

HP OpenView Smart Plug-in for PeopleSoft Software Release Notes



**Version A.02.30
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Announcements	7
Summary of Features in the PeopleSoft SPI	9
Available Documentation	10
On-line Documentation	10
What's in this Version?	11
Features	13
Restrictions	15
Related PeopleSoft SPI Products	16
Information on the HP OpenView Web Pages	16
Known Problems and Workarounds	17
Known Problems	19
ITO Monitors and Commands	19
MeasureWare Integration	20
De-installation	20
Activation	20
Compatibility and Installation Requirements	23
Operating System and Management Server Platforms Supported by the PeopleSoft SPI	25
Database versions Supported by the PeopleSoft SPI	26
Agent Platforms and OS Supported by the PeopleSoft SPI	27
Product/Release Matrix	29
Product Version Information	31
Software Availability	32
Version Information and File Placement Plan	33
Version Strings	35
File Placement Plan	36

1 **Announcements**

Announcements

HP OpenView Smart Plug-in for PeopleSoft version A.02.30 is now available. The PeopleSoft SPI version A.02.30 provides a market leading solution for the central monitoring and management of a PeopleSoft environment, including all the features summarized in this section. It supersedes version A.02.20 with support for the OVO management server version A.08.20, HP-UX 11.23 and Solaris 10 for the OS of the OVO management server, support for Self Healing Services and running the OVO agent in non-root environments .

Summary of Features in the PeopleSoft SPI

In combination with HP OpenView OV Operations for Unix, the HP OpenView Smart Plug-in for PeopleSoft A.02.30 provides:

- event-based management of the PeopleSoft environment
- pro-active notification of problems
- applications that allow centralized management of the different layers of a PeopleSoft environment
- monitoring of important PeopleSoft-specific components and parameters

In addition, if used in conjunction with HP OpenView VantagePoint Performance and the HP OpenView VantagePoint Navigator, the HP OpenView Smart Plug-in for PeopleSoft provides:

- communication with VantagePoint Performance via the VantagePoint Performance Agent using the Data Source Integration feature
- both **logical** and **instance** views of the monitored components in the PeopleSoft environment using the HP OpenView VantagePoint Navigator

Available Documentation

The following documentation is provided for HP OpenView Smart Plug-in for PeopleSoft A.02.30:

- On-line Documentation (PDF format)

On-line Documentation

The following manuals are supplied in portable document format (PDF) :

- *HP OpenView Smart Plug-in for PeopleSoft: Administrator's Reference*
- *HP OpenView Smart Plug-in for PeopleSoft: Software Release Notes*

NOTE

The documentation is no longer installed as part of the SPI package itself but is available in a separate folder on the HP OpenView SPI-CD.

2

What's in this Version?

What's in this Version?

This chapter gives a more detailed description of the main features provided with the PeopleSoft SPI version A.02.30. It also indicates where to find more information on PeopleSoft SPI A.02.30 and related products.

Features

HP OpenView Smart Plug-in for PeopleSoft version A.02.30 includes the following features:

- Supports OS versions HP-UX 11.0, HP-UX 11.11 and HP-UX 11.23, as well as Solaris 7, 8, 9 and 10, on the OVO management server
- Supports managed nodes running: HP-UX 11.0/11.11, AIX 4.3/5.1/5.2, Solaris 7/8/9, Windows 2000 and 2003, Linux 2.4
- Supports OVO/Unix 7.1 and above and OVO/Unix 8.0/8.1/8.2 on HP-UX and Solaris management servers.
- Supports OVO/Unix 8.0/8.1/8.2 DCE and HTTPS agents.
- Supports PeopleSoft 7.05, 7.5, 8.1 and 8.40 - 8.46.
- Support DB2 on Windows and Unix managed nodes.
- PeopleSoft servers running on Windows managed nodes are integrated automatically into the PeopleSoft SPI service tree.
- Self-Healing Services is an added support benefit included with your PeopleSoft SPI support contract. The Self-Healing Services client software can be downloaded from an HP web site, and once installed, provides web-linked capabilities that allow greater access to relevant troubleshooting data, likely reducing problem resolution time. Please see the HP OpenView Operations for UNIX SPI CD Installation Guide for details.
- Self-Healing Info, like Self-Healing Services, collects troubleshooting data on a managed node. The collected data can then be sent to your HP support representative to help quickly resolve the SPI issue.
- Non-root Agent Support: PeopleSoft SPI is able to work in non-root agent environment. Additional configuration step is described in Administrator's Reference.
- Support for several Process Schedulers for one PeopleSoft database. The PeopleSoft SPI is able to monitor (monitors, logfiles, service tree) several Process Schedulers on one computer for the same PeopleSoft database.
- Encrypted passwords in PeopleSoft application and batch servers are supported.

What's in this Version?

Features

- Uses the HP OpenView SPI for Databases for all database access.
- Monitors, detects, and displays the status of PeopleSoft batch jobs as well as components such as the process scheduler
- Monitors log-files dynamically to keep track of any important events registered in the various, distributed error logs from PeopleSoft, Tuxedo, and any databases. The data are consolidated in a central log file for quicker and easier access.
- Provides pre-configured automatic actions help to ensure minimum server down time
- Pre-defined reports identify the owners of batch jobs that are causing problems (such as high system load) and help to prevent performance bottlenecks
- Monitors the status of all the crucial components in the PeopleSoft environment, such as applications and application servers, database servers, and sub-systems such as Tuxedo

Restrictions

Due to technical reasons, the current version A.02.30 of the PeopleSoft SPI does not provide identical functionality on all supported platforms:

- PeopleSoft specific database metrics are not available for DB2 databases.

What's in this Version?

Related PeopleSoft SPI Products

Related PeopleSoft SPI Products

The HP OpenView Smart Plug-in for PeopleSoft product supports the following HP OpenView products:

- ❑ HP OV Operations for Unix A.08.10/A.08.20 and A.07.10 (and later).
- ❑ HP OpenView VantagePoint Performance C.02.x and HP OpenView VantagePoint Performance Agent
- ❑ HP OpenView Smart Plug-in for Databases A.06.00 or higher
- ❑ HP OpenView DB2SPI A.02.08 or higher.
- ❑ HP OpenView Smart Plug-in for BEA WebLogic Server A.02.04 or higher
- ❑ HP OpenView VantagePoint Navigator

Information on the HP OpenView Web Pages

For more information on HP OpenView products check out the HP OpenView web site found at:

<http://www.hp.com/openview/> or

<http://www.openview.hp.com/solutions/business/>

For patch information access the following HP OpenView website:

<http://ovweb.external.hp.com:80/cpe/patches/>

3 Known Problems and Workarounds

This section describes any problems with the HP OpenView Smart Plug-in for PeopleSoft software that are already known and that could not be fixed before release, and where necessary, provides recommended workarounds.

Known Problems

The problems are grouped into the following categories:

- “ITO Monitors and Commands”
- “MeasureWare Integration”
- “De-installation”
- “Activation”

ITO Monitors and Commands

1. Symptom

If a PeopleSoft Application server domain crashed or has been aborted ungraceful the SPI TMIB monitor may hang when accessing the Tuxedo TMIB. An indication is an ITO message appearing similar to:

```
Can't start monitor script for object 'PSSPI-TMIB-  
Col-05min_1'. Script still running. (OpC30-610)
```

Solution

Always shutdown domains properly. Try to re-boot or re-configure the domain. If this does not help you may need to re-boot the whole system.

2. Symptom

If SPI templates have been distributed before the actions, commands, and monitors, OVO messages similar to the following may appear:

```
Logfile <'psspi_appsv'> doesn't exist. Treating as empty. (OpC30-  
108)
```

Solution

Always make sure that the actions, commands, and monitors are distributed *before* the templates.

Known Problems

MeasureWare Integration

1. Symptom

If a PeopleSoft Application server domain is down, the previous values about all other domain parameters will be used, i.e. the graphs will show a non-zero number of server processes, even if the domain is down.

Solution

Ignore the other graphs if the domain graph shows a zero value.

2. Symptom

If the *scopeux* daemon is not running on the managed node, error popup windows may appear with the text “illegal metric” or “datasource not found”.

Solution

Ignore but do not close the popup windows. The PSSPI related graphs appear correctly.

De-installation

1. Symptom

The de-installation of the SPI does not remove the created services representing the PeopleSoft environment.

Solution

Remove the services manually using the command
`opcservice`

Activation

1. Symptom

After executing the applications `PS Activation` or `Get PS Cfg` on DCE managed nodes from OVO 8.x, strange messages appear in the OVO message browser, containing long strings of hex

numbers. The attributes of the messages are: `Object = FileData`, `MsgGroup = PSSPI`, `Application = psspi_spicl.pl`.

Solution

On an OVO 8.x management server, remote actions from DCE type managed nodes are not enabled by default. Thus, the special messages created in the PeopleSoft SPI from DCE managed nodes cannot activate automatic or operator initiated actions.

One solution might be:

- Create a new node group `DCE`.
- Assign the managed nodes with DCE type agents to this node group (you may only use the nodes which are relevant to the PeopleSoft SPI).
- On the management server, edit the file `/etc/opt/OV/share/conf/OpC/mgmt_sv/remactconf.xml` and add a new rule:

```
<rule>
  <doc>Target node MgmtSrv OK if sender in DCE
  node group and uncertified</doc>
  <if>
    <target><mgmtsrv/></target>
    <source><nodegroup>DCE</nodegroup></source>
    <certified>>false</certified>
  </if>
  <allow/>
</rule>
```

- Restart the failed application.

Known Problems

4 Compatibility and Installation Requirements

This chapter describes:

- Supported management server platforms, agent platforms, database versions and operating systems.

Operating System and Management Server Platforms Supported by the PeopleSoft SPI

The following tables indicate which versions of the operating system, the OVO management server software, and the PeopleSoft software are supported by the HP OpenView Smart Plug-in for PeopleSoft A.02.30.

Table 4-1 Management-Server Platforms and Operating Systems

Platform	OS	Supported OS Versions
HP Business Servers HP Technical Workstations	HP-UX	11.0, 11.11, 11.23
Sun Sparc	Solaris	7, 8, 9,10

**Table 4-2 OVO Management-Server Versions Supported with the
 PeopleSoft SPI.**

Product Name	Supported Versions
OV Operations	A.07.10 and higher A.07.* A.08.00/ A.08.10/A.08.20

Table 4-3 PeopleSoft Versions Supported with the PeopleSoft SPI

Product Name	Supported Versions
PeopleTools	7.05, 7.5, 8.1, 8.40 - 8.46

Database versions Supported by the PeopleSoft SPI

The HP OpenView Smart Plug-in for PeopleSoft A.02.30 supports the following versions of the Oracle database on the PeopleSoft servers:

- Oracle (version depends on SPI for Oracle)
- Microsoft SQL server (version depends on SPI for MSS)
- IBM DB2 (version depends on DB2SPI)

Agent Platforms and OS Supported by the PeopleSoft SPI

The following table provides information about the agent platforms and operating systems now supported by the HP OpenView Smart Plug-in for PeopleSoft A.02.30:

Table 4-4 Agent Platforms and Operating System Support

Platform	OS	Supported OS Versions
HP Business Servers	HP-UX	11.0, 11.11
HP Technical Workstations	HP-UX	11.0, 11.11
IBM RS/6000	AIX	4.3, 5.1, 5.2
Sun Sparc	Solaris	7, 8, 9
Intel x86 compatible	Windows	Windows 2000 Windows 2003
	Linux	Linux 2.4

Table 4-5 OVO Agent Versions Supported

Product Name	Supported Versions
OV Operations	A.07.10 and later A.07.* A.08.00/A.08.10/A.08.20

Compatibility and Installation Requirements
Agent Platforms and OS Supported by the PeopleSoft SPI

Product/Release Matrix

This section provides information about inter-product relationships.

Product Version Information

HP OpenView Smart Plug-in for PeopleSoft A.02.30 is the latest release and adds support for OVO A.08.20. The product includes:

Table 5-1

PeopleSoft SPI Software Bundles

SD Bundle	Product	Description
SPI-PSoft	SPI-PS-CFG	SPI software

For more information, see the sections on product bundles and filesets in in Appendix A of the *HP OpenView Smart Plug-in for PeopleSoft: Administrator's Reference*.

Software Availability

A localized version of HP OpenView Smart Plug-in for PeopleSoft is not currently available for this release.

Documentation is available in English.

This section lists the directories in which the product files are placed during installation.

Version Strings

The following is an example of the output generated by the `what(1)` string on a system where the HP OpenView Smart Plug-in for PeopleSoft is installed:

```
HP OpenView Smart Plug-in for PeopleSoft A.02.30
```

File Placement Plan

The following is a list of directories locations for product-specific files:

PeopleSoft SPI /opt/OV/psspi¹
OVO /opt/OV/bin/OpC¹
PerfView /opt/perf¹

The following is a list of directories locations for product files on the OVO management server:

 /var/opt/OV/share/psspi²

The following is a list of directories locations for product files on the OVO managed nodes:

 /var/opt/OV/psspi²

For a list of all files in the product, you can enter the command:

```
/usr/sbin/swlist -l file <product_name>
```

1. on AIX this is /usr/lpp/OV/... and /usr/lpp/perf
2. on AIX this is /var/lpp/OV/...