

# HP OpenView GlancePlus Pak

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Interoperability Guide

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## Printing History

New editions are complete revisions of the manual. The printing dates are listed below.

Edition 1	4/99	B3701-90003	E0499
Edition 2	10/99	B3701-90008	E1099
Edition 3	07/00	B3701-90015	E0700
Edition 4	12/01	B3701-90024	

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## Conventions

<b>boldface</b>	Words in boldface represent the names of programs and commands.
<code>computer font</code>	Words in computer font represent file names, syntax, directory path names, or text as you should enter it on your workstation or terminal, and text that appears on the screen.
<i>italics</i>	Italics are used to emphasize words, phrases, or characters in the text, or indicate variables in syntax strings.



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# Contents

WHAT IS OVO SPECIAL EDITION? .....	1
HOW DID ITO-SE GET ON MY SYSTEM? .....	2
HOW ITO-SE AND OVO WORK TOGETHER .....	3
Agent Software and Existing Configurations.....	3
Duplicate Messages in the Message Browsers .....	4
DECIDING WHAT YOU NEED .....	5
Install ITO-SE if .....	5
Do not install ITO-SE if ..	5
IF YOU DON'T WANT ITO-SE ON A SYSTEM .....	6
Remove ITO-SE.....	6
Install GlancePlus Pak without ITO-SE.....	6
INSTALLING THE OVO AGENT ON A SYSTEM WHERE ITO-SE IS ALREADY INSTALLED .....	7
Run opactivate when the ITO-SE Version is Higher than the OVO version.....	7
INSTALLING ITO-SE ON A SYSTEM WHERE THE OVO AGENT IS ALREADY INSTALLED .....	9
Uninstall OVO Agent, Leave ITO-SE Operational.....	9
REMOVING ITO-SE AND THE OVO AGENT .....	11



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## What is OVO Special Edition?

IT/O Special Edition (ITO-SE) is a single-system version of OpenView Operations for UNIX (OVO), the enterprise-wide event management solution. ITO-SE enables original equipment manufacturers (OEMs) to customize policy templates for their products. ITO-SE provides seamless integration of pre-configured management capabilities at low or no additional cost.

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### **N O T E**

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**HP OpenView IT/Operations Enterprise Edition (ITO-EE) has been renamed to HP OpenView Operations for UNIX (OVO). HP OpenView VantagePoint Performance Agent (VPPA), formerly MeasureWare Agent, has been renamed to HP OpenView Performance Agent for UNIX (OVPA).**

You can find more information about ITO-SE on the OpenView FAQ page

<http://ovweb3.external.hp.com/ovfaq/>

Select Products: IT/Operations and Version: Special Edition.

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## How Did ITO-SE Get On My System?

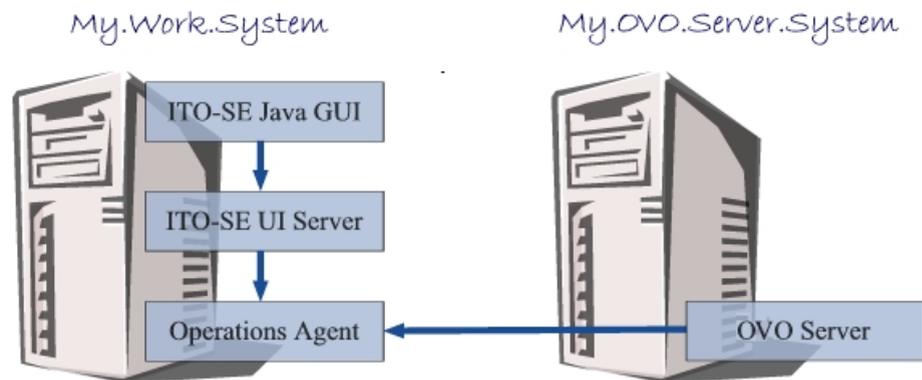
ITO-SE is bundled by HP OpenView's OEM partners with their products. When you install the following products, ITO-SE is installed automatically.

<b>OEM partner</b>	<b>Product that includes ITO-SE</b>
HP OpenView	GlancePlus Pak 2000 (example product numbers: B3699AA_APZ and B3701AA_APZ)
HP OpenView	Database Pak 2000 (example product numbers: B7324AA and B7324AA_APZ)
HP Domain Internet Solutions	HP Domain Commerce and HP Domain Enterprise Servers
HP IASD (Internet Application Server Division)	Netscape's Enterprise Web-server installed from DART (example product number: J3641DA)
Netscape	Messaging Server
HP	most new HP-UX servers come with GlancePlus Pak 2000 pre-installed; ITO-SE is a component of GlancePlus Pak 2000 (example product numbers: B3699AA_APZ_TRY and B3701AA_APZ_TRY)

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## How ITO-SE and OVO Work Together

OpenView Operations is the full version of HP OpenView's Operations for UNIX (OVO). OVO consists of a central server system that can control many managed nodes. ITO-SE is designed to work on only one system. Both products contact the Operations Agent. The figure below shows the interaction between the two products on a system that is running ITO-SE and is also a managed OVO node.



### Agent Software and Existing Configurations

The most recent agent software automatically upgrades the previous version of agent software. For example, if the ITO-SE agent is a newer version than the OVO agent software, the ITO-SE version updates the agent software for OVO.

Also:

- The GlancePlus Pak ITO-SE component and OVO use the same agent software when installed on the same system. However, each application continues to retain separate template and application configuration files.
- ITO-SE is compatible with OVO agent software versions A.05.30 or later.

- The GlancePlus Pak ITO-SE agent software does not support ANSE. If you use the ANSE OVO agent, do not install the ITO-SE component of GlancePlus Pak.

## **Duplicate Messages in the Message Browsers**

OVO and ITO-SE message browsers operate independently. Depending on what message templates are enabled/assigned, it is possible to receive what appear to be the same message in both the OVO and ITO-SE message browsers. When this situation occurs, you need to respond to the duplicate messages separately.

This separate handling is necessary because ITO-SE saves its messages in a local file, while OVO stores its messages in a centralized database. As a result, when a user deletes a message from the ITO-SE message browser, the message is deleted only from the local message file and not from the OVO centralized database.

To avoid message duplication, either disable the associated templates in ITO-SE or un-assign the OVO templates within OVO.

## Deciding What You Need

GlancePlus Pak is a bundle of three HP OpenView products: OpenView Performance Agent, GlancePlus and ITO-SE. When you install GlancePlus Pak, you can choose which of the components you want on your system. Your installation choices depend on if you want to remain with a centrally managed OVO environment, or if you want the addition of locally managed and monitored nodes through ITO-SE.

### Install ITO-SE if ...

- you want to be able to manage systems locally in your organization. (You can still manage centrally, but you like being able to use the ITO-SE user interface to view messages on individual nodes.)

### Do not install ITO-SE if ...

- the OVO management server monitoring the node has an older major release number than the current version of ITO-SE. (The major release number is the second part of the version number — in the version number A.05.30, the major release number is 5.) For example, if the OVO management server version is A.05.30, it is compatible with ITO-SE version A.05.50. But if the OVO management server's version is A.04.00, it is not compatible with ITO-SE A.05.50.
- you currently have a central management model in place, or you want to restrict management to a centralized location. You probably do not want to add ITO-SE to your centrally configured environment.

## If You Don't Want ITO-SE on a System

If you don't want to use ITO-SE on the system and you are sure that this will not affect the functionality of the OEM's product you might be using, follow the instructions in this section to either remove ITO-SE or install GlancePlus Pak without ITO-SE.

### Remove ITO-SE

If you want to remove ITO-SE that has an OVO Agent and you want to retain the OVO Agent, use this command (all on one line):

```
/usr/sbin/swremove OVOPC-SE OVOPC-SE-DOC OVOPC-SE-GUI  
OVOPC-DFLT MeasureWare.OVOPC-INT
```

If you want to remove ITO-SE from a system that is not an OVO monitored node, use this command (all on one line):

```
/usr/sbin/swremove OVOPC-AGT OVOPC-SE OVOPC-SE-DOC  
OVOPC-SE-GUI OVOPC-DFLT MeasureWare.OVOPC-INT
```

### Install GlancePlus Pak without ITO-SE

To install the GlancePlus Pak without ITO-SE using an interactive `swinstall` session:

1. Select the **GlancePlus Pak** product bundle for installation.
2. Choose **Mark for Install** from the Actions menu.
3. Choose **Open Item** on the Actions menu, or double-click GlancePlus Pak bundle to see the products within the bundle.
4. Unmark the **OVOPC-AGT, OVOPC-SE, OVOPC\_SE-GUI, OVOPC-SE-DOC** filesets for installation.
5. Double-click MeasureWare product to see the filesets within the product.
6. Unmark the OVOPC-INT fileset for installation.
7. Proceed by following the standard interactive **swinstall** process by choosing **Install** from the Actions menu.

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## Installing the OVO Agent on a System

### Where ITO-SE is Already Installed

In this situation, ITO-SE is already installed on a system that you want to begin managing from an OVO server. Find your ITO-SE and OVO versions in the table below, then look in the right column for instructions.

ITO-SE agent on the system	OVO agent to be installed	Steps to take
5.50	5.3x	OVO agent will not be installed. You can install both the 5.3x OVO agent and ITO-SE by uninstalling the ITO-SE Agent, installing the 5.3x OVO agent and reinstalling ITO-SE. As an alternative, you can run <b>opcactivate</b> as described below.
	6.0 and later	The 6.0 OVO agent will be installed. ITO-SE is compatible with the 6.0 OVO agent.

### Run **opcactivate** when the ITO-SE Version is Higher than the OVO version

1. Add the ITO-SE agent to the OVONode Bank by selecting Node →Add from the Actions menu of the OVOEnterprise graphical user interface.

2. On the agent, stop all ITO-SE processes, enter:

```
$ OPC_BIN/opcagt -kill
```

3. On the agent, set the management server, enter:

```
$ OPC_BIN/install/opcactivate -mode standalone  
<server_name> -cn \  
iso88591 -cs iso88591 -l C
```

where *<server\_name>* is the fully qualified hostname of the management server.

4. On the management server, execute the following commands:  
    \$ /opt/OV/bin/OpC/opcs -installed <node\_name>  
    \$ /opt/OV/bin/OpC/opchbp -start <node\_name>  
    where <node\_name> is the fully qualified hostname of the agent as entered in step 1.
5. Distribute templates, actions, and commands through the OVO graphical user interface to the agent. See the OVO manuals for information about assigning and distributing templates to an agent.

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## Installing ITO-SE on a System Where the OVO Agent is Already Installed

In this situation, an OVO agent is already installed on a system on which you want to install an OEM product that includes ITO-SE and you want the current OVO setup to remain operational. Find your OVO and ITO-SE versions in the table below, then look in the right column for instructions. By default, ITO-SE will not be installed if there is an OVO agent already installed on the system.

If you want the system to be monitored by both OVO and ITO-SE, create an empty file named `/tmp/install_itose`. This will force ITO-SE to be installed even though an OVO agent is on the system.

OVO Agent on the system	ITO-SE to be installed	Steps to take
5.3x	5.50	ITO-SE is installed if the <code>/tmp/install_itose</code> file exists. The operations agent is updated to version A.05.50.
6.0	5.50	ITO-SE will not be installed. You can install both the OVO agent and ITO-SE by creating the file <code>/tmp/install_itose</code> and installing ITO-SE. You will get errors from the install because the ITO-SE Operations agent is older than the OVO agent. ITO-SE A.05.50 is compatible with the OVO 6.0 agent.

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### NOTE

The agent is temporarily shut down during installation.

## Uninstall OVO Agent, Leave ITO-SE Operational

Use this command on the local machine:

```
/opt/OV/bin/OpC/install/opcactivate -mode local -s
```



## Removing ITO-SE and the OVO Agent

If you don't want to use ITO-SE and you are sure that this will not affect the functionality of the installed OEM product, you can remove ITO-SE and the OVO agent using these steps:

1. Unregister all subproducts:

```
rm /opt/OV/bin/OpC/install/cfg.sesubpr  
touch /opt/OV/bin/OpC/install/cfg.sesubpr
```

2. Use swremove to remove all products:

```
/usr/sbin/swremove OVOPC-AGT OVOPC-SE OVOPC-SE-DOC OVOPC-  
SE-GUI OVOPC-DFLT MeasureWare.OVOPC-INT
```

3. Follow these steps to remove the appropriate templates:

- a. To remove all templates:

```
rm -rf /var/opt/OV/conf/OpC/  
rm -rf /var/opt/OV/bin/OpC/
```

- b. To remove IASD templates only:

```
rm -rf /var/opt/OV/conf/OpC/domain*  
rm -rf /var/opt/OV/bin/OpC/domain*
```

- c. To remove the GlancePak templates:

```
rm -rf /var/opt/OV/conf/OpC/GlancePak/  
rm -rf /var/opt/OV/bin/OpC/GlancePak/
```