HP Operations Smart Plug-in for Oracle 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 Oracle Application Server (Oracle AS SPI) for the release 7.00. It contains important information not included in the manuals or online help.

In This Version

HP Operations Smart Plug-in for Oracle Application Server for HP Operations Manager for UNIX contains new features, feature enhancements, and other changes.

New Feature

HP Operations Smart Plug-in for Oracle Application Server for HP Operations Manager for UNIX contains these new features:

- **Enhanced error logging**

- **Implemented monitoring of discovery and collector error logs**

- **Replaced Discover OracleAS and Configure OASSPI tools with a single tool Discover or Configure OASSPI tool to enable both discovery and configuration**

- **Enhanced Configuration Editor**

- **Support for HP Operations Manager for UNIX 9.0x**

- **Introduced golden metrics which monitor the basic functionality of the Oracle Application Server**

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 this 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 OASSPI, are documented in the *Installation and Configuration Guide* for *HP Operations Smart Plug-in for Oracle 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://intranet.hp.com/tsg/WW2/SWObsoMigrations/ObsoArchive/Pages/ArchivedObsoPrograms.a spx.

Upgrade Notes

Be aware of the following limitations when you plan to install the Oracle AS SPI 7.00 from SPI DVD 2009 on a HPOM 9.0x, which has the Oracle AS 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 Oracle AS SPI to version 7.00. Once the Oracle AS 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/oas` 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/oas` directory will be lost permanently.

- Having the Oracle AS SPI version 6.00(migrated from HPOM 8.xx) and Oracle AS 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 Oracle AS 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 Oracle AS SPI 7.00 installed on HPOM 9.0x systems, which also has the Oracle AS SPI 6.00 as well, the following points are true.

  — You must configure newly added managed nodes using the Oracle AS SPI 7.00.

  — No configuration is possible on the existing or old managed nodes monitored by the Oracle AS SPI 6.00.

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

- Patches for the Oracle AS SPI version 6.00 must be installed before you start the HPOM migration process. Once the Oracle AS SPI version 7.00 is installed, no patches or hot-fixes pertaining to the Oracle AS SPI version 6.00 could be installed on the HPOM server.

- To invoke the GUIs related to Oracle AS 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 Oracle AS 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>'. '
```

Known Problems, Limitations, and Workarounds

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

- **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 Oracle AS 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:** Because of a defect in the Oracle Application Server, the following metric returns an incorrect value for total service time:

  — Metric 100

  Workaround: Go to **http://metalink.oracle.com/** and track bug number 4690429. If a patch is available, install it so that the metric returns the correct value. Otherwise, continue to track this bug until a patch becomes available.

- **Problem:** In a non-English environment, the message browser does not display error messages correctly.

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

- **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 OASSPI 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/oas` 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/oas` directory will be lost permanently.

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

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

  HOME=`Cproduct10.1.3.1OracleAS_1`

  JAVA_HOME=`Cproduct10.1.3.1OracleAS_1jdk`

  The "\" character is removed from the path.

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

  For example, HOME=`C:/product/10.1.3.1/OracleAS_1` or

  HOME=`C:\\product\\10.1.3.1\\OracleAS_1`

Local Language Support

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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