



HP OpenView Smart Plug-in for Databases

for HP OpenView Operations for UNIX

Release Notes

Software version: 10.40 / November 2006

This document provides an overview of the changes made to the HP OpenView Smart Plug-in for Databases (Database SPI), version 10.40. It contains important information not included in the manuals or in online help.

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- New metrics for Oracle Real Application Cluster (RAC) monitoring

The following two metrics, available in the Oracle Smart Plug-in, monitor performance aspects of an Oracle RAC environment. For metric descriptions, see the *Smart Plug-ins for Databases Oracle Reference*.

Roll-up Metric / Associated Report	Description
E131_GlobalCacheCurBlockRecMax	Monitors number of current blocks received over last collection interval in Oracle RAC environment.
E132_FileWithMaxTransferRate	Monitors datafiles of cluster database with highest sum of rate of transfer for consistent read blocks as well as current blocks in Oracle RAC environment.

- New metrics for Oracle Data Guard monitoring

The following five metrics, available in the Oracle Smart Plug-in, monitor performance aspects of the Oracle Data Guard environment. For metric descriptions, see the *Smart Plug-ins for Databases Oracle Reference*.

Roll-up Metric / Associated Report	Description
E126_DGLogGapDetection	Monitors number of hours archived files have not been sent to the standby databases.
E127_DGStbyDestErr	Monitors number of Data Guard destinations that are getting errors or in an invalid state.
E128_DGLogsNotAppliedToStandbyDB	Monitors the number of hours the log files are not applied to standby databases.
E129_DGHrsSinceLastSQLApply	Monitors the number of hours since last sql apply occurred on the logical standby databases.
E130_DGHrsSinceArchLogsRecieved	Monitors the number of hours since the latest timestamp in the redo received on the logical standby database.

- New automatic action report for Oracle

An automatic action report (annotation text) has been added for Oracle metric E029_SessWaitLckCnt.

- New metrics for Sybase monitoring

The following four metrics are now available in the Sybase Smart Plug-in to provide additional monitoring capability. For metric descriptions, see the *Smart Plug-ins for Databases Sybase Reference*.

Roll-up Metric / Associated Report	Description
S012_EnginesOffCnt	Monitors the number of engines offline.
S014_OpenDbRemCnt	Monitors the number of open databases remaining.
S015_OpenIndexPct	Monitors the percentage of open indexes.
S017_MirrDevNoActCnt	Monitors the number of mirror devices not active.

- New conditions for Informix log file template

The following conditions are now added to the log file template of Informix Smart Plug-in for monitoring data replication. For descriptions, see the *Smart Plug-ins for Databases Informix Reference*.

Data replication failed

Data replication resynced

- Support for monitoring raw devices on Solaris with LVM
- New metrics for Microsoft SQL Server Replication Monitoring

The following three metrics, available in the Microsoft SQL Server Smart Plug-in, monitor a database replication environment. For metric descriptions, see the *Smart Plug-ins for Databases Microsoft SQL Server Reference*.

Roll-up Metric / Associated Report	Description
M081_RepnAgentsStatus	Monitors status of replication agents.
M082_RepnLatency	Monitors the time between a transaction marked for replication being entered into the log of the publication database and being inserted in the distribution database.
M083_DelLatency	Monitors the time between a transaction being inserted in the distribution database and being executed against the destination database.

- New metrics for Oracle ASM monitoring

The following two metrics, available in the Oracle Smart Plug-in, monitor performance aspects of the Oracle ASM environment. For metric descriptions, see the *Smart Plug-ins for Databases Oracle Reference*.

Roll-up Metric / Associated Report	Description
E133_DskGrpStatCnt	Monitors the number of non-mounted disk groups.
E334_DskGrpFreePct	Monitors disk groups with low free space.

The metrics E001_DbInstanceStat and E002_ProcessStatus now support Oracle ASM instances.

- Support for Oracle Enterprise Manager 10g Grid Control Release 2
- Support for Oracle 10g Release 2
- Support for Informix Dynamic Server 10.0
- Support for Sybase Adaptive Server Enterprise 15.0
- Support for Oracle, Informix, and Sybase on AIX 5.3

New to A.09.10:

- New metrics for Oracle Real Application Cluster (RAC) Monitoring

The following five metrics, available in the Oracle Smart Plug-in, monitor performance aspects of an Oracle RAC environment. All five run in roll-up mode only and are available in DBSPI-Oracle > DBSPI-Oracle: Standard Metrics > DBSPI – Oracle: By Collector > DBSPI – Oracle Collect 1 hour template group.

Roll-up Metric / Associated Report	Description
E121_GlobalCacheBlockCorruptMax	Monitors count of Blocks Corrupted during interconnects in Oracle RAC environment
E122_GlobalCacheBlocklostMax	Monitors count of Blocks Lost during interconnects in Oracle RAC environment.
E123_GlobalCacheBlockRecTime	Monitors time required for consistent read per block in Oracle RAC environment.
E124_GlobalCacheBlockConvTime	Monitors convert time for a block mode conversion in Oracle RAC environment.
E125_GlobalCacheBlockConvTimedOutMax	Monitors count of block mode conversion timed out in Oracle RAC environment.

Oracle SQL Query Monitoring Metrics

The following seven metrics are now available in the Oracle Smart Plug-in to provide SQL Query Monitoring capability. These seven metrics detect SQL queries with high resource usage and run in both roll-up and drill-down modes. They are available in DBSPI-Oracle > DBSPI-Oracle: Standard Metrics > DBSPI – Oracle: By Collector > DBSPI – Oracle Collect 15 min template group. For metric descriptions, please see the Smart Plug-ins for Databases online Help.

Roll-up Metric / Associated Report	Corresponding Drill down	Description
E101_DiskReadsPerExecRatio	E301_DiskReadsPerExecRatio	Calculates disk reads per execution for top N SQL queries during the period between last and current run of the collector schedule.
E102_SQLFetchesMax	E302_SQLFetchesMax	Calculates the number of fetches per metric execution for top N SQL queries during the period between last and current run of the collector schedule
E103_SQLScanRowsMax	E303_SQLScanRowsMax	Calculates the number of rows scanned per execution for top N SQL queries during the period between last and current run of the collector schedule
E104_SQLExecRateMax	E304_SQLExecRateMax	Calculates the execution rate per minute for top N SQL queries during the period between last and current run of the collector schedule
E105_BufferGetsPerExecRatio	E305_BufferGetsPerExecRatio	Calculates the number of logical reads (buffer gets) per execution for top N SQL queries during the period between last and current run of the collector schedule.
E106_SQLElapsedTimeMax	E306_SQLElapsedTimeMax	Monitors SQL statements for those with high number of buffer gets per execution. High numbers of buffer gets per execution can cause poor logical I/O performance.

E107_SQLFullTableScanMax	E307_ SQLFullTableScanMax	Monitors SQL statements for those performing full table scans. When SQL statements perform full table scans, queries may run more slowly than expected.
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Note: The Oracle SQL query monitoring metrics are run through collector template E100 (not available in the interface, but automatically deployed with Oracle Collect 15 min scheduled template). These templates should be run within the same collection interval; consequently, if you want to change the collection interval for any SQL query monitoring template, be sure to make the changes for all seven.

Additional Oracle SQL Metric

Roll-up Metric / Associated Report	Description
E108_SQLFullTableScanMax E308_SQLFullTableScanMax (drill down)	Monitors SQL statements performing full table scans.

Metrics for Oracle Wait Events

Following metrics have been added to monitor session for Oracle wait events.

Roll-up Metric / Associated Report	Description
E110_SessionFreeBufferWaitMax E310_SessionFreeBufferWaitMax (drill down)	Monitors sessions with high Free Buffer Waits.
E111_SessionLatchFreeWaitMax E311_SessionLatchFreeWaitMax (drill down)	Monitors sessions with high Latch Free Waits.

Oracle Session Level Metrics

Following metric has been added to monitor sessions that can be resumed.

Roll-up Metric / Associated Report	Description
E112_SessionSuspendedMax E312_SessionSuspendedMax (drill down)	Monitors sessions that are in suspended state and that can be resumed.
E109_SessionHardParsesMax E309_SessionHardParsesMax (drill down)	Monitors sessions with high number of hard parses.

- Oracle Listener Auto-Acknowledge Enhancement

For the Oracle Smart Plug-in, messages DBSPI10-27 and DBSPI10-30 are generated by the Basic Listener Check and Advanced Listener Check respectively. As an enhancement to these checks, the Oracle SPI suppresses duplicates of the messages (DBSPI10-27 and DBSPI10-30) and automatically acknowledges them after the listener problem has been resolved. Please refer to QXCR1000200699 in the list of enhancements in the next chapter.

Single Data Source Enhancement for OVPI and OVPM

The Database SPI consolidates data more efficiently according to database type (MS SQL Server, Oracle, Sybase, and Informix) and metric type (reporting, graphing, and user-defined). Please see the Database SPI *Configuration Guide* for details in Chapter 4.

Support for OV Reporter 3.6 (Crystal Reports 10)

Integration with OV Reporter 3.6, which allows complete customization of the many pre-defined, management-ready reports available for each database type.

- **Solaris 10 Node Support**

- Sybase 12.5.3 DBCC Enhancement: Please refer to QXCR1000236374: Sybase 12.5.3 and DBCC Enhancements in the list of enhancements in the next section.

- HTTPS Agent Support for AIX 5.x nodes

- Support for :

OVO for UNIX Management Server 8.10 on HP-UX 11.23 PI on Itanium using ARIES Emulation

OVO for UNIX Management Server 8.20 on HP-UX 11.23 PI on Itanium (with native mode)

OVO for UNIX Management Server 8.20 on HP-UX 11.23 Itanium (native)

OVO for UNIX Management Server 8.10 on ARIES

OVO for UNIX Management Server A.08.14 on Solaris 10

OVO for UNIX Management Server A.08.14 on HP-UX 11.23 PI on PA-RISC

- Support for Non-root Agent

The Database SPI has been enhanced to run on UNIX nodes in a non-root agent environment. After you switch the agent from root user to non-root user by entering the command: `opswitchuser` or `ovswitchuser`, you must complete some additional steps on managed node.

Part A — Configure the OVO agent to run as non-root.

To run the Database SPI under a non-root agent user, manual configuration steps are necessary. In those steps a file is generated that contains a list of users and commands accessed by DB-SPI. After the file is generated, you can edit it so that when necessary you can still run the Database SPI applications.

At the managed node, log on as root.

Set path by entering: `.$OVO_CMDS/dbspisetpath`

(note blank space follows period [.])

Enter the following to run the script which generates the file (`dbspi_su`) that you will edit:

`dbspi_perl $OVO_CMDS/dbspi_root.pl`

Part B — Edit File to enable use of Database SPI applications.

The file in the following procedure can be modified only by a superuser.

- 1 At the managed node log on as root and open the file: `/etc/dbspi.su`

2 Edit the file by uncommenting lines and adding:

```
<user>:<commands>
```

as in the following examples:

```
oracle:/opt/oracle/product/sqlplus /nolog
```

(allows sqlplus commands)

or

```
oracle:/opt/oracle/product/*
```

(allows execution of all commands by Oracle user)

Examples and the restriction they do/do not impose:

(1) File has not been edited (default) and does not contain any records:

The agent user cannot run most Oracle applications.

The agent user cannot start Sybase database.

The agent user cannot start or shutdown Informix database.

The agent user cannot enable or disable reports and graphs for OpenView Performance Agent (MeasureWare Agent [MWA]).

Workaround: configure dbspi as user root and run 'dbspi_root.pl' again.

Security: High; no commands can be run by agent user as user 'root'.

(2) File has been edited (see examples) and contains some records for non-root agent.

Examples (the file should contain the full path for the commands):

Example: `informix:/opt/informix/bin/onmode -m`

The agent user can run Informix applications (start and stop database):

Example: `oracle:/opt/oracle/product/7.3.4/bin/sqldba`

The agent user can run Oracle applications.

The agent user cannot enable or disable reports and graphs for OpenView Performance Agent (MeasureWare Agent [MWA]).

Workaround: configure dbspi as user root and run 'dbspi_root.pl' again.

Security: Medium; a breach of security could occur but is less likely than in (3) below.

(3) File has been edited to contain 'root*':

The agent has no restrictions.

Security: Low; any commands can be executed by agent user as user root; a security breach could occur.

- MS SQL Server Reporting Services Metrics—new Report Services check:

The MS SQL Server SPI includes two new policies in the Add-Ons>Reporting Services group that check whether or not the execution of a report on MS SQL services has occurred. One policy performs a consolidated (summarized) check; the other a specific (detailed) check. SQL Server 2000 Reporting Services Service Pack 1 required; downloadable from:

<http://www.microsoft.com/downloads/details.aspx?familyid=580febf7-2972-40e7-bccf-6cd90ac2f464&displaylang=en>

- Support for MS SQL Server 2005

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://ovweb.external.hp.com/lpe/doc_serv/

- 3 In the Product list, click the product name.
- 2 In the Version list, click the version number.
- 3 In the OS list, click the OS type.
- 4 In the document list, click the document title.
- 5 To retrieve the document, click **Open** or **Download**.

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 URL:

<http://www.adobe.com>

Installation Notes

For installing and using the product, please refer to the *HP OpenView Smart Plug-in for Databases Configuration Guide*, 10.40, and the reference manual for the specific database type. The documentation accompanying the product is contained on the DVD as follows:

HP OpenView Smart Plug-in for Databases: Configuration Guide
file name: users_guide.pdf

HP OpenView Smart Plug-in for Databases: Oracle Reference
file name: oracle_ref.pdf

HP OpenView Smart Plug-in for Databases: Informix Reference
file name: informix_ref.pdf

HP OpenView Smart Plug-in for Databases: Sybase Reference
file name: sybase_ref.pdf

HP OpenView Smart Plug-in for Databases: Microsoft SQL Server Reference
file name: mssql_ref.pdf

Software and Hardware Requirements

IMPORTANT! Please ensure that you have all the latest patches for your version of the OVO/UNIX management server and the OV agent, relevant to DCE versions only. Many new platforms have been added with the patches; for example, Linux, Tru64 5.1B, AIX 5.2, etc. The latest OVO/UNIX consolidated server and intermediate patches are not only required for new/added platforms but also to correct a timeout issue with Service Discovery. Use the following URL to download patches:

<http://support.openview.hp.com/patches/ito/ito.jspk>

SOLARIS MANAGEMENT SERVER & MANAGED NODES PATCHES

OS: Mgmt Server	Patch	Version	Date Released
Solaris	ITOSOL_00281	A.07.19	3/11/2004
OS: Managed Nodes	Patch	Version (DCE)	Date Released
AIX	ITOSOL_00297	A.07.23	3/11/2004
HP-UX 11 IA	ITOSOL_00300	A.07.23	3/4/2004
HP-UX 11 PA	ITOSOL_00346	A.07.28	12/15/2004
Solaris	ITOSOL_00324	A.07.25	7/12/2004
Tru64	ITOSOL_00276	A.07.23	3/11/2004
Windows	ITOSOL_00854	A.07.25	7/27/2004

HP-UX MANAGEMENT SERVER & MANAGED NODES PATCHES

OS: Mgmt. Server	Patch	Version	Date Released
HP-UX	PHSS_30283	A.07.19	3/9/2004
OS: Managed Nodes	Patch	Version	Date Released
AIX	PHSS_30466	A.07.23	3/11/2004
HP-UX 11 IA	PHSS_30169	A.07.23	3/4/2004
HP-UX 11 PA	PHSS_32395	A.07.28	12/08/2004
Linux	PHSS_30548	A.07.23.1	7/2004
Solaris	PHSS_31005	A.07.25	7/2/2004
Tru64	PHSS_30203	A.07.23	3/12/2004
Windows	PHSS_30854	A.07.25	6/21/2004

OpenView Operations current Software Support / Planned Non-support

NOTE: To work properly on all UNIX platforms, the Database SPI requires the Korn shell be present. For Red Hat Advanced Server 2.1, please make sure you have a Korn shell which has the '-u' option for the 'read' command.

<i>Managed Node</i>	<i>Version Support (New Platforms Shown In Bold/Red) For DCE Agents</i>	<i>Versions Now Deprecated, Next Release Dropped</i>
OpenView Operations	OVO 7.x, OVO 8.1x, OVO 8.20	
Oracle Enterprise Server, all 32- and 64-bit versions	<p>8.1 (HP-UX 11.11; AIX 5.1; Solaris 7, 8, 9; Windows (Intel) 2000; Tru64 5.1A, 5.1B)</p> <p>9.0 (HP-UX 11.11; AIX 4.3.3; Solaris 7, 8, 9; Windows (Intel) 2000, Tru64 5.1A, 5.1B)</p> <p>9.2 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; AIX 5.1, 5.2, 5.3; Solaris 7, 8, 9, 10; Windows (Intel) 2000, 2003/x86, 2003/IA64; Tru64 5.1A, 5.1B; Linux Red Hat AS (Intel) 2.1/x86, RHEL 3.0/x86 SLES 8.0/x86, 9.0/x86, 8.0/IA64, 9.0/IA64)</p> <p>10g (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; AIX 5.2, 5.3; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86, 2003/IA64; Tru64 5.1B; Linux Red Hat AS (Intel) 2.1/x86, 2.1/IA64, RHEL 3.0/x86, 3.0 IA64, 4.0/x86, 4.0/IA64, SLES 8.0/x86, 9.0/x86, 8.0/IA64, 9.0/IA64)</p> <p>10g Release 2 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; AIX 5.2, 5.3; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86, 2003/IA64; Tru64 5.1B; Linux Red Hat AS (Intel) 2.1/x86, 2.1/IA64, RHEL 3.0/x86, 3.0 IA64, 4.0/x86, 4.0/IA64; SLES 8.0/x86, 9.0/x86, 8.0/IA64, 9.0/IA64)</p> <p>OEM 10g Grid Control (HP-UX 11.11, 11.23/IA64; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86; Linux RHEL 3.0/x86)</p> <p>OEM 10g Grid Control Release 2 (HP-UX 11.11, 11.23/IA64; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86; Linux RHEL 3.0/x86)</p>	<p><u>Oracle Versions:</u> 7.x and all 8.0.x versions.</p> <p><u>OS Versions:</u> HP-UX 10.20, 11.0 Solaris 2.6 AIX 4.x Windows NT Tru64 5.0A, 5.1</p>

<i>Managed Node</i>	<i>Version Support (New Platforms Shown In Bold/Red) For DCE Agents</i>	<i>Versions Now Deprecated, Next Release Dropped</i>
Informix Dynamic Server, all 32-and 64-bit versions	9.1 (HP-UX 11.11; Solaris 7, 8, 9, 10; AIX 5.1, 5.2) 9.2 (HP-UX 11.11; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3) 9.3 (HP-UX 11.11; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3) 9.4 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3) 10.0 (HP-UX 11.11; Solaris 9, 10; AIX 5.2, 5.3)	<u>Informix Versions:</u> All 7.x versions; 9.1x, 9.2x <u>OS Versions:</u> HP-UX 10.20, 11.0 Solaris 2.6
Sybase Adaptive Enterprise Server, all 32-and 64-bit versions NOTE: Installation of 32-bit client libraries on 64-bit client systems is required.	12.0 (HP-UX 11.11; AIX 5.1, 5.2; Solaris 7, 8, 9) 12.5.0 (HP-UX 11.11; AIX 5.1, 5.2, 5.3; Solaris 7, 8, 9, 10 ; Linux Red Hat AS (Intel) 2.1/x86, 2.1/IA64, RHEL 3.0/x86, 3.0/IA64) 12.5.1, 12.5.2, and 12.5.3 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; AIX 5.1, 5.2, 5.3; Solaris 7, 8, 9, 10; Linux Red Hat AS (Intel) 2.1/x86, 2.1/IA64, RHEL 3.0/x86, 3.0/IA64, SLES 8.0/x86, 9.0/x86, 8.0/IA64, 9.0/IA64) 15.0 (HP-UX 11.11; AIX 5.1, 5.2, 5.3; Solaris 9, 10; Linux RHEL 4.0/x86; SLES 9.0/x86, 9.0/IA64)	<u>Sybase Versions:</u> 11.x <u>OS Versions:</u> HP-UX 10.20, 11.0 Solaris 2.6 AIX 4.x
Microsoft SQL Server	7.0 (Windows (Intel) 2000) 2000 (Windows (Intel) 2000, 2003/x86, 2003/IA64) 2005 (Windows 2000/x86, 2003/x86, 2003/x64, 2003/IA64)	<u>MS SQL Server Versions:</u> 6.5 <u>OS Versions:</u> Windows NT
OpenView Performance Agent (also known as MeasureWare)	3.03.xx or later (all platforms or later) 4.5	
Reporter	A.03.00 – A.03.70	A.02.60
OpenView Performance Manager (grapher)	4 or greater on Windows; 5 on UNIX	

<i>Managed Node</i>	<i>Version Support (New Platforms Shown In Bold/Red) For HTTPS Agents,</i>	<i>Versions Now Deprecated, Next Release Dropped</i>
OpenView Operations	OVO 8.1x and OVO 8.20	

<i>Managed Node</i>	<i>Version Support (New Platforms Shown In Bold/Red) For HTTPS Agents,</i>	<i>Versions Now Deprecated, Next Release Dropped</i>
Oracle Enterprise Server, all 32- and 64-bit versions	<p>8.1.x (HP-UX 11.11; Solaris 7, 8, 9, 10; Windows (Intel) 2000)</p> <p>9.0 (HP-UX 11.11; Solaris 7, 8, 9, 10; Windows (Intel) 2000)</p> <p>9.2 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3; Windows (Intel) 2000, 2003/x86; Linux Red Hat AS (Intel) 2.1/x86, RHEL 3.0/x86)</p> <p>10g (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; Solaris 8, 9, 10; AIX 5.1, 5.2, 5.3; Windows (Intel) 2000, 2003/x86; Linux Red Hat AS (Intel) 2.1/x86, RHEL 3.0/x86, 4.0/x86, 4.0/IA64; SLES 8.0/IA64, 9.0/IA64)</p> <p>10g Release 2 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; AIX 5.2, 5.3; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86, 2003/IA64; Tru64 5.1B; Linux Red Hat AS (Intel) 2.1/x86, 2.1/IA64, RHEL 3.0/x86, 3.0 IA64, 4.0/x86, 4.0/IA64; SLES 8.0/x86, 9.0/x86, 8.0/IA64, 9.0/IA64)</p> <p>OEM 10g Grid Control (HP-UX 11.11, 11.23/IA64; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86; Linux RHEL 3.0/x86)</p> <p>OEM 10g Grid Control Release 2 (HP-UX 11.11, 11.23/IA64; Solaris 8, 9, 10; Windows (Intel) 2000, 2003/x86; Linux RHEL 3.0/x86)</p>	<p><u>Oracle Versions:</u> 7.x and all 8.0.x versions.</p> <p><u>OS Versions:</u> HP-UX 10.20, 11.0</p>
Informix Dynamic Server, all 32-and 64-bit versions	<p>9.1 (HP-UX 11.11; Solaris 7, 8, 9, 10; AIX 5.1, 5.2)</p> <p>9.2 (HP-UX 11.11; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3)</p> <p>9.3 (HP-UX 11.11; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3)</p> <p>9.4 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; Solaris 7, 8, 9, 10; AIX 5.1, 5.2, 5.3)</p> <p>10.0 (HP-UX 11.11; Solaris 9, 10; AIX 5.2, 5.3)</p>	<p><u>Informix Versions:</u> All 7.x versions; 9.1x, 9.2x</p> <p><u>OS Versions:</u> HP-UX 10.20, 11.0</p>

<i>Managed Node</i>	<i>Version Support (New Platforms Shown In Red) For HTTPS Agents,</i>	<i>Versions Now Deprecated, Next Release Dropped</i>
Sybase Adaptive Enterprise Server, all 32- and 64-bit versions NOTE: Installation of 32-bit client libraries on 64-bit client systems is required.	12.0 (HP-UX 11.11; Solaris 7, 8, 9) 12.5.0 (HP-UX 11.11 Solaris 7, 8, 9, 10 ; Linux Red Hat AS (Intel) 2.1/x86, 3.0/x86) 12.5.1, 12.5.2, and 12.5.3 (HP-UX 11.11, 11.23/IA64, 11.23 PA-RISC; AIX 5.1, 5.2, 5.3; Solaris 7, 8, 9, 10; Linux Red Hat AS (Intel) 2.1/x86, RHEL 3.0/x86) 15.0 (HP-UX 11.11; AIX 5.1, 5.2, 5.3; Solaris 9, 10; Linux RHEL 4.0/x86; SLES 9.0/x86, 9.0/IA64)	<u>Sybase Versions:</u> 11.x <u>OS Versions:</u> HP-UX 10.20, 11.0
Microsoft SQL Server	7.0 (Windows (Intel) 2000) 2000 (Windows (Intel) 2000, 2003/x86, 2003/IA64) 2005 (Windows 2000/x86 and 2003/x86)	<u>MS SQL Server Versions:</u> 6.5
OpenView Performance Agent (also known as MeasureWare)	3.03.xx or later 4.5	
Reporter	A.03.00 – A.03.70	

Enhancements and Fixes

The first part of this section covers details of product enhancements. The second covers product defects that have been fixed.

Enhancements 10.40

The following enhancements are made in the current software release. The enhancements listed below are all preceded with a reference number that links to the HP Online Software Support web site.

[QXCR1000329166](#): Metric Filter length is not sufficient.

[QXCR1000323820](#): Informix Metric 19 should report user data freespace for sbapaces.

[QXCR1000344440](#): OVPM integration need to provide feature to have encrypted password in URL

[QXCR1000288826](#): Needs dbspi for SQL to support X64 platform.

[QXCR1000357089](#): Monitoring of "Fuzzy Check points" in Informix.

[QXCR1000313780](#): Oracle archiving metrics (56,58,60) must work for flash recovery space.

Enhancements A.09.10

A.09.10 QXCR# Enhancement Description

QXCR1000113353 Metric 203 has been improved (buffer gets).

GENERAL TOPIC AREA: Oracle Metrics

BACKGROUND: The query in Metric 203 was executed once per tablespace (unless the tablespace was filtered out using a FILTER clause). This method resulted in high overhead as it required a FULL TABLE SCAN.

BENEFITS OF THE ENHANCEMENT: Better performance

DESCRIPTION OF THE ENHANCEMENT: The SQL queries for the metrics 3/203 were rewritten to avoid using the DBA_SEGMENTS view.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: The use of Oracle collector for metric 3/203

QXCR1000113354 Metric 217 has been improved (buffer gets).

GENERAL TOPIC AREA: Oracle Metrics

BACKGROUND: In Metric 217, the following SQL statement is executed:

```
SELECT
    SEGMENT_NAME , OWNER , TABLESPACE_NAME , SEGMENT_TYPE , EXTENTS ,
    MAX_EXTENTS , EXTENTS/MAX_EXTENTS*100
FROM
    DBA_SEGMENTS
WHERE
    MAX_EXTENTS <> 0 AND SEGMENT_TYPE <> 'CACHE' AND
    ((extents >= (max_extents * :v2)))
```

This causes a heavy load of buffer gets, resulting in "TABLE ACCESS (FULL)" and expensive overhead.

BENEFITS OF THE ENHANCEMENT: Better performance

DESCRIPTION OF THE ENHANCEMENT: SQL queries in metric 217 were rewritten to avoid using the DBA_SEGMENTS view.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: Enable the new code by inserting the following line in defaults file:

```
ORA_LOW_LEVEL_SEGMENT_QUERY ON
```

A.09.10 QXCR# Enhancement Description

QXCR1000212013 Report truncated virtual device names.

GENERAL TOPIC AREA: SQL Server reports

BACKGROUND: Some reports generated for "SQL Server Virtual Device Size - Top 20" truncated virtual device names. The first report "By Percent Used" did not truncate the name, but the second and third reports "By Megabytes Used" and "By Megabytes Allocated" both truncated the virtual device names in the bar chart legend because the value was unnecessarily included as well.

BENEFITS OF THE ENHANCEMENT: Display

DESCRIPTION OF THE ENHANCEMENT: These reports have been redesigned to avoid the truncation.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: None

QXCR1000219360 Request was for additional information to documentation about filter for metric 80.

GENERAL TOPIC AREA: Documentation

BACKGROUND: Metric 80 offered no support for using filters. Since Oracle 9.x, the `dba_constraints` default was `DISABLED`, causing erroneous critical alarms because the default could not be filtered. Further, the documentation offered no solution for avoiding this situation.

BENEFITS OF THE ENHANCEMENT: Documentation

DESCRIPTION OF THE ENHANCEMENT: Filter 80 information has been added to Chapter 5 of the *Smart Plug-in for Databases (for use with OVO/Windows) Configuration Guide*.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: None

QXCR1000223317 Oracle metric 3277 `MSG_OBJECT` should not have contained date and time, but only task name.

GENERAL TOPIC AREA: SQL Server metrics

BACKGROUND: Metric 3277 included the task name along with the date and time when it should have included the task name only as date/time were available in other message options.

BENEFITS OF THE ENHANCEMENT: Functionality

DESCRIPTION OF THE ENHANCEMENT: The metric has been modified to include only the job name as an object name for the message (metric 3277).

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: Use Sql Server metrics.

A.09.10 QXCR# Enhancement Description

QXCR1000113337 DBSPI listener monitor did not work with multiple listeners

GENERAL TOPIC AREA: Listeners

BACKGROUND: The listener check process did not work when the listener name was not the default name, TNSLSNR, or when more than one listener was configured for the same system.

BENEFITS OF THE ENHANCEMENT: Functionality

DESCRIPTION OF THE ENHANCEMENT: Multiple listeners can now be configured. The syntax for configuring multiple listeners is as follows:

```
SYNTAX_VERSION 4
ORACLE
  HOME "<ORACLE_HOME>"
  DATABASE "<name>" CONNECT "<user/password>"
  DISABLED
  FILTER <number> "<SQL where qualifier>"
  ...
  DATABASE "<name>" CONNECT "<user/password>"
  FILTER <number> "<SQL where qualifier>"
  ...
  LISTENER "<name>"
  ...
  LISTENER "<name>" CONNECT "password"
  DISABLED
```

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: Within the Configuration File, insert the necessary syntax according to instructions in the Database SPI *Configuration Guide*.

QXCR1000157730 DatabaseSPI Monitoring Veritas cluster failover support engine log policy was not adequately covered in the *Smart Plug-in for Databases Configuration Guide*.

GENERAL TOPIC AREA: Cluster monitoring

BACKGROUND: Veritas configuration errors needed to be taken into account in order for the Database SPI on a Veritas failover cluster to work correctly. Several corrections needed to be made to have the failover work.

BENEFITS OF THE ENHANCEMENT: Functionality

DESCRIPTION OF THE ENHANCEMENT: Chapter 7 of the Database SPI *Configuration Guide* section on failover cluster support has been updated to more precisely describe what customers must do to configure cluster monitoring.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: See Chapter 7 of the *Smart Plug-in for Databases Configuration Guide*.

A.09.10 QXCR# Enhancement Description

QXCR1000158360 Implement Self-Healing Services support.

GENERAL TOPIC AREA: Troubleshooting tools

BACKGROUND: This enhancement integrates the DB-SPI with the new Self Healing Services (SHS). If SHS is not present, a collector still should be provided which will facilitate the support process.

BENEFITS OF THE ENHANCEMENT: Increased troubleshooting capability.

DESCRIPTION OF THE ENHANCEMENT: (1) New application "Self-Healing Info" is added to Admin/Admin NT groups. (2) Integration with Self-Healing Service is implemented.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: Using the Self-Healing Services application along with the HP Self-Healing Services website.

QXCR1000200699 Auto Acknowledgement for Listener Check.

GENERAL TOPIC AREA: Oracle Listener Check

BACKGROUND: In the previous versions of Oracle SPI, the Listener Check generated listener failure messages but did not acknowledge them once the listener was detected as running.

BENEFITS OF THE ENHANCEMENT: Functionality

DESCRIPTION OF THE ENHANCEMENT: The Oracle SPI now acknowledges the listener failure messages (DBSPI10-27 and DBSPI10-30), once the listener problem is resolved. It also suppresses duplicate (DBSPI10-27 and DBSPI10-30) messages.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: None

QXCR1000236374 Sybase dbcc fix for 12.5.3 allows monitoring of Sybase database without interfering with any other user of the data.

GENERAL TOPIC AREA: Sybase SPI dbcc commands

BACKGROUND: In Sybase 12.5.2, when dbspi called "clear", it interfered with other users of the data; when other users called "clear", they interfered with dbspi data; when dbspi called "sample" ... "off", it interfered with other users of the data; and when other users called "sample" ... "off", they interfered with dbspi use of the data.

BENEFITS OF THE ENHANCEMENT: No user interferes with another's use of the data.

DESCRIPTION OF THE ENHANCEMENT: All occurrences of any dbcc monitor("clear","all","on") or dbcc monitor("clear","spinlock_s","on") or dbcc monitor("clear","appln","on") have been removed. These changes allow non-interfering monitoring for Sybase 12.5.3.

STEPS NECESSARY TO USE/IMPLEMENT THE ENHANCEMENT: None

Fixes 10.40

The following items are fixed in the current software release. The fixes listed are all preceded with a reference number that links to the HP Online Software Support web site.

- [QXCR1000340790](#): 7.31: opcagt -start takes too long after activating opcapm
- [QXCR1000343814](#): SQL Server 2005 SPI hangs while executing metric 3234
- [QXCR1000343815](#): Metric 3233 causes error: NULL value detected but no indicator variable present
- [QXCR1000322505](#): NLS_LANG issue on dbspi with UTF8.
- [QXCR1000324226](#): Informix metric 17 throws an error for IDS 7.x.
- [QXCR1000325381](#): Informix metric 19 throws an error for IDS 7.x.
- [QXCR1000326319](#): Metric 3277 fails on MS SQL 2005.
- [QXCR1000302111](#): DBSPI Errs - DBSPI40-19: Error opening cursor m277_1Cursor.
- [QXCR1000312996](#): ASM: Table Space Metrics may produce core dump.
- [QXCR1000339560](#): Metric 3243 fails to log zero when DB is down or connection failure.
- [QXCR1000335192](#): MS SQL SPI metrics 278/279 abort without the correct user privileges.
- [QXCR1000348471](#): dbspimss.exe collector hangs after package switch and generates message storm
- [QXCR1000343814](#): SQL Server 2005 SPI hangs while executing metric 3234
- [QXCR1000343815](#): Metric 3233 causes error: NULL value detected but no indicator variable present
- [QXCR1000334594](#): dbspiadm and dbspiverify reports error "unexpected operator/operand" on linux
- [QXCR1000333613](#): Oracle Metrics 18,19,30,41,49 and 52 produce wrong results on HP-UX IA64
- [QXCR1000343510](#): OVOW DB SPI metric 3230 not working for SQL 2005
- [QXCR1000357876](#): Oracle SPI Service Discovery fails on oracle version check
- [QXCR1000355181](#): non-default listener check not disabled by dbspicol OFF <instance>
- [QXCR1000348954](#): Error during the discovery of dbspi oracle instance for Windows node
- [QXCR1000335170](#): Oracle metric 2 reports incorrectly for 10g
- [QXCR1000308560](#): DBSPI 8.01.00 Getting error DBSPI40-1:Unable to fetch data from table 'backupset
- [QXCR1000302779](#): Oracle metric 6 report produces coredump
- [QXCR1000329037](#): "Invalid password" error when drawing DBSPI graphs in OVPM with authentication.
- [QXCR1000352056](#): dbspimce.exe aborts once every month on average
- [QXCR1000313780](#): For Oracle 10g the metric 56 does not work.
- [QXCR1000332364](#): m277_1Cursor - conversion char data type to a datetime data type result in 242
- [QXCR1000375624](#): Flaw in the MSSQL Logfile Template in DBSPI version 9.12
- [QXCR1000378209](#): dbspiudmck command cores in IA64 OVO server

Fixes A.09.10

A.09.10 QXCR#	Fix Description
QXCR1000193016	<p>The dbspicol (collector) should work even if paths are not set by APM.</p> <p>PROBLEM: The dbspicol program failed during the startup of the agent.</p> <p>CAUSE: The opcadm does not set the PATH to actions/monitors/cmds.</p> <p>FIX: (1) The last command of dbspicol should not be opcmsg. (2) The script dbspienv.bat is called explicitly.</p>
QXCR1000211544	<p>DB SPI User Defined Metrics did not work properly.</p> <p>PROBLEM: In some cases, a failure occurred when creating a UDM Configuration File via the policy editor. Sometimes it would not be possible to “save and close” a UDM Configuration Policy. The window would close, but no new policy would be created.</p> <p>CAUSE: Message catalog could not be opened.</p> <p>FIX: Use the full path for message catalog</p>
QXCR1000218742	<p>Discovery in DBSPI 8.01/OVOW could not find any Oracle instance</p> <p>PROBLEM: DBSPI discovery did not find any Oracle instance if registry did not have ORACLE_SID</p> <p>CAUSE: ORACLE_SID is not defined</p> <p>FIX: DBSPI discovery process does not depend on ORACLE_SID value anymore</p>
QXCR1000199064	<p>Sybase discovery removes Oracle service map</p> <p>PROBLEM Running Sybase discovery after an Oracle Unix discovery on the same node deletes the Oracle Service map.</p> <p>CAUSE: The parameter DYNAMIC_SVC_PATTERN is not set anywhere.</p> <p>FIX: This is a configuration issue.</p>
QXCR1000232338	<p>The dbspicai (Informix collector) should set DB_LOCALE and CLIENT_LOCALE variables</p> <p>PROBLEM: When having non-default code set for Informix server, Dbspi collector failed.</p> <p>CAUSE: The variables DB_LOCALE and CLIENT_LOCALE were not set.</p> <p>FIX: The variables DB_LOCALE and CLIENT_LOCALE are now set to en_us.8859-1 in dbspicai script.</p>
QXCR1000235249	<p>MSSQL DBSPI was sending backup messages for tempdb.</p> <p>PROBLEM: MSSQL DBSPI metric 3233 was sending backup messages for tempdb, but tempdb database could not be restored or backed up.</p> <p>CAUSE: ‘tempdb’ is included for monitoring</p> <p>FIX: Query changed to exclude database 'tempdb' from monitoring</p>
QXCR1000234426	<p>The dbspi B.08.01.00 DBSPI-3233 delivered incorrect value because of case-</p>

A.09.10 QXCR#

Fix Description

sensitivity issue.

PROBLEM: In a case-sensitive installed MS SQL Server 2000 instance, monitored it by DBSPI B.08.01.00, monitor template DBSPI-3233 complained that every database in the instance (MMOFF) was never backed up, when in fact the instances were.

CAUSE: DBSPI-3233 delivered incorrect values because of case-sensitivity issue.

FIX: In SQL Server, the values for column 'type' in msdb..backupset can be set to 'D' and 'I' (uppercase, not lowercase). The query was changed accordingly.

QXCR1000226100

DBSPI **override.cfg** did not accept SQL database names with spaces.

PROBLEM: When referring in the override.cfg file to an SQL server database name that contained embedded spaces, the DBSPI override.cfg file could not handle the spaces and the parsing the file subsequently failed so that no overrides were processed.

CAUSE: The override.cfg could not correctly parse database names with blank spaces.

FIX: Added support for blanks contained in an OBJECT as referenced in override.cfg.

QXCR1000221503

Metric 3233: <%OPTION(*database_name*)> contained additional '_'

PROBLEM: For metric 3233: the <\$OPTION(*database_name*)> substituted database name had an underscore appended to it.

CAUSE: Metric 3233 code could not prevent the appended underscore '_' after the database name.

FIX: The code of metric 3233 was changed to prevent an additional '_' after database name

QXCR1000217002

Metric 3022 leaves tmp files.

PROBLEM: Metric 3022 left hundreds /thousands of files (sequentially numbered from 2, continuing up) in c:\usr\OV\dbspi\tmp directory on the managed node.

CAUSE: Metric 3022 script did not delete these temporary files.

FIX: The code has been changed so that the temporary file is now removed.

QXCR1000213803

Use DBCC_SHOWFILESTATS for the metric 3218

PROBLEM: For MSSQL databases, the metric 3218 returned a percentage that was more than 100%.

CAUSE: DBCC SHOWFILESTATS" command was not being used.

FIX: For the metric data to be accurate, the "DBCC SHOWFILESTATS" command was necessary. To execute the command for this metric, the following line must be added to the "defaults" file to enable the new code:
MSSQL_DBCC_SHOWFILESTATS ON

A.09.10 QXCR#

Fix Description

- QXCR1000240612 The dbspilogppm.bat read more than just new entries
PROBLEM: The "DBSPI Microsoft SQL Server" Logfile policy reread the entire logfile when the SQL instance was restarted (the dbspilogppm.bat preprocessing script copied the entire error log to the c:\usr\OV\dbspi\tmp\mssgl_errorlog file, rather than just the new entries).
CAUSE: Configuration issue in dbspilogppm.bat
FIX: Script changed to use an additional configuration script
- QXCR1000237303 The dbspierrlogppm.exe generated application exception.
PROBLEM: The dbspierrlogppm.exe generated application exception (DrWatson).
CAUSE: Problem with algorithm used.
FIX: The algorithm was improved
- QXCR1000157951 Policy DBSPI Microsoft SQL Server 6.0 sent old events to the message browser.
PROBLEM: DBSPI messages were being parsed out of the SQL error log that predated the log date creation.
CAUSE: Several defects existed in dbspi error preprocessor.
FIX: The position of the last pattern was not stored correctly in some cases.
- QXCR1000193334 The dbspimwc.c looked for MSSQL UDM (user defined metrics) directory in an incorrect location.
PROBLEM: The dbspimwi.c created the MSSQL UDM directory under the database name. The dbspimwc.c looked for the MSSQL UDM directory under the system name. For example:
c:\usr\OV\dbspi\dsi\mssql\OVOPS\udm
c:\usr\OV\dbspi\dsi\mssql\ros12345test\udm
CAUSE: The dbspimwc.c used the system name instead of the database name.
FIX: The dbspimwc.c was modified to use the database name instead of the system name for the MSSQL UDM directory.
- QXCR1000214746 Script dbspienv.bat used wrong registry key for getting MSSQL-7 data on Itanium
PROBLEM: On IA64 systems, the registry key for checking MSSQL server 7 setup data was stored in the script variable "reg_sql_path7_ia64". A few lines later, the actual call to "dbspiregedit" used variable "reg_sql_path7" - which was wrong and led to missing data.
CAUSE: Script referenced wrong path.
FIX: The script has been changed so that it now uses the correct path for MSSQL 7 on Itanium

A.09.10 QXCR#

Fix Description

QXCR1000243270

DBSPI 08.1x space metrics disregarded some tables.

PROBLEM: Metrics 3/6/203/206 sometimes skipped the autoextend check on certain tablespaces.

CAUSE: Issue with metric script

FIX: Metric script has been changed.

QXCR1000202120

Oracle metrics 67-69 were not necessary with Oracle 9i automatic undo management.

PROBLEM: The metric 67 generated a message for Oracle 9i, started in automatic undo management mode. However, in automatic undo mode Oracle took care of increasing / decreasing rollback segments, so message should not have been generated.

CAUSE: Metrics 67, 68, 69 and reports for 67 and 69 ignored Oracle 9i instances started in automatic undo management mode.

FIX: The script was changed to consider instances started in automatic undo management mode.

QXCR1000221432

DBSPI40-1 erred when Oracle log file was removed

PROBLEM: When the log file is not found, DBSPI generates a few messages like this (every 5 minutes until the file alert_sid.log is re-created):

1) DBSPI40-1: Unable to fetch data from table 'ovam_get_ora_version
Fetch from V\$VERSION' [ORA-01012: non connect]

2) DBSPI40-1: Unable to fetch data from table 'V\$PARAMETER' [ORA-01012: non connect].

CAUSE: DBSPI was not aware of this atypical case (LOGFILE configured, but would not exist) if '-l' option is used for Oracle alert log file.

FIX: The print_logfile function has been improved in cola.c (only for Oracle). DBSPI now makes a connection to the database to obtain the alert log file path.

QXCR1000204569

DB-SPI should resolve variable for alert log path as shell/Oracle does.

PROBLEM: DBSPI should resolve variable for alert log path as shell/Oracle resolves/recognizes the variable.

CAUSE: Problem with script

FIX: The code was changed so that both notations are accepted for paths:

`$ORACLE_HOME` and `${ORACLE_HOME}/`

`$ORACLE_SID` and `${ORACLE_SID}`.

A.09.10 QXCR#

Fix Description

QXCR1000218554

Sybase metric 2223 failed

PROBLEM: Sybase metric #2223 fails with a Sybase Server error:

Server message: Message number: 1151, Severity 11, State 1, Line 1
01/31 23:20:04.572 Met_2223(10): Message String: Object 32000114 passed to OAM built in function no longer exists in database.
ERROR dbspicas(10) syb1251_OVRUXR2 [metric2223:metric2223.c:356]: DBSPI40-14:
The call to function ct_results() in metric2223 failed.

CAUSE: SQL Statement syntax was wrong.

FIX: The "master.." qualifier was removed from the sysobject, sysindexes, and sysusers table references.

QXCR1000245200

Informix Metric 1024

PROBLEM: The SQL code in Metric 1024 for monitoring table that cannot extend was not very efficient (causing impact on performance).

CAUSE: Query algorithm caused the subquery to run for each table.

FIX: Query was rewritten. To enable the new code, the following line should be added into the defaults file:

```
INF_1024_TEMP_TABLE ON
```

QXCR1000231861

Informix metrics 19/219: The system page size could vary for different systems

PROBLEM: The metrics 19/219 have been implemented on Solaris. The same metrics on AIX did not return correct values because on AIX, 4K SHOULD BE USED INSTEAD of 2K for System Page Size.

CAUSE: Page size should be 4K for AIX.

FIX: Use default value 4096 for system page size on AIX, and 2048 for other systems. The value can be change in defaults file for every Informix server.

QXCR1000211845

DBSPI Informix –metric incorrectly calculated for "smart blob spaces."

PROBLEM: DBSPI was incorrectly analyzing the used/free spaces by including sbspaces (smart blob spaces).

CAUSE: The query included sbspaces.

FIX: The metric now excludes sbspaces (smart blob spaces) from monitoring in metric 1017/1217 and does not report on smart blobspaces when the report for dbspaces is generated.

QXCR1000196091

DB-SPI would intermittently stop feeding data to MWA

PROBLEM: DB-SPI would intermittently stop feeding data to MWA for the graphing data sources.

CAUSE: Informix kept the data in sysprofile table as unsigned integer, but returned as signed integer.

FIX: Check if values in sysprofile table are negative; if yes, then add 2[^]32 to get original value.

A.09.10 QXCR#

Fix Description

QXCR1000289135

Informix SMART BLOB must be handled by DBSPI

PROBLEM: Informix SMART BLOB datatype must be handled by DBSPI Metric. Either Metric 19 (which handles BLOB) must be modified to include SMART BLOB also, or a new

metric must be created.

CAUSE: sbspaces are currently not reported by any Informix metric

FIX: Metric 19 is updated to report Informix SMART BLOB.

QXCR1000292784

DBSPI problem - dbspicol.bat deletes files in C:\

PROBLEM: During DBSPI configuration, all unprotected (non-read-only) files in the c:\ directory of the managed node are deleted.

During DBSPI configuration; if the command "dbspicol" is executed to either turn on or off with the appropriate command switch, all unprotected files in the C:\ directory are deleted.

CAUSE: This problem occurs since the variable DBSPI_MSSQL_ALM_DIR is always set to NULL in 'dbspicol.bat'.

FIX: The code has been modified to remove this line.

QXCR1000188972

OVOW=1 was not correctly set; causing incorrect subagent/DSI choices in scripts.

PROBLEM: When attempting to override the new subagent while trying to use DSI through settings in the nocoda.opt file, the script dbspi_mw_int would determine it was running under OVOU. As a result, it deleted the nocoda.opt file and continued to use the new subagent.

CAUSE: DBSPI_IS_OVOW was not set to 1 when running under OVOW!

FIX: The code has been changed to set DBSPI_IS_OVOW to 1 for OVOW.

QXCR1000202023

DBSPI connect failed for MS SQL virtual aliases on Windows 2003 (x86)

PROBLEM: DBSPI connect failed for MS SQL virtual aliases on Windows 2003 (x86). An error similar to the following occurred:

```
09/20/04 17:31:21 ERROR dbspicam(3884) <dbname>
[cola:../mssql_util.SQC:109]:
DBSPI10-21: Unable to connect to database 'dbname>' as 'HP ITO
Account' [Db-library network communications layer not loaded.
(19703)].
```

CAUSE: Because DBSPI could not find the correct library, the connection failed.

FIX: This problem has been corrected by integrating with the appropriate libraries.

QXCR1000202563

Offline tablespace monitoring should not have occurred for metrics 2/203, 6/206, 16/216.

PROBLEM: When setting a locally managed tablespace to offline, metric 203 (& metric 206) would generate an alarm, saying the tablespace had no free extents. All offline tablespaces should not be monitored by these monitor templates.

CAUSE: Query includes offline tablespaces

A.09.10 QXCR#

Fix Description

FIX: Query changed so that offline tablespaces are excluded from monitoring.

QXCR1000202566

Filter for metric 6/206 was incorrect

PROBLEM: When defining a filter for Oracle metrics 6/206 such as:

```
FILTER 206 "where STATUS <> 'OFFLINE'"
```

An error would occur:

```
Filter 6: 10/25/04 11:22:52 ERROR dbspicao(3008) openview  
[cola:metric0006.pc:152]: DBSPI40-9:
```

```
The check for filter "STATUS <> 'OFFLINE'" for metric 0006 failed  
[ORA-00904: invalid column name].
```

CAUSE: Problem with query.

FIX: The view DBA_TABLESPACES is now used for metric 6/206 filter checking.

QXCR1000205524

Metric 45 returned a large value by format of shared_pool size.

PROBLEM: If initialization parameter SHARED_POOL_SIZE was defined with 'K' or 'M', the value of metric 45 was incorrect.

CAUSE: DBSPI did not work correctly with v\$parameter values like 64M or 256K.

FIX: Metric 0045 was fixed so that it can correctly work with v\$parameter values like 64M or 256K.

QXCR1000211783

Oracle metric 58 value was incorrect on Windows.

PROBLEM: Running the report with dbspicao -m 58 -r 1 -v returns wrong values.

CAUSE: The error was caused by wrong conversion from double to int.

FIX: The metric 58 code has been changed to correct the wrong conversion.

QXCR1000212367

Metric 42 alarm problem.

PROBLEM: Metric 42 analyzes any INDEX_TYPE of type 'LOB'. This should be ignored by metric 42.

CAUSE: Query includes indexes with index_type LOB.

FIX: Indexes with index_type LOB are excluded from monitoring (metric and report)

QXCR1000212393

Services map does not populate Oracle instances.

PROBLEM: The problem occurred with OVOW 7.21 and DBSPI B.8.01 on a Windows 2000 server monitoring Oracle 9.2, with manually configured Oracle services. The problem was that the services map did not populate the Oracle instances, even though messages were being sent from the metric data on the node; but the services map could not reflect this information because it did not show the Oracle instances.

CAUSE: Problem with discovery scripts.

FIX: The discovery scripts were changed to correct the problem.

A.09.10 QXCR#

Fix Description

QXCR1000212697

DBSPI10-82: data logging fails for MSSQLUDM_METRICS.

PROBLEM: On Windows managed node with MSSQL DBSPI, Enable Graphs & Reports, Enable UDM graphs, Disable Graphs & Reports, Enable Graphs & Reports. This leaves an empty udm directory, ... \OVOPS\udm. This empty UDM directory triggers dbspimwc to try feed the UDM data to ddflog. Because there is no data file, the user sees the error: "ERROR dbspimwc(10) dbspimwc [./dbspimwc.c:823]: DBSPI10-82: Data logging failed for MSSQLUDM_METRICS. Make sure Performance Agent is installed and running. "

CAUSE: The udm data file should exist before calling ddflog.

FIX: The script dbspimwc.c modified accordingly.

QXCR1000213305

Message suppression on Error 10-82 not working

PROBLEM: The following 4 browser messages appeared in the same minute.

DBSPI10-82: Data logging failed for MSSQLLOSM_METRICS. Make sure Performance Agent is installed and running. (Operation not permitted)

DBSPI10-82: Data logging failed for DBSPI_MSS_REPORT. Make sure Performance Agent is installed and running. (Operation not permitted)

DBSPI10-82: Data logging failed for MSSQLLOSM_METRICS. Make sure Performance Agent is installed and running. (Operation not permitted)

DBSPI10-82: Data logging failed for DBSPI_MSS_REPORT. Make sure Performance Agent is installed and running. (Operation not permitted)

CAUSE: Issue with 'core_policies.txt' script

FIX: The type of message suppression was changed from "Generated by the same input event" (SUPP_DUPL_INDENT) to "Generated by same rule" (SUPP_DUPL_COND) in 'core_policies.txt'. Should not see more than one 10-82 error, in the message browser, within the policy's collection interval.

QXCR1000215702

OVOW Japanese version did not allow adding new database or editing existing one using the Database Config Manager.

PROBLEM: The Database Config Manager did not work as expected in that it did not allow adding new databases or editing the full database entry except for the user ID and password.

CAUSE: The issue related to Japanese catalogs.

FIX: This problem has been corrected and the Configuration Manager now works as expected.

QXCR1000217584

Cannot map library libjox8.so.

PROBLEM: Executing 'dbspicao -d -v' gave following error message:
/oraclei/product/8.1.7/bin/oracle: /sbin/loader: Fatal Error:
Cannot map library libjox8.so

CAUSE: Problem was caused by the two env variables ORACLE_SID and TWO_TASK not being set to the real SID in the dbspicao script.

FIX: The real instance name is now used for the export of the ORACLE_SID in the script.

A.09.10 QXCR#

Fix Description

QXCR1000218895

Wrong description/instructions for Oracle metric 0032.

PROBLEM: Metric 0032 for Oracle DBSPI has incorrect description and incorrect instructions.

CAUSE: Wrong text in documentation

FIX: The text has been corrected with instruction text as follows:

The number of waits for redo log space is higher than the OVO set threshold.

Probable cause(s): Log files that are small in relation to the size of the SGA or the commit rate of the work load.

Potential impact: Performance

Suggested action(s): Tune checkpoints, DBWR, or archiver activity.

The operator command for this message generates a redo graph.

QXCR1000223314

DBSPI40-19: Error occurred in opening cursor m216_70Cursor.

PROBLEM: Metric 216 failed with the error:

DBSPI40-19: Error opening cursor m216_70Cursor [The cursor was not declared. (16945)]

CAUSE: Problem with the query.

FIX: SQL statement was changed to

```
SELECT
```

```
    instance_name, cntr_value
```

```
FROM
```

```
    master..sysperfinfo
```

```
WHERE
```

```
    object_name like '%:Databases%' and counter_name='Percent Log  
Used'
```

QXCR1000091189

Condition DBSPI-0043.1 had incorrect message text and instruction.

PROBLEM: Two defects regarding the condition DBSPI-0043.1:

1. The message text had incorrect wording (both for English and Japanese) which was:

DBSPI-0043.1: Enqueue timeouts to requests percentage (<\$VALUE>%) too low for <\$OPTION(dbname)> (\\<=<\$THRESHOLD>%).

Now reads:

DBSPI-0043.1: Enqueue timeouts to requests percentage (<\$VALUE>%) too high for <\$OPTION(dbname)> (\\>=<\$THRESHOLD>%).

2. The Instruction text has in its "Suggested Action" a reference to the "sys\$wait" table, but that doesn't exist for Oracle.

CAUSE: Wrong message text

FIX: The message text has been updated.

A.09.10 QXCR#	Fix Description
QXCR1000140642	<p>Wrong instruction for metric 0083.</p> <p>PROBLEM: The instruction text for metric 83 was incorrect; the variable DB_BLOCK_BUFFERS did not have anything in common with 'DBWR checkpoint'.</p> <p>CAUSE: Wrong instruction text.</p> <p>FIX: Instruction text modified so that it is now correct.</p>
QXCR1000201325	<p>Report of Oracle metric 16 printed unresolved data.</p> <p>PROBLEM: The report for metric 16 would sometimes show incorrect data</p> <p>CAUSE: The SQL code used to obtain this information was not correct, but this situation occurred only in atypical situations.</p> <p>FIX: The SQL code has been improved in obtaining information about segments.</p>

Known Problems, Limitations, and Workarounds

- MS SQL Server Metric 3240 Problem:

The MS SQL Server Smart Plug-in sometimes generates negative or incorrect values for metric 3240 if the command 'DBCC UPDATEUSAGE' is not regularly run to correct inaccuracies in the sysindexes table. Without an update in usage for the sysindexes table, the sp_spaceused command returns incorrect values (see the Microsoft SQL Server documentation for more details about 'DBCC UPDATEUSAGE'). As a side effect, an incorrect value is returned for metric 3240.

A workaround (shown below) corrects this situation; you can implement the workaround through the use of the command DBCC SHOWFILESTATS (not included in the Smart Plug-in for Databases Configuration Guide).

To implement the workaround:

- (1) Ensure that the DBSPI user is in the MSSQL Server System Administrators group.
- (2) Open the Database SPI defaults file (see Smart Plug-in for Databases Configuration Guide, "Appendix A" for the location of the defaults file).
- (3) Add the line: MSSQL_DBCC_SHOWFILESTATS ON
- (4) Save the file.

Oracle version 10.x on Tru64 must have been updated to version 10.1.0.3 to work successfully.

- The Database Smart Plug-in fails to correctly create symbolic links when bundles are not installed simultaneously, but in separate installations, one-by-one.

Problem: When installing only one bundle of the DBSPI depot for a platform and later attempting to install another depot bundle for the same platform, the required symbolic links are not created. This issue occurs because the DBSPI-CORE bundle, necessary to symbolic link creation, is installed only on the first installation.

For example:

- (1) When you enter:

```
swinstall -s /tmp/DBSPI_SOL_A.08.12.00.sdtape DBSPIOracleSOL
```

(2) Then enter:
swinstall -s /tmp/DBSPI_SOL_A.08.12.00.sdtape DBSPISybaseSOL

(3) The symlink from :

```
/var/opt/OV/share/databases/OpC/mgd_node/customer/sun/sparc/solaris/RPC_DCE_TCP  
/monitor/dbspicasyb.Z
```

To:

```
/var/opt/OV/share/databases/OpC/mgd_node/customer/sun/sparc/solaris/RPC_DCE_UDP  
/monitor/dbspicasyb.Z
```

is not created.

Cause: Core component installation of a SPI creates symbolic links for the files in RPC_DCE_UDP, which occurs in the first installation only.

Two workarounds exist:

(1) Uninstall the original, separately installed Database SPI bundles and then re-install them together.

OR

(2) Create symbolic links for any platform after installation:

Refer to the link creation code in the following installation files for creating links

"DBSPI-CORE-HPUX\configure"

"DBSPI-CORE-SOL\configure"

"DBSPI-CORE-AIX\configure"

- Smart Plug-in for MS SQL Server and OV Reporter

When you use the Database SPI to monitor an MS SQL Server database on a node that also has OV Reporter installed on it, please make sure that both MS SQL Server database versions are compatible.

- Oracle Database Connection Issue

Connection to a database can fail if an operating-system user logs in as a user different from oracle user. This problem is known at Oracle and occurs because older Oracle versions use different libraries. As a workaround, Oracle suggests the following.

Configure the Database SPI connections to a database using the following procedure:

- Run the **Configure DB Connections** application on a managed node.
- Enter the following alternative for the connection string:

```
CONNECT "<user>/<password>@<$ORACLE_SID>"
```

Local Language Support

The Database SPI for both Oracle and MS SQL Server is also available in Japanese, with the localized Japanese DB-SPI policies containing a “_jp” suffix. Policies work as expected No other change is necessary for the out-of-the-box policies to work.

Note: In order to see Japanese descriptions in the Oracle App Bank reports, LANG must be set appropriately in the root users profile (e.g., LANG=ja_JP.SJIS).

Any change within the command-line must take the Japanese policy name into consideration in order for the localized version to continue working successfully as explained below.

The “_jp” suffix created the need for two command-line changes:

- (1) Policies that run metrics according to a schedule will communicate the metric values back to the threshold policy by name. For example, the DBSPI-Ora-05min_jp policy sends a value to the DBSPI-0001_jp policy. The new command line option “-x suffix=_jp” is used to tell the collector to attach a suffix of “_jp” to the name of the threshold policy.
- (2) Some schedule policies require a -c option in order for the collector to acknowledge the schedule policy that ran it when collection is complete. The -c option should always contain the name of the policy (for example, -c DBSPI-Ora-05min_jp).

Note: If you use the Database SPI in a cluster-aware environment, please follow the instructions in Chapter 7 of the *Configuration Guide*. In that chapter you create an XML file that adapts the DB-SPI to a cluster-aware environment. Please be sure to add the “_jp” suffix to the XML file name so that the file is recognized as a localizable file.

Support

Please visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView 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 being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: 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://www.hp.com/managementsoftware/access_level

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

<http://www.managementsoftware.hp.com/passport-registration.html>

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