HP OpenView Smart Plug-in for Microsoft Exchange Server

For the UNIX Operating System

Release Notes

Software version: A.09.00 / December 2005

This document provides an overview of the changes made to HP OpenView Smart Plug-in for Microsoft Exchange Server (Exchange SPI) for the A.09.00 release. It contains important information not included in the manuals or in online help.

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In This Version

- Templates, applications, reports and graphs have been split and regrouped based on Service Type and Exchange version.

- Templates are prefixed with the following version indicators:

  — **EXSPI-65** for Exchange 2003

  — **EXSPI-60** for Exchange 2000

  — **EXSPI-6X** for Exchange 2003 and 2000

  — **EXSPI-55** for Exchange 5.5.

- This release is enhanced to include management of the numerous client access points into the Exchange 2003 mailbox server.

- This release of Exchange SPI comes with a set of preconfigured graph templates. These graph templates need to be installed on an OVPM system.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version

- Publish date, which changes each time the document is updated

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

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1 In the Product list, click the product name.

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Installation Notes

Installation requirements, as well as instructions for installing Exchange SPI, are documented in the *HP OpenView Smart Plug-in for Microsoft Exchange Server Users Guide* provided in Adobe Acrobat (.pdf) format. Exchange SPI document files are included on the product's CD media as:

/EXCHANGE_SPI_A.09.00/exspi_users_guide.pdf

/EXCHANGE_SPI_A.09.00/exspi_ref_guide.pdf

After installation the documents can be found at:

/<mount_point>/OV_DOC

Upgrading from earlier versions

⚠️ If you have an earlier version of Exchange SPI installed on your management server, you must remove the old EXSPI version from the management server as well as the Exchange managed nodes, BEFORE installing the new EXSPI A.09.00. For a detailed procedure, please see the "Deinstalling Exchange SPI" section of the *HP OpenView Smart Plug-in for Microsoft Exchange Server Users Guide*.

Upgrading an Exchange node from DCE to HTTPS

If an Exchange server node is already managed under a DCE agent, make sure the OVPA log files are cleared before remanaging it under HTTPS. To clean the log files, run the following command:

`C:\usr\OV\bin\OpC\monitor\ddfutil.exe`

`"C:\usr\OV\exspi\dsi\log\exspi_log"  - rm all`

Software and Hardware Requirements

Before installing Exchange SPI, make sure that your system meets the following minimum requirements:

- Management server:
  — HP-UX 11.0, 11.11 (11i), Solaris 6, 7, 8, 9, 10
  — OVO UNIX 7.X, 8.X
  — Required OVO products:
    – DSI 2 DDF (A.01.30.00 for DCE and A.02.00 for HTTPS)
    – SPI-SHS-OVO (A.01.00.00)
- Managed node:
  — Windows 2003, Windows 2000 (SP 2,3,4), Windows NT4 (SP6), Windows 2000/2003 Advanced Server (MS Clustering Support)
  — Exchange 2003 (SP1), Exchange 2000 (SP2,3,) Exchange 5.5 (SP4)
- Optional Products (used with data collection metrics):
  — HP OV Performance Agent (C.03.30.00 or greater for MS Windows 2000, C.03.65 or greater for MS Windows 2003)
  — HP PerfView (C.03.10.00), for Exchange 5.5 graphs.
  — HP OV Reporter (A.03.50.00, A.03.60.00 for MS Windows 2003)
- Some Exchange SPI functionality has a dependency on Windows Scripting Host 5.6
- Disk space
  — Disk Space on Server: 4MB for OVO data repository, 5MB for /var file system
  — Disk Space on Node: 4 MB on drive where OVO is installed. If MWA integration is used: up to 20MB in `\usr\OV\exspi\dsi` directory

Enhancements and Fixes

The following items (identified by error tracking number) are fixed in the current software release.

CR	DESCRIPTION
QXCR1000196425	**Unable to collect advance metric for coda agent**
PROBLEM:	Customer is unable to collect advance metric Exchange Server 2003 with EXSPI 8.0. Upgraded to EXSPI 8.10 and duplicated the problem. The message browser states that the collection was successful but the metric is not listed in the \usr\OV\exspi\dsi directory. The 660-663 metrics are listed and the timestamp is updated but the file size is always 0.
CAUSE:	Some Advanced metrics were broken.
FIX:	Advanced metrics have been fixed.
QXCR1000203290	**End to End ping not working with lowercase node names**
PROBLEM:	In the End to End Message ping XML file, if the host name for the Exchange server is in lowercase, the collector will not process any nodes. Only host names in all Uppercase work correctly. The End to End Ping wizard seems to be using the case sensitivity of the host when it becomes managed. Customer problem is that any host they drag from unmanaged to managed is in lower case.
CAUSE:	Problem with the Exspi collector exspi_e2k.exe.
FIX:	The EXSPI collector, exspi_e2k.exe, has been modified to properly process all node names in a case-insensitive way.
QXCR1000203437	**End-To-End Ping Policy does not generate alarms**
PROBLEM:	In earlier versions, when the configured SLAs are not met the End to End template does not send a warning/critical message as specified in the template.
CAUSE:	Problem with the Exspi collector exspi_e2k.exe.
FIX:	The Exchange SPI collector, exspi_e2k.exe, has been fixed so that alarms (warning/ critical message) are sent to the console when configured SLAs are not met.
QXCR1000204798	**End to End Ping fails with COM error #14**
PROBLEM	Customer attempting to configure end to end ping. exspi_w2k fails with:
	exspi_e2k.exe -p -a -l -m 1002 -x logtype=value
	End-to-End Message Ping status from
	Unable to send a ping message.
	End to End Message Ping Result: End-to-End SLA failed.
	Trace shows:
	10/19 18:02:19.920 exspi(12896): COM Exception IDispatch error #14 in scaning for reply messages,[G:\ITOEXSPI\ito\cola\CPingMsg.cpp, 779]
CAUSE:	Smtp was accessed anonymously, which was disallowed in the customer configuration.

CR	DESCRIPTION
FIX	After modification of the source code of EXSPI data collector, end-2end works normally in the environment where the virtual SMTP server of an Exchange server denies "Anonymous Access".

QXCR1000205769   Exchange database transaction files grow at an alarming rate

PROBLEM: When using the Exchange SPI on an Exchange 2003 system, the Exchange database transaction files can grow at an alarming rate, causing them to consume all the disk space and stop the Exchange services. This problem has been seen when only the standard EXSPI templates and the Advanced templates for Reporter Collection are installed. If the EXSPI templates are removed the transaction files stop growing. The transaction files which grow reside in the :\EXCHSRVR\MDBDATA\ directory with filenames similar to E008098.log

CAUSE: The cause is Microsoft's implementation of ADO deep queries: when executing this type of query (without making any writes to the database) an enormous amount of data is written to the transaction log files.

FIX: The EXSPI collector was modified to perform many shallow client side traversals. Performance improved during testing.

QXCR1000207863:   Top sources Report only 2 domains deep

PROBLEM: Top sources Report only 2 domains deep, need 3 deep for countries like Brazil.

CAUSE: In countries outside of the United States it is common to have a domain name of company.com.br. If we report on just the last two domains, then the reports would report on all Brazillian companies as com.br. This isn't enough granularity.

FIX: All sources and destinations will be reported on the full domain path.

QXCR1000211395   "Mailbox Details by server" report displays wrong status

PROBLEM: Customer's Storage Limits column shows "Mailbox Disabled" and "Prohibit Send" with none of the mailboxes available. But some mailboxes and AD users limits do have a mailbox limit set on some users that overrides the global settings (set to warning 15MB and prohibit send). The report has values well below this but shows status as disabled.

CAUSE: Problem with the Exspi collector exspi_e2k.exe.

FIX: Exspi_e2k.exe has been modified to display the correct Storage limits status in the EXSPI report "Mailbox Details by server".

QXCR1000211404   "Exchange Top Recipients" report column missing domain

PROBLEM: The Exchange SPI earlier version "Exchange Top Recipients" report column "Mailbox Name" correctly lists only the mailboxes of the domain in which the Exchange server exists. For example, if there are two domains - D1 and D2. There is an Exchange server in D1, but there are users with mailboxes on this server in both D1 and D2. The mailbox named "D1\Joe" is listed correctly on the report, but where the mailbox is in the D2 domain, (should be D2 \Sally), it reads just "\Sally" with no domain indicated on the report.

CAUSE: The EXSPI collector is set to collect only the mailboxes of the domain in which an Exchange server exists..

CR	DESCRIPTION

FIX: The EXSPI collector, exspi_e2k.exe, was changed so the Exspi Exchange Top Recipients report in the column "Mailbox Name" correctly lists not only the mailboxes of the domain where the Exchange server exist in but also all the other mailboxes in other domains that belong to the managed Exchange server.

QXCR1000215908   **"System Information Summary" report has nulls during failover**

PROBLEM: Mailbox metrics collection is not completed correctly when Exchange Cluster node fails over.

CAUSE: Collecting mailbox metrics through ADO on a busy system during a failover.

FIX: Exchange SPI normally uses ADO to access mailbox information from an Exchange Server. This access is slow (up to 2-3 hours) when there are a large number of mailboxes on the Exchange Server. If a failover happens while the EXSPI collector is collecting these mailbox metrics, it results in null entries showing up in the System Summary report. With Exchange Server 2003 it is possible to get the same information from WMI much faster (2-3 minutes). The Exchange SPI collector, exspi_e2k.exe, has been changed so that when running in an Exchange 2003 server, it will collect these metrics using WMI. This greatly reduces the likelihood that a failover may occur while the EXSPI collector is running, resulting in clean reports.

QXCR1000218451   **Exchange Spi Collection for IM Server fails**

PROBLEM: When attempting to collect Instant Messaging data the collection templates (EXSPI-6.0 DC Instant Messaging / Enabled User) abort with Error Message: EXSPI-40: Exchange Server Software not installed on this system (Check: SOFTWARE\Microsoft\Exchange\Setup). Unable to perform collection! The configuration of the server has only the IM service running on it.

CAUSE: EXSPI data collector checks whether a full version of Exchange 2000 server is installed. If not, it logs an error and exits.

FIX: Modified EXSPI collector to bypass full Exchance server check for IM metrics. For IM metrics now it only checks whether IM service is installed or not.

QXCR1000218838   **Metrics 612-613, 630-632, 634, 815 take too long to collect**

PROBLEM: On an Exchange server with many mailboxes, Exchange SPI metrics 612-613,630-632,634,815 can take 2-3 hours to collect.

CAUSE: Accessing mailbox information through ADO is slow on busy servers..

FIX: Exchange SPI normally uses ADO to access mailbox information from an Exchange Server. This access can be slow when there are thousands of mailboxes on the Exchange Server. With Exchange Server 2003 it is possible to get the same information from WMI much faster (2-3 minutes). The Exchange SPI collector, exspi_e2k.exe, has been changed so that when running on an Exchange 2003 server, it will attempt to collect these metrics using WMI first and will fall back to ADO when not readable with WMI. To access the maibox metrics with WMI you must supply credentials that have Active Directory configuration partition read privileges.

CR	DESCRIPTION

QXCR1000230795   **EXSPI Delivery Time templates convert millisecs to secs incorrectly**

PROBLEM: Milliseconds converted incorrectly to seconds in Delivery Time templates.

CAUSE: Conversion incorrectly set.

FIX: Updated templates to use the milliseconds value as received from performance source, for both thresholds and messages..

QXCR1000231144   **Tracking log data collector fails to gather metrics 660,662, and 663**

PROBLEM: Tracking log data collector fails to gather metrics 660,662, and 663. The tracking log metric for 661 works.

CAUSE: The collector fails to collect Active Directory data due to an incorrect search path.

FIX: The search path was corrected.

QXCR1000240212   **Enabling EXPSI Tracing Application fails**

PROBLEM: 'Enabling EXPSI Tracing' Application fails with the error:

Error: Cannot execute opacgt. Check whether opcagt is in the path and execute the script again. Opcagt is in the path and the same error results when 'exspi_execscript.bat exspitra.vbs -v ON' is run manually from the C:\usr\OV\bin\OpC directory

CAUSE: If Windows Scripting Host 5.6 is not installed then this application fails.

FIX: Document that the Exchange SPI has a dependency on Windows Scripting Host 5.6.

QXCR1000245427   **Template names should not contain '&' - invalid in apm xml file**

PROBLEM   Template names should not contain '&' as this character has a special meaning in XML. Before such a template can be included in an XML file (such as for APM configuration) the template must either be renamed to exclude the '&' OR the '&' must be replaced with '&'

CAUSE: The character '&' has a special meaning in XML. When a template name containing this character is written to the apm.xml file, problems result.

FIX: In version A.09.00 the '&' is removed from all template names.

QXCR1000287157   **Problems with the Exchange Message Delivery SLA report**

PROBLEM   In the Exchange Message Delivery SLA report section titled Service Level Thresholds Configured the SLA values for some servers are missing, even though the SLAs for this configuration can clearly be seen in the EXSPI_M1002 table of the Reporter database. Trace.repcrys shows no sign of any problem.

CAUSE: There was a defect with the SLA configuation section of this report.

FIX: The SLA configuration section of this report has been fixed.

Known Issues

QXCR1000297144   **Problems with the EXSPI End to End Ping**

PROBLEM   Under some rare circumstances, EXSPI End to End is unable to detect either the NDR to ping messages or the ping messages themselves saved in the "Sent Items" mailbox folder. Thus EXSPI End to End keeps sending ping messages or reports that End to End pings have timed out.

WORKAROUND   1) Delete all mailboxes created by the MBOX Config tool.

2) Manually create a user and its mailbox. The user must be in the same domain as the Exchange server belongs to. And the user must be in the format: *<prefix><ExchangeServer>* in one word, e.g. EXSPI*<Exchange Server Name>*, and no last name so that logon name, username (alias), full name of the user are all identical.

3) Manually edit the exspi configuration file "`defaults`" located at `%OVO_DATADIR%\exspi\`.

- If the key "MAILBOX" is not there, add a line like the following :

        MAILBOX EXSPI

Assuming that the prefix used to create the mailbox is "EXSPI". If it is not "EXSPI", replace "EXSPI" with the prefix used to create the mailbox.

- If the key "MAILBOX" is already there, replace the old prefix with the new one (e.g. EXSPI). NOTE: only one entry with the key "MAILBOX" is allowed in the file "`defaults`".

4) Turn on **Enable EXSPI Tracing**, manually run **exspi_e2k.exe -p -m 1002** to make sure that End to End is now using the new mailbox (using EXSPI tracing and Outlook Web Access to confirm this).

5) Distribute the **EXSPI-6.0 End to End Message Ping** template on this node.

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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