

**hp** high availability  
observatory



a robust suite of service  
technologies and processes  
for mission critical  
computing environments



**Keep your mission critical computing environment up and running with HP mission critical services. The HP High Availability Observatory (HAO) supports HP in its commitment to prevent critical problems and quickly repair and restore your system or network interconnect device if a problem should occur. As an HP Business Continuity Support (UNIX® only) customer, or Critical Systems Support (UNIX® or Windows® servers)<sup>a</sup> customer, you receive the benefits of HP's most robust support technology, a secure connection to HP's high availability support engineers, and HP's Mission Critical Support Center (MCSC).**

<sup>a</sup>UNIX®: HP9000 Series 800 Business Servers with HP-UX 10.20, 11.x operating systems.  
 Windows®: HP, Dell, and Compaq servers with Windows® NT 4.0 and Service Pack 4 or later, or Windows® 2000

The High Availability Observatory supplements HP's capabilities in supporting mission critical computing environments. An HP-owned Support Node, consisting of a workstation and network router residing on your site, collects vital information about the status and configuration of your mission critical systems and network interconnect devices. A secure connection from the HP Support Node to HP's MCSC allows this data to be viewed remotely by qualified HP support engineers or securely shared with HP support engineers via the MCSC. Your system and network information is accessible only to HP support personnel using access, authorization, and authentication technology designed in accordance with industry-leading standards. Vital system data is analyzed by authorized HP support engineers who use the information to more effectively deliver the proactive and reactive services that your mission critical environment requires.

<b>HAO applications:</b>	
<b>Prevention, Rapid Detection, and Rapid Restoration</b>	<b>Customer Benefit</b>
<b>HP Support Node:</b> HP-owned and HP-maintained workstation that hosts support applications, collects system configuration data, and provides the entry point for secure remote access into your environment.	Displays customer-viewable configuration information that highlights changes in your environment to help analyze problems quickly and reduce downtime.
<b>Cisco Router:</b> HP-owned and HP-maintained router that supports ISDN and local connectivity options between HP and your HP Support Node and mission critical environment.	Enables HP support engineers to securely dial into the HP Support Node for remote troubleshooting.
<b>Configuration Tracker:</b> Collects hardware, software, and network configuration data on a nightly basis and identifies what's changed in your environments.	Captures the state of your IT environment and highlights changes to quickly pinpoint the source of the problem and reduce downtime.
<b>Network Node Manager:</b> Polls and stores network topology from your mission critical environment.	Enables precise and fast troubleshooting of network problems.
<b>Configuration Analyzer<sup>b</sup>:</b> Systematically analyzes your configurations for software patch irregularities.	Predicts and analyzes problems before they occur and ensures a stable customer IT environment.
<b>Hardware Event Notification<sup>c</sup>:</b> Alerts HP of hardware failures when they occur.	Fast recognition of a hardware failure so that it can be fixed with the least impact to the environment.
<b>Device Unreachable Detection &amp; Notification:</b> Alerts HP of systems that cannot be reached over the customer's network from the HP Support Node (e.g., system unreachable notification). Additional information is sent when the device becomes available.	Fast recognition of unreachable systems within the customer's environment by HP. Enables support processes to be quickly activated to determine the cause of the outage.
<b>Health/Link Checker:</b> Collects important information to determine that the HP Support Node and secure link to HP are operational and available when you need them.	Ensures that HP's mission critical service technology is highly available in your environment.
<b>Transport Office Manager:</b> Transmits configuration changes from your site to HP; data is encrypted via RSA technology.	Enables secure and reliable data transport between the HP Support Node and HP's Mission Critical Support Center.
<b>Remote Diagnostics:</b> Remote access to key configuration data and diagnostic tools at your site.	Troubleshooting is done quickly and effectively.
<b>Availability Measurement<sup>b</sup>:</b> Calculates the availability of your HP-UX environment. Scheduled downtime causes can be assigned.	Enables you to benchmark the availability of your IT environment over time.

b) Available for HP-UX systems only

c) HP Event Notifier available for systems running HP-UX 11.x; Predictive for HP-UX 10.x systems

# real-world customer experiences



## hardware event notification

**The problem:** Unrecoverable disk failure on a mirrored disk.

**The HAO solution:** During the weekend, HP Event Notifier detected an unrecoverable disk failure on a mirrored disk. The customer first became aware of the situation when the HP field engineer arrived onsite to change the faulty drive. The component was replaced and the customer experienced no downtime.



## configuration tracker

**The problem:** Customer notices problem with an HP 9000 Server.

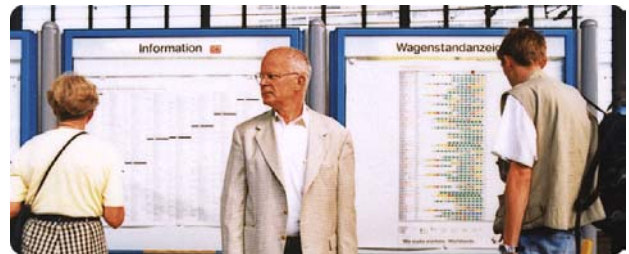
**The HAO solution:** The customer operates a regional data center with shared "root" or administrator access on many of their mission critical servers. The customer had an issue with one of his enterprise servers which reports to his data center. The remote administrator changed some startup configuration outside the specification. Based on the configuration change history stored in Configuration Tracker, the customer discussed this with the remote administrator who acknowledged the unauthorized change and restored the original configuration.



## remote diagnostics

**The problem:** HP-UX system panic due to unknown cause.

**The HAO solution:** A customer placed a call to HP stating that his HP-UX system panicked on reboot. Through the secure high-speed HAO ISDN remote connection, an HP support engineer logged in remotely to the customer's system. Two HP experts were called in to collaborate on this problem and shared the data view via the HP Support Node. A problem was discovered in a specific processor, and a field engineer was dispatched to replace the processor.



## device unreachable detection & notification

**The problem:** Automatic system reboot caused by a hardware problem.

**The HAO solution:** One of the customer's servers under an HP Critical System Support contract developed a hardware problem and rebooted itself. The response center received a device unavailable message and promptly called the customer. The customer was not aware that the server encountered a failure and re-booted itself. They were impressed by this feature of HAO. An onsite hardware engineer quickly found the cause of the problem and fixed the server.

### **Prerequisites for receiving the HP High Availability Observatory**

You are eligible to receive if you have a current or new support contract for:

- HP Business Continuity Support for HP-UX systems
- HP Critical Systems Support for HP-UX systems
- HP Critical Systems Support for Windows® servers

In addition, you must provide:

- A dedicated ISDN line (or an HP-approved local connectivity option)
- Bi-directional e-mail (via Internet, ISDN link, or an HP-approved local connectivity option)

### **Additional information**

The HP High Availability Observatory is provided as a vital service technology of our HP Mission Critical Services and cannot be ordered as a standalone product. For more information on HP's High Availability Observatory, contact your HP Support account team or HP Support office.

### **For the location of the nearest sales office, call:**

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Canada: +1 905 206 4725

Japan: +81 3 3331 6111

Latin America: +1 305 267 4220

Australia/New Zealand: +61 3 9272 2895

Asia Pacific: +8522 599 7777

Europe/Africa/Middle East: +41 22 780 81 11

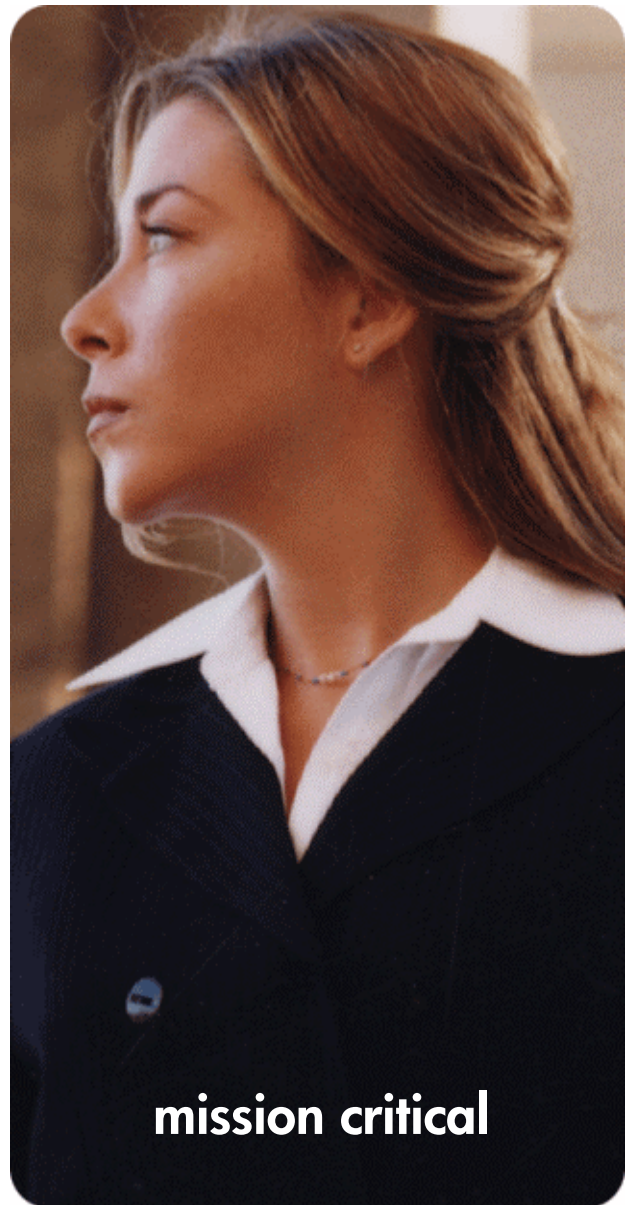
### **For more information**

Contact any of our worldwide sales offices or HP Channel Partners (in the U.S. call 1 800 637 7740) or visit HP at our web site: [www.hp.com](http://www.hp.com)

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HAO supplements HP's capabilities in supporting mission critical environments