HP OpenView Smart Plug-in for Oracle Application Server

for the HP-UX and Solaris OpenView Operations Management Servers

Release Notes

Software version: 4.20/ November 2006

This document provides an overview of the changes made to HP OpenView Smart Plug-in for Oracle Application Server (OAS SPI) for the release 4.20. It contains important information not included in the manuals or in online help.

In this Version

This release of OASSPI provides limited support for Oracle Application Server version 10gR3.

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.

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1 In the Product list, click the product name.

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Installation Notes

Software and Hardware Requirements

Service Navigator is not required to run the OAS SPI. However, if you want to view service maps, Service Navigator must be installed.

Management Servers

Component	Supported Version
HP OpenView Operations for UNIX	7.1, 8.1, 8.2

Managed Nodes

Component	Supported Version
Oracle Application Server 9.04	HP-UX 11.11, 11.23 Solaris 8, 9, 10 Windows 2000, 2003 Red Hat Linux AS 2.1, 3, 4 Suse Linux ES 8, 9

Oracle Application Server 10gR2[1]	HP-UX 11.11, 11.23 Solaris 8, 9, 10 Windows 2000, 2003 Red Hat Linux AS 2.1, 3, 4 Suse Linux ES 8, 9
Oracle Application Server 10gR3	HP-UX 11.11, 11.23 Solaris 8, 9, 10 Windows 2000, 2003 Red Hat Linux AS 2.1, 3, 4 Suse Linux ES 8, 9
HP OpenView Performance Agent (UNIX or Windows)	C.03.00+
HP OpenView Reporter	2.x, 3.5, 3.6, 3.7
HP OpenView Performance Manager (HP-UX, Solaris, Windows)	4.x, 5.x

[1] For managed nodes running Red Hat Linux AS 4, in order for discovery to successfully update the service maps, upgrade to the latest version of Red Hat's `glibc` library.

Installation Requirements in a Non-Root HTTPS Agent Environment

If you are running or planning to run a non-root HTTPS agent on a UNIX managed node (OVO 8.x only), you must install the OS-dependent Sudo software package on that UNIX managed node. Sudo is free software available from http://www.sudo.ws. The OS-dependent software packages are available at the bottom of the download page (http://www.sudo.ws/sudo/download.html).

Non-English HP-UX System Requirement

If you install the OAS SPI on a non-English HP-UX system, you must install the `libiconv.sl` library on the OVO management server. This file is available at:

http://hpux.connectisl.com/hpdd/hpux/Development/Libraries/libiconv-1.11/

Enhancements and Fixes

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

QXCR1000382131: OASSPI log file template does not work

Known Problems, Limitations, and Workarounds

- **Problem:** Because of a defect in the Oracle Application Server, the following metric returns an incorrect value for total service time :

  — Metric 100

  Workaround: Go to http://metalink.oracle.com/ and track bug number 4690429. If a patch is available, install it so that the metric returns the correct value. Otherwise, continue to track this bug until a patch becomes available.

- **Problem:** In a non-English environment, the message browser does not display error messages correctly.

  Workaround: Change the character set of the OASSPI Error Log template and redeploy the template. For example, change the character set from "Shift-JIS" to "Japanese EUC."

- **Problem:** When multiple managed nodes are selected when running the Discover OracleAS or Configure OracleAS applications, or if the Discover OracleAS and Configure OracleAS applications are run at the same time, the SPI may report errors for one or more selected managed nodes because the SPI configuration file (SiteConfig) for one or more managed nodes has been misplaced. (QXCR1000306403: Discover/Configure application may misplace the SPI configuration file on a managed node.)

  Workaround: Run the Configure OracleAS application for each managed node that is reporting errors (run the application on each managed node one at a time).

- **Problem:** For a managed node running Red Hat Linux 4 or Suse Linux 9.1 or 9.2, discovery and/or metric threshold monitor alarming is not functioning AND the following error message is found in the SPI error log:

  ```
  *** glibc detected *** double free or corruption: 0x0937d008 ***
  ```

  Workaround: On the OVO agent, set the MALLOC_CHECK_ environment variable to 0 (zero) and restart the agent.

- **Problem:** Applications running on OAS 10gR3 do not appear on the service map.

  Workaround: N/A. This release of OAS SPI provides only limited support for OAS version 10gR3.

- **Problem:** Applications in the OracleAS Admin application group do not work properly for Oracle Application Server version 10gR3.

  Workaround: N/A. This functionality is not supported in this release of OAS SPI.

- **Problem:** Monitoring / Reports for OAS HTTP Server (for 10gR3) is not supported in this release of OAS SPI.

  Workaround: N/A.

- **Problem:** Logfile monitoring is not working on OAS 10gR3.

  Workaround: Logfile monitoring does not work on OAS 10gR3 because the configuration files (`SPIConfigLogFiles` and `MapLogFilesToServer`) do not get updated. The configuration files are created during configuration.

  You must update these files manually to enable logfile monitoring.

  a   The steps to manually update the `SPIConfigLogFiles` are as follows:

  Open the `SPIConfigLogFiles` from the location *`<OVDataDir>`*`/wasspi/oas/conf` and enter the location of the following logfiles in it:

  – Apache error log file

  – OC4J server.log

  – OC4J rmi.log

  – OC4J jms.log

  – OC4J global-application.log

  For example, an updated `SPIConfigLogFiles` file will look like this:

  ```
  /oracle/product/10.1.3/OracleAS_1/Apache/Apache/logs/error_log
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/rmi.log
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/
  server.log
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/
  global-application.log
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/jms.log
  ```

  b   The steps to manually update the `MapLogFilesToServer` file are as follows:

  Open the `MapLogFilesToServer` file from the location *`<OVDataDir>`*`/wasspi/oas/conf` and enter data about each of the above mentioned logfiles in the following format:

  `<log>``=`*`<ComponentType>`*`:`*`<ComponentName>`*`:`*`<ServerName>`*`:`*`<ModuleID>`*`:`*`<ServiceKey>`*

  `<log>` is the location of the individual logfile and *`<ModuleID>`* is the unique key assigned for each logfile by you.

  You can get the values for *`<ComponentType>`*, *`<ComponentName>`*, *`<ServerName>`*, and *`<ServiceKey>`* for each individual logfile from the `simpleSD.xml` file present in the *`<OVDataDir>`*`/wasspi/oas/conf` directory.

  For example, a manually updated `MapLogFilesToServer` file will look like this:

  ```
  /oracle/product/10.1.3/OracleAS_1/Apache/Apache/logs/error_log=ohs:HTTP_Server:ias_adm
  in.wasspis3:ohs_error:/ias_admin.wasspis3/HTTP_Server
  ```

  ```
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/rmi.log=ajp13:hom
  e:ias_admin.wasspis3:home_default_group_1_rmi:/ias_admin.wasspis3/home
  ```

  ```
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/server.log=ajp13:
  home:ias_admin.wasspis3:home_default_group_1_server:/ias_admin.wasspis3/home
  ```

  ```
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/global-
  application.log=ajp13:home:ias_admin.wasspis3:home_default_group_1_global-
  application:/ias_admin.wasspis3/home
  ```

  ```
  /oracle/product/10.1.3/OracleAS_1/j2ee/home/log/home_default_group_1/jms.log=ajp13:hom
  e:ias_admin.wasspis3:home_default_group_1_jms:/ias_admin.wasspis3/home
  ```

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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