

The HP OpenView logo features the text "HP OPENVIEW" in a white, serif font against a dark blue background with a subtle globe pattern.The "Internet Services" title is enclosed in a white rounded rectangle with a thin black border.**Release Notes, version A.04.50****Part Number****J4510-88002**

This document, which supplements online Help and other product information, contains important facts about hp OpenView internet services (OVIS).

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Announcements

HP OpenView Internet Services is copyrighted and licensed by Hewlett-Packard Company. Please refer to the licensing agreements on the installation media.

Future Releases:

- Windows NT 4.0 support for the OVIS Management Server and probes will end with the next release of OVIS.
- Probe support for Linux Red Hat 7.0 and HP-UX 11.20 will end with the next release of OVIS.

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What's New in OVIS 4.5

The following are new features in OVIS 4.5:

- **New/Updated Product Integration:**
 - NEW! Integration with OpenView Transaction Analyzer (OVTA) brings data into OVIS allowing you to see real user response time and transaction volumes on your web site, and to set service objectives and alarm on them. More extensive detailed monitoring is available by launching the OVTA Console from the OVIS Dashboard.
 - Updated NNM integration to reflect new probes.
- **New Scheduled Downtime Feature:**
 - New interface with greatly expanded flexibility... Scheduled downtime is allowed for individual customers, service groups, and service targets.
 - Disable target function added so you don't have to set up a 24-hour downtime definition to disable a particular target.
- **New Probes:**
 - ODBC probe. Allows a simple SELECT SQL inquiry on any database with an ODBC link from the probe box. Probe only runs on Windows!
 - Mail round-trip probe.
 - SAP probe.
 - Short Message System (SMS) probe. Probe only runs on Windows!
- **Updated/Enhanced Probes:**
 - Updated Streaming media probe. Now supports RealOne and Windows Media (NT only)
 - DHCP probe now has option to use MAC address and retries.
 - Ability to run a script to check availability against HTML in HTTP_TRANS probe.
 - Lightweight HTTP_TRANS probe enhanced to allow script input.
 - Heavyweight HTTP_TRANS probe enhanced to allow script execution to do customized HTML checking and determine availability. Enhancements have also been added to expand the ability to record web transactions. Special attention has been given to provide information in the ERROR_INFO parameter to add which step the transaction failed on as well as the failure code. A "Capture Window on Error (IE)" setting allows you to configure a screen dump to be created on the probe system when an error occurs in the transaction.
 - The ability to configure a probe to use a dialup connection for probing AND to return data to

the management server via that same dialup connection.

- Probe deployment:
 - Silent NT remote probe installation is supported. This includes the ability to install probes on a different drive and directory path.
- Enhanced Dashboard:
 - New "Status" button showing information similar to Configuration Manager "Status". Makes this available to a broader audience via dashboard.
 - Drop-down probe type choices are restricted to just those probes that have been configured.
- Enhancements in Troubleshooting and Recovery:
 - OVIS measurement server now handles the loss of a database connection and recovers when the connection is available again.
 - New error information variable ERROR_INFO for all probes in the Service Objectives Alarm Message. Try this out for quicker operator resolution of problems that OVIS alarms to OVO or NNM!
 - New capability to configure a screen dump on IE-mode HTTP_TRANS transaction errors (see File/Configure in the Web Recorder, and look for the "Capture Window on Error (IE)" setting.
- Enhanced Configuration
 - Ability to prioritize which probes run and in what order.
 - Ability to configure (serialize) the execution of probes on different networks.
 - Ability to turn off probe restart when configuration is saved in Configuration Manager.
 - Disable target function added so you don't have to set up a 24-hour downtime definition to disable a particular target.
- Enhanced Security
 - Install and upgrade uses Microsoft SQL Server 2000 Desktop Engine, Service Pack 3 (MSDE SP3) as the default for the Reporter database instance.
 - Install and upgrade program prompts for an MSDE System Administrator password if none exists.
 - Password encryption in the Web Recorder transactions.
 - New dialog for Restricted Views display and configuration.
- New Licensing Mechanism...
 - New licensing mechanism enhanced to monitor of your purchased licenses and configured targets, and warn you when you need to add new licenses. This new facility requires you to contact Hewlett-Packard according to a letter your company will receive before the software arrives. It will tell you what steps to take to enable this new licensing. The software will become a sixty-day trial upon installation or update and these steps must be completed to enable it permanently.
- Updates to supported platforms:
 - Probes supported on Microsoft XP Server, Solaris 9, and Linux Red Hat 7.1 and 7.2.
 - Oracle 9.2.0 support.
 - See the Supported Platforms section of these release notes for more details.

- Various Bug Fixes
- The OVIS documentation set (including the User's Reference Guide, Database Configuration Guide and Release Notes) is now available online from the OVIS Configuration Manager Help menu or Help icon.

What's New in the OVIS - NNM Integration

- Added new probe integrations for SMS, SAP, ODBC, and Mail RoundTrip probes.

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Security Alert - Before you Install OVIS 4.5

Microsoft has identified a worm virus called "Sapphire" or "Slammer", targeting systems running either Microsoft SQL Server 2000 or MSDE 2000 machines that have not been updated with security patches. This worm does not appear to attack the data of infected systems but causes a dramatic increase in network traffic. For more information on the "Slammer" worm, please visit <http://www.microsoft.com/technet/security/virus/alerts/slammer.asp>.

As of Feb 10, 2003, Microsoft advises: "ISV customers who have MSDE 2000 are strongly encouraged to update their applications to use [Microsoft SQL Desktop Edition Service Pack 3 \(SP3\)](#). SP3 incorporates all security updates for issues identified by Microsoft during a security review. We strongly encourage every ISV to ensure that their applications will work with MSDE 2000 SP3."

NEW INSTALLATIONS: In accordance with this advice and for maximum security, new installations of OVIS version 4.5 install MSDE 2000 SP3 as its default "OVOPS" database instance for its Reporter database.

PATH WITH "." CAUSES INSTALL FAILURE: As of February 12, 2003, we have discovered and reported to Microsoft that an MSDE Service Pack 3 installation will fail if the installation path name has a "." (period) in it (for example, "Program Files/HP Openview.system1"). DO NOT install OVIS 4.5 or MSDE Service Pack 3 on an OVIS system that has a "." in the installation path name AND uses the default MSDE data base. Call your support representative if you require assistance with this issue.

UPGRADES: For upgrades to OVIS 4.5, the installation will search for any MSDE instance with "OVOPS" in its Server name. If found, the installer checks the Service Pack version and halts with an error if the OVOPS instance is not upgraded to Service Pack 3. You are advised to download SP3 from Microsoft and upgrade the OpenView instance before continuing the installation. Specific OpenView application instructions for installing SP3 may be found by searching the Knowledge Base in the Support section of the OpenView website <http://support.openview.hp.com> for Document ID (OV-EN010847).

ORPHANED “OVOPS” INSTANCE: When you switch from the default "OVOPS" instance of the Reporter database to either Oracle or MS SQL Server 2000, the normal procedure leaves the default “OVOPS” instance in place. This allows the flexibility of switching the database back to that instance via a simple ODBC configuration if needed. This instance, though not in use by OVIS, is vulnerable to the “Slammer” worm. The OVIS 4.5 installation will still halt with an error message if it encounters this situation. To resolve this situation and be able to upgrade to OVIS 4.5, you may either:

- Delete the instance. This is the preferable option if you know the instance is not in use by OVIS or another product such as Reporter or Operations for Windows (OVO). It also prevents future vulnerabilities this instance may have. The procedure for this is to:
 1. Copy the **repair.vbs** file from the OVIS media CD under `\Support\Support Tools` to a local empty folder on the system.
 2. Open a command prompt to the location where the file was copied and enter the following command line:

```
cscript repair.vbs -remove //T:999
```
 3. This starts up a menu where you can select/un-select components for removal.
 4. Click the **Un-select all** button and then select only the "Microsoft SQL Server Desktop Engine" checkbox.
 5. Click the **Remove Components** button and wait for the uninstall to complete.
 6. Click the **Exit** button to terminate the script.

WARNING: If the Delete Instance procedure above does not successfully complete for any reason, there is an additional procedure on the CD in the `Support\Support Tools` directory. This procedure should only be used as a last resort. It is recommended to contact a support representative before using it.

- Update the instance to MSDE Service Pack 3. Instructions are contained on the Microsoft and HP OpenView web sites as mentioned above.

If you have chosen to switch from the default MSDE 2000 database to SQL 2000, it is your responsibility to check that the Microsoft SQL Server 2000 Service Pack version is updated for the appropriate security level. The OVIS 4.5 installation does not check for this.

NOTE: The OpenView Reporter and Operations for Windows products share the same Reporter database with OVIS if the servers are installed on the same system. Thus a new installation of OVIS installed on a system with a Reporter or Operations for Windows MSDE 2000 “OVOPS” instance will invoke the same checks as the “upgrade” case described above.

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Other Update Considerations

WARNING: DO NOT use a “.” in the installation path name when installing OVIS 4.5 and using the default

MSDE data base. See the PATH WITH "." CAUSES INSTALL FAILURE topic in the previous section for more details.

- You must update from the 4.0 version of Internet Services.
- If you've changed the logon account for the "HP Internet Services" service from the Local System account to a user account, be aware that during the OVIS 4.5 update, the logon account is changed back to "Local System" account.
After the upgrade is completed, in order to reset the log-on account to the previous setting see **Start > Settings > Control Panel > Administrative Tools > Services**. Right-click Internet Services in the list of services and select **Properties**. Then select the **Log On** tab and check "This account" and browse to change back the log-on user account.
- If you are running hp OpenView Reporter on the same system as the OVIS management server, you must upgrade to Reporter version A.3.01.
- If you have installed the IS_00002 patch for OVIS 4.0, you should remove it using the Add/Remove Programs function in the control panel. If you forget to remove it before updating to OVIS 4.5, it may still be removed afterward. The IS_00002 patch applies only to the OVIS 4.0 release and is not used for OVIS 4.5.
- For Remote Probes: After you have installed or updated the probe software on all remote systems, you must "Save Configuration" in the OVIS Configuration Manager in order to collect data on those remote probe systems.
- Please refer to the Known Problems and Workarounds section of the Release Notes for additional information that may pertain to your installation.

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Integrating with Other OpenView Products

OVIS integrates with the following OpenView products and versions:

- hp OpenView Reporter A.3.01+ any patches
- hp OpenView Service Information Portal 3.1
- hp OpenView Performance Manager A.04.02 and OVPM A.04.04 patch
- hp OpenView MeasureWare Agent for Windows NT/2000 C.02.65
- hp OpenView Performance Agent 3.x/ARM and OVPA 4.0/ARM
- hp OpenView Operations for HP-UX 6.x and 7.x
- hp OpenView Operations for Solaris 6.x and 7.x
- hp OpenView Operations for Windows 6.x and 7.x
- hp OpenView Network Node Manager 6.2, 6.3.1, 6.4 Windows NT (support for NNM Windows NT integration will be dropped next release)

- hp OpenView Network Node Manager 6.2, 6.3.1, 6.4 Windows 2000
- hp OpenView Network Node Manager 6.2, 6.3.1, 6.4 HP-UX (not supported on HP-UX 10.20)
- hp OpenView Network Node Manager 6.2, 6.3.1, 6.4 Solaris
- hp OpenView Web Transaction Observer A.03.00
- hp OpenView Transaction Analyzer 1.1 English only

OVIS includes the following embedded components:

- Reporting component version A.03.42
- Graphing component version A.04.04

Check the OpenView web site (www.openview.hp.com) for current information on compatibility of OVIS with new releases of other OpenView products.

OVIS Supported Platforms

OVIS Management Server is supported on the following platforms:

- Windows NT 4.0 Workstation/Server with Service Pack 6A (Windows NT support will be dropped next release)
- Windows 2000 Professional/Server/Advanced with Service Pack 2, Service Pack 3
- Windows 2000 Datacenter Server is supported, however advanced features of Datacenter Server such as cluster/failover are not supported

OVIS Windows probes are supported on the following platforms:

- Windows NT 4.0 Workstation/Server with Service Pack 6A (Windows NT support will be dropped next release)
- Windows 2000 Professional/Server/Advanced with Service Pack 2, Service Pack 3
- Windows XP Professional with Service Pack 1

OVIS UNIX probes are supported on the following platforms:

Note that these probes are not available on UNIX: Streaming Media, XSLAM CiscoWorks, SMS, ODBC and Web App OVTA integration.

- HP-UX 11.0, 11.11, 11.22 (Itanium)
- Solaris 2.7, 2.8, 9
- Linux Red Hat 7.0, 7.1, 7.2

The following databases are supported:

- Microsoft SQL Server 2000 Desktop Engine Service Pack 3 (MSDE SP3) running on Windows NT Service Pack 6A or Windows 2000 Service Pack 2 or 3
- Microsoft SQL Server 2000 Service Pack 3 running on Windows NT Service Pack 6A or Windows 2000 Server Service Pack 2 or 3
- Oracle 8.1.7.x running on HP-UX 11.0 (32-bit) or Solaris 2.7, 2.8

- Oracle 9.2.0 running on HP-UX 11.0 (64-bit but we do not support any 64-bit functionality) or Solaris 2.7, 2.8 (32-bit and 64-bit but we do not support any 64-bit functionality)

The following databases were supported in previous versions of OVIS and are now supported only on upgrade:

- Microsoft Access is supported on upgrade only
- Oracle 8.0.6 running on HP-UX 10.20, HP-UX 11.0, Solaris 2.6, Solaris 2.7 is supported on upgrade only
- Oracle 8.1.6 running on HP-UX 11.0 (32-bit) or Solaris 2.6, 2.7, 2.8 is supported on upgrade only
- Microsoft SQL Server 7 running on Windows NT Service Pack 6A or Windows 2000 Service Pack 2 or 3 is supported on upgrade only

The OVIS Dashboard is supported on the following browsers:

- Microsoft Internet Explorer 5.5 with Security Update and with Service Pack 2 and 2+
- Microsoft Internet Explorer 6.0
- Netscape 4.7, 6.1, 6.2, 7

OVIS Reports use Crystal Reports 8.5

On systems running OpenView Business Transaction Observer do not install OVIS server components. BTO requires a dedicated system.

Check the OpenView web site for current information on compatibility of OVIS with new releases of OVO, NNM and other OpenView products.

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OVIS Languages, Product Names, Product Numbers

OVIS is available in English and Japanese languages.

Product Number	Product Name
J4510AA	OVIS 4.5 Media - English
J4510AJ	OVIS 4.5 media - Japanese
J4511AA	OVIS 4.5 Manuals - English
J4511AJ	OVIS 4.5 Manuals - Japanese

J4512AA	LTU - Base license, including 5 pack - English
J4512AJ	LTU - Base license, including 5 pack - Japanese
J4513AA	LTU - additional 5 pack - English
J4513AJ	LTU - additional 5 pack - Japanese
J4515AA	LTU - Additional 25 pack - English
J4515AJ	LTU - Additional 25 pack - Japanese
J4516AA	LTU - Additional 250 pack - English
J4516AJ	LTU - Additional 250 pack - Japanese

To activate the measurement server and manage Internet Services, you need to purchase a Base license (LTU), product number J4512AA (English) or J4512AJ (Japanese), which includes your first five (5) logical targets. If you require more than five logical targets, you can purchase one or more add-on packs.

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Known Problems / Limitations and Workarounds

The following areas of Internet Services are either incomplete or known to not function as expected in the A.04.50 release.

- **Problem:** If you encounter either of the following problems:
 Popup boxes indicating that processes (particularly the probe processes or scheduler) are terminating abnormally due to initialization errors, or
 Problems with Web Transaction Recorder transactions recorded in Internet Explorer mode

Workaround: All probes run under the "HP Internet Services" service, which by default is configured to run as the System account. If you encounter these problems, reconfigure the HP Internet Services "System Account" setting by selecting "This account:" and entering the account (user name) and password that recorded the transaction. This applies to both the Management Server and remote probe systems. This configuration information is accessed on Windows NT 4.0 via Control Panel > Services > Startup selection, and on Windows 2000 via the Computer Management > Services and Applications > Services > Properties > Log On selection.
- **Problem:** When removing OVIS 4.5 probe software from an HP-UX or Solaris system that has the OVIS patch IS_00002 installed, you must remove the patch prior to removing the OVIS 4.5 software.

```
As root stop the scheduler first:
# cd /opt/OV/VPIS/probes
# ./Scheduler -k
```

To remove the patch:
./remove.patch

To remove 4.5:
./remove.vpis

Note: After removing the patch, you have to remove 4.5 as well. Otherwise some of the files originally replaced by the patch will be put back.

- **Concurrency Changes Recommended for heavyweight probing:** The Web Transaction Recorder in Internet Explorer mode is termed "heavyweight probing" because it programmatically runs Internet Explorer 5.5 to do its probing. By default the number of probes run at any one time (concurrency) is 32. When using heavyweight probing it is recommended to reduce this concurrency to a more reasonable number (try between 2 and 10). Because this is a global setting, you must be careful to choose a concurrency that will not overload the system, but will run probes with a high enough concurrency to complete in the probe interval you have specified. You must also be sure to allow some slack time for exceptional situations where probes are running longer than usual and take their full "timeout" allocation. This concurrency can be configured in the Configuration Manager in the Probe Location > Edit Network dialog in the Number of concurrent requests field.

If you wish to run both heavyweight and lightweight transactions from the same probe location, and use different concurrencies for the two groups, you can use the Probe Location Info "New Connection" button to create a new Network Connection Name for the same network that is already defined. Then you can set the concurrencies for the two network names, and assign the lightweight transactions to one (with the higher concurrency) and the heavyweight transactions to the other (with lower concurrency). Note that all probes for one network will have to complete before the probes for the other network can begin, so some testing is required to make sure the two sets of probes will be able to complete within the defined probe interval.

- **Problem:** If you are using the OVO for UNIX (VPO) Service Navigator integration with VPO 6.x, views are not properly synchronized because the necessary VPO delete function does not work.
Required VPO patches: PHSS_22762 and PHSS_22696
These patches make the opcservice -replace command work so that in VPO 6.0 the OVIS services are replaced properly.
- **Problem:** When OVIS is installed first and WTO second, the uninstall of OVIS will break WTO if OVIS is removed before WTO.
Workaround: Uninstall WTO before OVIS.
- **Problem:** Reporter 3.01 or OVOW 7.10 console installed after OVIS 4.5 on the same system gives a misleading error message saying it finds a non-MSDE db instance even when the instance is MSDE.
Workaround: Ignore the message. These installations are looking for an MSDE instance of ".\OVOPS" which has been changed to "<hostname>\OVOPS". This should not cause any problems

since the application software itself looks for the Reporter DSN rather than the instance name.

- **Problem:** If OVIS 4.5 and either Reporter 3.01 or OVOW 7.10 console are installed on the same system, and then all are uninstalled, and then Reporter 3.01 or OVOW 7.10 console are reinstalled, they will not function until OVIS 4.5 is reinstalled.
Workaround: Reinstall OVIS 4.5.
- **Problem:** In the OVIS Web Transaction Recorder (HTTP_TRANS probe) the IE Heavyweight mode does not support applications that create new dialogs with window.showModalDialog or window.showModlessDialog. These dialogs are not supported by the Microsoft Internet Explorer API (see MSDN Q251128).
- **Problem:** Whenever an OVO for Windows or UNIX agent is installed after OVIS, you must reboot in order to ensure that alarm forwarding works correctly.
- **Problem:** In the OVIS Web Transaction Recorder (HTTP_TRANS probe) IE Heavyweight mode, the transaction may fail if the first step is an https target and if a proxy is configured which requires authentication.
Resolution: If the transaction fails, install hotfix Q329802 from the Microsoft web page.
- **R555020750:** ICMP probe with packetsize=1024 reporting unavailability.
Workaround: Use packet size less than 992.
- **R555021277:** Install does not recognize existing SQL2000 OVOPS instance. When a system has a SQL2000 instance named OVOPS that has been upgraded to SP3 using the SQL2000 SP3 install some unusual behavior occurs in the install. Specifically the install will prompt for the 'sa' password twice and the installer will install MSDE although it already exists.
Resolution: The final result of the install does not impact the SQL2000 instance or the functionality of OVIS. Simply reply twice to the 'sa' password prompt.
- **R555007996:** Windows 2000 Dial-up probe fails.
Workaround: When selecting a Dial-up Network connection, you must use the Dial-Up Network Entry. If Dial-Up Information is not available, create new a Dial-up phone book entry and refer to this name in Dial-Up Network Entry section.
- **R555014853:** Japanese Characters in the Dashboard are incorrect with Netscape 4.7
Workaround: The workaround can also be applied to other language sets. In versions of Netscape earlier than 6, Japanese characters can be incorrect or appear as blocks. To fix this, inside of Netscape go to **Edit->Preferences**. Then in the Preferences window select the tree item Fonts under Appearance.

In the Fonts window select the language that you are having problems with, in this case Japanese. Make sure that the fonts selected are appropriate for the encoding. Then change the setting for document fonts from "Use document-specified fonts, including Dynamic Fonts" to "Use my default fonts, overriding document-specified fonts". Click OK

and refresh the screen. Repeat as necessary for additional encodings.

After the above change the Japanese characters will appear correctly in Dashboard reports.

- **R555013289:** At installation FTP service stopped and not restarted automatically. There is no workaround at this time.
- **R555018816:** From the Graphs web forms interface using a Java Graph, the Drill Down function does not work when Restricted Views is set in OVIS. There is no workaround at this time.
- **R555020567:** Error messages in newdb when Oracle is DSN.
For example:
2003/01/13 10:19:41 (4):(1740) SQL Execute error; ORA-04080:
trigger 'CUSTOMER_MASTER_TRG' does not exist
2003/01/13 10:19:41 (4):(1740) Error -1; State:S1000,Native:4080,Origin:
[Oracle][ODBC][Ora]
...
2003/01/13 10:19:45 (5):(1740) Error opening [DISCOVERDOMAINS]; ORA-
00904: invalid column name
2003/01/13 10:19:45 (5):(1740) Error -1; State:S0022,Native:904,Origin:
[Oracle][ODBC][Ora]
2003/01/13 10:19:45 (5):(1740) Error opening [DISCOVERSYSTEMS]; ORA-
00904: invalid column name
2003/01/13 10:19:45 (5):(1740) Error -1; State:S0022,Native:904,Origin:
[Oracle][ODBC][Ora]

Resolution: If you are installing OVIS with an Oracle database, you may see a number of error messages in the trace files. You may ignore these messages.

- **R555020624:** Removal of full Reporter removes registry keys. Symptoms include OVIS Configuration Manager unable to start with prompting for database password, and the OVIS dashboard is unavailable.
Workaround: Start the Configuration Manager and it will prompt for a DB user and password. Enter the user and password for the database connection and most items will start working. (Typical - user: openview, password: openview.) To correct the missing virtual directory go into IIS. Right-click on the Default Website and add a new virtual directory HPOV_REPORTS. Set the path to <install_dir>\data\webpages. Finally allow read, script, and execute permissions on the directory.
Alternative Method: On the original media go into \Support\Support Tools and run **repair.vbs**. Inside of **repair.vbs** select only hp OpenView reporter, unselect all other installed items. Then click **Repair Components**. When the repair tool completes OVIS should be back to full functionality.
- **R555020847:** In the Japanese version of OVIS, services aren't displaying red in the OVO for Unix Service Navigator.
Resolution: If you use the integration with OVO for Unix Service Navigator, you must remove the templates and uninstall the existing integration and then install the new 4.5 OVO for Unix

integration as described in the *OVIS User's Reference Guide* - Chapter 5, Integrating with OpenView Operations for UNIX section under "Integration Steps, Task 1".

This is necessary due to a change in the service tree generation to be I18N compliant. Old (pre-4.5) OVO for Unix Templates will not work with a 4.5 OVIS server.

- **R555020960:** Service Group graph in the Dashboard shows Customer data. If a Service Group name is identical to the Customer name then in the Dashboard, the graphs for the service group will be that of the customer. This only affects the Time Series graphs and the Drill Down graphs for the identically named service group.
Resolution: To prevent this problem do not name Service Groups and Customers the same.
- **8606264486:** Unable to install on a system with VGA graphics adapter.
Resolution: Use a higher resolution adapter than VGA. Minimum resolution required is 800 X 600.

NNM Integration Component:

There are several known minor issues with the OVIS/NNM integration package, most with simple workarounds.

- **Problem:** ODBC Roll Forward/Backward Errors
Cause: Occasionally, stopping the NNM services (ovstop) while ovw is running can later cause the database to fail to start with error messages stating that "Roll Forward" or "Roll Backward" operations failed. This problem has only been seen so far on Windows NT. The problem is a corrupt database log file. This problem has been improved with the new Solid Server (3.51) shipped with NNM 6.2, however the problem has still been observed only at lesser frequency.
Workaround: Run the command: `$OV_BIN/ovisdb.ovpl -cl -restart`
The database should then be running normally, without loss of data.
- **Problem:** ODBC Cannot Find Source "tcpip 2691"
Cause: Occasionally, the database does not shutdown properly. This is also believed to be related to running ovw sessions when ovstop is issued.
Workaround: Run the command: `$OV_BIN/ovisdb.ovpl -restart` to properly shutdown and restart the database, without loss of data.
- **Problem:** Symbol Display
Cause: There are a few scenarios where commands are stored to the command database, but are not performed on an open map. This happens, for example, if the persistence level is not set to "All Levels" (see the *Internet Services User's Reference Guide*), or if the node is not managed by NNM. The NNM menu choice **>Internet Services—> Rebuild Internet Services Symbols** causes NNM to delete all symbols that have the "ovisIsOVIS" field set

TRUE, and then re-performs all commands in the command database. This ensures that the map reflects what is currently in the database.

Workaround: There are mechanisms built into the integration package to recover missed configuration changes and alarms. However, if you suspect that NNM is not synchronized with OVIS, the script `$OV_BIN/ovisclean.ovpl` completely clears the command database and causes NNM to pull all of the latest configuration and alarm data. The script also rebuilds all symbols. Before running `ovisclean.ovpl`, make sure to shut down any running OVW sessions.

- **Problem:** Multiple Service Groups of the Same Type do not display correctly.

Cause: Because service symbols are created by type (HTTP, DNS, FTP, etc.) no distinction is made between service groups of the same type for a given target node. In other words, if you configure two service groups, such as SG1 and SG2, that are both HTTP service groups, and both service groups contain the target node `foo.com`, you can see that on the NNM map the node symbol for `foo.com` contains only one HTTP service symbol. All alarm symbols for both SG1 and SG2 are created under this one HTTP service symbol. More importantly, if you later delete one of these service groups, the NNM integration package responds as though the entire HTTP service is being deleted, and removes the HTTP symbol under `foo.com`.

Workaround: Run the `ovisclean.ovpl` script to restore the remaining service group.

- **Problem:** Changing Customer Name in OVIS is not automatically updated by NNM. As a result, events targeted to that customer are logged as errors, and the symbol reflecting the customer's old name is not updated.

Workaround: Run the `ovisclean.ovpl` script to force the NNM integration to re-establish the customer under the new name.

- **Problem:** Inconsistent Customer Views Status Propagation between NNM and OVIS.

Cause: In cases where Customer Views is installed on the NNM node that is integrated with OVIS, there is inaccurate status propagation to customer symbols displayed in Customer Views symbols. For any OVIS target node that serves more than one customer, the status propagation to the node reflects the status of all the customers served by the node. However, if a customer symbol in Customer Views has that node beneath it on the hierarchy (for example, in the "Servers" container), the status of the customer symbol reflects the status of *all* customers served by that node. This is due to the fact that OVIS integration creates a child symbol for each customer served by a given node, and thus the node's status is determined by the status of all its customers. Because the customer symbol in Customer Views obtains its status from the node, the status for a given Customer Views customer symbol becomes a function

of all customers served by the node. The problem arises from inconsistent modeling of customer, service, and targets between NNM and OVIS.

Workaround: At this time there is no fix or workaround for this problem.

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Resolving Install or Uninstall Problems

Installing OVIS via Terminal Server

R555020757: Using Terminal Server to install OVIS is not supported due to a high likelihood of failure. Our testing failed much of the time when using Terminal Server in Remote Administration mode and installing from a Network disk. Although still not supported, better results were obtained when using Terminal Server in Remote Administration mode and installing from a CD or a local disk. Using Terminal Server in Application Mode is prohibited by the installation software unless you are on the console.

Using LogStat.vbs.

Synopsis:

This script, which is located underneath the Support directory on the installation CD or disk area, can be used in situations where the installation has failed and you need to bundle up the installation status files and other system information for support personnel. This script creates a file called `installatonlogs.htm` in the `[DATADIR]\HPOVInstall` folder whose size will be on the order of ten megabytes. Since it is character data, it will compress very well by using a "zip" utility.

Required software:

This script is written in vbscript and requires Windows Scripting Components, Internet Explorer 5.0 or better, and Windows Installer Service to execute correctly.

Command Line usage:

Use `wscript` or `cscript` to execute the script. Double clicking on the file will run it as well. It has no options. From a command line prompt window you can execute **LogStat.vbs** as follows:

```
c:>cscript LogStat.vbs <options>
```

Using repair.vbs.

Synopsis:

This script, which is located underneath the Support directory on the OVIS Installation CD or disk area, can be used in situations where the installation has failed to uninstall or special cases where you would like to uninstall specific components. This script can also be used to restore files that may have been deleted through system or user intervention on the server. The script only operates after a properly installed product is present on the system so the script cannot be used as a primary means of installation. The script will use the existing windows installer components to determine which components can be repaired or removed via the script. The script will also create a log in the [DATADIR]\HPOVInstall folder that can also be collected by **logstat.vbs**.

Required software:

This script is written in vbscript and requires Windows Scripting Components, Internet Explorer 5.0 or better, and Windows Installer Service to execute correctly.

Command Line usage:

Use wscript or cscript to execute the script. Double clicking on the file will run **repair.vbs** with default command line options. **repair.vbs** creates a default data file in the current directory so please copy the file from the Support Tools directory to your local file system. From a command line prompt window you can execute **repair.vbs** as follows:

```
c:>cscript repair.vbs <options>
```

<Options>:

-checkbox	when set enables the checkbox dialog selection. Checkbox selection is on by default.
-noreboot	when set disables the reboot dialog check. Reboot is enabled by default if there are pending deletes before or after script execution.
-runrepair	run a repair on all products found. Automatic execution of repair is disabled by default.
-remove	enables the remove option from the GUI. Remove option is disabled by default.
-? -help	-HELP displays help message for options.

Most common usage:

```
c:\> cscript.exe repair.vbs -remove
```

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