HP ServiceControl 1.0 Release Note for HP Domain Commerce

Edition 2

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Printing History

The manual printing date and part number indicate its current edition. The printing date will change when a new edition is printed. Minor changes may be made at reprint without changing the printing date. The manual part number will change when extensive changes are made.

Manual updates may be issued between editions to correct errors or document product changes. To ensure that you receive the updated or new editions, you should subscribe to the appropriate product support service. See your HP sales representative for details.

First Edition: December 1998 (HP-UX Release 10.20)

Second Edition: June 1999 (HP-UX Release 10.20)

1 HP ServiceControl

Announcements

HP ServiceControl (HP SC), also know as Web Quality of Service (QoS), is a web-based solution that provides the quality of service needed to maintain your web applications. Using HP SC, you can configure, administer, operate, and monitor your system and control the sessions admitted to your web server such that it does not become overloaded. You can also configure your system to work with Cisco LocalDirector.

What's In this Version?

HP ServiceControl is available on HP-UX 10.20 and 11.0.

Because HP Domain Commerce uses HP ServiceControl 1.0 (a later version of HP ServiceControl is available), this release note has been specifically updated for HP Domain Commerce. HP Domain Commerce is only available on HP-UX 10.20.

For this release, the HP Domain Enterprise Server Management System (HP DESMS) no longer includes a default login.

Known Problems and Workarounds

HP AdmissionControl

- If you have installed more than one instance of a Netscape Server on your system, you can only use HP AdmissionControl (HP AC) on one instance of a Netscape Server. If you configure HP AC on more than one instance and try to start the Netscape Server, the following message appears:

  `initHPAC: couldn't open cluster port`

  The Netscape Server instance will not start.

  If you configured HP AC on more than one instance of a Netscape Server, you can either run **`/opt/hpac/setup -r`** to remove the HP AC software or edit each server's `obj.conf` file and remove "hpac" from all but one server instance.

HP LocalDirector Controller

- Ignore the following error message if it appears in the `swagent.log` file after you installed HP LocalDirector Controller:

  ```
  /opt/hpldc//webstone/webstone_wrapper.sh: No such file or
  directory
  Usage: ln [-f] [-i] [-s] f1 f2
         ln [-f] [-i] [-s] f1 ... fn d1
  ```

HP Domain Enterprise Server Management System (HP DESMS)

- Add the following to your system's PATH environment variable:

  `/opt/ns-navigator`

- If you are behind a firewall, you must set the proxies for your browser before accessing the HP Software Depot, HP Internet Solutions, Access HP, or other external web pages.
- If another web browser is spawned for a man page or an additional help page, do not run HP DESMS from the spawned page. The links on the spawned page will not work.

- If you upgraded to HP DESMS version B.01.04, clear your browser's memory and disk cache before connecting to the HP DESMS home page (`http://hostname:8181`).
- If you start the HP Administration Server and you receive the message

  ```
  bind: Address already in use
  httpd: could not bind to port 8181
  ```

  the administration server may already be running or another service is using port 8181. You should:

  1. Check if the HP Administration Server is already running. Type **`ps -ef | grep hp-webadm`**. If an hp-webadm process status is returned, the administration server is already running.
  2. Change the port number used by the HP Administration Server. Edit the Port directive in the `/opt/hpwebsuite/admserv/conf/httpd.conf` file. Stop the HP Administration Server (by typing **`/opt/hpwebsuite/stop-admin`**) and then restart it (by typing **`/opt/hpwebsuite/start-admin`**).
- During system startup, when the HP Administration Server is run, if the following message appears

  ```
  httpd: cannot determine local host name.
  Use ServerName to set it manually.
  ```

  it is because the local system is not configured as a DNS client (configuration must be done before installing the software). Do the following:

  1. Edit `/opt/hpwebsuite/admserv/conf/httpd.conf`.
     a. Find the line `#ServerName host.foo.com` and delete the "#" (pound sign).
     b. Replace the name `host.foo.com` with the local host's name.
  2. Stop and restart the HP Administration Server by typing

     `/opt/hpwebsuite/stop-admin`
     `/opt/hpwebsuite/start-admin`
- If you run `swremove`, sometimes it does not kill all of the HP Administration Server processes. Do the following:

  1. Type **`ps -ef | grep hp-webadm`**
  2. Kill any `hp-webadm` process listed.

- Rotate the internal tracing and logging files when the size exceeds 1,000 KB. The trace file is `/var/opt/hpwebsuite/hpwebadm/conf/trace/desmstrace` and the log file is `/var/opt/hpwebsuite/hpwebadm/conf/log/desmslog`.
- The log keeper and HTTP performance module can only be run using Netscape Communicator 4.0 with Netscape's patch that makes the Communicator JDK1.1 compliant. Download the patch from Netscape's web page `http://developer.netscape.com/software/jdk/download.html#UNIX_INSTALL`.
- If you are using version 3.02 of the Microsoft Internet Explorer with HP DESMS, if the button to choose the type of node configuration does not appear, type the following to choose the appropriate node type:

Node Type	URL to Type
Management	**`http://`*`hostname`*`:8181/install/cgi-bin/SetupWebAdm.cgi/setup98?Action=ProcessType&type=Management`**
Managed	**`http://`*`hostname`*`:8181/install/cgi-bin/SetupWebAdm.cgi/setup98?Action=ProcessType&type=Managed`**
Unmonitored	**`http://`*`hostname`*`:8181/install/cgi-bin/SetupWebAdm.cgi/setup98?Action=ProcessType&type=Unmonitored`**

Compatibility and Installation Requirements

The following is the list of requirements to install all the components of HP ServiceControl (HP SC). If you are installing a subset of the components, go to the *HP Domain ServiceControl Concepts and Operation Guide* for a list of requirements for each component. Information about HP Domain Enterprise Server Management System can be found in the *Getting Started with HP Domain Software* manual.

Hardware

- HP 9000 computer system
- 32 MB of memory
- CD-ROM drive to load the software

Software

- Netscape Enterprise or FastTrack Server version 3.0 or later
- Cisco LocalDirector version 2.1 or later

Operating System Requirements

- HP-UX 10.20

Disk Space (Estimated)

- 80 MB

Installation Requirements

- Root login to run `swinstall`

Other Requirements

- A system already running Cisco LocalDirector version 2.1 or later

Patches in this Version

Patches

To determine all patches applied to your system, type
`swlist -l file | grep PH`

Install the following patch on your system:

Patch Number	Platform	Automatic Reboot?	Description
PHSS_16585	Workstation/ Server	no	10.20 aC++ runtime library components for HP LDC. Install this patch if you did not install the Extension Software Media.

Patches can be obtained from the HP Electronic Support Center web page at the URL `http://us-support.external.hp.com/`.

If this patch is not available, contact your HP support representative for the latest versions.