

HP BSM Integration Adapter

For the Linux and Windows® operating systems

Software Version: 9.10

Release Notes

Document Release Date: August 2011

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The title page of this document contains the following identifying information:

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Contents

Release Notes.....	1
Contents.....	5
HP BSM Integration Adapter Release Notes.....	6
What's New in This Release?.....	7
Supported Environments.....	10
HP Software Products Integration.....	10
Installation Requirements.....	11
Hardware and Software Requirements.....	11
Known Problems.....	13
Installation and Upgrade Problems.....	13
User Interface Problems.....	15
Limitations.....	16
Fixed Problems.....	18
Documentation Updates.....	19
Localization and Globalization.....	20

HP BSM Integration Adapter Release Notes

for the Linux and Windows® operating systems.

Software version: 9.10

Publication date: August 2011

This document is an overview of the changes made to BSM Integration Adapter (Integration Adapter). It contains important information that is not included in books or Help. You can find information about the following in this document:

- ["What's New in This Release?" \(on page 7\)](#)
- ["Supported Environments" \(on page 10\)](#)
- ["HP Software Products Integration" \(on page 10\)](#)
- ["Installation Requirements" \(on page 11\)](#)
- ["Known Problems" \(on page 13\)](#)
- ["Fixed Problems" \(on page 18\)](#)
- ["Documentation Updates" \(on page 19\)](#)
- ["Localization and Globalization" \(on page 20\)](#)

What's New in This Release?

HP BSM Integration Adapter enables you to monitor event sources, and, if certain conditions apply, to forward the detected events as HP Business Service Management (BSM) events directly to BSM Operations Management. BSM tries to associate the events that it receives with configuration items (CIs) using CI resolution and with indicators using ETI (event type indicator) resolution. This is only possible if the computer on which the event occurs is set up as a CI in the BSM RTSM (Runtime Service Model). Discovery policies automatically populate the RTSM with topology data based on discovery scripts executed within the BSM Integration Adapter environment.

HP BSM Integration Adapter 9.10 includes the following new features:

Installation and upgrade

- **HP Operations Agent 11.00**

HP BSM Integration Adapter installs HP Operations Agent 11.00 if it is not already installed. If a version lower than 11.00 is installed, the installer automatically upgrades the agent to version 11.00.

Alternatively, you can manually install or upgrade HP Operations Agent to version 11.00 before starting the BSM Integration Adapter installation.

- **Upgrade to HP BSM Integration Adapter 9.10**

If you have HP BSM Integration Adapter 9.0x installed, you can upgrade your existing installation to version 9.10 by following the instructions in the *HP BSM Integration Adapter Installation and Upgrade Guide*. To upgrade BSM Integration Adapter to version 9.10 you must first uninstall the existing 9.0x installation and then install 9.10.

- **Installation on HPOM managed nodes**

You can install BSM Integration Adapter on HPOM managed nodes that have HP Operations Agent version 11.00 installed. During the BSM Integration Adapter configuration, the primary management server of the agent changes from the HPOM management server to the BSM server. An agent-based flexible management policy enables HP Operations Agent to send messages to and allow actions from the HPOM management server, but send events and topology data to BSM.

- **Interactive Installation and Upgrade Guide**

The interactive installation and upgrade guide enables you to specify the type of installation or upgrade that you want to perform, and then view or print a customized guide, which includes only the requirements and tasks that apply to you.

Integration with HP BSM Operations Management

- **Single sign-on authentication**

Single sign-on authentication enables a user to log into BSM once and gain access to all BSM applications without being prompted to log in again. The applications inside BSM trust the authentication, and you do not need further authentication when moving from one application to another. For example, if you configure BSM Integration Adapter to use single sign-on, BSM users can launch the BSM Integration Adapter user interface without having to provide additional credentials.

The default single sign-on authentication strategy for BSM is Lightweight Single Sign-On (LW-SSO). LW-SSO is embedded in BSM and does not require an external computer for authentication. For more information about LW-SSO, see the *BSM Platform Administration* guide.

- **Drilldown**

You can integrate BSM Integration Adapter into Operations Management so that administrators can launch the BSM Integration Adapter user interface in the Connected Servers manager or in the context of an event.

BSM also enables operators to start the user interface of the source manager in the context of an event in the Operations Management Event Browser.

- **Event synchronization**

After Operations Management receives an event, you can keep it up to date on the event source by configuring BSM and BSM Integration Adapter to synchronize event lifecycle changes (to the state closed) back to the source manager that generated the original event. For example, if a BSM Operations Management operator closes an event, a notification can be automatically sent to NNMi.

- **CIs and CI relationship discovery**

Accurate and up-to-date CI topology data in the RTSM is essential for CI and ETI resolution, TBEC (Topology-based Event Correlation), and context-specific tools. BSM Integration Adapter uses discovery policies to automatically discover and map IT infrastructure resources and their interdependencies.

Discovery policies execute a discovery script that you create and that must write details of each discovered CI and its relationships in XML to STDOUT (standard output stream). BSM Integration Adapter processes the XML data and publishes details of new, changed, and removed CIs and CI relationships to the RTSM according to a schedule that you specify for each policy.

Before topology data is written to the RTSM, topology synchronization rules manipulate the data by applying mapping rules and scripts. Mapping rules and scripts transform the discovered topology data into CIs and CI relations in the RTSM. (For more information about topology synchronization, see the HP BSM Operations Manager *Extensibility Guide*.)

User interface enhancements

- **HTTPS communication**

BSM Integration Adapter now uses HTTPS to encrypt communication between the BSM Integration Adapter server and user interface. Because the certificate that the user interface uses by default is not from a trusted certificate authority, you normally see certificate errors in the web browser when you connect to the BSM Integration Adapter server. (See the online help for information about importing a trusted certificate.)

The previous URL `http://<Integration Adapter system>:8081/opr-policy-management/` automatically redirects to `https://<Integration Adapter system>:21350/opr-policy-management/`.

- **Multiple users and editor sessions**

BSM Integration Adapter enables multiple users to connect to the same server at the same time. However, only one user at a time can edit a policy to prevent changes from other users overwriting each other. When a user edits a policy, BSM Integration Adapter locks the policy for the user so that only that user can save the policy. Note that if a user opens a policy more than once, only the first editor instance receives the lock and can save the policy.

BSM Integration Adapter releases the lock when the policy is closed or when a user forcefully breaks the lock. It is recommended that you only break the edit lock when you have reason to believe that the locked policy editor was abandoned or stopped working. Policy editors that have been forcefully unlocked by another user change to read-only mode and you can no longer save any changes made.

- **Close Policy  and Save and Close Policy  toolbar buttons in policy editors**

The policy editors now have new toolbar buttons to close the editor session. Do not leave an editor by closing the web browser window or tab (for example by clicking the Close button in the window's title bar or using a menu option). When you close the browser window or tab, the policy remains locked by you for editing. To close the policy editor without saving, click **Close Policy** in the toolbar.

- **Select multiple policies at once**

You can now select multiple policies in the list of policies if you want to delete, activate, or deactivate more than one policy at once.

- **Date and time displayed in Last Modification policy property**

The Last modification field in policy properties now displays the date and time using the current time zone of the computer on which the BSM Integration Adapter user interface runs. The language setting of the web browser determines the date and time format (for example, 09/14/2010 8:16:38 AM for English (United States)). If the web browser and the computer on which the BSM Integration Adapter server run have different language settings, the language setting of the web browser takes precedence. However, English is the default language if the web browser is configured to use a language that is not available on the server.

- **Customizable columns in list of policies**

The Options dialog box enables you to choose any combination of columns in the BSM Integration Adapter policy list.

Miscellaneous enhancements

- The new command line tool `ia-user` configures the local user store. The tool enables you to add, delete, and list local users.
- Both the `ia-config` and the `ia-user` command line tools display the BSM Integration Adapter version number on demand. They log their output in the common log file `HPOperIA-CLIs.log`.
- You can now manage a BSM Integration Adapter system with HPOM. When you bring a BSM Integration Adapter system under HPOM management the BSM server remains the primary manager of BSM Integration Adapter. The HPOM management server becomes a secondary and action-allowed management server and can start actions, and deploy policies and packages. For more information, see the BSM Integration Adapter online help.

Supported Environments

The BSM Integration Adapter server runs in these operating system environments:

- Windows 2003 Server or Enterprise Edition R2 SP2 (32-bit and 64-bit)
BSM Integration Adapter requires Microsoft Hotfix [MSKB 942589](#) for Windows 2003 64-bit.
- Windows 2008 Server or Enterprise Edition SP1 (32-bit and 64-bit)
- Windows 2008 Server or Enterprise Edition R2 (64-bit)
- Red Hat Enterprise Linux 5.x (Intel x64 64-bit)

HP Software Products Integration

BSM Integration Adapter integrates with these HP Software products:

- HP Business Service Management 9.10

Installation Requirements

You can find requirements and steps to install BSM Integration Adapter in the interactive *BSM Integration Adapter Installation and Upgrade Guide* on the product installation media at this location:

`<SetupFolder>/IntegrationAdapterInstallGuide.htm`

Hardware and Software Requirements

Before installing BSM Integration Adapter, make sure that your system meets the following minimum requirements:

BSM Integration Adapter server hardware requirements

- 1 GB of physical memory
- DVD-ROM drive or alternative method to read the BSM Integration Adapter installation media (for example, a network drive)

BSM Integration Adapter software requirements

- BSM Integration Adapter server
 - HP Operations Agent 11.00

HP BSM Integration Adapter installs HP Operations Agent 11.00 if it is not already installed. If a version lower than 11.00 is installed, the installer automatically upgrades the agent to version 11.00.

Alternatively, you can manually install or upgrade HP Operations Agent to version 11.00 before starting the BSM Integration Adapter installation.
 - *Discovery only.* HP Operations Agent hotfix QCCR1A110576

The HP Operations Agent hotfix QCCR1A110576 is required for successful CI relationship discovery. The hotfix extends the discovery XML syntax to create typed relationships (for example, `containment`) between two configuration items in the Run-time Service Model (RTSM).

The hotfix is available from HP Support. Install the hotfix after the BSM Integration Adapter installation.
 - *Optional.* Cluster software:
 - Microsoft Cluster Server
 - Red Hat Cluster Suite
- BSM Integration Adapter user interface
 - Internet Explorer 8.0
 - Firefox 3.6

Release Notes

Installation Requirements

- Adobe Flash Player 10.1 or higher
- *Single sign-on authentication only.* Browsers must be configured to accept cookies
- Adobe Acrobat Reader 8.0 (or higher) for viewing some documentation.

BSM Integration Adapter server disk space requirements

- 1 GB
- additional 600 MB temporarily during installation

Known Problems

The reference number for each known problem is the Change Request (QCCR) number. For more information about open known problems, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Installation and Upgrade Problems

This section describes installation and upgrade problems.

QCCR1A119942 ia-config fails after upgrading to version 9.10

Description: On Windows 2008 R2 SP2, 64-bit, the configuration of BSM Integration Adapter fails after the upgrade to version 9.10. The following errors are listed in the configuration log file %OvDataDir%\log\HPOprIA-CLIs.log:

```
ERROR: Error performing command 'sc config OvCtrl start= auto'.
Process exited with an error: 1060 (Exit value: 1060)
ERROR: Error performing command '"C:\Program Files\HP\HP BTO
Software\bin\win64\ovc" -restart'. Process exited with an error: 63
(Exit value: 63)
```

ovc -restart fails with the following error messages:

```
Unable to start service OvCtrl
The handle is invalid. (6)
```

Workaround: Reinstall the ovcd service and restart the configuration:

1. Reinstall the ovcd service, open a command prompt and type:

```
ovcd -install
```

2. Restart the BSM Integration Adapter configuration program `ia-config`.
-

QCCR1A120850 Installation of 32-bit BSM Integration Adapter packages fails on 64-bit operating system

Description: The installation fails with the following error message if you erroneously start the installation with the wrong installation packages for your operating system architecture:

```
There was a failure with this installation action for HP BSM
Integration Adapter. Enforce/Install agent prerequisite has returned
a non-zero error code. HP BSM Integration Adapter will not be
installed.
```

Workaround:

1. In the error dialog box, click **Quit**.
2. *Optional.* Uninstall HP Operations Agent by using Add or Remove Programs (or Programs and

Features).

3. Restart the installation with the correct installation packages.

QCCR1A121644 BSM Integration Adapter installation fails to upgrade HP Operations Agent to version 11.00

Description: The installation of BSM Integration Adapter fails to upgrade HP Operations Agent. A dialog box appears and shows the following error message:

There was a failure with this upgrade action for HP BSM Integration Adapter. Enforce/Install agent prerequisite has returned a non-zero error code. HP BSM Integration Adapter will not be upgraded.

```
Enforce/Install agent prerequisite
Initialize action for
com.hp.ov.installer.ovapp.core.ActionRunner@967893
Found installed agent version 8.60.7
Agent needs to be upgraded.
Installing agent from E:\Agent_Setup\oainstall.vbs.
Failed to install agent.
The prerequisite HP Operations Agent is not installed and could not be
installed automatically. The attempted agent installation may have
logged additional information into <OvDataDir>/log/oainstall.log.
Please install the agent yourself before restarting the Integration
Adapter installation.
```

Workaround:

1. In the error dialog box, click **Quit**.
2. Open the agent installation log file:

Windows: %OvDataDir%\log\oainstall.log
Linux: /var/opt/OV/log/oainstall.log
3. Review the log file and make sure that HP Operations Agent has been installed correctly.

If the agent is installed correctly but the configuration failed, manually reconfigure the agent using the `oainstall` command line tool.

If the agent is not installed correctly, install the agent manually.

For more information about installing and troubleshooting the installation of HP Operations Agent, see the *HP Operations Agent Installation Guide*.
4. Restart the BSM Integration Adapter installation.

QCCR1A120113 *Windows only.* After upgrading BSM Integration Adapter to version 9.10 the SNMP trap interceptor is not started correctly

Description: After upgrading BSM Integration Adapter to version 9.10 (which includes an upgrade of HP Operations Agent to version 11.00), the SNMP trap interceptor cannot open an SNMP session. Error messages in the %OvDataDir%\log\System.txt log file and the following BSM event describe the problem:

Can't open SNMP session: Could not open transport for [udp6:162] errno [0]. (OpC30-201)

Workaround:

1. Stop the Microsoft SNMP Trap service.
2. Start the trap interceptor. Open a command prompt, and then type::

```
ovc -start opctrapi
```

3. Start the Microsoft SNMP Trap service again.
-

QCCR1A122039 Rollback of the BSM Integration Adapter installation does not remove HP Operations Agent

Description: When you cancel the installation of BSM Integration Adapter and click **Rollback** in the **Cancel installation** dialog, the installation stops and reverts the system to its previous state. However, HP Operations Agent remains installed on the system. The installation rollback does not remove HP Operations Agent.

Workaround:

Uninstall HP Operations Agent manually as described in the BSM Integration Adapter *Installation and Upgrade Guide* or in the HP Operations Agent documentation.

User Interface Problems

This section describes user interface problems.

QCCR1A120651 Changes to the default agent MSI settings are not used in the rules

Description: The agent MSI settings in policy rules do not receive changes applied to the agent MSI settings in the Advanced tab of the event attribute defaults.

Workaround: When you create a new rule, manually configure the agent MSI settings that are applied in the Advanced tab of the event attribute defaults.

QCCR1A106930 Opening more than ten browser windows or tabs causes the browser to stop working

Description: When opening more than ten browser windows or tabs, the browser reports an error message caused by Adobe Flash Player and stops working.

Workaround: Do not open more than ten browser windows or tabs in parallel during an Integration Adapter session.

QCCR1A123558 Discovery policy fails to execute under user account other than the agent user account

Description: When providing a specific user name and password inside a discovery policy, the execution of the policy fails and no discovery output is created.

The following error message is logged in the `System.txt` file:

```
(agtrep-133) No output received from discovery policy action
```

Workaround: To run a discovery script under a user account other than the agent user account (Local System or root by default), use operating system specific tools (for example `runas` or `sudo`) in the `Command` field. Do not enter a user name and password directly in the `Username` and `Password` fields.

QCCR1A126194 XML interceptor policy editor stops responding when loading a large XML sample file (~ 100 MB)

Description: When loading a large XML sample file (100 MB or more) in the Source tab of XML policy editors, the policy editor hangs and stops responding.

Workaround: Close the web browser that contains the broken XML interceptor policy editor. Reduce the size of the XML file and try loading it again.

Adobe Flash Player supports file sizes of up to 100 MB. However, on some computers, files of 100 MB cannot be loaded in time and cause Adobe Flash Player to perform a timeout. HP therefore recommends file sizes of 50 MB or less.

Limitations

This section describes limitations.

QCCR1A121488 BSM Integration Adapter policy store and HPOM for Windows policy inventory do not synchronize

Description: Policies that have been activated by BSM Integration Adapter and policies that have been deployed from HPOM management servers reside in different repositories on the managed node. Because the agent does not synchronize the repositories, the following limitations exist:

- HPOM policies are not listed in the BSM Integration Adapter user interface. However, the HPOM policy inventory shows the BSM Integration Adapter policies (after having synchronized the policy inventory).
- HPOM users can attempt to open BSM Integration Adapter policies in read-only mode (which leads to the error `The policy does not contain any data`).

HPOM users can disable and remove BSM Integration Adapter policies even though the management server does not own them.

- BSM Integration Adapter policies that have been disabled on the HPOM management server remain activated in the BSM Integration Adapter policy store and vice versa.

BSM Integration Adapter policies that have been removed from the BSM Integration Adapter system using the HPOM console remain in the BSM Integration Adapter policy store, and HPOM policies that have been removed from the BSM Integration Adapter system using the BSM Integration Adapter user interface remain in the HPOM policy inventory.

Workaround: To disable/deactivate or remove a BSM Integration Adapter policy, perform the corresponding action in both the HPOM console and the BSM Integration Adapter user interface.

Discovery HP Operations Agent cannot reliably process more than 5,000 discovered CIs and CI relationships at a time

Description: HP Operations Agent cannot reliably process more than 5,000 discovered CIs and CI relationships at a time.

Workaround: If a discovery script is likely to output more than 5,000 CIs and CI relationships, create different scripts, each of which discovers different aspects or areas of your environment. Make sure that the associated discovery policies run at different times to allow HP Operations Agent to process the discovery output one after the other.

Fixed Problems

The reference number for each fixed problem is the Change Request (QCCR) number. For more information about fixed problems, visit [HP Software Support Online](#), or contact your HP Support representative directly.

QCCR1A109408 Default values in event attributes of rules are not updated when a default value is deleted

QCCR1A108825 XML interceptor policies can be saved although not all mandatory fields are filled in

QCCR1A109420 XML interceptor policies ignore the polling interval

QCCR1A108835 It is possible to create empty entries in the policy editors

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

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Localization and Globalization

Localization is the process by which software applications are adapted to suit a specific local market or *locale*. Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

HP supplies BSM Integration Adapter localized software in these languages:

- English
- French
- Japanese
- Korean
- Simplified Chinese