

# **HP OpenView Reporting and Network Solutions**

## **Release Notes**

**Software Version: 5.0**

**for HP-UX, Solaris, and Windows® operating systems**



**Manufacturing Part Number: None**

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## Scope

This document outlines the contents of the Reporting and Network Solutions 5.0 CD-ROM and provides instructions for extracting packages to your system for subsequent installation. This document does not provide details about prerequisites or configuration steps that pertain to individual packages. For that information, see the user guide for the package or refer to the release notes for the package if no user guide exists. For further details on finding these documents, see the “Documentation” section in these release notes.

## Overview

HP OpenView Reporting and Network Solutions (RNS) 5.0 contains products that extend the functionality of HP OpenView Performance Insight (OVPI) and HP OpenView Network Node Manager (NNM). OVPI provides the operating environment for performance management and reporting functions, while NNM provides the operating environment for fault management and diagnostics through SNMP events.

The RNS CD-ROM contains the following components:

- Report Packs for OVPI
- Datapipes for OVPI
- Shared Components for OVPI
- Integration Components for OVPI and NNM
- Smart Plug-ins for NNM
- Value-Add components for NNM
- Device Agents for NNM Advanced Edition

Report packs provide a data model, templates, and processing rules for aggregating, summarizing, and thresholding. When you install a report pack and its associated packages, the report pack directs OVPI to perform specific functions. When you install multiple report packs, you extend the capabilities of the platform in a modular way, which allows OVPI to monitor additional services, protocols, and device families. Report Packs are licensed and require an additional purchase to obtain each license.

Smart Plug-ins are add-ons to the NNM Advanced Edition product that provide added value in the context of a specific solution or service. Smart Plug-ins are licensed and require an additional purchase to obtain each license.

Value-Add components are not licensed and do not require an additional purchase. One such component is an integration module that enables OVPI and NNM to communicate and synchronize data between their databases. By combining performance management and fault management, the integration component enhances problem diagnostic capabilities.

NNM Advanced Edition Device Agents allow vendor-specific intelligence to identify the correct topology of your network. For a list of the devices that NNM Advanced Edition supports, see the following web site:

[http://openview.hp.com/products/nnet/support/device\\_support.html](http://openview.hp.com/products/nnet/support/device_support.html)

## OVPI 5.0 Packages

<b>Integration Components</b>	<b>Version</b>
Network Node Manager Device Sync	1.0
Interface Reporting Interface Sync	1.0

<b>Shared Packages</b>	<b>Version</b>
Common Property Tables	3.0
Thresholds Module	5.0
Interface Discovery Datapipe	2.0
NetFlow Preprocessor	3.0
Newbridge Preprocessor	3.0
Stratacom Preprocessor	3.0

<b>Report Packs</b>	<b>Version</b>
ATM	3.0
IP Access Rate	3.0
IP QoS statistics	3.0
Cisco IP Telephony Call Detail	1.0
Cisco IP Telephony Gateway Statistics	2.0
Cisco Ping	4.0
Device Resources	3.0
Executive Summaries (IR and DR)	1.0
Frame Relay	4.0
Interface Reporting with VLAN	4.0
MPLS VPN	3.0
NetFlow Global View	1.0
NetFlow Interface	2.0
NNM Event	1.0
OPNET Support for Interface Reporting	2.0
OVIS	1.0
RMON Ethernet Statistics	3.0
RMON2 Traffic Profiling	2.0
Service Assurance	3.0
System Resources	4.0

<b>Datapipes</b>	<b>Version</b>
ATM ifEntry	1.0
Ascend ATM	3.0
FORE ATM	3.0
Newbridge ATM	3.0
Stratacom ATM	3.0
Cisco ATM	3.0
Cisco CDR	1.0
Cisco GSU	2.0
Device Resource Cisco Router	3.0
Device Resource Cisco Switch	3.0
Device Resource HP ProCurve	3.0
Device Resource Nortel Router	3.0
Device Resource Extreme Devices	2.0
Device Resource Foundry Devices	2.0
Device Resource 3Com Devices	2.0
Device Resource Alcatel/Xylan Device	2.0
Device Resource Enterasys Router	1.0
Device Resource Enterasys Switch	1.0
Ascend Frame Relay	4.0
Frame Relay CPE	4.0
Newbridge Frame Relay	4.0
Stratacom Frame Relay	4.0
Interface Reporting Duplex	1.0
Cisco VLAN Datapipe	2.0
Interface Reporting ifEntry Datapipe	2.0
Interface Reporting OPNET Export Datapipe	2.0
Cisco IP Access Rate Datapipe	3.0
Cisco IP QoS Statistics	3.0
Cisco MPLS VPN	3.0
NetFlow Global View Datapipe	1.0
NetFlow IF2GV	1.0
NetFlow Interface	2.0
RMON2 Traffic Profiling	2.0

<b>Datapipes, continued</b>	<b>Version</b>
RMON Ethernet Statistics	3.0
Cisco SAA	5.0
Cisco SAA NRT	1.0
System Resource OVPA	2.0
System Resource RFC 1514	4.0

## **NNM 7.01 Packages**

### **Network Node Manager Smart Plug-in for LAN/WAN Edge, version 2.1**

- Helps users monitor frame relay outages caused by problems within the edge router or within the service provider network. This component uses event reduction to generate a smaller number of new events with the same or higher information content.
- Requires NNM Advanced Edition.

### **Network Node Manager Smart Plug-in for MPLS VPN, version 2.0**

- Intelligently enriches events regarding basic infrastructure failures and reachability issues and generates service-level alarms based on the VPN definitions in your MPLS VPN environment.
- Displays a variety of views including VPN inventor and VPN details. These views include PE and CE device details in the VPN context.
- Requires NNM 7.01 Advanced Edition with Consolidated Patch 1.

### **NNM Advanced Edition Device Agents**

- Provides sufficient vendor-specific intelligence to identify the correct topology of your network. The Reporting and Network Solutions CD-ROM has all of the latest versions of the device agents that are shipped with NNM 7.01 plus the Centillion device agent.

### **NNM / OVPI Integration Module, version 2.0**

- Enables NNM and OVPI to communicate and synchronize data between the two databases. By combining fault management and performance management, the integration component enhances problem diagnostic capabilities.
- Works with either NNM Standard Edition or NNM Advanced Edition.
- No additional license is required.

### **NNM Event Classifier Correlator, version 2.0**

- Classifies traps from Cisco devices. It suppresses each matched trap and adds it as a correlated event to one of eight predefined classifications. These classifications organize the way the traps are displayed in the NNM alarm browser.
- Works with either NNM Standard Edition or NNM Advanced Edition.
- No additional license is required.



## Version History

Following is the version history for Reporting and Network Solutions:

Version	Date of Release
1.0	February 2002
2.0	February 2003
3.0	May 2003
4.0	October 2003
5.0	April 2004

## Documentation

Documentation sets for HP OpenView products are located on the following web site:

[http://ovweb.external.hp.com/lpe/doc\\_serv](http://ovweb.external.hp.com/lpe/doc_serv)

Look for these products:

- Reporting and Network Solutions
- Performance Insight (platform only)
- Network Node Manager

User's Guides for individual RNS components are available in PDF format on the RNS CD-ROM in the `DOCS` directory and on the web site.

Release Notes for individual RNS components are available in PDF format in the `DOCS` directory under each package directory on the product CD-ROM and on the web site.

**NOTE:** Updated release notes and user's guides are posted to the web site as updated versions become available. Always check the web site for the latest documentation before using any PDF that was bundled with the package on the product CD-ROM.

## Product License Options

Licenses for the LAN/WAN Edge and MPLS VPN Smart Plug-in components are available in several variations:

- OVPI report pack; works with OVPI only
- NNM SPI; works with NNM only
- Network Management SPI; works with both OVPI and NNM

For specific information about the product options, search the following web site for datasheets on the available components:

<http://openview.hp.com>

## Support

Please visit the HP OpenView web site at:

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

There you will find contact information and details about the products, services, and support that HP OpenView offers.

You can go directly to the HP OpenView support web site at:

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

The support site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

# Installation and Configuration

The Reporting and Network Solutions CD-ROM contains an installation utility. Use the setup script to launch the utility:

- *HP-UX and Solaris*: setup
- *Windows*: setup.bat

## Hardware Requirements

Installation of the OVPI reporting solutions packages on an OVPI system requires 1 GB of disk space.

## Supported Operating Systems

The following operating systems are supported:

- HP-UX 11.0 or 11.11
- Solaris 2.8 or 2.9
- Microsoft® Windows® 2000 with service pack 3.0 or Windows® XP

## OVPI Software Prerequisites

OVPI solution components on the Reporting and Network Solutions CD-ROM require:

- OVPI 5.0

## NNM Software Prerequisites

NNM solution components on the Reporting and Network Solutions CD-ROM require:

- NNM 7.01
- Any available patches for NNM 7.01
- For the MPLS VPN SPI, Consolidated Patch 1 or higher is required.

Some components require that certain MIBs be installed. See the installation instructions for each component to determine which, if any, MIBs are required for correct functioning of that component.

## Patches and Service Packs

Prerequisite patches and service packs can be downloaded from the HP OpenView support web site as follows:

1. Go to <http://support.openview.hp.com/support.jsp>
2. Click “software patches”
3. Choose the appropriate product (“performance insight” or “network node manager”)

## Installing OVPI Components

To install solutions for OVPI, see the installation instructions in the associated user guides. In general, the installation process is as follows:

1. Log on to the system.
  - *UNIX*: log on as user `root`
  - *Windows*: log on as user `administrator`
2. Stop OVPI Timer and allow the processes to terminate.
3. Insert the Reporting and Network Solutions CD-ROM.
  - *UNIX*:
    - a. Mount the CD-ROM.
    - b. Navigate to the top level directory on the CD-ROM
    - c. Run: `./setup`
    - d. You may also need to run the `xhost +` command to permit display of the Package Manager window.
  - *Windows*: run `setup.bat`
4. The install script displays the main menu that provides installation options.
5. To install OVPI packages, type the number for the OV Performance Insight Report Packs in the choice field, and then press **Enter**.
6. Wait for the percentage complete bar to reach 100%, indicating that all packages have been copied to the `Packages` directory on your system. The install script launches Performance Insight and starts Package Manager. The Package Manager welcome window opens.
7. When prompted, type your OVPI user name and password.
8. Install individual OVPI packages by following the instructions on the screen. Refer to user documentation (user guides and release statements) for information regarding package-specific installation recommendations.
9. After exiting Package Manager and returning to the Management Console, restart OVPI Timer.

## Additional Notes Regarding OVPI Package Installation

- If you telnet into a remote system you need to set your `DISPLAY` variable back to your system to allow Package Manager to be launched correctly to your display.
- The `DPIPE_HOME/packages` must exist prior to extracting the RNS Report Packs.
- The directory path you install from must not contain spaces.
- If you received the error message **Setup cannot continue. Please install NNM or OVPI, and try again**, verify that your `PATH` and `DPIPE_HOME` variables point to the current OVPI install directory.
- On a Windows system the `PATH` variable must include the standard Windows directory, for example:

```
C:\WINNT\SYSTEM32;C:\WINNT;C:\WINNT\SYSTEM32\WBEM
```

or

```
C:\WINDOWS\SYSTEM32;C:\WINDOWS;C:\WINDOWS\SYSTEM32\WBEM
```

## Installing NNM Components

To install solutions for NNM, see the installation instructions in the associated user guides. In general, the installation process is as follows:

1. Log on to the NNM management station:
  - *UNIX*: log on as user `root`
  - *Windows*: log on as user `administrator`
2. Insert the Reporting and Network Solutions CD-ROM.
  - *UNIX*:
    - a. Mount the CD-ROM.
    - b. Navigate to the top level directory on the CD-ROM
    - c. Run: `./setup`
  - *Windows*: run `setup.bat`
3. The install script displays the main menu that provides installation options.
4. To install an NNM-specific component, type the appropriate number in the choice field and press **Enter**:
  - To install a smart plug-in, type the number for OV NNM Smart Plug-ins in the choice field, and then press **Enter**.
  - To install a value add component, type the number for OV NNM Value-Add Components in the choice field, and then press **Enter**.

## Known Issues and Problems

- Please refer also to the release notes for each individual component for a list of issues and problems specific to that component.
- If you want to install Reporting and Network Solutions components on HP-UX 11.00 by copying the contents of the CD-ROM onto your hard drive and then running the installation from the HP-UX 11.00 system hard drive, you must have the following patches, or the superceding patches, in place:
  - PHCO\_18472
  - PHCO\_19656
  - PHCO\_19656
  - PHCO\_25641
  - PHCO\_25641
  - PHCO\_26449
  - PHCO\_26449
  - PHCO\_26449
  - PHCO\_27567
  - PHCO\_28116
  - PHCO\_28141
  - PHKL\_26450
  - PHKL\_26450
  - PHKL\_28060
  - PHKL\_28060
  - PHKL\_28060

### Known Issue with NNM Event Classifier Correlator

#### No events seen for certain duration after events deletion

During the correlation window period, new incoming events are correlated under the parent event. If the parent event is deleted from the NNM alarm browser before the correlation window period expires, new incoming events will not appear in the NNM alarm browser during this correlation window period.

There are two ways for an event to be deleted from the NNM alarm browser:

- A user deletes the event.
- NNM deletes the event when the number of events to display in the NNM alarm browser exceeds the maximum permitted. NNM deletes the oldest events in the alarm browser to enable display of the new events.

**Workaround:** Disable and re-enable the ovcomposer circuit from the ECS Configuration window.

## **Known Issue with LAN/WAN Edge SPI**

### **DOS command windows appear on the Windows operating system**

Certain events cause ECS to invoke a perl script that evaluates the values of specified MIB variables. The perl script calls an executable that displays about five DOS command windows in succession onto the NNM management station. The DOS command windows disappear as soon as the executable completes evaluation of the MIB variable values.