

HP OpenView Smart Plug-in for Microsoft Windows

for HP OpenView Operations (UNIX)

Release Notes

Software version: A.08.80 / 02 December 2005

This document provides an overview of the changes made to Smart Plug-in for Microsoft Windows (Windows OS SPI) A.08.80 for the HP OpenView Operations (OVO) 8.x. It contains important information not included in the manuals or in online help.

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In This Version

The new features added are as follows:

- Integration with self-healing services
Integration of Windows OS SPI with self-healing services allows data collection in a pre-defined format when a problem occurs at a managed node or the management server. This data helps in enhancing troubleshooting.
- Microsoft Systems Management Server (SMS 2003) management
Windows OS SPI now manages SMS 2003 in addition to SMS 2.0.
- Enhanced integration with HP Systems Insight Manager versions 4.0, 4.1, and 4.2
Windows OS SPI now provides integration with HPSIM versions 4.1 and 4.2 in addition to HPSIM version 4.0. The other features include:
 - Single step tool integration to retrieve the status of a tool execution
 - Option to launch the HPSIM page in a context-sensitive manner
- Enhanced Insight Manager Agent integration
The Insight Manager (IM) trap policies are updated to support integration with Insight Manager 7.20 agent.
- Microsoft Cluster Server management
Windows OS SPI provides templates to discover and monitor Microsoft Cluster Servers and components such as cluster resource groups, cluster networks, and so on. In addition, Windows OS SPI also provides applications to manage and administer Microsoft Cluster Servers.
- Support for installation of Windows OS SPI on a management server running on the following operating systems:
 - HP-UX IA in ARIES mode
 - HP-UX 11.23 PA-RISC
 - Solaris 10
- Support for installation of Windows OS SPI on a clustered management server
- Support for OVO 8.20

Removed Feature

The Microsoft SQL Server management feature is removed from Windows OS SPI.

File Location Changes

The file location changes are as follows:

File	Old Location	New Location
Windows OS SPI binary files	/opt/OV/winosspi/bin	/opt/OV/lbin/winosspi/
Windows OS SPI log files	/opt/OV/winosspi/log	/var/opt/OV/share/log/winosspi/
Windows OS SPI configuration files	/opt/OV/winosspi/conf	/var/opt/OV/share/conf/winosspi/

Discovery server script (SPI_DiscServ.sh)	/opt/OV/SPISvcDisc/bin	/opt/OV/lbin/SPISvcDisc/
Discovery configuration file (winosspi_disconfig.sh)	/opt/OV/winosspi/bin/	/opt/OV/lbin/winosspi/
Documentation	/opt/OV/winosspi/doc	/opt/ov/paperdocs/winosspi/<LANG>/ <LANG> is the directory name that specifies the language version of the Windows OS SPI installed.

New Policies

The policies added in Windows OS SPI are as follows:

- WINOSSPI-InsightManager_FwdCIMTraps
- WINOSSPI-InsightManager_FwdRPMTraps
- WINOSSPI-SMS2003_FwdServerWarnError
- WINOSSPI-SMS2003_FwdClientWarnError
- WINOSSPI-SMS2003_FwdGenericWarnError
- WINOSSPI-SMS2003_SMS_CLIENT_SERVICE
- WINOSSPI-SMS2003_SMS_EXECUTIVE
- WINOSSPI-SMS2003_SMS_SITE_COMPONENT
- WINOSSPI-SMS2003_SMS_SQL_MONITOR
- WINOSSPI-MSCS_FwdQuorumWarnError
- WINOSSPI-MSCS_FwdWarnError
- WINOSSPI-MSCS_Network
- WINOSSPI-MSCS_NetworkWarnError
- WINOSSPI-MSCS_NetworkInterface
- WINOSSPI-MSCS_ResourceGroup
- WINOSSPI-MSCS_ClusterService
- WINOSSPI-MSCS_NodeState
- WINOSSPI-MSCS_NodeWarnError
- WINOSSPI-Discovery
- WINOSSPI-MSCS_ClusterMonitor

Updated Policies

The policies updated to support integration with IM 7.20 agent are as follows:

- WINOSSPI-InsightManager_FwdChannelArrayTraps
- WINOSSPI-InsightManager_FwdClusterTraps
- WINOSSPI-InsightManager_FwdCMCTraps

- WINOSSPI-InsightManager_FwdDriveArrayTraps
- WINOSSPI-InsightManager_FwdHostOSTraps
- WINOSSPI-InsightManager_FwdICATraps
- WINOSSPI-InsightManager_FwdIDEDriveTraps
- WINOSSPI-InsightManager_FwdNICTraps
- WINOSSPI-InsightManager_FwdPCConfigTraps
- WINOSSPI-InsightManager_FwdRackTraps
- WINOSSPI-InsightManager_FwdRaidControllerTraps
- WINOSSPI-InsightManager_FwdRIBTraps
- WINOSSPI-InsightManager_FwdSCSIDevicesTraps
- WINOSSPI-InsightManager_FwdSTEAMTraps
- WINOSSPI-InsightManager_FwdStorageSysTraps
- WINOSSPI-InsightManager_FwdSvrHealthTraps
- WINOSSPI-InsightManager_FwdSWCCTraps
- WINOSSPI-InsightManager_FwdSysInfoTraps
- WINOSSPI-InsightManager_FwdThresholdMgmtTraps

Renamed Policy Groups

The Index Server Windows 2000, Terminal Server Windows 2000, and the MS Windows 2000 policy groups listed below are renamed to Index Server Win 2K, XP & 2K3, Terminal Server Win 2K, XP & 2K3, and MS Windows 2K, XP & 2K3:

Operating System SPIs > MICROSOFT WINDOWS > MS Index Server > Index Server Windows 2000

Operating System SPIs > MICROSOFT WINDOWS > Microsoft Windows Core > MS Terminal Server > Terminal Server Windows 2000

Operating System SPIs > MICROSOFT WINDOWS > Microsoft Windows Core > Operating System > MS Windows 2000

The policies in the renamed policy groups work with Microsoft Windows XP and Microsoft Windows 2003 platforms in addition to the Microsoft Windows 2000 platform. Policies that contain win2k in the policy name will work on Microsoft Windows XP and Microsoft Windows 2003.

Renamed Policies

Three Internet Information Services (IIS) policies are renamed to shorten the policy name length. The old policy names and the new names are as follows.

Old Name	New Name
WINOSSPI_InternetInformationServicesGbl_CachedFileHandl	WINOSSPI-IIS40_IISGbl_CachedFileHandl
WINOSSPI-IIS40_InternetInformationServicesGbl_DirectoryList	WINOSSPI-IIS40_IISGbl_DirectoryList
WINOSSPI-IIS50_InternetInformationServicesGbl_FileCacheHits	WINOSSPI-IIS50_IISGbl_FileCacheHitsPc

Removed Policies

The policies removed to reduce the number of information messages sent to the message browser are as follows:

- WINOSSPI-ADS_DNSServ_FwdAllInformation
- WINOSSPI-ADS_FwdAllInformationDS
- WINOSSPI-ADS_FwdAllInformationFRS
- WINOSSPI-IIS40_FtpServerFwdAllSystemInformation
- WINOSSPI-IIS40_FwdAllApplicationInformation
- WINOSSPI-IIS40_FwdAllSystemInformation
- WINOSSPI-IIS40_IndexServerFwdAllApplicationInformation
- WINOSSPI-IIS40_NntpServerFwdAllSystemInformation
- WINOSSPI-IIS40_SmtpServerFwdAllSystemInformation
- WINOSSPI-IIS50_FtpServerFwdAllSystemInformation
- WINOSSPI-IIS50_FwdAllApplicationInformation
- WINOSSPI-IIS50_FwdAllSystemInformation
- WINOSSPI-IIS50_IndexServerFwdAllApplicationInformation
- WINOSSPI-IIS50_NntpServerFwdAllSystemInformation
- WINOSSPI-IIS50_SmtpServerFwdAllSystemInformation
- WINOSSPI-McAfee_FwdAllInformation
- WINOSSPI-MF_FwdAllSysInformation
- WINOSSPI-MSCS_FwdAllInformation
- WINOSSPI-MSCertSv_FwdAllInformation
- WINOSSPI-MSIndexServer_FwdAllInformation
- WINOSSPI-MSMQ_FwdAllInfo
- WINOSSPI-MSPS20_FwdAllInformation
- WINOSSPI-MSS-EventLog-Information
- WINOSSPI-MTS20_FwdAllApplInfo
- WINOSSPI-NAV_FwdAllApplInfo
- WINOSSPI-NAV_FwdAllSysInfo
- WINOSSPI-SNA40_FwdAllInformation
- WINOSSPI-SMS20_FwdAllInformation
- WINOSSPI-SS30_AcmServerFwdAllApplicationInformation
- WINOSSPI-SS30_AuthServerFwdAllApplicationInformation
- WINOSSPI-SS30_CommerceServerFwdAllApplicationInformation

- WINOSSPI-SS30_CrsServerFwdAllApplicationInformation
- WINOSSPI-SS30_GathererServerFwdAllApplicationInformation
- WINOSSPI-SS30_LdapServerFwdAllSystemInformation
- WINOSSPI-SS30_ListBldrServerFwdAllApplicationInformation
- WINOSSPI-SS30_MsgBldrServerFwdAllApplicationInformation
- WINOSSPI-SS30_SearchServerFwdAllApplicationInformation
- WINOSSPI-SS30_SiteServerFwdAllApplicationInformation
- WINOSSPI-VeritasBackupExec_FwdAllInformation
- WINOSSPI-WTS_FwdAllSysInformation

The policies removed due to the removal of support for SQL functionality are as follows:

- WINOSSPI-SQL2K_FwdAllInformation
- WINOSSPI-SQL2K_FwdAllWarnError
- WINOSSPI-SQL65_FwdAllInformation
- WINOSSPI-SQL65_FwdAllWarnError
- WINOSSPI-SQL70_FwdAllInformation
- WINOSSPI-SQL70_FwdAllWarnError

New Application Group

The `Microsoft Windows Cluster` application group is added for Microsoft Cluster Server management. This application group includes the following application groups and applications:

- MS Cluster Server
 - Status
 - Stop Clussvc
 - Start Clussvc
- MS Cluster Resource Group
 - Bring Online
 - Take Offline
 - MOVE Resource Group
 - List Resource Group
- MS Cluster Node
 - Pause Node
 - Resume Node
 - List Nodes
- MS Cluster Network
 - Cluster Network Status
 - Cluster Network Interface Status

New Applications

The following applications are added in the `winOSSPI Utils` application group:

- Self Healing Info- runs the Windows OS SPI data collector on the specified managed nodes.
- Self Healing – Server Collector- runs on the management server and collects the log files stored on the management server.
- Stop Cluster Monitor- Stops the Windows OS SPI cluster monitoring process on the cluster managed node. You must run this tool if the Windows OS SPI cluster message interceptor policies and the cluster schedule policy are removed from the managed node.

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/

- 1 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

Apply the latest patches for the OVO management server and agents. Also apply the latest patches for Service Navigator if you want to use the service map functionality with the Windows OS SPI. You can download these patches from the OVO support website.

Installation requirements, as well as instructions for installing Windows OS SPI are documented in the *Smart Plug-in for Microsoft Windows OS Administrator's Reference* guide for Windows OS SPI provided in Adobe Acrobat (.pdf) format.

There are four Windows OS SPI scripts present on the OVO/UNIX SPI CD, under the directory `<CDROM>/OV_DEPOT/WINOSSPI`

- `winosspi_setup`
- `winosspi_questions`
- `winosspi_install`

- winosspi_remove

Execute the winosspi_setup script to install Windows OS SPI depot. The winosspi_questions script is not used currently.

Software and Hardware Requirements

The software and hardware requirements are as follows.

Prerequisites for HP SIM Integration

HP SIM integration is available only with the OVO management server running on HP-UX. JRE version 1.4.1_04 or higher is a prerequisite on the OVO management server for using this feature.

Run the application **Set JRE Path** from the HP Systems Insight Manager application group in the OVO Application Bank to set the Java path on the OVO management server. Pass the appropriate path as a parameter to the application.

Prerequisite to Run Windows OS SPI Applications

You must install the agents on the management server before running the Windows OS SPI applications.

Enhancements and Fixes

The following items (identified by error tracking number) are fixed in the current software release.

QXCR1000222748: OVOU 8.x: pkg winosspi_procs.exe (former itoprocs.exe) with Win OS-SPI

PROBLEM: Windows OS SPI does not include the process monitoring function (itoprocs.exe)

CAUSE: Removal of the process monitoring function from Windows OS SPI

FIX: Included the winosspi_procs.exe process monitoring function, formerly named as itoprocs.exe

Known Problems, Limitations, and Workarounds

The known problem is as follows:

Problem:

Windows OS SPI generates multiple alarm messages in the message browser when the following Insight Manager trap condition is true:

Condition: Insight Manager:A CMC device is reporting temperature 1 below minimum threshold(1.3.6.1.4.1.232.154.2.10001)

Messages: A CMC device is reporting temperature 1 below minimum threshold.

Severity: Major

When the condition listed above is true, in addition to generating the alarm message specific to this condition, Windows OS SPI also generates the alarm message specific to the following condition:

Condition: Insight Manager: Rising threshold passed (1.3.6.1.4.1.232.0.10001)

Message: Rising threshold alarm. The alarm owner is <alarm owner>. The Variable named <variable name> has value <value> that has exceeded the rising threshold value <threshold value>.

Severity: Critical

Workaround

You must set the value of `OPC_SEND_MAX_ONE_MSG_PER_TRAP` variable to `TRUE` in the `nodeinfo` file of the managed node. When you add this line in the `nodeinfo` file on the managed node, further processing of policies are stopped when a condition specified in one of the policies is true. After adding this line in the `nodeinfo` file, you must restart the `opctrapi` agent on the managed node using the `opcagt -stop/start -id 1` command.

Note: Specifying the `OPC_SEND_MAX_ONE_MSG_PER_TRAP` variable to `TRUE` in the `nodeinfo` file affects all the products installed on the managed node that use trap policies.

Documentation Errata

There are no errors in the Windows OS SPI documentation.

Verified Environments

The verified environments are as follows.

Supported OVO Management Server Versions

- OVO 8.x
- OVO 7.x.

Supported OVO Agent Platforms

- Microsoft Windows 2003 (All editions)
- Microsoft Windows XP Professional
- Microsoft Windows 2000 (Professional, Server, Advanced Server, Datacenter Server)
- Microsoft Windows NT 4.0 (Workstation, Server, Enterprise Edition)

Note: Refer to the *Windows OS SPI Administrator's Reference* guide for information about prerequisites for supported OVO platforms.

Local Language Support

Windows OS SPI is available in Japanese.

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 valuable 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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