

# **HP OpenView Reporting and Network Solutions**

## **Release Notes**

**Software Version: 6.0**

**for HP-UX, Solaris, and Windows® operating systems**



Manufacturing Part Number: **None**

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# Scope

This document outlines the contents of the Reporting and Network Solutions 6.0 CD-ROM, provides instructions for extracting packages to your system, and highlights known problems affecting specific packages. This document does not provide details about the prerequisites for individual packages or the post-installation configuration steps that some packages require. For information about prerequisites and how to configure a package after it is installed, refer to the user guide for the package. For help locating user guides, release notes, and release statements, see the “Documentation” section in this document.

## Device Agents

NNM Advanced Edition Device Agents use vendor-specific intelligence to identify the correct topology of your network. NNM Extended Topology device agents are not included on the RNS 6.0 CD-ROM. NNM Extended Topology device agents are available on the NNM product media and on the Web at:

<http://www.openview.hp.com/go?id=nnmet&page=1>

# Overview

HP OpenView Performance Insight provides the operating environment for performance management and reporting functions, while HP OpenView Network Node Manager provides the operating environment for fault management and diagnostics through SNMP events. The RNS 6.0 CD contains products that extend the functionality of OVPI and NNM.

The RNS 6.0 CD contains the following components:

- Report Packs for OVPI
- Datapipes for OVPI
- Shared Components for OVPI
- Integration Components for OVPI and NNM
- Smart Plug-ins for NNM
- Value-Add Components for NNM

Installing a datapipe configures OVPI to collect data from a particular MIB at a specific polling interval. Installing a report pack configures OVPI to summarize and aggregate data in a specific way. Report packs and their associated datapipes are licensed and require an additional purchase to obtain each license.

A Smart Plug-in is an add-on to NNM Advanced Edition. Smart Plug-ins provide added value in the context of a specific solution or service. Smart Plug-ins are licensed and require an additional purchase to obtain each license.

Value-Add components are not licensed, nor do they require an additional purchase. The integration module is a value-add component that allows NNM and OVPI to synchronize their databases. By integrating NNM and OVPI, you can combine performance management with fault management and thereby enhance your problem diagnostic capabilities.

## Version History

Following is the version history of Reporting and Network Solutions:

Version	Date of Release
1.0	February 2002
2.0	February 2003
3.0	May 2003
4.0	October 2003
5.0	April 2004
6.0	August 2004

## Documentation

User manuals for HP OpenView products can be downloaded from the following web site:

[http://ovweb.external.hp.com/lpe/doc\\_serv](http://ovweb.external.hp.com/lpe/doc_serv)

Look for these product names:

- Reporting and Network Solutions
- Performance Insight (platform only)
- Network Node Manager

In addition to the web site, user guides and the release notes for OVPI and NNM packages are located in the following places:

- Top-level Docs directory on the RNS 6.0 CD
- Lower-level Docs directory under each package directory on the RNS 6.0 CD

When you install a report pack, the user guide and the release notes for that package are copied to the OVPI/Docs directory on your OVPI server.

**NOTE:** As they become available, updated user guides are posted to the web site. Before using a PDF that was bundled with the package on the RNS 6.0 CD, search the web site for an updated version of the user guide.

## Product License Options

Licenses for the LAN/WAN Edge and MPLS VPN Smart Plug-in components are available in several variations:

- OVPI report pack; works with OVPI only
- NNM SPI; works with NNM only
- Network Management SPI; works with both OVPI and NNM

For specific information about the product options, search the following web site for datasheets on the available components:

<http://openview.hp.com>

## Support

Please visit the HP OpenView web site at:

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

There you will find contact information and details about the products, services, and support that HP OpenView offers. You can go directly to the HP OpenView support web site at:

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

The support site includes:

- Downloadable documentation
- Troubleshooting information

- Patches and updates
- Problem reporting
- Training information
- Support program information



# Packages for OVPI 5.0

<b>Integration Components</b>	<b>Version</b>
-------------------------------	----------------

Network Node Manager Device Sync	1.0
Interface Reporting Interface Sync	1.0

## Shared Packages

Common Property Tables	3.5
Thresholds Module	5.0
Interface Discovery Datapipe	2.0
NetFlow Preprocessor	3.0
Newbridge Preprocessor	3.0
Stratacom Preprocessor	3.0

## Report Packs

ATM	3.0
IP Access Rate	3.0
IP QoS Statistics	3.0
Cisco IP Telephony Call Detail	2.0
Cisco IP Telephony Gateway Statistics	3.0
Cisco Ping	4.0
Device Resources	3.0
Executive Summaries (IR and DR)	1.0
Frame Relay	4.0
Interface Reporting	4.5
MPLS VPN	3.0
NetFlow Global View	2.0
NetFlow Interface	3.0
NNM Event	1.0
OPNET Support for Interface Reporting	2.0
OVIS	1.0
RMON Ethernet Statistics	3.0
RMON2 Traffic Profiling	2.0

Service Assurance	3.0
System Resources	4.0

## **Datapipes**

ATM ifEntry	1.0
Ascend ATM	3.0
FORE ATM	3.0
Newbridge ATM	3.0
Stratacom ATM	3.0
Cisco ATM	3.0
Cisco CDR	1.0
Cisco GSU	2.0
Device Resource Cisco Router	3.0
Device Resource Cisco Switch	3.0
Device Resource HP ProCurve	3.0
Device Resource Nortel Router	3.0
Device Resource Extreme Devices	2.0
Device Resource Foundry Devices	2.0
Device Resource 3Com Devices	2.0
Device Resource Alcatel/Xylan Device	2.0
Device Resource Enterasys Router	1.0
Device Resource Enterasys Switch	1.0
Ascend Frame Relay	4.0
Frame Relay CPE	4.0
Newbridge Frame Relay	4.0
Stratacom Frame Relay	4.0
Interface Reporting Duplex	1.0
Cisco VLAN Datapipe	2.0
Interface Reporting ifEntry Datapipe	2.0
Interface Reporting OPNET Export Datapipe	2.0
Cisco IP Access Rate Datapipe	3.0
Cisco IP QoS Statistics	3.0
Cisco MPLS VPN	3.0
NetFlow Global View Datapipe	2.0

NetFlow IF2GV	1.0
NetFlow Interface	2.0
RMON2 Traffic Profiling	3.0
RMON Ethernet Statistics	3.0
Cisco SAA	5.0
Cisco SAA NRT	1.0
System Resource OVPA	2.5
System Resource RFC 1514	4.0

# Packages for NNM 7.5

## Network Node Manager Smart Plug-in for LAN/WAN Edge, version 2.2

- Helps users monitor frame relay outages caused by problems within the edge router or within the service provider network. This component uses event reduction to generate a smaller number of new events with the same or higher information content.
- Requires NNM Advanced Edition.

## Network Node Manager Smart Plug-in for MPLS VPN, version 2.1

- Enriches events regarding basic infrastructure failures and reachability issues and generates service-level alarms based on the VPN definitions in your MPLS VPN environment.
- Displays a variety of views including VPN inventor and VPN details. These views include PE and CE device details in the VPN context.
- Requires NNM 7.5 Advanced Edition.

## NNM and OVPI Integration Module, version 2.0

- Enables NNM and OVPI to communicate and synchronize data between the two databases. Enhances problem diagnostic capabilities by combining fault management with performance management.
- Works with either NNM Standard Edition or NNM Advanced Edition.
- No additional license is required.

## NNM Event Classifier Correlator, version 2.0

- Classifies traps from Cisco devices. It suppresses each matched trap and adds it as a correlated event to one of eight predefined classifications. These classifications organize the way that traps are displayed in the NNM alarm browser.
- Works with either NNM Standard Edition or NNM Advanced Edition.
- No additional license is required.

# Package Extraction and Installation

The RNS 6.0 CD contains a package extraction utility. Use the setup script to launch the utility:

- *HP-UX and Solaris:* setup
- *Windows:* setup.bat

## Hardware Requirements

Extracting OVPI packages from the RNS 6.0 CD to the Packages directory on the OVPI system requires 1 GB of disk space.

## Supported Operating Systems

The following operating systems are supported:

- HP-UX 11.0 or 11.11
- Solaris 2.8 or 2.9
- Microsoft® Windows® 2000 with service pack 3.0, Windows XP, or Windows 2003

## OVPI Software Prerequisites

The OVPI packages on the RNS 6.0 CD require:

- OVPI 5.0
- All available service packs for OVPI 5.0

## NNM Software Prerequisites

The NNM packages on the RNS 6.0 CD require:

- NNM 7.5
- The most recent consolidated patch for NNM 7.5

Some components require that certain MIBs be installed. See the installation instructions for each component to determine which, if any, MIBs are required for correct functioning of that component.

## Patches and Service Packs

Prerequisite patches and service packs can be downloaded from the HP OpenView support web site as follows:

1. Go to <http://support.openview.hp.com/support.jsp>
2. Click “software patches”
3. Choose the appropriate product (“performance insight” or “network node manager”)

## Extracting OVPI Packages from the RNS 6.0 CD

The extraction process is as follows:

1. Log on to the system.
  - *UNIX*: log on as user `root`
  - *Windows*: log on as user `administrator`
2. Stop OVPI Timer and allow processes to terminate.
3. Insert the RNS 6.0 CD.
  - *UNIX*:
    - a. Mount the CD-ROM.
    - b. Navigate to the top level directory on the CD-ROM
    - c. Run: `./setup`
    - d. You may also need to run the `xhost +` command to permit display of the Package Manager window.
  - *Windows*: run `setup.bat`
4. The install script displays the main menu that provides installation options.
5. To install OVPI packages, type the number for the OVPI report packs in the choice field, and press **Enter**.
6. Wait for the percentage complete bar to reach 100%, indicating that all packages have been copied to the `Packages` directory on your system. The install script launches Performance Insight and starts Package Manager. The Package Manager welcome window opens.
7. When prompted, type your OVPI user name and password.

## Installing OVPI Packages

1. Install packages by following the on-screen instructions.
2. For details about package-specific prerequisites and package-specific configuration steps, refer to the user guide for the package.
3. After package installation is complete, restart OVPI Timer.

## Additional Notes Regarding OVPI Packages

- If you telnet into a remote system, you need to set your `DISPLAY` variable back to your system to allow Package Manager to be launched correctly to your display.
- The `DPIPE_HOME/packages` directory must exist prior to extracting OVPI packages from the RNS CD.
- The directory path you install from must not contain spaces.

- If you see this error message: **Setup cannot continue. Please install NNM or OVPI, and try again**, verify that the PATH and DPIPE\_HOME environment variables point to the current OVPI install directory.
- On Windows operating systems, the PATH variable must include the standard Windows directory. For example, on Windows NT the PATH variable may include the following:

`C:\WINNT\SYSTEM32;C:\WINNT;C:\WINNT\SYSTEM32\WBEM`

On Windows 2000, the PATH variable may include the following:

`C:\WINDOWS\SYSTEM32;C:\WINDOWS;C:\WINDOWS\SYSTEM32\WBEM`

## Extracting and Installing NNM Packages

To install solutions for NNM, see the installation instructions in the associated user guides. In general, the installation process is as follows:

1. Log on to the NNM management station:
  - *UNIX*: log on as user `root`
  - *Windows*: log on as user `administrator`
2. Insert the Reporting and Network Solutions CD-ROM.
  - *UNIX*:
    - a. Mount the CD-ROM.
    - b. Navigate to the top level directory on the CD-ROM
    - c. Run: `./setup`
  - *Windows*: run `setup.bat`
3. The install script displays the main menu that provides installation options.
4. To install an NNM-specific component, type the appropriate number in the choice field and press **Enter**:
  - To install a smart plug-in, type the number for OV NNM Smart Plug-ins in the choice field, and then press **Enter**.
  - To install a value add component, type the number for OV NNM Value-Add Components in the choice field, and then press **Enter**.

# Known Issues and Problems

Please refer also to the release notes for each individual component for a list of issues and problems specific to that component.

If you want to install Reporting and Network Solutions components on HP-UX 11.00 by copying the contents of the CD-ROM onto your hard drive and then running the installation from the HP-UX 11.00 system hard drive, you must have the following patches, or the superceding patches, in place:

- PHCO\_18472
- PHCO\_19656
- PHCO\_19656
- PHCO\_25641
- PHCO\_25641
- PHCO\_26449
- PHCO\_26449
- PHCO\_27567
- PHCO\_28116
- PHCO\_28141
- PHKL\_26450
- PHKL\_26450
- PHKL\_28060
- PHKL\_28060
- PHKL\_28060

## NNM Event Classifier Correlator

### No events seen for certain duration after events deletion

During the correlation window period, new incoming events are correlated under the parent event. If the parent event is deleted from the NNM alarm browser before the correlation window period expires, new incoming events will not appear in the NNM alarm browser during this correlation window period.

There are two ways for an event to be deleted from the NNM alarm browser:

- A user deletes the event.
- NNM deletes the event when the number of events to display in the NNM alarm browser exceeds the maximum permitted. NNM deletes the oldest events in the alarm browser to enable display of the new events.



**Workaround:** Disable and re-enable the ovcomposer circuit from the ECS Configuration window.

## MPLS VPN SPI for NNM

### xnmevents exception messages during installation of the MPLS VPN SPI

The installation of the MPLS VPN SPI attempts to install messages for each locale (language) that this SPI supports. In many cases, the target machine does not support all of these locales. This results in the following exception message being displayed once for each missing locale:

```
xnmevents: Cannot set locale LC_ALL to [system default].
```

**Workaround:** This message can be ignored.

## LAN/WAN Edge SPI

### DOS command windows appear on the Windows operating system

Certain events cause ECS to invoke a perl script that evaluates the values of specified MIB variables. The perl script calls an executable that displays about five DOS command windows in succession onto the NNM management station. The DOS command windows disappear as soon as the executable completes evaluation of the MIB variable values.

## NNM and OVPI Integration Module

### Unable to open NNM Event reports on Windows

**Note:** This problem occurs only when NNM is running on a Windows operating system.

When using the NNM and OVPI Integration Module in conjunction with the OpenView Performance Insight NNM Event Report Pack, NNM may not be able to access its version of Perl. As a result, NNM Event reports may not generate properly.

On the NNM management station, modify the Windows PATH environment variable so that the path to NNM's copy of Perl is listed first. When NNM is installed in its default location, the following must be added to the beginning of the Windows PATH environment variable:

```
C:\Program Files\HP OpenView\bin\Perl\bin
```

### OVPI-THRESHOLD-CLEAR event displays incorrect message in the NNM alarms browser

The OVPI and NNM Integration Module forwards OVPI-THRESHOLD-CLEAR events to the NNM management station with an incorrect message identifying the events as *Breach* events. Thus, the OVPI-THRESHOLD-CLEAR events display as *Breach* events in the NNM alarms browser.

**Workaround:** Use the NNM Event Configuration utility to modify the event message. From the Event Configuration window, select the OVPI enterprise and double-click OVPI-THRESHOLD-CLEAR. Modify the event message by changing the word *Breach* to *Clear*.

## OVPI Launch Pad menu command does not display in shortcut menu of Dynamic Views

On some machines, the OVPI Launch Pad shortcut menu command does not appear in Dynamic Views even if you have OVPI installed and configured.

**Workaround:** Type the following URL in a web browser:

```
http://<ovpi_server>:<ovpi_port>/reports/launchpad?p_Device=<node_selected>
```

where *ovpi\_server* is the fully-qualified DNS address of the OVPI server, *ovpi\_port* is the port number of the OVPI web site, and *node\_selected* is the name of the NNM device with which to open the OVPI Reports Launchpad.

## Common Property Tables

### Error messages in trend.log regarding tables that do not exist

The Common Property Tables package includes a nightly routine that attempts to remove unused and unwanted devices from some of the database tables. This deletion routine may generate error messages in `trend.log` if the tables in which it is checking for device names do not exist.

**Workaround:** Ignore the error messages.

## Interface Reporting Report Pack

### Incorrect column header on Oracle-based Top Level Inventory reports

The Top Level Inventory report, which shows numbers of devices and interfaces in several forms (per customer, per equipment vendor, and per vendor model), has an incorrect column header of `count (*)` when viewed on Oracle-based OVPI systems. The report displays as it should on Sybase-based systems.

**Workaround:** This is a problem with the rendering system of the product, not the report, and will be fixed in a later release or service pack. Modify the report using the Builder application and modify the column header as you require.

## NetFlow Interface Datapipe

### NetFlow Interface Datapipe stops working on Oracle-based systems

On Oracle, the NetFlow Interface Datapipe will stop operating if the Interface Discovery Datapipe is uninstalled AFTER the NetFlow Interface Datapipe is installed.

**Workaround:** The problem can be resolved by reinstalling the Interface Discovery Datapipe. Alternatively, uninstall and reinstall the NetFlow Interface Datapipe.

## **NetFlow Interface Report Pack and NetFlow Global View Report Pack**

### **Performance degradation in large scale installations**

The performance of the NetFlow packages degrades when the tables grow within a large-scale installation.

**Workaround:** At the time of release, the development engineers are working on this problem.

### **Multiple call record formats are acceptable**

The user guides for NetFlow Global View Report Pack and the NetFlow Preprocessor state that the only acceptable record format is `DetailCallRecord`. In fact, the NetFlow Global View Report Pack accepts two formats, `DetailCallRecord` and `CallRecord`. If you are not using the NetFlow Interface Report Pack, but you are using the NetFlow Global View Report Pack, then `CallRecord` formatted data is more efficient.