

HP Operations Smart Plug-in for Microsoft® Exchange Server

for HP Operations Manager for UNIX®

Release Notes

Software version: 13.00, December 2009

This document provides an overview of the changes made to HP Operations Smart Plug-in for Microsoft Exchange Server (Microsoft Exchange SPI) for the 13.00 release. It contains important information not included in the manuals or in online help.

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In This Version

The Microsoft Exchange SPI for HP Operations Manager for UNIX contains new features, feature enhancements, support for new platforms, and other changes.

New Features

- **Support in a SAN environment**
The following configuration has been tested for compatibility with the current version of Microsoft Exchange SPI 13.00: Shared Disk: EVA5000 and FC HBA card.
- **Microsoft Exchange 2003 not supported**
- **Support for HP Operations Manager i (HP OMi) 8.10**
For more information on how the SPIs work with HP OMi, see HP Operations Manager i 8.10 documentation.
- **Monitoring and reporting enhancements for Transport Agents and Logs, MailFlow Latency, and Highest Growth Mailboxes.**
- **Thresholds have been aligned with Microsoft recommendations**

- **Support for Windows 2008 cluster.**

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/>

Doc Errata

The following is the doc errata:

- *HP Operations Smart Plug-in for Microsoft Exchange Server Installation and Configuration Guide - Section Software Requirements in Prerequisites to Install Microsoft Exchange SPI of Chapter 2 Installing and Upgrading Microsoft Exchange SPI -*

Install the hotfix available at the following location for all Microsoft Exchange Server 2007 nodes with Windows Server 2008 - x64:

http://quixy.deu.hp.com/hotfix/d.php?P=ovoagent&N=QCCR1A97866_+Not+able+to+start+a+binary+with+embedded+manifest+using+tool&V=A.08.60

Installation Notes

Installation requirements, as well as instructions for installing the Microsoft Exchange SPI, are documented in the *HP Operations Smart Plug-in for Microsoft Exchange Server Installation and Configuration Guide* 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:

Upgrade Notes

Be aware of the following limitations when you plan to install the Microsoft Exchange SPI 13.00 (from SPI DVD 2009) on a HPOM 9.0x, which has the Microsoft Exchange SPI 12.00 installed from SPI DVD 2008.

- You must complete the migration process from HPOM 8.xx to HPOM 9.0x before upgrading the Microsoft Exchange SPI to version 13.00. After the Microsoft Exchange SPI 13.00 is installed, migrating from HPOM 8.xx is not supported.
- Having the Microsoft Exchange SPI version 12.00 (migrated from HPOM 8.xx) and Microsoft Exchange SPI version 13.00 (newly installed from SPI DVD 2009) on HPOM 9.0x is an intermediate mode and you must move all the managed nodes to the Microsoft Exchange SPI version 13.00 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 Microsoft Exchange SPI 13.00 installed on HPOM 9.0x systems, which also has the Microsoft Exchange SPI 12.00, the following points are valid:
 - The newly added managed nodes should be configured using the Microsoft Exchange SPI 13.00.
 - No configuration is possible on the existing or old managed nodes monitored by the Microsoft Exchange SPI 12.00.

This is because the Microsoft Exchange SPI 12.00 configuration tools are overwritten by the Microsoft Exchange SPI 13.00 tools and these tools (previous version) are incompatible.

- Patches for the Microsoft Exchange SPI version 12.00 must be installed before you start the HPOM migration process. After the Microsoft Exchange SPI version 13.00 is installed, no patches or hot-fixes pertaining to the Microsoft Exchange SPI version 12.00 can be installed on the HPOM server.
- To invoke the GUIs related to the Microsoft Exchange SPI 13.00, you must install X-windows client software on the machine from which you will launch the HPOM for UNIX 9.0x server Operator GUI.
- 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.
- You must take the backup of the content in the `/opt/OV/EXSPI/bin` directory before upgrading the Microsoft Exchange SPI to the version 13.00, 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/EXSPI/bin` directory will be lost permanently.

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

- QCCR1A24422 - Microsoft Exchange SPI 11.50 opcmmsg template missing
- QCCR1A24429 - Exchange 2007 Top Mailbox Report reported incorrect Storage Limit

- QCCR1A39789 - Unable to open Exchange 2007 Discovery policy from HP Operations Manager on Windows Console
- QCCR1A39891 - Microsoft Exchange SPI Tracking Log collection should collect data for full day (previous day)
- QCCR1A59706 - Microsoft Exchange SPI service map is not updating the severity level
- QCCR1A61314 - Issues with EXSPI-8X Dc Replication Summary policy
- QCCR1A90209 - Problem with Top 20 Senders Exchange 2007 reports
- QCCR1A24424 - Policy Error for "EXSPI-8.X Edge Dc-SMTP Perf Inbound Cnn / Outbound Cnn"
- QCCR1A24425 - Reporter 3.8: SPI for Exchange 2007 - Report Problem
- QCCR1A30304 - EXSPI Service discovery runs with errors
- QCCR1A24436 - EXSPI 11 does not log all EX2007_MBDETAIL data to OVPA datasource
- QCCR1A24435 - PowerShell configuration utility tool not working from remote console
- QCCR1A30623 - Request to avoid additional steps when deploying EXSPI instrumentation to Exchange 2007 server
- QCCR1A89968 - Documentation missing for some Exchange 2007 reports
- QCCR1A24421 - "EXSPI-8.X Information Store Db Cache Size" uses inappropriate counter
- QCCR1A58992 - Documentation missing for EXSPI OV Topology Viewer tool in OMW 8.10 Remote Console
- QCCR1A24402 - EXSPI-8.X Information Store Db using wrong performance counter "database"
- QCCR1A24440 - Exchange SPI tracklog collection does not work

Known Problems, Limitations, and Workarounds

This release of the Microsoft Exchange Server SPI contains the following known problems and limitations.

- **Limitation:** Operations Topology Viewer Tool:
 - Collection of Exchange Data takes a long time: On the Connect to Forest dialog is the Advanced Exchange Data Collection checkbox. If your credentials do not have the privilege rights to access the Exchange server's WMI Control Security properties, Topology Viewer's request for the server's membership information will be denied. This security access is different than the permissions granted through the AD Users and Computer accounts. The denial takes time to timeout in WMI, depending on your network setup (sometimes 2 minutes per server). Since the request is performed on EACH Exchange server in the forest, the process can slow down the data collection process. To verify if you are being denied access to membership data, see the OVTV_OvTVExCollectorErrorLog.txt file. For details on interpreting the warning messages and for information on which WMI access privileges are required for advanced Exchange data collection, see the instructions in the *HP Operations Smart Plug-in for Microsoft Exchange Server Installation and Configuration Guide*.
 - Other reasons the collection of Exchange Data is slow or the collection of the Exchange data failed:
 - You don't have the access rights to collect data. Check the OVTV_OvTVExCollectorErrorLog.txt file and see if you received any failed connections warning.
 - If you have hundreds of servers, whether the connection is over a LAN or WAN, the process can take a long time.
 - There could be a problem with your network.

- Connection object errors are not appearing in the Operations Topology Viewer tree: The Operations Topology Viewer does not show connection object errors in the tree.
- Operations Topology Viewer stops responding when collecting Exchange data on a malfunctioning Microsoft Exchange Windows cluster: Operations Topology Viewer stops responding when WMI queries against an Exchange server on a malfunctioning Microsoft Windows cluster, and does not time out.

Possible Reason for the problem: Topology Viewer is blocked in its attempts to collect Exchange data, but fails to complete and stops responding at 75% complete because of a malfunctioning Windows cluster.

Workaround: In the Add Forest dialog, do not check the Advanced Exchange Data Collection.

- **Limitation:** The 'Policy ID' error during SPI upgrade.

While upgrading the SPI to the version 13.00 on an HPOM 8.10 server, approximately 81 warning messages are sent to the HPOM message browser indicating that the older version of the policy has the same ID as the new version of the policy.

Workaround: Ignore these messages after you upgrade the Microsoft Exchange SPI to this version.

- **Limitation:** Microsoft Exchange Server SPI metrics have a limit beyond which values cannot be stored in HP Performance Agent classes.

The following tables mentions the list of the Microsoft Exchange Server SPI metrics with maximum value that they can store in the HP Performance Agent Class.

Table 1 Metrics capable of storing the maximum value till 2147483647

Data Class	Metric
EX2007_AGCFG	AGCFG_PRI
EX2007_ATTACHFILTER	MSGFILTERPERSEC
EX2007_ATTACHFILTER	MSGATT_FILTERED
EX2007_AVAILABILITY	AVAILABILITY
EX2007_CONNFILTER	CONNIPALLOWLIST
EX2007_CONNFILTER	CONNIPBCKLISTPVD
EX2007_CONNFILTER	CONNIPBCKLIST
EX2007_CONNFILTER	CONNIPALLOWLISTPVD
EX2007_CONTFILTER	MSGWITHSCL0
EX2007_CONTFILTER	MSGWITHSCL1
EX2007_CONTFILTER	MSGWITHSCL2
EX2007_CONTFILTER	MSGWITHSCL3
EX2007_CONTFILTER	MSGWITHSCL4
EX2007_CONTFILTER	MSGWITHSCL5
EX2007_CONTFILTER	MSGWITHSCL6
EX2007_CONTFILTER	MSGWITHSCL7
EX2007_CONTFILTER	MSGWITHSCL8
EX2007_CONTFILTER	MSGWITHSCL9

Data Class	Metric
EX2007_CONTFILTER	MSGQUARANTINED
EX2007_CONTFILTER	MSGDELETED
EX2007_CONTFILTER	MSGBYPASSSCAN
EX2007_CONTFILTER	MSGSCANNED
EX2007_CONTFILTER	MSGREJECTED
EX2007_DEST	NUM_BYTES_DR
EX2007_DEST	NUM_MSGS_DR
EX2007_FDSOAB	TASK_QUEUED
EX2007_FDSOAB	TASKS_COMPLETED
EX2007_FDSUM	TASK_QUEUED
EX2007_FDSUM	TASKS_COMPLETED
EX2007_IMAP4PERF	IMAP4CON
EX2007_IMAP4PERF	IMAP4FAILEDCON
EX2007_IMAP4PERF	IMAP4REJECTEDCON
EX2007_ISCLIENT	ISCLATENCY10
EX2007_ISCLIENT	ISCLATENCY5
EX2007_ISCLIENT	ISCLATENCY2
EX2007_ISCLIENT	ISRPCATTEMPT
EX2007_ISCLIENT	ISRPCSUCCEED
EX2007_ISCLIENT	ISRPCFAIL
EX2007_ISCLIENT	ISRPCFUNAV
EX2007_ISCLIENT	ISRPCFBUSY
EX2007_ISCLIENT	ISRPCFCANCEL
EX2007_ISCLIENT	ISRPCFCALLFAIL
EX2007_ISCLIENT	ISRPCFACCESSDENY
EX2007_ISCLIENT	ISRPCFOTHER
EX2007_ISPERF	RPCREQUESTS
EX2007_ISPERF	ISVMLARGESTBLOCK
EX2007_ISPERF	ISVMLARGEFREEBB
EX2007_ISPERF	ISVM16MBFREE
EX2007_ISPERF	ISUSERCNT
EX2007_ISPERF	ISCONNECTCNT

Data Class	Metric
EX2007_ISPERF	ISANONUSERCNT
EX2007_ISPERF	ISACTIVEUSERCNT
EX2007_ISPERF	ISACTIVECONNECTCNT
EX2007_ISPERF	ISACTIVEANONUSERCNT
EX2007_MBDETAIL	MB_SIZE
EX2007_MBDETAIL	MB_MSGCOUNT
EX2007_MBDETAIL	MB_DELCOUNT
EX2007_MBDETAIL	MB_DELSIZE
EX2007_MBPERF	MBRECEIVEQ
EX2007_MBPERF	MBDELIVERYTIME
EX2007_MBPERF	MBLOCALDELIVER
EX2007_MBPERF	MBDELIVER
EX2007_MBPERF	MBSSENT
EX2007_MBPERF	MBSUBMITTED
EX2007_MBPERF	MBRECIPIENT
EX2007_MBPERF	MBACTIVELOGON
EX2007_MBPERF	MBLOGON
EX2007_MBPERF	MBLOGONPEAK
EX2007_MBPERF	MBRECOVERITEMS
EX2007_MBPERF	MBRECOVERSIZE
EX2007_MBSUMMARY	MAILBOX_USRCNT
EX2007_MBSUMMARY	MAILBOX_MSGCNT
EX2007_PFDETAIL	PF_SIZE
EX2007_PFDETAIL	PF_POSTCOUNT
EX2007_PFPERF	PFRECEIVEQ
EX2007_PFPERF	PFDELIVERYTIME
EX2007_PFPERF	PFDELIVER
EX2007_PFPERF	PFSSENT
EX2007_PFPERF	PFSUBMITTED
EX2007_PFPERF	PFRECIPIENT
EX2007_PFPERF	PFACTIVELOGON
EX2007_PFPERF	PFLOGON

Data Class	Metric
EX2007_PFPERF	PFLOGONPEAK
EX2007_PFPERF	PFRECOVERITEMS
EX2007_PFPERF	PFRECOVERSIZE
EX2007_PFPERF	PFREPRCVD
EX2007_PFPERF	PFREPRESENT
EX2007_PFPERF	PFREPQ
EX2007_PFSUMMARY	FOLDER_COUNT
EX2007_PFSUMMARY	FOLDER_MSGCNT
EX2007_POP3PERF	POP3CON
EX2007_POP3PERF	POP3FAILEDCON
EX2007_POP3PERF	POP3REJECTEDCON
EX2007_POP3PERF	POP3DELE
EX2007_POP3PERF	POP3RETR
EX2007_PRTAGT	SENDBCK_LOPNPXY
EX2007_PRTAGT	SENDBCK_LCKEDLSRL
EX2007_PRTAGT	SENDBCK_LCKEDRSRL
EX2007_PRTAGT	SENDBCK_ROPENPXY
EX2007_PRTAGT	SENDBYPASS_LSRLCALC
EX2007_PRTAGT	SENDPROCESSED
EX2007_QINFO	QINFO_MSGCNT
EX2007_RECP	NUM_BYTES_RR
EX2007_RECP	NUM_MSGS_RR
EX2007_RECPFILTER	RECPREJ_RECPVLDATION
EX2007_RECPFILTER	RECPREJ_BCKLIST
EX2007_REPLSUMM	REPL_LSTLOGGEN
EX2007_REPLSUMM	REPL_LSTLOGCP
EX2007_REPLSUMM	REPL_LSTLOGINS
EX2007_REPLSUMM	REPL_LSTLOGRPL
EX2007_REPLSUMM	REPL_CPQLEN
EX2007_REPLSUMM	REPL_RPLQLEN
EX2007_REPLSUMM	REPL_TARGET
EX2007_SENDER	NUM_BYTES_SR

Data Class	Metric
EX2007_SENDER	NUM_MSGS_SR
EX2007_SENDERID	MSGBYPASSED
EX2007_SENDERID	MSGSOFTFAILED
EX2007_SENDERID	MSGNEUTRALRESULT
EX2007_SENDERID	MSGFAILMALDOMAIN
EX2007_SENDERID	MSGVALIDATED
EX2007_SENDERID	MSGPASSRESULT
EX2007_SENDERID	MSGTEMPERROR
EX2007_SENDERID	MSGNONERESULT
EX2007_SENDERID	MSGFAIL_NONEXISTDMN
EX2007_SENDERID	MSGPERMERROR
EX2007_SENDERID	MSGMISSORGIP
EX2007_SENDERID	MSGWITHNOPRA
EX2007_SENDERID	MSGFAIL_NOTPERMIT
EX2007_SENDFILTER	MSGEVALUATED
EX2007_SENDFILTER	MSGFILTERED
EX2007_SMTPRECV	SMTPBYPYTERECV
EX2007_SMTPRECV	SMTPMMSGRECV
EX2007_SMTPRECV	SMTPMMSGBYTERECV
EX2007_SMTPRECV	SMTPCONNCURR
EX2007_SMTPRECV	SMTPCONNTOT
EX2007_SMTSEND	SMTPBYTESEND
EX2007_SMTSEND	SMTPMMSGSEND
EX2007_SMTSEND	SMTPMMSGBYTESEND
EX2007_SMTSEND	SMTPCONNCURR
EX2007_SMTSEND	SMTPCONNTOT
EX2007_SOURCE	NUM_BYTES_SRC
EX2007_SOURCE	NUM_MSGS_SRC
EX2007_SPAMSTATS	DELETED
EX2007_SPAMSTATS	QUARANTINED
EX2007_SPAMSTATS	REJECTED
EX2007_TRANSQ	POISON_Q_LENGTH

Data Class	Metric
EX2007_TRANSQ	SUB_Q_LENGTH
EX2007_TRANSQ	RETRY_NONSMTP_QLEN
EX2007_TRANSQ	AGGDEL_ALLQ_LEN
EX2007_TRANSQ	UNREACH_Q_LENGTH
EX2007_TRANSQ	RET_MD_Q_LEN
EX2007_TRANSQ	ACT_REM_DQLENGTH
EX2007_TRANSQ	ACT_NONSMTP_DQLENG
EX2007_TRANSQ	RET_REM_DQLENGTH
EX2007_TRANSQ	LARG_DQ_LENGTH
EX2007_TRANSQ	ACT_MDQ_LENGTH
EX2007_UMAUTO_ATTEN	BUSS_HR_CALLS
EX2007_UMAUTO_ATTEN	OPER_TRANSFERS
EX2007_UMAUTO_ATTEN	OUT_OF_HR_CALLS
EX2007_UMAVAIL	CALLS_DISCN_EXT_ERR
EX2007_UMAVAIL	CALLS_DISCN_INT_ERR
EX2007_UMAVAIL	HUB_ACCESS_FAIL
EX2007_UMAVAIL	MSERV_ACCESS_FAIL
EX2007_UMAVAIL	DIR_ACCESS_FAIL
EX2007_UMCALLANS	AV_VMSG_SIZE
EX2007_UMCALLANS	CALL_ANSMISSED_CALLS
EX2007_UMFAX	FAX_MSG
EX2007_UMFAX	FAX_INCOMPLETE
EX2007_UMGENERAL	DELAYED_CALLS
EX2007_UMGENERAL	TOTAL_CALLS
EX2007_UMIPGWAY	UMIPGWAY_PORT
EX2007_UMSRV	UMSRV_CALLS
EX2007_UMSRV	UMSRV_FAX
EX2007_UMSRV	UMSRV_TTS
EX2007_UMSRV	UMSRV_ASR
EX2007_UMSUBACCESS	VOICE_MSG_SENT

Data Class	Metric
EX2007_UMSUBACCESS	EMAIL_MSGQ_ACCESSED
EX2007_UMSUBACCESS	AVER_SUB_CALL_DURA
EX2007_UMSUBACCESS	EMAIL_MSG_HEARD

Table 2 Metrics capable of storing the maximum value till 21474836.47

Data Class	Metric
EX2007_HUBTRANSDSN	FAIL_DSNS_TOTAL
EX2007_HUBTRANSDSN	DELAY_DSNS
EX2007_ISPERF	RPCOPERATIONSPERSEC
EX2007_MBPERF	MBSIRATIO
EX2007_MBSUMMARY	EDBSIZE
EX2007_MBSUMMARY	EDBFREE
EX2007_MBSUMMARY	EDBTOTAL
EX2007_PFPERF	PFSIRATIO
EX2007_PFSUMMARY	EDBSIZE
EX2007_PFSUMMARY	EDBFREE
EX2007_PFSUMMARY	EDBTOTAL

Table 3 Metrics capable of storing the maximum value till 2147483.647

Data Class	Metric
EX2007_MFLAT	LATENCY_SECONDS

- **Limitation:** If, in a record, one of the Microsoft Exchange SPI metrics exceeds limit (metrics mentioned in the above tables), the entire record does not get logged into the Microsoft Exchange SPI HP Performance Agent class.

For example, if the record to be logged is Mementos1~1098~Failure~6723419876540987654~1.5~True, then, this entire record will not be logged into the Microsoft Exchange SPI HP Performance Agent Class, as the 4th metric exceeds the limit.

- **Limitation:** The EXSPI Config GUI can only load the latest version of the policy "EXSPI-8X SPIMetaData Versioning". Previous Versions of the policy cannot be loaded.

Documentation Errata

- The information in the Microsoft Exchange SPI 13.00 documentation is applicable only to the HP Operations Manager for HP-UX 9.00.

Local Language Support

HP Operations Smart Plug-in for Microsoft Exchange Server 2007 Installation and Configuration Guide and *HP Operations Smart Plug-in for Microsoft Exchange Server 2007 Reference 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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