HP OpenView Internet Services 6.10

Release Notes

October 3, 2005

This document provides an overview of the changes made to HP OpenView Internet Services (OVIS) for the 6.10 release. It contains important information not included in the manuals or in online help.

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Legal Notices

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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 6.0-6.10 section below for a complete overview of all the features included in this release.

- OVIS Probe Builder 2.1 has been released. 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 a future release:

- 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 6.0/6.10

IMPORTANT NOTE: There are increased hardware requirements (2 GHz or more CPU, 1 GB or more memory and 800 MB of disk space initially) to support new OVIS 6.x capabilities.

In the OVIS 6.x 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.

- Ordering of TIPs Outcome Rules
  TIPS Outcome Rules are now evaluated in the order they are listed in the command outcome rule tab of the TIPs Configuration Program. **Up** and **Down** buttons have been added to the outcome rule tab to facilitate changes to the order.

NEW PLATFORM, DATABASE and OTHER ENVIRONMENT SUPPORT WITH 6.10

New with 6.10

- Database support for Oracle 10g (SE and EE) on HP-UX (PA RISC) and Solaris (Sun SPARC) - refer to Oracle documentation for Oracle 10g server support on specific operating system versions

- Support for MS Clustering
  A document detailing the process for installation and configuration of OVIS 6.10 in a Microsoft Cluster will be made available following the release of OVIS 6.10. When the documentation is complete and has passed the appropriate reviews then request QXCR1000291994 will be updated with the document location information. Support will not be offered until this documentation is available. The request QXCR1000291994 can be located at http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000291994

- Remote probes supported on:

  - Solaris 10 on SPARC

  - SUSE Linux 9.x

  - Red Hat Linux ES 4.0

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 registry setting detection of DWORD TraceTableOverwriteCheck=1 to prevent data loss when Reporter data base is down for extended periods of time

- Ability to set retain days for alarms

SERVICE CONTROL

- A new, cross-platform OpenView Control command, ovc, is now available and should be used for controlling all OVIS-specific services on both the management server and remote probe systems.

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.

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.

Fixes in the OVIS 6.10 Release

The following items (identified by error tracking number) are fixed in the OVIS 6.10 software release. If you are on OVIS 6.0 you can check this section to find fixes important to you in considering whether or not to update from 6.0 to 6.10.

Probes:

QXCR1000192865: iopsload does not save / load configurations with "servicelevel" set to 100% accurately resulting in alarms not being sent to OVO.

QXCR1000213014: TFTP probe does not output appropriate error messages when configured with invalid parameters such as an unresolvable server name or an incorrect port or an invalid remote filename.

QXCR1000227855: HTTPS probe with basic authentication generates a misleading error on IIS web server even though the probe is successful.

QXCR1000229917: Probe Execute command outcome rules don't work for STREAM_MEDIA probe types.

QXCR1000230473: Exchange commands work only if Profile is set to Exchange server hostname.

QXCR1000235315: HPUX port for a hotfix that addresses a problem with the LDAP probe where authentication fails when domain name is left empty.

QXCR1000235914: In custom probes with more than 16 parameters, the 16th parameters does not maintain the field value entered. All other field parameter values are retained.

QXCR1000239187: When a remote probe station runs UNIX, downloading scripts from the OVIS server adds Control M chars causing multi step functionality associated with script probes to fail.

QXCR1000240818: Changing the case in the name of a remote probe breaks other probes with the same probe name but of opposite case.

QXCR1000241779: MailRoundTrip probe does not work with proxied email addresses

QXCR1000244933: TFTP probe does not send a final ACK to the tftp server upon receiving all the data.

Services and Measurement Server:

QXCR1000216630: Scheduled downtimes are treated as false unavailability when SLAs involve SLOs on probes with scheduled downtimes.

QXCR1000221120: ovisactivate does not handle errors reported by ovtiprn properly.

QXCR1000222305: iopsload does not save / load the association between a service objective and a notification template

QXCR1000234791: Deleting a customer that is part of a profile causes errors when doing a save using iopsload

QXCR1000237347: iopsload fails when one or more attributes begin with an "@" character the configuration file.

QXCR1000242744: ovc -start hangs and does not start ovtomcatA service required by the OVIS 6.0 dashboard and TIPs to work, after installing OVTA 3.1 on OVIS 6

QXCR1000228729: With Service Objectives, the functionality that allows users to check a box if they want the objectives they specify to apply only to the Service Level Agreement, and not the Service Level Objective, does not work.

Dashboard:

QXCR1000222348: The horizontal scroll bar in the resource pane of the OVIS Dashboard goes out of view when using Mozilla browser

QXCR1000228148: Drilling down to a target in the SLA page of the dashboard does not always redirect to the summary tab of the health workspace

QXCR1000233485 : Red colored SLO threshold lines in dashboard graphs appear only for standard metrics such as Response Time and Availability, but not other metrics defined as M1 through M8 in the repload_iops. SRP file.

QXCR1000233688: In the dashboard and reports, customers do not appear if the OVIS Configuration Manager contains only OVTA related probes (JavaApp, WebApp, COMApp, MsgApp, SoapApp)

QXCR1000233713: In the dashboard, if you drill down to an OVTA probe that has multiple locations, the Location pick list displays all the locations, however the Locations for Target table does not. It only displays one of those locations. This table provides a summarized view of the health of each location.

QXCR1000235218: The dashboard does not let users switch between views easily without providing passwords setup for their user profiles

QXCR1000236065: In the dashboard, if you drill down to a target that happens to have both missing data and no probe info, the timestamps on the tooltips are not lined up correctly.

QXCR1000236066: Dashboard does not display any data when you choose snapshot by location when OVIS is configured Oracle as DSN. A similar problem occurs when the OVIS server or remote probe name hostnames are in UpperCase.

QXCR1000238108: On the dashboard target status page, the probe column matches the configuration manager probe column as far as local system/OVIS Server for all target types excepting for OVTA targets

QXCR1000238117: Selecting a specific customer on the dashboard to view their graphs shows only availability, SLO, SLA, and alarms but not response time.

QXCR1000239834: In the dashboard, when selecting a service group such as NNTP or Streaming Media (using Real Media) from the Navigation Tree, the graphs on the right pane are not displayed correctly.

QXCR1000281402: The dashboard does not show 5-minute data when appropriate (ie small duration such as 1 hour or 4 hours) when looking greater than 7 days ago even if retain days have been increased so that this data is available.

QXCR1000283334 : On the dashboard, where SLAs were defined for each target, selecting health icon, "SLA Conformance Percent" shows always 0 values even though the SLA button shows different values.

QXCR1000284395: Opening and closing OVIS 6.0 dashboard resources tree-view using a browser, over time causes many ovisNNNNN.png files to build up in the C:\TEMP directory and these do not get cleaned up.

Install-Uninstall or Upgrade:

QXCR1000216151: I18N: Japanese target information appears garbled in the OVIS dashboard. This defect occurs when entering Japanese characters for a target label in OVTA.

QXCR1000228567: Remote installation of OVIS and Reporter is not currently supported and documented

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.

QXCR1000239294: Installation of OVIS 6.0 on a machine that has OVOW 7.2 or 7.5 (not clustered) installed indicating incorrectly that a OVOW cluster was detected.

QXCR1000242312: Installing OVIS fails during the Reporter Lite component install if there is an existing OVOPS instance installed on the local SQL Server.

QXCR1000244608: Upgrade from OVIS 5.20 to OVIS 6.0 fails when using a remote SQL Server instance with the name Servername\OVOPS

QXCR1000244762: After upgrading from OVIS 5.20 to 6.0, if the IIS port is changed to a non-standard port such as a port other than 80, then dashboard custom graphs fail with a variety of errors and are not available in the dashboard.

QXCR1000282207: Installation of OVIS 6.0 remote probes on a Windows 2000 Professional system fails if OVPA 4.5 is already present on the system as the installation detects a higher version of XPL component and aborts.

Products Integration:

QXCR1000240005: On a Windows 2003 machine with an OVOU agent of 8.x or greater, while using the OVIS-OVOU 8.X Integration and the standard OVIS probe policies running on the OVIS Mgt Server, the OVIS_SM_Sched and OVIS_SM_InetInfo policies do not work and return 'Error 1300 from AdjustTokenPrivileges'.

QXCR1000241612: Integration of OVIS with OVOW 7.5 does not work on a machine where OVOW 7.5, Reporter 3.6 and OVIS 5.20 are installed.

QXCR1000243427: OVIS 6.0 OVOU 8.x integration template does not work on win2003 due to process name change from IIS 5.x to IIS 6.0

QXCR1000243458: Integration of OVIS 6 with OVO fails with ovisprocchk.exe error 299 from RegOpenKeyEx

TIPs:

QXCR1000207508 - Can't control order of outcome rule evaluation
QXCR1000230384 - (duplicate of QXCR1000207508) Outcome rules needs a precedence concept

QXCR1000229620: Save Configuration always reports a failure in an internationalized environment (e.g., ja).

QXCR1000229895: TIPs Outcome Rules for Failure Return codes are incorrect.

QXCR1000229912: More outcome rules are needed to test for probe re-execute availability.

QXCR1000230380: The 'Probe Re-Execute' TIP Outcome Rules ignore the query results for DNS Probe re-execution. Instead, the outcome response is solely based on the availability of the DNS Server.

QXCR1000237101 - '+' character is removed from command argument string

QXCR1000237898 - Probe Execute command on UNIX is not supported for certain Probe Types

QXCR1000241948 - OvTIPsServer listens on only one interface which causes problems on multi-homed systems.

QXCR1000244847 - TIPs import wo/ override results in deleted internal objects

QXCR1000244868 - TIPs import w/ override results in dropped references and internal object deletion.

QXCR1000245665: Starting TIPs via a click on the tool icon from the alarms tab in the OVIS dashboard fails with "Failed to find Alarm id 'n'" error.

QXCR1000279107 - TipsRunner registers to a wrong interface on multihome systems.

Verified Environments

Please refer to http://support.openview.hp.com/sc/support_matrices.jsp for more up-to-date information on supported platforms.

Supported Platforms

OVIS Management Server is supported on the following platforms:

- Windows 2000 Professional/Server/Advanced with Service Pack 4
- Windows 2000 Datacenter
- Windows XP Professional with Service Pack 1 or 2
- Windows Server 2003 Standard and Enterprise editions with Service Pack 1

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 or 2
- Windows Server 2003 Standard and Enterprise editions with Service Pack 1

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 8, Solaris 9, Solaris 10
- Linux Red Hat 8.0, 9.0 and ES 2.1, ES 3.0, ES 4.0
- SUSE Linux Enterprise Server 8 & Professional 8.1 (32 bit), SUSE Linux 9.x

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++ 108434-18 SunOS 5.8: 32-Bit Shared library patch for C++ Note: 108435-18 is the corresponding 64-Bit patch 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 2, or Windows Server 2003 Service Pack 1

- Microsoft SQL Server 2000 Service Pack 3 or 3A running on Windows 2000 Service Pack 4 or Windows Server 2003 Service Pack 1 (In addition, the client software is supported on Windows XP Professional Service Pack 1 or 2)

- Oracle 8.1.7, Oracle 9.2.0 and Oracle 10g (SE and EE) tested on HP-UX and Solaris with the latest patches recommended by Oracle installed.

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 "Integration with Other OpenView Solutions" section of these release notes and 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

Please refer to http://support.openview.hp.com/sc/support_matrices.jsp for more up-to-date information on integrations 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.05.00

- 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, 3.1

- 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.x 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.x have been installed on the same system.

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\Support Tools` folder on the OVIS CD for a list of installed files.

OVIS 6.10 Coexistence with other OpenView Components

This section is to help navigate the coexistence of OVIS 6.10 with other OpenView products. Please check this section, along with the rest of the OVIS Release Notes, before installing OVIS 6.10 to avoid known installation problems and coexistence problems with other OpenView products. Failure to do so may cause OV application problems or failures or OV installation failures.

Use this section to help identify the necessary patches or hot fixes and acquire them before updating. Install any patch or hot fix applicable to the other OpenView applications mentioned in this document that reside on your OVIS management server system before installing (or updating to) OVIS 6.10.

You can find issue details and hot fix/patch downloads via the Web in the following locations:

- **Customer Request (CR):** For additional detail on specific issues below, you may log in to the OpenView Software Support web site at http://support.openview.hp.com/ and enter the CR number in the "Self-solve knowledge search". Usage of the "Self-solve Knowledge Search" requires an active hp Passport from the HP Support Site (https://passport2.hp.com/hpp/newuser.do).

- **Patches:** Available at http://www.managementsoftware.hp.com via the Support and Software Patches links.

- **Hot fixes:** Contact the HP Response Center.

Check to see if you require coexistence between OVIS and the following areas that have been found to have problems:

- OV Reporter Coexistence

- OVO Agent Coexistence

- OVO Windows Coexistence

- NNM Coexistence

- OVPM 5.0 Coexistence

- OVTA 3.1 Coexistence

- Multiple OpenView Products and Tomcat Port Conflicts

- Updated Information

OV Reporter Coexistence

If you have OV Reporter on the system where you wish to install or upgrade OVIS server, check table below for the version and follow the recommendation. See table OV Reporter Details that follows for more information on issues and workarounds.

Version	Recommendation
3.5 or earlier	If you have OV Reporter 3.5 or previous installed on the system you must upgrade to OV Reporter 3.6 since OV Reporter 3.5 is not supported with OVIS 6.x. Read the OV Reporter and OVIS 6.x release notes carefully for Crystal upgrade and other issues.
3.6	PATCH: Crystal Reports. The reports contained inside of Reporter 3.6 and OVIS 6.x are corrected to work with Crystal Reports 10. Corrected templates for OVOW, and SPIs are available at ftp.hp.com/pub/ovreporter. You can download the readmefirst.txt file to check for updates.

Reporter Details

Version	Issues and Workarounds
3.6	**Issue:** Reporter 3.6 upgrades the Crystal Reports version to 10. This will cause some of the existing OVIS reports to not function or present correctly. **Workaround:** Crystal Reports 10 has backward compatibility problems with earlier Crystal Reports versions. The reports contained inside of Reporter 3.6 are corrected to work with Crystal Reports 10. Corrected templates for OVOW, and SPIs are available at ftp://ftp.hp.com/pub/ovreporter. You can download the readmefirst.txt file to check for updates. **QXCR1000225915** - On a system with OVIS 6.x and the complete version of OV Reporter 3.6. After the uninstall of the complete OV Reporter version, OV Reporter Lite will still try and run the reports that were removed with the uninstall. **Workaround:** Run at the command line from the <OpenView install directory>\newconfig\packages. 1. repload -remove "repload_NEW_OVR.srp" 2. repload -remove "repload_OVPerformance.SRP"

OVO Agent Coexistence

If you have an OVO Agent on the system where you wish to install or upgrade OVIS server, check table below for the version and follow the recommendation. See table OVO Agent Details that follows for more information on issues and workarounds.

Version	Recommendation
7.X	**Patch:** agent software, recommend OVO Agent version of 7.27 or higher so that the agent can successfully send alarms (QXCR1000044021). **For a New System Install:** Install OVIS Server Software first, followed by the OVO Agent installation. **Note** whenever an OVO Agent is installed after OVIS, you must reboot in order to ensure that alarm forwarding works correctly.

8.10, 8.11	**Contact support** for fix related to QXCR1000214514 before installing OVO agent on the OVIS Measurement Server. This fix is needed to avoid breaking OVIS probe data collection every time the agent is started. **For a New System Install:** Install the OVO Agent first then OVIS. **Note** whenever an OVO Agent is installed after OVIS, you must reboot in order to ensure that alarm forwarding works correctly. **Certificate Whitepaper:** For help configuring certificates for OVO with OVIS 6.10 please check the whitepaper "HP OpenView Internet Services 6.10 and HP OpenView Operations Agent 8.x: Co-existence and Certificate Management". You can download this white paper from http://openview.hp.com.

OVO Agent Details

Version	Issues and Workarounds
7.0	**QXCR1000044021:** OVIS alarms do not appear in the OVO message browser. **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 uninstalling all OpenView tools on this system and reinstalling them on the C: drive.
8.10, 8.11	**QXCR1000214514 - OVO Agent 8.1 and 8.11:** The OVO Agent 8.10 and 8.11 alters the OVIS required permissions on the \datafiles directory breaking OVIS alarming and data receptors. This issue can be located at http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000214514. A fix for this issue is available from support; please contact your support representative to request this fix. **QXCR1000228246:** TIPs Viewer error stating that the TIPs database cannot be accessed at the location C:\Program Files\HP Openview. Occurs most often when the installation directory is not "C:\Program Files\HP Openview". **Workaround:** 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.

OVO for Windows Coexistence

If you have OVO for Windows on the system where you wish to install or upgrade OVIS server, check table below for the version and follow the recommendation. See table OVOW Details that follows for more information on issues and workarounds.

Version	Recommendation
7.2X	**PATCH:** OVOW with OVOW_00105 if OVIS is installed on top of OVOW. This patch will have to be installed after the installation of OVIS 6.10. **PATCH:** OVOW 7.2 Agent with patch OVOW_00170 or later to avoid llbserver problems. **PATCH:** Crystal Reports 10 has backward compatibility problems with earlier Crystal Reports versions. Corrected templates for OVOW and SPIs are available at ftp.hp.com/pub/ovreporter. You can download the readmefirst.txt file to check for updates. **For a New System Install:** Install OVIS first to default path "c:\program files\hp openview\". The default path is recommended to avoid path issues and TIP coexistence problems.
7.5	Make sure you are not trying to install OVIS 6.10 on an OVOW system running on an MS Cluster system until after the "Support for MS Clustering" documentation referred to in the "What's New" section is available. This is not supported until that time. **Contact Support** for hot fix related to QXCR1000237671 to correct OVOW Service Discovery module conflict. **Note** When applying licenses in the Autopass GUI close the dialog through the menu File > Close. Also OVIS trial licenses might be reset if OVOW is installed on top an existing OVIS 6.10.

OVOW Details

Version	Issues and Workarounds
7.2X	**B55503360:**Updating the HP OpenView Cross Platform Component (XPL) from version 2.00.80 to a later version (e.g. 2.00.90 or 2.50.100) will corrupt the tracing facility of OVO/W. PATCH: Apply patch OVOW_00105. **Agent Related Issues:** Check the latest available agent patches, agent patch ovo_00170 or agent level great than or equal to 7.27 is recommended. **Crystal Reports10** has backward compatibility problems with earlier Crystal Reports versions. 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. The corrected templates for OVOW, and SPIs are available at ftp.hp.com/pub/ovreporter. You can download the readmefirst.txt file to check for updates.

7.5	**QXCR1000228246:** TIPs Viewer error stating that the TIPs database cannot be accessed at the location C:\Program Files\HP Openview. Occurs most often when the installation directory is not "C:\Program Files\HP Openview". **Workaround:** 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. **QXCR1000237671:** HPOvJbbc-05.20.010 (OVIS 6.10) breaks OVOW 7.5 Java BBC (BBC 2.6.x). After the first reboot since the installation of OVIS 6.10 or after a new node is added the Service Discovery server will fail with the following error: [E09-007] Unexpected exception in OvDiscoveryServer. Error:com/hp/ov/bbc/HttpClient (Unsupported major.minor version 48.0) **Workaround:** Contact Support for fix related to QXCR1000237671 to correct OVOW Service Discovery module conflict.

NNM Coexistence

If you have NNM on the system where you wish to install or upgrade OVIS server, check the table below for the version and follow the recommendation.

Version	Recommendation
7	Do not uninstall NNM 7.0 Windows. It can corrupt the Autopass install registry key preventing OVIS from uninstalling/installing properly.
7.5	**PATCH:** NNM 7.5 with latest versions. **Workaround:** Make ovdbcheck start before ovisEventd by making ovisEventd dependant upon ovdbcheck. For information on how to make ovisEventd dependent upon ovdbcheck go to the Self-solve knowledge search in the OpenView support website and search on 8606382167. **Workaround:** If the OVIS or NNM dashboard UI's do not work first check for Tomcat Port conflicts.

OVPM Coexistence

If you have OVPM on the system where you wish to install or upgrade OVIS server, check the table below for the version and follow the recommendation.

Version	Recommendation

5.0	**QXCR1000227662:** OVPM Tomcat port conflict. **Workaround:** If the OVIS dashboard UI does not work first check for Tomcat Port conflicts. To avoid port conflicts install OVIS 2nd so OVIS can check to see if the Tomcat port is in use before the install. **For a New System Install:** Install OVPM to the default directories. If OVPM has already been installed on either a non-default drive or non-default data directory, TIPs will fail because its data store will be installed in the wrong directory. See OVIS 6.10 release notes Known Problems TIP Server problem QXCR1000232870 for a workaround to resolve the issue. Installing OVPM 5.0 UNIX on top of the OVIS 6.10 remote probes may cause ovc not to start. Start ovc manually after the OVPM install (ovc -start).

OVTA Coexistence

If you have OVTA on the system where you wish to install or upgrade OVIS server, check the table below for the version and follow the recommendation.

Version	Recommendation
3.1	**Contact Support** for the updated hot fix OVIS 6.x dashboard. The fixed version contains corrections for updated OVTA presentation and target naming issues. **Note** OVIS trial license will expire if OVTA is installed after the OVIS 6.x trial is started. There is a fix in the OVTA release notes, or get a new trial from WebWare (information on how to get a new trial from Webware is in the OVIS license dialog online help).

Multiple OpenView Products and Tomcat Port Conflicts

OVPM 5.0, NNM 7.5, SIP 3.X and OVIS 6.10 use a common version of the Tomcat applet server and the same default ports (8005 and 8088). Release notes for each product discuss how to change the port setting to avoid conflicts. OVIS checks for ports currently in use at the time it installs, and will prompt for different ports if it finds the defaults are in use.

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 \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.

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 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. Before you install on Windows 2003 systems, please refer to http://support.openview.hp.com/selfsolve/do/search and type in "OV-EN019294 for IIS configuration and coexistence issues before you install the product" or similar text.

3. 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

4. Check the Microsoft web site for the latest service pack and hot fixes to keep your systems up to date with known security fixes.

5. 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.

6. Remote installations are supported on Terminal Services in Remote Administrator mode from a CD or local disk. OVIS cannot be installed remotely for Terminal Services in Application mode or remotely from mapped network drive. Remote installations are also supported over VNC.

7. Prior to starting the upgrade, please stop all OpenView products. If your system does not coexist with any other OpenView products, then it is enough to simply ensure that all OVIS clients are stopped (e.

g., the OVIS and TIPs Configuration GUIs). If on the other hand the OVIS installation coexists with other OpenView products, you must stop those products prior to starting the upgrade (e.g., OVPM's Tomcat service cannot be running during an OVIS upgrade).

Failure to stop these processes may result in your encountering the known defect 'QXCR1000288201'. Please refer to the defect details for complete information on both symptoms and workarounds. (In essence, leaving these products up results in the system keeping OVIS files busy. This in turn interferes with both files being placed at the proper time and TIP's efforts to upgrade/import the latest Out Of the Box TIP Definitions.)

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

9. With OVIS 6.x 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.

10. 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.

11. A number of server ports are now used with OVIS 6.x. 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.

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

13. 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.

14. 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.

15. 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).

16. With the remote probe Windows silent install there is a new TIPS_PORT variable.

17. Note that a reboot is required after installation on the server.

18. Please refer to the Platform Support section of the release notes.

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.x.

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 compromises 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, 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 the newer intended version 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.x versions on the integration components.

3. A direct upgrade from either the 3.X or 4.0 release to OVIS 6.x 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.x, 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 6.10 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 upgrading to the OVIS 6.10 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.

15. Please refer to the Installation Notes section of these release notes for information on checking to determine if the HP-supplied TIPs automatically upgraded and how to do a manual HP-supplied TIPs upgrade.

16. Please refer to the Installation Notes section of these release notes for information on manual procedures for upgrading user created TIPs online help files.

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.

Installation Notes

Installation Instructions

IMPORTANT NOTE: There are increased hardware requirements (2 GHz or more CPU, 1 GB or more memory and 800 MB of disk space initially) to support new OVIS 6.0/6.10 capabilities.

Installation requirements (hardware and software requirements), as well as instructions for installing OVIS server software, remote probe software and integration components, 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 for information updated for the OVIS 6.10 release.

After Installation

1. The TIPs Server uses two default ports:

   o Port 8080 is the default port to communicate with TIPs Viewers (this is the default Tomcat HTTP port used by OVIS).

   o 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.

4. For 6.0 to 6.10 Upgrade Customers:
How to determine if the HP-supplied TIPs automatically upgraded and How to do a manual HP-supplied TIPs upgrade:

Some of the above defect fixes occurred in the HP-supplied TIPs. If you installed OVIS 6.10 on top of OVIS 6.0, it is possible that the repaired HP-supplied TIPs did not get installed. This will happen if you made changes to the 6.0 HP-supplied TIP configurations.

To determine if the 6.10 HP-supplied TIPs were installed during the upgrade, examine the file <data_dir> \log\OvTIPsOvisConfigDiff.log. If the file contains the text "No differences found", you had made no changes to the 6.0 HP-supplied TIPs, and the 6.10 HP-supplied TIPs were installed. Otherwise, the 6.10 HP-supplied TIPs were not installed, and the file describes the changes you made to the 6.0 HP-supplied TIPs.

If you made changes to the HP-supplied 6.0 TIPs and would still like to load the 6.10 HP-supplied TIPs, you can either:

- Import the 6.10 TIPs with override on, potentially overwriting the changes you made.

or

- Import the 6.10 TIPs with override on, and then re-apply your changes where appropriate, using <data_dir>\log\OvTIPsOvisConfigDiff.log as a guide.

To import the 6.10 HP-supplied TIPs:
• Start the TIPs configuration program (Start->Programs->HP OpenView->TIPs->TIPs Configuration).
• As a backup, export your current configuration to a file by executing 'File->Export'.
• Execute 'File->Import'.
• Browse to <data_dir>\conf\tips\config and select the file OvTIPsOvisConfig.xml to be imported.
• Click the 'Override' check box.
• Click the 'Import' button.

If you re-apply your changes after manually importing the 6.10 HP-supplied TIPs, you can use the OvTIPsConfigAnalyzer tool, new with OVIS 6.10, to check the results of your changes. For example, to compare the current TIPs configuration (that which is stored in the configuration database) with the

OVIS 6.10 HP-supplied TIPs, execute the following command from a DOS prompt:

cd <install_dir>\contrib

OvTIPsConfigAnalyzer.bat -compare <data_dir>\conf\tips\config\OvTIPsOvisConfig.xml -reportFile c:\temp\diff_6.10.txt

The above command will create a report in c:\temp\diff_6.10.txt describing any changes you've made to the 6.10 HP-supplied TIPs.

To compare the current TIPs configuration with the OVIS 6.0 HP-supplied TIPs, simply specify the TIPs 2.00 configuration file as the comparison file (OVIS 6.0 used version 2.00 of TIPs, OVIS 6.10 uses version 2.01):

cd <install_dir>\contrib

OvTIPsConfigAnalyzer.bat -compare <data_dir>\conf\tips\config\OvTIPsOvisConfig_2.00.xml -reportFile c:\temp\diff_6.0.txt

NOTE: Only the configuration items in the specified configuration file are compared. Any additional items in the current configuration DB, for instance customer-created TIPs, are ignored for comparison purposes.

5. During an OVIS 6.0 to 6.10 upgrade, any TIPs online help files that you created for your TIPs in OVIS 6.0 are backed up to the following location:

    <data_dir>/datafiles/tips/upgrade_backup/webapps/OvTIPsHelp

    The new TIPs 2.01 online help is delivered to the following run-time location:

    <install_dir>/www/webapps/OvTIPsHelp

    After the upgrade, you must manually copy your TIPs online help files from the backup location to the run-time location. NOTE: Don't copy the entire OvTIPsHelp backup directory into the run-time location. If you do, you will over write the new TIPs online help documentation with the previous TIPs online help version.

    Refer to the Creating Help Topics for Your TIPs section in the TIPs online help to review the steps to establish your own TIPs online help.

6. Note two documentation amendments in the Known Problems section under TIPs Documentation
    - changes to the TIPs import behavior
    - updated information on performing remote WMIC commands

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 this release. This section is intended as a reference document to document known problems and their status.

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:

- Communications
- Measurement Server
- Install/Uninstall
- Database

- [Services](#)

- [OVPM Integration](#)

- [OVTA Integration](#)

- [OVO Integration](#)

- [Dashboard](#)

- [Web Transaction Recorder](#)

- [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

Measurement Server:

QXCR1000284824: Weekly Downtime does not work if it has midnight boundary between server & remote probe station
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR10000284824
Workaround: Change the timezone of the remote probe systems in PRC (China) and Japan to IST (Indian Standard Time) or earlier but not beyond GMT+0600.

QXCR1000247093: Scheduler does not allow network concurrency.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR1000247093

Install/Uninstall:

QXCR1000240022: After uninstalling Reporter or Reporter Lite component, installing OVIS may fail. This is due to a defect in the Reporter uninstall which removes the registry key containing the database username. The OVIS install will attempt to use the default database username (openview). If the Reporter database is not configured to "openview" user, the install will fail to connect to the database and the install will fail.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR1000240022
Workaround:
1. Set the DBUser, DBPassword keys in the registry before running the installation to the correct values.
2. The registry keys to set are:
HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\The Reporter\CurrentVersion\ DBUser,
HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\The Reporter\CurrentVersion\ DBPassword.

Alternate workaround:
1. Create temprory user with user id "openview" and Password "openview".
2. Configure the DSN for this user profile.

3. Install OVIS 6.0

4. After installtion remove the "openview" user and re-configure the DSN back to the original user.

QXCR1000284406: If there is a problem installing OVIS Internet Services service, then even after root cause of problem is resolved, reinstalling OVIS doesn't reinstall service. The error shows up as error number 1920.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000284406

Workaround: After the root problem of why the service wasn't installed correctly is resolved, manually remove the probes package using the repair.vbs script:

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 "hp OpenView internet services - probes " checkbox.

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

6. Click the Exit button to terminate the script.

After removing the probes package, re-run the full OVIS install.

QXCR1000240683: On a system with OVIS and OVOW 7.5, uninstalling OVIS as a different user than OVOW was installed as fails.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000240683

Workaround: To uninstall OVIS, run the uninstall as the same user who installed OVOW.

QXCR1000018404: Uninstalling NNM 7 when installed with OVIS, breaks OVIS Configuration Manager.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000018404

Workaround: On the original OVIS CD go into \Support\SupportTools 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.

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.

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.

QXCR1000047881: After upgrading from 4.5 (with or without patch) or 5.0 to 6.0-6.10, 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 6.10 you will encounter this problem. There is no need to uninstall 4.5 prior to installing 6.0-6.10, 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 6.0/6.10, simply do an install of OVIS 6.0-6.10 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\Support Tools 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

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

QXCR1000218848: Entering invalid drive on Windows Remote Probe Install causes abort
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR1000218848
Workaround: No known workaround at this time.

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: 6.0/6.10 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 6.0/6.10. 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.
Alternate Workaround: This problem is erratic and will often remedy itself by simply rerunning the install.

QXCR1000283344: OVIS 6.x installation hangs on Tomcat install
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000283344

Workaround: In windows explorer, change the file assosiation for *.vbs to the wscript and then restart OVIS 6.x0 installation.

QXCR1000283419: Scheduler -v shows the wrong version number for Internet services when remote probes are installed on Solaris 8. It should show the version of HP Openview Internet services 6.10 but displays 2.0 incorrectly.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000283344

Workaround: You may use the 'what' command to find the version of the scheduler.

QXCR1000288201: OVIS 6.0 to 6.10 upgrade error dialog in TIPs integration package
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000288201

Description: This defect is encountered during an upgrade of OVIS from version 6.0 to 6.10 and if either the TIPs Configuration GUI or coexistent OpenView products are left running on the system. When encountered, the following error message is displayed during the 'TIPs Integration Package' install phase:

Java Virtual Machine Launcher: Could not find the main class. Program will exit.
For example when installing onto systems with OVPM 5, when its version of Tomcat is left running this error will be encountered. To prevent the error, you would need to run 'ovpm stop' to stop OVPM's Tomcat prior to staring the OVIS installation.

Workaround: If you experience this problem, select OK in the error dialog to continue the upgrade installation. When the upgrade installation is complete, you will have to manually upgrade your TIPs definitions. Refer to the Installation Notes section in the release notes for how to manually upgrade your TIPs definitions.

QXCR1000289163: Upgrading OVIS 6.0 using Oracle 9i fails - iopsConfig.exe process seems running

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR1000289163

Problem: If OVIS Configuration Manager (iopsconfig.exe) is running during an upgrade from OVIS 5.20 to an OVIS 6.10 or from an OVIS 6.0 to an OVIS 6.10, the install will fail with the message "InstallShield Wizard Error".
In the <DataDir>\HPOVInstall\ovis_old_remove.log file, note the reference to the file status.iops, which is in use by Configuration Manager: MSI (s) (BC:74) [14:53:02:965]: Product: hp OpenView internet services -- Error 1306.Another application has exclusive access to the file C:\Program Files\HP OpenView\Data\status. iops. Please shut down all other applications, then click Retry.
Workaround: To resolve this problem, verify that iopsconfig.exe is not running, then restart the OVIS upgrade. As the Configuration Manager may be running in another Terminal Services session, it is best to look for iopsconfig.exe in the Task Manager to ensure that it is not running anywhere.

QXCR1000289765: perfstat -v on a remote probe system does not output probe versions at all. This occurs if an older version of perfstat from OV Performance Agent is also co installed on the same system.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR1000289765
Workaround: Set the PATH environment variable to include the bin directory of the OVIS installation to precede the OVPA bin location.

QXCR1000290982: When running logstat.vbs on a Windows 2003 system with IE enhanced security enabled, users could see an error indicating "about:blank" is not a trusted site, even when the OVIS management server is listed as a trusted site.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc? docid=QXCR1000290982

No QXCR: On a system where OVIS 6.0 / 6.10 and OVO Windows 7.21 (English) are coinstalled, when OVOW is uninstalled, libarm32.dll is removed. This does not allow repcrys to work.
Workaround: OVIS 6.0 / 6.10 will need to be reinstalled for repcrys to be able to work.

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.

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, A.06.00 and A.06.10. 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
Workaround: If you are installing OVIS with an Oracle database, you may see a number of error messages in the trace files. You may ignore those messages referencing CUSTOMER_MASTER_TRG, DISCOVERDOMAINS, and DISCOVERSYSTEMS.

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.

QXCR1000288522: When changing the Reporter DSN to a different database such as migrating from an MSDE database to an Oracle or SQL Server, a restart of the OvTomcat service is required in order for the dashboard and TIPs to work.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000288522

QXCR1000287114: On a Windows 2003 SP1 system, if the Network Service user does not have read and execute, list folder contents permissions to the bin folder of the Oracle client installation, then saving configuration in the Configuration Manager results in an alarmEngine failure with a 500 error.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000287114

QXCR1000290058: 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. This setting is required when the Reporter database is down for extended periods of time.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000290058

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.x.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228581
Resolution: Please contact HP Support for assistance.

QXCR1000282079: OVProbes status is showing aborted whereas it should show Running.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282079
Workaround: Use "ovc" command to start and stop services.

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 6.0/6.10.
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 6.0/6.10 remote probes may cause ovc not to start.
Workaround: Start ovc manually after the OVPM install.

No QXCR: If IIS associated with OVIS 6.10 is https enabled, reports and graph links do not work.
Workaround: Edit the OVPM skin templates located under newconfig directory and change http to https in the templates.

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 uninstalling 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 until the "Support for MS Cluster" documentation mentioned in "What's New" is available.
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 6.0/6.10, 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

QXCR1000225711: As part of OVOW integration, the forceupdate command does not work as expected. When performing forceupdate -t, the system hangs and after about 20 minutes when the system becomes usable again, the OVOW Console now only shows a few customers even though there maybe server customers configured that used to be displayed before the forceupdate.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000225711

QXCR1000279572: OVIS/OVOW Integration Tomcat Port Hard Coded
The problem is that the tomcat port is hardcoded to 8080 in the "OVIS Alarms" policy. If a user configures a different port (e.g., because of a conflict with another pre-existing OV product), then each rule in this policy which has an operator-initiated action to launch the dashboard has to be changed manually
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000279572
Workaround: Modify the templates using the OVO Console and redeploy the templates to have the correct port.

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: With the latest Windows Mozilla 1.7.5, found that the OVTA Integration button on the dashboard does not redirect the user automatically to the Sun Java web site like it does with Internet Explorer.
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.

QXCR1000221061: Dashboard: Long Names with large font don't wrap correctly
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000221061
Workaround: No known workaround at this time.

QXCR1000221062: Missing Progress Bar for Dashboard Loading Status. There is no status indicator on the dashboard to know if it has completely loaded the page. On top of that on a larger configuration the page load starts and stops a couple of times making it difficult to know if there is more to load. The data table is probably the most misleading when a page loads.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000221062
Workaround: No known workaround at this time.

QXCR1000229132: Custom Graphs do not update 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.

QXCR1000282157: Dashboard does not use daily data for reporting
If users look for the last n months of data in the dashboard and the hourly table only holds 30 days, users only get 30 days of data even though the daily table is configured to hold up to a year's worth of data, it does not get used by the dashboard.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?

docid=QXCR1000282157

Workaround: Increase the number of retain days.

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: When WebRecorder stops recording mouse and keyboard events, save the part that works, exit WebRecorder and relaunch and start recording where you left off. Do not forget
to set the configuration option for recording mouse and keyboard events.

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

Workaround: If previously recorded scripts that included MCLICK and KEY statements fail to work with the latest WebRecorder, rerecord the transaction using the new version of the WebRecorder.

QXCR1000229929: When a profile is created without any customers, selecting custom graphs for that profile from the dashboard causes a Http status of 500.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229929

Workaround: Interpret this error as an indication that this profile has access to no complete set of service groups for a customer. Since custom graphs authentication is only granted when a profile has access to all service groups for a customer, this error occurs when the profile grants access to only subsets of service groups for any customer.

QXCR1000221308: With the HTTP_TRANS probe in IE mode only, "Test On Management Server" fails with application Error on W2K.
Running probehttptrans2 in the IE mode only, 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

QXCM1000280288: Web Recorder crashes if we replay scenarios that involve opening a Word doc / PDF file on Windows 2000 SP4.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCM1000280288

Workaround: No workaround is available currently.

QXCR1000282499: HTTP POST Data substitution does not happen properly if form data elements have same name
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282499

Workaround: The web app should be changed to have unique names for the form data elements.

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 6.0/6.10, 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.

QXCR1000047870: MailRoundTrip probe does not delete messages it sends
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000047870

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. The TFTP probe should not create any files in the "bin" directory but should be copied to the <ovis data dir> \tmp\probe directory.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230754

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.

QXCR1000241480: IMAP probe fails when IMAP server is available.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000241480

Workaround: No known workaround at this time.

QXCR1000241679: LDAP probe dump does not work, tracing incomplete

The LDAP probe does not output the console output to a dump file when the –dump option is enabled, making it difficult to debug.

Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000241679

QXCR1000247093: Scheduler does not allow network concurrency

The scheduler does not properly run three networks in parallel with concurrency of 1 for each network. The networks always seem to serialize regardless of the setting.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000247093

QXCR1000282434: DHCP probe works differently than described in the user's guide
The DHCP probe broadcasts the request to the network using UDP transport protocol to transact with DHCP servers. The document incorrectly states that the DHCP probe sends a request to a specific host.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000282434

QXCR1000284358: FTP probe does not work well with ftp servers that return multi line banners.
probeFtp.exe does not recognize FTP code 220 statements that correspond to multi line banners from some ftp servers.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000284358

QXCR1000285761: Remote probes crash when trace file is larger than 1.5GB
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000285761
Workaround: Turn off the Scheduler service, wait for the files to roll over (will happen in under 1 min) and restart the Scheduler service.

QXCR1000288152: Launched TIPs on a DNS probe target against a redhat 9 probe location. The Probe Re-Execution TIP displays the following:
Incorrectly built binary which accesses errno or h_errno directly. Needs to be fixed.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000288152
Workaround: No known workaround at this time.

QXCR1000290753: On Windows remote probe packages only, perfstat -v does not list probeSysBasicWmi.exe even though the probe is included in the bin directory.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000290753

QXCR1000292378: OVIS - HTTP_TRANS cannot probe Siebel Webserver Enhanced Transactions.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000292378
Workaround: These transactions are not supported by HTTP_TRANS due to Siebel application structure requirement that Edit Fields must be visible, or in foreground mode, to be selected and have that selection played back. Normal probe monitoring is done in background so that neither exclusive keyboard control or single-threaded probe execution are required, and so the edit fields are not visible to them.
Probe Builder 2.10 is recommended for this purpose. See http://devresource.hp.com/drc/unifieddev/probe.jsp for information regarding Probe Builder. Consult your local HP OpenView account team for further information.

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: Complete the following steps:
cd /opt/OV/bin
mv dig _dig
cp /usr/bin/dig .
The probe results are not impacted even with this error message.

No QXCR: Dashboard does not pick up the new custom probe.
Workaround: 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.
If you bring up the SLO dialog from the SLA dialog, or you bring up the network dialog (or delete a network) from the probe location dialog, all locks will be cleared. This means that if multiple users are using the OVIS Configuration manager, they will not be protected from conflicting changes until the dialogs that generated the locks that were accidentally cleared are closed.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000050474
Workaround: Close the dialogs to clear out the locks and reopen them again.

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

QXCR1000205480: In the OVIS Configuration Manager, when you navigate to the tools menu, under Find Item, if you look for a Probe Location, the Local System is listed in English on Japanese system whereas it should be displayed in Japanese.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000205480

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

QXCR1000222345: ovisdatarename.exe does not change httptrans.dat
The ovisdatarename.exe utility is supposed to be able to rename a customer or service group excepting with http trans probe. When used with the httptrans probe, it does not change the entry for the probe in httptrans. dat, and the probe basically stops working.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000222345

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
The OVIS Dashboard tree uses the configured labels to reference a target, but the Configuration Manager does not. This is inconsistent, and as a result, prevents the Configuration Manager from taking advantage of more user friendly and potentially much shorter and more easily displayed label names.
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. This tends to happen in situations such as installing OVIS 5.20 after installing OVTA 3.01

QXCR1000230240: When clicking on the OVIS License Wizard, no action happens.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230240
Workaround: Install a JRE later than 1.3.2 into the c:\java directory.

QXCR1000288453: The SLA Select Service Groups pull down box is too narrow
The service group names in the SLA "Select Service Groups" dialog Service Groups field pulldown are longer than the window can accommodate. The differentiating information is at the far right of the name, which is cut off by the pull down display window, so users cannot see the difference in the names.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000288453

QXCR1000230764: There is no warning after entering a probe information in Configuration Wizard, if the user selects Back and changes the probe
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000230764

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 button action does not stop TIPs execution. In the TIPs Server log file (OvDataDir/log/OvTIPsServer_0_0.log), 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 a valid environment. To insure that the HP OpenView Ctrl Service starts correctly upon reboot, the root startup environment (e.g., the .profile and rc scripts) must only contain commands that will execute correctly at boot time.

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: When manually invoking the OvTIPsServer.bat script, the process writes its log content to the 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. This problem will only be encountered during detailed debugging or configuration.

QXCR1000221982: Restarting Tomcat or doing a Save Configuration action may result in Triggered by Alarm thread death exceptions being reported in the TIPs Server log file (OvDataDir/log/OvTIPsServer_0_0.log).
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 and the TIPs Server has been restarted within Tomcat (i.e., a Tomcat restart or Save Configuration was performed within the TIPs Configuration GUI). Or in other words, the Triggered by Alarm functionality is in the middle of a request and it has been interrupted by a TIPs Server restart. 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.

This situation is harmless.

QXCR1000226130: In either a DHCP environment or after IP Address changes, 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.

In addition for any remote probe systems, you will need to re-run the 'ovisactivate' command to reset the remote TIP Runners reference to the TIPs Server.

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 (OvDataDir/log/OvTIPsServer_0_0.log).
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: When reviewing the TIPs Server log (OvDataDir/log/OvTIPsServer_0_0.log) java.io. InterruptedIOException error messages are found.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000228896

Workaround: This problem may occur 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.

QXCR1000229084: When manually invoking the OvTIPsServer.bat script without arguments an exception is encountered.

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.

QXCR1000247251: TIPs server fails to initialize if local hostname can't be resolved

Software Support Online Link:
http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000247251

Workaround: Add an entry for the local system's fully qualified domain name to the %windir%\System32\drivers\etc\host file. For example,

192.168.1.101 myserver myserver.mycompany.com

Then restart tomcat with the command 'ovc -restart ovtomcatA'.

TIPs Runner

QXCR1000226804: Windows Script Probe re-execute 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. Note there will be a shift of cursor focus during probe execution with this setting enabled. Although it is recommended that probe systems

be dedicated to that purpose, there may be occasions where a user runs a desktop application on this system. Please be aware that a desktop application user may be surprised by sudden loss of focus when the probes are running.

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: When upgrading probe installations on Unix, the TIPs Runner's configuration will fail if 'Save Configuration' is not performed at the end of the install process.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000229073
Workaround: When updating the probe system with a OVIS 6.0/6.10 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 problem 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 a TIPsRunner system, ovc commands fail.
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 installed 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: When reviewing the TIPs Runner log file, error messages indicating that the TIPs Runner failed to register with the TIPs Server are found.

Workaround: The following messages in the TIPs Runner log file (OvDataDir/log/OvTIPsRunner.log.txt) 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 message shown below in the TIPs Runner log file(OvDataDir/log/OvTIPsRunner.log.txt) . 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 response 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

QXCR1000219025: When restricted views are enabled, users see HTTP Error page 403 (access is denied) when calling up a previously saved TIPs bookmark or URL.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000219025

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

QXCR1000290074: Rerunning a TIP may cause Internet Explorer to abort
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000290074
Description: On occasion, clicking the ReRun button on a TIP will cause Internet Explorer to abort. Generally, the Windows dialog that allows one to send an error report to Microsoft pops up.
Workaround: If presented with the Microsoft error report dialog, submit the report. Then, it is best to close all Internet Explorer windows and start a new OVIS dashboard session.

QXCR1000292748: For the 'Probe Re-Execute' TIP, when attempting to re-run the HTTP_TRANS IE Mode probe, the TIP provides a misleading error message on the Windows 2000 platform. When this scenario is encountered, the misleading error message is shown:
"No results returned for command".
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000292748
Workaround: You have two options. First you can ignore the issue and educate your operators that this is expected behavior on Windows 2000. Or alternatively, you can add the 'TIPs Runner on Windows 2000 ignore' condition to the 'Probe for HTTP_TRANS IE Mode probe types' command in the 'Probe Execute' Command Category. If this option is taken, please be aware of that on Windows 2000, when running TIPs that Probe Re-Execution TIP will not display if the probe type is HTTP_TRANS IE Mode.

QXCR1000292751: For the Monitored Service Status' TIP, the TIP may provide a misleading error message if the data it relies on is unavailable. The messages "Specified directory does not exist" and/or "File not found" will be encountered if the probe either has yet to encounter an error, or if it is not enabled. Hence these messages do not necessarily indicate that a problem exists with the probe.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?
docid=QXCR1000292751
Workaround: None. This is a TIPs behavior the the operators will need to be educated on.

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 and displays an error indicating that the TIPs Database could not be logged into..
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.

QXCR1000279686: The usage of environment variable is not supported within TIP Command definitions.
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000279686
Workaround: None.
TIPs commands do not support environment variables as part of the argument specification.

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

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.

TIPs Documentation

Updated Information on performing remote TIPs WMIC commands:

Within the 'WMIC Command Considerations' topic (of the TIPs on-line help), with regards to specifying the '/user' as part of a wmic command, it should mention the required form is typically 'domain\username' . Otherwise you will encounter access denied errors.

Within the 'WMIC Commands' topic where connection problems are discussed, a section on dealing with firewalls should exist. If you continue to get the following error message:

```
Node – myserver.hp.com ERROR: Code = 0x800706ba Description = The RPC server is unavailable.
Facility = Win32
```

It most likely indicates that the remote windows system has a firewall blocking your request. If so, you will need to open the firewall for Remote Administration via the following command line (it is not possible via the Windows Firewall GUI):

```
netsh firewall set service remoteadmin enable
```

To disable, simply substitute 'disable' for 'enable'. Additional details on opening firewalls for Remote Administration support can be found at the Microsoft website. (See also: http://www.microsoft.com/technet/prodtechnol/windowsserver2003/library/ServerHelp/7a19b261-840a-449e-b2b3-38b136d7bd59.mspx)

If it turns out this command is not available, try updating your system with the latest service pack (e.g., Windows 2003 appears to not offer the command till SP1 has been installed).

Changes to the TIPs Import:

When a new TIPs configuration is imported into an existing OVIS/TIPs management server with the override option disabled, any TIPs commands, keywords, outcome rules, or file definitions are renamed if the name already exists in the current configuration database. Since these objects are renamed during import, existing object definitions won't be deleted or overridden. The imported object names are renamed using the following format:

Re-import (N) of X

where 'N' is a number, starting with 1 and 'X' is the original object name. For example:

Re-import (1) of CPU Utilization

When a new TIPs configuration is imported into an existing OVIS/TIPs management server with the override option enabled, any Conditions, Outcomes, Command Categories, or TIPs definitions are reused if the name already exists in the current configuration database. Since these objects are reused during import, existing references to these objects won't be deleted and lost. The import objects' definitions are overridden from the import. It's important to note that the import content is not merged with the existing TIPs configuration.

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.

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.

    o 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>

    o 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.

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.

QXCR1000291935: OVIS - NNM integration fails with Solid database errors and services do not start
Software Support Online Link: http://www.openview.hp.com/sso/ecare/getsupportdoc?docid=QXCR1000291935
Problem: On a Windows system running NNM 7.5, after installing the OVIS 6.10 NNM Integration package you might see one or more of errors that popup listed below, following which the ovisClientd and ovisEventd services will not start.
a. Cannot open object database: cannot connect to database
The ovwdb dameon is not running on the server or the port number for the ovwdb daemon has been changed. Ask the administrator of this server to run "ovstart ovwdb" and verify the port configuration.
b. SsBOpen failed, file 'solid.db', error = 32, retries = 0
c. Solid Database Engine process executed an automatic shutdown.
Opening the database file failed.
Probably another SOLID process is already running in the same directory.
Date:
Product: SOLID Embedded Engine
Version: 04.10.0145
Operating system: Windows NT 5.2 ix86 MT
Workaround:
1. Stop all services using ovstop -c. This could take a few minutes, please wait until this command finishes and returns to the command prompt.
2. Uninstall uninstall OVIS NNM integration by using Add / Remove programs or using the Uninstall NNM integration program menu shortcut.
3. Reboot the machine.
4. Once the machine restarts, do yet another ovstop -c
5. Kill any stray ovdbrun.exe processes if you see them running using Task Manager.
6. Now reinstall the OVIS NNM integration.
7. Verify ovisEventd and ovisClientd are both shown to be running by using ovstatus -c

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 6.0/6.10 Japanese release.

To activate the measurement server and manage Internet Services, you need to purchase a Base license (LTU), product number, 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 support web site at:

http://www.hp.com/managementsoftware/support

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

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- Manage a support contract

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- Enter discussions with other software customers

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

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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:

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