
HP OpenView Smart Plug-in for TIBCO

for the HP-UX and Solaris Operating Systems

Release Notes

Software version: A.01.05.00 / 12 December 2005

This document provides an overview of the changes made to HP OpenView Smart Plug-in for TIBCO for the Version A.01.05.00 release. It contains the following important information that is not included in the manuals or in online help:

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In This Version

This release of TIBCO SPI supports the following key features:

- Support for HP OpenView Self-Healing Services
- Support for SEA on OVO 8.x
- Support for Non root user
- Support for Solaris 10.0 on OVO 8.x
- Integration with OV Performance Agent 4.5
- Integration with OV Reporter 3.6
- Support for OVO management server running on Intel Itanium architecture (IA64)
- Support of OVO management server on HP-UX PA-RISC 11.23 PI
- Support for OV Performance Manager 5.0
- Support for NNM 7.5.

Documentation Updates

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

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

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

http://ovweb.external.hp.com/lpe/doc_serv/

- 1 In the Product list, click the product name.
- 2 In the Version list, click the version number.
- 3 In the OS list, click the OS type.
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NOTE: To view files in PDF format (*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL:

<http://www.adobe.com>

Installation Notes

For system requirements and instructions for installing TIBCO SPI, refer to the section “Install and Configure the TIBCO SPI” in the User's Guide for *HP OpenView Smart Plug-in for TIBCO* provided in Adobe Acrobat (.pdf) format.

Software and Hardware Requirements

For Software and Hardware requirements, as well as instructions for installing TIBCO SPI, refer to the section “Install and Configure the TIBCO SPI” in the User's Guide for *HP OpenView Smart Plug-in for TIBCO* provided in Adobe Acrobat (.pdf) format.

NOTE: There is no certified migration path for migrating to this release from a previous release. The suggested migration path is as listed below:

- Save and/or note any customizations made to the previous TIBCO SPI installation.
- Uninstall the TIBCO SPI. Instructions for uninstalling TIBCO SPI are described in the section Install and Configure the TIBCO SPI in the User's Guide for HP OpenView Smart Plug-in for TIBCO provided in Adobe Acrobat (.pdf) format.
- Install the new version of the SPI.
- Apply any previous customizations to the new installation.

Enhancements and Fixes

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

QXCR1000239249: The EMA agent monitoring feature does not work.

PROBLEM: Monitoring the EMA agent Windows service is not possible as the files required for the same are not copied during installation.

Warnings are generated during installation and uninstallation of the SPI. Also during installation some files not copied to the appropriate destinations and after uninstallation all files are not removed.

CAUSE: Errors in filenames in the file lists used by the install scripts.

FIX: Monitoring the EMA agent Windows service is not possible because TIBCO EMA 2.0 no longer runs as a Windows service, which is prerequisite for this feature to work. However the other problems are fixed.

Known Problems, Limitations, and Workarounds

SPI for TIBCO

- The URL pattern for accessing a root Managed Object (MO) in TIBCO EMA 2.0 and 2.1 is changed.

For EMA 1.0, the root MO WSDL URL was:

http://<host>:8888/?wsdl:objid=tibemi://www.tibco.com/emi/2003/12/mo/identity/Root

For EMA 2.0 and 2.1, the Root MO WSDL URL is:

<http://<host>:8888/?wsdl:objid=tibema://www.tibco.com/ema/2005/01/mo/identity/Root>

- Host MO corresponding to an RVD MO is not discovered in the following situation:

You have an RVD process running on a host where no Hawk Agent is running. If RVDs are discovered by Hawk sniffer, only RVD MOs are be created, but there will be no Host MOs corresponding to the machines where the RVDs are running as there is no Hawk Agent running on those machines. As a result the following historical reports will not be available for those specific RVDs:

- TIBCO RVD Retransmissions & Network Interface Errors
- TIBCO RVD & Network Interface Send Rates
- TIBCO RVD & Network Interface Receive Rates

- During failover, the backup TIBCO EMA discovers the managed resources that were already discovered by the primary TIBCO EMA. If new managed resources are introduced in the TIBCO environment after the failover, those resources will not be discovered by the backup EMA. This is due to a limitation in TIBCO EMA 2.0.

If new managed resources are introduced in the TIBCO environment after a failover, the primary and backup TIBCO EMA instances must be restarted. The message browser displays a message during a failover.

- When the log level is set to FINE for frontend tracing, in the `/var/opt/OV/conf/tib/Frontend.properties` file, the frontend trace files `/var/opt/OV/log/tib/frontend.trace.*` might not be viewable in some editors such as vi, due to certain trace messages being too long.
- The datacollector collects data for one template at a time. The Frontend Subagent does not support data collections from multiple templates simultaneously. You can have only one monitor template to collect data. The SPI ships with the TIBSPI-Collect-Mon-V1 template in the TIBSPI-Metrics-V1 template group. This template calls the `tib-collect-data` script. Only one monitor template can call the `tib-collect-data` script. If it is called by more than one monitor templates, there is a possibility of data not being collected at every interval.
- When TIBCO SPI is running as a Non root user and performance agent is OVPA (OV Performance Agent), then data collection is supported only with OVPA 4.5, data collection is not supported with earlier versions of OVPA.
- Configuration GUI – By default, you cannot use Asian (Japanese, Chinese, Korean) language characters in the configuration Graphical User Interface (GUI). Since the configuration GUI is a Java-based, you can modify the `JAVA_HOME` variable in the `/var/opt/OV/bin/OpC/cmds/tib_config` script on the OVO server system to use a Java Virtual Machine (JVM) on the system that is configured to display Asian characters.
- HP Java console and Service Navigator – To display Japanese characters when using Windows, you must install Japanese fonts and set the Windows default language as Japanese.
- The default directory for the templates in the TIBSPI-WIN-HAWK-Agent-V1 template group is incorrectly listed as `c:\tibco\hawk\Logs\`. The correct default directory is `c:\tibco\hawk\Log\`. If you have installed TIBCO Hawk in the default directory on Windows, modify the log file location in the templates to `c:\tibco\hawk\Log\`. If you have installed TIBCO Hawk in a different directory on Windows, modify the log file location in the templates to identify the directory in which you installed Hawk.

- During uninstallation of the TIBCO SPI on OVO 8.0, OpenView commands, monitors, and actions are not completely uninstalled. To completely uninstall the TIBCO SPI, you must manually remove the files listed below. Few Sample `rm` commands are listed below. The locations are different for HP-UX and Solaris.

For HP-UX, you must perform an action equivalent to the following:

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/
customer/hp/pa-risc/hpux1100/cmds
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/
customer/hp/pa-risc/hpux1100/actions
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/
customer/hp/pa-risc/hpux1100/monitor
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/
hp/pa-risc/hpux1100/cmds
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/
hp/pa-risc/hpux1100/actions
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/
hp/pa-risc/hpux1100/monitor
```

For Solaris, you must perform an action equivalent to the following:

```
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/
customer/sun/sparc/solaris7/cmds
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/
customer/sun/sparc/solaris7/actions
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/
customer/sun/sparc/solaris7/monitor
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/
sun/sparc/solaris7/cmds
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/
sun/sparc/solaris7/actions
rm tib* at /var/opt/OV/share/databases/OpC/mgd_node/customer/
sun/sparc/solaris7/monitor
```

- If you are using OVO 8.x, to trouble shoot ECS correlation problems, refer to the section, "ECS Correlation Problems" in the *HP OpenView Smart Plug-in for TIBCO User's Guide*.

Service Effect Analysis Component

- The tag or property representing the type and ID of Objects to be populated as Managed Objects from the TIBCO SPI service map has changed from `objType` to `ObjectType` and from `objID` to `ObjectID`.
- When multiple subscribers are subscribed to events that impact multiple Managed Objects (MOs), some of the subscribers will not consistently receive the notifications as expected. A resolution for this issue is being investigated.
- SEA will not function properly if the default port used by the SEA component is already in use. In this situation, check for the port number using the SEA config tool (in the TIBCO SPI application bank). Select `<OVSBA_CONFIGURATION>` (Usually 4444, by default). Check if another process is using the port:

```
netstat -na | grep <port number>
```

If the port number is displayed in the output, it indicates that the port is being used. Change the port number and restart SEA.

- To troubleshoot ECS correlation problems as a first step make sure that all the ECS services and the service engines are running:

```
opcsv -status
```

Verify that the ECS correlation manager and service engine are running. If they are not, restart OpenView Services:

```
opcsv -stop and opcsv -start.
```

Verified Environments

The verified environments are:

Products	Platforms
OVO UNIX 7.10	HP-UX 11.x, Sun Solaris 2.8/5.8/8.0/9.0
OVO UNIX 8.x	HP-UX 11.x, HP-UX 11.23 PI, Sun Solaris 2.8/5.8/8.0/9.0/10.0

Integration with Other OpenView Solutions

TIBCO SPI integrates with the following:

OpenView Product Integrations

Products	Platforms
OVPA 4.5	for windows 2K/NT and HP-UX
CODA component of OVO 7.1 or OVO 8.x	for HP-UX and Solaris.
OV Reporter 3.x	for windows 2K/NT
OV Performance Manager	for windows 2K/NT
Correlation Composer 3.2, 3.30, 3.31, 3.32	for HP-UX 11.x, Solaris 2.8/5.8/8.0/9.0/10.0
Java Console A.07.00	for Windows 2K/NT
NNM 6.4.1, 7.01 and, 7.50	for HP-UX 11.x, Solaris 2.8/5.8/8.0/9.0/10.0

Support

Please visit the HP OpenView support web site at:

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

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

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

<http://www.managementsoftware.hp.com/passport-registration.html>

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