
HP Operations Smart Plug-in for BEA WebLogic Application Server

for HP Operations Manager for UNIX®

Release Notes

Software version: 7.00 / December 2009

This document provides an overview of the changes made to HP Operations Smart Plug-in for BEA WebLogic Server (WebLogic SPI) for the release 7.00. It contains important information not included in the manuals or online help.

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In This Version

HP Operations Smart Plug-in for BEA WebLogic Application Server for HP Operations Manager for UNIX version 9.0x contains new features, feature enhancements, support for new platforms, and other changes.

New Features

- Support for HP Operations Manager for UNIX 9.0x
- Support removed for WebLogic Server 7.x and 8.1
- Support for WebLogic 10.x
- Support for HP Operations Manager i (HP OMi) 8.10. For more information on how the SPI works with HP OMi, see HP Operations Manager i 8.10 documentation.
- Enhanced error logging
- Implemented monitoring of discovery and collector error logs
- Replaced the Discover WebLogic and Configure WLSSPI tools with a single tool Discover or Configure WLSSPI tool to enable both discovery and configuration
- Enhanced Configuration Editor
- Introduced golden metrics that monitor the basic functionality of the WebLogic Server
- Added the following new metrics for monitoring JVM, EJBPool, ThreadPool, and Server

Metric name	Description
B819_JVMMemFreePct	JVM Free heap size percentage
B820_SrvrRestReqrd	Indicates whether the server must be restarted in order to activate configuration changes
B821_Suspended	Indicates if the RequestManager is suspended. A suspended manager will not dequeue work and dispatch threads till it is resumed.
B822_DestroyedTICnt	Provides a count of the total number of times a bean instance from this pool was destroyed due to a non-application Exception being thrown from it.
B823_EJBMssdCntRtSum	Provides a count of the total number of times a failed attempt was made to get an instance from the free pool. An Attempt to get a bean from the pool will fail if there are no available instances in the pool.
B824_EJBMssdCntRt	Provides a count of the total number of times a failed attempt was made to get an instance from the free pool. An Attempt to get a bean from the pool will fail if there are no available instances in the pool.

- Removed the following metrics:
 - WLSSPI_0090
 - WLSSPI_0091

Additional platform support

HP Operations Smart Plug-in for BEA WebLogic Application Server for HP Operations Manager for UNIX provides additional support to the following platform: Support for HP-UX MCSG and Veritas Cluster

For information about customer-related enhancements and software fixes, see [Enhancements and Fixes](#).

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- 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, visit the following URL:

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

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.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

NOTE: To view files in PDF format (* .pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:
<http://www.adobe.com/>

Installation Notes

Installation requirements, as well as instructions for installing the WebLogic SPI, are documented in the *Installation and Configuration Guide for HP Operations Smart Plug-in for BEA WebLogic Application Server* provided in Adobe Acrobat (.pdf) format. The document file is included on the product's DVD media in the `documentation` directory.

Software and Hardware Support

Refer to the Support Matrix (SUMA) link

<http://support.openview.hp.com/selfsolve/document/KM323488> for the supported HP Operations Manager, application servers, HP Performance Agent, HP Performance Manager, and HP Reporter version.

For information on the archived obsolescence programs, refer to the Obsolescence Archive link

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

Upgrade Notes

Be aware of the following limitations when you plan to install the WebLogic SPI 7.00 from SPI DVD 2009 on a HPOM 9.0x, which has the WebLogic SPI 6.00 installed from SPI DVD 2008.

- You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading the WebLogic SPI to version 7.00. Once the WebLogic SPI 7.00 is installed, migrating from HPOM 8.xx is not supported.
- You must take the backup of the content in the `/opt/OV/wasspi/wls` directory before upgrading the SPI to the version 7.00, in case you want to reuse the old content. When you upgrade the SPI to the new version, the old content in the `/opt/OV/wasspi/wls` directory will be lost permanently.
- Having the WebLogic SPI version 6.00(migrated from HPOM 8.xx) and WebLogic SPI version 7.00(newly installed from SPI DVD 2009) on HPOM 9.0x is an intermediate mode and you must move all managed nodes to the WebLogic SPI version 7.00 as soon as possible.
- If you have multiple SPIs deployed on a managed node, the node can be monitored either by SPI DVD 2008 SPIs or SPI DVD 2009 SPIs. Monitoring a node by combination of SPIs from SPI DVD 2008 and SPI DVD 2009 is not supported.
- If you have the WebLogic SPI 7.00 installed on HPOM 9.0x systems, which also has the WebLogic SPI 6.00 as well, the following points are true.
 - You must configure newly added managed nodes using the WebLogic SPI 7.00.
 - No configuration is possible on the existing or old managed nodes monitored by the WebLogic SPI 6.00.

This is because the WebLogic SPI 6.00 configuration tools are overwritten by the WebLogic SPI 7.00 tools and these tools are incompatible.

- Patches for the WebLogic SPI version 6.00 must be installed before you start the HPOM migration process. Once the WebLogic SPI version 7.00 is installed, no patches or hot-fixes pertaining to the WebLogic SPI version 6.00 could be installed on the HPOM server.
- To invoke the GUIs related to WebLogic SPI 7.00, you must install X-windows client software on the machine from which you will launch the HPOM for UNIX 9.0x server Operator GUI.

- Installing patches that would be released in the future for the WebLogic SPI version 6.00 are not supported on HPOM for UNIX 9.0x after migration. However, patch can be installed on the HPOM for UNIX 8.xx server and migrated to HPOM for UNIX 9.0x environment.
- Migration of Java Metric Builder (JMB) to HPOM for UNIX 9.0x server is not supported.
- Graph templates cannot be invoked from automatic action or Operator initiated action of alerts.
- After migration from HPOM 8.xx to HPOM 9.0x, when you run license reporting tool from HPOM 9.0x, the following errors would be reported. This is an expected behavior. You can ignore this error.

```
ERROR: (oprel-407) License status for 'SPI Name' is: Error
Can't check license status because of missing ID mapping file.
Please install the missing component and make sure that a
sufficient number of licenses is installed.
Error: '(oprel-130) ID mapping file does not exist: (oprel-129)
Can't find ID mapping file '/opt/OV/misc/EL/registration/<SPIname>.xml'
for plug-in '<SPIname>'. '
ERROR: (oprel-407) License status for 'SPI Name remote' is: Error
Can't check license status because of missing ID mapping file.
Please install the missing component and make sure that a
sufficient number of licenses is installed.
Error: '(oprel-130) ID mapping file does not exist: (oprel-129)
Can't find ID mapping file '/opt/OV/misc/EL/registration/<SPIname>.xml'
for plug-in '<SPIname>'. '
```

Enhancements and Fixes

To display details about each software enhancement or fix, click the reference number link to go to the HP Software Online Support web site. The first time you click a link, you must enter your HP passport information. To set up your passport profile, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Fixes

[QCCR1A89016](#): OMi Support Required for WLSSPI

[QCCR1A89488](#): Collector process leaves behind too many unclosed file & process handles

[QCCR1A90053](#): WLSSPI 6.x and WBSSPI 6.x shows multiple hung JSpiCola processes

[QCCR1A92053](#): WLSSPI 6.x should Support Oracle WebLogic Server 10g3

[QCCR1A92844](#): Discovery fails on RHEL 5.2 DCE for WLSSPI_6.10

[QCCR1A96738](#): Editing any WLSSPI configuration file stops rmid process

Known Problems, Limitations, and Workarounds

This release contains the following unresolved problems. Workarounds are provided wherever applicable.

- **Problem:** A scheduled metric failed message appears for the WLSSPI-Logfile-Monitor policy. For WLSSPI-Logfile-Monitor policy to work, le.dat and wls.log files must be created under the SPI log

directory. These files are created only after the collector is run successfully for the first time. Hence the WLSSPI-Logfile-Monitor policy (that is scheduled to run after every minute) fails with a critical message until the 5min collector metric starts working.

- **Problem:** On restarting the WebLogic Application Server, the WebLogic SPI 7.0 collector might log negative values for the metrics WLSSPI_0070, WLSSPI_0071, and WLSSPI_0076 in the first collection cycle. The collector logs the correct values for these metrics in all the subsequent collection cycles.
- **Problem:** If the instrumentation files of more than one Web Application Server SPI are deployed on the same node, an error message (File name collision detected) appears in the HPOM message browser whenever a multiple occurrence of an instrumentation file is identified.
- **Problem:** When the instrumentation files of the WebLogic SPI and SHS component are deployed on the same node, an error message (File name collision detected) appears in the HPOM message browser whenever a multiple occurrence of `XMLParser.pm` is identified. This does not affect the configuration. You can ignore this error message.
- **Problem:** In a non-English environment, the message browser does not display error messages correctly.

Workaround: Change the character set of the WLSSPI Error Log template and redeploy the template. For example, change the character set from “Shift-JIS” to “Japanese EUC.”

- **Problem:** The perl installed with the HPOM agent fails to find the HPOM perl modules if another application (such as Oracle Application Server) sets the PERL5LIB environment variable to point at locations that do not include the HPOM perl lib location.

Workaround 1: Set the PERL5LIB system environment variable:

- 1 Prepend `C:\Program Files\HP OpenView\nonOV\perl\perl\lib` (the HPOM perl lib path) to the PERL5LIB system environment variable.
- 2 Kill the HPOM agent: `opcagt -kill`
- 3 Restart the HPOM agent: `opcagt -start`
- 4 Check the HPOM environment: `ovdeploy -cmd set`
- 5 If the PERL5LIB variable is not set correctly in the HPOM environment but the system variable is set correctly, reboot the system.

Workaround 2:

- 1 Delete the PERL5LIB system environment variable.
- 2 Reboot the system.
- 3 Run the Discover tool.

Workaround 3: Run the discover script on the target node. Enter the following:

- 1 `cd /var/opt/OV/bin/instrumentation`
- 2 `wasspi_wls_perl -S wasspi_wls_discovery.pl`

NOTE: The service map is not generated when the discover script is run locally (is not run from the HPOM management server).

- **Problem:** The `wls.log` file grows very large.

Workaround: Limit the size of the data saved to the log file each time the logfile encapsulator is run. In the `SPIConfig` file (located in `/var/opt/OV/wasspi/wls/conf/` or `/var/opt/OV/conf/wls/` on UNIX platforms and `/usr/OV/wasspi/wls/conf/` on Windows platforms), add the following:

```
# maximum number of lines to save to the log file / run
LOG_LINE_LIMIT=16667
# maximum number of characters to save from each log file / run
LOG_SIZE_PER_FILE_LIMIT=600000
```

- **Problem:** When the WebLogic Server is started, multiple WLSSPI-0011.1: % of execute threads used (<VALUE>%) too high messages are displayed in the message browser.

Workaround: These messages can be safely ignored when the WebLogic Server is being started.

- **Problem:** On a Solaris managed node, the ddflog and dsilog processes hang. The error message WASSPI-1: Unable to create the lock file /var/opt/OV/wasspi/wls/datalog/ddflog.lck. File already exists. is reported and running the command `ps -l` shows that the ddflog_coda and ddflog or dsilog processes are hung.

Workaround: On each Solaris managed node on which the problem occurs, do the following:

- 1 In the `/var/opt/OV/wasspi/wls/conf/SPIconfig` file, set the `DATA_LOGGING_EXECUTABLE_NAME` property after the “#----- Dynamic definitions -----“ entry. `DATA_LOGGING_EXECUTABLE_NAME` explicitly sets the data logging program that is used (normally, the collector automatically determines the data logging program to use).

If you are running OVPA, set the property to the following value:

```
DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
```

If you are running CODA, set the property to the following value:

```
DATA_LOGGING_EXECUTABLE_NAME=/opt/OV/bin/OpC/monitor/ddflog_coda
```

- 2 Kill the hung ddflog_coda and ddflog or dsilog processes.

Example excerpt from the SPIconfig file after setting the property:

```
UDM_GRAPH_CAPACITY=50000
UDM_PERF_CAPACITY=50000
#----- Dynamic definitions -----
DATA_LOGGING_ENABLED=TRUE
DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
```

- **Problem:** The "View Graphs" tool does not work.

Workaround: On the OVPM Windows system, copy the file:

```
\Program Files\HP Openview\newconfig\WLSSPI_Graphs.txt
```

to:

```
\Program Files\HP Openview\newconfig\VPI_GraphsWLSSPI.txt
```

- **Problem:** On Linux nodes, the Discover or Configure WLSSPI tool can fail without configuring the SPI on the managed Linux node. This happens because some of the configuration processes require uudecode to be present on the local node.

Workaround: Ensure that uudecode is installed on the target managed node. It is available in the SHARUTILS package.

- **Problem:** The "Start WebLogic" and "Stop WebLogic" tools fail on Windows nodes if the `USER` or `SERVER<n>_USER` configuration property is set. The application is trying to run the "su" command, which is only available on UNIX.

Workaround: Do not set the `USER` or `SERVER<n>_USER` property when configuring the `SERVER<n>_START_CMD` or `SERVER<n>_STOP_CMD` properties for Windows nodes.

- **Problem:** The Web browser cannot be launched from an operator action after you have correctly configured the WLS SPI as instructed in the "Configure the Management Server to Launch your Web

Browser” task in chapter 2 of the *HP Operations Smart Plug-in for BEA WebLogic Server Installation and Configuration Guide*.

Workaround:

- 1 Stop and restart the agent from a user other than `root` by entering the following commands on the managed node:

```
opcagt -kill
opcagt -start
```

- 2 Run the operator action.
- **Problem:** Netscape fails to refresh graphing data. Specifically, when you use Netscape as the browser to graph your data (graphing capability included with Reporter 3.0 or higher), the browser fails to refresh when new selections are made.

For example, in the HPOM console after you drag and drop a managed node onto the WLSSPI Admin tool *View Graphs*, Netscape appears and displays a blank WLS SPI graphing page where you can accept or change the following default selections:

```
Server: MyServer_1
Graph Name: Serverstat
Data Range: 7 Days (ending now)
```

By clicking Draw, you successfully generate the graph.

However, when you select a different server, let’s say *MyServer_2*, you see that the graph that appears after you click the Draw button is the same graph/data as the one you just viewed (for *MyServer_1*).

Workaround:

- 1 In Netscape from the Edit menu select **Preferences→Advanced→Cache**.
- 2 In the segment labeled Document in cache is compared to document on network, select radio button **Never**.
- 3 After successfully generating the first WLS SPI graph, for any subsequent graphs, always change a minimum of two selections to refresh the data; for example select a different server and a different graph; or select a different graph and a different date range. Any two differing selections work to clear the current graph data from the browser cache.
- 4 **Note:** The underlined text Refresh Graph Now at the bottom of the Web page does not work; when clicked, it may return the error: `the parameter is incorrect`.
- **Problem:** For a managed node running Red Hat Linux 4 or Suse Linux 9.1 or 9.2, discovery and/or metric threshold monitor alarming is not functioning AND the following error message is found in the SPI error log:

```
*** glibc detected *** double free or corruption: 0x0937d008 ***
```

Workaround: On the HPOM agent, set the `MALLOC_CHECK_` environment variable to 0 (zero) and restart the agent.

Documentation Errata

- The information in the BEA WLS SPI 7.00 documentation is applicable only to the HP Operations Manager for HP-UX 9.00.
- You must take the backup of the content in the `/opt/OV/wasspi/wls` directory before upgrading the SPI to the version 7.00, in case you want to reuse the old content. When you upgrade the SPI to the new version, the old content in the `/opt/OV/wasspi/wls` directory will be lost permanently.

- The following troubleshooting information is missing in the *Installation and Configuration Guide for HP Operations Smart Plug-in for BEA WebLogic Application Server*.

Problem: In the SiteConfig file for Windows managed nodes, the value for BEA_HOME_LIST and JAVA_HOME appears as:

```
BEA_HOME_LIST=Cbea
JAVA_HOME= Cbeajrockit90_150_06
```

The "\" character is removed from the path.

Workaround: Replace the character "\" with "/" or "\\\" in the path for BEA_HOME_LIST and JAVA_HOME.

For example, BEA_HOME_LIST=C:/bea or

```
BEA_HOME_LIST=C:\\bea
```

Local Language Support

HP Operations Smart Plug-In for BEA WebLogic Server Installation and Configuration Guide is localized in Japanese.

The SPI installers obtain the HPOM for UNIX 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.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software 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 using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts

- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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://h20230.www2.hp.com/new_access_levels.jsp

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

<http://h20229.www2.hp.com/passport-registration.html>

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