
HP OpenView Smart Plug-in for IBM WebSphere 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 WebSphere Application Server (WBS 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 WBS SPI provides:

- Support for WebSphere Application Server 6.1 (on Windows operating system, only partial support is provided. For details, refer to the section [Known Problems, Limitations, and Workarounds.](#))
- Support for Hardware Cluster Failover
 - HP-UX MCSG Cluster
- Improved error logging and fault tolerance in Discovery functionality
- 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/

- 1 In the Product list, click the product name.
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<http://www.adobe.com>

Installation Notes

Software and Hardware Requirements

Service Navigator is not required to run the WBS 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
WebSphere Application Server 4.0, 4.1	HP-UX 11.00, 11.11 AIX 4.3.3, 5.1, 5.2, 5.3 Solaris 7, 8 Windows 2000 Red Hat Enterprise Linux 2.1 AS/ES (32 bit)
WebSphere Application Server 5.0	HP-UX 11.11, 11.23, 11.23 IA64 AIX 4.3.3, 5.1, 5.2, 5.3 Solaris 7, 8, 9, 10 Windows 2000, 2003, 2003 IA64 Red Hat Enterprise Linux AS/ES 2.1(32 bit), 3.0 (32 bit)
WebSphere Application Server 5.1	HP-UX 11.11, 11.23, 11.23 IA64 AIX 5.1, 5.2, 5.3 Solaris 7, 8, 9, 10 Windows 2000, 2003, 2003 IA64 Intel Xeon 64 bit processor - EM64T 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)
WebSphere Application Server 6.0	HP-UX 11.11, 11.23, 11.23 IA64 AIX 5.1, 5.2, 5.3 Solaris 7, 8, 9, 10 Windows 2000, 2003, 2003 IA64 Intel Xeon 64 bit processor - EM64T 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)
WebSphere Application Server 6.1	Note: Please see the footnote below the table HP-UX 11.11, 11.23, 11.23 IA64 AIX 5.1, 5.2, 5.3 Solaris 7, 8, 9, 10

	Windows 2000, 2003, 2003 IA64 ¹ Intel Xeon 64 bit processor - EM64T 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)
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

¹WebSphere Application Server 6.1 is supported on Windows only if COLLECTOR_MODE is set as TRANSIENT. See the section Known Problems, Limitations, and Workarounds for details.

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

None

Known Problems, Limitations, and Workarounds

- **Problem:** Two or more versions of the WebSphere application server are running on a managed node and discovery does not correctly set the properties for the application server(s).

Workaround 1:

- 1 Verify the application servers are using non-conflicting ports. If you install an application server in a different home directory, the installer may choose a port used by an existing application server (even if you set the installer to auto-configure non-conflicting ports).
- 2 If application servers are using the same bootstrap port, modify the port numbers so that each application server uses a unique bootstrap port.
- 3 Run the Discover application.

Workaround 2: If you want to use the same bootstrap port, run the Configure WBSSPI application and do the following:

- 1 Set the HOME, JAVA_HOME, VERSION, and other properties that are incorrectly set.
- 2 Set a unique ALIAS for each application server using the same port.
- 3 Unselect the AUTO_DISCOVER check box for the application server that is not running.
- 4 Select Finish.

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

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

- **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 multiple managed nodes are selected when running the Discover WebSphere or Configure WebSphere applications, or if the Discover WebSphere and Configure WebSphere 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 WebSphere application for each managed node that is reporting errors (run the application on each managed node one at a time).

- **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:** 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_wbs_perl -S wasspi_wbs_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 `wbs.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/wbs/conf/` or `/var/opt/OV/conf/wbs/` on UNIX platforms and `/usr/OV/wasspi/wbs/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:** 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 WBS 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 WebSphere Application 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 WBSSPI Admin application *View Graphs*, Netscape appears and displays a blank WBS 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 WBS 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.

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:** 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/wbs/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:

- 4 In the /var/opt/OV/wasspi/wbs/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
```

- 5 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 WBS SPI requires that PMI be enabled in WebSphere in order to gather metrics. With WebSphere 4, the SPI automatically enables PMI if it is not enabled and sets the impact level of PMI to that required for the metrics that the user selects. WebSphere 5 servers have no capability for PMI to be enabled except from the WebSphere console. The WBS SPI will fail if it tries to monitor a WebSphere 5 server that does not have PMI enabled.

Workaround: Before configuring the SPI, use the WebSphere console and enable PMI.

- **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 WebSphere" and "Stop WebSphere" 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 `.../wbs/log/config.log` on a managed node grows without being managed for size. Information is appended to this file 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 WebSphere 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:** For a managed node running Red Hat Linux 4, 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:** The WebSphere Application Server version 6.1 is supported on Windows platform only if the `COLLECTOR_MODE` is set to `TRANSIENT` (the default mode is `PERSISTANT`).

Workaround: To set the `COLECTOR_MODE` to `TRANSIENT`, follow this step:

Open the `SPIConfig` file present in `<OvAgentDir>/wasspi/wbs/conf/` directory and add the following line:

```
COLLECTOR_MODE=TRANSIENT
```

The `TRANSIENT` mode is resource intensive.

- **Problem:** The output of Check WebSphere application displays date format in English, in all locales. There is no workaround for this problem, in the current release.

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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