

# **HP OpenView Self-Healing Services**

## **Supported Applications**

**Software Version: 2.60**

**for the following operating systems:**

**HP-UX 11.x**

**Solaris 7, 8, 9, and 10**

**Microsoft Windows 2000 Professional SP-4, 2000 Advanced Server, 2003 Server, XP Professional**



**Manufacturing Part Number : None**

**Document Release Date: February 2007**

**Software Release Date: February 2007**

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## Supported Applications

The table below lists the applications currently supported by HP OpenView Self-Healing Services. Additional applications will be supported in the future. Applications not listed here may also integrate with Self-Healing Services. Check the HP OpenView product documentation provided with your application to see if it supports integration with Self-Healing Services.

The Level of Support column indicates the level of support that Self-Healing Services provides for the application. These levels are defined as follows:

- **Basic**—Provides automated problem analysis and recommendations, automated patch analysis (except for SPI applications), and efficient support case initiation when you manually submit a software fault to HP for that application using the Self-Healing Services client user interface.
- **Full**—Provides rapid, automated management software fault detection, data collection at the time fault occurs, automated problem analysis and recommendations, automated patch analysis, and efficient support case initiation.
- **Premium**—Provides all the features of Full support plus product configuration analysis.

## Supported HP OpenView Applications

Application	Platform	Version(s)	Support
Data Protector (DATAPRO)	HP-UX/Solaris/Windows	5.00	Basic
Emanate SNMP Agent	HP-UX/Solaris/Windows	14.20, 15.30	Basic
Event Correlation Services (ECS)	HP-UX/Solaris/Windows	3.00, 3.10, 3.20, 3.30, 3.31, 3.32, 3.33	Basic
Glance Plus	HP-UX Solaris	3.58, 3.70, 3.71, 3.72 3.45, 3.75	Basic
Instant Support Enterprise Edition (ISEE)	HP-UX/Windows	3.00, 3.50, 3.9x	Basic
	Solaris	3.00, 3.50, 3.95	Basic
Internet Services (OVIS)	HP-UX/Solaris/Windows	6.00, 6.10, & 6.11	Basic
Internet Usage Manager (IUM)	HP-UX/Solaris/Windows	4.50	Basic
Network Diagnosis Add-on Module	HP-UX/Solaris/Windows	A.02.00, B.02.00	Basic

<b>Application</b>	<b>Platform</b>	<b>Version(s)</b>	<b>Support</b>
Network Node Manager (NNM) including Extended Topology	HP-UX/Solaris/Windows	6.x, 7.x	Premium
Omniback II (OBII)	HP-UX/Windows	4.10	Basic
OpenView Operations (OVO)	HP-UX/Solaris	7.x, 8.x	Premium
	Windows <sup>a</sup>	7.x	Full
OV Dashboard Operations View (OpsView only)*	HP-UX/Solaris/Windows	2.00	Basic
Performance Manager (OVPM)	HP-UX/Solaris/Windows	6.x	Basic
Reporter	Windows	3.50, 3.60, 3.70	Basic
Select Access (SELECT)	HP-UX/Solaris/Windows	6.20	Basic
Select Audit (SLCTAUD)	HP-UX/Solaris/Windows	1.00	Basic
Self-Healing Services	HP-UX/Solaris/Windows	2.60	Full
Service Activator (OVSA)	HP-UX/Solaris/Windows	4.0, 4.1	Basic
Service Desk	HP-UX/Solaris/Windows	4.5, 5.0 SP1, 5.1	Full
Service Information Portal	HP-UX/Solaris/Windows	3.10, 3.20 and higher	Basic
Service Navigator	HP-UX/Solaris	6.00, 7.00, 7.10, 8.00	Basic
Service Navigator Value Pack (SNVP) for OVO	HP-UX/Solaris	8.0, 9.0	Basic
Service Quality Manager	HP-UX/Solaris/Windows	1.2	Basic
Transaction Analyzer	HP-UX/Solaris/Windows	3.1.1	Basic

a. Self-Healing Services version 2.60 does not supporting OVOW 8.x agents.

## HP OpenView Smart Plug-Ins

Self-Healing Services also supports the following HP OpenView smart plug-ins (SPIs) at the Basic level. The letter U in the version number indicates that this version is delivered on an OVO Unix SPI CD; a W indicates that this version is delivered on an OVO Windows SPI CD. Self-Healing Services can only execute SPI collectors on operating systems that it supports. See the *HP OpenView Self-Healing Services Installation Guide* for a list of supported operating systems.

SPI	Version(s)	Support
Smart Plug-in for BEA Tuxedo	A.02.52(2005.1U), A.03.00(2005.1U)  03.10(2006.1W)	Basic
Smart Plug-in for BEA WebLogic Application	A.03.61(2004.3U) A.03.50(2004.2W)	Basic
Smart Plug-in for WebLogic Integration	A.01.03 (2005.1U)	Basic
Smart Plug-in for Data Protector	A.06.00	Basic
Smart Plug-in for Database	A.08.10 (2004.3), DBSPI A.09.10(2005.1U), B.09.01 (2005.1W), DBSPI 10.30(2006.1W)	Basic
Smart Plug-in for IBM DB2	A.03.00 (2005.1U)	Basic
Smart Plug-in for Microsoft Active Directory	B.03.10 (2005.1W)	Basic
Smart Plug-in for Microsoft Enterprise Servers (formerly .NET)	05.10 (2006.1W)	Basic
Smart Plug-in for Microsoft Virtual Server	B.01.00(2005.1W), 1.10 (OVOW SPI CD 2006.1)	Basic
Smart Plug-in for PeopleSoft	A.02.30 (2005.1U), 02.60 (2006.1U)  02.50 (2006.1W)	Basic
Smart Plug-in for Remedy Action Request System	A.02.60 (2005.1U), 02.80 (2006.1U)  02.70 (2006.1W)	Basic
Smart Plug-in for SAP	A.09.02 (2005.1U)  10.10 (2006.1W)	Basic
Smart Plug-in for Storage Area Network	03.23.00	Basic

<b>SPI</b>	<b>Version(s)</b>	<b>Support</b>
Smart Plug-in for Unix	A.03.10 (2004.3U), B.03.15 (2005.1U)	Basic
Smart Plug-in for Webserver	A.03.50 (2004.3U), A.04.22 (2005.1U)  B.03.61 (2005.1W), B.04.31 (2005.1W)	Basic
Smart Plug-in for Windows OS	B.08.75 (2005.1U)  8.90 (2006.1W)	Basic
Smart Plug-in for Oracle Application Server	A.04.00 (2005.1U)  04.10 (2006.1W)	Basic
Smart Plug-in for Microsoft Exchange	A.08.20 (2004.3U), B.09.00 (2005.1U)	Basic
Smart Plug-in for Tibco	A.01/05 (2005.1U)	Basic