HP OpenView Smart Plug-in for BEA WebLogic 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 BEA WebLogic Server (WLS SPI) for the release 4.20. It contains important information not included in the manuals or in online help.

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In This Version

This release of WLS SPI provides:

- Support for WebLogic Server 9.1 and 9.2

- Support for hardware cluster Failover

  — HP-UX MCSG cluster

- Improved error logging and fault tolerance in Discovery functionality

- BEA Validation (complete)
  New tools and metrics added:

  — Tools

    – Metric Reports tools group

      o B238_EJBCacheHitPct: Generates report for percentage of EJBs in the cache in use

    – WebLogic application group

      o View Application Activation Status: Allows you to view the activation status of applications running on a WebLogic Server

      o View Application Timeout: Allows you to view the time left before retiring applications running on a WebLogic Server will timeout

  — Metrics

    – B016_GloThrePoolOverload: Global Thread Pool overload condition

    – B017_WorkloadMgrOverload: Workload Manager overload

- Application Instance Support: Application instance level monitoring will allow you to fine tune the WebLogic Server components at the application level

- Support for AIX 5.3

- Support for Intel Xeon 64 bit processor - EM64T

- Support for HP-UX 11.23 Itanium

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/**

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

Software Requirements

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

Management Servers

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

Managed Nodes

Component	Supported Versions
WebLogic Application Server 6.1 sp1+	HP-UX 11.00, 11.11 HP Tru64 5.1A, 5.1B, 5.2 Solaris 2.6, 7.0 Windows 2000
WebLogic Application Server 7.0	HP-UX 11.00, 11.11 HP Tru64 5.1A, 5.1B, 5.2

	Solaris 7, 8, 9, 10 Windows 2000, 2003 IA64 Red Hat Enterprise Linux AS/ES 2.1
WebLogic Application Server 8.1 sp1+	HP-UX 11.00, 11.11, 11.23, 11.23 IA64 HP Tru64 5.1A, 5.1B, 5.2 Solaris 8, 9, 10 Windows 2000, 2003 IA64 Red Hat Enterprise Linux AS/ES 2.1 (32 bit), 3.0 (32 bit), 4.0 (32 bit) SuSe Linux ES 8.0 (32 bit), 9.0 (32 bit) AIX 5.1, 5.2, 5.3 Intel Xeon 64 bit processor - EM64T
WebLogic Application Server 9.0 , 9.1, 9.2	HP-UX 11.11, 11.23, 11.23 IA64 HP Tru64 5.1A, 5.1B, 5.2 Solaris 8, 9, 10 Windows 2000, 2003 IA64 Red Hat Enterprise Linux AS/ES 3.0 (32 bit), 4.0 (32 bit) SuSe Linux ES 8.0 (32 bit), 9.0 (32 bit) AIX 5.1, 5.2, 5.3 Intel Xeon 64 bit processor - EM64T
HP OpenView Performance Agent (UNIX or Windows)	UNIX C.02.00+, Windows C.03.00+, Linux 4.x
HP OpenView Reporter	2.x, 3.5, 3.6, 3.7
HP OpenView Performance Insight	5.0, 5.1
HP OpenView Performance Manager (HP-UX, Solaris, Windows)	4.x, 5.x
PeopleSoft	WeblogicVersion: WebLogic Temporary patch 2 for PeopleSoft

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).

Enhancements and Fixes

The following items (identified by error tracking number) are fixed in the current software release. More detailed information about enhancements and fixes can be found online at the HP Online Software Support web site. The first time you visit this site, you must enter your HP passport information. To set up your passport profile, go to: http://support.openview.hp.com/support.jsp?fromOV=true.

QXCR1000316160: wasspi_wls_ca -r messes up the SERVER numbers in SiteConfig.
QXCR1000318056: Perl command "use lib" not effective.
QXCR1000320341: Tracing not working on WLS.
QXCR1000318561: Discovery not working for T3S and servers created in non-default directories.
QXCR1000337519: No mention of Configuring WLSSPI for WLS running on HTTPS (Inactive)
QXCR1000317620: Metric 85 should use UserLockoutManagerMBean for WLS 7.x and 8.x
QXCR1000328023: deprecated attribute "CacheHitCount" in our MetricDefinitions.xml file
QXCR1000357842:WLSSPI4.00: customer requests hotfix for metric85 (Inactive)
QXCR1000337628: [WLSSPI 4.00] ovtrc3.jar is listed in "Missing Files" by Verify application
QXCR1000381700: collector processes hanging in RHEL 4.0 (Kernel 2.6) environment.

Known Problems, Limitations, and Workarounds

- **Problem:** On the Windows managed node, the Verify tool gives a message saying there is a version mismatch for the file `wasspi_wls_trace.pm`

  Workaround: This will not cause any problem in the functioning of the SPI. It can be ignored.

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

  Workaround: Change the character set of the WLSSPI 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 WebLogic or Configure WebLogic applications, or if the Discover WebLogic and Configure WebLogic 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.

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

- **Problem:** The perl installed with the OVO agent fails to find the OVO perl modules if another application (such as Oracle Application Server) sets the PERL5LIB environment variable to point at locations that do not include the OVO perl lib location.

  Workaround 1: Set the `PERL5LIB` system environment variable:

  1 Prepend `C:\Program Files\HP OpenView\nonOV\perl\a\lib` (the OVO perl lib path) to the `PERL5LIB` system environment variable.

  2 Kill the OVO agent: **opcagt -kill**

  3 Restart the OVO agent: **opcagt -start**

  4 Check the OVO environment: **ovdeploy -cmd set**

5   If the `PERL5LIB` variable is not set correctly in the OVO environment but the system variable is set correctly, reboot the system.

Workaround 2:

1   Delete the `PERL5LIB` system environment variable.

2   Reboot the system.

3   Run the Discover application.

Workaround 3: Run the discover script on the target node. Enter the following:

1   `cd /var/opt/OV/bin/instrumentation`

2   `wasspi_wls_perl –S wasspi_wls_discovery.pl`

NOTE: The service map is not generated when the discover script is run locally (is not run from the OVO management server).

- **Problem:** The `wls.log` file grows very large.

  Workaround: Limit the size of the data saved to the log file each time the logfile encapsulator is run. In the `SPIConfig` file (located in `/var/opt/OV/wasspi/wls/conf/` or `/var/opt/OV/conf/wls/` on UNIX platforms and `/usr/OV/wasspi/wls/conf/` on Windows platforms), add the following:

  ```
  # maximum number of lines to save to the log file / run
  LOG_LINE_LIMIT=16667
  # maximum number of characters to save from each log file / run
  LOG_SIZE_PER_FILE_LIMIT=600000
  ```

- **Problem:** When using WebLogic Server 6.1, getAttributes returns a null value.

  Workaround: Install WebLogic Server 6.1 sp7 (service pack 7).

- **Problem:** On managed nodes using the DCE agent, the `/var/opt/OV/wasspi` directory and SiteConfig file are not created when running the SPI Discovery or Configuration applications. The problem may be that the component opctranm may be hung.

  Workaround: On the management server, run the following commands:

  ```
  ovstop ovoacomm
  rm –f /var/opt/OV/share/tmp/OpC/mgmt_sv/magmgr*
  ovstart opc
  ```

- **Problem:** When the WebLogic Server is started, multiple `WLSSPI-0011.1: % of execute threads used (<VALUE>%) too high` messages are displayed in the message browser.

  Workaround: These messages can be safely ignored when the WebLogic Server is being started.

- **Problem:** When the `Self-Healing Info` application is run on a Windows managed node, the output file may be hidden.

  Workaround: If you do not see the file, do the following on the managed node:

1   Open Windows Explorer.

2   From the Tools menu, select Folder Options.

3   Click on the View tab.

4   Under Hidden files and folders, select Show hidden files and folders.

- **Problem:** On a Solaris managed node, the ddflog and dsilog processes hang. The error message `WASSPI-1: Unable to create the lock file /var/opt/OV/wasspi/wls/datalog/ddflog.lck. File already exists.` is reported and running the command `ps -l` shows that the ddflog_coda and ddflog or dsilog processes are hung.

  Workaround: On each Solaris managed node on which the problem occurs, do the following:

  1 In the `/var/opt/OV/wasspi/wls/conf/SPIConfig` file, set the `DATA_LOGGING_EXECUTABLE_NAME` property after the "#--------- Dynamic definitions -----------" entry. `DATA_LOGGING_EXECUTABLE_NAME` explicitly sets the data logging program that is used (normally, the collector automatically determines the data logging program to use).

     If you are running OVPA, set the property to the following value:

     DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog

     If you are running CODA, set the property to the following value:

     DATA_LOGGING_EXECUTABLE_NAME=/opt/OV/bin/OpC/monitor/ddflog_coda

  2 Kill the hung ddflog_coda and ddflog or dsilog processes.

     Example excerpt from the SPIConfig file after setting the property:

     ```
     UDM_GRAPH_CAPACITY=50000
     UDM_PERF_CAPACITY=50000
     #--------- Dynamic definitions -----------
     DATA_LOGGING_ENABLED=TRUE
     DATA_LOGGING_EXECUTABLE_NAME=/opt/perf/bin/dsilog
     ```

- **Problem:** The "View Graphs" application does not work.

  Workaround: On the OVPM Windows system, copy the file:

  \Program Files\HP Openview\newconfig\WLSSPI_Graphs.txt

  to:

  \Program Files\HP Openview\newconfig\VPI_GraphsWLSSPI.txt

- **Problem:** On Linux nodes, the "Configure SPI" or "Discovery" application can fail without configuring the SPI on the managed Linux node. This happens because some of the configuration processes require uudecode to be present on the local node.

  Workaround: Ensure that uudecode is installed on the target managed node. It is available in the SHARUTILS package.

- **Problem:** The "Start WebLogic" and "Stop WebLogic" applications fail on Windows nodes if the USER or SERVER<n>_USER configuration property is set. The application is trying to run the "su" command, which is only available on UNIX.

  Workaround: Do not set the USER or SERVER<n>_USER property when configuring the SERVER<n>_START_CMD or SERVER<n>_STOP_CMD properties for Windows nodes.

- **Problem:** The SPI's configuration log `…/wls/log/config.log` on a managed node grows without being managed for size. This file is appended to whenever the SPI's configuration is run, either manually or when the discovery process finds a change that requires configure to run (such as a WebLogic server being added or removed). Unless there are frequent changes to the environment requiring reconfiguration, this should not be a problem.

  Workaround: Manually delete the file if it gets too large.

- **Problem:** WebLogic Server SPI cannot locate and therefore is unable to monitor the WebLogic log file when WebLogic Server is not started from the `HOME` directory. **This is only a problem in WebLogic Server 6.0 and 6.1.**

  The location and name of the WebLogic Server log file is specified in the WebLogic Administration Console in the "Logging" tab on the server configuration page. If this log file is specified with a relative path, this path is relative to the directory in which the WebLogic Server is started. The default is the WebLogic home (`WL_HOME`) directory specified when the WebLogic SPI is configured. The startup scripts installed by BEA start WebLogic Server from its home directory.

  No means currently exists for querying the server for its startup directory. So, if the WebLogic Server is started up in a directory other than `WL_HOME` and the log file is specified as a relative path, the WLSSPI may not be able to locate and monitor the WebLogic Server log file.

  Workarounds (choose either A, B, or C):

  (A) Configure the `LAUNCH_DIR` variable in the WebLogic Server SPI configuration file to define the location of the WebLogic Server startup directory. Please see Chapter 2 of the User's Guide for details.

  (B) Ensure that WebLogic Server is started from the `WL_HOME` directory, which is the default if you use the startup scripts provided by BEA. Also, note that the WLSSPI will not recognize a fully qualified path name for the log file. You must use a relative path for the WebLogic Server log file in order for it to be located and monitored by the WLSSPI.

  (C) In the WLS SPI configuration file, include the fully qualified name(s) of the WebLogic Server logfile(s) you want to monitor. For multiple logfile entries, separate each logfile name with a comma.

  To edit the file:

  1. Run the **WLSSPI→WLSSPI Admin→Config WLSSPI** application to edit the file.

  2. Insert an additional line beginning with keyword `SERVER<n>_LOGFILE` as shown below, followed by the fully qualified file name:

     ```
     SERVER<n>_LOGFILE = <path>/<file_name_1>,</<path>/<file_name_2>
     ```

  3. Save the file and deploy to the node.

  NOTE: This workaround is an enhancement to the syntax as documented in the *HP OpenView Operations Smart Plug-in for BEA WebLogic Server Configuration Guide*.

- **Problem:** Two Netscape Navigator browser windows are launched when running the View Graphs application. The top window obscures the OVPM function buttons in the lower window.

  Workaround: This problem only occurs with Netscape Navigator version 4.79. Use Netscape Navigator version 6.0 or higher.

- **Problem:** The Web browser cannot be launched from an operator action after you have correctly configured the WLS SPI as instructed in the "Configure the Management Server to Launch your Web Browser" task in chapter 2 of the *HP OpenView Operations Smart Plug-in for BEA WebLogic Server Configuration Guide*.

  Workaround:

  1. Stop and restart the agent from a user other than `root` by entering the following commands on the managed node:

     opcagt –kill
     opcagt –start

  2. Run the operator action.

- **Problem:** Netscape fails to refresh graphing data. Specifically, when you use Netscape as the browser to graph your data (graphing capability included with Reporter 3.0 or higher), the browser fails to refresh when new selections are made.

  For example, in the OVO console after you drag and drop a managed node onto the WLSSPI Admin application *View Graphs*, Netscape appears and displays a blank WLS SPI graphing page where you can accept or change the following default selections:

  > Server: *MyServer_1*
  > Graph Name: *Serverstat*
  > Data Range: *7 Days* (ending now)

  By clicking Draw, you successfully generate the graph.

  However, when you select a different server, let's say *MyServer_2*, you see that the graph that appears after you click the Draw button is the same graph/data as the one you just viewed (for *MyServer_1*).

  Workaround:

  1 In Netscape from the Edit menu select **Preferences→Advanced→Cache**.

  2 In the segment labeled Document in cache is compared to document on network, select radio button **Never**.

  3 After successfully generating the first WLS SPI graph, for any subsequent graphs, always change a minimum of two selections to refresh the data; for example select a different server and a different graph; or select a different graph and a different date range. Any two differing selections work to clear the current graph data from the browser cache.

  4 **Note**: The underlined text Refresh Graph Now at the bottom of the Web page does not work; when clicked, it may return the error: `the parameter is incorrect`.

- **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.

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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