

HP Domain Software Release Note

Edition 7

HP 9000 Systems



Manufacturing Part Number: J1582-90146

E1299

U.S.A.

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1 HP Domain Software Release Note

Announcement

The following information is for the HP Domain Software.

HP Domain Software is the name used to describe the Netscape Enterprise Server sold by HP.

When you purchase the *Netscape Enterprise Server* from HP, you receive the following software:

- HP Domain Enterprise Server Management System (HP DESMS)
- HP Domain Enterprise Server Operations Manager (HP DESOP)
- Netscape Enterprise Server

What's in This Version

Changes in this release include:

- Update to Netscape Enterprise Server 3.6 SP3 (refer to the URL <http://home.netscape.com/eng/server/webserver/3.0/es36.htm> for more information about version 3.6 SP3).

Known Problems and Workarounds

HP Domain Enterprise Server Management System (HP DESMS)

- Setting the PATH Variable

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

```
/opt/ns-navigator
```

- **Accessing External Web Pages**

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.

- **Spawned 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.

- **Connecting to the DESMS Home Page After an Upgrade**

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>).

- **hpsetup Error Message**

When you start `hpsetup`, if you receive the message

```
StartNavigator[25]: netscape: not found
```

you have not installed the Navigator software. You should either:

- Install the Netscape Navigator

or

- Start the HP Administration Server by typing `/opt/hpwebsuite/start-admin` and

- Start a browser that supports frames and is Java-enabled. Enter the URL <http://hostname:8181>.

- **HP Administration Server Error Message**

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 either:

- 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.

or

- 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`).

- **System Start-Up Error Message**

During system start-up, 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
```

- **Using swremove**

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.

- **Using swremove**

When running `swremove` to remove a Netscape product, if the Navigator is running, `swremove` will rename the executable file thus preventing the home directory of the Netscape product from being removed. You will need to manually remove the file and directory.

- **Tracing and Log Files**

Rotate the internal tracing and log files when the size exceeds 1,000 KB. The trace file is `/var/opt/hpwebsuite/hpwebadm/conf/trace/desmtrace` and the log file is `/var/opt/hpwebsuite/hpwebadm/conf/log/desmslog`.

- **JDK 1.1 Compliant Browser**

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.

HP Domain Enterprise Server Operations Manager (HP DESOP)

- swremove and ITO-SE

If multiple products on your system use ITO-SE, do NOT swremove an entire Domain product bundle. This may remove ITO-SE from the system and other products which use ITO-SE may not work correctly. Instead, select individual products from the bundle to swremove.

- DESOP Messages

Keep the number of messages stored by DESOP on a managed node under 1000.

- Monitoring Server Statistics

If you want to monitor the statistics of your Netscape Enterprise and Proxy Servers, you should install the servers on different systems so that the following templates will work:

```
Domain-en_thread_util  
Domain-en_dns_thread  
Domain-en_err_rate  
Domain-px_thread_util  
Domain-px_dns_thread  
Domain-px_err_rate
```

- DESOP Browser Helper Application — Installing

DESMS contains a DESOP browser helper application which must be installed on systems running the browser. Please refer to the sections “Installing the DESOP Browser Helper Application on HP-UX” and “Installing the DESOP Browser Helper Application on NT 4.0” for more information.

- DESOP Browser Helper Application — Performance

To improve DESOP browser helper application performance, run the application on an HP-UX D-Class or K-Class system or an NT 4.0 Vectra X/U.

- DESOP Browser Helper Application — Pop-Up Menus

There is a problem with pop-up menus in the HP-UX DESOP browser helper application. If you release the right mouse button, the pop-up menu closes. To work around this problem, continuously press on the right mouse button while selecting a menu option. In addition, bringing up a message pop-up menu may cause additional messages to be selected erroneously. To work around this problem, click on the far right edge of a message to bring up the pop-up menu.

- DESOP Browser Helper Application — Help

The DESOP browser helper application help is hard to use. Use the DESMS Operations Overview help text instead. The DESMS Operations Overview contains a link to detailed

DESOP (ITO-SE) help text.

- **DESOP Browser Helper Application — ITO-SE Password**

The ITO-SE password may be incorrectly configured if the DESOP browser helper application displays a dialog box with `Access denied` and the error below appears when the application is started:

```
ERROR MSG, 1:10:47 PM, com.hp.ov.it.comm.OvEmbSocketCommLink:
```

```
Error return from agent: com.hp.ov.it.comm.OvEmbCommException
```

Reconfigure the ITO-SE password using the HP Web Admin action in the Server Control area of DESMS.

- **DESOP Browser Helper Application — DESOP Agents**

The DESOP agents may be down if the DESOP browser helper application displays a dialog box with `Access denied` and the error below appears when the application is started:

```
ERROR MSG, 1:22:42 PM, com.hp.ov.it.comm.OvEmbSocketNode:
```

```
Error creating comm link to agent:
```

```
com.hp.ov.it.comm.OvEmbNode$CommLinkCreationException
```

Restart the DESOP agents using the Services action in the Operations area of DESMS.

- **DESOP Browser Helper Application — ITO-SE Communications Error**

If the DESOP browser helper application reports the error `ITO Communications Error`, do the following. Use the Services action in the Operations area of DESMS to check if the DESOP agents are running on the monitored node. Use the Services action to start the agents if needed. If the agents are running, use the `ping` command to verify the network connection.

- **ITO-SE Release Note**

Refer to the HP OpenView IT/Operations Special Edition Software Release Notes. These notes are installed with DESOP in `/opt/OV/www/htdocs/itose/README`.

All Netscape Server Products

- **Version 3.x Documentation**

Although some of the Netscape products are now version 3.x, the associated manual contents did not change. Therefore, the 3.0 versions of the manuals still apply to the 3.x versions of the software.

- Netscape Support

Netscape Communications Corporation provides a web page for technical support of its server products and the Netscape Navigator. The URL is: <http://help.netscape.com>.

- Default Server User Name

When installing the server, do NOT use the default value `nobody` as the server user name. The user `nobody` ships with a negative user ID in the HP-UX `/etc/passwd` file and, if used, will generate an error during installation. Also, to avoid compromising the security of the server, do not use the user ID `bin`.

HP strongly recommends choosing a dedicated user account for the server with the appropriate permissions specified. Use this name as the value for the Server User name during installation.

- Administration Server Login

To access the Netscape Administration Server, use the User ID `root` and the system's root password.

- HTML Reference Guide

Some Netscape manuals refer the user to the *Netscape HTML Reference*. A version of this manual is available on-line at <http://developer.netscape.com/library/documentation/htmlguid/index.htm>.

- Netscape and Microsoft Compatibility

The Netscape Administration Server does not work with the Microsoft Internet Explorer.

NOTE Hewlett-Packard does not support the programs, scripts, or files developed by a customer using CGI, HTML, server-parsed HTML, Java, JavaScript, NSAPI, PERL, or SPAPI.

However, Hewlett-Packard does support the CGI, HTML, server-parsed HTML, Java, JavaScript, PERL, NSAPI, and SPAPI components that are provided as part of the HP Domain Software or Netscape product that are supplied and developed by Hewlett-Packard.

If you suspect that there is a problem with the product while you are running your CGI, HTML, server-parsed HTML, Java, JavaScript, NSAPI, PERL, or SPAPI programs, scripts, or files, isolate the problem in your code. You will need to submit a portion of this code (which includes where the problem occurs) when you contact your Hewlett-Packard support representative.

Netscape Enterprise Server

- **SSL and Root Certificate Authority**

You must install the new server root CA certificates before December 31, 1999. Refer to the URLs <http://help.netscape.com/kb/corporate/9911001-1.html> and <http://www.verisign.com/server/cus/rootcert/webmaster.html> for more information.

- **Setting the maxdsiz Kernel Parameter**

If the server receives close to 900 requests per second or if the server dies frequently, set the maxdsiz kernel parameter to 100K.

- **User www**

Before installing the Netscape Enterprise Server, be sure that user www exists on your system.

Type `grep www /etc/passwd`. If no output is returned, append the following line to your `/etc/passwd` file: `www:*:30:1::/:`

- **HP WebQoS**

If you plan on using the Netscape Enterprise Server 3.6 with HP WebQoS 2.0, you must configure the number of processes used by the server to one. At this point, HP WebQoS does not support multiple processes for the Netscape Enterprise Server.

- **Upgrade Problem Between Netscape Enterprise Server 3.01 and 3.51**

Three symbolic links used in version 3.01 have been removed in version 3.51. Swinstall has not been updated to handle this correctly.

Remove the three symbolic links BEFORE you upgrade to the Netscape Enterprise Server 3.51. Enter:

```
rm restart
rm shutdown
rm start
```

- **Monitoring Server Statistics**

If you want to monitor the statistics of your Netscape Enterprise and Proxy Servers, you should install the servers on different systems so that the following templates will work:

```
en_thread_util
en_dns_thread
en_err_rate
px_thread_util
px_dns_thread
px_err_rate
```

- **Informix**

For more information on installing the Informix OnLine Workgroup Server with the Netscape Enterprise Server, refer to the file `/opt/ifmxdist/install.txt` swinstalled with the Informix product.

- **Informix Documentation**

Additional documentation for the Informix product can be found at <http://www.informix.com/answers>.

Netscape Communicator

- **Root Certificate Authority**

If the root CA certificate for your browser expires on December 31, 1999, go to the URL <https://www.verisign.com/server/prg/browser/root.html> for information on how to install a current root CA certificate.

- **Installing the Latest Version to Administer Your Netscape Server**

If you installed your Netscape Server prior to this release, you can download the latest version of the Netscape Communicator for administering your Netscape server from <http://software.hp.com> or you can install it from the current application CD.

HP MeasureWare Agent Software

- **Purchasing HP MeasureWare**

HP MeasureWare must be purchased separately.

- **Performance**

Use HP MeasureWare with caution as it can use 16-20% of the CPU. At this time, there is no fix or workaround.

- **Installation**

HP MeasureWare must be installed before the HP DESMS performance templates can be activated. To activate the MeasureWare templates in HP DESMS, select "Server Control" from the Menu Tool Bar. Click on "Setup" from the Actions List and select "Set Up Web Performance Tools" from the Actions/Text Frame.

- **Templates**

Two predefined templates shipped with HP MeasureWare (CPU Bottleneck Probability and Network Bottleneck Probability) may need to be modified if they appear too frequently. You can edit the `/var/opt/perf/alarmdef` file to adjust or disable these alarms.

Microsoft Internet Explorer

- **Netscape and Microsoft Compatibility**

The Netscape Administration Server does not work with the Microsoft Internet Explorer.

- **Version 3.02 Problems**

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	<code>http://hostname:8181/install/cgi-bin/SetupWebAdm.cgi/setup98?Action=ProcessType&type=Management</code>
Managed	<code>http://hostname:8181/install/cgi-bin/SetupWebAdm.cgi/setup98?Action=ProcessType&type=Managed</code>
Unmonitored	<code>http://hostname:8181/install/cgi-bin/SetupWebAdm.cgi/setup98?Action=ProcessType&type=Unmonitored</code>

Compatibility Information and Installation Requirements

Hardware Requirements

- HP 9000 Computer System
- 32 MB of memory (64 MB is recommended)
- CD-ROM drive to load the software (not required if you order the software factory integrated)

Operating System Requirements

- HP-UX 10.20 or HP-UX 11.0

Disk Space Requirements (Estimated)

- Netscape Enterprise Server 3.6 SP3 - 305 MB

Other Requirements

- Long filenames
- Swap space - Netscape recommends configuring 2 MB of swap space per process for each server
- Server user account - The user the Netscape server runs as. Do not use the `nobody` or `bin` user ID. The server user should not be the superuser and it should have restricted access to your system resources. Enter this information during the installation of your Netscape server when prompted for the *Server User*. The *Server User* is not the same as the *server access user* (the server access user is the user name used to access the Netscape Administration Server).

Installation Requirements

- Root login to run `swinstall`
- When `swinstall`ing a Netscape Server version 3.x, DNS (the Domain Name Server) must be up and running. Otherwise the Administration Server will not be properly configured and will not start.

If you have swinstalled one or more Netscape Servers version 3.x and DNS was not running, you must edit the `/opt/ns-servername/admin-serv/config/ns-admin.conf` file for each server:

1. To the `Addresses` line, add an IP address or a list of IP addresses.
 2. To the `Hosts` line, modify the domain name if it is incorrect.
- The Netscape Enterprise Server requires that the user `www` exists on your system before installing the software. Refer to “Netscape Enterprise Server” on page 11 for more information.
 - DESMS contains a DESOP browser helper application which must be installed on systems running the browser. Please refer to the sections “Installing the DESOP Browser Helper Application on HP-UX” and “Installing the DESOP Browser Helper Application on NT 4.0” later in this document for more information.

Installing the DESOP Browser Helper Application on HP-UX

1. swinstall the DESOP browser helper application (DESMS.Runtime.DESMS-OPC-GUI and OVOPC-SE-GUI).

To verify that the DESOP browser helper application is installed, type the following:

```
swlist -lfileset | grep DESMS-OPC-GUI
swlist -lproduct | grep OVOPC-SE-GUI
```

2. Configure the DESOP browser helper application:

- a. Bring up the browser
- b. Select Edit->Preferences
- c. Click on the triangle in front of “Navigator”
- d. Click on “Applications”
- e. Click on “New”
- f. Fill in the Application form:
 - Description: ITO-SE Viewer
 - MIME Type: `application/x-itose`
 - Suffixes: `itose`
- g. Under “Handled By”, click on the diamond in front of “Application”
- h. Type in the following application command line:

```
/opt/hpwebsuite/hpwebadm/itosegui/helper %s
```

Installing the DESOP Browser Helper Application on NT 4.0

NOTE Although this document is primarily intended for HP-UX 11.0 users, this section (relating to NT 4.0) is included for completeness.

1. Install the DESOP browser helper application. FTP the self-extracting zip archive from an HP-UX system with DESMS installed to your PC. Execute or click on the archive. The path for the archive on the HP-UX system is
`/opt/hpwebsuite/hpwebadm/bin/domain.exe.`
2. Install the Java Runtime Environment (JRE) version 1.1.5 or higher from the Sun web page into the directory of your choice. As of this writing, the URL is
`http://www.javasoft.com/products/.`
3. Install the Swing Components (also known as the Java Foundation Classes, JFC) version 1.1 from the Sun web page into the directory of your choice. As of this writing, the URL is
`http://www.javasoft.com/products/.`
4. Configure the DESOP browser helper application:
 - a. Bring up NT Explorer
 - b. Select View->Options
 - c. Click on "File Types"
 - d. Click on "New Type"
 - e. Fill in the New File Type form:
Description of type: ITO-SE Viewer
Content Type (Mime): application/x-itose
Default Extension for Content Type: .itose
 - f. Click on "New" to add an action
 - g. Specify "open" for the action
 - h. Specify the following for the application:
`path1\domain.bat "%1" "path1" "path2\1.1\bin" "path3"`
Where *path1* is the path in which DESOP the browser helper application is installed, *path2* is the path in which JRE is installed and *path3* is the path in which JFC is installed.

For example:

C:\itosegui\domain.bat "%1" "C:\itosegui" "C:\ProgramFiles\JavaSoft\JRE\1.1\bin" "C:\swing-1.1"

Other Installation Information

- **Server Safety** - The Netscape Enterprise and Directory Servers allow any SSL-compatible client to authenticate the server to allow encrypted information between client and server. To enhance your knowledge about Internet security and maintaining the integrity of your environment, Netscape Communications Corporation provides the following documents as references:

Securing Internet Information Servers from the Computer Security Technology Center at Lawrence Livermore National Laboratory
(<ftp://ciac.llnl.gov/pub/ciac/ciacdocs/ciac2308.txt>).

- **Certificate Services** - To operate in encrypted mode, the Netscape Enterprise and Directory Servers require a digitally signed certificate from a Certification Authority (CA). Certification is a fee-based service. To obtain a certificate, submit a Certificate Request to a CA (for example, VeriSign Inc.).

For more information, use Netscape's on-line help under the Encryption section of the Server Manager.

- **HP MeasureWare Agent Software** - HP MeasureWare must be installed before the HP DESMS performance templates can be activated. HP MeasureWare must be purchased separately. HP MeasureWare is a resource and performance information collection system that monitors performance resources. HP MeasureWare templates provided with HP DESMS define alarm conditions specifically for a web server environment.
- The Netscape Server manuals are available at the URL
<http://docs.hp.com/hpux/internet>

- Exportable and US/Canada Versions of the Software - The exportable version of the software supports the following encryption options:

SSL 2.0 Ciphers	SSL 3.0 Ciphers
40-bit RC2	40-bit RC2 with MD5 message authentication
40-bit RC4	40-bit RC4 with MD5 message authentication

The US/Canada version of the software supports the following encryption option:

SSL 2.0 Ciphers	SSL 3.0 Ciphers
40-bit RC2	40-bit RC2 with MD5 message authentication
128-bit RC2	
40-bit RC4	40-bit RC4 with MD5 message authentication
128-bit RC4	128-bit RC4 with MD5 message authentication
56-bit DES	56-bit DES with SMA message authentication
64-bit DES	
192-bit DES	
168-bit Triple DES	168-bit Triple DES with SMA message authentication

Starting the HP Domain Enterprise Server Management System

Use the HP Domain Enterprise Server Management System (HP DESMS) to administer your systems and the Netscape servers after you have completed the installation of the Netscape server software.

HP DESMS is automatically loaded with your Netscape server software.

If this is the first time you are running HP DESMS, you must run the `/opt/hpwebsuite/hpsetup` startup script first.

To start HP DESMS, do the following:

1. Start the HP administration server. Type the following:

```
/opt/hpwebsuite/start-admin
```

2. Start a browser that supports frames and is Java-enabled, such as Navigator 3.0 or 4.0.
3. Go to the URL

`http://hostname:8181`

where *hostname* is the name of the system on which you are running the HP administration server.

Reload this page if you have visited this page prior to this installation.

4. Enter the administration user ID (hpadmin) and password (which you configured using the `/opt/hpwebsuite/hpsetup` startup script).

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 you are accessing the administration server for the first time, there is an optional step presented before the HP DESMS main page displays:

1. Configure your Netscape servers. You can also modify or use the default configuration provided by HP.

Upgrading Your Software

This section explains how to upgrade from:

- older versions of a Netscape server.
- DESOP to DESOP (ITO-SE).

Migrating to Netscape Enterprise Server Version 3.6

Netscape provides information about migration issues for Enterprise Server version 3.6 at:

<http://home.netscape.com/eng/server/webserver/3.0/es36upg.htm> and

<http://home.netscape.com/eng/server/webserver/3.0/es36.html>

Upgrading from previous versions of DESOP to the current DESOP (ITO-SE)

1. Process any active messages in the DESMS Message Browser.
2. Change the system to an unmonitored node using the Network Management Setup action in the DESMS Server Control area.
3. Stop the DESOP agents and DESMS using these commands:

```
/opt/OV/bin/OpC/opcagt -kill  
/opt/hpwebsuite/stop-admin
```

Compatibility Information and Installation Requirements

4. Remove DESOP (ITO-light) from the system using the swremove command. Depending on which version of DESMS is installed, swremove either the ITO-light Server and ITO-light Agent SD products or the ITO-light 304Sur and ITO-light 304Agt SD products.
5. Swinstall a Domain Software product bundle which includes DESMS, OVOPC-SE-DOC, OVOPC-SE, OVOPC-AGT, and OVOPC-SE-GUI.
6. Install the DESOP browser helper application on systems running the browser (see sections on installing the DESOP browser helper application).
7. Use the ITO-SE Migration Tool in the DESMS Operations area to archive active or history log messages from previous versions of DESOP.
8. You will lose all template customizations you made with previous versions of DESOP. Use ITO-SE in the DESMS Operations area to re-customize templates.

Automatically Restarting Your Software

This section explains how to automatically restart the HP Domain Software on system reboot.

Automatically Restarting HP DESMS

To automatically restart HP DESMS on a system reboot, do the following:

1. Edit the file `/etc/rc.config.d/hp-webadm`. Set the `HP_WEBADM` variable to 1.

Automatically Restarting HP DESOP

To automatically restart HP DESOP on a system reboot, do the following:

- Edit the file `/etc/rc.config.d/opcagt`. Set the `OPCAGT` variable to 0.

Automatically Restarting the Netscape Servers

To automatically restart a Netscape server on system reboot, do the following:

1. Under Server Control, in the Servers area of the Actions List, select “Netscape Admin.”
2. In the Automatic Server Start-up section (scroll down the Netscape Admin page), select the Netscape server(s) you want to automatically restart on system boot.

If you installed multiple instances of a server on your system, selecting automatic start-up will automatically start all the instances.

NOTE Do NOT automatically restart a secure server. A secure server requires a password to start and the restart may be delayed when the password is not entered.

3. Select “Apply Changes”, verify the Netscape servers you want to start automatically are listed, and continue with the setup.

Patches and Fixes in This Version

Patches

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

Install the following patches on your HP -UX 10.20 system:

Table 1-1. HP-UX 10.20 Patches

Patch Number	Platform	Automatic Reboot?	Description
PHNE_19937	Workstation	yes	10.20 cumulative ARPA Transport patch
PHNE_19936	Server	yes	10.20 cumulative ARPA Transport patch
PHSS_19592	Workstation/ Server	no	Motif Runtime Periodic Patch. Specifically, the Communicator locks up when the user browses a Japanese web page while logged in to CDE with a Japanese locale.

Install the following patches on your HP-UX 11.0 system:

Table 1-2. HP-UX 11.0 Patches

Patch Number	Platform	Automatic Reboot?	Description
PHNE_19899	Workstation/ Server	yes	11.0 cumulative ARPA Transport patch
PHSS_19593	Workstation/ Server	no	Motif Runtime Periodic Patch. Specifically, the Communicator locks up when the user browses a Japanese web page while logged in to CDE with a Japanese locale.

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

If these patches are not available, contact your HP support representative for the latest versions.

Software Availability in Native Languages

There is no information on non-English languages for the HP Domain software.