

HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System: Software Release Notes

HP OpenView



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1 **Announcements**

Announcements

VantagePoint SMART Plug-In for Remedy Action Request System version A.02.00 is now available. The HP OpenView VantagePoint SMART Plug-In (SPI) for Remedy™ Action Request System® enables you to integrate HP OpenView Vantage Point Operations (VPO) with the Remedy Action Request (AR) System and includes all the features summarized in this section:

- **Summary of Features in the Remedy SPI**
- **Available Documentation**

Summary of Features in the Remedy SPI

In combination with HP OpenView Vantage Point Operations (VPO), the VantagePoint SMART Plug-In for Remedy Action Request System A.02.00:

- adapts to fit an organization's individual needs
- creates new action requests by automatically sending a VPO message to an AR System
- creates new action requests when a VPO user decides to send one or more VPO messages to an AR System
- uses external data and actions to add supplementary details to an action request
- updates action requests when the corresponding VPO message changes
- updates action requests by adding further VPO messages
- updates VPO messages from the AR System. This includes:
 - changing ownership of the VPO message
 - adding annotations to the VPO message
 - escalating a VPO message
 - acknowledging a VPO message to reflect the status of the action request
 - starting an action in VPO

The Remedy SPI also provides:

- complete integration with the VPO GUI
- the capacity to monitor AR system availability with VPO
- the capacity to monitor Remedy SPI availability with VPO

Available Documentation

The following printed and on-line documentation is provided for HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System A.02.00:

- Hardcopy Documentation:
- On-line Documentation (PS *and* PDF format)

Hardcopy Documentation

The following manuals are supplied in hard-copy format:

- *HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System Administrator's Reference*
- *HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System Software Release Notes*

On-line Documentation

The following manuals are supplied in postscript (PS) and portable document format (PDF):

- *HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System Administrator's Reference*
- *HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System Software Release Notes*

NOTE

The PDF files supplied with HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System A.02.00 were generated with Adobe Acrobat 4.0. Some of the graphics might not display correctly, or at all, if not viewed with Adobe Acrobat Reader 4.0.

2 What's in this Version?

What's in this Version?

This chapter gives a more detailed description of the main features provided with the VantagePoint SMART Plug-In for Remedy Action Request System version A.02.00. The section also indicates where to find more information on Remedy SPI A.02.00 and related products, and covers the following areas:

- Features
- Related Remedy SPI Products

Features

HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System version A.02.00 includes the following features:

- Asynchronous, bi-directional data exchange between the VPO server and the Remedy AR server
- Automatic submission via the trouble-ticket interface
- Manual submission of selected VPO messages via VPO application
- Attach additional VPO messages to an existing Action Request
- Complement VPO message information with external information before the submission of Action Requests
- Forward to ARS of VPO message-change events (including the changed message attributes)
- Forward (as a message annotation) changes to the Action Request to the related VPO message
- Set the message state to; escalate, own, and acknowledge based on changes to the Action Request
- Start VPO operator-initiated actions from ARS via the active-filter mechanism
- Configurable mapping of VPO message attributes to AR server database schema fields
- Multiple-VPO-server to multiple-ARS-server to multiple schema forwarding functionality
- Monitor both the availability and the health of the Remedy ARS server via logfile encapsulation of the AR Server logfiles and process monitoring of the AR server processes
- Self monitoring of the Remedy SPI via logfile encapsulation of the Remedy SPI process logfiles and process monitoring of the Remedy SPI processes

What's in this Version?

Related Remedy SPI Products

Related Remedy SPI Products

The HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System product includes support for the following HP OpenView products:

- HP OpenView IT/Operations 4.x
- HP OpenView Vantage Point Operations 5.30

Information on the HP OpenView Web Pages

For more information on HP OpenView products check out the HP OpenView web site found at:

<http://www.hp.com/openview/>

For patch information access the following HP OpenView website:

<http://ovweb.external.hp.com:80/cpe/patches/>

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**Known Problems and
Workarounds**

Known Problems and Workarounds

This section describes any problems with the HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System software that are already known and that could not be fixed before release, and where necessary, provides recommended workarounds.

Known Problems

The problems are grouped into the following categories:

- Installation Problems
- General Problems

Installation Problems

1. Symptom

An error occasionally occurs when Remedy SPI commands are distributed to an ITO 4.x Windows NT managed node. The problem concerns the name of the command script `itoupdate.exe`, which is too long to be handled correctly. As a result, the file is not distributed to the managed node and a message appears in the ITO message browser.

Solution

Copy the file `itoupdate.exe` to the managed node manually. You can find the `itoupdate.exe` file in the following directory on the VPO management server:

```
/var/opt/OV/share/databases/OpC/mgd_node/customer/ms/\  
intel/nt/cmds/
```

You need to copy the `itoupdate.exe` file to the following directory on the Windows NT managed node:

```
\usr\OV\bin\OpC\intel\cmds
```

General Problems

1. Symptom

If you use the Full Text Search (FTS) capability in ARS 4.x to create indexes for long text fields, you should be aware that the value of this field is neither set nor read by the Remedy SPI server. Although no error is flagged, the value remains unchanged in the AR User Tool. If the value of such fields is used in the ITO_UPDATE section of the Remedy SPI `rules` file, VPO sees

Known Problems

only an empty string instead of the actual value.

Solution

Do not use the FTS capability in this version of the Remedy SPI.

2. Symptom

If tracing is enabled on a Solaris VPO server, the Remedy SPI server process `remspisrv` occasionally aborts and dumps a core. This is true even if tracing is turned on in the `opcsvinfo` file.

Solution

Do not enable tracing on a Solaris VPO server if the Remedy SPI is needed.

3. Symptom

The AR system is installed on Windows NT and:

- the VPO messages are not updated if the corresponding AR ticket is modified, or
- the VPO operator-initiated action is not started if the corresponding AR active link is invoked, or
- the VPO message is not escalated if the corresponding AR active link is invoked

Solution

If the VPO agent on Windows NT is installed on a *different* disk drive letter to the AR system, the drive letter has to be included in the execution command of the active links and the filter (path to `itoupdat.exe`). For example:

```
D:\usr\OV\bin\OpC\intel\cmds\itoupdat.exe
```

4. Symptom

DIARY fields in AR tickets get longer and longer and contain strange entries (e.g. "97636364Demo bla") when updated with *new* VPO message entries. In addition, if the DIARY fields are stored as annotations to the corresponding VPO messages, the new annotations always contain the complete contents of the DIARY fields. This increases the length of the annotations, too.

Solution

Use the policy keyword *OVERWRITE* for updated DIARY fields in the rules file. For example:

```
UPDATE OVERWRITE FIELD 1000000001 "$MSG_ANNOS"
```

This way, the AR system still appends the VPO message attribute to the contents of the DIARY field (note that this is *always* true for DIARY fields). However, now only the *new* entries are transferred from VPO to the AR system (and back to the VPO annotations, if so configured).

Known Problems

4 Compatibility and Installation Requirements

This chapter describes:

- **Operating System and Management Server Platforms Supported by the Remedy SPI**
- **Agent Platforms and OS Supported by the Remedy SPI**

Operating System and Management Server Platforms Supported by the Remedy SPI

Table 4-1 indicates which versions of the operating system and which versions of the VPO management server software are supported by the HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System A.02.00.

Table 4-1

VPO Servers Supported by the Remedy SPI

VPO Version	Operating System			
	HP-UX		Sun Solaris	
	10.20	11.0	2.6	7
4.x with patch PHSS_16272	✓	X	X	X
5.30	✓	✓	✓	✓

Agent Platforms and OS Supported by the Remedy SPI

Table 4-2 provides information about the VPO agent platforms, the operating systems, and the ARS server versions now supported by the HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System A.02.00.

Table 4-2 AR Servers Supported by the Remedy SPI

Hardware Platform	Operating System	AR System Version	
		3.x	4.0
HP 9000/700, HP 9000/800	HP-UX 10.20	✓	✓
	HP-UX 11.0	X	✓
Intel	Windows NT 4.0	✓	✓
Sun SPARC	Solaris 2.5	✓	✓
	Solaris 2.51	X	✓
	Solaris 2.6	✓	✓
	Solaris 7	✓	✓

5 Product/Release Matrix

Product/Release Matrix

This section provides information about inter-product relationships, the contents of product bundles. The section covers the following areas:

- Product Version Information
- Software Availability

Product Version Information

HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System A.02.00 is the latest release for the HP-UX 10.20 and HP-UX 11.0 and Sun Solaris platforms. Table 5-1 explains which software depot (SD) bundles are available with the Remedy SPI.

Table 5-1 **The Remedy SPI SD Bundles**

SD Bundle	Product	Description
SPI-Remedy	SPI-REM-SRV	SPI server software – contains everything necessary to run the SPI (executables, shell scripts, etc.)
	SPI-REM-CFG	
	SPI-REM-DOC	
SPI-RemedyDoc	SPI-REM-DOC	SPI documentation

Table 5-2 explains which filesets are contained in the Remedy SPI product bundles.

Table 5-2 **The Products in the Remedy SPI SD Bundles**

SD Product	SD File Set	Description
SPI-REM-SRV	SPI-REM-SERVER	Remedy SPI server software
SPI-REM-CFG	SPI-REM-CONFIG	Remedy SPI Configuration
SPI-REM-DOC	SPI-REM-DOCUM	Remedy SPI Documentation

Table 5-3 describes the contents of the Remedy SPI filesets.

Table 5-3 **The Remedy SPI SD File Sets**

SD File Set	Description
SPI-REM-SERVER	Remedy SPI server software

Table 5-3 The Remedy SPI SD File Sets

SD File Set	Description
SPI-REM-CONFIG	Remedy SPI Configuration including: <ul style="list-style-type: none"><li data-bbox="656 395 1016 421">• SPI server configuration files<li data-bbox="656 444 1166 470">• VPO GUI Integration in uploadable format<li data-bbox="656 493 1078 519">• VPO templates and monitor scripts
SPI-REM-DOCUM	Remedy SPI Documentation including <ul style="list-style-type: none"><li data-bbox="656 598 1059 624">• Administrator's Reference Guide<li data-bbox="656 647 958 673">• Software Release Notes

For more information about product bundles and installation prerequisites, see the sections on product bundles and filesets in the *HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System Administrator's Reference*.

Software Availability

A localized version of HP OpenView VantagePoint SMART Plug-In for Remedy Action Request System is not currently available for this release.

Hard Copy documentation is available in English.

Product/Release Matrix
Software Availability

**6 Version Information and File
Placement Plan**

This section lists the directories in which the product files are placed during installation. The section covers the following areas:

- **Version Strings**
- **File Placement Plan**

Version Strings

The following is an example of the output generated by the `what (1)` string on a system where the VantagePoint SMART Plug-In for Remedy Action Request System is installed:

```
HP OpenView SMART Plug-In for Remedy ARS A.02.00 (08/02/00)
```

File Placement Plan

The following is a list of directories locations for product-specific files:

Remedy SPI /opt/OV/bin/remspi

VPO /opt/OV/bin/OpC

The following is a list of directories locations for product files on the VPO management server:

 /var/opt/OV/share/remspi

 /etc/opt/OV/share/remspi

 /var/opt/OV/<dir>/remspi

 where <dir> is; tmp, log, or conf

The following is a list of directories locations for product files on the VPO managed nodes (AR servers):

SVR4 UNIX /var/opt/OV/bin/OpC

Windows NT \usr\OV\bin\OpC\intel

For a list of all files in the product, you can enter the command:

`/usr/sbin/swlist -l file <product_name>`