.50 and related products, and covers the following areas:

- General Features
- New Features in Version A.02.50
- Related HP OV SPI for Remedy Products
- Information on the HP OpenView Web Pages

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## General Features

HP OpenView HP OpenView Smart Plug-In for Remedy Action Request System integration version A.02.50 includes the following features:

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

## What's in this Version?

- Special handling for the OVO message on submittal (owning, acknowledging, modification of message text)
- Communication with the AR server through a firewall.
- Support of private queues on the AR server.
- Demo rules and AR configuration.

## New Features in Version A.02.50

This sections gives you an overview of the changes which have been implemented in version A.02.50

- Support for OVO/Unix A.08.10 HP-UX and Solaris management server.
- Support for AR system 6.0 and 6.0.1.
- Support for OVO/Unix HTTPS agents.
- New action variable `$MANAGEMENT_SERVER$` for cluster environments.
- Detailed internal messages if request buffering is effective. See variable `REMSPI_QUEUE_CHECK` in `remspi.cfg`.
- More flexible automated attachments: list of values for AR fields (i.e. “or” expression).
- Documentation for utility `remspidbutil` added.
- Fixed typos in manual.
- Name of AR server, AR form and ID of AR ticket is reported for ticket creation.

## New Features in Version A.02.40

This sections gives you an overview of the changes which have been implemented in version A.02.40.

- Support for OVO/Unix A.08.00 HP-UX and Solaris management server.
- Support of private queues on the AR server using the `ARRPC` environment variable.
- Limit the number of messages submitted as one AR ticket due to

database and operating system constraints.

## **New Features in Version A.02.35**

This sections gives you an overview of the changes which have been implemented in version A.02.35.

- SPI internal messages regarding the start and stop of the buffering phase are not considered as errors anymore.
- The name of the first AR server which is not available is added to the SPI internal messages regarding start and stop of the buffering phase.
- For manual ticket submissions, the answer message “Request is buffered” is shown only if the global option `BUFFER_TT` is active.

## **New Features in Version A.02.30**

This section gives you an overview of the changes and improvements which have been realized in version A.02.30.

- AR ticket creation and update requests may be buffered in case the AR server is not available (see the global `OPTION BUFFER_TT`).
- Support for attaching OVO messages to existing AR tickets automatically (see the `ATTACH_TO` keyword).
- Support for suppressing redundant annotations and AR ticket updates by determining the originator of the request (see the `IF_MODIFIED` keyword).
- Support for ignoring the original OVO message in manual attachments (see the `ATTACHED` keyword).
- Notifying the user of successful ticket creations via OVO message or OVO annotation (see the `ON_SUBMIT MSG_IF_MANUAL` and `ON_SUBMIT ANNO_IF_MANUAL` keywords).
- Instruction text is available for ticket creation in case of automatic submittals. For instructions generated by an instruction text interface, the option “When forwarding message to Trouble Ticket or Notification Service” has to be set to “Resolve Instruction Text”.
- Negation of condition checks in the rules file (see the keyword `NOT`).

## What's in this Version?

- Extended regular expressions for checking strings in the *rules* file conditions (see the `LIKE` keyword).
- Access to more attributes in condition checks (sub conditions) and generated AR tickets (action variables):
  - the number of OVO message duplicates (see keywords `DUPLICATES`, `$DUPLICATES$`). For this type of sub condition, new relational operators `==`, `!=`, `>=`, `<=`, `>`, `<` have been introduced.
  - the service name attached to an OVO message (see keywords `SERVICE_NAME`, `$SERVICE_NAME$`)
  - the status of operator initiated and automatic actions attached to the OVO message (see keywords `AA_STATUS/OA_STATUS`, `$AA_STATUS$/$OA_STATUS$`)
  - the node group of the message node (see keyword `NODE_GROUP`; only the check for the node group is supported, there is no associated action variable)
  - the OVO user owning the OVO message (see keywords `OWN_USER`, `$OWN_USER$`)
- Submitting OVO user passed as special variable in manual submits (see the `ITO_SUBMITTER` keyword).
- Support for OVO 7.1 on HP-UX 11.0/11.11 and Solaris 7/8.
- Support for AR server 5.1.0.
- One installation package for all supported VPO/OVO versions per platform. The appropriate OVO specific binaries are activated during the post-installation step automatically.
- Specification of the language used by the Remedy SPI server (see the `REMSPI_LANG` keyword in `remspi.cfg`).
- Increased limit of text size for external keys and values (see the `EXTERNAL` keyword).
- Enhanced warning if the OVO user configured for the SPI has unsufficient responsibilities (see `REMSPI_ITO_USER`).
- Decreased number of messages generated due to self monitoring.
- Online documentation only available in PDF format (no PS files).
- Dropped support for ITO 5.30.



- Documentation on how to connect to an AR server through a firewall (see the REMSPI\_ARTCPORT keyword in `remspi.cfg`).
- Enhanced documentation about troubleshooting.
- Documentation on using the SPI on cluster nodes.
- Documentation on how to handle a DSO transfer (AR ticket moved between AR servers; see the DSO\_TARGET keyword).
- Several undocumented files have been removed from the bundle.

## New Features in Version A.02.20

This section gives you an overview of the changes and improvements which have been realized in version A.02.20.

- More keywords for the ITO\_UPDATE section.

If an AR ticket is modified, the OVO messages can be updated with the new information. The following keywords are new:

- UNACKNOWLEDGE to unacknowledge the OVO message
- DISOWN to disown the OVO message
- FORCE OWN to transfer the ownership of the OVO message

- More keywords for the ON\_SUBMIT section.

If an AR ticket is submitted, several actions may be started on the OVO message. New are

- FORCE OWN to transfer the ownership of the OVO message
- DISOWN to disown the OVO message

- It is now possible to include the Ticket ID of the AR ticket in the OVO message text (use the string “\$ARS\_ID\$” in the ON\_SUBMIT MSGTXT\_PREFIX section).
- In the SET and CONDITION clauses of the rules file, access to the new OVO Custom Message Attributes is possible with 'CMA “NAME” “Value” ' and '\$CMA Name\$'
- For automatically submitted OVO messages, it is now possible to reference the Instruction Text of the OVO message, even if it's generated via an Instruction Text Interface.
- A condition in the rules file may now check if the message node is

## What's in this Version?

listed in an external file. Use 'NODE IN "File"' as the new condition clause.

- Support for OVO 7.0 on HP-UX 11.0/11.11 and Solaris 7/8.

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## **Related HP OV SPI for Remedy Products**

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

- HP OpenView Operations for Unix 7.0/7.1 for Unix
- HP OpenView Operations for Unix 8.0 for Unix

## **Information on the HP OpenView Web Pages**

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

<http://www.hp.com/openview>

For patch information access the following HP OpenView website:

<http://ovweb.external.hp.com/cpe/patches>

What's in this Version?

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## **3 Problems and Solutions**

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

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

## **Known Problems and Workarounds**

### **1. Symptom**

The error messages of the Remedy SPI are not discussed in detail in the documentation.

#### **Solution**

We regularly revise and update our documentation with each new version. We will try to provide as much information as possible concerning troubleshooting when error messages appear.

### **2. Symptom**

If the global `OPTION BUFFER_TT` is enabled in order to buffer AR requests in case the AR server is not available, changes to existing AR tickets due to modified OVO messages are not buffered.

#### **Solution**

There is no workaround for this problem. There will be a future patch addressing this issue..

## Fixed Problems in A.02.50

### 1. SR 3207703113

*Obtaining the Remedy ID after a manual submission*

The ID of the Remedy ticket is now made available after manual submissions. The information regarding the AR server, the AR form and the AR ID is shown on the standard output.

### 2. SNSCCP

*Remedy SPI running in MC/SG environment*

The action variable `$HOST_NAME$` is replaced by the name of the physical system on which the Remedy SPI is running. In cluster environments, the name of the virtual OVO package is needed too. The package name is now available in the new action variable `$MANAGEMENT_SERVER$`.

### 3. QXCR1000200888

*Documentation for utilities*

The utility `remspidbutil` is now documented in the Administrators Guide.

### 4. QXCR1000201452

*More detailed error reporting when buffering*

If the SPI server buffers requests, more detailed internal messages are now generated if the new configuration variable `REMSPI_QUEUE_CHECK` is set to a non zero value in `remspi.cfg`. These messages contain the number of buffered requests.

### 5. QXCR1000197980

*Remedy SPI server should add 'Appended Text' from ARS server to error message*

In some situations, the ARS server returns more specific error information in a field 'Appended Text' to the SPI server. This appended text is now added to the Remedy SPI server error message.

### 6. QXCR1000113954

*Admin Guide contains numerous spelling errors*



The Administrators Guide has been reviewed and error have been corrected.

**7. QXCR1000113507**

ATTACH\_TO field search with multiple strings under one condition requested.

For automated attachments, the syntax for the search fields has been enhanced and now supports multiple strings which are used like an OR expression in location the ARS tickets.

## **Fixed Problems in A.02.40**

### **1. SR 8606360943**

*Communicate to the Remedy Server via dedicated private queue*

The number of the private queue can be specified in the `remspi.cfg` file. Use the new variable `REMSPI_ARRPC` to specify the rpc number of the queue.

### **2. *Number of messages submitted as one AR ticket is limited by operating system and OVO/Unix database constraints.***

The number of messages which are submitted as one AR ticket or are attached to one AR ticket is limited by operating system and OVO/Unix database constraints. The new version of the SPI now checks the number of passed messages and shows an error if more than 50 messages are submitted.

## **Fixed Problems in A.02.35**

### **1. SR 1201631204**

*Remedy SPI seems to query ITO-DB even though msg is set to suppress*

A suppress condition in the rules file was treated as an error from the following code. This has been corrected.

## Fixed Problems in A.02.30

### 1. SR 8606276571

*Remedy SPI logs an extra entry in OVO for annotations & status changes*

The problem of duplicated annotations or AR entries has been solved by introducing a new keyword `IF_MODIFIED`. With this keyword and the appropriate configuration on the AR server, the HP OV SPI for Remedy is able to determine the originator of a request. Using this information and the new keyword, it's now possible to modify the OVO message only if the AR ticket was not changed by the SPI itself and to react on *modified* fields only.

### 2. SR 8606145402

*Remedy SPI should include documentation about troubleshooting.*

The troubleshooting section of the documentation was updated and enhanced

### 3. SR B555014379

*Remedy SPI server aborts with core dump on Solaris if the name of the AR server sent by AR filters is not exactly as configured in the rules file.*

The problem occurred if the SPI server had to resolve the host name which was sent by the itoupdate client program as the name of the originating AR server. This name resolution is needed every time the SPI servers receives an AR change request (via itoupdate) and the name of the AR server is not spelled exactly as in the target section of the rules file.

### 4. SR 8606268856

*Attached messages should not copy the entries for already submitted messages again.*

The problem occurred if OVO messages were manually attached to an existing AR ticket. This case is handled as an update to an existing AR ticket with multiple input messages, i.e. the original OVO message and the new messages.

With multiple messages, the SPI orders the selected OVO messages

and then evaluates the new values for the AR fields according to the update policy. This policy may be ALL, which means that the attributes from all selected OVO messages are processed.

With the new keyword UPDATE ATTACHED, the original OVO message is ignored while evaluating the new value for the AR field. This way, the original data is not processed and not copied to the AR ticket again.

5. **SR 8606244645**

*OVO message for manual submission of a trouble ticket.*

With the new submit rule ON\_SUBMIT MSG\_IF\_MANUAL "message text", an OVO message with the specified text is generated if an AR ticket was successfully created as the result of a manual message submission.

6. **SR 8606292964**

*Annotation should be made to message when Remedy ticket is opened.*

With the new submit rule ON\_SUBMIT ANNO\_IF\_MANUAL "message text", an annotation is added to the submitted OVO message with the specified text. The annotation is added only for successfully manually submitted messages.

7. **SR B555005084**

*Failed OVO message updates should be noted in annotations.*

With the new global option OPTION ANNO\_FAILED\_MSG\_UPDATE, an annotation will be attached to the corresponding OVO message if the message could not be successfully updated. This is supported for all OVO message updates as a result of a changed AR ticket or a failed submit rule.

This annotation does not trigger an update of the AR ticket.

8. **SR 8606247397**

*Increase text limit size of external values.*

The size limit for external values has been increased.

The maximum length of an external key has now been set to 2048 characters, the maximum length of an external value has been set to 4096 characters. This holds for the entries in the external value file.

Note that if external *values* are used in as sub conditions in the

rules file, the maximum size for this *token* is 2048 characters (limitation in the rules file parser). This limitation can be circumvented by using regular expressions for the external value.

**9. SR 8606147235**

*Too much messages from remspisrv.log*

This change request is actually dedicated to changing the pathname of the log file for the SPI client program itouupdate.

The log file of the SPI client program itouupdate is now located in

- Unix: /var/opt/OV/log/remspi/itouupdate.log
- Windows: \usr\OV\log\remspi\itouupdate.log

If the AR server is not an OVO managed node (and thus the OV directories do not exist), the log file is created in the directory from where the SPI client program is started.

**10. SR 8606147236**

*Message storms from remspisrv due to MCE (message change events)*

The self monitoring templates have been modified to suppress similar messages based on time. Similar messages are now forwarded to the OVO server only if the time gap between subsequent messages is more than 5 minutes. If the messages are still generated after one hour, a new message is forwarded to the OVO server.

In addition, several internal messages have been suppressed and substituted by a general message. Note that the entries are still all logged into the SPI log file `remspi.log`, but not all of them are forwarded to the OVO server.

**11. SR 8606280993**

*Integration with Trouble Ticket Interface - auto attach*

This enhancement request is dedicated to automatically attaching OVO messages to an existing AR ticket.

With the new keyword `ATTACH_TO`, it's now possible to define a list of search fields in a condition. If the condition matches, all targets of this conditions are searched for existing tickets satisfying the list of search fields. If such tickets are found, the submitted OVO messages are attached to the oldest ticket. If no existing tickets are found, a new ticket is created.

Note that auto attachments are only supported if the transaction was started as a message *submit*, regardless if automatic or manual.

**12. SR 8606271789**

*ARS delayed responses*

This enhancement request is dedicated to buffering AR update and creation requests if the AR server is busy or down. Note that buffering is not necessary if the AR server signals that the request has been processed, but that not all internal operations have been finished.

With the new global `OPTION BUFFER_TT`, it's now possible to buffer AR ticket update and creation requests if the AR server is down or not responding.

The start and the end of the buffering phase are notified by internal OVO messages. The queued requests are retried evry 60 seconds.

Note that change events for OVO messages for which the AR ticket creation has been buffered are not buffered. These change events are lost.

**13. SR 8606286396**

*Buffer TT messages until ARS server back online*

This enhancement request is dedicated to buffering AR update and creation requests if the AR server is busy or down.

With the new global `OPTION BUFFER_TT`, it's now possible to buffer AR ticket update and creation requests if the AR server is down or not responding.

The start and the end of the buffering phase are notified by internal OVO messages. The queued requests are retried evry 60 seconds.

Note that change events for OVO messages for which the AR ticket creation has been buffered are not buffered. These change events are lost.

**14. SR 8606258945, SR 8606280020**

*Remedy SPI support on Remedy 5.x*

The version A.02.30 of the HP OV SPI for Remedy support AR servers 5.0.1 and 5.1.0 (see “Agent Platforms and OS Supported by the HP OV SPI for Remedy” on page 40) .

## Fixed Problems in A.02.20

1. **SR 8606158126**

- Documentation errors regarding the trace mode

**Solution**

- The documentation was corrected.

2. **SR B555009321**

- Initially entered as *Documentation required on tracing*, this defect addressed the improper handling of AR Diary fields (no data entered into the field, data destroyed)

**Solution**

- The handling of AR Diary fields was corrected. The improper behaviour was seen especially in situations where the AR data definition was converted using the *Remedy Migrator Tool*

3. **SR 8606197952**

- Enhancement request for *disowning* messages from the AR User Tool.

**Solution**

- The ITO\_UPDATE section was enhanced. It's now possible to DISOWN the OVO message or to transfer ownership with FORCE OWN if an AR ticket is modified.

4. **SR 8606205393**

- Enhancement request for *unacknowledging* OVO message from the AR User Tool.

**Solution**

- The ITO\_UPDATE sections enhanced. It's now possible to UNACKNOWLEDGE the OVO message if an AR ticket is modified.

5. **SR B555005083**

- Enhancement request for *owning* OVO message if on ticket



submission.

### **Solution**

- An ON\_SUBMIT section was introduced . This section specifies actions taken if an OVO message is submitted as an AR ticket. Using the new syntax “ON\_SUBMIT OWN”, the OVO message is owned on submission.

### **6. SR B555010960**

- If MSGTXT\_PREFIX is used in the ON\_SUBMIT section of the *rules* file, then the OVO message is owned, even if the OWN keyword is *not* used.

### **Solution**

- The OVO message is automatically *owned* by the core OVO system if the message text is modified. To *disown* the OVO message after this modification, use the new DISOWN keyword in the ON\_SUBMIT section. Even if the MSGTXT\_PREFIX clause is used, the DISOWN is executed after the modification and hence the automatic owning of the message. This way, the message is effectively *disowned* after the submission.

### **7. SR B555009322**

- Mapping OVO values to AR enumerated data types ignores the mapping table specified in the *rules* file if the OVO data value is a member of the AR enumerated data type list.

### **Solution**

- The mapping table is now used even if the OVO data value is on the AR enumerated data type list.

### **8. SR B555011515**

- If an update occurs on the AR ticket, only the AR fields listed in the annotation text are fetched from the AR server. The fields used to check whether an annotation should be created or are not fetched from the server.

### **Solution**

- Now all fields used in the ITO\_UPDATE section are fetched from the AR server if a ticket has been modified.

### **9. SR 8606217794**

- The *remspisrv* process is not able to fetch the resolved instruction text for a message if the *Instruction Text Interface* is used.

**Solution**

- For *automatically* submitted messages, the instruction text is resolved and available in the SET clause using the string '\$HLP\_TEXT\$'. Note that for manually submitted messages, or attached messages or modified messages, this attribute is not available due to restrictions in the code OVO system.

**10. SR 8606226490**

- Confusing documentation for the keyword EXTERNAL in the *rules* file.

**Solution**

- The documentation was corrected.

**11. Empty tickets**

- If the user configured as the REMSPI\_ITO\_USER in the *remspi.cfg* file is not responsible for the message being submitted, the *remspisrv* tries to create an empty ticket on the AR server. This results in a misleading error message.

**Solution**

- These *empty* OVO messages are now ignored during the submission process. The error message is more appropriate now.

**12. Support for Windows 2000 as the AR server**

- If the client program *itoupdat.exe* was executed on a Windows 2000 system, the *remspisrv* aborted after a tickets has been modified.

**Solution**

- Now the communication to the *remspisrv* is handled properly on a Windows 2000 client system using *itoupdat.exe*

**13. Failed OVO message acknowledgement started from the AR User Tool.**

- If a OVO message acknowledgment started from the AR User Tool fails on the OVO server (e.g. access problems due to *foreign* ownership), then the association between AR ticket and OVO

message is deleted in the SPI database. Later acknowledgment is impossible then.

### **Solution**

- The result of the acknowledgment is now checked. The association in the SPI database is only released if this operation succeeded.

#### **14. Checking the OVO Message Node for inclusion in a list.**

- If there is a need to differentiate between multiple targets regarding the OVO message node, the only way was to create a separate condition per node containing the condition clause 'NODE "*MyNodeName*". This not only leads to a *rules* files which is nearly unsupportable, but imposes very long startup times of the *remspisrv* (during this time, the SPI is not functional and will not process any submissions).

### **Solution**

- It's now possible to use text files containing a list of node names and then to check the current OVO message node name for inclusion in this list. If the current node is included in the list, the conditional term is satisfied. This feature is specified using the new 'NODE IN "*MyFileOfNodeNames*"' clause in a condition in the *rules* file. The file is read when the check is performed for the first time and then only if it is modified. The file is an ordinary text file containing the node names on separate lines. Note that the names must be listed exactly as seen in the OVO message.



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## **4 Compatibility and Installation Requirements**

## Compatibility and Installation Requirements

This chapter describes:

- “Supported Operating System and Management Server Platforms”
- “Agent Platforms and OS Supported by the HP OV SPI for Remedy”

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## Supported Operating System and Management Server Platforms

Table 4-1 indicates which versions of the operating system and which versions of the OVO/Unix management server software are supported by the HP OpenView Smart Plug-In for Remedy Action Request System integration A.02.50.

**Table 4-1**      **Supported OVO/Unix Servers**

PRODUCT VERSION	Operating System				
	HP-UX		Sun Solaris		
	11.0	11.11	7	8	9
OVO/Unix 7.1+	X	X	X	X	X
OVO/Unix 8.0 / 8.1	X	X	X	X	X

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## Agent Platforms and OS Supported by the HP OV SPI for Remedy

Table 4-2 provides information about the OVO/Unix agent platforms, the operating systems, and the ARS server versions now supported by the HP OpenView Smart Plug-In for Remedy Action Request System integration A.02.50.

**Table 4-2 Prerequisites for the AR Server**

Hardware Platform	Operating System	AR System Version			
		4.0.3 <sup>(*)</sup>	4.5.2	5.0.1 <sup>(+)</sup>	5.1.* 6.0 6.0.1
HP Technical Workstations and Business Servers	HP-UX 10.20	X	-	-	-
	HP-UX 11.0	X	X	X	X
	HP-UX 11.11	X	X	X	X
Intel	Windows NT 4.0 Windows 2000	X	X	X	X
Sun SPARC	Solaris 2.6	X	X	X	X
	Solaris 7	X	X	X	X
	Solaris 8	X	X	X	X
	Solaris 9	X	X	X	X

---

### NOTE

To take full advantage of the OV SPI for Remedy, your AR servers should be OVO/Unix managed nodes.

The prerequisites listed above do not invalidate the prerequisites for the AR server mentioned by the manufacturer (Remedy Corp.).

(\*) Although the OV SPI for Remedy is able to connect to an AR server 4.0.3, using this version is not encouraged, since the Remedy Corp. stopped supporting it.



(+) Not supported. Due to a problem in ARS 5.0.1, it's not possible to start operator initiated actions or to escalate a message using the bundled AR form Problem Report. This problem does not occur with ARS 5.1.0 and higher.

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**NOTE**

On Windows managed nodes, the WINOSSPI has to be installed and configured or else the process monitoring of the HP OV SPI for Remedy will not work.

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## **5 Product/Release Matrix**

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

- “Product Version Information”
- “Software Availability”

## Product Version Information

HP OpenView HP OpenView Smart Plug-In for Remedy Action Request System integration A.02.50 is the latest release for the HP-UX 11.0/11.11 and Sun Solaris platforms. Table 5-1 explains which software depot (SD) bundles are available with the HP OV SPI for Remedy.

**Table 5-1      The HP OV SPI for Remedy SD Bundles**

SD Bundle	Product	Description
SPI-Remedy	SPI-REM-SRV	SPI server software – contains everything necessary to run the SPI (executables, shell scripts, etc.)
	SPI-REM-CFG	
	SPI-REM-DOC	
SPI-RemedyDoc	SPI-REM-DOC	SPI documentation

Table 5-2 explains which filesets are contained in the HP OV SPI for Remedy product bundles.

**Table 5-2      The Products in the HP OV SPI for Remedy SD Bundles**

SD Product	SD File Set	Description
SPI-REM-SRV	SPI-REM-SERVER	HP OV SPI for Remedy server software
SPI-REM-CFG	SPI-REM-CONFIG	HP OV SPI for Remedy Configuration
SPI-REM-DOC	SPI-REM-DOCUM	HP OV SPI for Remedy Documentation

Table 5-3 describes the contents of the HP OV SPI for Remedy filesets.

**Table 5-3      The HP OV SPI for Remedy SD File Sets**

SD File Set	Description
SPI-REM-SERVER	HP OV SPI for Remedy server software

**Table 5-3**

**The HP OV SPI for Remedy SD File Sets**

SD File Set	Description
SPI-REM-CONFIG	HP OV SPI for Remedy Configuration including: <ul style="list-style-type: none"><li>• SPI server configuration files</li><li>• OVO/Unix GUI Integration in uploadable format</li><li>• OVO/Unix templates and monitor scripts</li></ul>
SPI-REM-DOCUM	HP OV SPI for Remedy Documentation including <ul style="list-style-type: none"><li>• Administrator's Reference Guide</li><li>• Software Release Notes</li></ul>

For more information about product bundles and installation prerequisites, see the sections on product bundles and filesets in the *HP OpenView Smart Plug-In for Remedy Action Request System integration: Administrator's Reference*.

## **Software Availability**

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

The HP OpenView Smart Plug-In for Remedy Action Request System integration is available on the *HP OpenView Operations for Unix SPI CD-ROM* set on disk 1.

Product/Release Matrix  
**Software Availability**



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## **6 Upgrading to Version A.02.50**

## Upgrading to Version A.02.50

This chapter provides information on upgrading your system to HP OV SPI for Remedy version A.02.50.

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## Upgrading

### Upgrading from A.01.\* to A.02.50

The upgrade process from A.01.\* to A.02.50 is the same as the upgrade process from A.01.\* to A.02.00. This process is described in detail in the *HP OpenView Smart Plug-In for Remedy Action Request System integration: Administrator's Reference*.

### Upgrading from A.02.\* to A.02.50

This upgrade procedure keeps the current Remedy SPI databases intact.

- Stop the Remedy SPI server using “ovstop RemedySPI”
- Save the “rules” file
- Do a “swremove SPI-Remedy”
- Start the OVO Admin GUI
- Remove all HP OV SPI for Remedy GUI elements (node groups, message group, operators, application groups and templates)
- Deploy the OVO configuration to the OVO management server and the AR servers
- Stop the OVO Admin GUI
- Do a “swinstall -s <Depot for Version A.02.50> SPI-Remedy”
- Start the OVO Admin GUI
- Copy the OVO management server to the appropriate Remedy SPI node group, and copy the AR servers to the appropriate Remedy SPI node groups
- Activate your saved “rules” file by copying it to /etc/opt/OV/share/conf/remspi/rules.
- Compute the passwords for the AR users configured in the “rules” file, and the one for the OVO user configured in the “remspi.cfg”. You have to use the “remspipasswd” of version A.02.20 for this step.

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

## Upgrading

- Start the Remedy SPI server using “ovstart Remedy SPI”
- Deploy the ITO configuration to the ITO management server and the AR servers.

## Upgrading an ITO/VPO/OVO installation

Upgrading an existing installation can be done with the following steps (We assume here that no other configuration files or scripts were changed or modified. If this is the case, they must be included in the SAVE and RESTORE steps mentioned below). Note that if the Remedy SPI is upgraded at the same time, the passwords for the AR users and the ITO/VPO/OVO user have to be recomputed with the new 'remspipasswd' after the RESTORE step (see above).

A) ITO is upgraded on the same machine, RemSPI 2.x for both installations

1. SAVE:  
- tar cf /tmp/RemSPI-dat.tar \  
    /etc/opt/OV/share/conf/remspi/rules \  
    /etc/opt/OV/share/conf/remspi/remspi.cfg \  
    /var/opt/OV/share/tmp/remspi/\*.dir \  
    /var/opt/OV/share/tmp/remspi/\*.pag
2. DEINSTALL  
- swremove SPI-Remedy
3. UPGRADE  
- Perform the upgrade of ITO/VPO (see manual)
4. INSTALL  
- swinstall -s <Depot for RemSPI ITO-5/VPO-6> SPI-Remedy
5. RESTORE  
- tar xf /tmp/RemSPI-dat.tar

B) ITO/VPO is installed on another machine, moving the config from an existing RemSPI 2.x installation

1. SAVE (on existing system)  
- tar cf /tmp/RemSPI-dat.tar \  
    /etc/opt/OV/share/conf/remspi/rules \  
    /etc/opt/OV/share/conf/remspi/remspi.cfg

```
/etc/opt/OV/share/conf/remspi/remspi.cfg \  
/var/opt/OV/share/tmp/remspi/*.dir \  
/var/opt/OV/share/tmp/remspi/*.pag
```

2. INSTALL (on new system)
  - swinstall -s <Depot for RemSPI ITO-5/VPO-6> SPI-Remedy
3. RESTORE (on new system)
  - fetch /tmp/RemSPI-dat.tar from old system (ftp)
  - tar xf /tmp/RemSPI-dat.tar

**Problem:**The tickets on the AR server system may contain the name of the ITO/VPO management server (as is the case for the default ProblemReport schema). If this is true, the change of the ITO/VPO management servers name inhibits the transport of update information from the AR server to the (new) ITO/VPO management server (ticket modification on AR system).

**Solution:**Change the name of the responsible ITO/VPO management server in the AR ticket.

Upgrading to Version A.02.50

## **Upgrading**



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

- “Version Strings”
- “File Placement Plan”



## **Version Strings**

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

```
HP OpenView Smart Plug-In for Remedy A.02.50 (10/18/2004)
```

## **File Placement Plan**

### **List of directory locations for product-specific files:**

HP OV SPI for Remedy    /opt/OV/bin/remspi

OVO/Unix                    /opt/OV/bin/OpC

### **List of directory locations for product files on the OVO/Unix management server:**

      /var/opt/OV/share/tmp/remspi

      /etc/opt/OV/share/conf/remspi

      /var/opt/OV/<dir>/remspi

      where <dir> is; tmp or log

### **List of directory locations for product files on the OVO/Unix managed nodes (AR servers):**

SVR4 UNIX            /var/opt/OV/bin/OpC

                      /var/opt/OV/log/remspi

Windows NT/2k    \usr\OV\bin\OpC

                      \usr\OV\log\remspi

### **List of all files in the product**

**/usr/sbin/swlist -l file <product\_name>**