

HP OpenView Smart Plug-in for PeopleSoft

Software Release Notes



Version B.02.10

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1 **Announcements**

Announcements

HP OpenView Operations Smart Plug-in for PeopleSoft version B.02.10 is now available. The PeopleSoft SPI version B.02.10 provides a market leading solution for the central monitoring and management of a PeopleSoft environment, including all the features summarized in this section.

This is a new version which supports OVOW management servers and Peoplesoft servers running on W2k and W2k3 platforms only.

Summary of Features in the PeopleSoft SPI

In combination with HP OpenView OpenView Operations for Windows, the HP OpenView Operations Smart Plug-in for PeopleSoft B.02.10 provides:

- event-based management of the PeopleSoft environment
- pro-active notification of problems
- applications that allow centralized management of the different layers of a PeopleSoft environment
- monitoring of important PeopleSoft-specific components and parameters

In addition, if used in conjunction with HP OpenView Performance Agent, the HP OpenView Operations Smart Plug-in for PeopleSoft provides:

- communication with the OpenView Performance Agent using the Data Source Integration feature
- both **logical** and **instance** views of the monitored components in the PeopleSoft environment using a service model

Available Documentation

The following documentation is provided for HP OpenView Operations Smart Plug-in for PeopleSoft B.02.10:

- On-line Documentation (PDF format)

On-line Documentation

The following manuals are supplied in portable document format (PDF) :

- *HP OpenView Smart Plug-in for PeopleSoft: Administrator's Reference*
- *HP OpenView Smart Plug-in for PeopleSoft: Software Release Notes*

2 What's in this Version?

What's in this Version?

This chapter gives a more detailed description of the main features provided with the PeopleSoft SPI version B.02.10. It also indicates where to find more information on PeopleSoft SPI B.02.10 and related products.

Features

HP OpenView Smart Plug-in for PeopleSoft version B.02.10 includes the following features:

- Supports OS versions Windows 2000 and Windows 2003 on the OVOW management server
- Supports managed nodes running: Windows 2000 and Windows 2003
- Supports PeopleSoft 7.05, 7.5, 8.1 and 8.4
- Monitors, detects, and displays the status of PeopleSoft batch jobs as well as components such as the process scheduler
- Monitors log-files dynamically to keep track of any important events registered in the various, distributed error logs from PeopleSoft, Tuxedo, and any databases. The data are consolidated in a central log file for quicker and easier access.
- Provides pre-configured automatic actions help to ensure minimum server down time
- Pre-defined reports identify the owners of batch jobs that are causing problems (such as high system load) and help to prevent performance bottlenecks
- Monitors the status of all the crucial components in the PeopleSoft environment, such as applications and application servers, database servers, and sub-systems such as Tuxedo

What's in this Version?

Related PeopleSoft SPI Products

Related PeopleSoft SPI Products

The HP OpenView Smart Plug-in for PeopleSoft product supports the following HP OpenView products:

- ❑ HP OpenView Operations for Windows B.07.10 to B.07.20
- ❑ HP OpenView Performance Agent (OVPA) and HP OpenView Embedded Performance Agent (Coda)
- ❑ HP OpenView Smart Plug-in for Oracle A.06.00 or higher
- ❑ HP OpenView Smart Plug-in for Microsoft SQL Server A.06.00 or higher
- ❑ HP OpenView Smart Plug-in for BEA WebLogic Server A.02.04 or higher

Information on the HP OpenView Web Pages

For more information on HP OpenView products check out the HP OpenView web site found at:

<http://www.hp.com/openview/> or

<http://www.openview.hp.com/solutions/business/>

For patch information access the following HP OpenView website:

<http://ovweb.external.hp.com:80/cpe/patches/>

3 Known Problems and Workarounds

Known Problems and Workarounds

This section describes any problems with the HP OpenView Smart Plug-in for PeopleSoft software that are already known and that could not be fixed before release, and where necessary, provides recommended workarounds.

Known Problems

The problems are grouped into the following categories:

- “General Discovery Strategy and Prerequisites”
- “Discovery/Activation”
- “ITO Monitors and Commands”
- “MeasureWare Integration”
- “De-installation”

Discovery/Activation

1. Symptom

If there are multiple PeopleSoft databases or Application server domains with identical names on a single system with multiple PeopleSoft installations, only one will be accepted by the discovery process. A message similar to the following will be printed when running the PS Discovery application:

```
ERROR: Duplicate PeopleSoft DB name hcdmo754 in  
different PS_HOMEs: c:\ps_tge and d:\TEST\pssoft.  
Ignoring for D:\TEST\pssoft.
```

Solution

With this release of the SPI names of PeopleSoft elements must be unique on one system.

ITO Monitors and Commands

1. Symptom

If a PeopleSoft Application server domain crashed or has been aborted ungraceful the SPI TMIB monitor may hang when accessing the Tuxedo TMIB. An indication is an OVO message appearing similar to:

```
Can't start monitor script for object 'PSSPI-TMIB-  
Col-05min_1'. Script still running. (OpC30-610)
```

Known Problems

Solution

Always shutdown domains properly. Try to re-boot or re-configure the domain. If this does not help you may need to re-boot the whole system.

2. Symptom

SPI log file templates are still active even if the SPI has been turned off. Unexpected OVO messages may arrive.

Solution

The COLLECTION state in the file `psspi.cfg` affects only monitor scripts and programs but not log file templates.

Use the OVO utility `opctemplate` to disable and enable templates. See the PeopleSoft SPI manual for details (Templates and Monitors on MC/ServiceGuard Nodes).

3. Symptom

If SPI templates have been distributed before the instrumentation has been deployed, OVO messages similar to the following may appear:

Logfile <'perl -S psspi_appsv.pl'> doesn't exist. Treating as empty. (OpC30-108)

Solution

Always make sure that the instrumentation is deployed *before* the templates.

MeasureWare Integration

1. Symptom

If a PeopleSoft Application server domain is down, the previous values about all other domain parameters will be used, i.e. the graphs will show a non-zero number of server processes, even if the domain is down.

Solution

Ignore the other graphs if the domain graph shows a zero value.

De-installation

1. Symptom

The de-installation of the SPI does not remove the created services representing the PeopleSoft environment.

Solution

Remove the services manually in the console GUI.

Known Problems and Workarounds

Known Problems

4 Compatibility and Installation Requirements

Compatibility and Installation Requirements

This chapter describes:

- Supported management server platforms, agent platforms, database versions and operating systems.

Operating System and Management Server Platforms Supported by the PeopleSoft SPI

The following tables indicate which versions of the operating system, the OVOW management server software, and the PeopleSoft software are supported by the HP OpenView Smart Plug-in for PeopleSoft B.02.10.

Table 4-1 Management-Server Platforms and Operating Systems

Platform	OS	Supported OS Versions
x86	Windows	2000, 2003

**Table 4-2 OVOW Management-Server Versions Supported with the
 PeopleSoft SPI.**

Product Name	Supported Versions
OpenView Operations for Windows	B.07.10, B.07.20

Table 4-3 PeopleSoft Versions Supported with the PeopleSoft SPI

Product Name	Supported Versions
PeopleTools	7.05, 7.5, 8.1, 8.4 ^a

a. Including all corresponding minor releases such as 7.54, but excluding 8.44

Database versions Supported by the PeopleSoft SPI

The HP OpenView Smart Plug-in for PeopleSoft B.02.10 supports the following versions of PeopleSoft database on the PeopleSoft servers:

- Oracle: Depends on SPI for Oracle
- Microsoft SQL Server: Depends on SPI for Microsoft SQL Server

Agent Platforms and OS Supported by the PeopleSoft SPI

The following table provides information about the agent platforms and operating systems now supported by the HP OpenView Smart Plug-in for PeopleSoft B.02.10:

Table 4-4 Agent Platforms and Operating System Support

Platform	OS	Supported OS Versions
x86	Windows	2000, 2003

Compatibility and Installation Requirements
Agent Platforms and OS Supported by the PeopleSoft SPI

5 **Product/Release Matrix**

Product/Release Matrix

This section provides information about inter-product relationships.

Product Version Information

HP OpenView Smart Plug-in for PeopleSoft B.02.10 is the latest release for OpenView Operations for Windows and adds support for OVOW A.07.20 and PeopleSoft 8.4. The product includes:

For more information, see the sections on product information in Appendix A of the *HP OpenView Smart Plug-in for PeopleSoft: Administrator's Reference*.

Software Availability

A localized version of HP OpenView Smart Plug-in for PeopleSoft is not currently available for this release.

Documentation is available in English.

6 **Version Information and File Placement Plan**

This section lists the directories in which the product files are placed during installation.

Version Strings

The scripts and programs of the HP OpenView SMART Plug-In for PeopleSoft contain version strings which are shown when using the PeopleSoft SPI tool “Verify Node Inst”:

FILEVERSION: B.02.10

File Placement Plan

The following is a list of directories locations for product files on the *OVOW management server*:

<ProgramDir>\HP OpenView\psspi\conf

<ProgramDir>\HP OpenView\psspi\disc

<ProgramDir>\HP OpenView\psspi\tmp

The following is a list of directories locations for product files on the *OVOW managed nodes*:

<AgentInstrumentationDir>\psspi\conf

<AgentInstrumentationDir>\psspi\dbc

<AgentInstrumentationDir>\psspi\dsi

<AgentInstrumentationDir>\psspi\log

<AgentInstrumentationDir>\psspi\rds

<AgentInstrumentationDir>\psspi\tmp