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# HP Operations Smart Plug-in for BEA WebLogic Application Server

for HP Operations Manager for UNIX®

## Release Notes

Software version: 6.00 / October 2008

This document provides an overview of the changes made to HP Operations Smart Plug-in for BEA WebLogic Server (WLSSPI) for the release 6.00. It contains important information not included in the manuals or online help.

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## In This Version

HP Operations Smart Plug-in for BEA WebLogic Application Server for HP Operations Manager for Unix contains feature enhancements and other changes.

## Additional platform support

HP Operations Smart Plug-in for BEA WebLogic Application Server for HP Operations Manager for Unix provides additional support to the following platforms:

- Support for Veritas Cluster
- WebLogic 10

For more information about customer-related enhancements and software fixes, see [Enhancements and Fixes](#).

## 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://h20230.www2.hp.com/selfsolve/manuals>**

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**<http://h20229.www2.hp.com/passport-registration.html>**

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

**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 web site:

**<http://www.adobe.com/>**

## Installation Notes

Installation requirements, as well as instructions for installing WLSSPI, are documented in the *Installation Guide for HP Operations Smart Plug-in for BEA WebLogic Application Server* provided in Adobe Acrobat (.pdf) format. The document file is included on the product's CD or DVD media in the documentation directory.

## Software and Hardware Requirements

Before installing HP Operations Smart Plug-in for WebLogic Application Server, make sure that your system meets the following minimum requirements:

- Software
  - HP Operations for UNIX: 8.28, 8.29, 8.30
  - WebLogic Application Server 7.0: HP-UX 11.11, HP Tru64 5.1B, 5.2, Solaris 8, 9, 10, Windows 2000, 2003 IA64
  - WebLogic Application Server 8.1 sp1+: HP-UX 11.11, 11.23, 11.23 IA64, HP Tru64 5.1B, 5.2, Solaris 8, 9, 10, Windows 2000, 2003 IA64, Red Hat Enterprise Linux AS/ES 4.0 (32 bit), SuSe Linux ES 9.0 (32 bit), AIX 5.2, 5.3
  - WebLogic Application Server 9.x: HP-UX 11.11, 11.23, 11.23 IA64, HP Tru64 5.1B, 5.2, Solaris 8, 9, 10, Windows 2000, 2003 IA64, Red Hat Enterprise Linux AS/ES 4.0 (32 bit), 4.0 (64 bit), SuSe Linux ES 9.0 (32 bit), AIX 5.2, 5.3
  - WebLogic Application Server 10: HPUX 11.31 IA64, 11.23 IA64, HP Tru64 5.1B, 5.2, Solaris 8, 9, 10, Windows 2003 IA64, Red Hat Enterprise Linux AS/ES 4.0 (32 bit), 4.0 (64 bit), SuSe Linux ES 9.0 (32 bit), AIX 5.2, 5.3
  - HP Performance Agent (UNIX or Windows): 4.70
  - HP Reporter: 3.80
  - HP Performance Insight: 5.0, 5.1
  - HP Performance Manager (HP-UX, Solaris, Windows): 8.10
  - Service Navigator is not required to run the WLSSPI. However, if you want to view service maps, Service Navigator must be installed.
  - Find and replace each of the old SPI\_DiscClient.pl with the hotfix located in:  
/var/opt/OV/share/databases/OpC/mgd\_node/customer/<OS>/<Arch>/<OS\_Flavor>/cmd  
s

For example:

```
/var/opt/OV/share/databases/OpC/mgd_node/customer/linux/x86/linux24/cmds/SPI_DiscClient.pl
```

## Installation Problems

- If you are running or planning to run a non-root HTTPS agent on a UNIX managed node (HPOM 8.x only), you must install the OS-dependent Sudo software package on that UNIX managed node. Sudo is free software available from <http://www.sudo.ws>. The OS-dependent software packages are available at the bottom of the download page (<http://www.sudo.ws/sudo/download.html>).

## Enhancements and Fixes

To display details about each software enhancement or fix, click the reference number link to go to the HP Software Online Support web site. The first time you click a link, you must enter your HP passport information. To set up your passport profile, go to:

<http://h20229.www2.hp.com/passport-registration.html>

### Fixes

[QXCR1000851193](#): WebLogic SPI 4.20 install script error

[QXCR1000836121](#): Required change in formula for formula WLSSPI\_005

[QXCR1000451552](#): BEA-080003 error message at the Bea server logfile

## Known Problems, Limitations, and Workarounds

- **Problem:** In a non-English environment, the message browser does not display error messages correctly.  
**Workaround:** Change the character set of the WLSSPI Error Log template and redeploy the template. For example, change the character set from “Shift-JIS” to “Japanese EUC.”
- **Problem:** When multiple managed nodes are selected when running the Discover WebLogic or Configure WebLogic applications, or if the Discover WebLogic and Configure WebLogic applications are run at the same time, the SPI may report errors for one or more selected managed nodes because the SPI configuration file (SiteConfig) for one or more managed nodes has been misplaced.  
**Workaround:** Run the Configure WebLogic application for each managed node that is reporting errors (run the application on each managed node one at a time).
- **Problem:** The perl installed with the HPOM agent fails to find the HPOM perl modules if another application (such as Oracle Application Server) sets the PERL5LIB environment variable to point at locations that do not include the HPOM perl lib location.  
**Workaround 1:** Set the PERL5LIB system environment variable:
  - 1 Prepend C:\Program Files\HP OpenView\nonOV\perl\a\lib (the HPOM perl lib path) to the PERL5LIB system environment variable.
  - 2 Kill the HPOM agent: `opcagt -kill`
  - 3 Restart the HPOM agent: `opcagt -start`

- 4 Check the HPOM environment: `ovdeploy -cmd set`
- 5 If the `PERL5LIB` variable is not set correctly in the HPOM environment but the system variable is set correctly, reboot the system.

**Workaround 2:**

- 1 Delete the `PERL5LIB` system environment variable.
- 2 Reboot the system.
- 3 Run the Discover application.

**Workaround 3:** Run the discover script on the target node. Enter the following:

- 1 `cd /var/opt/OV/bin/instrumentation`
- 2 `wasspi_wls_perl -S wasspi_wls_discovery.pl`

**NOTE:** The service map is not generated when the discover script is run locally (is not run from the HPOM management server).

- **Problem:** The `wls.log` file grows very large.

**Workaround:** Limit the size of the data saved to the log file each time the logfile encapsulator is run. In the `SPIConfig` file (located in `/var/opt/OV/wasspi/wls/conf/` or `/var/opt/OV/conf/wls/` on UNIX platforms and `/usr/OV/wasspi/wls/conf/` on Windows platforms), add the following:

```
# maximum number of lines to save to the log file / run
LOG_LINE_LIMIT=16667
# maximum number of characters to save from each log file / run
LOG_SIZE_PER_FILE_LIMIT=600000
```

- **Problem:** On managed nodes using the DCE agent, the `/var/opt/OV/wasspi` directory and `SiteConfig` file are not created when running the SPI Discovery or Configuration applications. The problem may be that the component `opctrnm` may be hung.

**Workaround:** On the management server, run the following commands:

```
ovstop ovoacomm
rm -f /var/opt/OV/share/tmp/OpC/mgmt_sv/magmgr*
ovstart opc
```

- **Problem:** When the WebLogic Server is started, multiple `WLSSPI-0011.1: % of execute threads used (<VALUE>%)` too high messages are displayed in the message browser.

**Workaround:** These messages can be safely ignored when the WebLogic Server is being started.

- **Problem:** On a Solaris managed node, the `ddflog` and `dsilog` processes hang. The error message `WASSPI-1: Unable to create the lock file /var/opt/OV/wasspi/wls/datalog/ddflog.lck. File already exists.` is reported and running the command `ps -l` shows that the `ddflog_coda` and `ddflog` or `dsilog` processes are hung.

**Workaround:** On each Solaris managed node on which the problem occurs, do the following:

- 1 In the `/var/opt/OV/wasspi/wls/conf/SPIConfig` file, set the `DATA_LOGGING_EXECUTABLE_NAME` property after the “#----- Dynamic definitions -----“ entry. `DATA_LOGGING_EXECUTABLE_NAME` explicitly sets the data logging program that is used (normally, the collector automatically determines the data logging program to use).

If you are running OVPA, set the property to the following value:

```
DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
```

If you are running CODA, set the property to the following value:

```
DATA_LOGGING_EXECUTABLE_NAME=/opt/OV/bin/OpC/monitor/ddflog_coda
```

- 2 Kill the hung `ddflog_coda` and `ddflog` or `dsilog` processes.

Example excerpt from the SPIConfig file after setting the property:

```
UDM_GRAPH_CAPACITY=50000
UDM_PERF_CAPACITY=50000
#----- Dynamic definitions -----
DATA_LOGGING_ENABLED=TRUE
DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
```

- **Problem:** The "View Graphs" application does not work.

**Workaround:** On the OVPM Windows system, copy the file:

```
\Program Files\HP Openview\newconfig\WLSPI_Graphs.txt
```

to:

```
\Program Files\HP Openview\newconfig\VPI_GraphsWLSPI.txt
```

- **Problem:** On Linux nodes, the "Configure SPI" or "Discovery" application can fail without configuring the SPI on the managed Linux node. This happens because some of the configuration processes require `uudecode` to be present on the local node.

**Workaround:** Ensure that `uudecode` is installed on the target managed node. It is available in the `SHARUTILS` package.

- **Problem:** The "Start WebLogic" and "Stop WebLogic" applications fail on Windows nodes if the `USER` or `SERVER<n>_USER` configuration property is set. The application is trying to run the "su" command, which is only available on UNIX.

**Workaround:** Do not set the `USER` or `SERVER<n>_USER` property when configuring the `SERVER<n>_START_CMD` or `SERVER<n>_STOP_CMD` properties for Windows nodes.

- **Problem:** The SPI's configuration log `.../wls/log/config.log` on a managed node grows without being managed for size. This file is appended to whenever the SPI's configuration is run, either manually or when the discovery process finds a change that requires configure to run (such as a WebLogic server being added or removed). Unless there are frequent changes to the environment requiring reconfiguration, this should not be a problem.

**Workaround:** Manually delete the file if it gets too large.

- **Problem:** The Web browser cannot be launched from an operator action after you have correctly configured the WLS SPI as instructed in the "Configure the Management Server to Launch your Web Browser" task in chapter 2 of the *HP Operations Smart Plug-in for BEA WebLogic Server Configuration Guide*.

**Workaround:**

- 1 Stop and restart the agent from a user other than `root` by entering the following commands on the managed node:

```
opcagt -kill
opcagt -start
```

- 2 Run the operator action.

- **Problem:** Netscape fails to refresh graphing data. Specifically, when you use Netscape as the browser to graph your data (graphing capability included with Reporter 3.0 or higher), the browser fails to refresh when new selections are made.

For example, in the HPOM console after you drag and drop a managed node onto the WLSPI Admin application *View Graphs*, Netscape appears and displays a blank WLS SPI graphing page where you can accept or change the following default selections:

Server: *MyServer\_1*  
Graph Name: *Serverstat*  
Data Range: *7 Days* (ending now)

By clicking Draw, you successfully generate the graph.

However, when you select a different server, let's say *MyServer\_2*, you see that the graph that appears after you click the Draw button is the same graph/data as the one you just viewed (for *MyServer\_1*).

### **Workaround:**

- 1 In Netscape from the Edit menu select **Preferences→Advanced→Cache**.
  - 2 In the segment labeled Document in cache is compared to document on network, select radio button **Never**.
  - 3 After successfully generating the first WLS SPI graph, for any subsequent graphs, always change a minimum of two selections to refresh the data; for example select a different server and a different graph; or select a different graph and a different date range. Any two differing selections work to clear the current graph data from the browser cache.
  - 4 **Note:** The underlined text Refresh Graph Now at the bottom of the Web page does not work; when clicked, it may return the error: the parameter is incorrect.
- **Problem:** For a managed node running Red Hat Linux 4 or Suse Linux 9.1 or 9.2, discovery and/or metric threshold monitor alarming is not functioning AND the following error message is found in the SPI error log:

```
*** glibc detected *** double free or corruption: 0x0937d008 ***
```

**Workaround:** On the HPOM agent, set the `MALLOC_CHECK_` environment variable to 0 (zero) and restart the agent.

## Documentation Errata

The support for DCE agent is dropped for WLS SPI. Ignore any information on the DCE agent present in the manuals or online help.

## Support

You can visit the HP Software support web site at:

**[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)**

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

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- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
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- Review information about available services

- Enter into discussions with other software customers
- Research and register for software training

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://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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