HP Operations Smart Plug-ins DVD

for HP Operations Manager for Windows® 9.00

Release Notes

Software version: 10.03 / January 2011

This document provides information about the updates in HP Operations Smart Plug-ins DVD for HP Operations Manager (HPOM) for Windows. It also covers the information about licensing, installing, and removing the SPI.

What is New in this Version?

This release includes the following Smart Plug-ins (SPIs) and introduces the new features for some SPIs:

- The SPIDVD for OMW supports the 64-bit version from this release.
- HP Operations Smart Plug-in for Databases – 12.04

  The HP Operations Smart Plug-in for Databases provides you the following enhancements:

  — The Microsoft SQL Server SPI can discover additional elements of SQL server instance such as the databases and services on the managed node. The discovered elements appear in the service tree on the management server console.

  — The Oracle SPI can discover additional elements on a managed node. The following discovered elements appear in the service tree on the management server console

  - Services - applicable only for Oracle on a Windows system.
  - Tablespaces, Datafiles, and File Systems - applicable for both Windows and UNIX.

- HP Operations Smart Plug-in for JBoss Application Server – 7.04

  The HP Operations Smart Plug-in for JBoss Application Server (JBoss AS) integrates with JMX Metric Builder to support the data collection from JBoss Application Server. You can create User Defined Metrics (UDMs) to gather data from application MBeans registered in the JBoss Application servers. In addition, the JBoss AS SPI supports the Remote Monitoring feature. This feature enables JBoss AS SPI to monitor a JBoss server instance hosted on an unsupported platform. The JBoss AS SPI supports monitoring JBoss nodes running on Windows. It is possible to configure the JBoss AS SPI to monitor JBoss nodes running on unsupported platforms or remote nodes.

- HP Operations Smart Plug-in for WebSphere Application Server - 7.04

  The HP Operations Smart Plug-in for WebSphere Application Servers discovers and monitors the WebSphere Portal servers. In addition, the SPI discovers the Portal Server instances. The SPI discovers and monitors WebSphere Application Server on Hypervisor Edition. The WebSphere SPI discovers the profiles created outside the home directory.

- HP Operations Smart Plug-in for WebLogic Application Server – 7.04

  The HP Operations Smart Plug-in for WebLogic Application Servers discovers and monitors WebLogic Portal Servers. In addition, the SPI discovers the Portal Server instances.

- HP Operations Smart Plug-in for Oracle Application Server – 7.04
- HP Operations Smart Plug-in for Web Servers – 6.04
- HP Operation Smart Plug-in for SAP – 12.03
- HP Operations Smart Plug-in for Microsoft Exchange Server – 13.08

  The HP Operations Smart Plug-in for Microsoft Exchange Server (Microsoft Exchange SPI) enables you to manage Microsoft Exchange 2010 Servers. The Microsoft Exchange SPI continues to support From the HPOM console, you can monitor the availability, use, and performance of Microsoft Exchange 2010 Servers running on the managed nodes. You can integrate Microsoft Exchange SPI with other HP Software products such as HP Performance Manager and HP Reporter to get consolidated graphs and reports.

- HP Operations Smart Plug-in for Microsoft® Active Directory– 7.06
- HP Operations Smart Plug-in for Microsoft® Enterprise Server– 8.02

  The HP Operations Smart Plug-in for Microsoft® Enterprise Server introduces the support for new Microsoft Lync Server 2010.

- A tool, SPI Upgrade Toolkit – 2.03

  The HP Operations Smart Plug-in Upgrade Toolkit (SPI Upgrade Toolkit) helps you upgrade HP Operations Smart Plug-ins to a higher version while retaining the customizations done on policies. You can use this utility with a browser-based interactive user interface that allows you to select the policy settings of your choice while you upgrade a SPI.

- HP Operations Smart Plug-in for HP Storage Essentials SRM - 2.03
- Smart Plug-in for managing IBM's DB2 Universal Database - 3.82
- HP Operations Smart Plug-in for PeopleSoft - 3.03
- HP Operations Smart Plug-in for Tuxedo - 5.03
- HP Operations Smart Plug-in for Remedy - 4.03
- HP Operations Smart Plug-in for BlackBerry® Enterprise Server - 3.13
- Support for Operations agent 8.6x (HTTPS) and HP Operation agent 11.00.
- Support for Performance Agent 5.00

- Support for Performance Manager 9.00
- Support for HP Operations Manager i (HP OMi) 9.00 for Oracle, Microsoft SQL Server, Microsoft Active Directory, Microsoft Exchange Server, IBM WebSphere Application Server, BEA WebLogic Application Server, and BlackBerry Enterprise Server SPIs.

  For more information about how the SPIs work with HP OMi, see HP Operations Manager i 9.00 documentation.

Documentation Updates

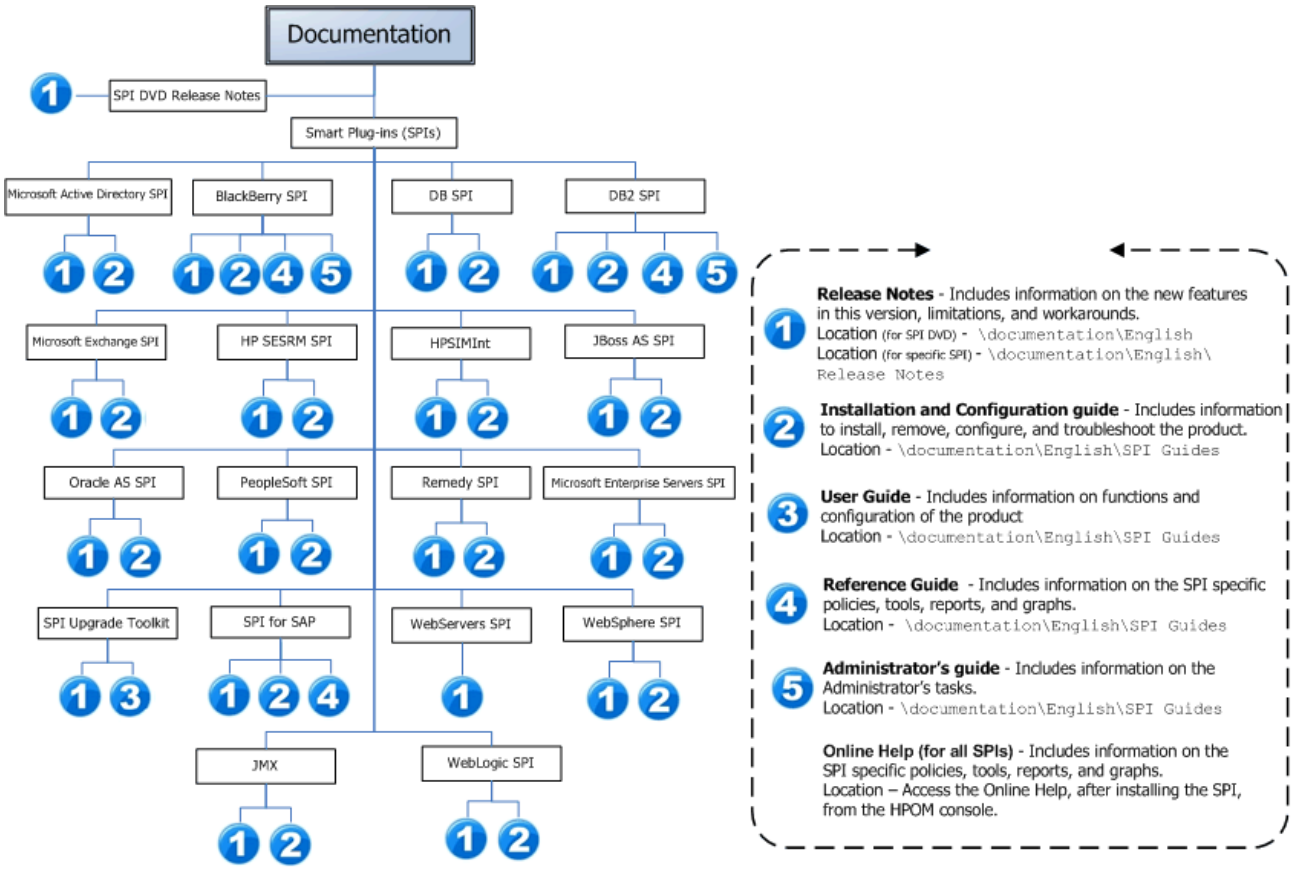
The first page of this release notes document contains the publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:

http://h20230.www2.hp.com/selfsolve/manuals

Documentation Map

- The following documentation map illustrates the documents and the location of documents pertaining to each SPI.



Migration of Smart Plug-ins from Previous Versions

You can migrate the Smart Plug-ins (SPIs) from previous versions of HP Operations Manager (HPOM) for Windows to HPOM for Windows 9.00 SPI DVD (2010.3). Check the limitations and workarounds when you migrate the SPIs to HPOM for Windows 9.00.

For more information about migrating or upgrading from the previous versions of HPOM for Windows to HPOM for Windows 9.00, see the *Installation Guide for HP Operations Manager for Windows 9.00.*

Supported Migration Scenarios

The SPIs from the following SPI DVDs can be migrated to HPOM for Windows 9.00:

- OpenView Operations for Windows (OVO for Windows) 7.50
- HPOM for Windows 8.10
- HPOM for Windows 8.16

The HPOM for Windows 9.00 does not support installation of SPIs from the following SPI DVDs:

- SPI DVD 2007.2
- SPI DVD 2008.1
- SPI DVD 2009.1

However, the configuration can be downloaded to OVO for Windows 7.50 or HPOM for Windows 8.1x and then uploaded on to HPOM for Windows 9.00.

Migrating from OVO for Windows 7.50, HPOM for Windows 8.10 or 8.16

Migration from OVO for Windows 7.50 and HPOM for Windows 8.10 or 8.16 to HPOM for Windows 9.00 is supported only on a 64-bit Windows operating system. For more information, see the *Installation Guide for HP Operations Manager for Windows.*

Migrating SPI Data

During HPOM server migration, the SPI components—policies, tools, and instrumentation data are copied to the target HPOM 9.00 server. The SPI shared directories and files, located at %OvShareDir%\SPI-Share\<SPI>, are not copied and migrated from the previous version. You must manually complete this task. The migrated data is then deployed to the existing or new managed nodes.

When the consolidated server patch is installed on HPOM for Windows 8.10 and 8.16 servers, which run on 32-bit operating systems, the HPOM servers—8.10, 8.16, and 9.00 have the same functionalities. In this case, the SPIs work as before and do not require any redeployment on the managed nodes.

Before you migrate the SPI, complete the following tasks:

Task 1: Remove the SPI Policies from Managed Nodes

If you have already used the Create Node Groups tool and created SPI node groups, you can skip steps #1 and #2 in the following procedure.

1 In the HPOM console tree, select the nodes/ node groups from which you want to remove the policies.

2 Select **Policy management** → **Policy groups** → <*SPI*>.

3 Right-click SPI, and then select **All Tasks** → **Uninstall from...**

4 Select the SPI node group (created by running the Create Node Groups tool) and in the Deployment Options segment check remove all versions.

5 Click OK.

Task 2: Rename the SPI Policy Group

In the console tree, select **Policy management** → **Policy groups**. Select and rename the SPI policy group. (for example, SPI for Databases_old).

Limitations and Workarounds

The following section provides details about the limitations and workarounds while you migrate the SPIs from a specific SPI DVD.

SPI DVD 2007.2

When upgrading from OVO for Windows 7.50 or HPOM for Windows 8.xx to HPOM for Windows 9.00, the combination of HPOM for Windows 9.00 and SPI DVD 2007.2 as an operational environment is supported with the following conditions:

- Migrated policies, instrumentation, and tools can be deployed on existing managed nodes if the agent on the node is unchanged.
- SPI tools must work in emulation mode as they use 32-bit binaries. The Operations Topology Viewer tool for SPI for Microsoft Active Directory or SPI for Microsoft Exchange console package does not work on 64-bit operating system.
- In the SPI for Databases, the operator-initiated action to launch the graph from an event does not work.
- SPI DVD 2007.2 supports only DCE nodes on OVO for Windows 7.50. You cannot manage DCE upgraded to HTTPS node or new HTTPS nodes with SPI DVD 2007.2 SPIs migrated from OVO for Windows 7.50.
- The SPI cannot be removed using the SPI installation media. You need to remove the SPI components manually.

SPI DVD 2008.1

When upgrading from OVO for Windows 7.50 or HPOM for Windows 8.xx to HPOM for Windows 9.00 management server, the interim combination of HPOM for Windows 9.00 and SPI DVD 2008.1 as an operating environment is supported with the following conditions:

- Migrated policies, instrumentation, and tools can be deployed on existing managed nodes if the agent on the node is unchanged.
- SPI tools must work in emulation mode as they use 32-bit binaries. The Operations Topology Viewer tool for SPI for Microsoft Active Directory or SPI for Microsoft Exchange console package does not work on 64-bit operating system.
- In the SPI for Databases, the operator-initiated action to launch the graph from an event does not work.

- SPI DVD 2008.1 supports only DCE nodes on OVO for Windows 7.50. You cannot manage DCE upgraded to HTTPS node or new HTTPS nodes with SPI DVD 2008.1 SPIs migrated from OVO for Windows 7.50.
- SPIs, migrated from HPOM for Windows 8.xx, cannot be deployed to newly added HTTPS node with 8.6x agent or DCE upgraded to HTTPS 8.6x. SPI DVD 2008.1 supports Operations agent 7.5 (DCE), 8.1x, and 8.5x. It does not support 8.6x (8.x is HTTPS).
- The SPI cannot be removed using the SPI installation media. You need to remove the SPI components manually.

SPI DVD 2009.1

SPI DVD 2009.1 is supported on HPOM for Windows 8.1x and HTTPS agents only. When upgrading from HPOM for Windows 8.xx to HPOM for Windows 9.00 server, the interim combination of HPOM for Windows 9.00 and SPI DVD 2009.1 as an operating environment is supported with the following conditions:

- Migrated policies, instrumentation, and tools can be deployed on existing HTTPS nodes if the agent on the node is not updated.
- Newly added nodes with 8.6x agent, DCE upgraded to HTTPS 8.6x agent, or HTTPS agent upgraded to 8.6x can be managed by the SPIs. SPI DVD 2009.1 supports Operations agent 8.5x and 8.6x.
- In the SPI for Databases, the operator-initiated action to launch the graph from an event does not work.
- SPI tools must work in emulation mode as they use 32-bit binaries. The Operations Topology Viewer tool for SPI for Microsoft Active Directory or SPI for Microsoft Exchange console package does not work on 64-bit operating system.
- The SPI cannot be removed using the SPI installation media. You need to remove the SPI components manually.

  Note: SPI DVD 2009.1 is supported on HPOM for Windows 8.1x and HTTPS agents only. SPI DVD 2009.1 supports Operations agent 8.5x and 8.6x.

  After migrating the management server, nodes from the old server work will with the new management server and do not require any redeployment.

  Deploying or upgrading DCE agent on the existing node is not possible from HPOM for Windows 9.00 management server.

Installation Notes

The installation instructions contained in this chapter apply to all SPIs and are therefore general. For more instructions pertaining to the specific products you plan to install, print a copy of the product's installation instructions. For the name or location of the documents, see the documentation map.

Supported Platforms

For latest support matrix, visit the following web site:
http://support.openview.hp.com/selfsolve/document/KM323488

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html or click the **New users - please register** link on the HP Passport login page.

To check for the latest Archived Obsolescence Programs, go to the following URL:

http://support.openview.hp.com/encore/om_spis_2009.jsp

Software and Hardware Requirements

Before installing a Smart Plug-in (SPI), make sure that your system meets the following minimum requirements:

- Hardware

  See the HPOM for Windows documentation for information on hardware requirements for the management server. See the Support Matrix (SUMA) link **http:// support.openview.hp.com/selfsolve/document/KM323488** for information on hardware requirements for the managed nodes.

- Software

  On Management Server:

  — HP Operations Manager for Windows: 9.00
  — HP Performance Manager (Windows): 9.00 (required if you want to generate graphs)
  — HP Reporter: 3.90 (required if you want to generate web-based reports)
  — HP SPI SHS Component: 3.40
  — HP Operations SPI Data Collector : 2.41
  — HP Operations SPI Upgrade Toolkit: 2.03 (automatically installed while installing the SPI using SPIDVD)
  — JMX Component (automatically installed while installing the SPI using SPIDVD, only applicable for BEA WebLogic Server, Oracle Application Server, IBM WebSphere Application Server, and JBoss Application Server): 7.04

  On Managed Node:

  — HP Performance Agent: 5.00 (required if you want to use HP Performance Agent for data logging)
  — HP Operations agent (version 8.60 and above (HTTPS) must be installed and configured)
  — HP Operation agent 11.00

Note: On Windows platform, the SPI Data Collector and the SPI SHS components are installed automatically, when you install the first SPI.

HPOM for Windows Patches

Ensure that you have the following patch if you use HPOM for Windows version 9.00 management server. Patches are located on the following URL:

http://support.openview.hp.com/selfsolve/patches

Installing SPI on an HPOM Management Server

To install a SPI on a local management server, follow these steps:

2 Insert the HP Operations Smart Plug-ins DVD into the DVD drive of the management server system.

The HP Operations Manager InstallShield Wizard opens.

6 Click **Next**. The Smart Plug-ins Release Notes and Other Documentation window opens.

7 Click **Next**. The Program Maintenance window opens.

Note: If no SPI is installed on the management server, the Product Selection window opens instead of the Program Maintenance window.

8 Select Install Products check box and click **Next**. The Product Selection window opens.

9 From the options listed (there are three Product Selection windows), select the check box corresponding to the SPI you want to install and click **Next**. The Enable/Disable AutoDeployment window opens.

Note: If latest versions of SPIs are already installed, SPI checkboxes are disabled. If Reporter and/or Performance Manager are not installed, Reports and/or Graphs checkboxes are disabled.

10 HP Operations Manager deploys policies automatically only when desired. Select to disable or enable the Auto Deployment feature and click **Next**. The License Agreement window opens.

11 Indicate your acceptance of licensing agreement terms by selecting the I accept the terms in the license agreement check box and click **Next**. The Ready to Modify the Program window opens.

12 Selecting **Back** allows you to edit previous selections, otherwise, click **Install** to begin the installation.

Note: Selecting **Cancel** after the installation has started does not halt the entire installation process, but only that of the product currently being installed (shown in the Status area); installation of the next selected product then begins.

13 You will see various status dialogs as the install program proceeds. Depending on the speed of your system and the components selected for installation, this process could take several minutes or more.

14 Click **Finish** to conclude the installation. The SPI is installed.

15 After you have installed all required SPIs, see the respective SPIs *Installation and Configuration Guide* for configuring your product.

Installing a SPI on an HPOM Remote Console

At a remote console, when you select to install a console-only version of HP Operations Manager for Windows, you automatically install the core Smart Plug-in packages. You can use the SPI DVD at the remote console to update the SPI packages that were automatically installed, or you can use the SPI DVD to install non-core SPI console packages.

Installing SPI in an HPOM Cluster Environment

First, install HPOM management server on each system in the cluster. When the management server cluster installations are complete, create the setup for the Smart Plug-in(s) installation. In addition, ensure that each node in the cluster has sufficient disk space for the Smart Plug-ins.

Cluster Installation Overview

Follow the steps to complete the installation:

- For the first installation (Node A) in the cluster — Follow the standard installation procedure, making product choices. Once you complete the installation on Node A, you will receive an instruction to proceed to the next system, Node B.
- For the Node B installation in the cluster — Follow the same procedure. You no longer need to make product choices. The installation detects the cluster configuration and copies all the required product choices from Node A to Node B.
- For Node C and all remaining installations in the cluster — Proceed as you did with Node B, where you no longer choose products but allow the installation packages to be copied from Node B (the previously installed system within the cluster) to Node C (the current system within the cluster) until you are finished.

Task 1: At the first cluster-aware management server, select and install a SPI.

Note: Before beginning, ensure that sufficient disk space is available on each management server for the SPI you plan to install. Cancelling the installation process before completion could result in partial installations and require manual removal of the partially installed components.

Complete all the tasks in the section Installing SPI on a Local Management Server or Console and then proceed to the next management server.

Task 2: At the next cluster-aware management server, install pre-selected SPI.

The task that follows is repeated on each management server in the cluster and prompts you to continue to every management server (as was defined in the HP Operations Manager cluster installation) until you are finished.

1 Insert the HP Operations Smart Plug-ins DVD in the DVD drive of the management server and follow instructions as they appear.

2 After the installation is complete, proceed as directed to the next management server until the installation on every management server in the cluster is complete.

Note: The HPOM console will not function properly until installations are completed on all nodes in the cluster.

Removing a SPI

For the detailed instructions on how to remove the SPI, see the respective SPIs *Installation and Configuration Guide*.

Removing a SPI from the Management Server

Using the DVD

You must remove the SPI components manually before removing the SPI from the management server using a DVD.

Removing the SPI Components

1 Remove SPI Policies from the Managed Nodes:

   a In the console tree, select **Policy management** -> **Policy groups**.

   b Right-click the *<Name of the SPI policy group>* and select **All Tasks** -> **Uninstall from**.

   A node selection window appears.

   c Select the nodes on which the policies are installed.

   d Click **OK**.

   e Verify the policies are uninstalled. Check the status of the job in **Deployment jobs** under Policy groups. All the SPI policies must be uninstalled before you start the next task.

If you customized policies residing in other HPOM policy groups, you should remove them as well.

2 Remove the SPI Node Groups on the Management Server

If you created the SPI node group, you must remove the group.

   a In the console tree, select **Nodes** -> *<Name of the SPI>*.

   b Open the Node Configuration editor.

   c Select the Nodes folder in the console tree.

   d Click the node icon on the Configuration toolbar to open the editor.

   A node list appears.

   e Select the name of the node group you want to delete and press the **Delete** key. You can also right-click the node group and select **Delete**.

   The Confirm Delete window opens.

   f Click **Yes**.

   g Click **OK** to close Configure managed nodes window.

Removing the SPI Software from the Management Server

To remove the SPI, follow these steps:

1 Insert the HP Operations Smart Plug-ins DVD into the DVD drive of the management server.

   The HP Operations Smart Plug-ins - InstallShield Wizard starts.

2 From the first screen, select **Next**.

   The Program Maintenance window opens.

3 Select Remove products.

   The Product Selection window opens.

4 Select the check box corresponding to the SPI you want to remove and click **Next**.

5 Complete the removal by following the instructions that appear as you proceed.

The SPI is removed.

Note: The SPIs may have few limitations for removal process. Refer to the respective SPI documentation for such limitations.

Using the Windows Control Panel - Add/Remove Products

Remove the SPI components before removing the SPI from the management server. To manually remove the SPI components, perform the tasks in the section Removing the SPI Components.

To remove the SPI from the management server, perform the following steps:

1 From the Start menu, select **Settings** -> **Control Panel** and open **Add/Remove Programs** (**Programs and Features** on Microsoft Windows Server 2008)

Note: Note that when you use the Windows Control Panel to uninstall any SPI, you have two uninstall options: (1) to remove selected SPIs or (2) to remove HPOM for Windows altogether. If you want to remove both HPOM and the SPIs, you must first remove all Smart Plug-ins from managed nodes, then from the management server. You can then remove HPOM.

2 Select HP Operations Smart Plug-ins and click **Change**. Click **Next**.

3 Select **Remove Products** and select *<Name of the SPI>*.

4 Complete the removal by following the instructions that appear as you proceed.

The SPI is removed.

Removing a SPI in a Cluster Environment

Task 1: To Remove Smart Plug-in components from managed nodes

Follow the steps in the Remove All WebSphere SPI Policies from the Managed Nodes in the section Removing the SPI Components.

Task 2: To Remove WebSphere SPI from the cluster-aware management servers

Remove the product from each system in the cluster as described below.

1 At the management console, select **Start** -> **Settings** -> **Control Panel** ->**Add or Remove Programs** (**Programs and Features** on Microsoft Windows Server 2008)

2 Select **HP Operations Smart Plug-ins** and select **Change**.

or

Insert the HP Operations Smart Plug-ins DVD in the DVD drive.

2 Whether using the Smart Plug-ins DVD or the Control Panel, proceed to product selection and select *<Name of the SPI>* installed on the cluster-aware management server.

3 Click **Next**.

4 Click **Remove**.

Note: Be certain you want to follow through an uninstallation before beginning. To cancel an uninstallation in a cluster after it has begun could result in the need to manually remove program components later.

5 When you have finished the uninstallation on one management server, proceed to the next management server in the cluster. (You can choose any management server in the cluster to begin the uninstallation; when the first uninstallation completes, you are prompted to proceed to each subsequent management server until you reach the last.)

6 After selecting *<Name of the SPI>* to remove from the first node in the cluster and completing the uninstallation on that node, you are prompted to proceed to the next node. Your initial selections on the first node are used for removing the identical Smart Plug-ins from the second.

You are notified that the removal is complete.

Troubleshooting

This section provides details on troubleshooting common to all SPIs.

SPIs fail to monitor cluster nodes with 64-bit HTTPS agents. All the policies remain disabled on 64-bit HTTPS-managed cluster nodes. To resolve this, follow these steps:

1. Go to the active node.
2. Open the command prompt.
3. Run the following command:
   `ovconfchg -ns conf.cluster -set CLUSTER_LOCAL_NODENAME <node_name>`
   where`<node_name>` is the hostname of the node.
4. Restart the agent by running the following command:
   `ovc -restart`
5. Repeat step 2 through step 4 on the passive node.

If a failover takes place in a cluster environment where 64-bit HTTPS agents are deployed, the service hierarchy and map view of the discovered services display duplicate entries of active and passive cluster nodes. To resolve this, follow these steps:

1. Go to the active node.
2. Open the command prompt.
3. Run the `ovconfchg -edit` command. The `hp.XplConfig.ovconfchg` file opens in a text editor.
4. Set the **INSTANCE_DELETION_THRESHOLD** property to 1 (the default value is 5).
5. Save the file.
6. Restart the agent by running the following command:
   `ovc -restart`
7. Repeat step 2 through step 6 on the passive node.

You must perform these steps before deploying Service Auto-Discovery policies on nodes.

After uninstalling a SPI, sometimes policies that are still deployed to the managed nodes will not be deleted from the Agent *Policies grouped by type* folder. To resolve this, delete the policies manually.

Code Signing

SPI DVD on Windows platform is digitally code signed and hence you can verify the integrity and authenticity of the code received before installing the SPIs. Digitally signed code enables you to manage security vulnerability risk.

You may verify the signature for a binary on a need basis. To verify signature for a binary, ensure that you have an active Internet connection on each managed node and perform the following steps:

1. Select the binary. Right-click the selected binary and open the **Properties** window.
2. In the **Properties** window, select the **Digital Signatures** tab. This tab displays the certificate, indicating that the binary is signed. To view details of the certificate, select it and click the **Details** button.
3. To view the certificate, click the **View Certificate** button.

Note: Sometime, the signature verification can take few extra seconds/minutes depending on various factors such as certificate validity interval and Internet connection speed.

To disable the signature verification for any reasons, perform the following steps on each managed node:

1. From the Internet Explorer window, select the **Tools -> Internet Options -> Advanced**
2. Uncheck the option, **Check for publisher's certificate revocation**.
3. Click **OK**.

SPI Licensing

The SPI DVD includes the purchased and complimentary SPIs. Each of the purchased SPIs can be used for 60 days without a license. Within this time period, however, you should get a license or password to ensure continued, uninterrupted use of the SPI you purchase. To use the complimentary SPIs, license is not required.

Types of Licenses

There are two types of licenses available the SPIs:

- Trial - The trial license is valid for 60 days. The trial period for the SPI license starts the first time you start the SPI.
- Extended - You have the option of extending your trial license for an additional duration. For instructions to extend trial license, see Steps to get trial license/extended trial license.
- Permanent - There is no expiration date for SPI with permanent license.

Steps to Get Media

- Go to the following web site for trial copy of the software:

https://h10078.www1.hp.com/cda/hpdc/display/main/index.jsp

- Go to the following web site to download permanent software:
  - SUM (Software Update Manager)

    http://support.openview.hp.com/software_updates.jsp

    SUM is also accessible through the ITRC (IT Resource Center)

    http://www.itrc.hp.com/

Visit the tutorial for SUM registration, login, etc.:

http://support.openview.hp.com/pdf/sso/index.html

— BTO Software Download Center

https://h10078.www1.hp.com/cda/hpdc/display/main/index.jsp

- To get Physical Media

Contact HP Software sales representative (contract administrators)

Steps to Get License Key

To get a license for the SPI, you can use the Operations Manager Obtain License tool. When you launch the tool, you will see that you can choose from three methods to get the required license or password:

- Method #1 - Retrieve/Install License Key: If you have an Internet connection from the HPOM console, you can directly access license or password key information. In addition, information about the server you are using is automatically detected (unless you are connecting to the Internet through a proxy server, in which case, you will have to enter the proxy server IP address).
- Method #2 - Install/Restore License Key from file: If you do not have an Internet connection from the HPOM console, use this method, where you get the license or password from another system and save in a file on the system on which you are installing the SPI. You store the information gained from the support hot line in a file on the HPOM console and import it during the procedure.
- Method #3: - Request License Key through email/ fax: If you prefer, you can send an email or a fax with your order number and retrieve license or password information in that way.

Installing a License

Prerequisite for all methods: The License Entitlement Certificate, included with the purchased Smart Plug-in (the License Entitlement Certificate contains the unique *Product Order Number*).

For all methods, you use the Obtain License Tool, as explained in the procedure that follows:

1. At the HPOM console, select **Tools -> HP Operations Manager Tools -> Licensing** and double-click **Obtain License**.
2. In the Obtain License dialog, select your <*product_name*> and click **OK**.

When you finish the process, an email confirmation containing the Permanent Password Certificate is sent to you for your records. (The certificate shows product information as well as the password or license you have been issued.) Depending on the method you use, the password can be automatically installed on your system.

Get License from the Web

Prerequisite: The License Entitlement Certificate, included with the purchased Smart Plug-in (the License Entitlement Certificate contains the unique *Product Order Number*).

1. Browse to the URL, **https:\\www.webware.hp.com**.
2. Select the **Generate New licenses** button.

3 In the Generate license(s) page, enter the order number for your SPI (as it appears in the License Entitlement Certificate included with the product), in the Order Number text box.

4 Click **Next**.

5 In the page that appears, select the check box next to the appropriate product name and click **Next**.

6 In the page that appears showing your product number, name, version, enter the following information:

   a Number of LTUs: number of SPI licenses you require.

   b IP Address: Input the IP address for the machine that will be running the license server.

   c Platform: Input the operating system that will be running on the computer managing the licenses for your application.

7 Click **Next**.

8 In the member login page enter your mail address, then your existing or first-time password or password verification, and click Sign-in.

9 In the address information page, enter information as required and click **Next**.

10 In the permanent password certificates page above the certificate, click the text: Save password file for <*product_number*>.

Locations for certificates and passwords: The location of a stored certificate is in a file titled .dat.asp. In addition, the Permanent Password Certificate can also be mailed to a mail address. Note that the default location for the installed license key is: `\Program Files\CommonFiles\Hewlett-Packard\HPOvLIC\data\LicFile.txt.`

Steps to get trial license/extended trial license

Temporary license keys are granted for evaluation purposes only. As a general rule, temporary evaluation license keys cannot be granted for non-evaluation purposes.

1 Obtain an approved product evaluation request from your Sales Representative.

2 Email your approval along with the details below to the email ID based on your region:

   Customer name:

   Customer contact name:

   Product Name:

   Product version:

   Number of days of trial/extension required:

   - For APJ Region: asia_password@cnd.hp.com
   - For Americas Region: EvalkeyRequest_AMER@hp.com
   - For EMEA Region: europe_password@cnd.hp.com

Individual SPI License Information

With this release of SPI DVD, SPIs follow the new instance-based licensing. The SPIs continue to support tier-based licensing. The following types of LTUs are available in the new licensing scheme.

- Application instance advanced (A) software license

- Application instance advanced non production development (A NP DV) software license
- Application instance advanced non production fail over (A NP FO) software license
- Application target connector software license: to monitor remote applications with SPI, you must have a SPI Target Connector LTUs for the nodes.

The following table indicates licenses required for individual SPIs.

Product	License Number	License Description
HP Operations Smart Plug-in for JBoss Application Server	TB110AA/TB110AAE	HP Ops SPI JBoss AS Inst A SW LTU/ E-LTU
	TB111AA/TB111AAE	HP Ops SPI JBoss AS Inst A NP FO SW LTU/ E-LTU
	TB112AA/TB112AAE	HP Ops SPI JBoss AS Inst A NP DV SW LTU/ E-LTU
	TB628AA/TB628AAE	HP Ops Target Connector JBoss AS Inst SW LTU/ E-LTU
HP Operations Smart Plug-in for Oracle	TB059AA/TB059AAE	HP Ops SPI Oracle DB Inst A SW LTU/ E-LTU
	TB060AA/TB060AAE	HP Ops SPI Oracle DB Inst A NP DV SW LTU/ E-LTU
	TB061AA/TB061AAE	HP Ops SPI Oracle DB Inst A NP FO SW LTU/ E-LTU
	BB169ZA/BB169ZAE	HP Ops Target Connector Oracle DB SW LTU/ E-LTU
HP Operations Smart Plug-in for Microsoft SQL Server	TB062AA/TB059AAE	HP Ops SPI SQL Sv Inst A SW LTU/ E-LTU
	TB063AA/TB060AAE	HP Ops SPI SQL Sv Inst A NP FO SW LTU/ E-LTU
	TB064AA/TB061AAE	HP Ops SPI SQL Sv DB Inst A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for Sybase	TB065AA/TB065AAE	HP Ops SPI Sybase Inst A SW LTU/ E-LTU
	TB066AA/TB066AAE	HP Ops SPI Sybase Inst A NP FO SW LTU/ E-LTU
	TB067AA/TB067AAE	HP Ops SPI Sybase Inst A NP DV SW LTU/ E-LTU
	BB170ZA/BB170ZAE	HP Ops Target Connector Sybase DB SW LTU/ E-LTU
HP Operations Smart Plug-in for Informix	TB068AA/TB068AAE	HP Ops SPI Informix Inst A SW LTU/ E-LTU
	TB069AA/TB069AAE	HP Ops SPI Informix Inst A NP FO SW LTU/ E-LTU

	TB070AA/TB070AAE	HP Ops SPI Informix Inst A NP DV SW LTU/ E-LTU
	BB171ZA/BB171ZAE	HP Ops Target Connector Informix DB SW LTU/ E-LTU
HP Operations Smart Plug-in for Microsoft Active Directory	TB080AA/TB080AAE	HP Ops SPI Active Dir In A SW LTU/ E-LTU
	TB081AA/TB081AAE	HP Ops SPI Active Dr In A NP FO SW LTU/ E-LTU
	TB082AA/TB082AAE	HP Ops SPI Active Dr In A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for Microsoft Enterprise Servers	TB089AA/TB089AAE	HP Ops SPI MS Ent Sv Inst A SW LTU/ E-LTU
	TB091AA/TB091AAE	HP Ops SPI MS Ent Sv Inst A NP FO SW LTU/E-LTU
	TB090AA/TB090AAE	HP Ops SPI MS Ent Sv Inst A NP DV SW LTU/E-LTU
HP Operations Smart Plug-in for Microsoft Exchange Server	TB083AA/TB083AAE	HP Ops SPI Exchange Inst A SW LTU/ E-LTU
	TB084AA/TB084AAE	HP Ops SPI Exchange Inst A NP FO SW LTU/ E-LTU
	TB085AA/TB085AAE	HP Ops SPI Exchange Inst A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for SAP	TB071AA/TB071AAE	HP Ops SPI for SAP Inst A SW LTU/ E-LTU
	TB072AA/TB072AAE	HP Ops SPI for SAP Inst A NP FO SW LTU/ E-LTU
	TB073AA/TB073AAE	HP Ops SPI for SAP Inst A NP DV SW LTU/ E-LTU
	BB176ZA/BB176ZAE	HP Ops Target Connector SAP SW LTU/ E-LTU
HP Operations Smart Plug-in for IBM WebSphere	TB077AA/TB077AAE	HP Ops SPI WebSphere AS In A SW LTU/ E-LTU
	TB078AA/TB078AAE	HP Ops SPI WebSphere In A NP FO SW LTU/ E-LTU
	TB079AA/TB079AAE	HP Ops SPI WebSphere In A NP DV SW LTU/ E-LTU
	BB173ZA/BB173ZAE	HP Ops Target Connector WebSphere AS SW LTU/ E-LTU
HP Operations Smart Plug-in for Oracle Application Server	TB092AA/TB092AAE	HP Ops SPI Oracle AS Inst A SW LTU/ E-LTU
	TB093AA/TB093AAE	HP Ops SPI Oracle AS Inst A NP FO SW LTU/E-LTU

	TB094AA/TB094AAE	HP Ops SPI Oracle AS Inst A NP DV SW LTU/ E-LTU
	BB174ZA/ B174ZAE	HP Ops Target Connector Oracle AS SW LTU/ E-LTU
HP Operations Smart Plug-in for BEA WebLogic Application Server	TB074AA/TB074AAE	HP Ops SPI Weblogic AS In A SW LTU/ E-LTU
	TB075AA/TB075AAE	HP Ops SPI Weblogic In A NP FO SW LTU/ E-LTU
	TB076AA/TB076AAE	HP Ops SPI Weblogic In A NP DV SW LTU/ E-LTU
	BB172ZA/BB172ZAE	HP Ops Target Connector Weblogic AS SW LTU/ E-LTU
HP Operations Smart Plug-in for TIBCO	TB086AA/TB086AAE	HP Ops SPI TIBCO Inst A SW LTU/ E-LTU
	TB087AA/TB087AAE	HP Ops SPI TIBCO Inst A NP FO SW LTU/ E-LTU
	TB088AA/TB088AAE	HP Ops SPI TIBCO Inst A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for HP Storage Essentials SRM	N/A	Complimentary, no license required
HP Operations Integration for HP Systems Insight Manager	N/A	Complimentary, no license required
HP Operations Smart Plug-in for Web Servers	N/A	Complimentary, no license required
The following SPIs adhere to the tier-based licensing till the time this document is written:		
HP Operations Smart Plug-in for BEA Tuxedo	B9152AA	HPOM SPI BEA Tuxedo Tier 4, LTU
	B7476AA	HPOM SPI BEA Tuxedo Tier 3, LTU
	B7477AA	HPOM SPI BEA Tuxedo Tier 2, LTU
	B7478AA	HPOM SPI BEA Tuxedo Tier 1, LTU
	B7479AA	HPOM SPI BEA Tuxedo Tier 0, LTU
HP Operations Smart Plug-in for IBM DB2	BA180AA	HPOM SPI IBM DB2 Tier 4, LTU
	BA181AA	HPOM SPI IBM DB2 Tier 3, LTU
	BA182AA	HPOM SPI IBM DB2 Tier 2, LTU
	BA183AA	HPOM SPI IBM DB2 Tier 1, LTU
	BA184AA	HPOM SPI IBM DB2 Tier 0, LTU
HP Operations Smart Plug-in for	B9147AA	HPOM SPI PeopleSoft Tier 4, LTU

PeopleSoft	B7452AA	HPOM SPI PeopleSoft Tier 3, LTU
	B7453AA	HPOM SPI PeopleSoft Tier 2, LTU
	B7454AA	HPOM SPI PeopleSoft Tier 1, LTU
	B7455AA	HPOM SPI PeopleSoft Tier 0, LTU
HP Operations Smart Plug-in for PeopleSoft	B9147AA	HPOM SPI PeopleSoft Tier 4, LTU
	B7452AA	HPOM SPI PeopleSoft Tier 3, LTU
	B7453AA	HPOM SPI PeopleSoft Tier 2, LTU
	B7454AA	HPOM SPI PeopleSoft Tier 1, LTU
	B7455AA	HPOM SPI PeopleSoft Tier 0, LTU

Known Problems, Limitations, and Workarounds

This release contains certain unresolved problems, some limitations, and there are workaround to help solve certain problems.

- Errors appear when you generate the licenses for the SPIDVD. The hotfix *oprEl 02.12.100* is available to resolve the problems.

  Problem: After you install the instance-based, migration, or Tier-based license and you generate the text-based report, an error appears as `Unknown License Password`.

  Workaround: Before you install the permanent license, follow these steps:

  1. Stop the OMW server by using the following command: `vpstat -3 -r STOP`.
  2. Install the OprEl MSI installer package.
  3. Install the available hotfix *oprEl 02.12.100*.
  4. Restart the server by using the following command: `vpstat -3 -r START`.

  Create the new license report with the updated component.

  Limitation: After you add the node, some of the nodes appear under the category *Unpatched nodes*. The license count is not correct for the configured SPI.

  Problem: If you install OMW9 on the non-default path with special characters in the path and without space for `%ovinstalldir%` and `%ovdatadir%`, license report does not appear with correct information.

  Workaround: Install the hotfix *oprEl 02.12.100*.

- **Limitation**: Running the `ovolicense` command to verify the SPI licenses generates inconsistent license information.

Solution: Run the License Report tool from the HPOM console, located at:

Tools > **HP Operations Manager Tools** > **Licensing** > **License Report**

- If the SPI policy groups are not renamed before you migrate the SPIs from previous versions, the dual policy groups appear for all the SPIs.

Problem: The policy groups appear twice on the HPOM console for all the SPIs.

Solution: When you migrate the SPIs from previous version such as SPIDVD 2007.2, the new policy groups appear along with the old or customized policy group for all SPIs. You should check and use the new policy groups and upgrade the customization from the old policies.

For the SPIs that are localized such as SPI for SAP, SPI for Databases, SPI for Microsoft Exchange and SPI for Active Directory, the new policies appear in the directory specific to the language. For example, for SPI for SAP, English version, the policies deployed from the SPIDVD 2010.3 appear in the **en** folder. The migrated policies from the previous versions appear in the SPI category.

For WAS SPI, as the names of the policies deployed from previous versions and SPIDVD 2010.3 are different, both the policy groups appear on the HPOM console.

- HP SPI SHS Component and HP Operations SPI Data Collector Instrumentation

Problem: The data collection does not work as expected on the new platforms supported by SPI SHS Component 3.00 and HP Operations SPI Data Collector 2.40.

Cause: When the SPIs from SPI DVD 2009 are installed or upgraded on HPOM for Windows 8.10 or 8.16, you see two sets of instrumentation for SPI Data Collector and SPI SHS component.

For SPI Data Collector - SPI Data Collector (from SPI DVD 2008) and SPIDataCollector (from SPI DVD 2009)

For SPI SHS component - SHS Data Collector (from SPI DVD 2008) and SHS_Data_Collector (from SPI DVD 2009)
Solution: Remove the SPI DVD 2008 instrumentation folders and use the latest instrumentation for both components, SPIDataCollector and SHS_Data_Collector.

- **Problem**: After upgrading the windows DCE agent on an existing node to an HTTPS agent, SPI specific data does not get logged into CODA.

Workaround: Before upgrading the windows DCE agent on an existing node to an HTTPS agent, you must apply the necessary hotfix on the node. To obtain the hotfix necessary for DCE-to-HTTPS agent migration, contact HP Software Support. You can go to the HP Software Support web site and submit a support case to obtain the hotfix.

- SPIDVD installation fails with the following error message:

```
Error opening the installation files. Verify that the specified log file
location exists and is writable.
```

Problem: The SPIDVD installation fails if the user does not have required permissions.

Solution: To update the user account control setting, follow these steps:

1. Click **Start-> Control Panel-> User Accounts**. The user account window opens.
2. In the User Accounts window, click **Change User Account Control settings**.
3. In the User Account Control settings window, move the slide bar to the appropriate position and click **OK**.

The user account control setting is updated. You can start the SPIDVD installation now.

For Non – English environment, the user account control settings must be in fourth position.

Support

You can visit the HP Software Support web site at:
http://www.hp.com/go/hpsoftwaresupport

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

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by being able to do the following:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:
http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to the following URL:
http://www.managementsoftware.hp.com/passport-registration.html

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