
HP Operations Smart Plug-ins DVD

for HP Operations Manager for Windows®

Release Notes

Software version: 9.00 / December 2009

This document provides information about the updates in HP Operations Smart Plug-ins DVD for HP Operations Manager (HPOM) for Windows versions 8.10 and 8.16. It also covers the licensing information; installation, uninstallation, and upgrade procedures in stand alone and cluster environments.

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What is New In This Version

This release introduces:

- HP Operations Smart Plug-in for JBoss Application Server – 7.00

The HP Operations Smart Plug-in for JBoss Application Server (JBoss AS SPI) enables you to manage JBoss Application Servers. From the HPOM console, you can monitor the availability, use, and performance of JBoss Application Servers running on the managed nodes. You can integrate JBoss AS SPI with other HP Software products such as HP Performance Manager to get consolidated graphs. The graphs help you analyze trends in server usage, availability, and performance.

- HP Operations Smart Plug-in for BlackBerry® Enterprise Server – 3.10

The HP Operations Smart Plug-in (SPI) for BlackBerry Enterprise Server (BES) provides you with tools to monitor and manage BlackBerry Enterprise Server. The SPI is deployed to the BES and provides performance and event information to the HP Operations Manager for UNIX. Support is provided for Windows 2003 and 2008 Servers. With version 3.10 of the SPI also support for BlackBerry Enterprise Server connecting to IBM Lotus Domino messaging servers is supported. Additional enhancement includes:

- Performance increase for user based metrics
 - Additional metric for component availability
 - Detailed server and user reports for HP Reporter Software
- A tool, SPI Upgrade Toolkit – 2.00

The HP Operations Smart Plug-in Upgrade Toolkit (SPI Upgrade Toolkit) helps you upgrade HP Operations Smart Plug-ins to a higher version while retaining the customizations done on policies. You can use this utility with a browser-based interactive user interface that allows you to select the policy settings of your choice while you upgrade a SPI.
 - Support for Operations Agent 8.53 on and 8.60 (HTTPS)
 - Support for Operations Agent 7.35 (DCE)
 - Support for Performance Agent 5.00
 - Support for Performance Manager 8.20
 - Support for HP Operations Manager i (HP OMi) 8.10 for Oracle, Microsoft SQL Server, Microsoft Active Directory, Microsoft Exchange Server, IBM WebSphere Application Server, BEA WebLogic Application Server, and BlackBerry Enterprise Server SPIs

For more information on how the SPIs work with HP OMi, see HP Operations Manager i 8.10 documentation.

What is Updated In This Version

Specific Smart Plug-in updates for this release are summarized as follows. For more complete details, see the release notes for each product.

- HP Operations Smart Plug-in for Databases (Oracle, Microsoft SQL Server, Sybase, and Informix)- 12.00
 - Oracle SPI: Monitors Flash Recovery Area (FRA), Materialized views, and Streams
 - Microsoft SQL Server SPI: New replication policies based on WMI performance counters and enhanced log file monitoring
 - Informix SPI: Support for Informix Extended Parallel Server (XPS) 8.51
- HP Operations Smart Plug-in for Microsoft Active Directory - 7.00
 - Supports Microsoft Windows 2008 Server Core,
 - Supports Microsoft Windows Server 2008 R2 – Full Server
 - Support dropped for Microsoft Windows 2000
- HP Operations Smart Plug-in for Microsoft Enterprise Server - 8.00
 - Supports Microsoft Office Communications Server 2007 and 2007 R2
 - Supports Microsoft BizTalk Server 2006 R2
 - Support dropped for the following Microsoft Server versions:
 - Microsoft BizTalk Server 2004
 - Microsoft Commerce Server 2002

- Content Management Server 2002
 - Microsoft SharePoint Portal Server 2003
- HP Operations Smart Plug-in for Microsoft Exchange Server - 13.00
 - Supports Microsoft Exchange Server 2007 in a SAN environment
 - Monitoring and reporting enhancements in the following areas:
 - Mail Flow Latency
 - Highest Growth Mailboxes
 - Transport Agent and Logs
 - Alignment of Thresholds as per Microsoft recommendations
 - Support dropped for Microsoft Exchange Server 2003
- HP Operations Smart Plug-in for SAP - 12.00
 - SAP Netweaver 7.1 Java Monitoring
 - Enhanced security for JMX Configuration using 3DES
 - Support for SAP Net weaver multiple instance
 - Service discovery for SAP Net weaver Java stack
 - Support dropped for SAP 4.6C
- HP Operations Smart Plug-in for IBM WebSphere Application Server (including JMX Metric Builder) - 7.00
 - Support for distributed network deployer scenario for WebSphere Application Servers 7
 - Enhanced Log File Monitoring
 - PMI Counter is not supported for WebSphere Application Server version 6.10 and above
 - Enhanced error logging
 - Enhanced discovery and configuration
 - Introduced golden metrics which monitor the basic functionality of your WebSphere Application Server
 - New metrics for monitoring the performance of JVM, EJB, ThreadPool, and Connection Pool
- HP Operations Smart Plug-in for BEA WebLogic Server (including JMX Metric Builder) - 7.00
 - Support dropped for WebLogic Server 7.x and 8.1
 - Support for WebLogic 10.x
 - Enhanced error logging
 - Enhanced discovery and configuration
 - Introduced golden metrics which monitor the basic functionality of your WebLogic Server
 - New metrics for monitoring JVM, EJBPoool, ThreadPool, and Server
- HP Operations Smart Plug-in for Oracle Application Server - 7.00
 - Enhanced error logging
 - Enhanced discovery and configuration
 - Introduced golden metrics which monitor the basic functionality of your WebSphere Application Server
- HP Operations Smart Plug-in for Web Server - 6.00
- HP Operations Smart Plug-in for BEA Tuxedo - 5.00
 - Support for Linux SLES 10
 - Support for Oracle Tuxedo 10.0
 - Support for Tuxedo for PeopleTools 6.5, 7.1, 8.0, 8.1, 9.0, 9.1, and 10.0
- HP Operations Smart Plug-in for HP Storage Essentials SRM - 2.00
 - Removed dependency on the SPI for HP System Insight Manager (SIM Integration)

- HP Operations Smart Plug-in for IBM DB2 – 3.80
 - Support for Novell SuSE Linux Enterprise Server 11
 - Support for RedHat Enterprise Linux 5.4
 - Support for IBM DB2 9.7
 - Support for remote database monitoring
 - Enhanced metrics on tablespace states
 - Enhanced database connection and authentication
- HP Operations Smart Plug-in for PeopleSoft - 3.00
 - Support for PeopleTools 8.50
 - Enhanced Application Server monitoring
- HP Operations Smart Plug-in for Remedy ARS - 4.00
 - Supports Remedy ARS 7.5
 - Supports Remedy ARS 7.1 and 7.5 on RHEL 5.1, 5.2, and 5.3
 - Use of ARS API 7.1 to enhanced efficiency and security
- HP Operations Smart Plug-in for SHS - 3.00
- HP Operations Integration for HP Systems Insight Manager – 1.70
- HP Reporter – 3.80
 - If you configure Oracle as the database for Reporter data, be sure to use one of the supported versions of the Oracle ODBC driver, which include: 9.2.0 to access 9.2.0 database or 10gR2 to access 10gR2 database.
- This SPI DVD is the last release that supports DCE agent.

Documentation Updates

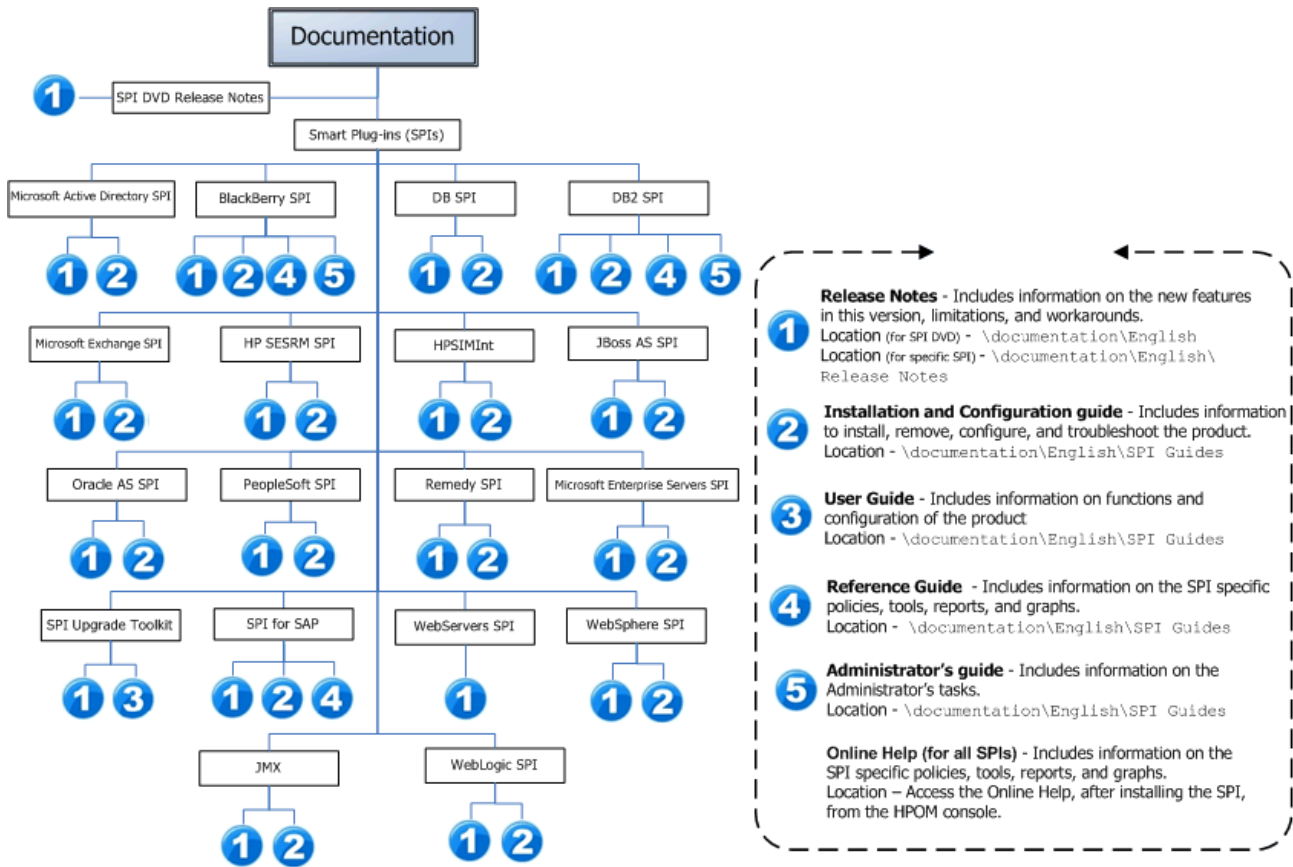
The first page of this release notes document contains the publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, go to the following web site:

<http://h20230.www2.hp.com/selfsolve/manuals>

Documentation Map

The following documentation map illustrates the documents and the location of documents pertaining to each SPI.



Installation Notes

The installation instructions contained in this chapter apply to all SPIs and are therefore general. For more instructions pertaining to the specific products you plan to install, print a copy of the product's installation instructions. For the name or location of the documents, see the [documentation map](#).

Supported Platforms

For latest support matrix, visit the following web site:

<http://support.openview.hp.com/selfsolve/document/KM323488>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html> or click the **New users - please register** link on the HP Passport login page.

To check for the latest Archived Obsolescence Programs, go to the following URL:

http://support.openview.hp.com/encore/om_spis_2009.jsp

Software and Hardware Requirements

Before installing a Smart Plug-in (SPI), make sure that your system meets the following minimum requirements:

- Hardware

See the HPOM for Windows documentation for information on hardware requirements for the management server. See the Support Matrix (SUMA) link

[http:// support.openview.hp.com/selfsolve/document/KM323488](http://support.openview.hp.com/selfsolve/document/KM323488) for information on hardware requirements for the managed nodes.

- Software

On Management Server:

- HP Operations Manager for Windows: 8.10 and the latest patch or 8.16
- HP Performance Manager (Windows): 8.20 (required if you want to generate graphs)
- HP Reporter: 3.80 (required if you want to generate web-based reports)
- HP SPI SHS Component: 3.00
- HP Operations SPI Data Collector : 2.40
- HP Operations SPI Upgrade Toolkit: 2.00 (automatically installed while installing the SPI using SPIDVD)
- JMX Component (automatically installed while installing the SPI using SPIDVD, only applicable for BEA WebLogic Server, Oracle Application Server, IBM WebSphere Application Server, and JBoss Application Server): 7.00

On Managed Node:

- HP Performance Agent: 5.00 (required if you want to use HP Performance Agent for data logging)
- HP Operations Agent (version 8.53 or 8.60 (HTTPS) and 7.35 (DCE)) must be installed and configured

Note: On Windows platform, the SPI Data Collector and the SPI SHS components are installed automatically, when you install the first SPI.

HPOM for Windows Patches

Ensure that you have the following patch if you use version 8.10 of the HPOM for Windows management server.

Patches are located on the following URL:

<http://support.openview.hp.com/selfsolve/patches>

MANAGEMENT SERVER & MANAGED NODES PATCHES

OS: Mgmt. Server	Patch	Version	Date Released
Windows	OMW_00051	A.08.17	10/12/2009
OS: Managed Nodes	Patch	Version	Date Released
AIX	OMW_00043	A.08.60	8/25/2009
HP-UX 11 IA	OMW_00002	A.08.53	1/25/2009
HP-UX 11 PA	OMW_00008	A.08.60	8/25/2009
Linux	OMW_00041	A.08.60	8/25/2009
Solaris	OMW_00040	A.08.60	8/25/2009
Tru64	OMW_00007	A.08.53	3/04/2009
Windows	OMW_00044	A.08.60.1	9/15/2009

Installing SPI on a Local Management Server or Console

To install a SPI on a local management server, perform the following steps:

- 1 Insert the HP Operations Smart Plug-ins DVD into the DVD drive of the management server system.
The HP Operations Manager InstallShield Wizard opens.

- 2 Click **Next**.
The Smart Plug-ins Release Notes and Other Documentation window opens.

- 3 Click **Next**.
The Program Maintenance window opens.

Note: If no SPI is installed on the management server, the Product Selection window opens instead of the Program Maintenance window.

- 4 Select Install Products check box and click **Next**.
The Product Selection window opens.

- 5 From the options listed (there are three Product Selection windows), select the check box corresponding to the SPI you want to install and click **Next**.

The Enable/Disable AutoDeployment window opens.

Note: If latest versions of SPIs are already installed, SPI checkboxes are disabled. If Reporter and/or Performance Manager are not installed, Reports and/or Graphs checkboxes are disabled.

- 6 HP Operations Manager deploys policies automatically only when desired. Select to disable or enable the Auto Deployment feature and click **Next**.

The License Agreement window opens.

- 7 Indicate your acceptance of licensing agreement terms by selecting the I accept the terms in the license agreement check box and click **Next**.

The Ready to Modify the Program window opens.

- 8 Selecting **Back** allows you to edit previous selections, otherwise, click **Install** to begin the installation.

Note: Selecting **Cancel** after the installation has started does not halt the entire installation process, but only that of the product currently being installed (shown in the Status area); installation of the next selected product then begins.

- 9 You will see various status dialogs as the install program proceeds. Depending on the speed of your system and the components selected for installation, this process could take several minutes or more.

- 10 Click **Finish** to conclude the installation.

The SPI is installed.

- 11 After you have installed all required SPIs, see Chapter 3 of the respective SPIs *Installation and Configuration Guide* for configuring your product.

Installing a SPI on a Remote Console System

At a remote console, when you select to install a console-only version of HP Operations Manager for Windows, you automatically install the core Smart Plug-in packages. You can use the SPI DVD at the remote console to update the SPI packages that were automatically installed, or you can use the SPI DVD to install non-core SPI console packages. To use the SPI DVD to update those packages, refer to [Upgrading SPI on a Remote Console](#).

Note: The HP Operations SPI for SAP console integration package requires a different upgrade procedure from that outlined below. Refer to the Upgrading the SPI for SAP section in the *HP Operations Smart Plug-in for SAP Installation and Configuration Guide* for information about how to upgrade.

Installing SPI in an HPOM Cluster Environment

Prerequisites

First install HPOM management server 8.10 and the latest patch or 8.16 on each system in the cluster. When the management server cluster installations are complete, you will have created the setup for the Smart Plug-in(s) installation. In addition, ensure that each node in the cluster has sufficient disk space for the Smart Plug-ins you are installing.

Cluster installation overview

Follow the steps to complete the installation as described below:

- For the first installation (Node A) in the cluster — Follow the standard installation procedure, making product choices. Once you complete the installation on Node A, you will receive an instruction to proceed to the next system, Node B.

- For the Node B installation in the cluster — Follow the same procedure. You no longer need to make product choices. The installation detects the cluster configuration and copies all the required product choices from Node A to Node B.
- For Node C and all remaining installations in the cluster — Proceed as you did with Node B, where you no longer choose products but allow the installation packages to be copied from Node B (the previously installed system within the cluster) to Node C (the current system within the cluster) until you are finished.

Task 1: At the first cluster-aware management server, select and install Smart Plug-in.

Note: Before beginning, ensure that sufficient disk space is available on each management server for the SPI you plan to install. Cancelling the installation process before completion could result in partial installations and require manual removal of the partially installed components.

Complete all the tasks in the section Installing SPI on a Local Management Server or Console and then proceed to the next management server.

Task 2: At the next cluster-aware management server, install pre-selected Smart Plug-in.

The task that follows is repeated on each management server in the cluster and prompts you to continue to every management server (as was defined in the HP Operations Manager cluster installation) until you are finished.

- 1 Insert the HP Operations Smart Plug-ins DVD in the DVD drive of the management server and follow instructions as they appear.
- 2 After the installation is complete, proceed as directed to the next management server until the installation on every management server in the cluster is complete.

Note: The HPOM console will not function properly until installations are completed on all nodes in the cluster.

Upgrading a SPI

For the SPI specific instructions on the upgrade process, see Chapter 2 of the respective SPIs *Installation and Configuration Guide*.

Upgrading the SPI using the SPI Upgrade Toolkit

The SPI Upgrade Toolkit helps you upgrade a SPI to a higher version while retaining the customizations done on policies. During the SPI upgrade process, the SPI Upgrade Toolkit enables you to store the modifications done on the customer version of policies. For a specific policy, the SPI Upgrade Toolkit analyzes and compares three versions—base, customer, and factory—and helps you select the settings of the base, customer, or factory version of the policy—depending on your requirement. To upgrade a SPI using the SPI Upgrade Toolkit, follow the instructions defined in *HP Operations Smart Plug-in Upgrade Toolkit User Guide*.

Upgrading SPI on a Local Management Server

Prior to installing or upgrading to a Multilingual User Interface (MUI) compliant SPI in an environment where the management server and managed node are in different locale, clear the checkbox **Enable Auto Deployment** on the managed node by performing the following steps: **HPOM console -> Nodes -> Right click the managed node -> Properties -> Network**. This prevents the auto deployment of the duplicate policies in different languages.

Verify you have met the prerequisite: On the console or management server, verify that you have installed HPOM 8.10 and the latest patch or HPOM 8.16.

For purchased, evaluation, and complimentary SPIs: Upgrading SPIs that you purchase or are complimentary is the same as a new installation. Before starting, review the SPI documentation which describes in detail any steps required before upgrading SPIs. By completing all required steps, you avoid unnecessary data loss.

Note: Unix OS SPI and Microsoft Windows OS SPI are not a part of SPI DVD.

To upgrade a SPI, perform the following steps:

- 1 Install the SPI software. See the section *Installing SPI on a Local Management Server or Console*.
- 2 Deploy new instrumentation to the node group for the installed SPI:
 - a Right-click the SPI node group.
 - b Select **All Tasks** -> **Deploy instrumentation**.
 - c Select the instrumentation files to be deployed.
 - d Verify that the **Remove Existing Instrumentation Before Deploying New Instrumentation** check box is clear.
 - e Click **OK**.

Note: The SPI for SAP console integration package requires a different upgrade procedure from that outlined above. Refer to the *Upgrading the SPI for SAP* section in the *HP Operations Smart Plug-in for SAP Installation and Configuration Guide* for information about how to upgrade the SPI for SAP console integration package.

Upgrading SPI on a Remote Console

If you are running HPOM on any remote console, follow the Smart Plug-ins upgrade procedure for console-only systems below:

- 1 At the console-only system, insert the HP Operations Smart Plug-ins DVD.
- 2 Follow the instruction screens until a dialog appears saying that a remote console installation has been found.
- 3 Click **Next**.

The upgrade of all previously installed packages now occurs.

Removing a SPI

For the detailed instructions on how to remove the SPI, see the respective SPIs *Installation and Configuration Guide*.

Removing a SPI from the Local Management Server

Using the DVD

You must remove the SPI components manually before removing the SPI from the management server using a DVD.

Removing the SPI Components

- 1 Remove SPI Policies from the Managed Nodes:
 - a In the console tree, select **Policy management** -> **Policy groups**.
 - b Right-click the *<Name of the SPI policy group>* and select **All Tasks** -> **Uninstall from**.

A node selection window appears.

- c Select the nodes on which the policies are installed.
- d Click **OK**.
- e Verify the policies are uninstalled. Check the status of the job in **Deployment jobs** under Policy groups. All the SPI policies must be uninstalled before you start the next task.

If you customized policies residing in other HPOM policy groups, you should remove them as well.

2 Remove the SPI Node Groups on the Management Server

If you created the SPI node group, you must remove the group.

- a In the console tree, select **Nodes** -> *<Name of the SPI>*.
- b Open the Node Configuration editor.
- c Select the Nodes folder in the console tree.
- d Click the node icon on the Configuration toolbar to open the editor.

A node list appears.

- e Select the name of the node group you want to delete and press the **Delete** key. You can also right-click the node group and select **Delete**.

The Confirm Delete window opens.

- f Click **Yes**.
- g Click **OK** to close Configure managed nodes window.

Removing the SPI Software from the Management Server

To remove the SPI, follow these steps:

- 1 Insert the HP Operations Smart Plug-ins DVD into the DVD drive of the management server.
The HP Operations Smart Plug-ins - InstallShield Wizard starts.
- 2 From the first screen, select **Next**.
The Program Maintenance window opens.
- 3 Select Remove products.
The Product Selection window opens.
- 4 Select the check box corresponding to the SPI you want to remove and click **Next**.
- 5 Complete the removal by following the instructions that appear as you proceed.

The SPI is removed.

Note: The SPIs may have few limitations for removal process. Refer to the respective SPI documentation for such limitations.

Using the Windows Control Panel - Add/Remove Products

Remove the SPI components before removing the SPI from the management server. To manually remove the SPI components, perform the tasks in the section [Removing the SPI Components](#).

To remove the SPI from the management server, perform the following steps:

- 1 From the Start menu, select **Settings** -> **Control Panel** and open **Add/Remove Programs (Programs and Features** on Microsoft Windows Server 2008)

Note: Note that when you use the Windows Control Panel to uninstall any SPI, you have two uninstall options: (1) to remove selected SPIs or (2) to remove HPOM for Windows altogether. If you want to remove both HPOM and the SPIs, you must first remove all Smart Plug-ins from managed nodes, then from the management server. You can then remove HPOM.

- 2 Select HP Operations Smart Plug-ins and click **Change**.
- 3 On the Welcome screen click **Next**.
- 4 Select **Remove Products** and select *<Name of the SPI>*.
- 5 Complete the removal by following the instructions that appear as you proceed.

The SPI is removed.

Removing a SPI in a Cluster Environment

Task 1: To Remove Smart Plug-in components from managed nodes

Follow the steps in the Remove All WebSphere SPI Policies from the Managed Nodes in the section [Removing the SPI Components](#).

Task 2: To Remove WebSphere SPI from the cluster-aware management servers

Remove the product from each system in the cluster as described below.

- 1 At the management console, select **Start -> Settings -> Control Panel -> Add or Remove Programs (Programs and Features on Microsoft Windows Server 2008)**
- 2 Select **HP Operations Smart Plug-ins** and select **Change**.
or
Insert the HP Operations Smart Plug-ins DVD in the DVD drive.
- 2 Whether using the Smart Plug-ins DVD or the Control Panel, proceed to product selection and select *<Name of the SPI>* installed on the cluster-aware management server.
- 3 Click **Next**.
- 4 Click **Remove**.

Note: Be certain you want to follow through an uninstallation before beginning. To cancel an uninstallation in a cluster after it has begun could result in the need to manually remove program components later.

- 5 When you have finished the uninstallation on one management server, proceed to the next management server in the cluster. (You can choose any management server in the cluster to begin the uninstallation; when the first uninstallation completes, you are prompted to proceed to each subsequent management server until you reach the last.)
- 6 After selecting *<Name of the SPI>* to remove from the first node in the cluster and completing the uninstallation on that node, you are prompted to proceed to the next node. Your initial selections on the first node are used for removing the identical Smart Plug-ins from the second.

You are notified that the removal is complete.

Troubleshooting

This section provides details on troubleshooting common to all SPIs.

SPIs fail to monitor cluster nodes with 64-bit HTTPS agents. All the policies remain disabled on 64-bit HTTPS-managed cluster nodes. To resolve this, follow these steps:

- 1 Go to the active node.
- 2 Open the command prompt.
- 3 Run the following command:
`ovconfchg -ns conf.cluster -set CLUSTER_LOCAL_NODENAME <node_name>`
where <node_name> is the hostname of the node.
- 4 Restart the agent by running the following command:
`ovc -restart`
- 5 Repeat step 2 through step 4 on the passive node.

If a failover takes place in a cluster environment where 64-bit HTTPS agents are deployed, the service hierarchy and map view of the discovered services display duplicate entries of active and passive cluster nodes. To resolve this, follow these steps:

- 1 Go to the active node.
- 2 Open the command prompt.
- 3 Run the `ovconfchg -edit` command. The `hp.XplConfig.ovconfchg` file opens in a text editor.
- 4 Set the **INSTANCE_DELETION_THRESHOLD** property to 1 (the default value is 5).
- 5 Save the file.
- 6 Restart the agent by running the following command:
`ovc -restart`
- 7 Repeat step 2 through step 6 on the passive node.

You must perform these steps before deploying Service Auto-Discovery policies on nodes.

After uninstalling a SPI, sometimes policies that are still deployed to the managed nodes will not be deleted from the *Agent Policies grouped by type* folder. To resolve this, delete the policies manually.

Code Signing

SPI DVD on Windows platform is digitally code signed and hence you can verify the integrity and authenticity of the code received before installing the SPIs. Digitally signed code enables you to manage security vulnerability risk.

You may verify the signature for a binary on a need basis. To verify signature for a binary, ensure that you have an active Internet connection on each managed node and perform the following steps:

- 1 Select the binary. Right-click the selected binary and open the **Properties** window.
- 2 In the **Properties** window, select the **Digital Signatures** tab. This tab displays the certificate, indicating that the binary is signed. To view details of the certificate, select it and click the **Details** button.
- 3 To view the certificate, click the **View Certificate** button.

Note: Sometime, the signature verification can take few extra seconds/minutes depending on various factors such as certificate validity interval and Internet connection speed.

To disable the signature verification for any reasons, perform the following steps on each managed node:

- 1 From the Internet Explorer window, select the **Tools -> Internet Options -> Advanced**
- 2 Uncheck the option, **Check for publisher's certificate revocation.**
- 3 Click **OK.**

SPI Licensing

The SPI DVD includes the purchased and complimentary SPIs. Each of the purchased SPIs can be used for 60 days without a license. Within this time period, however, you should get a license or password to ensure continued, uninterrupted use of the SPI you purchase. To use the complimentary SPIs, license is not required.

Types of Licenses

There are two types of licenses available the SPIs:

- Trial - The trial license is valid for 60 days. The trial period for the SPI license starts the first time you start the SPI.
- Extended - You have the option of extending your trial license for an additional duration. For instructions to extend trial license, see [Steps to get trial license/extended trial license](#).
- Permanent - There is no expiration date for SPI with permanent license.

Steps to obtain media

- Go to the following web site for trial copy of the software:
<https://h10078.www1.hp.com/cda/hpdc/display/main/index.jsp>
- Go to the following web site to download permanent software:
 - SUM (Software Update Manager)
http://support.openview.hp.com/software_updates.jsp
SUM is also accessible through the ITRC (IT Resource Center)
<http://www.itrc.hp.com/>
Visit the tutorial for SUM registration, login, etc.:
<http://support.openview.hp.com/pdf/sso/index.html>
 - BTO Software Download Center
<https://h10078.www1.hp.com/cda/hpdc/display/main/index.jsp>
- To get Physical Media
Contact HP Software sales representative (contract administrators)

Steps to Get License Key

To get a license for the SPI, you can use the Operations Manager Obtain License tool. When you launch the tool, you will see that you can choose from three methods to get the required license or password:

- Method #1 - Retrieve/Install License Key: If you have an Internet connection from the HPOM console, you can directly access license or password key information. In addition, information about the server you are using is automatically detected (unless you are connecting to the Internet through a proxy server, in which case, you will have to enter the proxy server IP address).
- Method #2 - Install/Restore License Key from file: If you do not have an Internet connection from the HPOM console, use this method, where you get the license or password from another system and save in a file on the system on which you are installing the SPI. You store the information gained from the support hot line in a file on the HPOM console and import it during the procedure.
- Method #3: - Request License Key through email/ fax: If you prefer, you can send an email or a fax with your order number and retrieve license or password information in that way.

Retrieving and Installing a License

Prerequisite for all methods: The License Entitlement Certificate, included with the purchased Smart Plug-in (the License Entitlement Certificate contains the unique *Product Order Number*).

For all methods, you use the Obtain License Tool, as explained in the procedure that follows:

- 1 At the HPOM console, select Tools -> HP Operations Manager Tools -> Licensing and double-click Obtain License.
- 2 In the Obtain License dialog, select your *<product_name>* and click OK.

When you finish the process, an email confirmation containing the Permanent Password Certificate will be sent to you for your records. (The certificate shows product information as well as the password or license you have been issued.) Depending on the method you use, the password can be automatically installed on your system.

Get License from the Web

Prerequisite: The License Entitlement Certificate, included with the purchased Smart Plug-in (the License Entitlement Certificate contains the unique *Product Order Number*).

- 1 Browse to the URL, **https://www.webware.hp.com**.
- 2 Select the **Generate New licenses** button.
- 3 In the Generate license(s) page, enter the order number for your SPI (as it appears in the License Entitlement Certificate included with the product), in the Order Number text box.
- 4 Click **Next**.
- 5 In the page that appears, select the check box next to the appropriate product name and click **Next**.
- 6 In the page that appears showing your product number, name, version, enter the following information:
 - a Number of LTUs: number of SPI licenses you require.
 - b IP Address: Input the IP address for the machine that will be running the license server.

- c Platform: Input the operating system that will be running on the computer managing the licenses for your application.
- 7 Click **Next**.
- 8 In the member login page enter your mail address, then your existing or first-time password or password verification, and click Sign-in.
- 9 In the address information page, enter information as required and click **Next**.
- 10 In the permanent password certificates page above the certificate, click the text: Save password file for `<product_number>`.

Locations for certificates and passwords: The location of a stored certificate is in a file titled .dat.asp. In addition, the Permanent Password Certificate can also be mailed to a mail address. Note that the default location for the installed license key is: \Program Files\CommonFiles\Hewlett-Packard\HPOvLIC\data\LicFile.txt.

Steps to get trial license/extended trial license

Temporary license keys are granted for evaluation purposes only. As a general rule, temporary evaluation license keys cannot be granted for non-evaluation purposes.

- 1 Obtain an approved product evaluation request from your Sales Representative.
- 2 Email your approval along with the details below to the email ID based on your region:

Customer name:

Customer contact name:

Product Name:

Product version:

Number of days of trial/extension required:

- For APJ Region: asia_password@cnd.hp.com
- For Americas Region: EvalkeyRequest_AMER@hp.com
- For EMEA Region: europe_password@cnd.hp.com

Individual SPI License Information

With this release of SPI DVD, SPIs follow the new instance-based licensing in place of previously available tier-based licensing. The following types of LTUs are available in the new licensing scheme.

- Application instance advanced (A) software license
- Application instance advanced non production development (A NP DV) software license
- Application instance advanced non production fail over (A NP FO) software license
- Application target connector software license: to monitor remote applications with SPI, you must have a SPI Target Connector LTUs for the nodes.

The following table indicates licenses required for individual SPIs.

Product	License Number	License Description
HP Operations Smart Plug-in for JBoss Application Server	TB110AA/TB110AAE	HP Ops SPI JBoss AS Inst A SW LTU/ E-LTU
	TB111AA/TB111AAE	HP Ops SPI JBoss AS Inst A NP FO SW LTU/ E-LTU
	TB112AA/TB112AAE	HP Ops SPI JBoss AS Inst A NP DV SW LTU/ E-LTU
	TB628AA/TB628AAE	HP Ops Target Connector JBoss AS Inst SW LTU/ E-LTU
HP Operations Smart Plug-in for Oracle	TB059AA/TB059AAE	HP Ops SPI Oracle DB Inst A SW LTU/ E-LTU
	TB060AA/TB060AAE	HP Ops SPI Oracle DB Inst A NP DV SW LTU/ E-LTU
	TB061AA/TB061AAE	HP Ops SPI Oracle DB Inst A NP FO SW LTU/ E-LTU
	BB169ZA/BB169ZAE	HP Ops Target Connector Oracle DB SW LTU/ E-LTU
HP Operations Smart Plug-in for Microsoft SQL Server	TB062AA/TB059AAE	HP Ops SPI SQL Sv Inst A SW LTU/ E-LTU
	TB063AA/TB060AAE	HP Ops SPI SQL Sv Inst A NP FO SW LTU/ E-LTU
	TB064AA/TB061AAE	HP Ops SPI SQL Sv DB Inst A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for Sybase	TB065AA/TB065AAE	HP Ops SPI Sybase Inst A SW LTU/ E-LTU
	TB066AA/TB066AAE	HP Ops SPI Sybase Inst A NP FO SW LTU/ E-LTU
	TB067AA/TB067AAE	HP Ops SPI Sybase Inst A NP DV SW LTU/ E-LTU
	BB170ZA/BB170ZAE	HP Ops Target Connector Sybase DB SW LTU/ E-LTU
HP Operations Smart Plug-in for Informix	TB068AA/TB068AAE	HP Ops SPI Informix Inst A SW LTU/ E-LTU
	TB069AA/TB069AAE	HP Ops SPI Informix Inst A NP FO SW LTU/ E-LTU
	TB070AA/TB070AAE	HP Ops SPI Informix Inst A NP DV SW LTU/ E-LTU
	BB171ZA/BB171ZAE	HP Ops Target Connector Informix DB SW LTU/ E-LTU
HP Operations Smart Plug-in for	TB080AA/TB080AAE	HP Ops SPI Active Dir In A SW

Microsoft Active Directory	TB081AA/TB081AAE	LTU/ E-LTU HP Ops SPI Active Dr In A NP FO SW LTU/ E-LTU
	TB082AA/TB082AAE	HP Ops SPI Active Dr In A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for Microsoft Enterprise Servers	TB089AA/TB089AAE	HP Ops SPI MS Ent Sv Inst A SW LTU/ E-LTU
	TB091AA/TB091AAE	HP Ops SPI MS Ent Sv Inst A NP FO SW LTU/E-LTU
	TB090AA/TB090AAE	HP Ops SPI MS Ent Sv Inst A NP DV SW LTU/E-LTU
HP Operations Smart Plug-in for Microsoft Exchange Server	TB083AA/TB083AAE	HP Ops SPI Exchange Inst A SW LTU/ E-LTU
	TB084AA/TB084AAE	HP Ops SPI Exchange Inst A NP FO SW LTU/ E-LTU
	TB085AA/TB085AAE	HP Ops SPI Exchange Inst A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for SAP	TB071AA/TB071AAE	HP Ops SPI for SAP Inst A SW LTU/ E-LTU
	TB072AA/TB073AAE	HP Ops SPI for SAP Inst A NP FO SW LTU/ E-LTU
	TB073AA/TB073AAE	HP Ops SPI for SAP Inst A NP DV SW LTU/ E-LTU
	BB176ZA/BB176ZAE	HP Ops Target Connector SAP SW LTU/ E-LTU
HP Operations Smart Plug-in for IBM WebSphere	TB077AA/TB077AAE	HP Ops SPI WebSphere AS In A SW LTU/ E-LTU
	TB078AA/TB078AAE	HP Ops SPI WebSphere In A NP FO SW LTU/ E-LTU
	TB079AA/TB079AAE	HP Ops SPI WebSphere In A NP DV SW LTU/ E-LTU
	BB173ZA/BB173ZAE	HP Ops Target Connector WebSphere AS SW LTU/ E-LTU
HP Operations Smart Plug-in for Oracle Application Server	TB092AA/TB092AAE	HP Ops SPI Oracle AS Inst A SW LTU/ E-LTU
	TB093AA/TB093AAE	HP Ops SPI Oracle AS Inst A NP FO SW LTU/E-LTU
	TB094AA/TB094AAE	HP Ops SPI Oracle AS Inst A NP DV SW LTU/ E-LTU
	BB174ZA/ B174ZAE	HP Ops Target Connector Oracle AS SW LTU/ E-LTU
HP Operations Smart Plug-in for	TB074AA/TB074AAE	HP Ops SPI Weblogic AS In A SW LTU/ E-LTU

BEA WebLogic Application Server	TB075AA/TB075AAE	HP Ops SPI Weblogic In A NP FO SW LTU/ E-LTU
	TB076AA/TB076AAE	HP Ops SPI Weblogic In A NP DV SW LTU/ E-LTU
	BB172ZA/BB172ZAE	HP Ops Target Connector Weblogic AS SW LTU/ E-LTU
HP Operations Smart Plug-in for TIBCO	TB086AA/TB086AAE	HP Ops SPI TIBCO Inst A SW LTU/ E-LTU
	TB087AA/TB087AAE	HP Ops SPI TIBCO Inst A NP FO SW LTU/ E-LTU
	TB088AA/TB088AAE	HP Ops SPI TIBCO Inst A NP DV SW LTU/ E-LTU
HP Operations Smart Plug-in for HP Storage Essentials SRM	N/A	Complimentary, no license required
HP Operations Integration for HP Systems Insight Manager	N/A	Complimentary, no license required
HP Operations Smart Plug-in for Web Servers	N/A	Complimentary, no license required
The following SPIs adhere to the tier-based licensing till the time this document is written:		
HP Operations Smart Plug-in for BEA Tuxedo	B9152AA	HPOM SPI BEA Tuxedo Tier 4, LTU
	B7476AA	HPOM SPI BEA Tuxedo Tier 3, LTU
	B7477AA	HPOM SPI BEA Tuxedo Tier 2, LTU
	B7478AA	HPOM SPI BEA Tuxedo Tier 1, LTU
	B7479AA	HPOM SPI BEA Tuxedo Tier 0, LTU
HP Operations Smart Plug-in for IBM DB2	BA180AA	HPOM SPI IBM DB2 Tier 4, LTU
	BA181AA	HPOM SPI IBM DB2 Tier 3, LTU
	BA182AA	HPOM SPI IBM DB2 Tier 2, LTU
	BA183AA	HPOM SPI IBM DB2 Tier 1, LTU
	BA184AA	HPOM SPI IBM DB2 Tier 0, LTU
HP Operations Smart Plug-in for PeopleSoft	B9147AA	HPOM SPI PeopleSoft Tier 4, LTU
	B7452AA	HPOM SPI PeopleSoft Tier 3, LTU
	B7453AA	HPOM SPI PeopleSoft Tier 2, LTU
	B7454AA	HPOM SPI PeopleSoft Tier 1, LTU
	B7455AA	HPOM SPI PeopleSoft Tier 0, LTU
HP Operations Smart Plug-in for	B9147AA	HPOM SPI PeopleSoft Tier 4, LTU

PeopleSoft	B7452AA	HPOM SPI PeopleSoft Tier 3, LTU
	B7453AA	HPOM SPI PeopleSoft Tier 2, LTU
	B7454AA	HPOM SPI PeopleSoft Tier 1, LTU
	B7455AA	HPOM SPI PeopleSoft Tier 0, LTU

Known Problems, Limitations, and Workarounds

This release contains certain unresolved problems, some limitations, and there are workarounds to help solve certain problems.

- **Limitation:** The License report for some of the SPIs does not return the correct number of licenses. This does not affect the SPI functionality.

- HP SPI SHS Component and HP Operations SPI Data Collector Instrumentation

Problem: The data collection does not work as expected on the new platforms supported by SPI SHS Component 3.00 and HP Operations SPI Data Collector 2.40.

Cause: When the SPIs from SPI DVD 2009 are installed or upgraded on HPOM for Windows 8.10 or 8.16, you see two sets of instrumentation for SPI Data Collector and SPI SHS component.

For SPI Data Collector - SPI Data Collector (from SPI DVD 2008) and SPIDataCollector (from SPI DVD 2009)

For SPI SHS component - SHS Data Collector (from SPI DVD 2008) and SHS_Data_Collector (from SPI DVD 2009)

Solution: Remove the SPI DVD 2008 instrumentation folders and use the latest instrumentation for both components, SPIDataCollector and SHS_Data_Collector.

- **Problem:** The messages are not being forwarded to the management server if the DCE agent has been used on the HP-UX PA-RISC or IA platform. (CR ID: QCCR1A100069)

Cause: The Message agent is buffering.

Workaround: None. HP recommends using the HTTPS agent in place of DCE.

- **Problem:** After upgrading the windows DCE agent on an existing node to an HTTPS agent, SPI specific data does not get logged into CODA.

Workaround: Before upgrading the windows DCE agent on an existing node to an HTTPS agent, you must apply the necessary hotfix on the node. To obtain the hotfix necessary for DCE-to-HTTPS agent migration, contact HP Software Support. You can go to the [HP Software Support web site](#) and submit a support case to obtain the hotfix.

Support

You can visit the HP Software Support web site at:

<http://www.hp.com/go/hpssoftwaresupport>

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

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

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

NOTE: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

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

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

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

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For information about third-party license agreements, see the [spi-thirdparty-license-agreements directory on the product installation DVD-ROM](#).

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