

# Software Product Description

PRODUCT NAME: DIGITAL OPERATIONS SERVICE CENTER , Version 2.1  
(Digital OSC V2.1)

SPD 60.44.00

## DESCRIPTION

Today Enterprise organisations who manage Information Technology have a great deal to contend with the increasing complexity, greater user pressure, and a real need to be accountable to the business. With the complexity brought on by the changing environment, there is a need to detect, isolate and deal with potential problems, before the user community can become aware of them.

Digital OPERATIONS SERVICE CENTER INTegration (**Digital OSC**) is a toolkit that delivers a powerful and efficient, though simplified, problems and events management platform for complex environments.

The **Digital OSC** toolkit provides:

- Centralized event notification.
- Artificial Intelligence Expert system for events filtering and correlation.
- Integrated POLYCENTER tools managing security, performance/capacity, fault/problem, system configuration.
- Customised integration of multi-vendor system management software.
- Interoperability over heterogeneous platforms.
- Automated problem resolution.
- Centralized configuration allowing for specification of events to be detected, reported and acted upon, filters and corrective actions, tailored for each individual system.
- Autoconfiguration possibilities.
- Extensibility: interfaces to user applications for both event detection and event notification.
- Client/Server solution.

**Digital OSC** for either OpenVMS or Digital UNIX Systems, **Version 2.1** is a Management Solution for Heterogeneous System Environments. **Digital OSC** is a **multiplatform Client/Server** product that **collects, filters, correlates and classifies** problems and **events it detects** on Client systems. It allows as well for **corrective actions automation**. Clients can be any OpenVMS VAX and AXP, Digital UNIX AXP, ULTRIX RISC, SunOS, Sun-SOLARIS, HP-UX and IBM-AIX systems. Server is either Digital UNIX AXP or OpenVMS (VAX or AXP).

To achieve the above mentioned mission, **Digital OSC** integrates various POLYCENTER Products such as:

- **POLYCENTER Console Manager**
- **POLYCENTER System Watchdog**
- **POLYCENTER System Census**
- **POLYCENTER Performance Solution**
- **Terminal Server Manager (TSM)**
- **VAX System Integrity Monitor (VAXsim-PLUS)**

**Digital OSC** trusts the following software to detect Problems and Events and issue Alarms, and arranges for event data routing to its Server:

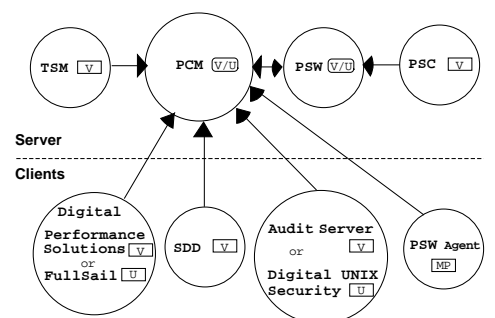
Tool	Platform	Kind of event detected
POLYCENTER System Watchdog	All	System/Subsystem /Network events
POLYCENTER Console Manager	All	Console events
VAXsim-PLUS	OpenVMS	Subsystems events
Terminal Server Manager	OpenVMS	Terminal Servers events
POLYCENTER Performance Solution	All	Performance alarms

Then, **Digital OSC** displays problems and events on the graphical interface of anyone of your existing Digital management tools: **POLYCENTER Console Manager**, **POLYCENTER NetView** for Digital UNIX, **POLYCENTER Network Manager** for OpenVMS ...

In addition, **Digital OSC** features an **EXPERT System** to filter and correlate events, and a **Repair Client/Server** mechanism to take corrective actions remotely.

**Digital OSC** uses **POLYCENTER System Census** to automatically retrieve specifications of objects to be monitored on your network and systems (on OpenVMS only).

Figure 1  
Integrated POLYCENTER Products



[V] Digital OSC for OpenVMS exclusive component.  
 [U] Digital OSC for Digital UNIX exclusive component.  
 [MP] Multiplatform OSC component (OpenVMS and UNIX).  
 [V/U] OSC component common to Digital UNIX and OpenVMS.

**Digital Operations Service Center** supports the Server components on the following platforms:

- Digital UNIX AXP
- OpenVMS AXP
- OpenVMS VAX

**Digital Operations Service Center** supports the Client components on following platforms:

- Digital UNIX AXP
- OpenVMS AXP
- OpenVMS VAX
- ULTRIX RISC
- HP-UX
- IBM AIX
- SunOS and Sun-SOLARIS

## MODULES DESCRIPTION

**Digital Operations Service Center** integrates many POLYCENTER products by providing several Interface Modules as shown on Figure 2.

On Client platforms, **Digital OSC** provides feeders to gather event messages from VAXsim-PLUS (OpenVMS only) and the native **Audit Server** for the considered operating system. **Digital OSC** feeders forward those messages to the system Console, so that **POLYCENTER Console Manager** will handle them.

On Server platforms, **Digital OSC** provides feeders to direct the events flow from **POLYCENTER System Watchdog** Consolidator, from **POLYCENTER Performance Solution Monitor** and from **Terminal Server Manager** to the **OXF** filter for event correlation prior to any event notification.

**Control** is the **Digital OSC** module trusted to check that all component modules are up and running correctly. It stands on both Client and Server sides.

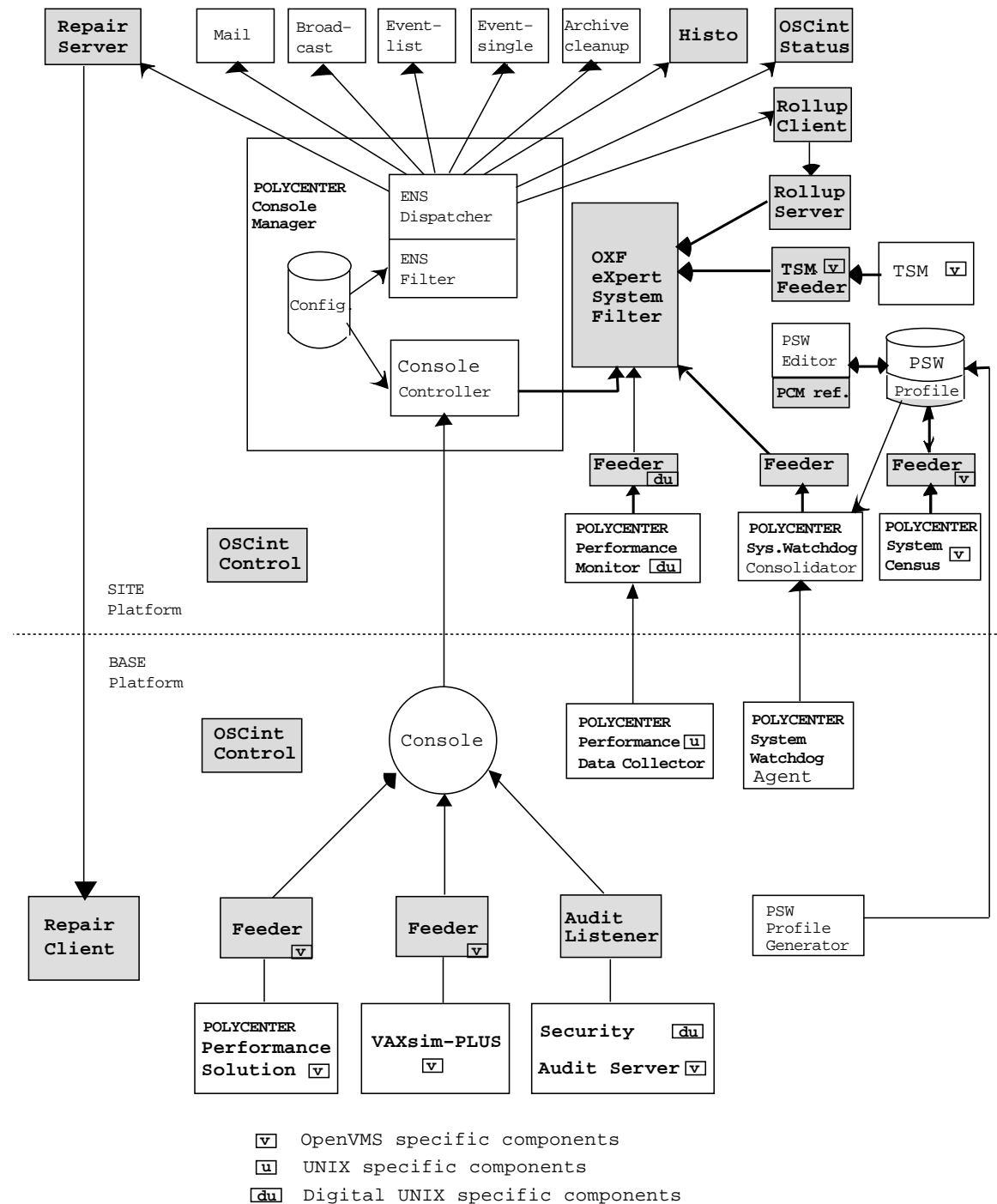
**OXF eXpert System Filter** is the Artificial Intelligence module that processes and allows for designing your own Rules for advanced event filtering and correlation. It outputs the filtered events flow to **Event Notification System** for display and actions.

**Histo, Status, Repair Server and Rollup** are **POLYCENTER Console Manager** Action Routines provided by **Digital OSC**. **POLYCENTER Console Manager** uses them to build an History, check OSCint components status, trigger Action Routines on Client nodes and roll-up events to another **POLYCENTER Console Manager** system.

**Repair Client** is the part of the **Digital OSC Repair** feature that stands on monitored nodes and is remotely activated by POLYCENTER Console Manager via the *Repair Server*. When an event occurs and goes through the filters, the POLYCENTER Console Manager **Event Notification System** (ENS) dispatcher trusts this module to take the remote corrective actions the user configured, a centralized way, for specific events happening on given platforms. The **Repair Client** module supports the most common UNIX platforms in addition to Digital platforms.

**POLYCENTER System Census feeder** is an interface from **POLYCENTER System Census** to **POLYCENTER System Watchdog**. It automatically populates the **POLYCENTER System Watchdog** Profile, with configuration data from **POLYCENTER System Census** data-Clients. This feature eases a lot the specification of objects to be monitored on the Client systems.

Figure 2  
Integrated POLYCENTER Products



**INSTALLATION**

Digital recommends that a customer's first purchase of this software product include Digital Installation Services. These services provide for installation of the software product by an experienced Digital Software Spe-

cialist.

Before installation of the software, the customer must have installed all pre-requisite software and hardware.

**HARDWARE REQUIREMENTS**

**Alpha AXP Processors Supported**

Digital Operations Service Center supports all Alpha processors (unless listed in Unsupported Processors).

**VAX Processors Supported**

Digital Operations Service Center supports all VAX processors (unless listed in Unsupported Processors), with a minimum of 4MB memory.

**SUN Processors Supported (Clients only)**

- SPARCstations

**HP Processors Supported (Clients only)**

- HP Station Apollo 9000 series 700
- HP 9000 Business server series 800

**IBM Processors Supported (Clients only)**

- IBM RISC System/6000 POWERStation.

**Unsupported Processors**

MicroVAX I, VAXstation I, VAX-11/725, VAX-11/782, VAXstation 8000

DECsystem 5800 series, DECsystem 5900 series, DECsystem 5260 series.

A TK50 Tape Drive is required for standalone MicroVAX 2000 and VAXstation 2000 systems.

**DISK SPACE REQUIREMENTS**

(block cluster size = 1)

<b>Digital UNIX Server platform</b>	
Disk space required for installation:	18000 Kilobytes
Disk space required for use (permanent):	7000 Kilobytes

<b>OpenVMS AXP Server platform</b>	
Disk space required for installation:	65000 Kilobytes
Disk space required for use (permanent):	30000 Kilobytes

<b>OpenVMS VAX Server platform</b>	
Disk space required for installation:	36000 Kilobytes
Disk space required for use (permanent):	15000 Kilobytes

Digital UNIX Client platform

Disk space required for installation:	10000 Kilobytes
Disk space required for use (permanent):	1500 Kilobytes

<b>OpenVMS AXP Client platform</b>	
Disk space required for installation:	45000 Kilobytes
Disk space required for use (permanent):	10000 Kilobytes

<b>OpenVMS VAX Client platform</b>	
Disk space required for installation:	25000 Kilobytes
Disk space required for use (permanent):	5000 Kilobytes

<b>ULTRIX RISC Client platform</b>	
Disk space required for installation:	1500 Kilobytes
Disk space required for use (permanent):	700 Kilobytes

<b>SunOS Client platform</b>	
Disk space required for installation:	400 Kilobytes
Disk space required for use (permanent):	200 Kilobytes

<b>Sun-Solaris Client platform</b>	
Disk space required for installation:	250 Kilobytes
Disk space required for use (permanent):	100 Kilobytes

<b>HP-UX Client platform</b>	
Disk space required for installation:	400 Kilobytes
Disk space required for use (permanent):	200 Kilobytes

<b>IBM-AIX Client platform</b>	
Disk space required for installation:	350 Kilobytes
Disk space required for use (permanent):	150 Kilobytes

These counts refer to the disk space required on the system disk. The sizes are approximate; actual sizes may vary depending on the user's system environment, configuration, and software options.

**Memory Requirements for DECwindows Support:**

The minimum supported memory for this application running in a standalone DECwindows environment with both the client and server executing on that same system is 32 Mbytes.

The performance and memory usage of DECwindows applications are particularly sensitive to system configuration. Less memory may be required on the client system (the system where the software is installed and executed) if the server (the component that displays the application) resides on another system. More memory may be required on a system with several applications running or where it may be desirable to improve the performance of an application.

**CLUSTER ENVIRONMENT**

This layered product is fully supported when installed on any valid and licensed VAXcluster\* configuration without restrictions. The HARDWARE REQUIREMENTS section of this document details any special hardware required by this product.

- V6.x VAXcluster configurations are fully described in the VAXcluster Software Product Description (29.78.xx) and include CI, Ethernet, and Mixed Interconnect configurations.

## SOFTWARE REQUIREMENTS

### For Digital OSC Server Systems

*For OpenVMS Server platforms:*

- OpenVMS Operating System <V6.1 - V6.2>
- DECnet phase IV or V or

TCP/IP: UCX VAX V2.x or UCX AXP V3.x

*For Digital UNIX Server platforms:*

- Digital UNIX <V3.0 - V3.2>
- TCP/IP or DECnet.

*For both OpenVMS and Digital UNIX Servers:*

- POLYCENTER Console Manager V1.6
- POLYCENTER System Watchdog V2.2 (Consolidator)
- DECwindows MOTIF V1.2

### For Digital OSC Client Systems

*For OpenVMS Client platforms:*

- OpenVMS Operating System <V5.5-2 - V6.2>
- DECnet phase IV or V

*For Digital UNIX Client platforms:*

- Digital UNIX <V3.0 - V3.2>

*For ULTRIX RISC Client platforms:*

- ULTRIX <V4.3-A - V4.4>

*For Sun Client platforms:*

- SunOS V4.1.1 or
- Sun-SOLARIS V2.3 (SunOS V5.3)

*For HP Client platforms:*

- HP-UX <V8.0.7 - V9.0.0>

*For IBM Client platforms:*

- AIX <V3.2.4 - V3.2.5>

*For all Client platforms:*

- POLYCENTER System Watchdog <V1.0 - V2.2> (Agent)

- TCP/IP or DECnet

## OPTIONAL SOFTWARE

### For Digital OSC Server Systems

- POLYCENTER Netview for Digital UNIX V2.1
- POLYCENTER Network Manager for OpenVMS or ULTRIX V1.2
- POLYCENTER System Census for OpenVMS V1.1
- POLYCENTER Performance Solution for OpenVMS V2.1 (Monitor)
- POLYCENTER Performance Solution for Digital UNIX V1.4 (Monitor)
- Digital SQL RTL for OpenVMS <V4.1 - V4.2> (*necessary for Autoconfiguration from POLYCENTER System Census database*).
- Terminal Server Manager for OpenVMS V1.6
- DECmessageQ for OpenVMS <V2.0 - V2.1> or Digital UNIX V2.1 (*mandatory for Digital OSC Rollup*).
- DECnet (*mandatory wherever TCP/IP is not available*).

### For Digital OSC Client Systems

- VAXsim-PLUS for OpenVMS V1.5
- POLYCENTER Performance Solution for OpenVMS V2.1 (Data Collector)
- POLYCENTER Performance Solution for Digital UNIX V1.4 (Data Collector)

## GROWTH CONSIDERATIONS

The minimum hardware/software requirements for any future version of this product may be different from the requirements for the current version.

## DISTRIBUTION MEDIA

- TK50 streaming tape for Digital VAX and RISC platforms.
- DAT tape for Digital AXP platforms.
- DAT tape for HP platforms.
- QIC tape 250 for Sun and IBM platforms.

This product is **NOT** available as part of the OpenVMS Consolidated Software Distribution on CD-ROM for either VAX or AXP architectures.

The software documentation for this product is **NOT** available as part of the OpenVMS Online Documentation Library on CD-ROM.

## ORDERING INFORMATION

### Digital Operations Service Center

#### For Digital UNIX AXP platform

Media & Documentation c/s CD-ROM: Q2-4N8AA-H8

Server Traditional License: Q2-4N8A9-AA

Server Traditional Update License: Q2-4N8A9-RA

Installation and Orientation Services: QS-4N8A9-A9

Client Traditional License: Q2-4N9A9-AA

Client Traditional Update License: Q2-4N9A9-RA

Installation and Orientation Services: QS-4N9A9-A9

#### For OpenVMS AXP platform

Media & Documentation c/s CD-ROM: Q2-4N6AA-H8

Server Traditional License: Q2-4N6A9-AA

Server Traditional Update License: Q2-4N6A9-RA

Installation and Orientation Services: QS-4N6A9-A9

Client Traditional License: Q2-4N7A9-AA

Client Traditional Update License: Q2-4N7A9-RA

Installation and Orientation Services: QS-4N7A9-A9

#### For OpenVMS VAX platform

Media & Documentation c/s TK50: Q2-4N4AA-H5

Server Traditional License: Q2-4N4A9-AA

Server Traditional Update License: Q2-4N4A9-RA

Installation and Orientation Services: QS-4N4A9-A9

Client Traditional License: Q2-4N5A9-AA

Client Traditional Update License: Q2-4N5A9-RA

Installation and Orientation Services: QS-4N5A9-A9

#### For ULTRIX RISC Client platform

Media & Documentation c/s TK50: Q2-4NEAA-H5

Traditional License: Q2-4NEA9-AA

Traditional Update License: Q2-4NEA9-RA

Installation and Orientation Services: QS-4NEA9-A9

#### For SunOS Client platform

Media & Documentation KIT QIC tape: Q2-4NCAA-HP

Traditional License: Q2-4NCA9-AA

Traditional Update License: Q2-4NCA9-RA

Installation and Orientation Services: QS-4NCA9-A9

#### For Sun-Solaris Client platform

Media & Documentation KIT QIC tape: Q2-4NDAA-HP

Traditional License: Q2-4NDA9-AA

Traditional Update License: Q2-4NDA9-RA

Installation and Orientation Services: QS-4NDA9-A9

#### For HP-UX Client platform

Media & Documentation KIT DAT tape: Q2-4NAAA-HP

Traditional License: Q2-4NAAA-AA

Traditional Update License: Q2-4NAAA-RA

Installation and Orientation Services: QS-4NAAA-A9

#### For IBM-AIX Client platform

Media & Documentation KIT QIC tape: Q2-4NBAA-HP

Traditional License: Q2-4NBA9-AA

Traditional Update License: Q2-4NBA9-RA

Installation and Orientation Services: QS-4NBA9-A9

#### Common to all platforms

Documentation: Q2-4N4AA-GZ

- Denotes variant fields. For additional information on available licenses, services, and media, refer to the appropriate price book.

## SOFTWARE LICENSING

This software is furnished only under a license. For more information about Digital's licensing terms and policies, contact your local Digital office.

### License Management Facility Support:

This layered product supports the OpenVMS License Management Facility.

License units for this product are allocated on an unlimited system use basis.

For more information on the License Management Facility, refer to the OpenVMS Operating System Software Product Description (SPD 25.01.xx) or the *License Management Facility* manual of the OpenVMS Operating System documentation set.

## SOFTWARE PRODUCT SERVICES

A variety of service options are available from Digital and can be ordered under QS-\*\*\*A\*-. For more information, please contact your local Digital office.

**SOFTWARE WARRANTY**

A 90 days warranty for this Software Application Product is provided by Digital with the purchase of a license for the product.

The above information is valid at time of release. Please contact your local Digital office for the most up-to-date information.

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