

HP OpenView Smart Plug-in for TIBCO

Release Notes

Version: A.01.04

HP-UX and Solaris



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Announcement

HP OpenView Smart Plug-In for TIBCO version A.01.04 is currently available. The Smart Plug-In for TIBCO extends HP OpenView management capabilities to help manage a TIBCO environment. The SPI for TIBCO integrates with TIBCO Enterprise Management Advisor software and allows TIBCO and HP customers to integrate and optimize their infrastructure and business applications. The result is that IT and application managers can readily distinguish between significant infrastructure events and events that impact business processes and applications, so that they can take more immediate, appropriate action to maintain uptime and keep mission-critical applications running efficiently.

Third Party License Review

The TIBCO SPI utilizes third party code. You must review the third party licenses before installing the TIBCO SPI. The licenses are located in the `OV_DOC/TIBCO_SPI_A.01.04/License` directory. If you disagree with a particular license, you should not install the TIBCO SPI.

What's New in Release A.01.04

- Support for Failover between the Frontend Subagent and the TIBCO EMA software.
- Support for SSL/HTTPS for securing the communication channels to the TIBCO EMA software from the Frontend Subagent and the Resource Explorer.
- Support for OVO8.x, both DCE & HTTPS. SEA is not supported on 8.x.
- Directory structure changes. Please refer to the user's guide to get detailed information.

Features in This Release

This section lists the functionalities provided by the OpenView and TIBCO, Business Management Platform solution.

Service Management

The solution manages the dynamic and distributed TIBCO application environment, which includes multiple software infrastructure components as well as packaged and home-grown business applications. The service map is discovered automatically and dynamically kept synchronized with the deployment changes that happen in a typical dynamic enterprise. The service nodes also allow detailed management of the resource that it represents, using the Resource Explorer plug-in to the OVO Service Navigator. The detailed management includes browsing the service hierarchy, their relationships, attributes, metrics, and invocation of methods that are exposed by the resource.

Event Management

The solution monitors availability and status of TIBCO applications as well as providing the ability to invoke applications manually or automatically when events are received through both an OpenView template, as well as a WSDM channel.

OV Applications

The solution provides the ability to create applications based on customer needs. Several default applications are provided.

Performance Monitoring

The solution monitors runtime performance by setting thresholds against its performance metrics. For example, a process engine should not take X amount of time to execute a particular type of business process instance. Alerts are generated when performance thresholds are violated. Default performance monitoring templates are provided. Also allows the ability to set thresholds not only against single metrics, but also against tabular data sets.

Reports

The solution provides historical and real reports for important TIBCO software resource metrics, such as Rendezvous packet statistics and BW business process metrics. Over 25 metrics are collected for historical reporting, performance monitoring and near real-time graphing. Out of the box crystal reports are provided for 10 of these metrics.

Integration with Existing OpenView SPIs

The solution integrates OV SPIs that are available and that are used in a customer's environment, such as the OS SPI. The OS SPI integration with the TIBCO SPI is automatic.

Service Effect Analysis

The solution enables TIBCO and homegrown applications to subscribe and receive relevant, context sensitive notifications regarding the application, and/or infrastructure via a WSDM Channel. This solution enables administrators to define higher level composite events that could consist of various finer grain events from a variety of infrastructure components that OVO manages. The business applications can then subscribe and receive those events along with their root cause or impact path. This enables the applications components to take corrective action and adapt appropriately to lower level infrastructure events.

Migrating from a Previous Release

There is no certified migration path from previous releases to the A.01.04 release. The safest approach to take when migrating:

- Save and/or note any customizations to the TIBCO SPI installation.
- Uninstall the TIBCO SPI following the uninstallation instructions located in the *TIBCO SPI User Guide*, which includes several required manual steps.
- Install the new version of the SPI.
- Apply any previous customizations to the new installation.

Known Issues

SPI for TIBCO

- TIBCO EMA 2.0 has changed the URL pattern for accessing a root MO. The documentation may not reflect the correct URL pattern.

EMA 1.0: The root MO WSDL URL used to be:

`http://<host>:8888/?wsdl:objid=tibemi://www.tibco.com/emi/2003/12/mo/identity/Root`

EMA 2.0: The Root MO WSDL URL is:

`http://<host>:8888/?wsdl:objid=tibema://www.tibco.com/ema/2005/01/mo/identity/Root`

- Host MO corresponding to an RVD MO may not get discovered under the following situation:

You have an RVD process running on hosts where no Hawk Agent is running. If RVDs are discovered by Hawk sniffer, only RVD MOs will be created, but there will be no Host MO corresponding to the machines where the RVDs are running as there is no Hawk Agent running on those machines. As a result the following Historical reports will not be available for those specific RVDs:

- TIBCO RVD Retransmissions & Network Interface Errors
- TIBCO RVD & Network Interface Send Rates
- TIBCO RVD & Network Interface Receive Rates

- During failover, the backup TIBCO EMA only discovers the managed resources that were already discovered by the primary TIBCO EMA. If new managed resources are introduced in the TIBCO Environment after the failover has happened, those resources will not be discovered by the backup EMA. This is due to a limitation in TIBCO EMA 2.0.

If new managed resources are introduced in the TIBCO Environment after a failover has happened, the primary and backup TIBCO EMA instances must be restarted. The Java Console message browser reports a message when a failover happens.

- When the log level is set to `FINE` for frontend tracing, in `/var/opt/OV/conf/tib/Frontend.properties` file, the frontend trace file `/var/opt/OV/log/tib/frontend.trace.*` files may not be viewable by some editors (i.e., `vi`) due to some trace messages being too long.

- The datacollector collects data for one template at a time. The Frontend Subagent does not support multiple data collections simultaneously. You can only have one monitor template collecting data. The SPI ships with the TIBSPI-Collect-Mon-V1 template in the TIBSPI-Metrics-V1 template group. This template calls the tib-collect-data script. The tib-collect-data script can only be called by one monitor template. If it is called by multiple monitor templates, there is a possibility that data is not collected at each interval.
- Configuration GUI – By default, Asian (Japanese, Chinese, Korean) characters cannot be used in the configuration GUI. To input Asian characters in a Java GUI, an input method is required. This input method can be a pure Java input method (independent of OS) or an input method provided by the OS. An input method is installed with Java 1.4. Since the configuration GUI is a Java GUI, you can modify the JAVA_HOME variable in the /var/opt/OV/bin/OpC/cmds/tib_config script on the OVO server system to use a JVM on the system that is configured to display Asian characters.
- HP Java console and Service Navigator – To display Japanese characters when using Windows, you must install Japanese fonts and set Windows' default language as Japanese.
- The default directory is incorrect for the templates in the TIBSPI-WIN-HAWK-Agent-V1 template group. The directory in the templates is c:\tibco\hawk\Logs\. The correct default directory is c:\tibco\hawk\Log\. If you have installed TIBCO Hawk on Windows in the default directory, modify the logfile location in the templates to c:\tibco\hawk\Log\. If you have installed TIBCO Hawk on Windows in a different directory, modify the logfile location in the templates to the directory where you installed Hawk.
- When uninstalling the TIBCO SPI on OVO-U 8.0, OpenView Commands, Monitors, and Actions are not completely uninstalled. To completely uninstall the TIBCO SPI, you must manually remove the files listed below. Sample rm commands are shown below. The locations are different for HP-UX and Solaris.

For HP-UX, you must perform an action equivalent to the following:

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/hp/pa-risc/hpux1100/cmds
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/hp/pa-risc/hpux1100/actions
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/hp/pa-risc/hpux1100/monitor
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/hp/pa-risc/hpux1100/cmds
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/hp/pa-risc/hpux1100/actions
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/hp/pa-risc/hpux1100/monitor
```

For Solaris, you must perform an action equivalent to the following:

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/  
customer/sun/sparc/solaris7/cmds
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/  
customer/sun/sparc/solaris7/actions
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/  
customer/sun/sparc/solaris7/monitor
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/  
sun/sparc/solaris7/cmds
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/  
sun/sparc/solaris7/actions
```

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/  
sun/sparc/solaris7/monitor
```

Service Effect Analysis Component

- The binary file (co.jar) needed for correlating SEA events was missing in the last release. This has been fixed in this release.
- The tag or property representing the type and ID of Objects to be populated as Managed Objects from the TIBCO SPI service map has changed from objType to ObjectType and from objID to ObjectID.
- SEA has not been tested on OVO 8.x. SEA will not be supported on 8.x in this release.
- When multiple subscribers are subscribed to events that impact multiple managed objects, some of the subscribers will not consistently receive the notifications as expected. A resolution for this issue is being investigated.
- SEA will not function properly if the default port used by the SEA component is already in use. If this happens. Check for the port number using the SEA config tool (in the TIBCO SPI application bank). Click the <OVSBA_CONFIGURATION> (Usually 4444, by default). Check to see if another process is using the port:

```
netstat -na | grep <port number>
```

If you see the port number in the output, the port is being used. Change the port number and restart SEA.

- To troubleshoot ECS correlation problems, as a first step make sure that all the ECS services and the service engine are running:

```
opcsv -status
```

Verify that the ECS correlation mgr and service engine are running. If they are not, restart the OpenView Services:

```
opcsv -stop and opcsv -start.
```