HP ServiceControl 1.1 Release Note

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This product includes software developed by the Apache Group for use in the Apache HTTP server project (http://www.apache.org/).

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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.

The following has been changed in this release:

- HP DESMS no longer includes a default login.

Known Problems and Workarounds

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
  ```

- If you are running HP LocalDirector Controller on HP-UX 11.0, you must install Extension Pack (98/04).

HP AdmissionControl for Netscape

- If you have configured multiple instances of a Netscape Server on your system, you can only redirect a rejected session to a cluster for one instance of the Netscape Server.

  If you configure redirection of a rejected session to a cluster for more than one instance of a Netscape Server, when you start the Netscape Server, the following warning message appears in the /opt/ns-enterprise3/https-*server_identifier*/logs file:

  ```
  [17/Sep/1998:16:59:47] warning: hpacControl reports:
  HPAC: Could't open cluster port possibly because another
  http server instance is already using it.  Redirection to
  cluster feature is disabled.
  ```

  The Netscape Server instance will start but the redirection of a rejected session to a cluster is not enabled.

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:

Table 1-1

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

- HP-UX 10.20 or 11.0
- Netscape Enterprise or FastTrack Server version 3.0 or later (HP AC for Netscape), or Apache Server 1.3.1 or later (HP AC for Apache)
- Cisco LocalDirector version 2.1 or later

Operating System Requirements

- HP-UX 10.20 or 11.0

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:

Table 1-2

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.