

HP Data Protector

Integration guide for HP Operations Manager for UNIX

Version A.06.10



B 6 9 6 0 - 9 6 0 4 8

Part number: B6960-96048
first edition: November 2008



i n v e n t

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Printed in the US

Contents

| | |
|--|-----------|
| About this guide | 9 |
| Intended audience | 9 |
| Documentation set | 9 |
| Guides | 9 |
| Online help | 12 |
| Documentation map | 13 |
| Abbreviations | 13 |
| Map | 14 |
| Integrations | 15 |
| Document conventions and symbols | 17 |
| General Information | 17 |
| HP technical support | 18 |
| Subscription service | 18 |
| HP websites | 18 |
| Documentation feedback | 18 |
| | |
| 1 Introduction | 21 |
| The Data Protector Integration | 21 |
| Architecture | 22 |
| | |
| 2 Installing the Data Protector Integration | 25 |
| Supported platforms and installation prerequisites | 25 |
| Data Protector supported versions | 26 |
| Operations Manager Server system | 26 |
| Operations Manager patches | 26 |
| Software prerequisites on the Operations Manager Server | 26 |
| Managed node systems (Data Protector Cell Server) | 27 |
| Supported Operations Manager Agent versions | 27 |
| Additional software for HP-UX managed nodes (Data Protector Cell Server) | 27 |
| SNMP Emanate Agent (required) | 28 |
| Additional software for Windows managed nodes (Data Protector Cell Server) | 28 |

| | |
|---|----|
| SNMP service (required) | 29 |
| FTP service (optional) | 29 |
| remsh daemon (optional) | 30 |
| Disk-space requirements | 30 |
| Memory (RAM) requirements | 31 |
| Installing the Data Protector Integration | 31 |
| Upgrading the DPSPI | 31 |
| Installation | 31 |
| Installation verification | 34 |
| Agent installation | 35 |
| Adding the Data Protector Cell Manager system as an Operations Manager node | 35 |
| Running the Add Data Protector Cell application | 36 |
| Distributing software, actions, commands, monitors and templates to the Data Protector Cell Manager | 38 |
| Agent configuration | 39 |
| SNMP configuration on UNIX | 39 |
| SNMP configuration on Windows | 40 |
| Data Protector user configuration | 42 |
| Program identification | 43 |
| Uninstalling the Data Protector Integration | 43 |
| Uninstalling from managed nodes | 44 |
| Uninstalling from the management server system | 44 |

3 Integration into HP Service Navigator 47

| | |
|---|----|
| What is HP Service Navigator? | 47 |
| How does Service Navigator work? | 48 |
| Operations Manager severity pyramid | 50 |
| Data Protector service tree | 50 |
| Applying the Data Protector service to a user | 52 |
| Starting the Service Navigator GUI | 52 |
| Generating the detailed service tree | 53 |
| Removing the Data Protector service tree | 53 |

4 Using the Data Protector Integration 55

| | |
|--|----|
| Message groups | 55 |
| Message format | 56 |
| Node groups | 57 |
| Node hierarchies | 59 |
| Application groups | 60 |
| DPSPI_Reports application group | 60 |
| DPSPI_Applications application group | 61 |

| | |
|---|----|
| Users and user profiles | 62 |
| Data Protector, Operations Manager and operating system users | 62 |
| Data Protector Integration users | 63 |
| Operations Manager user profiles | 63 |
| Data Protector Operations Manager user profiles | 64 |
| Data Protector Operations Manager operators | 66 |
| obusergrp.pl user groups tool | 69 |
| Data Protector template administrator | 70 |
| Operations Manager administrator | 70 |
| Monitored objects | 71 |
| Permanently running processes on the Cell Manager | 71 |
| Databases | 72 |
| Media pool status | 73 |
| Media pool size | 74 |
| Monitor status of long running backup sessions | 74 |
| Check important configuration files | 75 |
| UNIX systems | 75 |
| Windows systems | 76 |
| Monitored logfiles | 77 |
| Data Protector default logfiles | 77 |
| omnisv.log | 77 |
| inet.log | 78 |
| Data Protector database logfile | 79 |
| purge.log | 79 |
| Logfiles not monitored by Data Protector Integration | 80 |

5 Performance measurement with the HP Performance Agent 81

6 Troubleshooting 83

Index 85

Figures

| | | |
|----|--|----|
| 1 | Configuring the Windows FTP service | 30 |
| 2 | Redistribute with force update option | 44 |
| 3 | The Service Navigator GUI | 48 |
| 4 | Example: Data Protector service hierarchy | 49 |
| 5 | Data Protector service tree | 51 |
| 6 | Data Protector Integration node groups for opc_adm | 57 |
| 7 | DP ALL MGRS node group and DP BBN cell node groups | 58 |
| 8 | DP node groups created during installation | 59 |
| 9 | Data Protector Integration node hierarchy bank for opc_adm | 59 |
| 10 | DP ALL CELLS node hierarchy bank | 59 |
| 11 | DP_cell_adm user managed nodes window | 60 |

Tables

| | |
|---|----|
| 1 Document conventions | 17 |
| 2 HP Data Protector availability | 26 |
| 3 Operations Manager Server supported versions | 26 |
| 4 Data Protector Operations Manager user profiles | 64 |
| 5 Data Protector Operations Manager operators and their roles | 67 |

About this guide

This guide provides information about how to monitor and manage the health and performance of the Data Protector environment with HP Operations Manager for UNIX.

Intended audience

This guide is intended for users of HP Operations Manager for UNIX, with knowledge of:

- HP Data Protector concepts
- HP Operations Manager for UNIX concepts

Documentation set

Other documents and online Help provide related information.

Guides

Data Protector guides are available in printed format and in PDF format. Install the PDF files during the Data Protector setup procedure by selecting the `English documentation and Help` component on Windows or the `OB2-DOCS` component on UNIX. Once installed, the guides reside in the `Data_Protector_home\docs` directory on Windows and in the `/opt/omni/doc/C/` directory on UNIX.

You can find these documents from the `Manuals` page of the HP Business Support Center website:

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

In the `Storage` section, click **Storage Software** and then select your product.

- *HP Data Protector concepts guide*

This guide describes Data Protector concepts and provides background information on how Data Protector works. It is intended to be used with the task-oriented online Help.

- *HP Data Protector installation and licensing guide*

This guide describes how to install the Data Protector software, taking into account the operating system and architecture of your environment. This guide also gives details on how to upgrade Data Protector, as well as how to obtain the proper licenses for your environment.

- *HP Data Protector troubleshooting guide*

This guide describes how to troubleshoot problems you may encounter when using Data Protector.

- *HP Data Protector disaster recovery guide*

This guide describes how to plan, prepare for, test and perform a disaster recovery.

- *HP Data Protector integration guides*

These guides describe how to configure and use Data Protector to back up and restore various databases and applications. It is intended for backup administrators or operators. There are four guides:

- *HP Data Protector integration guide for Microsoft applications: SQL Server, SharePoint Portal Server, Exchange Server, and Volume Shadow Copy Service*

This guide describes the integrations of Data Protector with the following Microsoft applications: Microsoft Exchange Server, Microsoft SQL Server, and Volume Shadow Copy Service.

- *HP Data Protector integration guide for Oracle and SAP*

This guide describes the integrations of Data Protector with Oracle, SAP R3, and SAP DB/MaxDB.

- *HP Data Protector integration guide for IBM applications: Informix, DB2, and Lotus Notes/Domino*

This guide describes the integrations of Data Protector with the following IBM applications: Informix Server, IBM DB2, and Lotus Notes/Domino Server.

- *HP Data Protector integration guide for VMWare, Sybase, Network Node Manager, Network Data Management Protocol Server*

This guide describes the integrations of Data Protector with VMware, Network Node Manager, and Network Data Management Protocol Server.

- *HP Data Protector integration guide for HP Service Information Portal*

This guide describes how to install, configure, and use the integration of Data Protector with HP Service Information Portal. It is intended for backup administrators. It discusses how to use the applications for Data Protector service management.

- *HP Data Protector integration guide for HP Reporter*
This guide describes how to install, configure, and use the integration of Data Protector with HP Reporter. It is intended for backup administrators. It discusses how to use the applications for Data Protector service management.
- *HP Data Protector integration guide for HP Operations Manager for UNIX*
This guide describes how to monitor and manage the health and performance of the Data Protector environment with HP Operations Manager and HP Service Navigator on UNIX.
- *HP Data Protector integration guide for HP Operations Manager for Windows*
This guide describes how to monitor and manage the health and performance of the Data Protector environment with HP Operations Manager and HP Service Navigator on Windows.
- *HP Data Protector integration guide for HP Performance Manager and HP Performance Agent*
This guide provides information about how to monitor and manage the health and performance of the Data Protector environment with HP Performance Manager (PM) and HP Performance Agent (PA) on Windows, HP-UX, Solaris and Linux
- *HP Data Protector zero downtime backup concepts guide*
This guide describes Data Protector zero downtime backup and instant recovery concepts and provides background information on how Data Protector works in a zero downtime backup environment. It is intended to be used with the task-oriented *HP Data Protector zero downtime backup administrator's guide* and the *HP Data Protector zero downtime backup integration guide*.
- *HP Data Protector zero downtime backup administrator's guide*
This guide describes how to configure and use the integration of Data Protector with HP StorageWorks Virtual Array, HP StorageWorks Enterprise Virtual Array, EMC Symmetrix Remote Data Facility and TimeFinder, and HP StorageWorks Disk Array XP. It is intended for backup administrators or operators. It covers the zero downtime backup, instant recovery, and the restore of filesystems and disk images.
- *HP Data Protector zero downtime backup integration guide*
This guide describes how to configure and use Data Protector to perform zero downtime backup, instant recovery, and standard restore of Oracle, SAP R/3, Microsoft Exchange Server, and Microsoft SQL Server databases. The guide also

describes how to configure and use Data Protector to perform backup and restore using the Microsoft Volume Shadow Copy Service.

- *HP Data Protector MPE/iX System user guide*
This guide describes how to configure MPE/iX clients and how to back up and restore MPE/iX data.
- *HP Data Protector Media Operations user guide*
This guide provides information for network administrators responsible for maintaining and backing up systems on the tracking and management of offline storage media. It describes the tasks of installing and configuring the application, performing daily media operations and producing reports.
- *HP Data Protector product announcements, software notes, and references*
This guide gives a description of new features of HP Data Protector A.06.10. It also provides information on supported configurations (devices, platforms and online database integrations, SAN, and ZDB), required patches, and limitations, as well as known problems and workarounds. An updated version of the supported configurations is available at <http://www.hp.com/support/manuals>
- *HP Data Protector product announcements, software notes, and references for integrations to HP Operations Manager, HP Reporter, HP Performance Manager, HP Performance Agent, and HP Service Information Portal*
This guide fulfills a similar function for the listed integrations.
- *HP Data Protector Media Operations product announcements, software notes, and references*
This guide fulfills a similar function for the listed integrations.
- *HP Data Protector Command Line Interface Reference*
This guide describes the Data Protector Command Line Interface commands, their options and usage as well as providing some basic command line examples.

Online help

Data Protector provides context-sensitive (F1) Help and Help Topics for Windows and UNIX platforms.

You can access the online help from the top-level directory on the installation DVD without installing Data Protector:

- **Windows:** Unzip `DP_help.zip` and open `DP_help.chm`.
- **UNIX:** Unpack the zipped tar file `DP_help.tar.gz`, and access the online help system through `DP_help.htm`.

Documentation map

Abbreviations

Abbreviations in the documentation map that follows are explained below. The guide titles are all preceded by the words “HP Data Protector.”

| Abbreviation | guide |
|---------------------|---|
| CLI | Command line interface reference guide |
| Concepts | Concepts guide |
| DR | Disaster recovery guide |
| GS | Getting started guide |
| Help | Online help |
| IG-IBM | Integration guide—IBM applications |
| IG-MS | Integration guide—Microsoft applications |
| IG-O/S | Integration guide—Oracle, SAP R/3, and SAP DB/MaxDB |
| IG-OMU | Integration guide—HP Operations Manager, UNIX |
| IG-OMW | Integration guide—HP Operations Manager, Windows |
| IG-PM/PA | Integration guide—HP Performance Manager and HP Performance Agent |
| IG-Report | Integration guide—HP Reporter |
| IG-SIP | Integration guide—HP Service Information Portal |
| IG-Var | Integration guide—VMware, Sybase, Network Node Manager, and NDMP Server |
| Install | Installation and licensing guide |
| MO GS | Media Operations getting started guide |
| MO RN | Media Operations product announcements, software notes, and references |

| Abbreviation | guide |
|---------------------|---|
| MO UG | Media Operations user guide |
| MPE/iX | MPE/iX system user guide |
| PA | Product announcements, software notes, and references |
| Trouble | Troubleshooting guide |
| ZDB Admin | ZDB administrator's guide |
| ZDB Concpt | ZDB concepts guide |
| ZDB IG | ZDB integration guide |

Map

The following table shows where to find information of different kinds. Shaded squares are a good place to look first.

| | Help | GS | Concepts | Install | Trouble | DR | PA | Integration Guides | | | | | | | ZDB | | MO | | | MPE/iX | CLI | | | |
|-----------------------------|------|----|----------|---------|---------|----|----|--------------------|-----|-----|-----|-----|--------|-----|-----|---------|-------|----|----|--------|-----|------|----|---|
| | | | | | | | | MS | O/S | IBM | Var | SIP | Report | OMU | OMW | Concept | Admin | IG | GS | | | User | PA | |
| Backup | X | X | X | | | | | X | X | X | X | | | | | X | X | X | | | | | X | |
| CLI | | | | | | | | | | | | | | | | | | | | | | | | X |
| Concepts/ Techniques | X | | X | | | | | X | X | X | X | X | X | X | X | X | X | X | | | | | X | |
| Disaster Recovery | X | | X | | | X | | | | | | | | | | | | | | | | | | |
| Installation/ Upgrade | X | X | | X | | | X | | | | X | X | X | | | | | X | X | | | X | | |
| Instant Recovery | X | | X | | | | | | | | | | | | X | X | X | | | | | | | |
| Licensing | X | | | X | | | X | | | | | | | | | | | | X | | | | | |
| Limitations | X | | | | X | | X | X | X | X | X | | | X | | | | X | | | | X | | |
| New features | X | | | | | | X | | | | | | | | | | | | | | | | | |
| Planning strategy | X | | X | | | | | | | X | | | | X | | | | | | | | | | |
| Procedures/ Tasks | X | | | X | X | X | | X | X | X | X | X | X | X | X | X | X | X | X | | X | | | |
| Recommendations | | | X | | | | X | | | | | | | | X | | | | | | | X | | |
| Requirements | | | | X | | | X | X | X | X | X | | X | | | | | X | X | X | | | | |
| Restore | X | X | X | | | | | X | X | X | X | | | | | | X | X | | | | | X | |
| Support matrices | | | | | | | X | | | | | | | | | | | | | | | | | |
| Supported configurations | | | | | | | | | | | | | | X | | | | | | | | | | |
| Troubleshooting | X | | | X | X | | | X | X | X | X | X | | | | | X | X | | | | | | |

Integrations

Look in these guides for details of the following integrations:

| Integration | Guide |
|--|----------------|
| HP Operations Manager for UNIX/for Windows | IG-OMU, IG-OMW |
| HP Performance Manager | IG-PM/PA |
| HP Performance Agent | IG-PM/PA |
| HP Reporter | IG-R |
| HP Service Information Portal | IG-SIP |
| HP StorageWorks Disk Array XP | all ZDB |
| HP StorageWorks Enterprise Virtual Array (EVA) | all ZDB |

| Integration | Guide |
|--|----------------|
| HP StorageWorks Virtual Array (VA) | all ZDB |
| IBM DB2 UDB | IG-IBM |
| Informix | IG-IBM |
| Lotus Notes/Domino | IG-IBM |
| MaxDB | IG-O/S |
| Media Operations | MO User |
| MPE/iX System | MPE/iX |
| Microsoft Exchange Servers | IG-MS, ZDB IG |
| Microsoft Exchange Single Mailbox | IG-MS |
| Microsoft SQL Servers | IG-MS, ZDB IG |
| Microsoft Volume Shadow Copy Service (VSS) | IG-MS, ZDB IG |
| NDMP Server | IG-Var |
| Network Node Manager (NNM) | IG-Var |
| Oracle | IG-O/S |
| Oracle ZDB | ZDB IG |
| SAP DB | IG-O/S |
| SAP R/3 | IG-O/S, ZDB IG |
| Sybase | IG-Var |
| Symmetrix (EMC) | all ZDB |
| VMware | IG-Var |

Document conventions and symbols

Table 1 Document conventions

| Convention | Element |
|--|---|
| Blue text: Table 1 on page 17 | Cross-reference links and e-mail addresses |
| Blue, underlined text: http://www.hp.com | website addresses |
| Bold text | <ul style="list-style-type: none">• Keys that are pressed• Text typed into a GUI element, such as a box• GUI elements that are clicked or selected, such as menu and list items, buttons, tabs, and check boxes |
| <i>Italic</i> text | Text emphasis |
| Monospace text | <ul style="list-style-type: none">• File and directory names• System output• Code• Commands, their arguments, and argument values |
| <i>Monospace, italic</i> text | <ul style="list-style-type: none">• Code variables• Command variables |
| Monospace, bold text | Emphasized monospace text |



NOTE:

Provides additional information.

General Information

General information about Data Protector can be found at <http://www.hp.com/go/dataprotector>

HP technical support

For worldwide technical support information, see the HP support website:

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

Before contacting HP, collect the following information:

- Product model names and numbers
- Technical support registration number (if applicable)
- Product serial numbers
- Error messages
- Operating system type and revision level
- Detailed questions

Subscription service

HP recommends that you register your product at the Subscriber's Choice for Business website:

<http://www.hp.com/go/e-updates>

After registering, you will receive e-mail notification of product enhancements, new driver versions, firmware updates, and other product resources.

HP websites

For additional information, see the following HP websites:

- <http://www.hp.com>
- <http://www.hp.com/go/storage>
- http://www.hp.com/service_locator
- <http://www.hp.com/support/manuals>
- <http://www.hp.com/support/downloads>

Documentation feedback

HP welcomes your feedback.

To make comments and suggestions about product documentation, please send a message to DP.docfeedback@hp.com. All submissions become the property of HP.

1 Introduction

This chapter provides an overview of the HP Data Protector integration, its key features and its architecture.

For descriptions of HP Data Protector and HP Operations Manager, see the *HP Data Protector concepts guide* and the *HP Operations Manager concepts guide*.

The Data Protector Integration

The Data Protector Integration enables you to monitor and manage the health and performance of your Data Protector environment using HP Operations Manager, HP Service Navigator and the HP Performance Agent (PA). For use of HP Performance Manager and HP Performance Agent, see the *HP Data Protector integration guide for HP Performance Manager and HP Performance Agent*.

The integration allows correlation of Data Protector performance data with the performance data of the operating system, the database, and the network—all from one common tool and in one central management system. Integration of Data Protector performance data into the Performance Agent (PA) helps to detect and eliminate bottlenecks in a distributed environment. It also assists system optimization well as service level monitoring.

The Data Protector Integration offers the following key features:

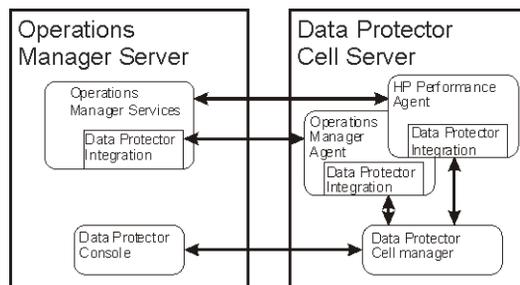
- HP Operations Manager agents on a Data Protector Cell Manager system monitor the health and performance of Data Protector.
- A single HP Operations Manager Server can monitor multiple Data Protector Cell Managers.
- The integration also integrates into HP Service Navigator to depict the functionality of Data Protector as a service tree.
- The ARM and DSI interfaces of the Performance Agent collect performance data and ARM transactions.
- Messages sent to the Operations Manager Server are channeled according to users—profiles. Operations Manager users see only messages they need.

- The Data Protector Cell Manager and the Operations Manager Server to be installed on different systems.
- You can run Data Protector functionality from the **Operations Manager Application Bank** window.
- Data Protector Integration messages sent to the Operations Manager Server includes instructions that help you correct the problem.

The main benefits of the integration are:

- Centralized problem management using Operations Manager agents at Data Protector Managed Nodes. Using a central management server avoids duplicated administrative effort.
- Real-time event and configuration information (including online instructions) for fast problem resolution.
- Powerful monitors to detect potential problem areas and to keep track of system and Data Protector events.
- Performance data collectors to ensure continuous system throughput and notify any performance bottlenecks.
- A complement to the Data Protector Administration GUI.
- Collection and monitoring of performance data.
- A central data repository for storing event records and action records for all Data Protector Managed Nodes.
- Utilities for running Data Protector management tasks.

Architecture



The Data Protector Integration is installed on the Operations Manager Server system and is deployed to instrument its Operations Manager Agent on the Data Protector Cell Manager system, which is an Operations Manager Managed Node. The Data Protector Cell Manager system must have the Operations Manager Agent and should have the HP Performance Agent (PA) installed. The Data Protector Console must be installed on the Operations Manager Server, so the Operations Manager user can

start the Data Protector GUI as an Operations Manager application and connect to any available Data Protector Cell Manager. Both Windows and UNIX Data Protector Cell Managers are accessible from the same Operations Manager Application Bank. This is facilitated by the Data Protector Console using Data Protector's communication protocol on port 5555 to exchange data.

Data Protector Operations Manager templates configure the Operations Manager agent on a Data Protector Cell Manager. They monitor:

- Data Protector vital Cell Manager processes
- Data Protector logfiles
- Data Protector events through SNMP traps

The Operations Manager agent on a Data Protector Cell Manager sends messages to the Operations Manager Server for display in the message browser only if appropriate conditions match. This minimizes network traffic between the Data Protector Cell Manager and the Operations Manager Server.

2 Installing the Data Protector Integration

In this chapter you will find information on:

- Prerequisites for installing the Data Protector integration.
- Installing the Data Protector Integration on the HP Operations Manager Server system.
- Installing Data Protector Integration components on Operations Manager Managed Node (Data Protector Cell Manager) system.
- Uninstalling Data Protector Integration components from the HP Operations Manager Server system.
- Uninstalling the Data Protector Integration from the system where the HP Operations Manager Server software is installed.

Supported platforms and installation prerequisites

Only install the HP Data Protector Integration in an environment consisting of:

- One or more systems running Operations Manager Server
- Operations Manager agent running on systems with the Data Protector Cell manager

It is only guaranteed to work in these environments.

Before installing the Data Protector Integration, ensure the following requirements are met:

Data Protector supported versions

The Data Protector Integration is designed to work with following HP Data Protector versions:

Table 2 HP Data Protector availability

| HP Operations Manager Server Version | Data Protector Version |
|---|--|
| | 5.1, 5.5, 6.0, 6.1 |
| 8.1x, 8.2x, 8.3x plus patches, if available and including HP Service Navigator Value Pack 8.14 or later | On all DP cell server platforms where the OM Agent is also available |

Operations Manager Server system

HP Operations Manager Servers are supported on the following platforms. The Operations Manager Server can run on a different host system from the system on which the Data Protector Cell Manager is installed.

HP Operations Manager and HP Service Navigator are installed and configured on a system running one of the following operating systems. For details, please consult the associated product documents and product web-page.:

Table 3 Operations Manager Server supported versions

| Application | Supported Versions |
|----------------------------|--|
| Operations Manager UNIX | <i>English and Japanese:</i> Operations Manager/UNIX 8.x including Service Navigator 8.x is supported on HP-UX 11.11, 11.23 IA PA, 11.31 IA PA, Solaris 8, Solaris 9, Solaris 10 |

Operations Manager patches

Ensure that up-to-date patches are installed on the OMU Server and required OM Agent patches have been deployed from the server to the managed node system.

Software prerequisites on the Operations Manager Server

Ensure the following software is installed on the Operations Manager Server system:

- HP Operations Manager for UNIX. The console is installed and configured on the HP Operations Manager Server system or other appropriate systems.
- The HP Data Protector console is installed on the HP Operations Manager Server system.

The `swlist DATA-PROTECTOR` command returns:

```
DATA-PROTECTOR A.06.10
DATA-PROTECTOR.OMNI-CC A.06.10
DATA-PROTECTOR.OMNI-CORE A.06.10
```

Managed node systems (Data Protector Cell Server)

A number of agents and the Data Protector Integration are required for the complete management of Data Protector environments. Components that must be installed on the managed node system hosting the Data Protector Cell Manager are:

- HP Operations Manager Agent
- HP Performance Agent



NOTE:

The Operations Manager patches must be installed on the OM Server and distributed to the OM Agent node systems by the OM administrator before the Data Protector integration is distributed.

Supported Operations Manager Agent versions

Ensure the Data Protector Cell Manager system runs on a platform for which the Operations Manager Agent is available. Please check the associated OM product documentation.

Additional software for HP-UX managed nodes (Data Protector Cell Server)

The following software is required, but is not installed as part of the Operations Manager Server installation nor as part of the Data Protector Integration installation.

SNMP Emanate Agent (required)

The SNMP Emanate Agent is necessary to capture SNMP traps sent by the Data Protector Cell Manager and to let the Operations Manager Agent, which runs on the same system, forward any matching SNMP trap events as OpC messages to the Operations Manager Server. This is called *Distributed Event Interception*, since the SNMP traps are intercepted on the managed node and filtered and forwarded to the Operations Manager Server by the Operations Agent.

The advantages, especially for large enterprise environments with a high number of Data Protector Cell Managers, are:

- The solution scales better. Additional Data Protector Cell Managers do not put additional load on the management server because SNMP traps are processed on the managed node.
- Any automatic action configured as a response to an SNMP trap can be triggered and run locally on the managed node without involving the management server.
- Since SNMP traps are not sent from the managed node to the management server, the network load decreases, and the probability that traps are lost is significantly reduced. Security over public networks is also improved. The messages are sent by the Operations Manager agent to the Operations Manager Server using either HTTPS or DCE/RPCs.

Check the SNMP Emanate Agent is installed on the Data Protector Cell Manager node:

```
# swlist -l product -a description OVSNMPAgent
```

You should see the following entry:

```
# OVSNMPAgent B.11.00 HPUX_10.0_SNMP_Agent_Product
OVSNMPAgent.MASTER B.11.00 MASTER
OVSNMPAgent.SUBAGT-HPUNIX B.11.0 SUBAGT-HPUNIX
OVSNMPAgent.SUBAGT-MIB2 B.11.0 SUBAGT-MIB2
```

Additional software for Windows managed nodes (Data Protector Cell Server)

The following required and optional software is not installed as part of the Operations Manager Server installation nor as part of the Data Protector Integration installation.

SNMP service (required)

To send the Data Protector SNMP traps to the Operations Manager Server you must install the Windows SNMP service.

FTP service (optional)

If the Data Protector Cell Manager is installed on a number of Windows systems, consider installing the Windows FTP service. This provides the most convenient way of deploying the Operations Manager Agent from the UNIX Operations Manager Server to a Windows system.



NOTE:

For details of other ways of deploying the Operations Manager Agent to a Windows system, see the *HP Operations Manager Installation Guide for the Management Server* and the *HP Operations Manager Administrator's Reference* guides.

The Windows FTP service is also a convenient way of distributing Data Protector configuration files from a central system to all Data Protector Cell Managers. The FTP service is required for the `obusergrp.pl` utility to work, since it reads, modifies and writes the `ClassSpec` file. This file resides in Data Protector's configuration directory. The FTP service is part of the Internet Information Service (IIS) Windows Component on Windows. Configure the directory `system_drive\Program Files\OmniBack\Config` (or equivalent directory, if you have chosen a custom path) as a Virtual Directory with the name "OBCONFIG". The `obusergrp.pl` tool requires this name.

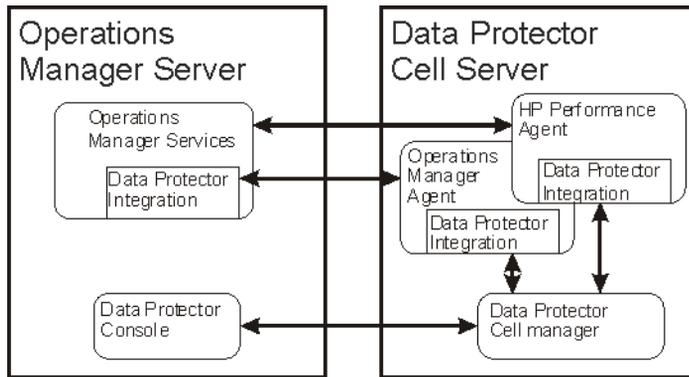


Figure 1 Configuring the Windows FTP service

remsh daemon (optional)

To run the Data Protector Start Service, Data Protector Stop Service and Data Protector Status applications on a Windows managed node from the Operations Manager Application Bank, install a `remsh` daemon on the Windows system. Use the daemon supplied with the Windows Resource Kit or another, such as from the MKS Toolkit.

Disk-space requirements

The following table lists disk space requirements for both the installation of the Data Protector Integration software and the Data Protector Integration's run-time files on the Operations Manager Server and the managed node.

| Machine | Operations Manager Version | Operating System | Total |
|---------------------------------|----------------------------|---|-------|
| Operations Manager Server | 8.x | HP-UX 11.11, 11.23 IA PA, 11.31 IA PA. Solaris 8,9,10 | 15 MB |
| Operations Manager Managed Node | 8.x | HP-UX, Solaris, Linux, Windows supported as managed node and DP cell server | 2 MB |

Memory (RAM) requirements

There are no specific requirements for RAM on the Operations Manager Server or Managed Nodes, beyond the requirements of Operations Manager and Data Protector.

Installing the Data Protector Integration

The Data Protector Integration is delivered as a Software Distributor (SD) depot used to install the integration onto the Operations Manager Server system through SD. This installs all components required for the management server and the managed nodes on the management server system. Agent software and configuration data for these agents is then distributed by the Operations Manager administrator to the managed nodes using Operations Manager.

Limitations

- Data Protector cluster installations are not supported.

Upgrading the DPSPI

Before installing the latest version of DPSPI, uninstall any older DPSPI. During this process, the existing configuration is unaltered and can be retained for use with the latest SPI.

Installation

Data Protector Integration software is split into SD filesets and includes the following components:

- Monitoring and administration programs
- Operations Manager configuration data (including message groups, templates, and user profiles)
- Data Protector Integration applications
- Data Protector Integration documentation

To install the software on the management server, execute the following command on the server:

```
# swinstall -s depot_location SPI-DATAPROTECTOR-OM
```

The following filesets are installed on an Operations Manager Server on UNIX:

| | |
|----------------|--|
| SPI-DP-AGT-HP | Operations Manager agent files for the DP Cell Manager on HP-UX |
| SPI-DP-AGT-NT | Operations Manager agent files for the DP Cell Manager on Windows |
| SPI-DP-AGT-SOL | Operations Manager agent files for the DP Cell Manager on Solaris |
| SPI-DP-CONF | Operations Manager templates and configuration files for the Operations Manager Server |
| SPI-DP-DOC | Data Protector Integration's documentation in PDF format |

The following fileset is installed on an Operations Manager Server on HP-UX:

| | |
|---------------|---|
| SPI-DP-SRV-HP | Data Protector Integration's executables and scripts for the Operations Manager Server on HP-UX |
|---------------|---|

The following fileset is installed on an Operations Manager Server on Solaris:

| | |
|----------------|---|
| SPI-DP-SRV-SOL | Data Protector Integration's executables and scripts for the Operations Manager Server on Solaris |
|----------------|---|

The following directories are created on the Operations Manager Server system:

| | |
|-----------------------------------|--|
| /opt/OV/OpC/integration/obspi/bin | Binary and script files |
| /opt/OV/OpC/integration/obspi/etc | XML template files for Service Navigation tree |
| /opt/OV/OpC/integration/obspi/lib | Libraries and message catalogs |
| /opt/OV/OpC/integration/obspi/vpp | Configuration files for Performance Agent |
| /opt/OV/OpC/integration/obspi/doc | Documentation |

| | |
|---|---|
| <code>/var/opt/OV/log/obspi</code> | Logfiles |
| <code>/var/opt/OV/share/tmp/obspi</code> | Temporary and runtime files |
| <code>/var/opt/OV/share/tmp/OpC_appl/obspi</code> | Operations Manager files in uploadable format |
| <code>/etc/opt/OV/share/obspi/conf</code> | XML files uploaded by Service Manager |
| <code>/etc/opt/OV/share/bitmaps/C/omniback</code> | Icons and bitmaps |
| <code>/etc/opt/OV/share/registration/C/DPSPI</code> | Application registration file |

The following directories are created on a Data Protector Cell Manager running on HP-UX or Solaris after the Data Protector Policies and Monitors have been deployed to it:

In `/var/opt/OV/bin/instrumentation/`:

- `ob_spi_proc.sh`
- `obspi.conf`
- `ob_spi_backup.sh`
- `ob_spi_db.sh`
- `ob_spi_file.sh`
- `ob_spi_poolsize.sh`
- `ob_spi_poolstatus.sh`
- `DPCmd`
- `dpsvc.pl`
- `ob_spi_medialog.sh`
- `ob_spi_omnisvlog.sh`
- `ob_spi_purgelog.sh`

The following directories are created on a Data Protector Cell Manager running on Windows after the Data Protector Policies and Monitors have been deployed to it.

The `OM_AGENT_INSTALLED_PACKAGE_DIR` should be:

For Windows HTTPS platform agent: `OM_data_dir\bin\instrumentation`

For Windows DCE platform agent: `OM_install_dir\Installed Packages\{790C06B4-844E-11D2-972B-080009Ef8C2A}\bin\Instrumentation`

In `OM_AGENT_INSTALLED_PACKAGE_DIR`:

- `obspi.conf`
- `ob_spi_backup.exe`
- `ob_spi_db.exe`
- `ob_spi_file.exe`
- `ob_spi_poolsize.exe`
- `ob_spi_poolstatus.exe`
- `ob_spi_proc.exe`
- `DPPath.exe`
- `ob_spi_medialog.vbs`
- `ob_spi_medialog.bat`
- `ob_spi_omnisvlog.vbs`
- `ob_spi_omnisvlog.bat`
- `ob_spi_purgelog.vbs`
- `ob_spi_purgelog.bat`

Installation verification

Check the following logfiles for errors:

- `/var/adm/sw/swagent.log`
- `/var/opt/OV/log/OpC/mgmt_sv/obspicfgupld.log`

To check the Software Distributor installation, enter the following:

```
# swlist -a revision -a state -a title -l fileset  
SPI-DATAPROTECTOR-OM
```

You should get the following response.

```
# SPI-DATAPROTECTOR-OM SPI-DATAPROTECTOR-OM  
    HP Data Protector Integration into Operations Manager  
SPI-DATAPROTECTOR-OM.SPI-DP-AGT-HP A.06.10 Configured  
    Data Protector Integration's files for the DP Cell Manager on HP-UX 11.x  
SPI-DATAPROTECTOR-OM.SPI-DP-AGT-NT A.06.10 Configured
```

Data Protector Integration's files for the DP Cell Manager on Windows

SPI-DATAPROTECTOR-OM.SPI-DP-AGT-SOL A.06.10 Configured

Data Protector Integration's files for the DP Cell Manager on Solaris 7, 8, 9 and 10

SPI-DATAPROTECTOR-OM.SPI-DP-CONF A.06.10 Configured

Data Protector Integration's templates for the Mgmt. Server

SPI-DATAPROTECTOR-OM.SPI-DP-DOC A.06.10 Configured

Data Protector Integration's documentation

On HP-UX Operations Manager Server:

SPI-DATAPROTECTOR-OM.SPI-DP-SRV-HP A.06.10 Configured

Data Protector Integration's executables and scripts for the Management Server

On Solaris Operations Manager Server:

SPI-DATAPROTECTOR-OM.SPI-DP-SRV-SOL A.06.10 Configured

Data Protector Integration's executables and scripts for the Management Server

Agent installation

Distribute agent software to managed nodes in three stages:

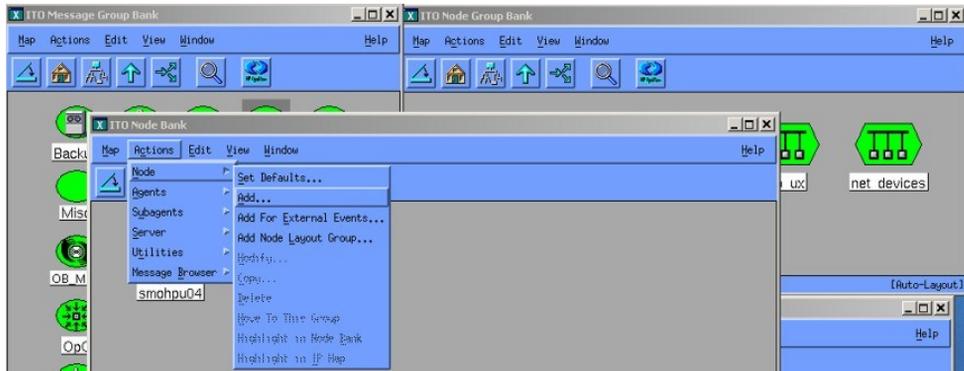
1. Add the Data Protector Cell manager host system to the Operations Manager managed environment as a managed node.
2. Run the `Add Data Protector Cell` application for each Data Protector Cell manager node.
3. Distribute software, actions, commands, monitors and templates to the Data Protector Cell Manager Managed Node.

Adding the Data Protector Cell Manager system as an Operations Manager node

To add the DP Cell Manager host system to the Operations Manager managed environment as a managed node:

1. Login to Operations Manager as user `opc_admin`.

2. Open the Node Bank.



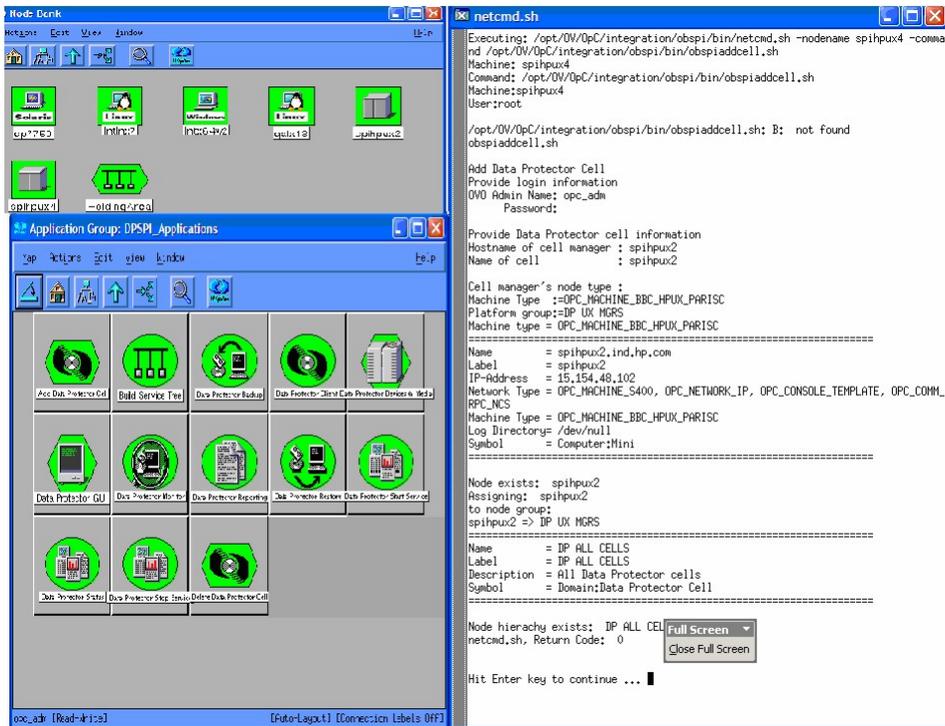
3. Select **Actions > Node > Add...**
4. Add the label and hostname of the new node in the **Add Node** window.

Running the Add Data Protector Cell application

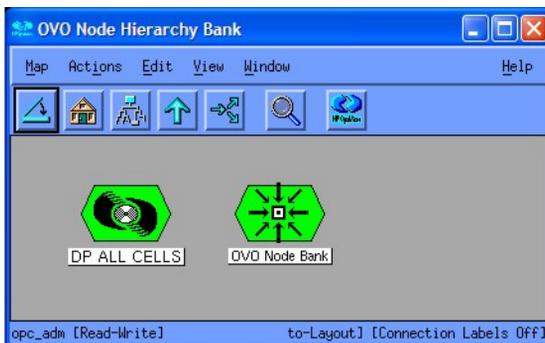
1. As user `opc_admin`, open the Node Bank and the **DPSPI_Applications** window.

2. Select the **Data Protector Cell Manager** node from the Node Bank. Drag and drop it onto the **Add Data Protector Cell** application.

This opens a terminal window where you are asked to input some information:



As a result, a new node group is added to the Node Group Bank and a new layout group is added to the DP ALL MGRS node hierarchy (NT CELL in the example below):

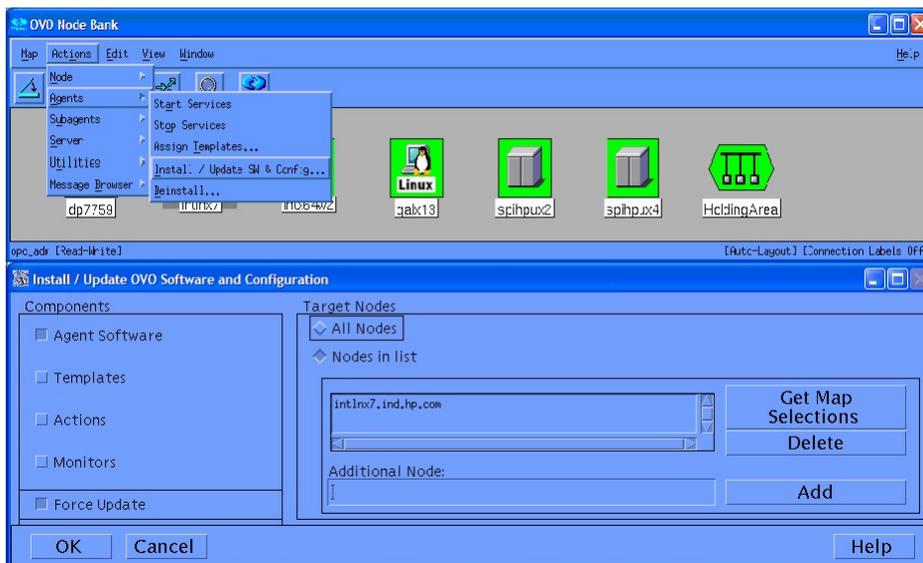


Distributing software, actions, commands, monitors and templates to the Data Protector Cell Manager

To distribute items to the DP Cell Manager Managed Node (appropriate assignments should have been made during installation):

1. Log in as user `opc_admin`.
2. Select the appropriate node group from the Node Group Bank. The node group `DP ALL MGRS` contains all Data Protector Cell Managers.
3. From the Node Group Bank, select:

Actions > Agents > Install / Update SW & Config...



4. Follow any instructions displayed in the terminal window.

Agent configuration

NOTE:

In order to receive the File Library SNMP events from Data Protector 5.5, the following Data Protector patches or superseding patches need to be installed on the Data Protector Cell Manager:

- *Windows*: DPWIN_00167
 - *HP-UX*: PHSS_33637
 - *Solaris*: DPSOL_00173
-

SNMP configuration on UNIX

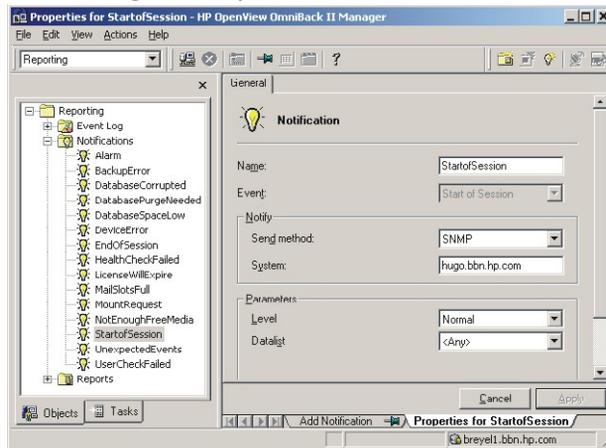
To enable the Operations Manager Agent on UNIX nodes to receive SNMP traps from Data Protector:

1. Execute one of the following commands to set the SNMP mode:
 - If an `ovtrapd` process is running, add:

```
ovconfchg -ns eaagt -set SNMP_SESSION_MODE TRY_BOTH
```
 - If no `ovtrapd` process is running, add:

```
ovconfchg -ns eaagt -set SNMP_SESSION_MODE NO_TRAPD
```
2. Configure the SNMP Emanate Agent to send SNMP traps to the local Operations Manager Agent by adding the following lines to the `snmpd.conf` file:
 - **HP-UX**: `/etc/SnmpAgent.d/snmpd.conf trap-dest: 127.0.0.1`
 - **Solaris**: `/etc/snmp/conf/snmpd.conf trap localhost trap-community public`

3. Configure Data Protector to send SNMP traps to the DP Cell Manager host:
 - a. Using the Data Protector GUI's **Reporting** context window, set up all Notification events to use:
 - SNMP as delivery method
 - Cell Manager host system as the destination



- b. Add the Cell Manager hostname as trap destination to the `OVdests` file in `/etc/opt/omni/snmp` (Data Protector 5.1 and below)
`/etc/opt/omni/server/snmp` (Data Protector 5.5 and above).
- c. Disable filtering of SNMP traps by emptying the `OVfilter` file in `/etc/opt/omni/snmp` (Data Protector 5.1 and below)
`/etc/opt/omni/server/snmp` (Data Protector 5.5 and above).

SNMP configuration on Windows

Configure the Windows system to forward its SNMP traps to the Operations Manager Server as follows:

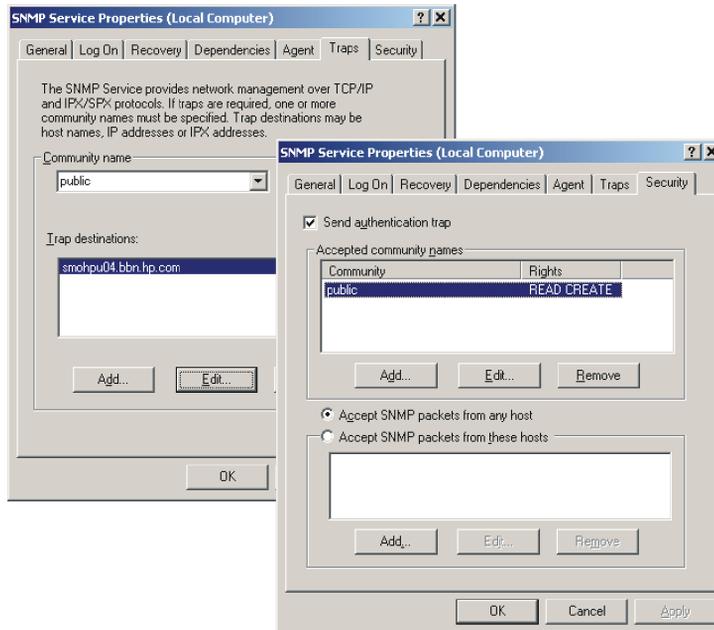
1. To enable Data Protector to send SNMP traps, run the command: `omnisnmp`
2. To set the SNMP mode, execute the following command:


```
ovconfchg -ns eaagt -set SNMP_SESSION_MODE NO_TRAPD
```

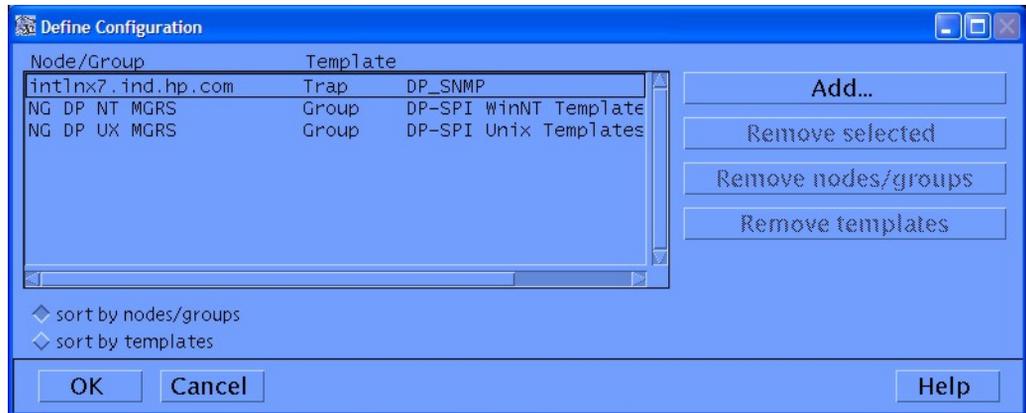
3. Configure the SNMP Service on a Windows system to send traps to the Operations Manager Server. The community name should be `public` (the default community name Data Protector's SNMP traps use). The trap destination must be the IP address or the hostname of the Operations Manager Server and the rights of the community must be `READ CREATE`.

To use a custom community name other than `public`, set the value in the Registry. Data Protector will then use this name for sending SNMP traps:

```
HKEY_LOCAL_MACHINE\SOFTWARE\HewlettPackard\OpenView\OmniBackII\SNMPTrap CommunityREG_SZ: custom community name
```



4. Configure Data Protector to send SNMP traps to the Operations Manager Server system:
 - a. Using the Data Protector GUI's **Reporting** context window, set up all Notification events to use:
 - SNMP as delivery method
 - Operations Manager Server system as the destination
 - b. Add the Operations Manager Server hostname as trap destination to the `OVdests` file in `Data Protector Root/Config/server/SNMP`.
 - c. Disable filtering of SNMP traps by emptying the `OVfilter` file in `Data Protector Root/Config/server/SNMP`.
5. Configure the Operations Manager sever to intercept SNMP traps sent by Windows Cell Manager. To do this, use the Operations Manager GUI to assign and distribute the template "DP_SNMP" to the Operations Manager Server.



Data Protector user configuration

NOTE:

DP SPI tools and applications do not support non-root agent nodes.

UNIX nodes: Check the local root user is in Data Protector's `admin` user group.

Windows: Add the local `HP ITO account` user to Data Protector's `admin` user group.

Program identification

UNIX managed nodes: All Data Protector Integration programs and configuration files contain an identification string that can be displayed using the UNIX command "what (1) :".

The output is of the form:

```
HP Data Protector integration into Operations Manager Unix  
A.06.10 (build_date)
```

Windows managed nodes: All Data Protector Integration programs and configuration files contain an identification string:

1. Right-click the `ob_spi_backup.exe` file.
2. Select **Properties** from the popup menu.
3. Select the **Version** tab. The following screen is displayed.



Uninstalling the Data Protector Integration

You need to remove components from:

- Managed node systems (Data Protector Cell Manager)
- HP Operations Manager Server system

Uninstalling from managed nodes

1. Unassign the Data Protector Integration's Operations Manager templates and monitors from the Data Protector Cell Manager system (Operations Manager Managed Node). To do that, remove the Data Protector Cell Manager from the DP_NT or UX_MGRS group.
2. Redistribute the templates to the managed node with the force update option set, to ensure that the templates and monitors do not reside on the managed node anymore.

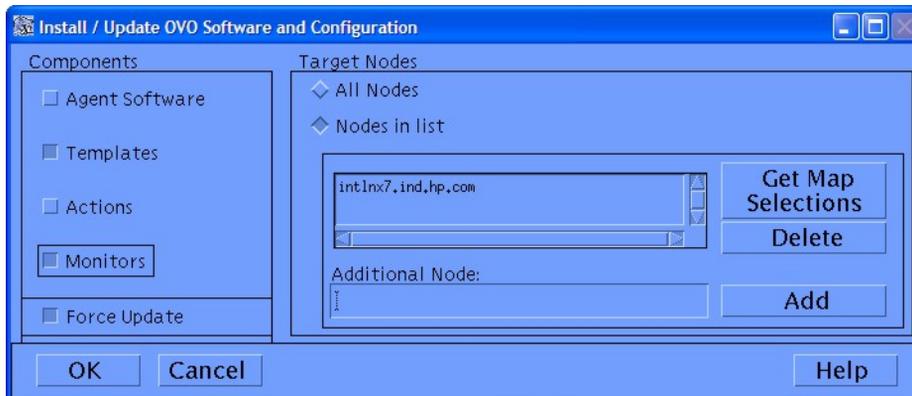


Figure 2 Redistribute with force update option

3. Remove the Data Protector Cell manager from the Operations Manager managed environment using the Delete Data Protector Cell application from the DPSPi_Applications group.

Uninstalling from the management server system

If the Operations Manager Server is using the default Administrator login name and password, uninstall with the command: `swremove SPI-DATAPROTECTOR-OM`

With a different Administrator login name or a changed password, uninstall as follows:

1. Use the command: `swask SPI-DATAPROTECTOR-OM`.
2. Enter the Operations Manager Server administrator login name and password.
3. Uninstall: `swremove SPI-DATAPROTECTOR-OM`

Once the DP integration is uninstalled, integration components will be removed from the Nodes, Tools, Policy and User Roles on the OMU GUI.

3 Integration into HP Service Navigator

In this chapter you will find information on integrating the HP Data Protector Integration into HP Service Navigator:

- Introduction to HP Service Navigator
- Using HP Service Navigator for Data Protector management
- Installation
- Uninstallation

What is HP Service Navigator?

HP Service Navigator is an add-on component of the Operations Manager Java-based operator GUI. Service Navigator lets you map the problems discovered by Operations Manager to the IT services you want to monitor, enabling you to manage the environment by focusing on IT services for which you are responsible.

With Operations Manager, if a problem occurs on one of the objects, a message is sent to the user responsible for the area concerned. With Service Navigator, the message is mapped to the service impacted by the problem, and sent to the user responsible for that service.

The severity status of the problem also changes the severity status of the service so you can easily identify services in a problematic state. To solve service-related problems, Operations Manager's problem resolution capabilities are extended to include service-specific analysis operations and actions.

Optionally, Service Navigator logs each change of status in the database so you can generate reports about service availability.

Figure 3 shows the Service Navigator main window. In addition to the customary Operations Manager Managed Nodes and message groups, managed services are displayed in the scoping pane on the left. The content area on the right is split into two sections. The upper section shows the service hierarchy with each service

represented by an icon. The lower section contains the standard Operations Manager message browser configured to display only messages relevant to your service.

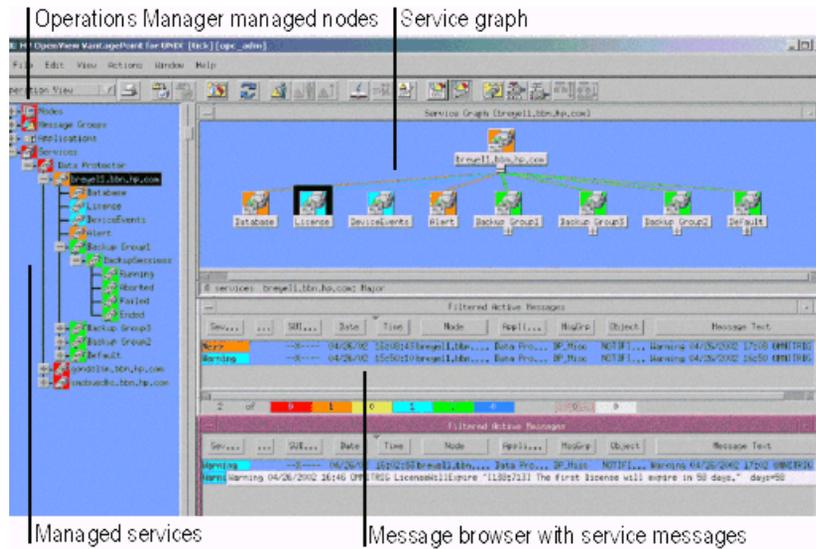


Figure 3 The Service Navigator GUI

How does Service Navigator work?

Service Navigator is based on a service hierarchy, a structure that reflects relationships and dependencies between service-relevant managed objects in your IT environment.

A **service hierarchy** is a logical organization of services you provide; a higher level covers a wider or more general service area than a lower level. There are two kinds of relationship between services in a hierarchy:

- **Containment** — a service is part of, and defined within, another service. The contained service cannot exist without the containing service. A service can contain more than one subservice.
- **Usage** — a service is contained in a service but is also used or referenced, by another service. The used service can exist without the using service; the using service depends on the used service.

For the purposes of status propagation and calculation it is irrelevant whether a service is contained in or used by another service.



NOTE:

A service can be defined only once but can be used or contained many times.

Service Navigator supports up to 256 hierarchical levels.

Figure 4 shows an example of a service hierarchy for a Data Protector Cell Manager. The Cell Manager service includes the cell systems and their components:

- Database
- License
- Device Events
- Alert
- Default Backup Group plus any additional Backup Group with Backup Sessions grouped by status

Each of these subservices is divided into further elements. All relationships are of the containment type.

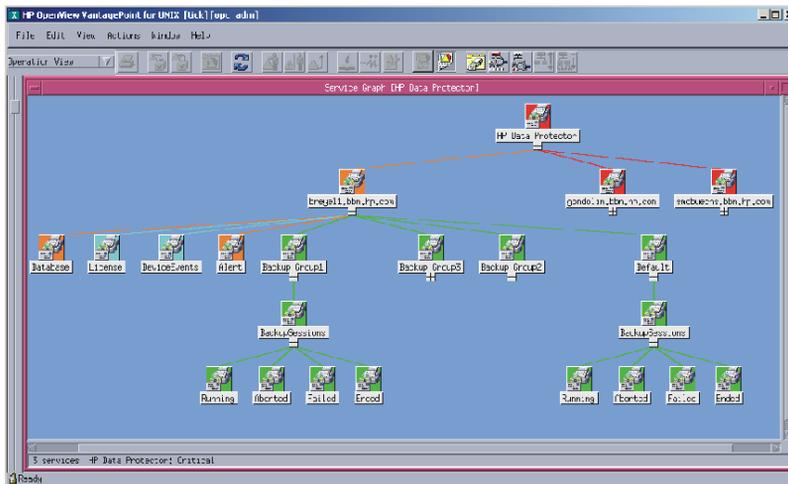
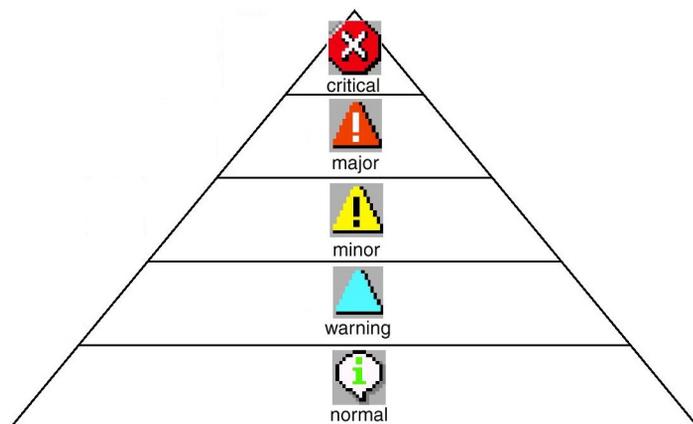


Figure 4 Example: Data Protector service hierarchy

Because Operations Manager allows one service to use another subservice, you do not need to set up specific subservices for each of your service hierarchies. You can set up a generic service, for example monitoring the operating system on a Data Protector Cell Manager system, that can be used by any other service hierarchy responsible for monitoring a Data Protector Cell Manager system.

Operations Manager severity pyramid

The status of a service is the current operational status. Each severity has its own color and icon:



The severity status of the service is determined from the severity status of its subservices according to a set of rules. These are defined in the service configuration file; see the *HP Operations Service Navigator Concepts and Configuration Guide* for more information.

Data Protector service tree

The Data Protector Integration uses Service Navigator to help monitor the status and health of Data Protector cells.

Data Protector is represented as a service in Service Navigator and each Data Protector cell by an icon within that service. The service tree is updated by SNMP traps sent by the notification feature in Data Protector and by messages from the Data Protector Integration's monitors. [Figure 5](#) illustrates the Data Protector service tree with three Data Protector Cell Managers.

Operations Manager
managed nodes

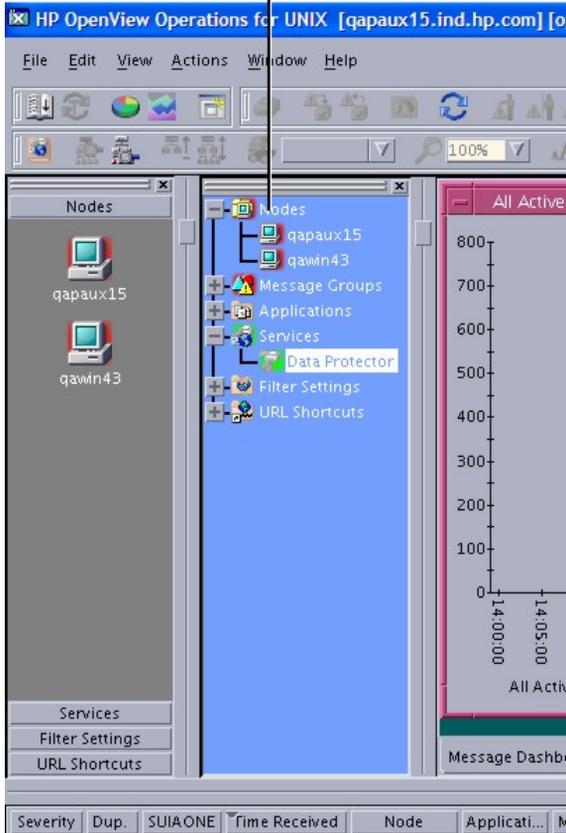


Figure 5 Data Protector service tree

The service tree nodes available for each cell are as follows:

| Node | Description |
|---|---|
| <i>Backup Group.</i> Backup Sessions | Contains Running, Waiting, Aborted, Failed, Completed, Completed with Failures, and Completed with Errors. Data Protector sends SNMP traps to trigger the update of these items. |
| Running | Updated by <i>Start of Session</i> SNMP trap issued by Data Protector notification. |

| Node | Description |
|---------------|--|
| Waiting | Updated by messages indicating that session is waiting because: <ul style="list-style-type: none"> • a device is occupied • the database is used • all licenses are currently allocated • too many backup sessions are running in parallel |
| Aborted | Updated by <code>Session Aborted</code> trap. |
| Failed | Updated by <code>Session Failed</code> SNMP trap. |
| Ended | Updated by <code>Session Completed</code> , <code>Completed with Errors</code> , or <code>Completed with Failures</code> SNMP trap. |
| Database | Updated by <code>DB*</code> SNMP traps issued by Data Protector notification and by messages resulting from database logfile monitoring. |
| Device Events | Updated by <code>Device Error-</code> , <code>Mount Request-</code> , <code>Mail Slots-</code> , and <code>Full-</code> SNMP traps issued by Data Protector notification. |
| Alert | Updated by <code>Alarm-</code> , <code>Health Check Failed-</code> , <code>User Check Failed-</code> , <code>Unexpected Events-</code> , <code>Not Enough Media-</code> SNMP traps issued by Data Protector notification. |
| Licence | Updated by <code>License</code> trap. |

Applying the Data Protector service to a user

The `Data Protector` service tree is assigned to the `opc_adm` and `opc_op` users during installation.

To apply this service to an additional user, use the command: `opcservice -assign username "Data Protector"`

Starting the Service Navigator GUI

To start the Service Navigator GUI, run: `ito_op` and log in with a user name.

Generating the detailed service tree

To generate the detailed service tree for a Data Protector Cell Manager below the `Data Protector` service:

1. Select the icon of the Data Protector Cell Manager node in the **Node Bank** or in the **Managed Nodes** window.
2. Drag and drop it on the Build Service Tree application in the **Application Bank** window.

Removing the Data Protector service tree

When you install the HP Data Protector Integration, `SPI-DATAPROTECTOR-OM` is removed and the complete Data Protector service tree is unassigned from all its users and then removed.

You can remove the tree manually by:

```
opcservice -remove -services "Data Protector"
```

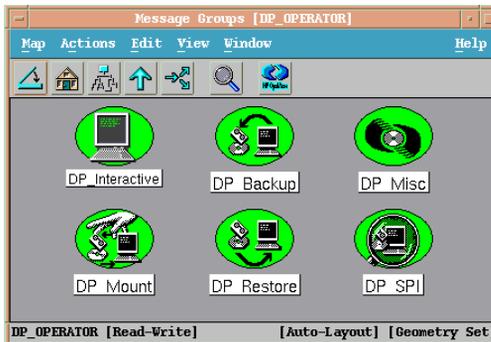
4 Using the Data Protector Integration

The sections in this chapter show which new components are added to Operations Manager during the installation of the Data Protector Integration software and describe how to use them to best effect:

- Message groups
- Node groups
- Application groups
- Users and user profiles
- Monitored objects
- Monitored logfiles

Message groups

The Data Protector Integration installs six message groups designed to handle messages generated by the templates and monitors started by the Data Protector integration:



Where appropriate, the Data Protector Integration assigns messages to existing Operations Manager message groups. Other messages are assigned to the following six Data Protector integration-specific message groups:

| | |
|----------------|---|
| DP_Backup | Backup session messages |
| DP_Restore | Restore session messages |
| DP_Mount | Mount request messages |
| DP_Misc | All other important Data Protector related messages |
| DP_SPI | Messages from the Data Protector Integration |
| DP_Interactive | Detailed messages normally only displayed in the Data Protector GUI. This message group is disabled as default. Enable the group for the greatest level of detail about Data Protector's operation. |

Message format

An Operations Manager message includes the following parameters:

| | |
|----------------------|--|
| <i>Message Group</i> | The following groups are available, as described above: DP_Backup, DP_Restore, DP_Mount, DP_Misc, DP_SPI, DP_Interactive |
| <i>Applications</i> | Set to Data Protector. |
| <i>Node</i> | Set to the hostname of the Data Protector Cell Manager system on which the event occurred. |
| <i>Severity</i> | Reflection of the impact that the event has on Data Protector. For SNMP trap derived messages, the severity value of the SNMP trap is used as the severity level of the message. |
| <i>Service Name</i> | Depends on the impact the event has on a service. The value must map with a node in Data Protector's service tree. |

| | |
|---------------|--|
| <i>Object</i> | <p>Allows the source of the event to be classified with fine granularity.</p> <ul style="list-style-type: none"> • Data Protector SNMP traps set the parameter to NOTIFICATION. • Messages originating from a monitored logfile set this parameter to the name of the logfile. • Messages originating from a monitor set it to the name of the monitor. |
|---------------|--|

Node groups

Node groups are logical groups of systems or devices assigned together with message groups to an operator to manage. Each node group is represented by an icon in the **Node Group Bank** window. Open a node group to view all systems within it. A system may belong to more than one node group.

The Add Data Protector Cell action adds a node below the DP ALL MGRS node group. This node group is automatically created during installation. The Cell Manager nodes are contained in this node group:



Figure 6 Data Protector Integration node groups for opc_admin

Node groups determine which nodes a user receives messages from. Together with message groups, they define:

- the user's responsibilities
- which messages the user sees in the message browser

The content of DP ALL MGRS Node Group and of the DP BBN Cell Node Group are illustrated in [Figure 7](#).

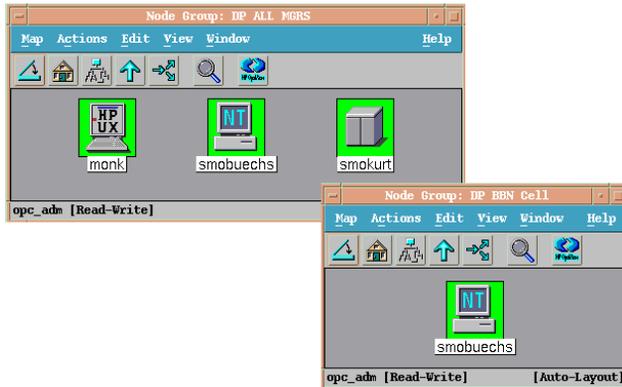


Figure 7 DP ALL MGRS node group and DP BBN cell node groups

The predefined user profiles of the Data Protector integration use message groups and node groups.

Two further node groups are created during installation of the Data Protector Integration:

- DP NT MGRS
- DP UX MGRS

These can be used by any Operations Manager administrator to help assign and distribute templates and monitors to all nodes of a selected operating system. If the cell administrator uses the `Add Data Protector Cell` application to create a new node, the node is automatically placed in the node group corresponding to its operating system.

If the cell administrator deletes the node with the `Delete Data Protector Cell` application, it is also automatically deleted from the corresponding node group. The Data Protector Integration node groups are illustrated in [Figure 8](#).

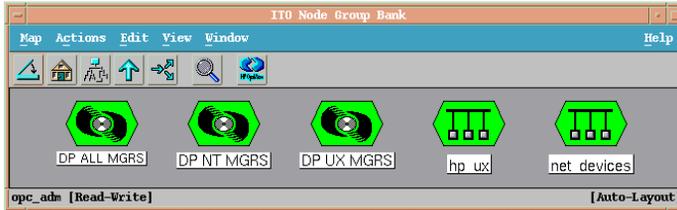


Figure 8 DP node groups created during installation

Node hierarchies

Node hierarchies are used to organize each operator's **Managed Node** window and are directly assigned to Operations Manager users (rather than to profiles). Each hierarchy is represented by an icon in the **Node Hierarchy Bank** window. It represents an organization of nodes and node layout groups.

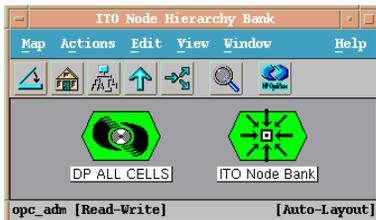


Figure 9 Data Protector Integration node hierarchy bank for opc_admin

The Add Data Protector Cell action adds a node layout group for a Data Protector cell below the DP ALL CELLS node hierarchy, which is automatically created during installation.

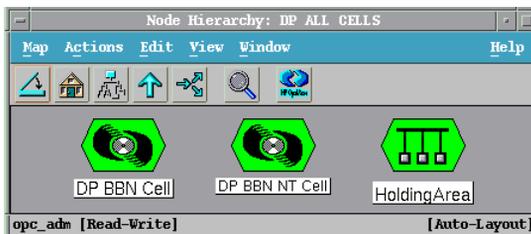


Figure 10 DP ALL CELLS node hierarchy bank

The content of the **Managed Nodes** window of the DP_cell_admin user who has been assigned the DP ALL CELLS Node Hierarchy by opc_admin is illustrated in [Figure 11](#).

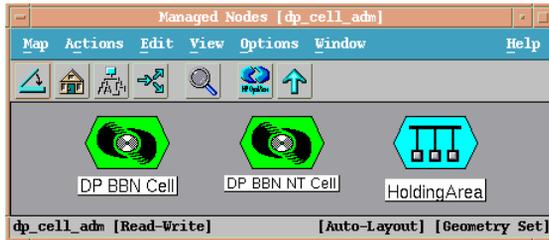


Figure 11 DP_cell_admin user managed nodes window

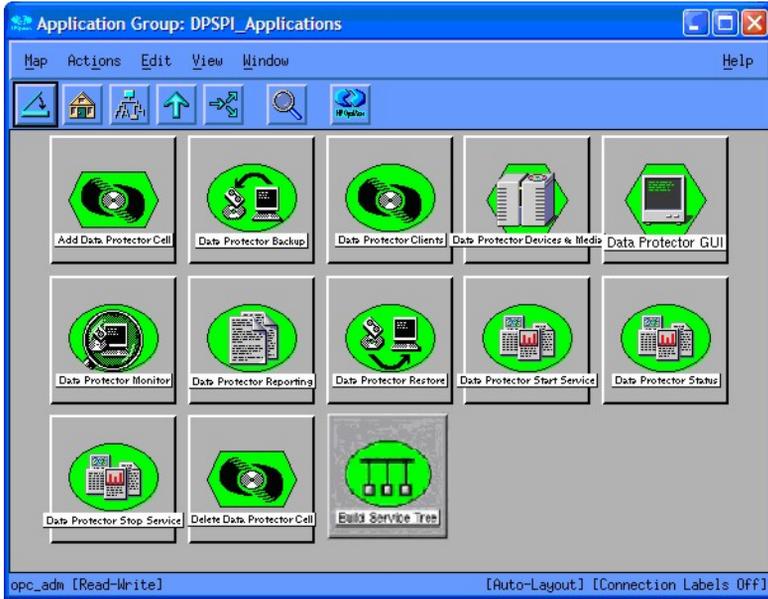
Application groups

Installing the Data Protector Integration adds a new application group, `Data Protector Integration Applications` to the Operations Manager **Application Bank** window. Each Operations Manager user profile has its own set of Data Protector integration applications matching the responsibilities of Operations Manager users assigned the profile.

The two new Data Protector Integration application groups are `DPSPI_Reports` and `DPSPI_Applications`.

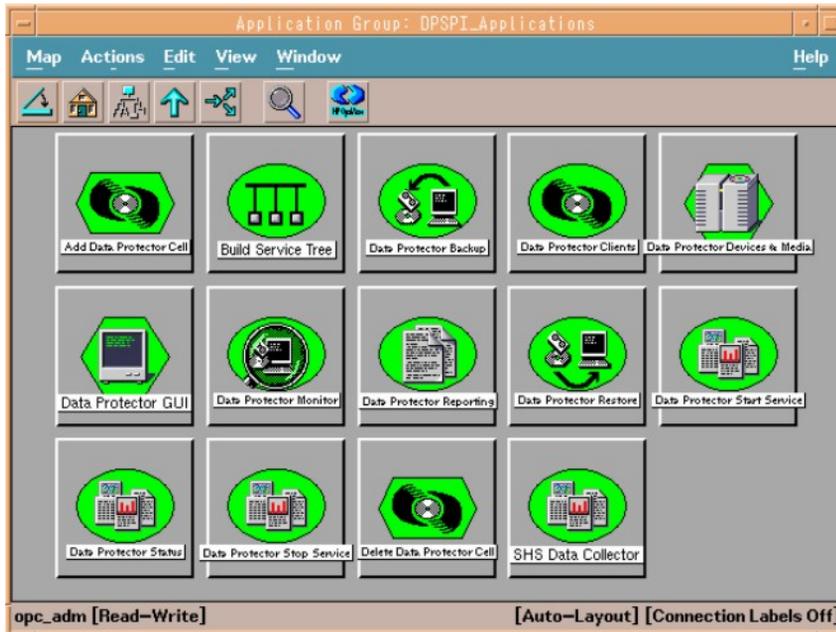
DPSPI_Reports application group

`DPSPI_Reports` contains applications for monitoring the health and performance of the Data Protector environment:



DPSPI_Applications application group

DPSPI_Applications contains applications for managing the Data Protector environment:



Users and user profiles

This section describes the types of user in Operations Manager, Data Protector and the Data Protector Integration. It also describes the users and profiles installed by the Data Protector Integration and suggests the most appropriate uses for them.

Data Protector, Operations Manager and operating system users

Data Protector and Operations Manager have two types of users:

- Operating System Users**, required to log in to the operating system. A user requires a valid user login to start Data Protector or log in to Operations Manager.
Examples: Windows user in the EUROPE domain: EUROPE\janesmith
 UNIX user whose primary UNIX group is marketing:
 uid=4110(janesmith) gid=60(marketing)
- Operations Manager Users**, requiring a login to Operations Manager. Any operating system user can log in as an Operations Manager user if they have the Operations Manager user password.
Example: opc_admin and opc_op are the default Operations Manager users.

The Data Protector Integration generally does not set up any Operations Manager users apart from `obs_pi_template_admin`. User profiles are provided instead.

Data Protector also uses **user groups** to define access rights for their members. A member of a user group is identified by the group's operating system user. This user, used to log in to the system, has access rights and Data Protector GUI context determined by the user group.

For Operations Manager, it does not matter who the operating system user is. The Operations Manager user used to log in to Operations Manager determines which applications are available in the **Application Bank** window and which message groups and node groups are used for displaying messages in the message browser.

Data Protector Integration users

Both the operating system user and the Operations Manager user are required by the Data Protector Integration. The Operations Manager user determines the layout of the Operations Manager GUI:

- Applications shown in the **Application Bank** window
- Data Protector cell managers shown in the **Managed Nodes** window
- Which message groups, in combination with node groups, are used for displaying Data Protector messages in the message browser.

NOTE:

When the Operations Manager user starts the Data Protector GUI from the **Application Bank** window, the layout of the Data Protector GUI and the permissions this user has in Data Protector are determined by the operating system user used when logging into Operations Manager, not by the Operations Manager user itself.

Operations Manager user profiles

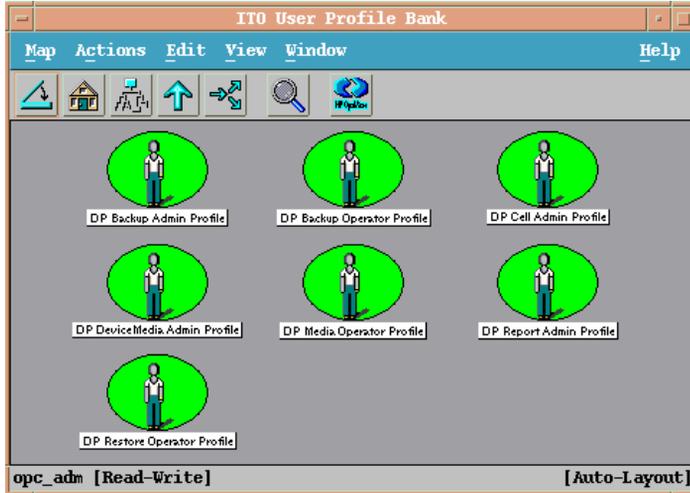
Operations Manager uses **user profiles** to describe the configuration of abstract users. They are useful in large, dynamic environments with many Operations Manager users and allow the rapid setting up of Operations Manager users with default configuration. An Operations Manager user may have multiple user profiles assigned and so can hold multiple roles.

The Data Protector Integration provides default user profiles suitable for use with different Operations Manager-Data Protector operator roles. All the Operations Manager administrator needs to do is to assign the appropriate default user profiles

and the DP ALL CELLS node hierarchy to existing Operations Manager users. He may also copy the default user profiles and modify them as required.

Data Protector Operations Manager user profiles

During installation, Data Protector Integration adds seven new user profiles to the Operations Manager **User Profile Bank** window—four administrators and three operators:



The following table lists for each user, applications available through icons on the **Application** window and message groups through the Operations Manager Message Browser. Roles for each user are listed in [Table 5](#) on page 67.

Table 4 Data Protector Operations Manager user profiles

| Admin/Operator Profiles | Description |
|-------------------------|---|
| DP Backup Administrator | Restricted to a Data Protector Cell. <i>Applications:</i> Data Protector Backup <i>Messages:</i> Enable the Operations Manager message template for detailed messages, DP_Detailed. |

| Admin/Operator Profiles | Description |
|---------------------------------|---|
| DP Backup Operator | <p>Restricted to a Data Protector Cell.</p> <p><i>Applications:</i> Data Protector Backup</p> <p><i>Message Groups:</i></p> <ul style="list-style-type: none"> • DP_Backup • DP_Misc • DP_Mount <p>These are backup session messages and mount requests of backup sessions messages.</p> |
| DP Restore Operator | <p>Restricted to a Data Protector Cell.</p> <p><i>Applications:</i> Data Protector Restore</p> <p><i>Message Groups:</i></p> <ul style="list-style-type: none"> • DP_Restore • DP_Misc • DP_Mount <p>These are restore session messages and mount requests of restore sessions messages.</p> |
| DP Device & Media Administrator | <p>Restricted to a Data Protector Cell.</p> <p><i>Applications:</i> Data Protector Devices & Media</p> <p><i>Messages:</i> Enable the Operations Manager message template for detailed messages, DP_Detailed.</p> |
| DP Media Operator | <p>Restricted to a Data Protector Cell.</p> <p><i>Applications:</i></p> <ul style="list-style-type: none"> • Data Protector Backup • Data Protector Restore <p><i>Messages:</i> Mount requests of backup and restore sessions (DP_Mount) messages.</p> |

| Admin/Operator Profiles | Description |
|-------------------------|--|
| DP Cell Administrator | Restricted to clients of Data Protector Cells. <i>Applications:</i> <ul style="list-style-type: none"> • Data Protector Clients • Data Protector Start Service • Data Protector Stop Service • Data Protector Monitor Enterprise (in a MoM cell) • Build Data Protector Service Tree • Add Data Protector Cell • Delete Data Protector Cell <i>Message Groups:</i> <ul style="list-style-type: none"> • DP_Misc • DP_SPI |
| DP Report Administrator | Restricted to a Data Protector Cell. <i>Applications:</i> Data Protector Reporting <i>Messages:</i> None. |

Data Protector Operations Manager operators

The Data Protector Operations Manager Operators use Operations Manager to maintain, manage, monitor, and control multiple Data Protector cells from a single console. [Table 5](#) defines the roles a Data Protector Operations Manager Operator might have and describes the appropriate access rights of an equivalent Data Protector user.

 **NOTE:**

Operations Manager users and Data Protector users are different and have to be set up in Operations Manager and Data Protector separately.

Operations Manager users are not created by the Data Protector integration. The roles described in [Table 5](#) are examples of possible roles you may create and use to manage Data Protector.

Table 5 Data Protector Operations Manager operators and their roles

| Role | DP Privileges | Description |
|----------------------|----------------------------|--|
| Backup Administrator | | Creates backup specifications (what to backup, from which system, to which device) and schedules the backup. |
| | Save backup specification | Allows a user to create, schedule, modify and save personal backup specifications. |
| | Switch session ownership | Allows a user to specify the owner of the backup specification under which backup is started. By default, the owner is the user who started the backup. Scheduled backups are started as root on a UNIX Cell Manager and under the Cell Manager account on a Windows system. |
| Backup Operator | | Starts a backup (if not scheduled), monitors the status of backup sessions, and responds to mount requests by providing media to devices. |
| | Start backup specification | Allows a user to perform a backup using a backup specification, so the user can back up objects listed in any backup specification and can also modify existing specifications. |
| | Backup as root | Allows a user to back up any object with the rights of the root login. This is a UNIX specific user right. It is required to run any backup on NetWare clients. |
| | Switch session ownership | Allows a user to specify the owner of the backup specification under which the backup is started. By default, the owner is the user who started the backup. Scheduled backups are started as root on a UNIX Cell Manager and under the Cell Manager account on a Windows system. |

| Role | DP Privileges | Description |
|------------------------------|--------------------------|---|
| | Start backup | Allows users to back up their own data, to monitor and abort their own sessions. |
| | Mount request | Allows a user to respond to mount requests for any active session in the cell. |
| | Monitor | Allows a user to view information about any active session in the cell, and to access the Data Protector database to view past sessions. A user with monitor rights can use the Data Protector database context. |
| Restore Operator | | Starts restore on demand (from which device, what to restore, to which system), monitors the status of the restore session, and responds to mount requests by providing media to devices. |
| | Restore to other clients | Allows a user to restore an object to a system other than the one where the object was backed up. |
| | Restore from other users | Allows a user to restore objects belonging to another user. This is a UNIX specific user right. |
| | Restore as root | Allows a user to restore objects with the rights of the root UNIX user. Note that this is a powerful right that can affect the security of your system. This user right is required to restore on NetWare clients. |
| | Start restore | Allows a user to restore own data, to monitor and abort own restore sessions. A user that has this user right is able to view their own and public objects on the Cell Manager. |
| | Mount request | Allows a user to respond to mount requests for any active session in the cell. |
| | Monitor | Allows a user to view information about any active session in the cell, and also allows a user to access the Data Protector database to view past sessions. A user with monitor rights can use the Data Protector database context. |
| Device & Media Administrator | | Creates and configures logical devices and assigns media pools to devices, creates and modifies media pools and assigns media to media pools. |

| Role | DP Privileges | Description |
|----------------------|-----------------------------|---|
| | Device configuration | Allows a user to create, configure, delete, modify and rename devices. This includes the ability to add a mount request script to a logical device. |
| | Media configuration | Allows a user to manage media pools and the media in the pools, and to work with media in libraries, including ejecting and entering media. |
| Media Operator | | Responds to mount requests by providing media to the devices. |
| | Mount request | Allows a user to respond to mount requests for any active session in the cell. |
| Cell Administrator | | Installs and updates Data Protector client systems, adds, deletes, or modifies Data Protector users and groups, and administers the Data Protector database. |
| | Client configuration | Allows a user to install and update of client systems. |
| | User configuration | Allows a user to add, delete and modify users or user groups. <i>Note:</i> This is a powerful right. |
| | Monitor | Allows a user to view information about any active session in the cell, and access the Data Protector database to view past sessions. The user can use the Data Protector database context. |
| | See private object | Allows a user to see private objects. Database administrators require this right. |
| Report Administrator | | Creates and modifies Data Protector reports. |
| | Reporting and notifications | Allows a user to create Data Protector reports. To use Web Reporting, you also need a java user under applet domain in the admin user group. |

obusergrp.pl user groups tool

The Data Protector Integration provides the `obusergrp.pl` tool to set up user groups in Data Protector for the above user roles. It resides on the Operations Manager Server in the directory:

```
/opt/OV/OpC/integration/obspi/bin
```

It uses the `/opt/OV/OpC/integration/obspi/etc/host_list` file to distribute predefined settings to each cell manager listed in the file.

It uses `ftp.sh` to acquire, modify and replace the `classSpec` file in Data Protector's configuration directory.



NOTE:

No equivalent user groups are configured by default in Data Protector. If such user groups are required, an administrator must set them up directly.

The `host_list` file must be edited directly by the user.

The Data Protector Cell Manager system must have a running FTP service.

Data Protector template administrator

The Data Protector Template Administrator user is an Operations Manager user and not a profile. It allows you to create, modify, and delete Data Protector Integration templates and monitors. With the Data Protector Template Administrator, you use configuration tools to set up message collection and monitoring services, and define message filters and suppression criteria. You can also determine how matched and unmatched messages are handled by Operations Manager.

Operations Manager administrator

The pre-defined Operations Manager administrator, `opc_adm`, is responsible for installing and configuring Operations Manager and the Data Protector Integration on Operations Manager Managed Nodes. Data Protector Cell Managers are managed nodes in Operations Manager.

The **Application** window shows additional icons for these applications:

- Add Data Protector Cell
- Delete Data Protector Cell
- Build Data Protector Service Tree

Monitored objects

Operations Manager monitors thresholds of an object to help early detection of problems. If an object exceeds a threshold for a specified period of time, a message can be sent to the Operations Manager operator. This enables the operator to resolve the problem before it affects the functionality of the system and the work of end-users.

Permanently running processes on the Cell Manager

Processes running permanently on the Data Protector Cell Manager are:

- Cell Request Server (*crs*)
- Media Management Daemon (*mmd*)
- Raima Velocis Database Server (*rds*)

Only one instance of each process must be running.

Threshold: Number of processes 3

Polling interval: 10 min.

Message structure:

| | |
|------------------------------------|---|
| Message Group | DP_Misc |
| Applications | Data Protector |
| Node | <i>name_cell_manager</i> |
| Severity | Critical |
| Service Name | Services.Data Protector. <i>cell name</i> |
| Object | Windows: DP_CheckProc_NT UNIX: DP_CheckProc_UX |
| Operator Action in case of problem | Start services |
| Message Text when problem solved | Auto-acknowledge this message and the preceding problem message |

Databases

Checks amount and percentage of used available space and also the status of the database.

Threshold: $\geq 95\%$ for error, $\geq 80\%$ for warning

Command:

```
omnidbutil -extend info
omnidbcheck -core -summary
omnidbcheck -filenames -summary
omnidbcheck -bf -summary
omnidbcheck -sibf -summary
omnidbcheck -smbf -summary
omnidbcheck -dc -summary
```

Polling interval: 60 min.

Message structure:

| | |
|-------------------------------------|---|
| Message Group | DP_Misc |
| Applications | Data Protector |
| Node | <i>name_database_server</i> |
| Severity | Critical |
| Service Name | Services.Data Protector. <i>cell name</i> .Database |
| Object | <i>Windows:</i> DP_CheckDB_NT <i>UNIX:</i> DP_CheckDB_UX |
| Automatic Action in case of problem | Status of database |
| Operator Action in case of problem | Purge or extend the database |
| Message Text when problem solved | Auto-acknowledge this message and the preceding problem message |

 **NOTE:**

The usage of this monitor program is as follows:

Windows: `ob_spi_db.exe DP_CheckDB_NT days`

UNIX: `ob_spi_db.sh DP_CheckDB_UX obspi.conf days`

Use the parameter *days* to define how often the monitor performs an IDB status check (default value 1 = once a day, 0 means no check will be performed).

Media pool status

Checks if there are media pools with media status:

- Poor (Critical)
- Fair (Warning)

Polling interval: 60 min.

Message structure:

| | |
|------------------------------------|---|
| Message Group | DP_Misc |
| Applications | Data Protector |
| Node | <i>name_cell_manager</i> |
| Severity | Critical or Warning |
| Service Name | Services.Data Protector. <i>cell name</i> |
| Object | <i>Windows:</i> DP_CheckPoolStatus_NT <i>UNIX:</i> DP_CheckPoolStatus_UX |
| Operator Action in case of problem | Status of the Media Pool |
| Message Text when problem solved | Auto-acknowledge this message and the preceding problem message |

Media pool size

Checks the amount of used space:

Threshold: $\geq 95\%$ of total available space is Critical, $\geq 85\%$ of total available space is Warning

Command: `omnimm -list_pool -detail`

Polling interval: 60 min.

Message structure:

| | |
|------------------------------------|---|
| Message Group | DP_Misc |
| Applications | Data Protector |
| Node | <i>name_cell_manager</i> |
| Severity | Critical or Warning |
| Service Name | Services.Data Protector. <i>cell name</i> |
| Object | <i>Windows:</i> DP_CheckPoolSize_NT <i>UNIX:</i> DP_CheckPoolSize_UX |
| Operator Action in case of problem | Status of the Media Pool |
| Message Text when problem solved | Auto-acknowledge this message and the preceding problem message |

Monitor status of long running backup sessions

Checks if there are backup up sessions that have been running for longer than:

- 12 hours (Critical)
- 8 hours (Warning)

Polling interval: 60 min.

Message structure:

| | |
|--------------------------------------|--|
| Message Group | DP_Backup |
| Applications | Data Protector |
| Node | <i>name_database_server</i> |
| Severity | Critical or Warning |
| Service Name | <i>Services.Data Protector.cell name.backup group.Backup Sessions.session status</i> |
| Object | <i>Windows: DP_CheckLongBackup_NT UNIX: DP_CheckLongBackup_UX</i> |
| Automatic Action in case of problem. | Session status |
| Operator Action in case of problem | Session report |
| Message Text when problem solved | Auto-acknowledge this message and the preceding problem message |

Check important configuration files

UNIX systems

Checks if the following files exist:

For Data Protector 5.1 and earlier:

- /etc/opt/omni/cell/cell_info
- /etc/opt/omni/cell/installation_servers
- /etc/opt/omni/users/UserList
- /etc/opt/omni/users/ClassSpec
- /etc/opt/omni/users/WebAccess
- /etc/opt/omni/snmp/OVdests
- /etc/opt/omni/snmp/OVfilter
- /etc/opt/omni/options/global
- /etc/opt/omni/options/trace
- /etc/opt/omni/cell/cell_server

For Data Protector 5.5 and later:

- /etc/opt/omni/server/cell/cell_info
- /etc/opt/omni/server/cell/installation_servers
- /etc/opt/omni/server/users/UserList
- /etc/opt/omni/server/users/ClassSpec
- /etc/opt/omni/server/users/WebAccess
- /etc/opt/omni/server/snmp/OVdests
- /etc/opt/omni/server/snmp/OVfilter
- /etc/opt/omni/server/options/global
- /etc/opt/omni/server/options/trace
- /etc/opt/omni/client/cell_server

Polling interval: 15 min.

Windows systems

Checks if the following files exist in subdirectories of the Data Protector configuration directory (*default:* `system_drive\Program Files\OmniBack\Config\`):

For Data Protector 5.1 and earlier:

- cell\cell_info
- cell\cell_server
- cell\installation_servers
- users\userlist
- users\classspec
- users\webaccess
- snmp\OVdests
- snmp\OVfilter
- options\global
- options\trace

For Data Protector 5.5 and later:

- Server\cell\cell_info
- Server\cell\cell_server
- Server\cell\installation_servers
- Server\users\userlist

- Server\users\classspec
- Server\users\webaccess
- Server\snmp\OVdests
- Server\snmp\OVfilter
- Server\options\global
- Server\options\trace

Polling interval: 15 min.

Monitored logfiles

You can use Operations Manager to monitor applications by observing their logfiles. You can suppress logfile entries or forward them to Operations Manager as messages. You can also restructure these messages or configure them with Operations Manager-specific attributes. For details, see the **Message Source Templates** window of the Operations Manager administrator's GUI.

Four Data Protector logfiles are monitored for warning and error patterns. For basic information, see the *HP Data Protector Troubleshooting Guide*, or Data Protector online Help index: "log files, Data Protector".

Data Protector default logfiles

There are two default logfiles on every system where the Data Protector core is installed:

- omnisv.log
- inet.log

omnisv.log

This log is generated when `omnisv -start` or `omnisv -stop` is executed. The date/time format is fixed and not language dependant:

```
YYYY-[M]M-[D]D [H]H:MM:SS - {START|STOP}
```

Parameters for messages for the default logfiles are:

| | |
|---------------|----------------|
| Message Group | DP_Misc |
| Applications | Data Protector |

| | |
|------------------|---|
| Node | <i>name_system</i> on which logfile resides |
| Severity | omnisv.log (Normal) inet.log (Warning) |
| Service Name | Services.Data Protector. <i>cell name</i> |
| Object | <i>logfile name</i> |
| Automatic Action | Get status of cell manager processes |

Examples:

```
2001-6-13 7:46:40 -STOP
HP Data Protector services successfully stopped.
```

```
2001-6-13 7:46:47 -START
HP Data Protector services successfully started.
```

inet.log

This logfile provides security information. The messages document requests to the `inet` process from non-authorized systems. The data/time format depends on the language environment variable.

Examples:

```
06/14/01 09:42:30 INET.12236.0 ["inet/allow_deny.c
/main/7":524] A.04.00 b364

A request 0 came from host Jowet.mycom.com which is not a
cell manager of this client

Thu Jun 14 09:42:30 2001 [root.root@jowet.mycom.com] : .util

06/14/01 09:43:24 INET.12552.0 ["inet/allow_deny.c
/main/7":524] A.04.00 b364

A request 1 came from host jowet.mycom.com which is not a
cell manager of this client

Thu Jun 14 09:22:46 2001 [root.sys@jowet.mycom.com] : .util

6/14/01 10:17:53 AM CRS.411.413 ["cs/mcrs/daemon.c
/main/145":1380] A.04.00 b364
```

User LARS.R&D@cruise2000.mycom.com that tried to connect to CRS not found in user list

Data Protector database logfile

On Cell Manager systems only, there is a logfile `purge.log`. These systems contain a catalog and media management database.

purge.log

This logfile contains purge session messages. Purge sessions are used to clean up the database. The data/time format depends on the language environment variable.

Examples:

```
06/17/01 15:42:15 ASM.1999 5.0 ["sm/asm/asm_purge.c  
/main/16":435] A.04.00 b364
```

```
Purge session started.
```

```
06/17/01 15:42:15 ASM.1999 5.0 ["sm/asm/asm_purge.c  
/main/16":445] A.04.00 b364
```

```
Filename purge session started.
```

```
06/17/01 15:42:16 ASM.1999 6.0 ["sm/asm/asm_purge.c  
/main/16":205] A.04.00 b364
```

```
Purge session finished.
```

```
06/17/01 15:42:16 ASM.1999 5.0 ["sm/asm/asm_msg.c  
/main/12":91] A.04.00 b364
```

```
Filename purge session ended.
```

Parameters for messages for the default logfiles are:

| | |
|---------------|--|
| Message Group | DP_Misc |
| Applications | Data Protector |
| Node | <i>name_system</i> on which logfile resides |
| Severity | Purge start/finish messages (Normal) All other messages (Warning) |

| | |
|------------------|---|
| Service Name | Services.Data Protector. <i>cell name</i> .Database |
| Object | <i>logfile name</i> |
| Automatic Action | omnidbutil -info |

Logfiles not monitored by Data Protector Integration

The following logfiles either do not provide information relevant to the correct operation of Data Protector or the information is extracted from other sources, such as SNMP traps.

| | |
|----------------|---|
| debug.log | Exception messages that have not handled |
| RDS.log | Raima Database service messages |
| readascii.log | Messages generated during when the database is read from a file using <code>readascii</code> |
| writeascii.log | Messages generated when the database is written to a file with <code>writeascii</code> |
| lic.log | Unexpected licensing events |
| sm.log | Detailed errors during backup or restore sessions, that is, errors while parsing the backup specification. No message catalog is used. The time/date format depends on the language environment variable. |

5 Performance measurement with the HP Performance Agent



NOTE:

See the *HP Data Protector PM/PA integration guide* for details regarding the integration of Performance Manager and Performance Agent with Data Protector.

6 Troubleshooting

Error: No message appearing on the Operations Manager browser for illegal command usage in DP/deny host.

Action: Ensure messages are written into `inet.log` file.

Error: Monitor messages are not appearing on the message browser. For example, Data Protector Backup is running for over 12 hours (greater than the critical time mentioned in the `obspi.conf` file) . A LongBackup message does not appear on the Message browser.

Action: Ensure:

1. Monitor scripts are present in the directory `OM_Installed_Packages_Dir\bin\instrumentation` (Windows) or `/var/opt/OV/bin/instrumentation` (UNIX).
2. SPI templates are enabled on the managed node:

```
OM_Installed_dir/bin/OpC/opctemplate
Type      Name                                     Status   Version
-----
MONITOR   "DP_CheckDB_UX"                         enabled  1
MONITOR   "DP_CheckFile_UX"                       enabled  1
MONITOR   "DP_CheckLongBackup_UX"                 enabled  1
```

3. The proper agent is deployed on to the managed node and all agent processes are running.
 - On the node: `opcagt -status`
 - From the Operations Manager server: `opcragt -status node name`

Error: Not getting any SNMP traps.

Action: **1.** On the Data Protector managed node check whether the SNMP Emanate Agent is installed.

2. Ensure the SNMP template is enabled on the node

```
OM_Installed_dir/bin/OpC/opctemplate
Type           Name           Status    Version
-----
SNMPTRAP      "DP_SNMP"        enabled   1
SNMPTRAP      "OB4.1_SNMP"    enabled   1
```

3. Ensure all the steps listed in “[SNMP configuration on UNIX](#)” on page 39 or “[SNMP configuration on Windows](#)” on page 40 are followed.

Error: For on itanium managed node, Data Protector SPI applications are not able to open Data Protector's Java GUI.

Action: Ensure the `java1.5/jre/bin` directory is included in the PATH environment variable.

Error: The Data Protector Health Report is not being produced for the Windows node-DP SPI.

Action: Ensure the `remsh` daemon is running on the Windows node.

Error: `obusergrp.pl` is failing while adding the Operations Manager user profile to the Data Protector (installed on Windows) user list.

Action: Ensure FTP is installed on the windows node and OBCONFIG (virtual directory) is set to `C:\Program Files\OmniBack\Config` directory (or equivalent, if you have chosen a custom path).

Index

A

- additional software for Windows nodes, [28](#)
- administrator, Operations Manager, [70](#)
- agent
 - configuration, [39](#)
 - installation, [35](#)
 - versions supported by Operations Manager, [27](#)
- application groups, [60](#)
- architecture, [22](#)
- audience, [9](#)

C

- cell manager
 - permanently running processes, [71](#)
 - prerequisites, [27](#)
- commands, distributing, [38](#)
- configuration files, monitoring, [75](#)
- configuration, agent, [39](#)
- conventions
 - document, [17](#)

D

- Data Protector
 - platforms, [26](#)
 - supported versions, [26](#)
- Data Protector service tree, [50](#)

- Data Protector Integration, [21](#)
 - architecture, [22](#)
 - directories, [32](#)
 - uninstalling
 - from managed nodes, [44](#)
 - uninstalling from management server, [44](#)
 - users, [63](#)

- Data Protector integration
 - directories, [33](#)
- database logfiles, [79](#)
- database monitor thresholds, [72](#)
- default logfiles, [77](#)
- directories on Operations Manager Server, [32](#)
- disk space, installing on Operations Manager Server, [30](#)
- distributing software, commands, monitors, templates, [38](#)
- document
 - conventions, [17](#)
 - related documentation, [9](#)
- documentation
 - HP website, [9](#)
 - providing feedback, [18](#)
- DPSPI
 - installing, [31](#)
- DPSPI_Applications application group, [61](#)
- DPSPI_Reports application group, [60](#)

F

- formats, message, [56](#)

FTP service for Windows nodes, 29

G

groups

- application, 60
- message, 55
- node, 57

H

help

- obtaining, 18

hierarchies, node, 59

HP

- technical support, 18

I

identifying Data Protector Integration programs, 43

inet.log logfile, 78

installing

- Operations Manager Server, 26
- agent, 35
- cell manager prerequisites, 27
- Data Protector Integration on Operations Manager Server, 31
- disk space, 30
- DPSPI, 31
- management server patches, 26
- OM Managed Node, 27
- Operations Manager Server patches, 26
- prerequisites, 25
- RAM, 31
- verification, 34

L

logfiles

- Data Protector database, 79
- Data Protector default, 77
- inet.log, 78
- monitored, 77
- not monitored, 80
- omnsv.log, 77
- purge.log, 79

long running backup sessions, 74

M

managed nodes

- Data Protector user configuration, 42
- SNMP configuration on Windows, 40
- uninstalling Data Protector Integration, 44

media pool size, monitor thresholds, 74

media pool status, monitor thresholds, 73

message formats, 56

message groups, 55

monitored logfiles, 77

- database logfiles, 79

- purge.log logfile, 79

monitored object

- configuration files, 75

monitored objects, 71

- databases, 72

- long running backup sessions, 74

- media pool size, 74

- media pool status, 73

- permanently running processes, 71

monitoring configuration files, 75

monitors, distributing, 38

N

node groups, 57

node hierarchies, 59

O

- obusergrp.pl tool, 69
- omnisv.log logfile, 77
- operating system users, 62
- Operations Manager
 - additional software for Windows nodes, 27
 - administrator, 70
 - Data Protector operators, 66
 - Data Protector user profiles, 64
 - installation prerequisites, 27
 - supported agent versions, 27
 - user profiles, 63
 - users, 62
- Operations Manager Managed Nodes, 27
- Operations Manager Managed Nodes
 - SNMP configuration on UNIX, 39
 - Data Protector user configuration, 42
 - SNMP configuration on Windows, 40
- Operations Manager Server
 - installing, 26
 - supported versions, 26
 - installing Data Protector Integration, 31
 - patches, 26
- Operations Manager severity pyramid, 50
- operators, Data Protector OM, 66

P

- patches
 - Operations Manager Server, 26
- prerequisites, 25
 - Data Protector cell manager, 27
 - OM Managed Node, 27
 - Operations Manager Server, 26
- profiles, user, 62
- purge.log logfile, 79

R

- RAM requirements, Operations Manager Server, 31
- related documentation, 9
- remsh daemon for Windows nodes, 30

S

- Service Navigator, 48
 - starting GUI, 52
- service tree, 50
 - removing, 53
- service, applying to Data Protector user, 52
- SNMP
 - configuration on UNIX Operations Manager Managed Nodes, 39
 - configuration on Windows Operations Manager Managed Nodes, 40
- SNMP Emanate Agent for Windows nodes, 28
- SNMP service for Windows nodes, 29
- software prerequisites
 - Operations Manager Server, 26
- software, distributing, 38
- Subscriber's Choice, HP, 18

T

- technical support
 - HP, 18
 - service locator website, 18
- template administrator, 70
- template, distributing, 38
- thresholds, monitored object, 71

U

- uninstalling
 - from managed nodes, 44
 - from management server, 44

- user profiles, [63](#)
 - Data Protector Operations Manager, [64](#)
- users
 - Data Protector Integration, [63](#)
 - OM, [62](#)
 - operating system, [62](#)
- users and user profiles, [62](#)

V

- verifying management server installation, [34](#)

W

- websites
 - HP, [18](#)
 - HP Subscriber's Choice for Business, [18](#)
 - product guides, [9](#)