

Release Notes

HP OpenView Operations Smart Plug-in for HP Storage Essentials

Administrator's Reference for HP OpenView Operations for Unix



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Overview

HP OpenView Operations Smart Plug-in for HP Storage Essentials (Storage Essentials SPI) integrates HP Storage Essentials (HP SE) with HP OpenView Operations for Unix (OVOU). The OVO management scope for Storage Essentials SPI includes systems managed by HP Storage Essentials installed in an environment comprising an OVO management server and one or more OVO managed nodes. The Storage Essentials SPI is used to monitor HP Storage Essentials services. The Storage Essentials SPI along with the HP OpenView Operations Integration for HP Systems Insight Manager (HP SIM Integration) integrates HP Storage Essentials with HP OpenView Operations by forwarding storage events through the HP SIM Integration to OVO. The HP SIM Integration, together with the Storage Essentials SPI, allows the storage network to be monitored and managed from the OpenView Operations management server console. The Storage Essentials SPI enables OVO administrators to troubleshoot problems in the storage network before they become serious enough to affect applications, and ultimately the end-users. Storage events are stored in the HP Systems Insight Manager's database. OVO intelligent agents are configured on the HP Systems Insight Manager CMS, the HP Storage Essentials CMS, and managed servers, which are the managed nodes in the OVO management domain.

Features and Functionality

Following are the features and benefits of HP Storage Essentials:

- **Service Discovery**
Discovers the HP Storage Essentials central management service and HP SE managed hosts CIM Extension services.
- **Service/Process Monitoring**
Monitors the availability of Storage Essentials central management application, the AppStorManager process and Storage Essentials CIM Extension process. As a result, any service alerts can then be communicated to the OVO Service Navigator and the OVO Message Browser. This enables administrators to perform root-cause analysis of the inherent Storage Essentials services.
- **Template groups**
The Storage Essentials SPI template groups contain templates for monitoring the Storage Essentials AppStorManager process and Storage Essentials CIM Extension process.
- **Application groups**
The Storage Essentials SPI application group contains applications to start, stop, and view status of Storage Essentials AppStorManager process and Storage Essentials CIM Extension process.
- **Self-Healing Services (SHS)**
The Storage Essentials SPI is also integrated with HP OpenView Self-Healing Services to provide improved troubleshooting and streamlined problem analysis and incident reporting, by collecting data and system information relevant to the fault at the time that the fault occurs. SHS has the capability to gather troubleshooting data and save it in a compressed file. 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.

Installing and Licensing

No license is required for Storage Essentials SPI.

Installation Notes

Installation instructions for the Storage Essentials SPI are documented in the *HP OpenView Smart Plug-in for HP Storage Essentials Administrator's Reference for HP OpenView Operations for Unix* provided in Adobe Acrobat (.pdf) format. The document file is included on the product's CD media as:

`<mount_point>/OV_DOC/HPSESPI_01.20.000/HPSE_Config.pdf`

Support Matrix

Software Requirements

Following are the software requirements for installing the Storage Essentials SPI:

- HP OpenView Operations for HP-UX or Solaris, Version A.07.2x or A.08.2x
- HP Systems Insight Manager 5.0 with Service Pack 5
- HP Storage Essentials 5.1.0 or 5.1.1 (Linux)
- HP SIM Integration, Version 01.20.000

For more information on installing HP SIM Integration, see *HP OpenView Operations Integration for HP Systems Insight Manager Administrator's Reference for HP OpenView Operations for Unix*.

- Service Discovery Component for HP OpenView SPIs, Version A.02.10
- HP OpenView Smart Plug-in Self-Healing Information Collector, Version A.02.20.000

 **NOTE:**

HP OpenView Operations (OVO) management server must be installed before you install the Storage Essentials SPI. However, it is not necessary to stop the OVO sessions before installing the Storage Essentials SPI.

Table 1 lists the disk space requirements for each operating system.

Table 1 Disk space requirements

System	Operating System	Installation	Runtime Files	Total
OVO management server (includes documentation)	HP-UX 11.00, 11.11, 11.23 PA, and 11.23 IA Solaris 8, 9, and 10	4 MB	1 MB	5 MB
OVO managed node	HP-UX 11.00, 11.11, 11.23 IA, and PA	1 MB	1 MB	2 MB
	Solaris 8, 9,10			
	RedHat Linux Advanced Server 3.0 (32-bit)			
	RedHat Linux Advanced Server 4.0 (32-bit and 64-bit)			
	SuSE Linux Enterprise Server 8 (32-bit)			
	SuSE Linux Enterprise Server 9 (32-bit and 64-bit)			
	AIX 5.1, 5.2 and 5.3			
Tru64 5.1B				
Microsoft Windows 2000 Microsoft Windows 2003 (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 Storage Essentials SPI.

Table 2 lists OVO Management Server versions supported by Storage Essentials SPI.

Table 2 OVO Management Server Versions

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

Table 3 lists HP Systems Insight Manager CMS versions supported by Storage Essentials SPI.

Table 3 HP Systems Insight Manager CMS Versions

HP Systems Insight Manager CMS	Operating System
HPSIM 5.0 with SP5	<ul style="list-style-type: none"> Windows 2000 Windows 2003 (32-bit) RedHat Linux AS 4 (32-bit) SuSE Linux ES 9 (32-bit)

Table 4 lists HP Storage Essentials CMS versions supported by Storage Essentials SPI.

Table 4 HP Storage Essentials CMS Versions

HP Storage Essentials	Operating System
<ul style="list-style-type: none"> HP SE 5.1.0 	<ul style="list-style-type: none"> Windows 2000 Windows 2003
<ul style="list-style-type: none"> HP SE 5.1.1 	<ul style="list-style-type: none"> RedHat Linux EL 4.0 SuSE Linux ES 9

Table 5 lists CIM Extension and OVO Agent supported by Storage Essentials SPI supported by Storage Essentials SPI.

Table 5 CIM Extension and OVO Agent Versions

Agent	Operating System
CIM Extension OVO Agent	<ul style="list-style-type: none">• Windows 2000• Windows 2003 (32-bit)• HP-UX 11.00• HP-UX 11.11• HP-UX 11.23 PA• HP-UX 11.23 IA• Solaris 8• Solaris 9• Solaris 10• RedHat Linux EL 3.0 (32-bit)• RedHat Linux EL 4.0 (32-bit)• RedHat Linux EL 4.0 (64-bit)• SuSE Linux ES 9 (32-bit)• SuSE Linux ES 9 (64-bit)• AIX 5L 5.1• AIX 5L 5.2• AIX 5L 5.3

Hardware Requirements

For a detailed list of hardware requirements, see the following documents:

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

Known Problems, Limitations, and Workarounds

The following limitations are known in the current software release:

Storage Essentials SPI for OVO is I18N compliant, the HP Storage Essentials 5.1 integrated with HP Systems Insight Manager is not internationalization (I18N) compliant.

While the HP Storage Essentials SPI for OVOU is I18N compliant, the HP Storage Essentials version 5.0 product has known issues with I18N compliance which may manifest in the OVO integration (event messages, etc) - for details on HP SE I18N compliance, please see *HP Storage Essentials Release Notes*.

Storage Essentials SPI configuration files getting deleted

Symptom: The Storage Essentials Service Discovery fails.

Description: Storage Essentials SPI configuration files getting deleted when re-deploying commands with **Force Update** enabled, on the DCE Agent nodes.

Action: Obtain HP Storage Essentials CMS credentials.

For more information on obtaining HP Storage Essentials CMS Credentials, see: *HP OpenView Operations Smart Plug-in for HP Storage Essentials Administrator's Reference for HP OpenView Operations for Unix Guide*.

Get HP SIM Credentials application fails on valid credentials

Description: The **Get HP SIM Credentials** application fails to validate with HP Storage Essentials, 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, go to the following website:

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>
