
HP Operations Smart Plug-ins DVD

for HP Operations Manager on Linux 9.01

Release Notes

Software version: 10.01 / April 2010

This document provides information about the updates in HP Operations Smart Plug-ins DVD for HP Operations Manager (HPOM) on Linux 9.01. It also covers the licensing information; install, remove, and upgrade procedures.

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In This Version

This release of SPI DVD introduces:

- HP Operations Smart Plug-in for JBoss Application Server - 7.01
- HP Operations Smart Plug-in for JMB/UDM - 7.01
- HP Operations Smart Plug-in for BEA WebLogic Application Server - 7.01
- HP Operations Smart Plug-in for BlackBerry® Enterprise Server – 3.11
- HP Operations Smart Plug-in for IBM DB2 – 3.80
- HP Operations Smart Plug-in for IBM WebSphere Application Server - 7.01
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- HP Operations Smart Plug-in for Microsoft Active Directory - 7.01
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- HP Operations Smart Plug-in for Web Servers - 6.01
- A tool, SPI Upgrade Toolkit - 2.01
- Support for HP Service Navigator Report Package - 4.00
- Support for Operations Agent 8.60 (HTTPS)
- Support for Performance Agent 5.00
- Support for Performance Manager 8.21
- Support for HP Reporter 3.80

Documentation Updates

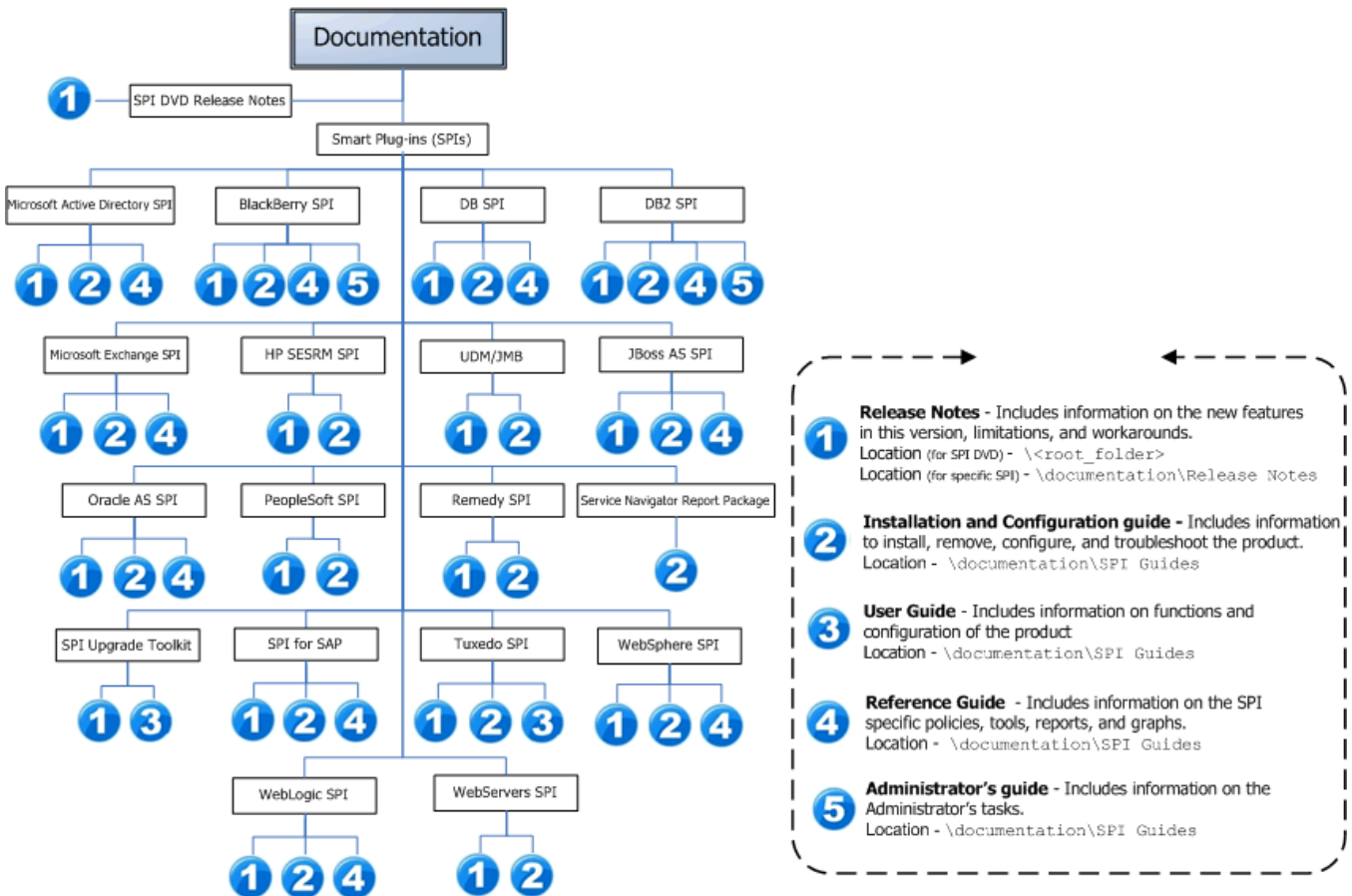
The first page of this release notes document contains the publish date, which changes each time the document is updated.

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>

DVD Structure

The DVD contains the following directories and files:

- **SPIDVD_ReleaseNotes_Linux.pdf**
- **spi-thirdparty-license-agreements:** contains the license details of Open Source/ Third party products used with the SPIs.
- **packages:** contains the .rpm files to install SPIs on Linux platform
- **HP_Operations_Smart_Plug-ins_Linux_setup.bin**
- **WINDOWS:** contains the SPI reports and graphs packages. 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.
- **HPUX:** contains the SPI on HP-UX graphs packages.
- **SOLARIS:** contains the SPI on Solaris graphs packages.
- **DOCUMENTATION:** contains all SPIs documents. The following documentation map illustrates the documents and the location of documents pertaining to each SPI.



1 Release Notes - Includes information on the new features in this version, limitations, and workarounds.
 Location (for SPI DVD) - \<root_folder>
 Location (for specific SPI) - \documentation\Release Notes

2 Installation and Configuration guide - Includes information to install, remove, configure, and troubleshoot the product.
 Location - \documentation\SPI Guides

3 User Guide - Includes information on functions and configuration of the product
 Location - \documentation\SPI Guides

4 Reference Guide - Includes information on the SPI specific policies, tools, reports, and graphs.
 Location - \documentation\SPI Guides

5 Administrator's guide - Includes information on the Administrator's tasks.
 Location - \documentation\SPI Guides

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

SPI Installation and Requirements

Before installing a Smart Plug-in see the Support Matrix (SUMA) link

<http://support.openview.hp.com/selfsolve/document/KM323488> for information on hardware requirements for the managed nodes.

For the requirements and instructions on how to install, upgrade, or remove a SPI see the *Installation and Configuration Guide* for the respective SPIs.

HPOM for Linux 9.0x Patches/ Hotfixes and Version Support

Preliminary setup: Ensure that you have all the latest patches if you use version 9.0x of the HPOM for Linux management server and the Operations agent 8.60, if applicable.

Patches are located on the following URL:

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

Hotfixes for Linux management server

SPI cumulative hotfix (file name - [QCCR1A90549.tar.gz](#)).

Cumulative hotfix (file name - [OvSvcDiscServer.jar.gz](#)).

Hotfixes for Agents

SPI instrumentation is not getting deployed for AIX 6.1 hotfix (file name - [AgentPlatform.zip](#)).

Make HTTPS discovery agent backward compatible to DCE discovery agent (file names - [Winx86.zip](#), [winIPF.zip](#), [winx64.zip](#))

Contact HP Support to get the hotfixes.

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.

The following procedures help you to enable or disable the signature verification in a Microsoft environment:

To enable the signature verification on each managed node:

- 1 Go to **Run**, type **regedit**, and press **OK**. The Microsoft Registry Editor opens.
- 2 In the Microsoft Register Editor go to:
MyComputer\HKEY_USERS\DEFAULT\SOFTWARE\Microsoft\Windows\CurrentVersion\WinTrust\Trust Providers\Software Publishing.
- 3 Double-click the **state** Binary Value. The Edit DWORD Value window opens.
- 4 Change the value data to **23e00** if Hexadecimal Base is selected and **146944** if Decimal Base is selected.
- 5 Click **OK**.

To disable the signature verification on each managed node:

- 1 Go to **Run**, type **regedit**, and press **OK**. The Microsoft Registry Editor opens.
- 2 In the Microsoft Register Editor go to:
MyComputer\HKEY_USERS\DEFAULT\SOFTWARE\Microsoft\Windows\CurrentVersion\WinTrust\Trust Providers\Software Publishing.
- 3 Double-click the State **Binary** Value. The Edit DWORD Value window opens.
- 4 Change the value data to **23c00** if Hexadecimal Base is selected and **146432** if Decimal Base is selected.
- 5 Click **OK**.

SPI Licensing

The SPI DVD includes all purchased 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.

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

Note: To invoke the GUI related to the `ovolicense` command, you must install X-Windows client software on the system.

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 can use the `ovolicense` command. Refer to the HP Operations Manager for UNIX documentation for more details on the command.

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: `/var/opt/OV/shared/server/OprEl/AutoPass/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](mailto:EvalkeyRequest_AMER@hp.com)
- For EMEA Region: europe_password@cnd.hp.com

Individual SPI License Information

SPIs follow the instance-based licensing in place of previously available tier-based licensing. The following types of LTUs are available in the licensing:

- 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.

Note: TIBCO SPI has not been refreshed in this SPI DVD, however, it adheres to the new instance-based licensing.

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 Microsoft Active Directory	TB080AA/TB080AAE	HP Ops SPI Active Dir Inst A SW LTU/ E-LTU
	TB081AA/TB081AAE	HP Ops SPI Active Dr Inst A NP FO SW LTU/ E-LTU
	TB082AA/TB082AAE	HP Ops SPI Active Dr Inst A NP DV 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 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 WebSphere Application Server	TB077AA/TB077AAE	HP Ops SPI WebSphere AS Inst A SW LTU/ E-LTU
	TB078AA/TB078AAE	HP Ops SPI WebSphere Inst A NP FO SW LTU/ E-LTU
	TB079AA/TB079AAE	HP Ops SPI WebSphere Inst 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- BEA WebLogic Server	TB074AA/TB074AAE	HP Ops SPI Weblogic AS Inst A SW LTU/ E-LTU
	TB075AA/TB075AAE	HP Ops SPI Weblogic Inst A NP FO SW LTU/ E-LTU
	TB076AA/TB076AAE	HP Ops SPI Weblogic Inst 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 Smart Plug-in for Web Servers	N/A	Complimentary, no license required

HP OpenView Add-on Modules:

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 Remedy ARS	B7480AA	HPOM SPI Remedy, LTU

Known Problems, Limitations, and Workarounds

- SPI DVD 2009 or SPI DVD 2010 SPI does not work as expected if the migration from HPOM 8.xx to HPOM 9.0x is done after installing the SPI DVD 2009 or SPI DVD 2010 SPI on HPOM 9.0x.
 - You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading a SPI DVD 2008 SPI to SPI DVD 2009 SPI/SPI DVD 2010. SPI DVD 2009 or SPI DVD 2010 SPI does not work as expected if the migration from HPOM 8.xx to HPOM 9.0x is done after installing SPI DVD 2009 or SPI DVD 2010 SPI on HPOM 9.0x.

Refer to the upgrade section in the *Installation and Configuration Guide* for the respective SPIs to view the limitations before proceeding with the SPI upgrade procedure.

- **Limitation:** The License report for some of the SPIs does not return the correct number of licenses. This does not affect the SPI functionality.
- Instrumentation is not deployed properly on the Microsoft Windows x86, x64, IA 64; Linux x86, x64, IA 64; AIX 6.1 nodes.
 - Perform the following steps to resolve the instrumentation issue.
 - 1 Apply a hotfix on the HP-UX management server. Refer to the CR, [QCCR1A90549](#) or contact HP Support to get the hotfix.

- 2 Run the following command on the management server:
`ovdeploy -cmd ovodetect -host <node name>`
- 3 Additional Agent hotfixes:
 - a) **AIX 6.1 nodes:** Additionally, apply an agent hotfix. Refer to the CR, [QCCR1A95157](#) or contact HP Support to get the hotfix.
 - b) **Windows IA 64 nodes:** Refer to the CR, [QCCR1A99773](#) and follow the workaround mentioned in the CR to fix the issue.
 - c) **Windows x86, x64 and Linux x86, x64 nodes:** No additional hotfix or workaround.
- 4 Redeploy the instrumentation.

- SPI-specific issues:

See the individual product documentation for more information about known problems and workarounds.

Local Language Support

The SPI installers obtain the HPOM for Linux locale from the `ctrl.env` namespace before proceeding with the SPI installation. Verify if the namespace has been set using the following command:

```
# /opt/OV/bin/ovconfget ctrl.env LANG
```

If the `ctrl.env` namespace is not set by the HPOM, run the following command on the HPOM Server before starting the SPI installation:

```
# ovconfchg -ns ctrl.env -set LANG <HPOM locale>
```

where `<HPOM locale>` could be `C`, `ja_JP`, `ko_KR`, or `zh_CN`

Example: `ovconfchg -ns ctrl.env -set LANG ja_JP`

Depending on the `<HPOM locale>` value, the `LANG` variable in the `ctrl.env` namespace will be set to `C.utf8`, `ja_JP.utf8`, `ko_KR.utf8`, or `zh_CN.utf8`.

This is applicable only to the localized SPIs, Oracle SPI and SPI for SAP.

Support

You can visit the HP Software Support web site at:

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

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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