

Release Notes

HP OpenView Operations Integration for HP Systems Insight Manager

Administrator's Reference for HP OpenView Operations for Unix



Part number:
First edition: December 2006



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Overview

The HP Systems Insight Manager Integration provides a smart link between HP Systems Insight Manager (HP SIM), Insight Management (IM) Agents, and HP OpenView Operations for Unix (OVOU) - a market leading management solution for network systems, databases, and applications in heterogeneous IT environments. The HP SIM Integration implements features for monitoring and managing the HP SIM and IM Agent services, event forwarding, and event acknowledgement between HP SIM and OVO. It also provides applications to manage some aspects of the functionality of the HP SIM management server and Insight Management Agents. It comprises commands, templates, applications, and groups. The HP SIM Integration can be installed in environments with multiple HP SIM management servers and IM Agent nodes.

Features and Functionality

The HP Systems Insight Manager Integration supports the following features on OVOU:

- **Service Discovery**
Discovers the HP SIM services, IM Agent services, and the Insight Manager 7 services.
- **Service/Process Monitoring**
Monitors the availability of the discovered HP SIM service, the IM Agent services, and the Insight Manager 7 service. The service alerts can be communicated to the OVO Service Navigator and the OVO Message Browser.
- **ProLiant and Integrity Server System Monitoring**
Offers application to configure IM Agent SNMP trap destination and templates for IM Agents traps. These templates generate OpenView events for server hardware problems.

 **NOTE:**

If both the default event forwarding and the IM Agent trap templates are deployed, duplicate events are forwarded from each of these applications.

- **Event Forwarding from HP SIM**
Provides applications to configure forwarding of HP SIM events to OVO message browser. Forwarding can be configured to use a default event collection, or any customized collection of HP SIM events. The integration also associates an operator action with each HP SIM event to launch the HP SIM web interface for further investigation.
- **Bi-directional Event Acknowledgement/Clearing on HP SIM**
Can be optionally configured to clear events on HP SIM if the events forwarded from HP SIM to OVO are acknowledged on OVO. When configured, events that are cleared on HP SIM are acknowledged on OVO if they were forwarded from HP SIM and they exist on the OVO active message browser.
- **Application Groups**
Contain applications to assist in the management of HP SIM and IM Agent nodes. Application groups include applications for adding nodes to HP SIM, executing tools on HP SIM managed nodes, launching the HP SIM web interface, and IM Agents System Management Home page, and so on.
- **Template groups**
Contain templates for monitoring the HP SIM and IM Agent services, clearing or acknowledging events, and IM Agents SNMP trap interpretation.
- **Contextual launch to HP SIM System page**
Enables users to initiate contextual launch of the HP SIM Central Management Server (CMS) System page.
- **Web Interface applications**
Provides applications to launch the web interface for HP SIM, IM Agent, and Remote Integrated Lights-Out.
- **Self-Healing Services**

Integrates with HP OpenView Self-Healing Services to provide improved troubleshooting, streamlined problem analysis, and incident reporting, by collecting data and system information relevant to a fault when it occurs.

For more information, see the Self-Healing Services website at:

<http://managementsoftware.hp.com/service/selfheal>

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Date of Publication, which changes each time the document is updated.

Installation and Licensing

No license is required for HP SIM Integration.

Installation Notes

Installation instructions for the HP SIM Integration are documented in the *HP OpenView Operations Integration for HP Systems Insight Manager Administrator's Reference for HP OpenView Operations for Unix* provided in Adobe Acrobat (.pdf) format. The document file is included in the product's CD media as:

```
/<mount_point>/OV_DOC/HPSIMInt_01.20.000/HPSIM_Config.pdf
```

Support Matrix

This section gives you an overview of product versions supported by OVO Integration.

Software Requirements

Before installing the HP SIM Integration, ensure that your system meets the following minimum requirements:

- HP OpenView Operations for HP-UX or Solaris, version A.07.2x or A.08.2x
- Service Discovery Component for HP OpenView SPI, version A.02.10
- HP OpenView Smart Plug-in Self-Healing Information Collector, version A.02.20.000

Table 1 lists the OVO Management Server versions supported by the HP SIM Integration.

Table 1 OVO Management Server Versions

OVO Management Server	Operating System	OVO Agent Types
OVOU A.07.2x	HP-UX 11.00 HP-UX 11.11 Solaris 8 Solaris 9	DCE
OVOU A.08.2x	HP-UX 11.11 HP-UX 11.23 IA/PA Solaris 9 Solaris 10	HTTPS DCE

Table 2 lists the HP Insight Management Agents versions supported by HP SIM Integration.

Table 2 HP Insight Management Agent Versions

HP Insight Management Agent	Operating System
HP SmartStart CD v 7.6	Windows 2000 Windows 2003 (32-bit) Windows 2003 (x86 64-bit)

Table 3 lists the HP Systems Insight Manager CMS versions supported by HP SIM Integration.

Table 3 HP Systems Insight Manager CMS Versions

HP Systems Insight Manager CMS	Operating System
HP SIM 5.0 with SP1 (and all subsequent Service Packs)	Windows 2000 Windows 2003 (32-bit) Windows XP Professional, SP2 HP-UX 11.00/11.11 HP-UX 11.23 PA/IA RedHat Linux AS 3/4 (32-bit) SuSE Linux ES 8/9 (32-bit)

Table 4 lists the Insight Manager 7 versions supported by HP SIM Integration.

Table 4 Insight Manager 7 Versions

Insight Manager 7	Operating System
Insight Manager 7 SP2	Windows XP Professional Windows 2000 Windows 2003 (32-bit)

Hardware Requirements

For a detailed list of hardware requirements on the:

- OVO 7.x management server, see the *HP OpenView Operations for Unix Installation Guide*.
- OVO 7.x managed node, see the *HP OpenView Operations for UNIX Administrator's Reference Volume II*.
- OVO 8.x HTTPS managed nodes, see the *HP OpenView Operations HTTPS Agent Concepts and Configuration Guide*.
- OVO 8.x DCE managed nodes, see the *HP OpenView Operations OVO DCE Agent Concepts and Configuration Guide*.

Table 5 lists the disk space requirement for the OVO management server for installing HP SIM Integration.

Table 5 Disk Space Requirements

Product	Operating System	Installation	Runtime Files	Total
OVO Management Server	HP-UX 11.00 HP-UX 11.11 HP-UX 11.23 PA HP-UX 11.23 IA Solaris 8 Solaris 9 Solaris 10	4 MB	1 MB	9 MB
OVO Managed Node	HP-UX 11.00 HP-UX 11.11 HP-UX 11.23 IA/PA RedHat Linux Advanced Server 3.0 (32-bit) RedHat Linux Advanced Server 4.0 (32-bit) SuSE Linux Enterprise Server 8 (32-bit) SuSE Linux Enterprise Server 9 (32-bit)	1 MB	1 MB	2 MB



NOTE:

No additional memory (RAM) is required either on the OVO management server or on the managed nodes for HP SIM Integration.

Enhancements and Fixes

This is the first release of the HP SIM Integration for OVOU.

Known Problems, Limitations, and Workarounds

The following problems are known in the current software release:

Start Event Listener application output “Listener did not start”

Description: User runs **Start Event Listener** application and gets output `Listener did not start`.

Action: Run the **Status Event Listener** application on the HP SIM CMS node to get the correct status of HP SIM Integration Event Listener.

IM Agent Trap Template generated messages not getting auto acknowledged

Description: SNMP trap events forwarded from IM Agents nodes are not acknowledged even when the corrective actions are taken to provide a remedy to the condition mentioned in the SNMP trap event.

Action: Once the corrective action has been taken, the corresponding SNMP trap event has to be acknowledged manually by the user on the OVO message browser.

Get HP SIM Credentials application fails on valid credentials

Description: The **Get HP SIM Credentials** application fails to validate with HP SIM, if the HP SIM CMS `DOMAIN\username` string you enter contains certain escape characters.

For example, if the HP SIM CMS user name is admin, at the **Get HP SIM Credentials** application prompt Enter the HP Systems Insight Manager DOMAIN\username:, you would enter MYDOMAIN\admin. The string MYDOMAIN\admin entered contains the escape character \a. After entering the password the credential validation fails and the following message is displayed:

```
Failed to validate the HP SIM CMS credentials. Possible causes could be:
```

1. HP SIM CMS is not installed
2. HP SIM CMS service is not running
3. HP SIM CMS credentials incorrect

```
Press return to exit.
```

Action: At the **Get HP SIM Credentials** application prompt Enter the HP Systems Insight Manager DOMAIN\username:, include an extra forward slash \ before the escape character in the DOMAIN\username string.

For example, at the **Get HP SIM Credentials** application prompt Enter the HP Systems Insight Manager DOMAIN\username:, enter MYDOMAIN\admin. The extra forward slash \ ensures that the character following the \ is treated as a character rather than an escape sequence.

Support

Please visit the HP OpenView support website 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 that are required 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, visit the following HP website:

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

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

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