# HP OpenView Smart Plug-ins DVD

For the UNIX Operating System

OpenView Operations 7 and 8

## Installation Guide

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# Contents

# 1 The Smart Plug-ins for OpenView Operations for UNIX DVD

The *HP OpenView Smart Plug-ins DVD* contains a collection of OpenView Smart Plug-ins (SPIs) and OpenView supplementary management applications. These SPIs and applications work with an OpenView Operations management server running on HP-UX or Solaris. The collection offers you the convenience of having all SPIs on a single medium with a single *Software Distributor* depot.

➤ HP OpenView Internet Services is included on the DVD to further supplement OVO's application/web services monitoring. This product simulates end-user experience, integrating its data with other OpenView products. Please see the section that follows for additional information.

For each product you want to install and use, you must obtain a license from Hewlett-Packard. For license information see "License Requirements" on .

The SPIs contained on the DVD work with OVO for UNIX to help you manage areas of:

- BEA Tuxedo

- BEA WebLogic Server

- BEA WebLogic Integration

- WebSphere Application Server

- IBM DB2

- Informix

- Microsoft® Exchange

- Microsoft SQL Server

- Oracle

- Oracle Application Server

- PeopleSoft
- Remedy Action Request System (ARS)
- SAP
- Sybase

In addition, these complimentary products are included on the HP OpenView Smart Plug-ins DVD:

— Network Diagnosis Add-On Module

— Integration for Sun Management Center

— **NEW!** Integration for HP Systems Insight Manager

— **NEW!** Smart Plug-in for HP Storage Essentials

— Service Navigator Report Package

— Smart Plug-in for UNIX OS
(HP-UX, Solaris, Linux, IBM AIX, and Tru64 operating systems)

— Smart Plug-in for Web Servers

— Smart Plug-in for Microsoft Windows OS

— Smart Plug-in for Storage Area Manager

# Product Updates with this Release

Updates that apply to all or some of the Smart Plug-ins are outlined below. If you are considering purchasing a product, please refer to the full product descriptions, which start on .

**All Smart Plug-ins** (unless otherwise noted) in this release include:

— HP OVO/U 8.2 management server support on HP-UX 11.23 PA-RISC, HP-UX 11.23 Itanium, and Solaris 10.

— HP Self-Healing Services integration, for troubleshooting problems through full tracing; this service can help reduce unscheduled downtime and help resolve/fix technical issues; also helps in efficiently detecting setup errors.

— HTTPS agent support* on UNIX systems—HP-UX, Linux, Tru64, Solaris, AIX—as non-root user, promoting a more secure operating environment.

## From CD to DVD

The 3 CD SPI package is now released as a single DVD. This necessitates the following additional level of directories:

– WINDOWS

– HP-UX

– SOLARIS

▶ For SPIs that are not updating with this release: as these SPI manuals are not changing, please add the extra directory to any commands or directory locations specified in the manuals.

# Update Details

Specific Smart Plug-in updates for this release are summarized as follows. For more complete details, see the release notes for each product.

- **Smart Plug-in for BEA Tuxedo updates:**
  - Tuxedo Application Queue Monitoring
  - support for Tuxedo 9.0 and 9.1
  - support for AIX 5.1 and 5.2
  - Tuxedo Server Group Monitoring

- **Smart Plug-in for BEA WebLogic Server updates:**
  - support for WebLogic Server 9.1 and 9.2
  - support for Hardware Cluster Failover: UNIX MCSG Cluster
  - improved error logging and fault tolerance in Discovery functionality: fixed trace issues
  - BEA Validation: new tools and metrics added
    - *Tools* - Metric Report Tools Group: B238_EJBCacheHitPct. WebLogic application group: View Application Activation Status, View Application Timeout.
    - *Metrics* - B016_GloThrePoolOverload: Global Thread Pool overload condition and B017_WorkloadMgrOverload.
  - Application Instance support
  - support for AIX 5.3
  - support for Intel Xeon 64 bit processor - EM64T
  - support for HP-UX 11.23 Itanium

- **Smart Plug-in for Databases updates**
  - support for Sybase ASE 15
  - support for Informix 10.0
  - MS SQL Server - support for X64 (AMD and EM64T)
  - MS SQL Server Replication Monitoring
  - Oracle Data Guard Monitoring
  - Oracle OEM 10g Grid Control Integration
  - Oracle ASM Diskgroup Monitoring
- **Smart Plug-in for Microsoft Exchange Server updates:**
  - integration of Exchange Service Discovery: now the Exchange SPI discovers the services of MS Exchange server and maintains the discovered topology information on the management server. This topology can be viewed as graphical Service Maps.
  - new monitoring capabilities:
    - SMTP virtual server check and check for SMTP entry in the Services file
    - check for disabled URLScan ISAPI filters
    - check for mailboxes on Front-End servers
    - check on backup of Exchange Transaction Log files
    - require SSL HTTP access to servers
    - check Message Tracking is enabled, and check for Message Tracking Log user permissions
    - check for Circular Logging setting for Storage Groups
    - check for heap De-commit Threshold Registry Key
    - check for Windows and Exchange Server updates

- **NEW! HP OpenView Integration for HP Systems Insight Manager**
  - support for HP SmartStart Insight Management Agents version 7.6
  - Event Forwarding from HP SIM to OVO
  - Bi-directional event acknowledgement
  - Service Discovery of HP SIM and IM agents services
  - Operator-Initiated Event Action in-context launch of HP SIM web interface
- **NEW! Smart Plug-in for Storage Essentials**
  - Service discovery/mapping of the Storage Essentials central management server and managed hosts
  - monitoring of HP SE service and processes
  - Applications to start/stop/status HP SE central management server and host agent processes
- **Smart Plug-in for WebSphere Application Server updates:**
  - support for Hardware Cluster Failover
    - UNIX MCSG Cluster
  - improved error logging and fault tolerance in Discovery Functionality
  - introduced Tracing
  - support for WebSphere Application Server 6.1
  - support for AIX 5.3
  - support for Intel Xeon 64 bit processor - EM64T
  - support for HP-UX 11.23 Itanium

- **Smart Plug-in for IBM DB2 updates:**
  - — full support of DB2 database partitioning (DPF)
  - — extended list of performance metrics
  - — new configuration procedure determines more details automatically
  - — improved discovery of the managed environment
  - — new filter provides detailed definition of monitored objects across four levels of hierarchy (instances, databases, partitions, tablespaces / bufferpools)
  - — new process monitoring for remote partitions
  - — smarter handling of license issues
  - — additional platforms supported
- **Smart Plug-in for Oracle Application Server updates:**
  - — support (partial) for Oracle Application Server version 10.1.3
- **Smart Plug-in for PeopleSoft updates:**
  - — support for PeopleSoft servers running HP-UX 11.23 on Itanium and PA-RISC
  - — enhanced support for DB2 database
  - — basic monitoring of WebLogic server
  - — support for PeopleTools 8.47 & 8.48
  - — launch of PeopleSoft PPM from OVO Application Desktop
  - — improved discovery process for PeopleSoft components
- **Smart Plug-in for Remedy updates:**
  - — SPI client buffering requests
  - — support for AR servers running on Linux
  - — status information with "ovstatus"
  - — more flexible handling of AR ticket updates
  - — more flexible handling of OVO message creation and updates
  - — support for ARS backup server option
  - — CLI tools for querying the Smart Plug-in database

- **Smart Plug-in for SAP updates:**
  — support of Linux managed nodes

  — support for Web AS 7.0

  — non-root support

  — new CCMS-based monitoring capabilities for SAP J2EE/XI version 6.40 and for SAP security issues.

  — Dispatcher Queue Monitor

  — Automatic Monitor-Configuration Check

  — support for native collectors on Itanium HP-UX 64 bit.

# Product Descriptions

The Smart Plug-ins DVD contains the software, documentation, and any applicable *OpenView Reporter* and *OpenView Performance Manager* integration for each Smart Plug-in and OV supplementary management application.

Below is a list of the SPIs included on the DVD. Those updated in this release are in **bold** and *italicized*.

**Table 1      Product List**

| Product Name | Version |
|---|---|
| HP OpenView Integration for Sun Management Center | 03.50 |
| HP OpenView Internet Services | 06.10 |
| HP OpenView Network Diagnosis Add-On Module | 02.10 |
| HP OpenView Service Navigator Report Package | A.03.65 |
| ***HP OpenView SPI for BEA Tuxedo*** | 03.20 |
| ***HP OpenView SPI for BEA WebLogic Server*** | 04.20 |
| HP OpenView SPI for BEA WebLogic Server Integration | 01.03 |
| ***HP OpenView SPI for Databases (Oracle, Microsoft SQL Server, Sybase, and Informix*)** | 10.40 |
| ***HP OpenView SPI for HP Storage Essentials*** | 01.20 |
| ***HP OpenView Integration for HP Systems Insight Manager*** | 01.20 |
| ***HP OpenView SPI for IBM DB2*** | 03.20 |
| ***HP OpenView SPI for WebSphere Application Server*** | 04.20 |
| ***HP OpenView SPI for Microsoft Exchange Server*** | 10.00 |
| HP OpenView SPI for Microsoft Windows OS | 08.80 |
| ***HP OpenView SPI for Oracle Application Server*** | 04.20 |
| ***HP OpenView SPI for PeopleSoft*** | 02.60 |
| ***HP OpenView SPI for Remedy ARS Integration*** | 02.80 |
| ***HP OpenView SPI for SAP*** | 10.20 |
| HP OpenView SPI for Storage Area Manager | 03.20.30 |
| HP OpenView SPI for UNIX OS | 03.50 |
| HP OpenView SPI for Web Servers | 04.50 |

A brief description of each SPI follows:

- **HP OpenView Network Diagnosis Add-On Module**

Version 2.10 of NDAOM (on the SPI DVD) is a functionally new implementation of NDAOM. The necessity for this new implementation is due to architectural differences between the Network Node Manager (NNM) 7.x problem diagnosis (PD) component and the standalone HP OpenView Problem Diagnosis 1.x product. Now that the NNM problem diagnosis component holds all performance data centrally, no need exists for feeding performance data to the OV Performance Agent (OVPA), as was previously the case. Consequently, NDAOM 2.10 delivers only a subset of previous NDAOM functionality: configuration of network paths to be monitored, monitoring routing changes and performance degradation, and service map creation. NDAOM 2.10 does not include performance data logging or reporting, and it does not support standalone versions of HP OpenView Problem Diagnosis.

- — Integrates Problem Diagnosis component of HP OpenView Network Node Manager and HP Operations

- — ability to view health information of application relevant network links in the application service context

- — ability to isolate the root causes of a network problem impacting application services

- — easy deployment and configuration of Netpath Probes of HP Openview Network Node Manager

- **HP OpenView Integration for Sun Management Center**

OVO/SunMC integration is an add-on component, offering instrumentation for monitoring the Sun Solaris systems on different levels of operation. It supports the following functionality:

- — SunMC event forwarding, mapping and synchronization.

- — Ability to receive and acknowledge SunMC alarm messages from all objects that belong to a specified SunMC domain; from the OVO console the acknowledgement is forward to the SunMC server, where the alarm state is changed to ACKNOWLEDGED.

- — Ability to launch the SunMC console and SunMC details console windows from the OVO Application Bank.

- **HP OpenView Internet Services**

  OpenView Internet Services (OVIS) 60-day trial DVD is included in the current OpenView Operations release. Running on a Windows system, OVIS integrates with OVO for UNIX as well as other OpenView products to provide a simulated end-user experience. This product can:

  — measure availability, response time, and other performance metrics of business critical services that rely on protocols such as HTTP, FTP, DNS, and WAP

  — track application response times for products such as Exchange and SAP

  — send alarms to OVO message browser

  — show service level states/violations in the OV Service Navigator

- **HP OpenView Service Navigator Report Package**

  The OV Report package includes reports for the OV Service Navigator. The package features:

  — reports that graph the OV Service Navigator status history

  — support for OV Reporter versions 3.6 and 3.7

  — support for OVO for UNIX 6.x, 7.x and 8.x

- **HP OpenView Smart Plug-in for BEA Tuxedo**

  The HP OpenView SPI for BEA Tuxedo provides a key to centralized, ready-to-go availability management of distributed BEA Tuxedo applications. A natural extension of the HP OpenView platform, this SPI offers the following features:

  — monitoring all BEA Tuxedo system events

  — interception of all Tuxedo ULOG events

  — health monitoring of Tuxedo application with thresholds on TMIB variables

  — automatic association of Tuxedo system error manual to user logs

  — managing Tuxedo domains on PARISC/HPUX, IA64/HPUX, Alpha/Tru64, Pentium/Windows, SPARC/Solaris nodes and PowerPC/AIX in the managed nodes

- **HP OpenView Smart Plug-in for BEA WebLogic Server**

  The HP OpenView BEA WebLogic Server SPI integrates BEA WebLogic Server into the rest of the IT environments managed by the HP OpenView family of products. The WebLogic SPI monitors the following areas:

  — Cluster processing

  — Application Instance Monitoring

  — Server performance

  — Transaction rates

  — Servlet executing times, time-outs, request rates

  — Enterprise Java Bean resource utilization

  — JDBC connection status

  — Java Message Service

  — Java Virtual Machine heap utilization

  — Web Context service time and active sessions.

  — User-Definable Metrics to extend monitoring for the performance of any custom applications that expose MBean management data via JMX

- **HP OpenView Smart Plug-in for BEA WebLogic Integration**

  The SPI for WLI controls and manages business processes that are defined and executed using WLI and keeps these business processes performing optimally. Key features include:

  — Common Resource View: A consolidated resource view of the discovered WLI environment, which is automatically updated at run time. The view can be customized to show only managed resources that are of interest.

  — Service management: Manages the dynamic, distributed WLI application environment. The OVO service discovery populates a service map automatically, which thereafter is kept in sync with deployment changes that occur in a typical dynamic enterprise. Service nodes allow detailed management of the represented resource through use of the Resource Explorer™ plug-in to the OV Service Navigator™. Detailed management includes browsing the service hierarchy, service relationships, attributes, metrics, and invocation of methods exposed by the resource.

— Event Management: Monitors availability and status of WLI applications and provides alerts and notifications. Operators also have the ability to invoke applications manually or automatically when events are received through both an OpenView template, as well as a WSDM channel.

— Performance Monitoring: Monitors critical WLI resources, including Business Process, Adapters, Message Broker, Event Generators, Tasks, etc., and provides out-of-the-box performance and health metrics for many processes:

— Reports: Provide historical reports on important metrics.

- **HP OpenView Smart Plug-in for Informix**

  The HP OpenView SPI for Informix Dynamic Server (also referred to as the SPI for Databases) helps administrators manage Informix environments of any size, from a single Informix database managed with local tools to a distributed environment of hundreds of databases managed from a central, best-in-class console. Additional features of this SPI include:

  — more than 60 pre-defined threshold events and over 150 logfile conditions

  — areas of focus include space management, transaction management, and memory metrics

  — interception of error log messages such as panics, chunk down, and lock table overflow

- **HP OpenView Smart Plug-in for IBM DB2**

  The HP OpenView Smart Plug-in for IBM DB2 (DB2 SPI) provides centralized proactive monitoring and management of enterprise-wide DB2 databases from a central best-in-class console. Key features include:

  — 100 pre-defined thresholds to monitor key performance and activity areas at application, database, instance, bufferpool and tablespace levels

  — monitoring of Administration Notification Log files

  — monitoring of database status, tablespace usage, and key DB2 processes

  — support of database partitioning facility (DPF) to monitor distributed databases

— ability to define metrics as desired

— snapshot reports showing data at drill-down application levels, available as both alert-generated or user-generated

— integration with OpenView Performance Manager to graphically represent areas like bufferpools, locks and deadlocks, agents and applications, and connections

— integration with OpenView Service Navigator to visually represent databases/instances, color-coded to show service availability/performance

— integration with OpenView Reporter to provide management- ready reports on availability, workload and space utilization

- **HP OpenView Smart Plug-in for WebSphere Application Server**

  The HP OpenView SPI for WebSphere Application Server offers centralized tools that help you monitor and manage systems using WebSphere Application Server. The WebSphere Application Server SPI monitors the following areas:

  — server availability and performance and memory usage

  — transaction rates,

  — servlet executing times, time-outs, request rates

  — JDBC connection status

  — Web application processing and exception counts of scheduled WebSphere actions

  — cluster processing

  — User-Definable Metrics to extend monitoring for the performance of any custom applications that expose MBean management data via JMX

- **HP OpenView Smart Plug-in for Microsoft Exchange**

  The HP OpenView SPI for Microsoft Exchange identifies connectivity delays and excessive e-mail queue lengths before they bring a system to its knees, thus avoiding slow e-mail delivery and unnecessary support calls. Additional features include:

  — event monitoring of MS Exchange entries to MS Windows 2003/2000/NT event log

  — over 50 calculated metrics for performance monitors and thresholds

  — metric areas including MTA, replication, Internet mail service, non-delivery reports

- **HP OpenView Smart Plug-in for Microsoft SQL Server**

  The SPI for MS SQL Server (also known as the SPI for Databases) helps administrators efficiently manage SQL Server environments of any size, from a single SQL Server database managed with local tools to a distributed environment of hundreds of databases managed from a central, best-in-class console. The key features include:

  — more than 60 pre-defined threshold events and several logfiles conditions

  — specific focus on space management, concurrency problems, and workload metrics

  — interception of hundreds of error log messages such as corruptions and space shortages

- **HP OpenView Smart Plug-in for SAP**

  The Smart Plug-in for SAP extends HP OpenView management capabilities to help you manage all IT elements necessary for delivering R/3 services; for example, R/3 programs, application servers, databases and their servers, and operating systems. In addition, the SPI for SAP can help you manage a variety of business-critical applications as well as the overall IT environment. Unlike a product that is specialized for R/3-only management, the SPI for SAP, working in conduction with OVO for UNIX, offers a more feature rich set of IT systems management capabilities that include:

  — Availability Management: monitors alerts from CCMS, Syslogs, Batch jobs, Processes, files, R/3 status, etc.

- — Performance Management: a consolidated view of SAP R/3 performance information and overall system-resource characteristics, including: frequency, response, and wait time for Dialog, Update, Batch, and Spool processes

- — Remote Monitoring: ability to monitor SAP Systems running in unsupported environments.

- — SAP ITS 6.20 (Internet Transaction Server) Monitor: check the status and availability of the various components of the ITS 6.20 server, including; AGate, WGate, and Web Server.

- — Service Reports: reports that correlate and display long-term data about your IT environment, allowing you to analyze trends.

- **HP OpenView Smart Plug-in for Oracle**

  The HP OpenView SPI for Oracle Database Servers (also known as the SPI for Databases) helps administrators efficiently monitor distributed enterprise-wide Oracle environments from a central, best-in-class console. The key features include:

  - — more than 100 pre-defined threshold events and over than 90 logfile conditions

  - — specific areas of focus on space management, table/index performance, and rollback segments

  - — snapshot reports of database environments when alerts occur

  - — thresholds based on ratios and percentages rather than raw data

  - — continuous availability monitoring of the Oracle listener - a single point of failure

- **HP OpenView Smart Plug-in for Oracle Application Server**

  The Smart Plug-in for Oracle Application Server offers centralized tools that help you monitor and manage systems using OracleAS. The OAS-SPI monitors the following areas:

  - — Server performance

  - — JVM heap utilization

  - — EJB resource utilization

  - — Servlet execution times and threads

  - — JSP service time and active requests

— JMS connections

— JDBC connection status

— Web applications

— HTTP connections

- **HP OpenView Smart Plug-in for PeopleSoft**

  The HP OpenView SPI for PeopleSoft is based on standard HP OpenView processes and is an extension of the OpenView platform. It helps IT organizations with PeopleSoft environments to efficiently manage database availability and performance impact of PeopleSoft environments. The key features include:

  — encompassing of PeopleSoft, BEA Tuxedo, database and process scheduler

  — dynamic monitoring of logfiles for the complete environment

  — batch job status information includes failures or delays

  — manages database availability and performance impact on PeopleSoft

- **HP OpenView Smart Plug-in for HP Storage Essentials (complimentary)**

  The HP Storage Essentials SPI monitors the Storage Essentials services and provides the following features:

  — Service discovery/mapping of the Storage Essentials central management server and it's managed hosts

  — monitoring of HP SE service and processes

  — Tools to start/stop/status HP SE server and host agent processes

- **HP OpenView Integration for HP Systems Insight Manager (complimentary)**

  The HP SIM Integration provides a smart link between OpenView Operations and HP SIM management servers. It also provides extended features for monitoring nodes with Insight Management Agent software (HP ProLiant and Integrity servers). The integration can be installed in environments consisting of multiple HP SIM management servers and Insight Management Agents nodes, and monitors and manages the functionality of HP SIM and IM hosts in the following ways:

— Event Forwarding from HP SIM into OVO and bi-directional event acknowledgement

— Service Discovery of HP SIM and Insight Management Agents services

— monitoring of HP SIM and Insight Management Agents services

— Tools to start/stop/status HP SIM services, launch System Management Homepage, etc.

— Operator-Initiated Event Action in-context launch of HP SIM web interface

— Event forwarding from Insight Management Agents nodes (SNMP)

- **HP OpenView Smart Plug-in for Sybase**

  The HP OpenView SPI for Sybase Adaptive Server (also known as the SPI for Databases) helps administrators efficiently manage Sybase environments of any size, from a single Sybase database managed with local tools to a distributed environment of hundreds of databases managed from a central, best-in-class console. The key features include:

  — more than 65 predefined threshold events and more than 15 log file conditions

  — focus on replication, index tuning, resource hogs

  — interception of over 1,000 error log messages such as corruptions and space shortages

- **HP OpenView Smart Plug-in for UNIX OS**

  The HP OpenView SPI for UNIX Operating systems has capabilities that include:

  — monitoring system health for HP-UX, Sun Solaris, IBM AIX, and Linux (Red Hat, Suse, Debian, TurboLinux), and Tru64 environments

  — providing out-of- the-box monitoring of operating system, services, and performance monitoring (also supports Veritas Volume Manager and Solstice Disk Suite and Sun Cluster)

  — the ability to configure performance agents with OpenView Operations templates

  — full integration with OpenView Performance Agent (OVPA)

- **HP OpenView Smart Plug-in for Web Servers**

  The HP OpenView Web Server SPI provides templates and applications specifically designed to integrate with OpenView Operations by providing the capability to monitor processes and log files of the following Web servers:

  — Apache, HP Apache

  — SunONE Web Server

  — IBM HTTP web server

- **HP OpenView SPI for Microsoft Windows OS (Windows OS SPI)**

  The Windows OS SPI helps administrators efficiently manage Windows machines on the network and is the OVO extension for a number of Microsoft DNA-based business applications services. This SPI adds value by providing out-of-the-box solutions that include:

  — monitoring of events and processes for key Microsoft back office applications (Certificate Server, Cluster Server, Index Server, Message Queue Server, Proxy Server, SNA Server, System Management Server, and Transaction Server)

  — monitoring of events, processes and performance for Microsoft Windows core components (Active Directory Server, Terminal Server, Network Infrastructure and Operating System health)

  — event forwarding from Dell OpenManager

  — monitoring of events, processes and performance for Microsoft Internet Information Server and Microsoft Site Server

— monitoring events for antivirus applications from McAfee and Norton

— monitoring events for backup and storage applications from Veritas

— monitoring the Microsoft Cluster Server environment through templates that cover Microsoft Cluster Servers, resource groups, networks, and shared disks; also included are applications to manage and administer Microsoft Cluster Servers.

⚠ You must install the Windows OS SPI by using the `winosspi_setup` script. During installation the Windows OS SPI removes HP SIM and IM management functionalities, including the discovery of HP SIM and IM services, templates, and applications installed by earlier releases of the Windows OS SPI. Refer to the *Windows OS SPI Administrator's Reference Guide* for instructions on installing the Windows OS SPI. HP OpenView Integration for HP Systems Insight Manager, included with this release of HP OpenView Smart Plug-ins DVD, provides HP SIM and IM management functionalities.

- **HP OpenView Smart Plug-in for Remedy Action Request System Integration**

  The HP OpenView SPI for Remedy Action Request System (ARS) provides IT organizations with a pre-configured smart link between OpenView Operations and Remedy ARS service desk. Additional SPI for Remedy ARS features include:

  — the ability to automatically create and track Remedy Action Requests from HP OpenView Operations

  — dynamic updates of HP OpenView Operations events based on Action Request status changes.

- **HP OpenView Smart Plug-in for Storage Area Manager**

  The Storage Area Manager SPI monitors storage area events, processes, and services and provides features that include the following:

  — monitoring of HostAgent and OpenDial services on Windows and UNIX nodes

  — service mapping integration with the HP OpenView Service Navigator

  — applications to start/stop the management server, show HostAgent status, and back up the database, all of which provide quick and easy means to complete common Storage Area Manager operating tasks

  — integration with the separately purchased HP OpenView Reporter to automatically collect, sort, consolidate, and display storage network related data in management-ready reports

— event forwarding to the separately purchased HP OpenView Service Desk, where the eventual closures result in automatic acknowledgements in Storage Area Manager

# 2 DVD Contents and Use

## OVO/UNIX 7 Patches and Version Support

➤ After you install an agent patch, please refer to Service Discovery for OpenView Agents Installed Later on page 51 to enable service discovery integration with the agent.

**Preliminary setup:** Please ensure that you have all the latest patches if you use version 7.1 of the OVO/UNIX management server and the OV agent. The latest OVO/UNIX consolidated server and intermediate patches are required for new/added platforms and also to correct a timeout issue with Service Discovery. Patches are located on the following URL:

**http://openview.hp.com/sso/ecare/getsupportdoc?docid=OVO-PATCHES**

**Table 2    Solaris Management Server & Managed Node**

| OS: Management Server | Patch | Version | Date Released |
|---|---|---|---|
| Solaris | ITOSOL_00320 | A.07.22 | 7/2004 |

| OS: Managed Nodes | Patch | Version | Date Released |
|---|---|---|---|
| AIX | ITOSOL_00297 | A.07.23 | 3/11/2004 |
| HP-UX 11 IA | ITOSOL_00300 | A.07.23 | 3/4/2004 |
| HP-UX 11 PA | ITOSOL_00273 | A.07.23 | 3/24/2004 |
| Linux | ITOSOL_00303 | A.07.23.1 | 3/19/2004 |
| Solaris | ITOSOL_00312 | A.07.23.1 | 4/8/2004 |
| Tru64 | ITOSOL_00276 | A.07.23 | 3/11/2004 |
| Windows | ITOSOL_00298 | A.07.24 | 3/4/2004 |

**Table 3    HP-UX Management Server & Managed Nodes**

| OS: Management Server | Patch | Version | Date Released |
|---|---|---|---|
| HP-UX | PHSS_30979 | A.07.22 | 7/2004 |

| OS: Managed Nodes | Patch | Version | Date Released |
|---|---|---|---|
| AIX | PHSS_30466 | A.07.23 | 3/11/2004 |
| HP-UX 11 IA | PHSS_30169 | A.07.23 | 3/4/2004 |
| HP-UX 11 PA | PHSS_30124 | A.07.23 | 3/24/2004 |
| Linux | PHSS_30548 | A.07.23.1 | 3/19/2004 |
| Solaris | PHSS_30673 | A.07.23.1 | 4/8/2004 |
| Tru64 | PHSS_30203 | A.07.23 | 3/12/2004 |
| Windows | PHSS_30202 | A.07.24 | 2/12/2004 |

# Licenses for the Software on the DVD

The following table indicates additional licenses required for SPIs and applications included on the Smart Plug-in DVD.

**Table 4      License Requirements for OVO for UNIX Smart Plug-ins**

| HP OpenView Product: | License Number | License Description |
|---|---|---|
| HP OpenView Smart Plug-in for BEA WebLogic Server | B9155AA<br>B9141AA<br>B9142AA<br>B9143AA<br>B9144AA | OV SPI BEA Weblogic Tier 4, LTU<br>OV SPI BEA Weblogic Tier 3, LTU<br>OV SPI BEA Weblogic Tier 2, LTU<br>OV SPI BEA Weblogic Tier 1, LTU<br>OV SPI BEA Weblogic Tier 0, LTU |
| HP OpenView Smart Plug-in for BEA WebLogic Integration | BA160AA<br>BA161AA<br>BA162AA<br>BA163AA<br>BA164AA | OV SPI BEA WLI Tier 4<br>OV SPI BEA WLI Tier 3<br>OV SPI BEA WLI Tier 2<br>OV SPI BEA WLI Tier 1<br>OV SPI BEA WLI Tier 0 |
| HP OpenView Smart Plug-in for BEA Tuxedo | B9152AA<br>B7467AA<br>B7477AA<br>B7478AA | OV SPI BEA Tuxedo Tier 4, LTU<br>OV SPI BEA Tuxedo Tier 3, LTU<br>OV SPI BEA Tuxedo Tier 2, LTU<br>OV SPI BEA Tuxedo Tier 1, LTU |
| HP OpenView Smart Plug-in for WebSphere Application Server | B9173AA<br>B9174AA<br>B9175AA<br>B9176AA<br>B9177AA | OV SPI IBM WebSphere Tier 4, LTU<br>OV SPI IBM WebSphere Tier 3, LTU<br>OV SPI IBM WebSphere Tier 2, LTU<br>OV SPI IBM WebSphere Tier 1, LTU<br>OV SPI IBM WebSphere Tier 0, LTU |
| HP OpenView Smart Plug-in for IBM DB2 | BA180AA<br>BA181AA<br>BA182AA<br>BA183AA<br>BA184AA | OV SPI IBM DB2 Tier 4, LTU<br>OV SPI IBM DB2 Tier 3, LTU<br>OV SPI IBM DB2 Tier 2, LTU<br>OV SPI IBM DB2 Tier 1, LTU<br>OV SPI IBM DB2 Tier 0, LTU |
| HP OpenView Operations Integration for HP Systems Insight Manager | N/A | Complimentary, no license required |
| HP OpenView Smart Plug-in for HP Storage Essentials | N/A | Complimentary, no license required |
| HP OpenView Smart Plug-in for Informix | B9149AA<br>B7460AA<br>B7461AA<br>B7462AA | OV SPI Informix Tier 4, LTU<br>OV SPI Informix Tier 3, LTU<br>OV SPI Informix Tier 2, LTU<br>OV SPI Informix Tier 1, LTU |

**Table 4    License Requirements for OVO for UNIX Smart Plug-ins**

| HP OpenView Product: | License Number | License Description |
|---|---|---|
| HP OpenView Smart Plug-in for Microsoft Exchange Server | B7448AA<br>B7449AA<br>B7450AA<br>B7451AA | OV SPI MS Exchange Tier 3, LTU<br>OV SPI MS Exchange Tier 2, LTU<br>OV SPI MS Exchange Tier 1, LTU<br>OV SPI MS Exchange Tier 0, LTU |
| HP OpenView Smart Plug-in for Microsoft Windows OS | N/A | Licensed with OVO agents |
| HP OpenView Smart Plug-in for Oracle Application Server | BA 221AA<br>BA 222AA<br>BA 223AA<br>BA 224AA<br>BA 225AA | OV SPI for Oracle AS Tier 4, LTU<br>OV SPI for Oracle AS Tier 3, LTU<br>OV SPI for Oracle AS Tier 2, LTU<br>OV SPI for Oracle AS Tier 1, LTU<br>OV SPI for Oracle AS Tier 0, LTU |
| HP OpenView Smart Plug-in for SAP | B9148AA<br>B7456AA<br>B7457AA<br>B7458AA<br>B7459AA | OV SPI SAP Tier 4, LTU<br>OV SPI SAP Tier 3, LTU<br>OV SPI SAP Tier 2, LTU<br>OV SPI SAP Tier 1, LTU<br>OV SPI SAP Tier 0, LTU |
| HP OpenView Smart Plug-in for Microsoft SQL Server | B7473AA<br>B7473AA<br>B7474AA<br>B7475AA | OV SPI MS SQL Server Tier 3, LTU<br>OV SPI MS SQL Server Tier 2, LTU<br>OV SPI MS SQL Server Tier 1, LTU<br>OV SPI MS SQL Server Tier 0, LTU |
| HP OpenView Smart Plug-in for Oracle | B9150AA<br>B7464AA<br>B7465AA<br>B7466AA<br>B7467AA | OV SPI Oracle Tier 4, LTU<br>OV SPI Oracle Tier 3, LTU<br>OV SPI Oracle Tier 2, LTU<br>OV SPI Oracle Tier 1, LTU<br>OV SPI Oracle Tier 0, LTU |
| HP OpenView Smart Plug-in for Oracle Application Server | BA221AA<br>BA222AA<br>BA223AA<br>BA224AA<br>BA225AA | OV SPI for Oracle AS, Tier 4 LTU<br>OV SPI for Oracle AS, Tier 3 LTU<br>OV SPI for Oracle AS, Tier 2 LTU<br>OV SPI for Oracle AS, Tier 1 LTU<br>OV SPI for Oracle AS, Tier 0 LTU |
| HP OpenView Smart Plug-in for PeopleSoft | B9147AA<br>B7454AA<br>B7453AA<br>B7452AA | OV SPI PeopleSoft Tier 4, LTU<br>OV SPI PeopleSoft Tier 3, LTU<br>OV SPI PeopleSoft Tier 2, LTU<br>OV SPI PeopleSoft Tier 1, LTU |
| HP OpenView Smart Plug-in for Remedy ARS Integration | B7480AA | OV SPI Remedy, LTU |
| HP OpenView Smart Plug-in for Storage Area Manager | N/A | Provided out-of-the-box with Storage Area Manager. |

**Table 4      License Requirements for OVO for UNIX Smart Plug-ins**

| HP OpenView Product: | License Number | License Description |
|---|---|---|
| HP OpenView Smart Plug-in for Sybase | B9451AA<br>B7468AA<br>B7469AA<br>B7470AA | OV SPI Sybase Tier 4, LTU<br>OV SPI Sybase Tier 3, LTU<br>OV SPI Sybase Tier 2, LTU<br>OV SPI Sybase Tier 1, LTU |
| HP OpenView Smart Plug-in for UNIX OS | N/A | Licensed with OVO agents |
| HP OpenView Smart Plug-in for Web Servers | N/A | Licensed with OVO agents |
| **HP OpenView Add-on Modules:** | | |
| HP OpenView Network Diagnosis Add-On Module | N/A | PD Component is licensed with NNM AE. |
| HP OpenView Service Navigator Report Package | N/A | License included with purchase of Reporter. |

## DVD Packaging Information

Orders placed for HP-UX Management Server will receive the DVD containing:

- HP-UX depots and documentation

- OV Reporter and OV Performance Manager integrations and documentation

- OpenView Internet Services product and documentation.

Orders placed for SOLARIS Management Server will receive the DVD containing:

- SOLARIS depots and documentation

- OV Reporter and OpenView Performance Manager integrations and documentation

- OpenView Internet Services product and documentation.

# Smart Plug-ins DVD Contents and Use

The Smart Plug-in DVD contains:

- Smart Plug-ins and application management products, which (with licenses) you can install on the OVO management server

- Product reporting/graphing packages for use with *OpenView Reporter, OpenView Performance Manager,* and *Open View Service Desk*

- Internet Services, which you can install on a Windows system for a 60-day trial evaluation. See "OpenView Internet Services," on page 43, for details.

- Product documentation.

The instructions contained in this document apply to all applications and are therefore general. For more exact instructions pertaining to the specific product(s) you plan to install, print a copy of the product's installation instructions. For the name/location of the document(s) you need, see Table 5 on page 36.

► While the DVD contains the complete software for each of the listed products, install only those for which licenses have been obtained.

**Smart Plug-in Installation:** Follow the instructions for the individual product. At the point in the instructions where you run the swinstall command to install the product software, use the software depot file listed in Table 6 on page 38. When the swinstall is complete, continue with the instructions for the individual product.

**Reporting/Graphing Packages Installation:** Some products have *OpenView Reporter, OpenView Performance Manager,* and *OpenView Service Desk* integration. If your product integrates with either OV Reporter or OV Performance Manager, follow the specific installation instructions in the product's documentation. When you need to run the reporting/graphing programs, mount the OV Reporter packages. You will find the programs in the directories shown in Table 7 below.

🛑 It is important that you follow the product's specific instructions as they contain unique steps that must be completed before and after swinstall. These steps enable a successful installation.

### Steps for installing from the Smart Plug-ins DVD

1  Mount the Smart Plug-ins DVD.

2  Print the product's installation instructions.

3  For the Smart Plug-ins follow product installation instructions ensuring that the installer depot in the swinstall command is the correct one from Table 6.

4  For OpenView Reporter and OpenView Performance Manager Packages follow Reporter Packages installation instructions using the files from the directories listed in Table 7 on page 41 and Table 8 on page 41.

### To Mount the DVD on HP-UX

1  Log on as user root.

2  Set the user root's umask by entering:

   **umask 027**

3  Create a directory to mount the DVD:

   `mkdir /<mount_point>`

   For example: `mkdir /dvdrom`

4  Insert the DVD into the disk drive and mount it as user root by entering:

   `mount -r -F dvdfs /dev/<dvdrom_drive_name> /<mount_point>`

   For example, for a local DVD, you might enter:

   `mount -r -F dvdfs /dev/dsk/c0t2d0 /dvdrom`

   You can also run SAM and mount the DVD to a specific path in the `Disks and File Systems` window.

### To Mount the DVD on Solaris

Insert the DVD into the DVD drive. The DVD is automatically mounted (and unmounted) on Sun Solaris systems.

### To Mount the DVD on Windows

Insert the OVO for UNIX Smart Plug-in DVD into the DVD drive. The DVD will automatically mount.

## Product Documentation Locations on the DVD

Each product on the Smart Plug-ins DVD has its own procedures that must be followed for a successful installation. View or print the installation documentation and release notes for each product you plan to install.

The installation instructions and any applicable release notes for each product on the Smart Plug-ins DVD are in the files listed below.

— File names are relative to:
/*<mount_point>*/OV_DOC
where
*<mount_point>* is the directory where the Smart Plug-ins DVD was mounted.

— Most document files are in Adobe Acrobat (pdf) format. Use Adobe Acrobat to view or print the appropriate files.

**Table 5    Product Documentation and Release Notes**

| Product Name/<br>HP OpenView: | Documentation<br>Relative to /`<mount_point>`/OV_DOC |
|---|---|
| Integration for Sun Management Center | /SunMC_03.50/UsersGuide.pdf<br>/SunMC_03.50/ReleaseNotes.pdf |
| Network Diagnosis Add-On Module | /NDAOM_02.10/usersguide.pdf<br>/NDAOM_02.10/Release_notes.pdf |
| Service Navigator Report Package | /ServNav_A.03.65/ov_servnav_report_pkg.pdf |
| SPI for BEA Tuxedo | /TUXEDO_SPI_03.20/TuxedoIG.pdf<br>/TUXEDO_SPI_03.20/TuxedoUG.pdf<br>/TUXEDO_SPI_03.20/TUXSPI_ReleaseNotes.pdf |
| SPI for BEA WebLogic Server | /WEBLOGIC_SPI_04.20.000/ReferenceManual.pdf<br>/WEBLOGIC_SPI_04.20.000/ConfigGuide.pdf<br>/WEBLOGIC_SPI_04.20.000/ReleaseNotes.pdf |
| SPI for BEA WebLogic Integration | /WLISPI_01.03/userguide.pdf<br>/WLISPI_01.03/release_notes.pdf<br>/WLIOSPI_01.03/License/ |
| SPI for Databases | /DB_SPI_10.40/users_guide.pdf<br>/DB_SPI_10.40/release_notes.pdf<br>/DB_SPI_10.40/oracle_ref.pdf<br>/DB_SPI_10.40/mssql_ref.pdf<br>/DB_SPI_10.40/informix_ref.pdf<br>/DB_SPI_10.40/sybase_ref.pdf |

**Table 5    Product Documentation and Release Notes**

| Product Name/<br>HP OpenView: | Documentation<br>Relative to /`<mount_point>`/`OV_DOC` |
|---|---|
| Integration for HP Systems Insight Manager | `/HPSIMInt_01.20.000/HPSIM_Config.pdf`<br>`/HPSIMInt_01.20.000/HPSIM_ReleaseNotes.pdf` |
| SPI for HP Storage Essentials | `/HPSESPI_01.20.000/HPSE_Config.pdf`<br>`/HPSESPI_01.20.000/HPSE_ReleaseNotes.pdf` |
| SPI for WebSphere Application Server | `/WEBSPHERE_SPI_04.20.000/ReferenceManual.pdf`<br>`/WEBSPHERE_SPI_04.20.000/ConfigGuide.pdf`<br>`/WEBSPHERE_SPI_04.20.000/ReleaseNotes.pdf` |
| HP OpenView Smart Plug-in User Defined Metrics User Guide: `/WASSPI_JMB_04.20.000/udm.pdf` | |
| HP OpenView JMX Metric Builder Release Notes: `/WASSPI_JMB_04.20.000/ReleaseNotes.pdf` | |
| SPI for IBM DB2 | `/DB2_SPI_03.20/UserGuide.pdf`<br>`/DB2_SPI_03.20/ReleaseNotes.pdf` |
| SPI for Microsoft Exchange | `/EXCHANGE_SPI_10.00/exspi_users_guide.pdf`<br>`/EXCHANGE_SPI_10.00/exspi_ref_guide.pdf`<br>`/EXCHANGE_SPI_10.00/release_notes.txt` |
| SPI for Microsoft Windows OS | `/WINOSSPI_08.80/WinOSSPI_AdminRef.pdf`<br>`/WINOSSPI_08.80/WindowsOS_ReleaseNotes.pdf` |
| SPI for Oracle Application Server | `/ORACLEAS_SPI_04.20.000/ReferenceManual.pdf`<br>`/ORACLEAS_SPI_04.20.000/ConfigGuide.pdf`<br>`/ORACLEAS_SPI_04.20.000/ReleaseNotes.pdf` |
| SPI for SAP | `/SAPSPI_10.20/sapspi_install.pdf`<br>`/SAPSPI_10.20/sapspi_admref.pdf`<br>`/SAPSPI_10.20/release_notes.pdf` |
| SPI for PeopleSoft | `/PS_SPI_02.60/PSoft_admref.pdf`<br>`/PS_SPI_02.60/relnotes.pdf` |
| SPI for Remedy ARS Integration | `/REMEDY_SPI_02.80/admin.pdf`<br>`/REMEDY_SPI_02.80/relnotes.pdf` |
| SPI for Storage Area Manager | `/OVSAMSPI_03.20.30/ovsamspidoc_unix.pdf`<br>`/OVSAMSPI_03.20.30/ovsam_servicedeskdoc.pdf`<br>`/OVSAMSPI_03.20.30/ovsam_reporterdoc.pdf`<br>`/OVSAMSPI_03.20.30/releasenotes.txt` |
| SPI for UNIX OS | `/UNIXOS_SPI_03.50/OS-SPI_InstallGuide.pdf`<br>`/UNIXOS_SPI_03.50/OS-SPI_AdminRef.pdf`<br>`/UNIXOS_SPI_03.50/UnixOS_ReleaseNotes.pdf` |

## Product Locations on the DVD

The table that follows gives the depot file and install name for each product on the SPI DVD. Depot files differ according to the supported management server platform, which include HP-UX 11 and Solaris.

Substitute management server platform for *<platform>* as:

— Windows

— HP-UX

— SOLARIS

Use the file to construct the swinstall command. The exact syntax you must use is specified in the individual product's configuration guide, replacing the sdtape file from below. For example, the swinstall command for installing the WebLogic SPI, on an HP-UX 11.0 Management Server, where the DVD is mounted on /dvdrom would be:

```
swinstall -s /dvdrom/OV_DEPOT/11.0HPUX.sdtape WLSSPI
```

**Table 6      Product locations**

| Product Name/<br>HP OpenView: | Depot file relative to<br>*<mount_point>*/**OV_DEPOT**/<br>Platform: 11.0 HP-UX \|<br>Solaris | SD Install Name |
|---|---|---|
| Network Diagnosis Add-On Module | *<platform>*.sdtape | `AOM-ND-OVO-HP (HP-UX)`<br>`AOM-ND-OVO-SOL`<br>`(Solaris)` |
| Service Navigator Report Package | None: Uploaded from Windows system to UNIX system | `None` |
| Integration for Sun Management Center | *<platform>*.sdtape | `OVOSymInt` |
| SPI for BEA Tuxedo | *<platform>*.sdtape | `BEASPI` |
| SPI for BEA WebLogic Server | *<platform>*.sdtape | `WLSSPI` |
| SPI for BEA WebLogic Integration | *<platform>*.sdtape | `SPIWLI` |

**Table 6    Product locations**

| Product Name/<br>HP OpenView: | Depot file relative to<br>*<mount_point>*/`OV_DEPOT`/<br>Platform: 11.0 HP-UX \|<br>Solaris | SD Install Name |
|---|---|---|
| SPI for Databases | *<platform>*.sdtape | `DBSPI` (see product documentation to select specific database files; for example, Oracle, MS SQL Server, etc.) |
| Integration for HP Systems Insight Manager | *<platform>*.sdtape | `HPSIMInt` |
| SPI for HP Storage Essentials | *<platform>*.sdtape | `HPSESPI` |
| SPI for IBM DB2 | *<platform>*.sdtape | `DB2SPI` |
| SPI for WebSphere Application Server | *<platform>*.sdtape | `WBSSPI` |
| SPI for Microsoft Exchange | *<platform>*.sdtape | `SPI-EXCHANGE-OVO` |
| SPI for Microsoft Windows OS | *<platform>*.sdtape | `SPI-WIN-OVO` |
| SPI for Oracle Application Server | *<platform>*.sdtape | `OASSPI` |
| SPI for SAP | *<platform>*.sdtape | `SPI-SAP-ITO` |
| SPI for PeopleSoft | *<platform>*.sdtape | `SPI-PSoft` |
| SPI for Remedy ARS Integration | *<platform>*.sdtape | `SPI-Remedy`<br>`SPI-RemedyDoc` |
| SPI for Storage Area Manager | *<platform>*.sdtape | `HPOVSAMSPI` |
| SPI for UNIX OS | *<platform>*.sdtape | `SPI-OSUX-OVO` |
| SPI for Web Servers | *<platform>*.sdtape | `SPI-WS` |

> ▶ Please do not install the entire depot, but only the components for which you are licensed. Also, be sure to read the individual Release Notes of each component before installing.

## Reporting/Graphing Package Locations on the DVD

The *OpenView Reporter* reporting package can be installed on a Windows server where the Reporter server software is installed according to the individual product's documentation. The *OpenView Performance Manager* graphing package can be installed on a Windows, Solaris, or HP-UX management server.

▶ If at any point you configure Oracle as the database for Reporter data, be sure to use one of the supported versions of the Oracle ODBC driver, which include: 8.1.66 or 8.1.76 or 9.0.13.

Table 6 indicates where you find the program files for installing the packages.

▶ **Non-English Report packages** (reports): For systems running under other language environments, the following SPIs include special packages: (1) MS SQL Server, (2) Oracle, and (3) Exchange.

In the OV_REPORTER directory, you can identify the file language compatibility according to suffix as follows:
_zh_CN (Simple Chinese)
_jp (Japanese)
_ko (Korean)

Please see the table at the end of this document for more information, and install the report package file according to desired language.

**Japanese OVPM packages** (graphs): For systems running in Japanese environments, the following SPIs have included OVPM packages: (1) MS SQL Server (2) Oracle, (3) Sybase, and (4) Informix. In the OV_PM directory, you can identify Japanese packages by the _jp suffix.

**Table 7    OpenView Reporting Package locations**

| Product Name/<br>HP OpenView: | Directory on DVD Relative to:<br>\\*\<DVD drive>*\OV_REPORTER\ |
|---|---|
| Service Navigator Report Package | `ServNav_A.03.65\` |
| SPI for BEA WebLogic Server | `WEBLOGIC_SPI_04.20\` |
| SPI for BEA WebLogic Integration | `WLISPI_01.03\` |
| SPI for Databases | `DB_SPI_10.40\` |
| SPI for IBM DB2 | `DB2_SPI_03.20\` |
| SPI for WebSphere Application Server | `WEBSPHERE_SPI_04.20\` |
| SPI for Microsoft Exchange | `EXCHANGE_SPI_10.00\` |
| SPI for Oracle Application Server | `ORACLEAS_SPI_04.20\` |
| SPI for SAP | `SAPSPI_10.20\` |
| SPI for Storage Area Manager (reporting/<br>graphing and Service Desk integrations) | `OVSAMSPI_03.20.30\` |

> ➤ Please *do not* install the entire depot, but only the components for which you are licensed. Also, be sure to read the individual Release Notes of each component before installing.

**Table 8    OpenView Graphing Package locations**

| Product Name/<br>HP OpenView: | Directory on DVD Relative to:<br>\\*\<DVD drive>*\OV_PM\ |
|---|---|
| SPI for BEA WebLogic Server | `WEBLOGIC_SPI_04.20\` |
| SPI for Databases | `DB_SPI_10.40\` |
| SPI for WebSphere Application Server | `WEBSPHERE_SPI_04.20\` |
| SPI for Oracle Application Server | `ORACLEAS_SPI_04.20\` |
| OV Service_Desk integration | `OVSAMSPI_03.20.30\` |

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**Table 9    HP_UX and Solaris DVD Contents**

| HP-UX | |
|---|---|
| *<mount_point>* | Installation Guide: `SPI_DVD_Install.pdf` |
| **Directory: \OV_DOC** | **\Smart Plug-in Documentation Directories\** |
| | `DB_SPI_10.40` |
| | `DB2_SPI_03.20` |
| | `EXCHANGE_SPI_10.00` |
| | `HPSIMInt_SPI_01.20.000` |
| | `HPSESPI_01.20.000` |
| | `NDAOM_02.10` |
| | `OVSAMSPI_03.20.30` |
| | `ORACLEAS_SPI_04.20` |
| | `PS_SPI_02.60` |
| | `REMEDY_SPI_02.80` |
| | `SAPSPI_10.20` |
| | `ServNav_A.03.65` |
| | `SunMC_03.50` |
| | `TUXEDO_SPI_03.20` |
| | `UNIXOS_SPI_03.50` |
| | `WEBLOGIC_SPI_04.20` |
| | `WEBSPHERE_SPI_04.20` |
| | `WINOSSPI_08.80` |
| | `WLISPI_01.03` |
| **Directory: \OV_Depot** | **Bundled Products/Packages** |
| | `11.0HPUX.sdtape*` |
| | `DB_SPI_10.40**` |
| | `UNIXOSSPI***` |

\*Contains the software bundles and products to install.

\*\*Contains language-specific files for the Database SPI; see Software Support for Non-English Environments on page 52 for more information.

\*\*\*Contains special installation programs for the UNIX OS SPI (but not the Windows OS SPI, which is present in a separate folder, same directory). See the individual product documentation for details.

▶ Please *do not* install the entire depot, but only licensed components. Also, please refer to each Smart Plug-in's Release Notes before installing.

# OpenView Internet Services

The OpenView Internet Services (OVIS) 60-day trial is included with the current release of OpenView Operations (OVO) for UNIX. While OVO and its Smart Plug-ins (SPIs) look at performance/availability from a back-end (or infrastructure) perspective, OVIS investigates those same issues from the front end. Adding OVIS to OVO and the SPIs, IT operators/administrators get the complete picture, relying on OVIS to detect up-front customer experience issues and OVO and the Smart Plug-ins to drill down to the root cause.

For simulating and measuring the end-user experience, OVIS contains programs known as "probes." These probes can be deployed to systems accessing services and applications. Once deployed, probes measure the transaction times occurring through the use of protocols like HTTP, FTP, DNS, WAP, as well as application use efficiency for products like Microsoft Exchange Server and SAP. Using a specified probe, OVIS can evaluate the incoming data and generate an alarm when a violation to a service level objective occurs or when conformance to a service level agreement does not.

➤ OVIS must be installed on a Windows system, but its probes can run on a variety of operating systems: HP-UX, Sun, Linux, and remote Windows systems.

## OVIS Integration

OVIS integration with OVO enables OVIS to send alarms to the OVO console. Integration at this level is basic and requires only that you install the product on a Windows system and a template on the OVO management server. The OVIS integration with Service Navigator enables OVIS to send service alerts that appear in the service map. Please see the *HP OpenView Internet Services User's Guide* for configuring the OVIS integration with OVO and Service Navigator.

# OVIS Installation

► For prerequisites and configuration instructions, print and read the OVIS *Release Notes* and *User's Guide* located on the SPI DVD in:
`\documents\iopsrefleasenotes.pdf`
`\documents\IS_User_Ref_Guide.pdf`
In addition, please see the HP OpenView Web site for updates and other current information at
 **http://www.openview.hp.com/products/ovis/index.html**

## To install OVIS:

1  At a Windows system, insert the SPI DVD in the DVD drive.

2  Follow the instructions as they appear online.
   (Be prepared to reboot your system after installation completes.)

**Table 10    License Requirements**

| HP OpenView Product: | License Number | License Description |
|---|---|---|
| HP OpenView Internet Services | J4512AA | Base license, 5 pack (English) |
|  | J4513AA | Additional 5 pack (English) |
|  | J4515AA | Additional 25 pack (English) |
|  | J4516AA | Additional 250 pack (English) |
|  | J4512AJ | Base license, 5 pack (Japanese) |
|  | J4513AJ | Additional 5 pack (Japanese) |
|  | J4515AJ | Additional 25 pack (Japanese) |
|  | J4516AJ | Additional 250 pack (Japanese) |

# 3 Troubleshooting, Support, Compatibility in Non-English Environments

## Self-Healing Information for Increased Troubleshooting Capabilities

All Smart Plug-ins and the add-on module now have access to improved SPI troubleshooting capabilities. Troubleshooting information can be obtained through two separate methods:

— **Self-Healing Services** software and online support: This client software can be downloaded from the HP Software Support Online web site and is included as part of your support contract. The software and its web-linked capabilities allow you to gather relevant troubleshooting data that you can use to independently investigate the problem or submit to the HP secure web site. This web site contains a wealth of information, potentially leading to a quick solution. The Self-Healing Services client software supports managed nodes running on HP-UX, Solaris, and Windows (check the web site in the section that follows for specific, current operating system support).

— **Self-Healing Info** application: This application can be run on any managed node supported by the Smart Plug-in. When run, the application gathers data that you can send to HP support to diagnose the SPI problem.

### The Self-Healing Services Client Software

The SPIs listed previously integrate easily with HP OpenView Self-Healing Services client software, an added benefit of your support contract. Self-Healing Services speeds up problem resolution by allowing you to quickly open an incident and send the data straight to a secure HP support site, where it is assimilated into an incident and, if you choose, an

incident report. The support site organizes troubleshooting information and makes this information available so that problem resolution can potentially occur faster than was ever before possible.

## Download the Self-Healing Services Software

To prepare to use Self-Healing Services, complete the following steps:

1   Install Self-healing Services on all managed nodes running on supported operating systems (as of November 2004, they are HP-UX, Solaris, and Windows).
    For downloading the software, see HP Openview Software Support Online web site at: http://support.openview.hp.com/self_healing.jsp

2   Install all SPI software and configure the SPI according to the individual SPI documentation.
    (When you finish, you will have pushed out Actions/Monitors/Commands, which includes a file set that allows the SPI to integrate with Self-Healing Services.)

## Register with Self-Healing Services; Restart the Service

After installing/configuring your SPI software and Self-Healing Services software on each managed node, you must register the SPI for its use:

1   At the management server, from the Window menu select **Application Bank**.

2   Open the **Self-Healing** group to display the **Self-Healing Reg** application.

3   From the Window menu select **Node Bank**, locate the node you want, and drag and drop it onto the **Self-Healing Reg** application.
    (*The Smart Plug-in is now registered with Self-Healing Services*).

4   At the OVO management server, from the Window menu select **Message Source Templates** and select the **Self-Healing** template group.

5   Deploy the **Self-Healing Reg** template on each managed node (for nightly registration with Self-Healing Services).

6   At each managed node, restart Self-Healing Services so that the current SPI is detected and integrated with Self-Healing Services.

## Use Self-Healing Services

Whenever you see a problem with the operation of your Smart Plug-in, you can now go to the Self-Healing Services web site and open an incident. To open an incident, you open the Manual Submission page and choose your Smart Plug-in from the drop-down list. Self-Healing Services automatically gathers error-related data for the selected SPI. Please see the Self-Healing Services manuals/online Help for details on its use.

**Figure 1** *You can choose Manual submission to open an incident in Self-Healing Services.*
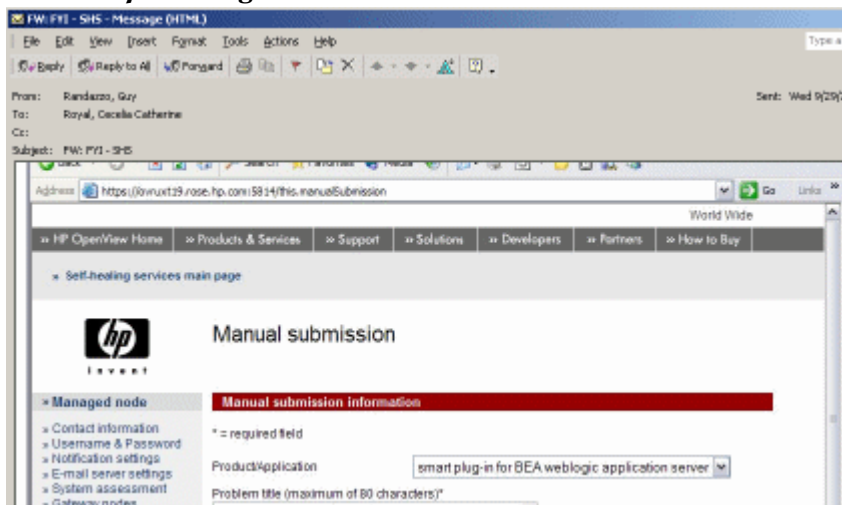


### (As desired) To remove the Self-Healing Services Software:

1   At the management server in a terminal window enter the following to remove the Self-Healing Services application:
    `swremove SPI-SHS-OVO`

2   Change to the `customer` directory by entering:
    `dvd /var/opt/OV/share/databases/OpC/mgd_node/customer`

3   To find and remove all Self-Healing Services programs enter:
    `find . -name "shs*" -exec rm {} \;`

4   At the OVO console from the Window menu choose **Application Bank**.

5   Right-click the **Self-Healing** application group and select **Delete**.

6    To remove the template and template group, from the Window menu
     select **Message Source Templates**.

7    From the groups displayed, select the **Self-Healing** group.

8    In the right pane, highlight the **Self-Healing Reg** template and press the
     **Delete from all...** button.

9    In the left pane, highlight the **Self-Healing** template group and press the
     **Delete from all...** button.

## The Self-Healing Info Application (individual SPI application)

The Self-Healing Info application included with each Smart Plug-in can be
run on the managed node to gather error message-specific and other relevant
data. This data is stored in a compressed file that you can send to HP support
for assistance. Please see the documentation specific to your Smart Plug-in for
the **Self-Healing Info** application location and use.

## Selective Distribution of files

Some Smart Plug-ins have been updated to allow selective distribution of
their files. For these Smart Plug-ins, you can use the configuration file
(seldist) on the OVO management server to specify which nodes/node groups
receive the named SPI files. By using this capability, you can reduce the
number of irrelevant files on nodes unrelated to the SPI.

▶    For details/instructions on Selective Distribution, how it works and how to
     use it, please see the *OpenView Operations Administrator's Reference,*
     Chapter 3, "Enabling Selective Distribution Using the Supplied SPI
     Configuration File."

The Smart Plug-ins that include the Selective Distribution capability are:

    — BEA Tuxedo SPI

    — Database SPI

    — PeopleSoft SPI

    — Remedy SPI

    — SAP SPI

    — WebLogic Integration SPI

— Windows OS SPI

— UNIX OS SPI

# Known Problems and Workarounds

- **Service Navigator/service discovery settings/potential issues:**
  - **Configuration variable:** During the installation of OpenView Operations 8.0, the OPC_SVCM_ADD_WARN_IF_EXISTS config variable is set to FALSE and is expected to remain that way for any smart plug-in service discovery to work as expected.

  - **Service discovery timeout:** Service discovery for any Smart plug-in is dependent on the **OVDEPLOY** utility, which is provided with OVO 8.0. For this utility the service discovery timeout setting is 10 minutes, stated in *milliseconds* as 60000. As a result, discovery fails if the process takes longer than 10 minutes to complete. If your smart plug-in service discovery process takes longer to complete, increase the timeout by running the following command on the management server:
    ```
    ovconfchg -ns depl -set CMD_TIMEOUT <new_value>
    ```
    as in
    ```
    ovconfchg -ns depl -set CMD_TIMEOUT 120000
    ```

    **Note:** You can view the current timeout setting by running the command:
    ```
    ovconfget
    ```

  - **Later Service Navigator installation:** Whenever Service Navigator is installed after a SPI is installed, you must manually execute the script stored in /opt/OV/bin/SPISvcDisc/svcdisc_upload.sh

- **Common Components Remaining After De-installation:**

  Any smart plug-in installation, in addition to installing the SPI, also installs programs common to other SPIs. Such programs are:

  **DSI2DDF** (for data collection purposes)
  **SPI-SVCDISC-OVO** (for service discovery purposes).
  **SPI-SHS-OVO** (Self-Healing Services for troubleshooting SPI problems)

  These programs are not automatically removed whenever you deinstall a smart plug-in because they are common components for all SPIs. However, if you are deinstalling all SPIs and want to remove these components, run the following commands on the management server:

  ```
  swremove DSI2DDF
  swremove SPI-SVCDISC-OVO
  swremove SPI-SHS-OVO
  ```

  (*If any SPI remains, do not remove any of the above components.*)

- **OVO for UNIX Patch 8.13 and Message Interceptor issue:**

  Symptom: In some cases the message interceptor (**opcmsgi**) aborts on matching an incoming alert message.

  Cause: The message interceptor (**opcmsgi**) aborts matching incoming messages when a template condition contains a newly defined variable in its "SET" section (for example, new definition for APPLICATION or TEXT) that has a corresponding variable in its "CONDITION" section.

  However, if the first variable used in any part of the "SET" section is a predefined variable (for example, $MSG_NODE_NAME), the message interceptor works correctly.

  Solution: This problem was introduced with the 8.13 agent patch and will be fixed with the 8.14 agent patch.

- **SPI-specific issues:**

  See the individual product documentation for more information about known problems and workarounds.

# Patches and Fixes in This Version

Please see page 51 for important support information about the latest patches. In addition, see the individual product documentation for more information about specific patches and fixes.

Click on the following links to reach the sites from which the latest patches can be downloaded:

**http://support.openview.hp.com/cpe/patches/**

and

**http://openview.hp.com/sso/ecare/getsupportdoc?docid=OVO-PATCHES**

# Service Discovery for OpenView Agents Installed Later

▶ If you install an OpenView agent later, that is, after you have installed/ configured a managed node, run the command (shown below) to enable integration of the agent and service discovery.

The option may exist to add a node that runs on a new sub-platform enabled by installing an agent patch. Or you may be updating an agent for another reason. In these scenarios, you can enable service discovery to work on that node by running the following command on the management server:

```
swconfig -x reconfigure=true SPI-SVCDISC-OVO
```

# Software Support for Non-English Environments

Smart Plug-ins for OpenView Operations for UNIX have varying internationalization support levels: Some can be installed, configured, and run on various non-English systems where OVO for UNIX is supported, while others run only under English. Please refer to the table that follows for details.

**Table 11    Internationalization and Native Language Support**

| Smart Plug-in | Template / Policy Support | OV Reporter Support |
|---|---|---|
| DB2 | English and various non-English environments where OVO/UNIX is supported | English reports only |
| Exchange | English and various non-English environments (Asian and European locales) where OVO/UNIX is supported.<br><br>Version A.08.01 and higher is internationalized for Japanese, S-Chinese and Korean locales. | Japanese localized reports for Japanese version.<br><br>Reports in English but modified for S-Chinese and Korean systems.<br><br>English reports for English version. |
| HP Storage Essentials | English template only. Run in non-English environments where OVO for Unix is supported. | N/A - no reports |
| HP SIM Integration | English template only. Run in non-English environments where OVO for Unix is supported. | N/A - no reports |

**Table 11    Internationalization and Native Language Support**

| Smart Plug-in | Template / Policy Support | OV Reporter Support |
|---|---|---|
| Informix | English and various non-English environments (Asian and European locales) where OVO/UNIX is supported. | English reports only |
| NDAOM | English and various non-English environments (Asian and European locales where OVO/UNIX is supported) | English reports only |
| Oracle | English and various non-English environments (Asian and European locales where OVO/UNIX is supported). Fully translated Japanese templates, which automatically upload in Japanese environments. | Japanese localized reports for Japanese version. Reports in English but modified for S-Chinese and Korean systems. English reports for English version. |
| Oracle Application Server | English and various non-English environments (Asian and European locales) where OVO/UNIX is supported. | English reports only |
| PeopleSoft | English only environments | N/A - no reports |
| Remedy | English only environments | N/A - no reports |

**Table 11    Internationalization and Native Language Support**

| Smart Plug-in | Template / Policy Support | OV Reporter Support |
|---|---|---|
| MS SQL | English and various non-English environments (Asian and European locales where OVO/UNIX is supported). Fully translated Japanese templates, which automatically upload in Japanese environments. For S-Chinese and Korean, see **Note** directly below. | Japanese localized reports for Japanese version. Reports in English but modified for S-Chinese and Korean systems. English reports for English version. |
| **Note:** For MS SQL SPI in S-Chinese and Korean environments, see the special README.ko_CN, located in the \OV_DEPOT\DB_SPI_10.40\ directory, for instructions on uploading Korean or S-Chinese template files. | | |
| SAP | English and various non-English environments (Asian and European locales where OVO/UNIX is supported). Translated Japanese templates, which automatically upload in Japanese environments. | English reports only |
| Sybase | English and various non-English environments where OVO/UNIX is supported, except for the reports. | English reports only |

**Table 11 Internationalization and Native Language Support**

| Smart Plug-in | Template / Policy Support | OV Reporter Support |
|---|---|---|
| Tuxedo | English and various non-English environments where OVO/UNIX is supported. | N/A - no reports |
| WebLogic Application Server | English and various non-English environments (Asian and European locales) where OVO/UNIX is supported. | English reports only |
| WebSphere Application Server | English and various non-English environments (Asian and European locales) where OVO/UNIX is supported. | English reports only |
| Windows OS | English and various non-English support where OVO/UNIX is supported. Fully translated Japanese templates, which are automatically uploaded in Japanese environments. | N/A - no reports |
| **Note:** Version A.03.01 of the Windows OS-SPI was released in English and localized to Japanese. Version A.08.00 was released in English only. | | |

**Table 11    Internationalization and Native Language Support**

| Smart Plug-in | Template / Policy Support | OV Reporter Support |
|---|---|---|
| UNIX OS & Linux OS | English and various non-English support where OVO/UNIX is supported. Fully translated Japanese templates, which are automatically uploaded in Japanese environments. | N/A - no reports |

## Reporter Requirements/Known Problems for S-Chinese or Korean Systems

**Reporter version requirement:** Reporter 3.5 with patch OVR_00008 or higher Reporter version. Only the patched or newer versions of Reporter are able to gather S-Chinese or Korean data using the OpenView Performance subagent.

**Reporter database requirement:** The Reporter database must have been created on either an S-Chinese or Korean system with the system default set to the locale. When the Reporter database is created on a system with the system locale variable set to S-Chinese or Korean, these settings are detected and the database is automatically set to the correct collating sequence.

**Report display inconsistency:** Not all reports show data in ISO-8601 or an acceptable format according to locale. In some cases a forward slash (/) is used to separate dates, rather than the standard hyphen (-). Also, some report dates are in mm/dd/yyyy format.

➤ If available, you can use Microsoft SQL Server Enterprise Manager to check the locale setting for the Reporter database.

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