HP OpenView Internet Services 6.0

Release Notes J4510-88031

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This document provides an overview of the changes made to HP OpenView Internet Services (OVIS) for the 6.0 release. It contains important information not included in the manuals or in online help.

Announcements

- The HP OpenView Internet Services team is pleased to bring you this newest release of OVIS - showcasing a completely new Dashboard, new troubleshooting aids (TIPs), and a host of additional features! Please take a few minutes to review the What's New in OVIS 6.0 section below for a complete overview of all the features included in this release.
- OVIS Probe Builder 2.1 is releasing soon after OVIS 6.0. We recommend customers update to Probe Builder 2.1 to take advantage of the latest features. For more information regarding the OVIS Probe Builder, refer to the following URL: http://devresource.hp.com/drc/unifieddev/probe.jsp
- The following platforms and functionality will be obsoleted in the next release of OVIS:
  - Linux RedHat - 8.X and 9.X
  - HP-UX 11.0
  - Windows 2000
  - Oracle 8.X and 9.0
  - Service Level Agreements functionality (SLAs)

- NNM map integration (SNMP forwarding of messages will continue to be supported)
- Dial probe on HP-UX

What's New in OVIS 6.0

IMPORTANT NOTE: There are increased hardware requirements (2 GHz or more CPU, 1 GB or more memory and 600 MB of disk space initially) to support new OVIS 6.0 capabilities.

In the OVIS 6.0 release you will find the following new features and enhancements:

DASHBOARD

- All new Dashboard - with rapid tree navigation, service level objective based system health display, tool tips capability, and more.
- Launch our new troubleshooting system for rapid problem isolation from the Dashboard.
- User profiles - view multiple customers or specified service groups with one login.

TROUBLESHOOTING INSIGHT PACKAGES (TIPS)

TIPs contains a rich set of troubleshooting TIPs and Commands. Use the default configuration to experience the following features:

- Execute troubleshooting commands on demand against target systems and alarms on remote probe systems in a distributed environment.
- Analyze command results quickly. Keywords are highlighted, predefined rules hide irrelevant information, and the overall success or failure of each command is displayed.
- Automatically trigger troubleshooting commands at the time a problem occurs.
- See a screen shot of the IE-mode HTTP_TRANS probe error if "Capture Window on Error (IE)" is configured.
- Configure and execute troubleshooting commands on all supported probe system platforms.
- Create TIPs to execute custom scripts developed in Perl, VBScript, JScript, Windows and UNIX/LINUX shell script, Expect, WMI scripts, etc.
- Leverage third-party troubleshooting commands to analyze monitored service alarms.
- Protect your data and systems with firewall-friendly communication, operator authentication, and confidentiality of commands and command results.

Refer to the Dashboard and TIPs What's New documents in the OVIS CD installation folder (or <install dir> \help\iops\c\OVIS 60-dashboard.pdf and ovis60-tips.pdf) to get more information about the new Dashboard and Troubleshooting Insight Packages.

ALARMS and NOTIFICATIONS

- Notification system to send email or execute a command when an alarm occurs
- Ability to send traps to multiple systems

CONFIGURATION MANAGER

- Copy and paste
- Mass target or password update
- Quicker startup
- "Test on Management Server" for HTTP_TRANS targets supported for Windows XP and 2003 only
- Status now gives immediate "Disabled" indication and better Service Target Availability indicators

NEW PROBES

- TFTP
- TCP network performance
- UDP network performance
- SYS_BASIC_WMI to collect basic Windows system performance metrics

PROBE ENHANCEMENTS

- Script probe - supports eight user defined metrics and multi-step transactions
- HTTP_TRANS probe
    - ability to save cookies in a file and reuse them (for example, to bypass a transaction login step)
    - "Run As" a configured user login
    - command line execution enhancement (Windows XP and 2003 only)
    - allows Probe Re-execution through TIPs (Windows XP and 2003 only)
    - ability to upload a file from an HTML form
- HTTPS probe - support 4096-bit encryption web servers
- HTTP and HTTPS probe - Faster retrieval of very large web pages
    - ability to reuse cookies via a save file (for example, to bypass a transaction login step)
- User configurable LABEL optionally replaces target name for the following probes:
    - HTTP and HTTPS
    - DHCP
    - Exchange
    - LDAP

  - IMAP
  - POP3
  - SMTP
  - Mail Round Trip
  - ICMP
  - ODBC
  - SOAP
- SAP probes - supports group logins

DATA MANAGEMENT

- Remove "unavailable" data from the data base via ovisdbclean utility
- Rename customers and service groups, and the associated data, via ovisdatarename utility
- Added configuration capability to the UI to prevent data loss when Reporter data base is down for extended periods of time
- Ability to set retain days for alarms

AUTOMATION CAPABILITIES

- Programmatically enable/disable a target, service group, or customer via iopsload

NEW and IMPROVED INTEGRATION

- SIM (HP Systems Insight Manager) - if you are not familiar with SIM, see http://h18013.www1.hp.com/products/servers/management/hpsim/index.html
  for more information.
- OVIS SNMP MIB for easier integration into other SNMP event managers
- Enhanced OVIS Alarms (3) template. It now works if duplicate suppression is enabled in OVO.

REPORTING CHANGES

- Update of Crystal 8.5 to Crystal 10 libraries may require changes with custom reports or custom logos in reports. See Updating Crystal Report Templates for information about updating report templates to Crystal 10.

SUPPORT

- Perfstat utility enhanced to display new OVIS modules and services, and to display more OpenView products
- Logstat utility enhanced to collect new logs and information to help diagnose problems in new facilities

LICENSING

- Enforce Custom Target licenses. Customer using probes created with either OVIS Probe Builder or OVIS Custom Probe SDK must ensure proper license keys are installed.

Directory Layout Changes

The probes directory layout has changed. The script probe (probeScript), IE mode HTTP_TRANS (probeHttpTrans2) and custom probes are affected by these changes:

- Scripts distributed from newconfig\distrib are now placed under bin\instrumentation\probe\scripts (previously they were placed under \probes\scripts). The script probe switches to bin\instrumentation \probe before executing a script. There should be no modifications necessary to the script unless the script relies on components that are not found under bin\instrumentation\probe\scripts or the PATH environment variable.
- All OpenView delivered probes are now installed under the bin directory. Custom probes should continue to be installed under the probes directory in order to avoid file name clashes with OpenView binaries. The scheduler is able to execute probes from both directory locations.
- Certain custom scripts used by the IE mode HTTP_TRANS probe might not work (e.g. perl scripts) and the command line for the script must be adjusted. The scripts can be distributed (see above) or installed in the probes directory.

NOTE: If you are upgrading from OVIS 4.5, 5.0 or 5.2 you can see what's new in these interim releases (and thus also available to you in the OVIS 6.0 release) by viewing the release notes for each of these releases on the following web site: http://ovweb.external.hp.com/lpe/doc_serv/

Before You Install

Before you install you should read the section for All Users below. In addition, there are different considerations for updates to existing OVIS installations covered in the section for Update Users. These are referred to as New and Update (below). Also see the Security Alert section that follows. And see the section on Using OVIS 6 with other OpenView Products.

All Users

1. Check the "Installation Prerequisites" section in Chapter 2 of the *OVIS User's Reference Guide* to make sure you have the required hardware and software for both the management server and probe systems. UPDATE users need to check this since minimum requirements and supported platforms and operating system versions will change over time.
2. Windows Server 2003 WARNING: By default Windows Server 2003 systems have Internet Explorer Enhanced Security enabled with very restrictive access. You must change the configuration to prevent all basic OVIS communication functions from failing with various HTTP errors. See problem QXCR1000050345 in the “Known Problems” section “Communications” subsection for Workaround information
3. Check the Microsoft web site for the latest service pack and hot fixes to keep your systems up to date with known security fixes.

4. Check the "Integration with other OpenView Products" section of these release notes to make sure you are integrating with the correct versions and patch levels for other OpenView products. UPDATE users need to check this since these versions may change from one OVIS release to another.

5. Installation of OVIS and its integration components is not supported over Terminal Services.

6. Before you Update, disable any agents which automatically start OVIS services, for example, the BMC Patrol Agent or the NetIQ Agent.

7. With OVIS 6.0 we now enforce both Standard target licenses and Custom Target licenses. Customer using probes created with either OVIS Probe Builder or OVIS Custom Probe SDK must ensure proper license keys are installed.

8. If custom probes were configured in a previous release of OVIS without the correct custom probe license, the custom probes will be deactivated (see QXCR1000229952). In order to activate the 60 day trial for the custom probes, open up the Configuration Manager and select File > Save Probe Configuration or select the Save icon.

9. A number of server ports are now used with OVIS 6.0. During installation, the following default ports are used in the Tomcat Servlet Container Configuration:

   8080 (HTTP - OVIS Dashboard)
   8009 (JK2 - AJP communication via Apache)
   8005 (Shutdown)

   If any of these ports are already taken, the installation program will prompt you to select a different port. In addition you may change the ports and other ports used by OVIS, later, after installation. See the OVIS User's Reference Guide for more information.

10. Korn shell (ksh) is required for the UNIX remote probe software installation scripts.

11. Choosing 'Operations for Windows Integration' install from the OVIS CD install menu might give the error *The Msiexec.exe application could not be located. Please insert the next disk and press OK to continue.*
    Workaround: The cause of the problem is that install is being run in Terminal Services EXECUTE mode. Use Add/Remove programs in the Control Panel, select Add New Programs. Select the CD or Floppy button, select Next on the Install Program from Floppy Disk or CD-ROM dialog, select RunSetup.cmd and select the Finish button to launch the Install Internet Service menu.
    You may also change the run mode for the server to INSTALL by using 'change user /INSTALL' command from a command prompt so that the Terminal Server run mode is switched during the install of OVIS. If you change the user command to switch the run mode, please remember to run the run mode back to EXECUTE after the installation with the command 'change user /EXECUTE. You can use the command 'change user /QUERY to determine the current run mode.

12. After upgrading, if the DNS server resolves a probe location name to something other than how it was configured in the Configuration Manager, you will see both systems listed in the Dashboard as probe locations until the old data has rolled out of the time filter. For example, if your time filter in the Dashboard is set to 4 hours, you will see two systems listed as probe locations until the 4 hours after you upgrade. If you delete a probe location from the configuration manager and then add it back you will see this same behavior.

13. If you are creating custom reports for standard probes the report name must now be prefixed by 'IOPS_' plus the probe type name. For example, if you are adding a report for HTTP probe, the report name must be in the form 'IOPS_HTTP_MyNewReport'.

    PROBENAME: **HTTP**
    DESCRIPTION: HTTP - Web Pages
    PROBEMETRICLIST: IOPS_HTTP
    ...

END_PROBENAME:

REPORT: **IOPS_HTTP**_MyNewReport
CATEGORY: 190 Internet Services
ALL_TEMPLATE: reports\IOps\a_IOps_Http.rpt
HTML_DIRECTORY: webpages\a_iops_http
DESCRIPTION: HTTP - Web Pages
MAXTIME: 10
FAMILY: "Internet Services"
END_REPORT:

GROUPREPORT: IOPS_HTTP_MyNewReport
GROUP: ALL
END_GROUPREPORT:

If you are creating custom reports for custom probes then the report name must be equal to the custom probe name prefixed by IOPS_ (see the *Custom Probe API Guide* for more information).

14. With the remote probe Windows silent install there is a new TIPS_PORT variable.
15. Note that a reboot is required after installation on the server.
16. OVOW integration with OVIS 6.0 requires OVOW agent version 7.27 or higher on the OVIS Management Server (patch OVOW_00059).

Updating Crystal Report Templates:

The templates of Crystal 8.5 (or earlier version), when used with Reporter 3.6, (which uses Crystal 10 binaries) may break the HTML files created by the 'Repcrys' module. You may have to change the 8.5 templates based on the issues encountered. Please note that all the out-of-the-box Crystal Reports templates that accompany Reporter 3.6 Full are properly converted and should work fine without any issues.

Note: Crystal 10 has backward compatibility problems with earlier Crystal versions. The modified templates for OVOW, and SPIs are available at ftp.hp.com/pub/ovreporter. You can download the readmefirst.txt file to check for updates.

The following changes are applicable for users who wish to use their customized Crystal 8.5 templates with Reporter 3.6 and OVIS 6.0.

All the reports can be edited with Crystal Reports 8.5 with the following modifications in order to be able to support Crystal 8.5 and Crystal 10 from the same templates. If it is required to support text fields longer than 254 characters (or 127 Japanese characters), the reports must be edited using Crystal 10 as there is no way to do this with Crystal Reports 8.5.

- **Problem:** Crystal 10 does not truncate fields based on the field length defined in the report template. So in the exported HTML files, if the data in the database is longer than the field length defined in the report template, the data will overlap with the neighboring field.
  Solution: Modify the templates to validate all of the fields to make sure the field defined in the report template is at least the same size as the field in the Reporter database. It might not be always possible to have the full length of the database fields displayed, as e.g. object or application fields with 254 characters would not leave any further space in the same line to display further information. If possible, the according field should be configured with the "Can Grow" option, so that the field automatically

extends vertically. If this messes up the report design, it is possible to set the "Can Grow" option with a maximum number of lines =1. In this case, Crystal Reports10 truncates data again, but only for formula fields and with a different mechanism. So plain database field objects must be placed into a formula and it must be checked if the new truncation mechanism does not truncate important information.
Sometimes the problem of overlapping can not be solved only using the "Can Grow" option (for example, if there is a field with a big font size, it can overlap underlying fields despite this option). In this case the problem field can be placed into a separate report section.

- **Problem:** Exported HTML reports will not have space in the LHS (left hand side).
  Solution: Modify templates for LHS space manually by setting the margin for the report. Adding an additional 1/4 inch margin should solve the problem.

- **Problem:** The Hyperlink used to display banners is not parsed and hence becomes visible text. The 'less-than' and 'greater-than' symbols are translated to character entities, which prevent the text from being recognized as HTML.
  Solution: The solution is to use OLE object linking to get some minimal of linking of banners working with Crystal Reports 8.5 and Crystal Reports 10. Instead of embedding the banner in the report, you have to insert an OLE Link to the banner graphic in the report. This requires to have a fixed location and size in the banner files and customers can only exchange with banners of an equal size. Also, If customers want to include their own banners in the reports, they will need to purchase Crystal Reports 10 and modify the reports to include their banners. As they include the banner, they can size the banner properly inside the report.

- **Problem:** Boolean or single bit flag fields in the database (such as the SYSTEMS table's EXCLUDE column) might not migrate correctly to Crystal Reports 10. The template seems to expect a numeric value in a selection formula that should evaluate to a Boolean.
  Solution: Bit flags cannot be used with Crystal Reports10 and Oracle. Oracle knows only the numeric data type and accordingly Crystal Reports10's data type checking will cause an error if true/false checks are used. Therefore such fields must be implemented as Integer across all databases and the reports should use "field=0" checking. Using " =0" will work for both Oracle (numeric field) and SQL Server (bit field).

- **Problem:** Crystal Queries are no longer supported with Crystal Reports10.
  Solution: The reports have to be changed to work without queries. If this is not possible (example, if a UNION must be used without any other leading table) you might be forced to create views in the database to cover this functionality.

- **Problem:** Every run of Repcys binary creates a set of files with distinct GUIDs as filename and '.png' as extension in the directories that have the generated HTML files. The user would need only the latest set of '.png' files to view the generated HTML files.
  Solution: Schedule 'Repmaint –clean' so that the unwanted '.png' files can be removed. It should be scheduled well after RepCyrs has finished generating reports.

- **Problem:** When Crystal 8.5 templates are exported (using Reporter 3.6) with 'Page Break' option set, the 'Navigational' links in them will be broken. This is because there is a difference in the name of .html files that get generated when exported using Crystal 8.5 and Crystal 10.
  Solution: Reporter 3.6 uses Crystal 10 and on exporting with page break, the html files are named as default.html where n=1,2,3..k. [Whereas, the previous version of Reporter, which uses Crystal 8.5, the generated html files used be named as default.htm and default.htm where n=1,2,3...k] Hence Crystal Reports 10 designer needs to be used to make the appropriate changes to the links in the report template.

- **Problem:** Formulas with the global variables and running total fields cannot be used in charts, maps. or cross-tabs.
  Solution: In Crystal 10, this is no longer possible. To solve this problem the report needs to be redesigned to work without the use of global variables in charts.

- **Problem:** Crystal Reports10 aligns but does not correctly align fields with borders.
  Solution: Remove the border from the field formatting and place an empty field with border on top of the value field.

- **Problem:** Crystal Report 10 cuts the blank spaces or adds empty sections at the bottom of the report.
  Solution: If the last line of the exported report is not completely visible in Internet Explorer, insert a blank text field in the report footer section. Crystal Reports10 will export the blank section at the end of the report according to the height of the inserted text field.

Update Users

1. Before upgrading, please be sure to review the Dashboard and TIPs What's New documents located in the OVIS CD-ROM installation folder (or <install dir>\help\iops\c\OVIS 60-dashboard.pdf and ovis60-tips.pdf) to get more information about the new Dashboard and Troubleshooting Insight Packages.

2. When upgrading an existing OVIS Management Server and Windows or Unix remote probe systems from OVIS 4.5 or greater to OVIS 6.0, DO NOT uninstall the pre-existing version before installing the newer version. This can cause the loss of critical settings and data. You should instead install OVIS 6.0 over the previous version.
   See Step 11 Updating the NNM Integration Component and Step 12 Updating the OVO Unix Integration Component below for important information on removing previous packages prior to updating to the 6.0 versions on the integration components.

3. A direct upgrade from either the 3.X or 4.0 release to OVIS 6.0 is **NOT** supported. If you are using OVIS 3.X or 4.0, contact your OpenView Sales Representative or reseller for assistance in converting your licenses to the proper structure and to the new license technology implemented starting in OVIS 4.5.

4. Before installing, remove any OVIS patches listed in Add/Remove programs. If this is not done before installing OVIS 6.0, patches may be removed later without impacting the current install.

5. Update both the management server and the remote probe system software at the same time to keep data and configuration synchronized.

6. Do not shut down or unlink the database during installation since table modifications and probe additions are done during this process.

7. For Oracle database users, it is recommended that you consult with your DBA before installation on the following issues:

   - Make sure there is sufficient free space in the table spaces that hold rollback segments, the Reporter database, and indexes. Depending on the amount of data in the tables, extra capacity may have to be added to the indexes, table space and the roll back segments. Changes in OVIS 6.0 have the potential to increase sizing by as much as 30%. The installation will fail if the required database updates do not complete.

8. The following note is especially critical for customers updating from OVIS 4.5 and 5.0. For Oracle or SQL data base users, check with your DBA to make sure they enact maintenance procedures for the new indexes in the data tables. The installation added indexes for the fields DATETIME, CUSTOMER_NAME, SERVICE_NAME, and PROBENAME on the table IOPS_PROBE_DATA, IOPS_PROBE_DATA_CACHE, IOPS_PROBE_DATA_DAILY and indexes for the fields DATETIME, CUSTOMER, SERVICENAME, PROBENAME on the tables IOPS_DETAIL_DATA, IOPS_DETAIL_DATA_HOURLY, and IOPS_DETAIL_DATA_DAILY. Note also that for new data bases the SYSTEMNAME field is no longer indexed because OVIS no longer uses it. You may wish to have your data base administrator delete that index on any data of the data tables mentioned above in which it appears.

9. If the logon account for the "HP Internet Services" service was changed from the Local System account to a user account, the logon account will be changed back to the "Local System" account during the

software installation.
After the upgrade is complete, you may reset the logon account to the previous setting via the **Start > Settings > Control Panel > Administrative Tools > Services** selection. Right-click "HP Internet Services" in the list of services and select **Properties**. Then select the **Log On** tab and check "This account" and browse to select the desired logon user account.

10. For Remote Probes: After you have installed or updated the software on all remote probe systems, you must "Save Configuration" in the OVIS Configuration Manager in order to collect data on those remote probe systems. Note: installing OVIS server on top of remote probes is not supported.

11. If you are using NNM Integration, you should first remove the existing integration components and then update to the new version of OVIS 6.0 integration software on the NNM Console. This will update the integration in general.

12. If you use OVO UNIX integration, prior to updating to the OVIS 6.0 OVO UNIX integration component, be sure to remove all previous templates and associated template groups. Also note that the OVO/U integration has to be updated on the OVO Server. See "Integration with OpenView Operations for Unix" section in the *User's Reference Guide* for more information.

13. Note that there is a new tracing utility for the new Dashboard and TIPs functions.

14. Please refer to the Known Problems and Workarounds section of these Release Notes for additional information that may pertain to your installation.

Security Alert

ORPHANED “OVOPS” INSTANCE: When you switch from the default "OVOPS" instance of the Reporter database to either Oracle or MS SQL Server 2000, the normal procedure leaves the default “OVOPS” instance in place. This allows the flexibility of switching the database back to that instance via a simple ODBC configuration if needed. This instance, though not in use by OVIS, may be vulnerable to the “Slammer” worm or other viruses. To eliminate this vulnerability:

Delete the instance. This is the preferable option if you know the instance is not in use by OVIS or another product such as Reporter or Operations for Windows (OVO). It also prevents future vulnerabilities this instance may have. The procedure for this is to:

1. Copy the **repair.vbs** file from the OVIS media CD under `\Support\Support Tools` to a local empty folder on the system.

2. Open a command prompt to the location where the file was copied and enter the following command line:
```
cscript repair.vbs -remove //T:999
```

3. This starts up a menu where you can select/un-select components for removal.

4. Click the **Un-select all** button and then select only the "Microsoft SQL Server Desktop Engine" checkbox.

5. Click the **Remove Components** button and wait for the uninstall to complete.

6. Click the **Exit** button to terminate the script.

WARNING: If the Delete Instance procedure above does not successfully complete for any reason, there is an additional procedure on the CD in the Support\Support Tools directory. This procedure should only be used as a last resort. It is recommended to contact a support representative before using it.

If you have chosen to switch from the default MSDE 2000 database to SQL 2000, it is your responsibility to check that the Microsoft SQL Server 2000 Service Pack version is updated for the appropriate security level.

Using OVIS 6 with other OpenView Products

Port Conflicts with other OpenView Products and Applications Using Tomcat:

If you find there are port conflicts with OVIS and other OpenView products when installed on the same system, you can change the OVIS Dashboard ports (Tomcat) on the OVIS Management Server. See the example below (the port numbers shown below are just examples):

```
cd <install dir>\bin
ovc -stop ovtomcatA
cscript /nologo ovtomcatCtl.vbs -setshutdownport 9005
cscript /nologo ovtomcatCtl.vbs -sethttpport 9080
cscript /nologo ovtomcatCtl.vbs -setjk2port 9007
ovc -start ovtomcatA
```

You can use `netstat -an` to see which ports are taken. You could also use the following command to check if a port is in use: `cscript/nologo ovtomcatctl.vbs -checkport 9005`.

Note, after changing the ports, you need to also configure the http port that you chose above in the OVIS Configuration Manager File > Configure > Web Server Properties dialog. Enter the port number in the Tomcat - Dashboard (Web Server) Port field.

OVO / Windows Coexistence: Installing OVIS on a clustered OVO for Windows server (7.5 or higher) is not supported. However you can install the OVIS-OVOW integration component into this environment.

OVPM Coexistence: Installing OVPM 5.0 UNIX on top of the OVIS 6.0 remote probes may cause ovc not to start. Start ovc manually after the OVPM install (ovc -start).

Installation Notes

Installation Instructions

IMPORTANT NOTE: There are increased hardware requirements (2 GHz or more CPU, 1 GB or more memory and 600 MB of disk space initially) to support new OVIS 6.0 capabilities.

Installation requirements (hardware and software requirements), as well as instructions for installing OVIS, are documented in the *OVIS User's Reference Guide* provided in Adobe Acrobat (.pdf) format. The document file is included on the product's CD media as:

`Documentation\IS_User_Ref_Guide.pdf`

After installation the document can be found at:

`<install dir>\help\iops\c\IS_User_Ref_Guide.pdf`

Also refer to Supported Platforms list later in the release notes.

After Installation

1. The TIPs Server uses two default ports:
   - Port 8080 is the default port to communicate with TIPs Viewers (this is the default Tomcat HTTP port used by OVIS).
   - Port 6604 is the default port to communicate with TIPs Runners

   These port numbers must be available for incoming communication on the TIPs Server system. If you use a firewall, both of these ports must be open for communication.

   The default communication with TIPs Runners is standard HTTP protocol. TIPs communication is more secure when you use SSL certificate based communication. Refer to the TIPs online help, from within the TIPs Configuration program, to understand how to re-configure the TIPs Server ports and communication protocol, if necessary. To enable secure communications between the TIPs Runner and TIPs Server in a firewall environment, enable port 383 on both the TIPs Server and TIPs Runner systems. This port is required for certificate communications.

2. Use the TIPs Configuration program to verify that the TIPs Runners have been properly installed and registered. From the TIPs Runners folder in the scope pane, you will see a list of all registered TIP Runners. If no TIPs Runners are listed, refer to the TIPs online help to troubleshoot TIPs Runners registration.
3. Before TIPs can be launched, OVIS must be configured with one or more service targets. Once the service targets are available, TIPs can be launched from a service target in the OVIS Dashboard. If one or more OVIS service level objectives are configured, TIPs can be launched from OVIS alarms as well.

Using LogStat.vbs.

Synopsis:

The `LogStat.vbs` script, which is located on the OVIS Installation CD in the `Support\Support Tools` directory or disk area (and is also installed into the `<install dir>\bin` directory), can be used in situations where there are problems with OVIS software and you need to bundle up the status files and other system information for support personnel.

This script creates a file called `logstat.CAB` in the `[DATADIR]\HPOVInstall` folder whose size will be on the order of ten megabytes. Note that logstat compresses all the files into the CAB file.

Required software:

This script is written in vbscript and requires the following:

- Windows Scripting Components (cscript 5.6 or higher)
- Internet Explorer 6.0 or higher
- Windows Installer Service, to execute correctly

Command Line usage:

Use wscript or cscript to execute the script. Double clicking on the file will run it as well, with the default options. From a command line prompt window you can execute `LogStat.vbs` as follows:

```
c:>cscript LogStat.vbs <options>
```

Using repair.vbs.

Synopsis:

The `repair.vbs` script, which is located on the OVIS Installation CD in the `Support\Support Tools` directory or disk area, can be used in situations where the installation has failed to uninstall or special cases where you would like to uninstall specific components. This script can also be used to restore files that may have been deleted through system or user intervention on the server. The script only operates after a properly installed product is present on the system so the script cannot be used as a primary means of installation. The script will use the existing windows installer components to determine which components can be repaired or removed via the script. The script will also create a log in the `[DATADIR]\HPOVInstall` folder that can also be collected by `logstat.vbs`.

The repair.vbs script will require the original OVIS CD when attempting to run a repair. This is mainly because un-versioned files must always be re-installed from the source media during a repair action. If the source media or original install software is not available the installer will prompt you for the location of the msi file that is currently being installed. You can then use the browse button to locate the folder SETUP on the install source media, then further locate the folder containing the requested msi file.

The repair.vbs script needs to be copied from the OVIS Installation CD Support\Support Tools directory and placed on the hard drive because it will create a data file that is used for determining the packages that need to be repaired on the system. Leaving the source media in the cd-rom or in the default network share that it was installed from, prevents the installation from prompting for the source media.

Required software:

This script is written in vbscript and requires Windows Scripting Components, Internet Explorer 5.0 or better, and Windows Installer Service to execute correctly.

Command Line usage:

Use wscript or cscript to execute the script. Double clicking on the file will run `repair.vbs` with default command line options.

From a command line prompt window you can execute `repair.vbs` as follows: `c:>cscript repair.vbs <options>`

Options:

-checkbox	when set enables the checkbox dialog selection. Checkbox selection is on by default.
-noreboot	when set disables the reboot dialog check. Reboot is enabled by default if there are pending deletes before or after script execution.
-runrepair	run a repair on all products found. Automatic execution of repair is disabled by default.
-remove	enables the remove option from the GUI. Remove option is disabled by default.
-? -help	-HELP displays help message for options.

Most common usage: `c:\> cscript.exe repair.vbs -remove`

Known Problems, Limitations, and Workarounds

The following areas of Internet Services are either incomplete or known to not function as expected in the A.06.00 release.

Note that the number listed (e.g., QXCR1000230447) is the number used in OpenView's Software Support Online web site http://support.openview.hp.com/. A URL to the self-solve document for the QXCR is also listed for each. If you aren't logged in to OpenView's Software Support Online web site, you will see a log in screen first, otherwise you will link directly to the self-solve document. If for any reason the URL link does not work, you can search the OpenView Software Support Online web site for the QXCR number.

For ease of reference the known problems listed below have been subdivided into the following sections:

- Probes
- Configuration
- TIPs Server
- TIPs Runner
- TIPs Viewer
- TIPs Configuration program
- TIPs Authentication Data Manager
- TIPs provided by HP
- TIPs Documentation
- Custom Probes SDK
- NNM Integration

Communications:

QXCR1000050345: Alarm engine fails to start on Windows Server 2003 running terminal services
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050345
Workaround: Internet Explorer Enhanced Security is a new feature from Microsoft to control the web sites your users can browse on your system. When enabled (which is the default for Windows Server 2003 installations) this prevents users from browsing untrusted websites. This will also cause warnings of potentially malicious software if you try to install OVIS software from a share. You also see this when browsing on the local system with Internet Explorer. You can work around this problem in either of the following two ways:

1. Disabling "Internet Explorer Enhanced Security Configuration". This will work for local logins, but will not work for users running the OVIS configuration manager over a Terminal Server session.

   From the Control Panel, select Add/Remove Programs and then select Add/Remove Windows Component from the left-hand pane. From the Windows Components Wizard dialog, deselect **Internet Explorer Enhanced Security Configuration**, select the **Next** button, and then select the **Finish** button to Complete the Windows Component Wizard. Then restart IIS Admin Service.

2. Adding the sites required by OVIS to your Internet Properties Local intranet or Trusted Sites configuration. This will work for both local and Terminal Server logins.

   From the Control Panel, select Internet Options and then select the **Security** tab. You are going to add sites to either your **Local intranet** or **Trusted sites** zone, depending on which is appropriate for your desired level of security. Select the appropriate zone and then select the **Sites** button. Use the resulting dialog to add both http://<hostname> and http://<hostname>.

<domainname> where hostname is the name of the OVIS management server. You may also add file://<hostname> if you wish to eliminate file browser warnings and warnings when trying to install OVIS software from a share. Then select the **OK** button, and restart IIS Admin Service.

More information on Internet Explorer Enhanced Security model on Windows Server 2003 can be found at URL http://msdn.microsoft.com/library/default.asp?url=/workshop/security/szone/overview/esc_changes.asp

Install/Uninstall:

QXCR1000046440: Removal of full Reporter removes registry keys. Symptoms include OVIS Configuration Manager unable to start with prompting for database password, and the OVIS dashboard is unavailable.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000046440
Workaround: Start the Configuration Manager and it will prompt for a DB user and password. Enter the user and password for the database connection and most items will start working. (Typical - user: openview, password: openview.) To correct the missing virtual directory go into **IIS**. Right-click on the Default Website and add a new virtual directory HPOV_REPORTS. Set the path to `<install_dir>\data\webpages`. Finally allow read, script, and execute permissions on the directory.
Alternative Method: On the original OVIS CD go into `\Support\Support Tools` and run `repair.vbs` . Inside of `repair.vbs` select only hp OpenView reporter, unselect all other installed items. Then click **Repair Components**. When the repair tool completes OVIS should be back to full functionality.

QXCR1000047049: You cannot uninstall OVIS after NNM integration uninstallation on an NNM 6.4 or 6.41 system.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047049
Workaround: Registry entry `HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\HpOvLic-DependentProductList` has an invalid value such as {E45D72D7-65EA-45F6-AA94-3C304EA91AA2}. This GUID should be for an upgrade code of the msi package that is holding the dependency on the autopass package. Since the GUID that is inserted is invalid, the OVIS common installer fails to uninstall. As a workaround the value can be replaced with a valid value from another msi NNM component such as HPOvNmDep package: {76D04B27-5036- 49DB-B383-1165C8B2B4AF}. This should allow the OVIS installer to continue to perform the uninstall.

QXCR1000047881: After upgrading from 4.5 (with or without patch) or 5.0 to 6.0, choosing Shutdown from the Start menu does nothing. The menu to select Shutdown, Restart, Log off, ... does not appear.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047881
Workaround: Pressing Ctrl-Alt-Delete brings up the Windows Security menu and the system can be restarted and shut down from there.

QXCR1000047886: In OVIS releases 4.5 and earlier, an uninstall of OVIS removes customized data table retention days settings. This is fixed in OVIS 5.0 but is provided in these release notes to make you aware that if you uninstall 4.5 before installing 6.0 you will encounter this problem. There is no need to uninstall 4.5 prior to installing 6.0, just overinstall.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047886
Workaround: Reset the retain days setting in the OVIS Configuration Manager via **File > Configure > Database > Options** BEFORE scheduled maintenance runs and deletes data (typically after midnight) If you wish to update from OVIS 4.5 to 6.0, simply do an install of OVIS 6.0 without uninstalling the previous version

and this problem will not occur.

QXCR1000050424: Install Error 1923
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000198648
Workaround: This may be caused by an open "Services" applet. Close the "Services" applet.

QXCR1000050619: Note installation problem when agents automatically start services.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050619
Workaround: Disable any agents which automatically start OVIS services during updates.

QXCR1000157648: Uninstallation of OVOW 7.2 causes OVIS data to disappear.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000157648
Workaround: The uninstallation deletes the DSN entry to the previous database and adds a new one with a MicroSoft Access driver specified. Use the procedure below to remove that DSN and add the proper one back. Note that you should see your existing data and configuration after successfully completing this procedure. If the OVIS database was the default Microsoft SQL Server Desktop Engine (MSDE) database then perform the following steps. (For Oracle and SQL server, please follow the database specific steps as described in the *OVIS Database Configuration guide.*)

1. Stop IIS and Reporter

   ```
   net stop iisadmin /y net stop reporter
   ```

2. Launch Control Panel select **Administrative Tools > Data Sources (ODBC)**.
   a. In the ODBC Data Source Administrator, click **System DSN** tab.
   b. Remove the Reporter DSN.
   c. In the **System DSN** tab, create a new data source by clicking on **Add**.
   d. In the Create New Data Source dialog select **SQL Server**, press **Finish**.
   e. In the Create a New Data Source to SQL Server dialog, fill out the following fields and then click **Next**: Name: Reporter, Description: Reporter, Server: <local hostname>\OVOPS
   f. Select "With SQL Server authentication using a login ID and password entered by the user", enter the following login and password and click **Next**: Login ID: openview, Password: openview
   g. Change the default database to: Reporter
   h. Click **Next**.
   i. Click **Finish**.
   j. Click **Test Data Source** and verify that connection was successful.
   k. Press **Okay**.

3. Run `Repair.vbs` (from the Support directory on the OVIS CD)

4. If above step doesn't force a reboot, Re-start `reporter/iisadmin`

```
net start w3svc
net start reporter
```

Note: It may take up to 1/2 hour before new data will show up in the GUI. This is due to the fact that iopscollector.exe and iopsmaint.exe are scheduled to run 1/2 hour from the time repair.vbs was executed.

Optional: The OpenView Trace Server is no longer installed under the service menu. To install the service, simply run <install_dir>\bin\trcinst.exe

QXCR1000018404: Uninstalling NNM 7 when installed with OVIS, breaks OVIS Config Mgr
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000018404
Workaround: On the original OVIS CD go into `\Support\Support Tools` and run `repair.vbs`. Inside of `repair.vbs` select only `hp OpenView internet services` , unselect all other installed items. Then click `Repair Components` . When the repair tool completes, OVIS should be back to full functionality.

QXCR1000198648: MSDE Disk requested during install.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000198648

QXCR1000208615: I18N - remote probes installation failed on RedHat EX3.0J.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000208615

QXCR1000227126: logstat hangs when collecting event log information
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000227126
Workaround: The work around for this issue is to not use the files_event option in logstat and to use the event viewer to get the event logs.

QXCR1000228646: installing OVIS server on top of remote probes is not supported.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228646

QXCR1000229952: 6.0 Upgrade needs CM Save to activate temporary license for Custom Probes.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229952
Workaround: This problem occurs after an upgrade to OVIS 6.0. If custom probes were configured in a previous release of OVIS without the correct custom probe license, the custom probes will be deactivated. In order to activate the 60 day trial for the custom probes, open up the Configuration Manager and select File > Save Probe Configuration or select the Save icon.

QXCR1000230447: Remote Probe uninstall failure if directory already removed
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230447
Workaround: Create directory before running uninstall: mkdir -p /var/opt/OV/bin/instrumentation/probe/

script

QXCR1000232089: InstallShield Wizard Error indicates install script error.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000232089
Workaround: Through Window Task Manager, end any iskernel.exe or knlwrap.exe processes before installing OVIS.

No QXCR: During reporter installation, the following error dialog might be shown by the installer:
"Error 1920. Service Reporter (Reporter) failed to start. Verify that you have sufficient privileges to start system services."
Workaround: This may be due to a failed deinstallation of a previous OpenView product. Please verify the following:

1. In the Services control panel applet, locate `HP OpenView Trace Service`.
2. If found, determine whether the `OVTrace.exe` executable shown in "Path to Executable" really exists. If it does not, then run regedit and delete the registry entries for this service:
    a. In regedit, go to
    b. `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services`
    c. Highlight entry HPOVTrace and press **Delete**.
    d. Reboot the system and start the installation again.

QXCR1000043274: At installation, IIS sub services such as FTP and SMTP are stopped and not restarted automatically.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000043274
Workaround: Start the services manually.

Database:

QXCR1000027125: Repmaint times out and so HDD gets filled out fast. Large Databases May See Repmaint. exe Hang).
There is a potential problem with large databases and repmaint. This can occur in all reporter versions that ship with OVIS A.04.50, A.05.00, A.05.20 and A.06.00. If the database is very large (millions of records, more than 2GB in size), it is possible that repmaint stops truncating the OVIS data tables. The trace.repmaint and status.reporter show an entry similar to:
IDLE TIME OUT after x Minutes; 'RepMaint.exe'
After that, repmaint may hang.
This seems to be a "known" reporter problem and documented in the reporter troubleshooting information. However, if the data isn't truncated anymore, the database will grow and performance for all programs accessing the database will degrade. In addition, it is not obvious that this is in fact a critical problem since the status only says "Warning" instead of "Error".
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000027125
Workaround 1 - Create Hang_Timer Registry Key. To workaround this issue, create the registry key; HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\The Reporter\CurrentVersion\Hang_Timer. The default is 3 (in minutes), try 50 (minutes) or larger.
Create the TrimRate registry value under \HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\The Reporter

\CurrentVersion\TrimRate. This decides the number of delete statements to be run for a day.
For example, TrimRate=6 would run 4[24/6] delete statements to delete a days worth of data. Splitting delete statements increases the speed of deletion.
Workaround 2 - Lower the Runtime Value for repmaint.exe in the Database.
One other possible solution is to lower the runtime value for repmaint (default is 800) in the database. This will hopefully avoid the problem of repmaint hanging the system, since the scheduler will kill it much sooner then the default and the theory is that it will kill it before it hangs, however in practice this is not always true. Also if the scheduler kills it before it finishes then you will have more data (then as set in retain days) in the dashboard and in the reports, since repmaint did not remove the data before it was killed.

Microsoft SQL Server 2000:

Method 1: Use the Enterprise Manger GUI for SQL and
1. open the reporter database
2. edit the scheduler table
3. find the row for repmaint.exe
4. change the runtime value to 60.

Method 2: You can use osql:
1. start a command prompt window
2. osql -S.\OVOPS -Uopenview -Popenview
3. use reporter
4. go
5. update schedule set runtime=60 where program='Repmaint.exe'
6. go

Oracle:

Method 1: Use the Oracle DBA Studio and
1. open the reporter database
2. edit the scheduler table
3. find the row for repmaint.exe
4. change the runtime value to 60.

Method 2: You can use SQL Plus Worksheet:
1. connect to the reporter DB with the correct user/password
2. update schedule set runtime=60 where program='Repmaint.exe'

Note 1: that if you are not using the user openview with password openview you will need to change these to what ever user/password you are using.
Note 2: If you upgrade OVIS or install full reporter then this value will revert back to the default of 800 and you will have to change it again.
Note 3: This is not a supported thing to do, so be very careful

Some Other Things to Consider
1. If this is a very large Database (500,000 or more rows in the iops_detail_data table) you might want to stop the OVIS and Reporter service and run repmaint by hand to let it catch up. This could run for several days depending on how far behind it is.
2. You can find out how out many days repmaint it behind by running a sql query to find out the max and min of the column datetime.
Select min(datetime), max(datetime) from iops_detail_data;
Then looking at the value you have in retain days for the detail data (5 minute data).

QXCR1000046402: Error messages in newdb when Oracle is DSN.
For example:
2003/01/13 10:19:41 (4):(1740) SQL Execute error; ORA-04080:
trigger 'CUSTOMER_MASTER_TRG' does not exist
2003/01/13 10:19:41 (4):(1740) Error -1; State:S1000,Native:4080,Origin:
[Oracle][ODBC][Ora]
...
2003/01/13 10:19:45 (5):(1740) Error opening [DISCOVERDOMAINS]; ORA-
00904: invalid column name
2003/01/13 10:19:45 (5):(1740) Error -1; State:S0022,Native:904,Origin:
[Oracle][ODBC][Ora]
2003/01/13 10:19:45 (5):(1740) Error opening [DISCOVERSYSTEMS]; ORA-
00904: invalid column name
2003/01/13 10:19:45 (5):(1740) Error -1; State:S0022,Native:904,Origin:
[Oracle][ODBC][Ora]
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000046402
Resolution: If you are installing OVIS with an Oracle database, you may see a number of error messages in the trace files. You may ignore these messages.

QXCR1000047921: Oracle 9.2.0.1 Client breaks OVIS Dashboard & MeasEvent.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047921
Workaround: On the Oracle 9.2 Client software you need to give the Authenticated User privilege to the Oracle Home by following these steps:

1. Log on to Windows as a user with Administrator privileges.
2. Launch Windows Explorer from the Start Menu and navigate to the ORACLE_HOME directory.
3. Right-click on the ORACLE_HOME folder and choose the **Properties** option from the drop down list. A Properties window should appear.
4. Click on the **Security** tab on the Properties window.
5. Click on **Authenticated Users** item in the Name list (on Windows XP the Name list is called Group or user names).
6. Uncheck the **Read and Execute** box in the Permissions list (on Windows XP the Permissions list is called Permissions for Authenticated Users). This box will be under the Allow column.
7. Check the **Read and Execute** box. This is the box you just unchecked.
8. Click the **Apply** button.
9. Click the **OK** button.
10. Reboot your computer after these changes have been made. Re-execute the application and it should now work.

QXCR1000050185: measevent fails to continue running after database connection restored. This will cause "no probe info" conditions and alarms indicating that no data is being received from probe locations.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050185
Workaround: Restart IIS.

QXCR1000209660: If the DB is shutdown while OVIS is connected to it, OVIS will not try to reconnect to it automatically.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000209660
Workaround: To force OVIS to reconnect to the DB run IISRESET at a command line on the OVIS Measurement server. It will also be necessary to close/reopen any OVIS Configuration Managers.

QXCR1000027125: Removal of old data in database fails with a timeout.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000027125
Workaround: Contact support since there are multiple possible causes and potential solutions to this problem.

No QXCR: Setting of DWORD TraceTableOverwriteCheck to 1 under HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\Internet Services\CurrentVersion prevents measEvent from overwriting records in the trace table that haven't been committed to the Reporter database yet when iopscollector is lagging behind.

Services:

QXCR1000220817: ovcd throws application error after reboot.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000220817
Resolution: Please contact HP Support for assistance.

QXCR1000228581: ovc fails to start on XP system with OVPM 4 and OVIS 6.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228581
Resolution: Please contact HP Support for assistance.

OVPM Integration:

QXCR1000210865: OVPM Lite (HPGC) no longer gets Service Type list updated.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000210865
Resolution: Please contact HP Support for the latest update on this defect.

QXCR1000211412: OVPM does not detect changes in Restricted Views in OVIS
If there is a password for All Customers, even if restricted views is turned off you will get the following errors when launching insight lite:
• Invalid password supplied for the admin customer (err18)
• Invalid password supplied for the admin customer (err18)
• No data source was specified. Please select a system or other data source (err203)
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000211412
Workaround: OVPM 5.0 synchronizes passwords once a day. To workaround this either restart OVPM 5.0 or wait for OVPM to automatically update.

QXCR1000227662: OVPM 5.0 Installer does not ask for Port when installed on top of OVIS 6.0.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?

docid=QXCR1000227662

QXCR1000230210: All Service Types are displayed in OVPM dashboard drop down menu when logged in as a specific user.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230210
If you turn on restricted views in OVIS and then synchronize the passwords in OVPM Admin, then bring up the OVIS dashboard and log in as that user and then bring up custom graphs it correctly only lists that customer. However, it lists all the service groups in the service type drop down. If you select a service type that does not belong to that customer is gives an error that there are no metrics and it does not draw a graph.
If you have profiles set up, the same behavior is exhibited. You see all the service types, however you can only draw a graph for the customer selected in the customer box. If you select any other service type, even if one of the other customers in the profile has that service type, you will get the same error message and no graph.
Resolution: Please contact HP Support for the latest update on this defect.

No QXCR: Installing OVPM 5.0 UNIX on top of the OVIS 6.0 remote probes may cause ovc not to start.
Workaround: Start ovc manually after the OVPM install.

OVTA Integration:

QXCR1000047323: You must restart IIS to enact any OVTA integration configuration change. This includes disabling, enabling, or changing configuration parameters in the integration.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047323
Workaround: Restart IIS to enact any OVTA integration configuration change.

No QXCR: The OVIS-OVTA integration has a requirement that system clocks be synced within 5 minutes. If the OVTA and OVIS Management Server's system time differ by more than 5 minutes then the integration will experience data loss.

OVO Integration:

QXCR1000044021: Cannot get OVIS alarms to appear in the OVO message browser.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000044021
Workaround: Upgrade OVO agent to latest 7.x version plus any applicable patches. If this is not possible because the OVO Unix or OVO Windows console does not support that agent version, then you must install both OVIS and the OVO agent on the C: drive due to an agent defect in the 7.0 version. This may involve uninstallating all OpenView tools on this system and reinstalling them on the C: drive.

QXCR1000213992: Documentation does not describe the integration with clustered OVO/Win 7.5 Management Server. Installing OVIS and a clustered OVO/Window (7.5 or higher) on the same system is not supported.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000213992

QXCR1000228246: Uninstalling XPL removes OvDataDir and OvInstallDir env variables.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228246

Workaround: When the HP OpenView Cross Platform (XPL) component is uninstalled as part of another HP OpenView application co-resident with OVIS 6.0, the XPL environment variables are removed. This causes an error message to be displayed in the TIPs Viewer stating that the TIPs database cannot be accessed at the location C:\Program Files\HP Openview, especially if the installation directory is at a non-default location. The script to reset the environment variables is on the OVIS CD in \Support\Support Tools\SetOVEnvVars.vbs. Double click the file to execute it or call it with cscript (no arguments) $ cscript SetOVEnvVars.vbs.

QXCR1000229220: upgrading of XPL to 2.60.030 and above on OVOW is not starting old trace service.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229220

No QXCR: Whenever an OVO for Windows or UNIX agent is installed after OVIS, you must reboot in order to ensure that alarm forwarding works correctly.

Dashboard:

QXCR1000218369: Launch OVTA Console button doesn't auto route for Mozilla
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000218369
Workaround: Install Java Web Start manually first, then when you select Launch OVTA Console, the OVTA console will launch as expected.

QXCR1000229132: Custom Graphs not updating Customer list when deleting customer.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229132
Workaround: After deleting a customer, the customer will be removed from the customer list in the Reports workspace, but it will remain in the Custom Graphs workspace until the data for that customer has rolled out of the database.

QXCR1000231923: Exception displayed after leaving browser idle for 2 or more hours with restricted views.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000231923
Workaround: If you have restricted views enabled, and you log into the dashboard and then leave the browser idle for more than two hours in any workspace other than the Health workspace, and the next thing you click on is the Reports or Custom Graphs workspace icon, you will get an exception in the results pane. To resolve this, click on the Health workspace icon, which will redirect you to the login page.

No QXCR: If the application server running the OVIS Dashboard (Tomcat server) is hit repeatedly with unique requests, such as those from the HTTP_TRANS probe, it may run out of memory and either abort or return out of memory errors to browsers. Each unique session has resources associated with it and Tomcat will hold these resources open for up to two hours after the last request has been made, even if it has already expired the session.
Workaround: The memory can be increased by entering the following at the command line on the OVIS Management Server:
<install dir>\nonOV\tomcat\a\bin>tomcat5w //ES//OvTomcata
Select the Java tab and then increase the Initial Memory Pool and the Maximum Memory Pool fields to 512 or greater.

Web Transaction Recorder:

QXCR1000045604: In the OVIS Web Transaction Recorder (HTTP_TRANS probe) IE Heavyweight mode, the transaction may fail if the first step is an https target and if a proxy is configured which requires authentication.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000045604
Resolution: If the transaction fails, install hot fix Q329802 from the Microsoft web page.

QXCR1000050110: Webrecorder loses the ability to record raw clicks and keys.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050110
Workaround: Exit and reenter the web recorder.

QXCR1000091102: Scripts with !MCLICK or !KEY stmts may need re-recording.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000091102

QXCR1000221308: HTTP_TRANS "Test On Management Server" fails with application Error on W2K. Running probehttptrans2 with the -print option will not produce results on windows 2000 because that platform does not support the ability to write to a console from a windows gui application. This means that the option to "Test on the management server" in the Configuration Manager will not return results.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000221308

No QXCR: If you encounter either of the following problems:
Popup boxes indicating that processes (particularly the probe processes or scheduler) are terminating abnormally due to initialization errors, or Problems with Web Transaction Recorder transactions recorded in Internet Explorer mode.
Workaround: All probes run under the "HP Internet Services" service, which by default is configured to run as the System account. If you encounter these problems, reconfigure the HP Internet Services "System Account" setting by selecting "This account:" and entering the account (user name) and password that recorded the transaction. This applies to both the Management Server and remote probe systems. This configuration information is accessed via the **Computer Management > Services and Applications > Services > Properties > Log On** selection.

Probes:

QXCR1000026831: SAP probe shows no data instead of unavailability when it times out (UNIX only).
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000026831

QXCR1000027371: OVIS drill down query for SMS probe queries for SMS not SMS_PROBE
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000027371
Workaround: While the problem itself is resolved (in OVIS 5.20) there are two residual issues from the problem that may need to be worked around:

1. If you were running the SMS probe before the upgrade to OVIS 6.0, and want to see your data in the dashboard from the previous OVIS install, you need to run the following database query to fix the new SMS probe name on the Reporter database:

update IOPS_SERVICES set PROBENAME = 'SMS_PROBE' where PROBENAME = 'SMS';

2. If you have a config.xml file that was saved prior to OVIS 5.20, you may need to change the probe name in the XML file from "SMS" to "SMS_PROBE", in order for the xml file to load correctly in OVIS 6.0 and beyond. For example, change from:
<SERVICE id="Test" probe="SMS">
to:
<SERVICE id="Test" probe="SMS_PROBE">

After changing the probe name, the old XML file should load without any problems.

QXCR1000046420: SAP probe produces *.trc files in probes directory.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000046420
Workaround: Delete the trace files.

QXCR1000049829: httptrans probe IE mode may generate Temporary Internet Files that can fill up a disk drive.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000049829
Workaround: See Microsoft URL http://support.microsoft.com/?kbid=301057 for a discussion of problem, cause, and workaround.

Another option is to create a script probe to delete these files: Create a script that will delete the files out of the Temporary Internet Files folder. Then use the script probe in OVIS to run this script once a day. Give this probe a priority of 1 and all the other probes a priority of 2 so that when they do fire together once a day this script probe will run first before any of the other probes, to avoid any collisions. This script should be placed in the \newconfig\distrib\platform\windows directory so that it will only be distributed to windows boxes. Then under the probe location for that probe add all the systems where you are experiencing this problem. Here is an example of one script:
attrib -s " C:\Documents and Settings\Admin\Local Settings\Temporary Internet Files"
del /Q " C:\Documents and Settings\Admin\Local Settings\Temporary Internet Files*.*"
The first line in this script was required to remove the system attribute from this folder so the delete could take place, this could be different on your system. The /Q option for delete is so that it will not prompt before deleting the files. Also note this is the path to my Temporary Internet Files it could be different on your system. You might also have folders under this directory that you want delete so you would need to change this script for that as well. Also you could have file and/or folders under a different user that you want deleted, so again you would have to modify this script for that.
Here is a second example of how one of our customers modified the above script to suit their environment:
rmdir /Q /S "C:\Documents and Settings\Default User\Local Settings\Temporary Internet Files\Content.IE5\"

QXCR1000050253: OVIS's IMAP probe is unable to delete messages when the message pile up is over approx. 600 messages.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050253
Workaround: Delete the mail pile up by either configuring a POP3 probe to the same mailbox or by logging in with a mail interface and deleting them in that interface. Ensure that the IMAP probe is run frequently enough along with the SMTP probe, to avoid such a pile up.

QXCR1000222464: OVIS probes don't work with Some HTTPS servers.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000222464

QXCR1000223987: probeIcmp requires the "ping" program in the root user path on Unix systems.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000223987
Workaround: The "ping" command path (“/usr/sbin”) must be in the user’s path that starts the OpenView Control (OVC) service. By default, "root" is the user that starts OVC. However, any user that has the privilege to start OVC, must have "ping" in their PATH for probeIcmp to work correctly.

QXCR1000230754: TFTP probe downloads target file(s) to <install dir> \bin directory.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230754

No QXCR: If you get the following error message with the DNS probe TIP: Incorrectly built binary which accesses errno or h_errno directly. Needs to be fixed.
Workaround: Do the following:
cd /opt/OV/bin
mv dig _dig
cp /usr/bin/dig .
The probe results are not impacted even with this error message.

QXCR1000231978: The Perfstat -v command may not work on some SuSE Linux installations.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000231978
Workaround: The problem is because the system is missing the binutils package. Please install the binutils package and then attempt to run the perfstat command.

No QXCR: When you deploy a new or changed custom probe (built with the SDK or Probe Builder) or have a new or changed SRP file (for the script probe), you must restart Tomcat by running ovc -restart ovtomcatA and exit the current Dashboard session.

Configuration:

QXCR1000050474: Concurrency issues when using SLO dialogs.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050474

QXCR1000086794: Unable to run repair.vbs to fix Conf Mangr: it has problem initiating log file.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000086794

QXCR1000208785: Restricted View password cannot have a leading or a trailing Space.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000208785

QXCR1000211534: Missing alarm entry in the IOPS_ALARM_DATA2 table when a probe's URL changes
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000211534

QXCR1000218263: Same labels for Service Targets in the same Service Group causes confusion

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000218263

QXCR1000228842: Restricted Views allowing customers to login with no password.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228842

QXCR1000229174: Configuration Manager tree does not use labels when configured.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229174

QXCR1000230213: ORA-01460 error when attempting delete in Configuration Manager.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230213

QXCR1000230239: License Wizard when closed causes Configuration Manager to hang.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230239
Workaround: If you click on the window 'X' button to close the window in the License, this can case the Configuration Manager to hang. The license changes were saved. This problem will occur on systems with Autopass 5 installed. To check if you have Autopass 5, inside of the License Wizard window click on the Help->About box. To work around the hang or abort of the Configuration Manager when closing the license wizard window, close the License Window through File->Exit.

QXCR1000230240: OVIS License Wizard Button Does Nothing.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230240

TIPs Server:

QXCR1000216825: Browser stop button doesn't stop TIPs execution.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000216825
Workaround: When selecting the browser's stop button, it appears that TIPs continues to execute,but never displays any results. In affect, the browser's stop botton action does not stop TIPs execution. In the TIPs Server log file, the following exception occurs during this situation.

The TIPs Server cannot return the TIPs results. Cause: The TIPs Server cannot prepare the TIPs results for presentation. Cause: ClientAbortException: java.net.SocketException: Connection reset by peer: socket write error
You can either close the TIPs Viewer window and re-select TIPs or select the brower's refresh button to get the TIPs Viewer to re-execute the TIPs.

QXCR1000219792: Expect scripts from Unix remote probe systems can result in a timeout error message.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000219792
Workaround: The following error message displays in the TIPs Viewer as part of an expect script result:

Error: Timed out attempting to connect to system <hostname>

The problem occurs when the HP OpenView Ctrl Service's environment has startup errors which impact the ability for TIPs expect scripts to run successfully.

The remote probe system must be rebooted, to restart the HP OpenView Ctrl Service with sufficient environment. To insure that the HP OpenView Ctrl Service starts correctly upon reboot, root's .profile file must only contain commands that will execute correctly at boot time since HP OpenView Ctrl Service starts with root's .profile configuration.

After rebooting the remote probe system, use the following command to insure that HP OpenView Ctrl Service is running.

ovc -status

TIPs expect script commands should no longer timeout.

QXCR1000220603: OvTIPsServer.bat writes to incorrect log file.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000220603
Workaround: OvTIPsServer.bat writes to the log file OvCommonProcesses_0_0.log instead of OvTIPsServer_0_0.log. When troubleshooting is necessary after running OvTIPsServer.bat, consult the OvCommonProcesses_0_0.log file.

QXCR1000221982: Restarting Tomcat or doing a Save Configuration action results in Triggered by Alarm thread death exceptions.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000221982
Workaround: This problem occurs while Triggered by Alarm execution is enabled and active, but the Tomcat process was stopped or a Save Configuration was done in the TIPs Configuration program. As a result, in the TIPs Server log file, the following exception is recorded.

The TIPs request command <commandName> failed to execute on <host>. Cause: java.lang.ThreadDeath
java.lang.ThreadDeath
The alarm trigger execution for <TIP> cannot process. Cause: java.lang.ThreadDeath
Shutting down the TIPs Server.

The problem indicates that outstanding Triggered by Alarm executions could not complete at the time the TIPs Server was stopped or re-started. This situation is harmless.

QXCR1000223693: TIPs database (JDO) is limited to approx 2 GIG of data.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000223693
Workaround: When the following error message is logged in the TIPs Server log file, the Triggered by Alarm database has reached its maximum size.

Unknown internal JDO error encountered - attempting to rollback transaction

This problem can be encountered under the following conditions:

- The dataRetain parameter is set to the maximum value (2000 MB) or near maximum value.

- Large amounts of data are collected on an hourly basis.

The problem arises because the amount of data collected can extend beyond the configured maximum value prior to the next Triggered by Alarm purge operation.

To prevent exceeding the amount of collected data, you should set the dataRetain parameter to a value such that the amount of data collected on an hourly basis does not exceed the maximum value (2000 MB). Refer to the Understanding Triggered by Alarm Parameters section in the TIPs online help for more information about configuring Triggered by Alarm limits.

QXCR1000226130: TIPs cannot execute; TIPs Runner not found after IP address change.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226130
Workaround: When this problem occurs, the following error displays in the TIPs Viewer:

The server IP address has changed from <IP Address 1> to <IP Address 2>. An administrator should run OvTIPsServerResetIP.bat to fix the problem.

The script stops the Tomcat process and the local TIPs Runner; updates the registration records and configuration files; then restarts the Tomcat process and the TIPs Runner. The new configuration is in place when the processes are restarted.

QXCR1000226428: Java Out of Memory exceptions are not handled gracefully within the TIPs Server.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226428
Workaround: This problem may occur when the TIPs Server handles many Commands with large amounts of data (e.g., several Triggered by Alarm TIPs with Commands that retrieve 1MB plus files). When encountered, the TIPs Viewer indicates an internal error has occurred and the TIPs Server log file lists Out of Memory exceptions. In addition, database (JDO) rollback errors may be encountered within the log file. Refer to the steps in the known problem **QXCR1000226521** for steps to increase Tomcat's memory.

QXCR1000226488: Database (JDO) exceptions are listed within the TIPs Server log file.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226488
Workaround: When database (JDO) exceptions occur, the TIPs Viewer has the following display behaviors:

- The error message 'An internal problem occurred for a TIPs request. Consult the TIPs Server log file' displays when TIPs is selected.
- Real-time command results are displayed instead of Triggered by Alarm results, indicating that Triggered by Alarm results were never collected.

When these problems occur, database (JDO) exceptions are logged in the TIPs Server log file. Such exceptions include JDOEOFException, ClassCastException, and NullPointerException.

As stated in the first case above, these exceptions indicate that an internal error has occurred and access may have been lost with the configuration database. In the second case above, access may have been lost with the Triggered by Alarm database.

In either case, you need to restart the Tomcat process to correct the database access for the TIPs Server. Restart the Tomcat process with the command: <install dir>\bin\ovc -restart ovtomcatA.

QXCR1000226521: TIPs Server fails due to Out of Memory.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226521
Workaround: This problem may occur when the TIPs Server handles many Commands with large amounts of data (e.g., several Triggered by Alarm TIPs with Commands that retrieve 1MB plus files). When encountered, the TIPs Viewer indicates an internal error has occurred and the TIPs Server log file lists Out of Memory exceptions. Execute the following commands on the OVIS management server to increase the memory allocation used by Tomcat.

1. ovc -stop ovtomcatA
2. <install_dir>/nonOV/tomcat/a/bin/tomcat5w.exe //ES//ovtomcatA
3. Click on the Java tab.
4. Increase the Maximum memory pool value. The default maximum memory pool size is 512 MB.
5. ovc -start ovtomcatA

You may need to decrease the number of TIPs you are attempting to run at once or the amount you are executing via *Triggered by Alarm*.

QXCR1000227425: TIP Command with large file is not completely displayed in the TIPs Viewer.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000227425
Workaround: This problem occurs when a text file of size approximately 150K or larger is displayed within the TIPs Viewer for a particular TIP Command. When the problem happens, the contents of the text file is truncated and any other commands associated with this TIP are not displayed.

TIPs has been configured to avoid this problem in the following way. For text files greater than 100K, TIPs displays only the last 100K, taking care to start the display at the beginning of a line. The limit, 100K by default, is configurable via the maxTextFileDisplaySize attribute of the DisplayProperties tag in OvTIPsServer.xml. When a text file is trimmed by TIPs, the following line is added to the beginning of the output:

[NOTE: Only the last N percent of this file is displayed.]

where N is the percentage of the file displayed.

You can adjust the configuration to display more of the text file, but realize that the more data displayed, the more likely this problem occurs. To adjust the configuration, modify the maxTextFileDisplaySize attribute of the DisplayProperties tag in OvTIPsServer.xml. Restart Tomcat so the new configuration takes affect.

QXCR1000228896: TIPs Server log contains a java.io.InterruptedIOException message.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228896
Workaround: After stopping Tomcat or doing a Save Configuration within the TIPs Configuration program, the following exception is recorded in the TIPs Server log file:

Shutting down the TIPs Server.
java.io.InterruptedIOException: HttpServer.acceptConnection() has been interrupted.

Although an exception is logged, this situation is harmless.

QXCR1000229055: java.net.UnknownHostException occurs during TIPs Runner registration.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229055
Workaround: If a remote probe system is specified only by a hostname and the hostname is not registered with DNS, the TIPs Runner most likely fails to register. The following message is logged in the TIPs Server log file.

Can not create configuration java.net.UnknownHostException: <host>

Later, another registration attempt is made for the TIPs Runner, using the IP address. This registration most likely succeeds. A registration success message is logged in the TIPs Server log file.

Registered <host>

Although an exception is logged, this situation is harmless.

To avoid this problem, use fully qualify hostname names with a proper domain name for remote probe (i.e. TIPs Runner) systems.

QXCR1000229084: OvTIPsServer.bat script, without arguments, results in an exception.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229084
Workaround: When OvTIPsServer.bat is executed without any arguments, the following exception is logged.
Error while creating server java.lang.NoClassDefFoundError: com/hp/ov/sec/core/SecCoreException
Although an exception is logged, this situation is harmless.

QXCR1000232870: TIPs does not work after first installing OVPM 5 in a non-default directory and then installing OVIS 6. You see the following TIPs error: The TIPs request cannot execute. Probable Cause: TIPs configuration data cannot be accessed. Consult the TIPs Server log file.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000232870
Workaround: If you installed OVPM 5 in a non-default directory (a non-default directory is anything other than C:\Program Files\HP OpenView) and then installed OVIS 6, then configured customers and launched the Dashboard, and you find that TIPs will not work, you can do the following to resolve the problem:
1. <install dir>\bin\ovc -stop ovtomcatA
2. remove all the files from the non-default <data dir>\datafiles\tips\database directory, note do not remove the database folder
3. copy all files from C:\Program Files\HP OpenView\data\datafiles\tips\database directory to <data dir>\datafiles\tips\database directory
4. <install dir>\bin\ovc -start ovtomcatA
5. Launch TIPs from the Dashboard and it should now work.

TIPs Runner

QXCR1000226804: Windows Script Probe re-exec fails. TIPs Runner needs access to the Windows desktop.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226804
Workaround: The Script probe re-execute may fail if the script being executed requires access to the

desktop. The HP OpenView Ctrl Service is configured to not have access to the desktop. Hence, the script, when launched via the TIPs Runner, will not have the required access to the desktop. (The HP Internet Services service is configured to have access to the desktop, thus the script will execute successfully under the OVIS scheduler.)

If a TIP Command requires access to the desktop, the HP OpenView Ctrl Service configuration on the TIPs Runner system needs to be modified, enabling it with desktop access. Granting HP OpenView Ctrl Service desktop access is done through the following steps:

1. On the TIPs Runner system, open the Windows Services manager.
2. Select the HP OpenView Ctrl Service.
3. Select the properties for this service.
4. On the LogOn tab, make sure the Local System account item is selected.
5. Check the Allow service to interact with desktop option.
6. Apply the changes.
7. Re-start the HP OpenView Ctrl Service to insure the change takes affect

The Script probe re-execution command should now execute successfully for TIPs.

QXCR1000228454: Probe Re-Execution TIP fails to honor Run As User setting.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228454
Workaround: The Probe Re-Execute TIP fails to honor the Run As User setting for HTTP_TRANS heavyweight and probe builder custom probes. This results in probe re-execution failures displayed in the TIPs Viewer.

No workaround is available for this scenario.

QXCR1000229073: Upgrading probes on Unix, TIPs Runner does not get configured.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229073
Workaround: When updating the probe system with a OVIS 6.0 remote probes installation, the new TIPs Runner doesn't get registered unless the user explicitly selects the option 10. Save and Exit within ovisactivate. If the user selects "11. Exit" during ovisactivate (since they're not changing any settings for upgrade), the user will have to rerun ovisactivate to insure that the TIPs Runner gets configured.

QXCR1000229104: Possible memory leak on HP-UX 11.11 for TIPs Runners.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229104
Workaround: When this problem occurs, the TIPs Viewer displays Command timed out messages consistently for an HP-UX TIPs Runner.

Under certain circumstances the TIPs Runner (ovtiprn) process experiences memory growth. Typically this occurs when log files are configured to be collected by the TIPs Runner and then executed on HP-UX probe / TIPs Runner systems. If virtual memory becomes exhausted, the TIPs Runner process may begin to experience memory-not-available related problems.

If this problems occurs, restart the TIPs Runner on the remote probe system with the following command:

<install_dir>/bin/ovc -restart ovtiprn

No QXCR: After installing certificates on the TIPsRunner system, the system returns errors when ovc commands are issued.
Workaround: When requesting SSL certificates using ovcert on the TIPs Runner systems, make sure the time is synchronized properly with the OVIS management system. If the clock on the TIPs Runner system is behind that of the OVIS management system the certificate nstalled is invalid. Any subsequent use of ovc commands returns an error until the clock on the TIPs Runner system is adjusted forward. For example, ovc -status returns the following error after the certificate request has been granted on the OVIS server system.

(ctrl-21) Communication error when executing 'Status' method. (sec.core-113) SSL certificate verification error (The presented peer certificate is not yet valid.).

You can check the dates a certificate is valid for by using the ovcert -certinfo id command.

Resetting the clock on the TIPs Runner system to match that of the OVIS management system solves this problem and allows ovc commands to complete normally.

No QXCR: TIPs Runner behavior when the TIPs Server is stopped or momentarily restarted.
Workaround: The following messages in the TIPs Runner log file indicate that the TIPs Runner tried to communicate with the TIPs Server, but the TIPs Server did not respond. This problem occurs when the TIPs Server is shutdown by the Tomcat process or when configuration is saved within the TIPs Configuration program.

Sender for <host> <IP Address> failed 1 times: (xpl-0) connect() to '<host>:<IP Address>' failed. (WIN-0) The operation completed successfully.

Error in getting response (xpl-118) recv() on '<IP Address>:<port>' failed. (WIN-10054) An existing connection was forcibly closed by the remote host.

Insure that the TIPs Server has completely started after restarting the Tomcat process or after Save Configuration within the TIPs Configuration program. Otherwise, these messages may be ignored.

No QXCR: TIPs Runner behavior when it cannot register with the TIPs Server.
Workaround: If the TIPs Runner can't register with the TIPs Server during startup you will get the following message in the TIPs Runner log file. The TIPs Runner will continue to attempt to register with the TIPs Server until it is successful. Normally the TIPs Server is running before the TIPs Runner starts. However, if the Tomcat process was just started, the TIPs Server may not yet be ready to receive requests by the time the TIPs Runner is started. In this situation, you will see this message until the TIPs Server process comes fully online.

Registration Manager failed 1 times: Did not get registration reponse from http://<host>:<port>/tips

Insure that the TIPs Server has completely started to avoid this situation. Otherwise, this message may be ignored.

TIPs Viewer

QXCR1000226457: TIPs Viewer displays connection refused error.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000226457
Workaround: This problem may occur if many TIPs Viewer windows are launched and then terminated in an abnormal fashion. Note: Manually closing TIPs Viewer windows does not produce this problem.

For example, if the TIPs Viewer windows are terminated ungracefully from the Task Manager, the browser connections are not closed completely. This leaves the Tomcat process in a state where the maximum communication (socket) limit has been reached. In this case, subsequent TIPs Viewer windows display a connection refused error message.

To determine if the Tomcat process has reached it's communication (socket) limit, issue the following command:

netstat -a

If many connections are listed in a CLOSE_WAIT state, then it suggests that Tomcat's communication (socket) limit has been reached. Restarting the Tomcat process cleans out the CLOSE_WAIT states for outstanding connections. Restart the Tomcat process with the following command:

<install dir>\bin\ovc -restart ovtomcatA

No QXCR: TIPs Viewer behavior with restricted views.
Workaround: When setting restricted views, the change takes place immediately and the Tomcat process does not need to be restarted for the TIPs Viewer to realize the restricted views settings.

However, if one already has an active browser session with the OVIS dashboard and then the restricted view configuration changes, the OVIS dashboard will not ask you to login again. In this situation, if TIPs is executed, the security measures in place will not allow access to the TIPs Viewer until you login again with the OVIS dashboard and reset your session.

TIPs Configuration program

QXCR1000220269: TIPs Configuration program fails at startup when there is no TIPs database.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000220269
Workaround: When this problem occurs, an exception is displayed, stating that the tipsUser could not login to the database. You need to verify the state of the TIPs database. The TIPs database may be zero length or may be corrupted.

Refer to the TIPs online help to restore the TIPs database. You will need to access the TIPs online help directly, with the following URL, http://127.0.0.1:8080/OvTIPsHelp/help/config, since the online help can't be access from the TIPs Configuration program in this scenario.

Note: The Tomcat process must be running to access the TIPs online help. To be able to restore the TIPs database, the OvTIPs web application must be stopped.You will need to use the Tomcat manager application to stop the OvTIPs web application in this case.

QXCR1000229620: Save Configuration always reports a failure in an internationalized environment (e.g., ja).
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?

docid=QXCR1000229620

Workaround: This problem is a case of improperly handling localized message content and hence always reporting a failure. This problem does not interfer with the Save Configuration action of restarting the TIPs Server. To workaround the problem, you have the following options:

- Continue to use the TIPs Configuration program as-is and ignore the error dialog. Instead rely on the content of the TIPs Server log file as an indicator for success or failure (i.e., check to see if the TIPs Server restarted properly).
- Use the Tomcat manager for restarting the TIPs web application (OvTIPs) after configuration changes. Use the http://localhost:<port>/manager/html url to access the Tomcat manager functionality. (Note: Save Configuration uses this approach to restart the TIPs Server after configuration changes).
- Set the system to use English message catalogs as opposed to your native language. This ensures that the Save Configuration action is handled properly.

No QXCR: TIP help topic IDs cannot be specified with multibyte characters.
Workaround: When online help is selected from the TIPs Viewer for a particular TIP, a URL is launched, specifying the particular TIP help topic ID. URLs do not support multibyte data. Hence for any TIP help topic that the user wishes to create, they will need to limit the help topic ID to the standard ascii/English characters (i.e., use the chars a-z, A-Z, and 0-9).

TIPs Authentication Data Manager

QXCR1000215215: Authentication Data Manager: Resize of the browser window occasionally requires a manual refresh to update the table headers.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000215215

Workaround: This problem may be encountered with either Microsoft Internet Explorer or Mozilla browsers. When the browser is resized, on occasion the corresponding table headers are not properly resized. To correct the problem, simply use the refresh button on your browser, after resizing. This is simply a cosmetic problem. It does not interfere with the operation of the Authentication Data Manager.

QXCR1000215223: Authentication Data Manager: Manually unselecting all items in the main viewer table does not result in the global selector being un-selected.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000215223

Workaround: This problem exists with both Microsoft Internet Explorer and Mozilla browsers. It occurs when you have used the global selector to select all of the items in the main viewer table, and then later individually unselected all of the rows. You can either ignore it, or via the global selector, select all and then un-select all to correct the problem. This is simply a cosmetic problem. It does not interfere with the operation of the Authentication Data Manager.

TIPs provided by HP

QXCR1000229895: TIPs Outcome Rules for Failure Return codes are incorrect.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000215223

Workaround: The following Outcome Rules are configured incorrectly for a failure return code situation. These outcome rules should be testing for the return code to be not equal to 0. The operator specified for the return code is not set at all. In most of these cases, the failure outcome rule is testing for the existence of a standard error message. This test does catch many failure situations for the associated commands.

Return Code Failure for Target Routing Table for Unix
Return Code Failure for Target TCP Connections for Unix
Return Code Failure for Probe Execute
Return Code Failure for Probe TCP Connections for Windows
Return Code Failure for Probe TCP Connections for Solaris
Return Code Failure for Probe TCP Connections for Linux
Return Code Failure for Probe TCP Connections for HP-UX
Return Code Failure for Probe ARP Cache for Windows
Return Code Failure for Probe ARP Cache for Solaris
Return Code Failure for Probe ARP Cache for Linux
Return Code Failure for Probe ARP Cache for HP-UX
Return Code Failure for Probe TCP IP Statistics for Windows
Return Code Failure for Probe TCP IP Statistics for Solaris
Return Code Failure for Probe TCP IP Statistics for Linux
Return Code Failure for Probe TCP IP Statistics for HP-UX
Return Code Failure for Target Interface Statistics for Unix
Return Code Failure for Probe Interface Statistics for Windows
Return Code Failure for Probe Interface Statistics for Solaris
Return Code Failure for Probe Interface Statistics for Linux
Return Code Failure for Probe Interface Statistics for HP-UX
Return Code Failure for Probe Routing Table for Windows
Return Code Failure for Probe Routing Table for Solaris
Return Code Failure for Probe Routing Table for Linux
Return Code Failure for Probe Routing Table for HP-UX
Return Code Failure for Probe IP Configuration for Windows
Return Code Failure for Probe IP Configuration for Solaris
Return Code Failure for Probe IP Configuration for Linux
Return Code Failure for Probe IP Configuration for HP-UX
Return Code Failure for Nslookup for Windows

QXCR1000229912: More outcome rules are needed to test for probe re-execute availability.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229912
Workaround: The Probe Execute command has many outcome rules configured to test whether the probe result is available or not. If the probe is not available (e.g. equals 0), a critical outcome is displayed.

The following probe results indicate probe availability in a format that is not configured with the current Probe Execute command outcome rules. When the following probe types are unavailable, the Probe Execute command displays incorrectly a Normal outcome rule.

```
SYS_BASIC_WMI: <host>: [SYS Basic WMI]
     Availability =0
Protocol (http) Port (80) Url (<host>) File (<URL>) Proxy (<host>:8088)
     Availability =0
Probe SMS: [Host: Unspecified]: [SMS]
     Availability = 0
Probe SCRIPT: [Customer: Script]
     Availability = 0
```

QXCR1000229917: Probe Execute command outcome rules don't work for STREAM_MEDIA probe types.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229917
Workaround: The STREAM_MEDIA probe returns a non-standard return code. The Probe Execute command is

configured with an outcome rule for a successful return code that equals 0. The STREAM_MEDIA probe returns 1 to indicate success. When the Probe Execute command is used to troubleshoot a STREAM_MEDIA probe, the outcome rule is incorrectly displayed based upon the delivered outcome rules for this Probe Execute command.

To correct the outcome rule for the STREAM_MEDIA probe, a different Probe Execute command needs to be configured with an outcome rule for success where the return code equals 1.

Note: The existing Probe Execute command can not have an additional outcome rule added to it because the required logic to is not supported.

No QXCR: TIPs is not available for OVTA probe types.
Workaround: OVIS OVTA probe types don't provide sufficient information for TIPs execution. Within the OVIS Dashboard, you will not see a TIPs icon associated with OVTA probe type probe locations.

QXCR1000230473: Exchange commands work only if Profile is set to Exchange server hostname.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230473
Workaround: There are three out-of-the-box TIP command categories specific to Exchange probes:

- Exchange Directory Service
- Exchange Information Store
- Exchange System Attendant

These are not enabled out of the box. However, if the TIPs administrator enables them (adds them to a TIP that is enabled), the commands will work *only* if the OVIS exchange service target is configured with a mail profile name that is the exchange server's hostname. If the configured profile name is not set to the hostname, the TIPs viewer will display the following error:

[SC] OpenSCManager FAILED 1722:

The RPC server is unavailable.

QXCR1000230380: The 'Probe Re-Execute' TIP Outcome Rules ignore the query results for DNS Probe re-execution. Instead, the outcome response is soley based on the availability of the DNS Server.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230380
Workaround: The current 'Probe Re-Execute' TIP relies upon a single 'OVIS Service Probe' command to re-run probes, where outcome processing is limited to examining the 'Availability' string. An additional command will need to be added for handling the special case of the DNS probe (see note below for the reason). To add the required command, launch the TIPs Configuration GUI and proceed as follows:

1. Open the 'Probe Execute' Command Category
2. Edit the 'OVIS Service Probe' command as follows:
    1. Create a new condition with the attributes set as follows:

        Name = 'DNS Service Type - Exclude'
        Description = "Excludes execution against the DNS probe targets"

Object Type = "ServiceTarget"
Object Attribute = "Monitored Service"
Operator = "Does not equal"
Value = "DNS

b. Save the new condition and command

3. Next create a new command in the 'Probe Execute' category as follows:

Name = "OVIS DNS Probe"
Command = "$OV_VAR[ServiceTarget.Probe Command]"
Arguments = "$OV_VAR[ServiceTarget.Probe Arguments]"
Timeout = "60"

Add the pre-existing Command Condition ''DNS Service Type only"

Create the following Outcome Rules:

"DNS Query Succeeded"

Name = "DNS Query Succeeded"
Outcome = "Normal"
Return Code = "not set"
Output Length = "not set"
Error Length = "not set"
Output Contains = "Answer found=1"
Error Output Contains -- leave empty

"DNS Query Failure"

Name = "DNS Query Failure"
Outcome = "Critical"
Return Code = "not set"
Output Length = "not set"
Error Length = "not set"
Output Contains = "Answer found=0"
Error Output Contains -- leave empty

4. Save the new Command and Command contents along with the Command Category
5. Perform a 'Save Configuration'

Note: The order in which outcome rules are processed is not predictable and may vary from one command execution to the next. Therefore, this problem cannot be solved by simply adding an 'Answer found=0' Outcome Rule to the existing OVIS Service Probe command.

TIPs Documentation

QXCR1000228679: The TIPs online help does not print in its entirety.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228679

Workaround: When printing the TIPs online help from within the TIPs Configuration program or from within the TIPs Viewer Oracle help system, images do not print. In some cases there are incorrect spacing issues around characters.The printed online help content is readable, just not presentable.

QXCR1000229149: Online help for Authentication troubleshooting needs enhancement.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229149
Workaround: The Authentication troubleshooting section in the TIPs Results Troubleshooting chapter of the TIPs online help does not list the following error message. This error message should be included in this help section for Scenario #1.

Node - myserver.hp.com ERROR: Code = 0x80070005 Description = Access is denied. Facility = Win32

In addition, the Probable Solution for Scenario #1 needs to mention adding the /user and /password parameters to the WMIC command. This information is found in the WMIC Command Considerations section under the Give TIPs Runner WMIC Privileges heading.

It should be noted that in Scenario #1, the first error message occurs for Unix target systems executing Expect script commands. The second error message as well as this third error message occurs for Windows target systems executing WMIC script commands.

QXCR1000229153: Need online help troubleshooting scenario for Target TCP Connections (netsh).
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229153
Workaround: The TIPs Results Troubleshooting chapter of the TIPs online help does not list the following error message. This error message should be included in this chapter with an associated Scenario and Solution.

WARNING: Could not obtain host information from machine: [<host>]. Some commands may not be available. Access is denied.

The Routing and Remote Access Service is not currently running on <host>. Please use 'net start remoteaccess' on the machine to start the service.

This error message is the result of the TIPs Runner not having the right permissions configured for remote execution of the netsh command.

If one reconfigures the HP OpenView Ctrl Service to log on as an administrator, instead of the system account, and the TIPs Runner and target systems are in the same domain, the command works fine.

QXCR1000229655: Need online troubleshooting for HTTP probe with port appended to hostname.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229655
Workaround: The following information needs to be added to the TIPs online help as a section within the TIPs Results Troubleshooting chapter.

When TIPs is launched for an HTTP probe target and all of the Target Network Status commands fail, you notice the commands are trying to operate on a hostname of the form <host>:<port>. For example, the Target Nslookup command fails with the error "can't find myserver.mycompany.com:9080: Non-existent domain".

This problem can occur if the OVIS administrator has entered the web server port number in the host field while configuring the HTTP probe target. TIPs will execute correctly if the administrator modifies the OVIS target configuration so the port number is in the port field, and only the host portion of the URL is in the host field.

QXCR1000229662: Online help needs a troubleshooting section for stale service targets.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229662
Workaround: The following information needs to be added to the TIPs online help troubleshooting section for the TIPs Results Troubleshooting chapter.

When TIPs Viewer displays a message such as the following:

The TIPs request cannot execute. Probable Cause: The TIPs request failed for ServiceTarget <number>. Failed to find Service Target id '<number>' in the OVIS Database. Consult the TIPs Server log file.

This problem indicates that a "stale" service target entry exists within the OVIS dashboard. A stale entry is one that has been removed from the OVIS configuration or re-configured under a different customer and/or service group, but still appears in the dashboard. In time, the service target will disappear from the dashboard. You can reduce the likelihood of seeing stale targets by reducing the dashboard's Time Filter.

QXCR1000229897: Need online help troubleshooting scenario for WMIC Commands against Windows 2000 service targets.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229897
Workaround: The WMIC Commands troubleshooting section in the TIPs Results Troubleshooting chapter of the TIPs online help does not list the following error message. This error message should be included in this help section as another scenario.

Node - myserver.hp.com ERROR: Code = 0x80041017 Description = Invalid query Facility = WMI

This scenario indicates that a WMIC command is executed against a Windows 2000 service target. Windows 2000 systems don't support WMIC.

QXCR1000229910: Online help for Adding Authentication Records needs enhancement.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229910
Workaround: The Adding Authentication Records section in the Using the Authentication Data Manager chapter of the TIPs online help needs to emphasis that when adding a user name for a Windows system that the user name should include a reference to the domain. For example, domain\user would be the syntax to specify in the Username field for authentication for user within domain.

No QXCR: The Trigger By Alarm dataRetain maximum value is incorrect in the TIPs online help.
Workaround: In the TIPs online help, Understanding Triggered by Alarm Parameters section, the description for dataRetain is incorrect. The maximum value is documented as 2095 MB. The correct maximum value is approximately 2000 MB.

QXCR1000230130: Need to add online troubleshooting for telnet errors.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230130
Workaround: The provided TIPs Expect commands, which use telnet to access a service target, assume a

particular behavior for login prompts.

- The TIPs Runner is a Unix system.
    - If the service target is a Windows system without telnet enabled, the following error message displays for the Command result:

      Error: Unknown domain for system <host>

    - If the service target is a Windows system with telnet enabled, the following error message displays for the Command result:

      send: spawn id exp8 not open while executing "send "uname\r"" (procedure "setCommandBasedUponOS" line 5) invoked from within "setCommandBasedUponOS "

- The Unix service target issues a particular syntax for login as well as for password. The login prompt is required and evaluated first. A service target that only issues a password prompt will fail.In the case where a Unix service target fails the telnet login, the following error message displays for the Command result:

  Error: Cannot connect to system <host>

  In your environment, if you enable the Expect TIPs commands for your Unix service targets, and their prompting behavior is different than the provided Expect scripts assume, you must modify the provided Expect scripts to work in your environment.

  In your environment, if you have Windows service targets, you must use the WMIC TIPs commands for successful command results.

QXCR1000230728: Need online help troubleshooting information for Exchange command categories.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230728
Workaround: The TIPs Results Troubleshooting chapter of the TIPs online help does not list the following error message for the HP-provided Exchange command categories.

[SC] OpenSCManager FAILED 5:

Access is denied.

There are three out-of-the-box TIP command categories specific to Exchange probes:

- Exchange Directory Service
- Exchange Information Store
- Exchange System Attendant

These command categories use the SC.EXE command to retrieve information about Microsoft Exchange services. The above error is the result of the TIPs Runner not having the right permissions for remote execution of SC.EXE. The TIPs Runner is launched by the HP OpenView Ctrl Service. The Ctrl service is configured by default to log on under the local System account, which does not have the necessary permissions for remote SC.EXE execution. To fix this problem, reconfigure the probe system's HP OpenView Ctrl Service to log on under an account with remote access privileges. For many network environments, this is an Administrator account.

Custom Probes SDK:

QXCR1000047817: In the Custom Probes SDK the command line switch must be prefixed by a "-". You can not use a "/". This was implemented as an enhancement to allow a file name which might include a leading "/" to be used as a parameter in the script probe and others. This is a common requirement for scripts run on Unix systems.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047817
Workaround: Use "-" instead of "/" for a command line switch.

NNM Integration:

There are several known minor issues with the OVIS/NNM integration package, most with simple workarounds.

Problem: ODBC Roll Forward/Backward Errors
Cause: Occasionally, stopping the NNM services (ovstop) while ovw is running can later cause the database to fail to start with error messages stating that "Roll Forward" or "Roll Backward" operations failed. This problem has only been seen so far on Windows NT. The problem is a corrupt database log file. This problem has been improved with the new Solid Server (3.51) shipped with NNM 6.2, however the problem has still been observed only at lesser frequency.
Workaround: Run the command: $OV_BIN/ovisdb.ovpl -cl -restart
The database should then be running normally, without loss of data.

Problem: ODBC Cannot Find Source "tcpip 2691"
Cause: Occasionally, the database does not shutdown properly. This is also believed to be related to running ovw sessions when ovstop is issued.
Workaround: Run the command: $OV_BIN/ovisdb.ovpl -restart to properly shutdown and restart the database, without loss of data.

Problem: Symbol Display
Cause: There are a few scenarios where commands are stored to the command database, but are not performed on an open map. This happens, for example, if the persistence level is not set to "All Levels" (see the *Internet Services User's Reference Guide*), or if the node is not managed by NNM. The NNM menu choice >**Internet Services**—> **Rebuild Internet Services Symbols** causes NNM to delete all symbols that have the "ovisIsOVIS" field set TRUE, and then reperforms all commands in the command database. This ensures that the map reflects what is currently in the database.
Workaround: There are mechanisms built into the integration package to recover missed configuration changes and alarms. However, if you suspect that NNM is not synchronized with OVIS, the script $OV_BIN/ovisclean.ovpl completely clears the command database and causes NNM to pull all of the latest configuration and alarm data. The script also rebuilds all symbols. Before running ovisclean.ovpl, make sure to shut down any running OVW sessions.

Problem: Multiple Service Groups of the Same Type do not display correctly.
Cause: Because service symbols are created by type (HTTP, DNS, FTP, etc.) no distinction is made between service groups of the same type for a given target node. In other words, if you configure two service groups, such as SG1 and SG2, that are both HTTP service groups, and both service groups contain the target node foo.com, you can see that on the NNM map the node symbol for foo.com contains only one HTTP service symbol. All alarm symbols for both SG1 and SG2 are created under this one HTTP service symbol. More importantly, if you later delete one of these service groups, the NNM integration package responds as though the entire HTTP service is being deleted, and removes the HTTP symbol under foo.com.

Workaround: Run the ovisclean.ovpl script to restore the remaining service group.

Problem: Changing Customer Name in OVIS is not automatically updated by NNM. As a result, events targeted to that customer are logged as errors, and the symbol reflecting the customer's old name is not updated.
Workaround: Run the ovisclean.ovpl script to force the NNM integration to re-establish the customer under the new name.

Problem: Inconsistent Customer Views Status Propagation between NNM and OVIS.
Cause: In cases where Customer Views is installed on the NNM node that is integrated with OVIS, there is inaccurate status propagation to customer symbols displayed in Customer Views symbols. For any OVIS target node that serves more than one customer, the status propagation to the node reflects the status of all the customers served by the node. However, if a customer symbol in Customer Views has that node beneath it on the hierarchy (for example, in the "Servers" container), the status of the customer symbol reflects the status of *all* customers served by that node. This is due to the fact that OVIS integration creates a child symbol for each customer served by a given node, and thus the node's status is determined by the status of all its customers. Because the customer symbol in Customer Views obtains its status from the node, the status for a given Customer Views customer symbol becomes a function of all customers served by the node. The problem arises from inconsistent modeling of customer, service, and targets between NNM and OVIS.
Workaround: At this time there is no fix or workaround for this problem.

Verified Environments

Supported Platforms

OVIS Management Server is supported on the following platforms:

- Windows 2000 Professional/Server/Advanced with Service Pack 4
- Windows 2000 Datacenter Server is supported, however advanced features of Datacenter Server such as cluster/failover are not supported
- Windows XP Professional with at least Service Pack 1
- Windows Server 2003 Standard and Enterprise editions

OVIS Windows probes are supported on the following platforms:

- Windows 2000 Professional/Server/Advanced with Service Pack 4
- Windows XP Professional with Service Pack 1
- Windows Server 2003 Standard and Enterprise editions

OVIS UNIX probes are supported on the following platforms:

- HP-UX 11.0, 11.11, 11.22 and 11.23 (runs on Itanium in PA-RISC emulation mode)

- Solaris 2.8, Solaris 9
- Linux Red Hat 8.0, 9.0 and ES 2.1, ES 3.0
- SUSE Linux Enterprise Server 8 & Professional 8.1 (32 bit)

The following Operating System patches and components are required:

Platform	Patches
HP-UX 11.0,11.11	PHSS_24627 HP aC++ -AA runtime libraries (aCC A.03.33) PHSS_24303 ld(1) and linker tools cumulative patch PHCO_25707 libc cumulative patch PHCO_26000 Pthread library cumulative patch PHSS_30967 ksh
Solaris	For Solaris 7: 106327-15 SunOS 5.7: 32-Bit Shared library patch for C++ 106950-18 SunOS 5.7: Linker Patch 106980-23 libthread patch For Solaris 8: 108434-08 SunOS 5.8: 32-Bit Shared library patch for C++ 108993-25 LDAP2 client, libc, libthread, libnsl libraries 109147-15 SunOS 5.8: Linker catch 110934 ksh
Linux	ksh RedHat Linux requires compat-libstdc++7.3-2.96 or higher

Note that the following probes are not available on UNIX: Streaming Media, SMS, SYS_BASIC_WMI, ODBC, Exchange, and OVTA integration service types - WEBAPP, SOAPAPP, JMSAPP, RMIAPP, COMAPP. HTTP_TRANS probe in Internet Explorer heavyweight mode is not available on UNIX but is available in URL mode on UNIX systems. NTLM authentication is not available on UNIX in the HTTP, HTTPS, SOAP and HTTP_TRANS URL mode probes but the other authentication modes are supported. The Dial probe is available on windows and all UNIX platforms except SuSE Linux.

Databases - The following databases are supported:

- Microsoft SQL Server 2000 Desktop Engine Service Pack 3 or 3A running on Windows 2000 Service Pack 4, Windows XP Professional Service Pack 1, or Windows Server 2003
- Microsoft SQL Server 2000 Service Pack 3 or 3A running on Windows 2000 Service Pack 4 or Windows Server 2003 (In addition, the client software is supported on Windows XP Professional Service Pack 1)
- Oracle 8.1.7 running on HP-UX 11.0 (32-bit) or Solaris 2.7, 2.8
- Oracle 9.2.0 running on HP-UX 11.0 (64-bit), 11.11 or Solaris 2.7, 8, 9 (32-bit and 64-bit)

Internet browsers - The following browsers are supported for the OVIS Dashboard:

- Microsoft Internet Explorer 6.0 with Security Update and the latest service pack

- Mozilla 1.7.2 (HP-UX Mozilla is version 1.6)

Reporting - OVIS reporting component uses Crystal Reports 10

See the section below and check the OpenView web site for current information on compatibility of OVIS with new releases of OVO, NNM and other OpenView products.

Integration with Other OpenView Solutions

OVIS integrates with the following **OpenView products** and versions:

- hp OpenView Reporter A.03.60
- hp OpenView Performance Insight 5.0
- hp OpenView Service Information Portal 3.2
- hp OpenView Performance Manager OVPM A.04.04 patch CD, C.05.05, and C.05.00
- hp OpenView Performance Agent 3.x/ARM and 4.0/ARM
- hp OpenView Operations for Unix version 7.1 (HP-UX and Solaris) and 8.1 (HP-UX and Solaris)
- hp OpenView Operations for Windows version 7.21 and 7.5
- hp OpenView Network Node Manager 7.0 Windows 2000, HP-UX and Solaris; NNM 7.01 Windows 2000, HP-UX and Solaris; NNM 7.5 Windows 2000, HP-UX and Solaris
- hp OpenView Transaction Analyzer 2.1, 3.0
- hp OpenView Business Process Insight OVBPI 1.1

OVIS integrates with hp Systems Insight Manager SIM 4.2 (Note Traps are not I18N)

OVIS integrates with OVIS Probe Builder 2.0, 2.1

Note: The OVOW integration for OVIS 6 requires OVOW agent version 7.27 or higher on the OVIS management server (patch OVOW_00059).

Note: The latest NNM patch must be installed when OVIS and NNM 7.5 are installed on the same system. Otherwise, there will be conflicts during uninstall of OVIS. In more detail: OVIS will remove ovsnmp.dll and ov. dll during its uninstall which will break NNM. The latest NNM patch will prevent this. The patch can be installed after NNM 7.5 and OVIS 6 have been installed on the same system.

Make sure to not use terminal services when installing the NNM integration on Windows.

Check the OpenView web site (http://www.managementsoftware.hp.com) for current information on compatibility of OVIS with new releases of other OpenView products.

Integration with OpenView Components

OVIS includes the following embedded components:

- Reporting component version A.03.60 (supports Crystal Reports 10.0)
- Graphing component version A.04.04

Refer to the `Support` folder on the OVIS CD for a list of installed files.

Local Language Support

OVIS is available in English and Japanese languages. Please check with your Sales Representative or HP Partner for availability of the OVIS 6.0 Japanese release.

Product Number - English	Product Name
T3953AA	OVIS 6.0 Media - English
T3954AA	OVIS 6.0 Manuals - English
T3955AA	LTU - Base license, includes 5 standard targets - English
T3956AA	LTU - Additional 5 standard targets - English
T3957AA	LTU - Additional 25 standard targets - English
T3958AA	LTU - Additional 250 standard targets - English
J4530AA	LTU - Additional 5 custom targets - English*
J4531AA	LTU - Additional 25 custom targets - English*
J4532AA	LTU - Additional 250 custom targets - English*

* Note that Custom targets are only available with the English version.

Product Number - Japanese	Product Name
J4510BJ	OVIS 5.0 media - Japanese
J4511BJ	OVIS 5.0 Manual - Japanese
J4512AJ	LTU - Base License, Including 5 pack - Japanese
J4513AJ	LTU - Additional 5 pack - Japanese
J4515AJ	LTU - Additional 25 pack - Japanese
J4516AJ	LTU - Additional 250 pack - Japanese

To activate the measurement server and manage Internet Services, you need to purchase a Base license (LTU), product number T3955AA (English) or J4512AJ (Japanese), which includes your first five (5) standard targets. If you require more than five targets, you can purchase one or more add-on packs. Licensing is enforced on the total licensed capacity for OVIS probes and total licensed capacity for custom probes.

Support

Please visit the HP OpenView web site at: http://www.managementsoftware.hp.com/ This web site provides contact information and details about the products, services, and support that HP OpenView offers.

You can also go directly to the support web site at:

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

HP OpenView 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 valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- 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 log in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

https://passport2.hp.com/hpp/newuser.do

To view release notes and other documentation go to the following URL:

http://ovweb.external.hp.com/lpe/doc_serv/

NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL:

http://www.adobe.com

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