

HP OpenView Smart Plug-in for PeopleSoft Software Release Notes



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1 Announcements

Announcements

HP OpenView Smart Plug-in for PeopleSoft version A.02.05 is now available. The PeopleSoft SPI version A.02.05 provides a market leading solution for the central monitoring and management of a PeopleSoft environment, including all the features summarized in this section. It supersedes version A.02.00 with support for the OVO/Unix management server version A.08.00.

Summary of Features in the PeopleSoft SPI

In combination with HP OpenView OV Operations for Unix, the HP OpenView Smart Plug-in for PeopleSoft A.02.05 provides:

- event-based management of the PeopleSoft environment
- pro-active notification of problems
- applications that allow centralized management of the different layers of a PeopleSoft environment
- monitoring of important PeopleSoft-specific components and parameters

In addition, if used in conjunction with HP OpenView VantagePoint Performance and the HP OpenView VantagePoint Navigator, the HP OpenView Smart Plug-in for PeopleSoft provides:

- communication with VantagePoint Performance via the VantagePoint Performance Agent using the Data Source Integration feature
- both **logical** and **instance** views of the monitored components in the PeopleSoft environment using the HP OpenView VantagePoint Navigator

Available Documentation

The following documentation is provided for HP OpenView Smart Plug-in for PeopleSoft A.02.05:

- On-line Documentation (PDF format)

On-line Documentation

The following manuals are supplied in portable document format (PDF) :

- *HP OpenView Smart Plug-in for PeopleSoft: Administrator's Reference*
- *HP OpenView Smart Plug-in for PeopleSoft: Software Release Notes*

NOTE

The documentation is no longer installed as part of the SPI package itself but is available in a separate folder on the HP OpenView SPI-CD.

2 What's in this Version?

What's in this Version?

This chapter gives a more detailed description of the main features provided with the PeopleSoft SPI version A.02.05. It also indicates where to find more information on PeopleSoft SPI A.02.05 and related products.

Features

HP OpenView Smart Plug-in for PeopleSoft version A.02.05 includes the following features:

- Supports OS versions HP-UX 10.20, HP-UX 11.0 and HP-UX 11.11, as well as Solaris 7, 8 and 9, on the OVO/Unix management server
- Supports managed nodes running: HP-UX 10.20/11.0/11.11, AIX 4.2/4.3/5 and Solaris 2.6/7/8/9
- Supports OVO/Unix 7.1 and above and OVO/Unix 8.0 on HP-UX and Solaris management servers.
- Supports OVO/Unix 8.0 non-HTTPS agents on HP-UX, Solaris and AIX managed nodes.
- Supports PeopleSoft 7.05, 7.5, 8.1 and 8.40 - 8.43
- Monitors, detects, and displays the status of PeopleSoft batch jobs as well as components such as the process scheduler
- Monitors log-files dynamically to keep track of any important events registered in the various, distributed error logs from PeopleSoft, Tuxedo, and any databases. The data are consolidated in a central log file for quicker and easier access.
- Provides pre-configured automatic actions help to ensure minimum server down time
- Pre-defined reports identify the owners of batch jobs that are causing problems (such as high system load) and help to prevent performance bottlenecks
- Monitors the status of all the crucial components in the PeopleSoft environment, such as applications and application servers, database servers, and sub-systems such as Tuxedo

Related PeopleSoft SPI Products

The HP OpenView Smart Plug-in for PeopleSoft product supports the following HP OpenView products:

- ☐ HP OV Operations for Unix A.08.00 and A.07.10 (and later).
- ☐ HP OpenView VantagePoint Performance C.02.x and HP OpenView VantagePoint Performance Agent
- ☐ HP OpenView Smart Plug-in for Oracle A.06.00 or higher
- ☐ HP OpenView Smart Plug-in for BEA WebLogic Server A.02.04 or higher
- ☐ HP OpenView VantagePoint Navigator

Information on the HP OpenView Web Pages

For more information on HP OpenView products check out the HP OpenView web site found at:

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

<http://www.openview.hp.com/solutions/business/>

For patch information access the following HP OpenView website:

<http://ovweb.external.hp.com:80/cpe/patches/>

3 Known Problems and Workarounds

Known Problems and Workarounds

This section describes any problems with the HP OpenView Smart Plug-in for PeopleSoft software that are already known and that could not be fixed before release, and where necessary, provides recommended workarounds.

Known Problems

The problems are grouped into the following categories:

- “Installation Problems”
- “General Discovery Strategy and Prerequisites”
- “Discovery/Activation”
- “ITO Monitors and Commands”
- “MeasureWare Integration”
- “De-installation”

Discovery/Activation

1. Symptom

If there are multiple PeopleSoft databases or Application server domains with identical names on a single system with multiple PeopleSoft installations, only one will be accepted by the discovery process. A message similar to the following will be printed when running the PS Discovery application:

```
ERROR: Duplicate PeopleSoft DB name hcdmo754 in  
different PS_HOMES: /opt/ps_tge and /opt/TEST/psoft.  
Ignoring for /opt/TEST/psoft.
```

Solution

With this release of the SPI names of PeopleSoft elements must be unique on one system.

2. Symptom

If there are multiple PeopleSoft installations on a system configured with different *PS_USER* accounts the PeopleSoft SPI discovery will recognize only one of the installations automatically. The others will be ignored.

Solution

Run the PS Discovery application in Customized Start-up mode and provide hints where to find potential *PS_HOME*

Known Problems

directories. See the PeopleSoft SPI documentation for details.

3. Symptom

If a MeasureWare agent has not been detected during activation of the SPI the file `/var/opt/perf/parm` will not be updated. Since this file is also used by GlancePlus, one consequence is that the appropriate application groups for PeopleSoft will not be available.

Solution

On the PeopleSoft system manually insert the contents of the file `/etc/opt/OV/psspi/conf/dsi/psspi_parm` into the file `/var/opt/perf/parm`. The contents have to be inserted including the header and footer lines before the definition

```
application = other_user_root
user = root
```

which is by default in the file: `/var/opt/perf/parm`

ITO Monitors and Commands

1. Symptom

If a PeopleSoft Application server domain crashed or has been aborted ungraceful the SPI TMIB monitor may hang when accessing the Tuxedo TMIB. An indication is an ITO message appearing similar to:

```
Can't start monitor script for object 'PSSPI-TMIB-
Col-05min_1'. Script still running. (OpC30-610)
```

Solution

Always shutdown domains properly. Try to re-boot or re-configure the domain. If this does not help you may need to re-boot the whole system.

2. Symptom

SPI log file templates are still active even if the SPI has been turned off. Unexpected ITO messages may arrive.

Solution

The `COLLECTION` state in the file `psspi.cfg` affects only

monitor scripts and programs but not log file templates.

Use the OVO utility `opctemplate` to disable and enable templates. See the PeopleSoft SPI manual for details (Templates and Monitors on MC/ServiceGuard Nodes).

3. Symptom

If SPI templates have been distributed before the actions, commands, and monitors, OVO/Unix messages similar to the following may appear:

Logfile <'psspi_appsv'> doesn't exist. Treating as empty. (OpC30-108)

Solution

Always make sure that the actions, commands, and monitors are distributed *before* the templates.

MeasureWare Integration

1. Symptom

If a PeopleSoft Application server domain is down, the previous values about all other domain parameters will be used, i.e. the graphs will show a non-zero number of server processes, even if the domain is down.

Solution

Ignore the other graphs if the domain graph shows a zero value.

2. Symptom

If the *scopeux* daemon is not running on the managed node, error popup windows may appear with the text “illegal metric” or “datasource not found”.

Solution

Ignore but do not close the popup windows. The PSSPI related graphs appear correctly.

Known Problems

De-installation

1. Symptom

The directories `/etc/opt/OV/share/symbols/C/psspi` and `/etc/opt/OV/share/bitmaps/C/psspi` are not removed at de-installation.

Solution

Remove these directories manually after de-installing the PeopleSoft SPI.

2. Symptom

The de-installation of the SPI does not remove the created services representing the PeopleSoft environment.

Solution

Remove the services manually using the command
`opcservice`

4 Compatibility and Installation Requirements

Compatibility and Installation Requirements

This chapter describes:

- Supported management server platforms, agent platforms, database versions and operating systems.

Operating System and Management Server Platforms Supported by the PeopleSoft SPI

The following tables indicate which versions of the operating system, the OVO/Unix management server software, and the PeopleSoft software are supported by the HP OpenView Smart Plug-in for PeopleSoft A.02.05.

Table 4-1 Management-Server Platforms and Operating Systems

Platform	OS	Supported OS Versions
HP Business Servers HP Technical Workstations	HP-UX	10.20, 11.0, 11.11
Sun Sparc	Solaris	7, 8, 9

**Table 4-2 OVO/Unix Management-Server Versions Supported with the
PeopleSoft SPI.**

Product Name	Supported Versions
OV Operations for Unix	A.07.10 and later A.08.00

Table 4-3 PeopleSoft Versions Supported with the PeopleSoft SPI

Product Name	Supported Versions
PeopleTools	7.05, 7.5, 8.1, 8.40 - 8.43 ^a

a. Including all corresponding minor releases such as
7.54, but not 8.44

Database versions Supported by the PeopleSoft SPI

The HP OpenView Smart Plug-in for PeopleSoft A.02.05 supports the following versions of the Oracle database on the PeopleSoft servers:

- Oracle 7.3.4 Server (PeopleTools 7.x)
- Oracle 8.0.x Enterprise (PeopleTools 8)
- Oracle 8.0.x Enterprise (PeopleTools 8.12)
- Oracle 9.2.x (PeopleTools 8.4)

Agent Platforms and OS Supported by the PeopleSoft SPI

The following table provides information about the agent platforms and operating systems now supported by the HP OpenView Smart Plug-in for PeopleSoft A.02.05:

Table 4-4 Agent Platforms and Operating System Support

Platform	OS	Supported OS Versions
HP Business Servers	HP-UX	10.20, 11.0, 11.11
HP Technical Workstations	HP-UX	10.20, 11.0, 11.11
IBM RS/6000	AIX	4.2, 4.3, 5
Sun Sparc	Solaris	2.6, 7, 8, 9

Table 4-5 OVO/Unix Agent Versions Supported

Product Name	Supported Versions
OV Operations for Unix	A.07.10 and later A.08.00 (non HTTPS agents only)

5 Product/Release Matrix

Product/Release Matrix

This section provides information about inter-product relationships.

Product Version Information

HP OpenView Smart Plug-in for PeopleSoft A.02.05 is the latest release and adds support for OVO/Unix A.08.00. The product includes:

Table 5-1 PeopleSoft SPI Software Bundles

SD Bundle	Product	Description
SPI-PSoft-HPORA5	SPI-PS-SRV-HPUX	SPI software: components located on the HP-UX management server
	SPI-PS-CFG-ORA	SPI configuration
SPI-PSoft-SuORA5	SPI-PS-SRV-SOL	SPI software: components located on the Solaris management server
	SPI-PS-CFG-ORA	SPI configuration

For more information, see the sections on product bundles and filesets in in Appendix A of the *HP OpenView Smart Plug-in for PeopleSoft: Administrator's Reference*.

Software Availability

A localized version of HP OpenView Smart Plug-in for PeopleSoft is not currently available for this release.

Documentation is available in English.

6 Version Information and File Placement Plan

This section lists the directories in which the product files are placed during installation.

Version Strings

The following is an example of the output generated by the `what(1)` string on a system where the HP OpenView Smart Plug-in for PeopleSoft is installed:

```
HP OpenView Smart Plug-in for PeopleSoft A.02.05 (06/16/04)
```

```
HP OpenView Smart Plug-in for PeopleSoft for Sun Solaris  
A.02.05 (06/16/04)
```

```
HP OpenView Smart Plug-in for PeopleSoft for IBM AIX A.02.05  
(06/16/04)
```

File Placement Plan

The following is a list of directories locations for product-specific files:

PeopleSoft SPI /opt/OV/psspi¹
OVO/Unix /opt/OV/bin/OpC¹
PerfView /opt/perf¹

The following is a list of directories locations for product files on the OVO/Unix management server:

 /var/opt/OV/share/psspi²
 /etc/opt/OV/share/psspi³

The following is a list of directories locations for product files on the OVO/Unix managed nodes:

 /var/opt/OV/psspi²
 /etc/opt/OV/psspi³

For a list of all files in the product, you can enter the command:

/usr/sbin/swlist -l file <product_name>

1. on AIX this is /usr/lpp/OV/... and /usr/lpp/perf
2. on AIX this is /var/lpp/OV/...
3. on AIX this is /etc/lpp/OV/...