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Overview of OEN Controller Server

The OEN Controller server (SCP 240) provides Open Engine users with a single application control point for Open Engine processes. The OEN Controller is primarily used by OpenView (OpenView.exe), a front-end application used to configure, start, stop and monitor interfaces. OpenView sends and receives all of its data through the OEN Controller. The request is sent from OpenView to the OEN Controller which in turn passes the request to SCP (scp). The results of the request are then sent back through the OEN Controller to OpenView.

Operating Dependencies

Operating dependencies are the set of conditions that must be in place for a server to function correctly. This section describes the operating dependencies for the OEN Controller server (SCP 240).

The OEN Controller is primarily dependent on the CPM Script server (SCP 51) to execute scripts on behalf of the OEN Controller, and the OEN Controller passes the information back to OpenView.

Cerner Millennium servers interact with each other in a variety of ways, and depend on each other to process units of work. For a high-level view of this server's interactions with other *Cerner Millennium* servers and other elements of the *Cerner Millennium* architecture.

Server Control Panel

The Server Control Panel (scp) allows users to start and stop servers, and change the properties of servers. SCP (scp) allows users to view the number of instances of a server that are running and the state of those servers.

Server Definition - OpenVMS

Entering the **show** command at the SCP (scp) prompt displays the definition of the indicated server on an OpenVMS system.

Server Definition - AIX or HP-UX

Entering the **show** command at the SCP (scp) prompt displays the definition of the indicated server on an AIX or an HP-UX system.

Services

A service may be a shared service (SHR), which is a connectionless service. In a shared service, clients deposit messages in a queue that is shared by one or more servers offering the same service. In a connection-based (CON) service, clients are required to establish a physical link with a server offering the service. Queue (QUE) services process transactions asynchronously from the client process. Queue-based messaging implements a time independent, message-driven delivery model.

Note

The Oen.Controlservice will be converted from Connection to Shared service beginning with DC12.

The OEN Controller server performs the following services.

Service Name	SCP Server Entry Number	Shared Service (SHR), Connection (CON), Queue (QUE)
Oen.Controlservice	240	SHR

Server Properties

Most parameters for a server are specified in SCP (scp). The following table contains server properties for the OEN Controller server (SCP 240):

Property Name	Description	Default Value	Valid Values	Required (Y/N)
LogLevel	Controls the messages that are written to the system.mlg file and to the server's private .mlg file. This is not required for the Controller.	N/A	0 - 4	N

System Logicals or Environment Variables

A list of common logicals or environment variables used by common runtime libraries and supporting services can be found in the Millennium Logical Definitions Reference Overview page.

RDBMS

The OEN Controller does not access any tables directly. It returns interface information from the OEN_PROCINFO table via a step on the CPM Script server:

Code Sets

No code sets are required. The OEN Controller server (SCP 240) does not use code sets to perform its operations.

Discern Explorer (CCL) Scripts

The following table lists all *Discern Explorer* (CCL) scripts that are executed during request handling. The scripts displayed below are executed by the CPM Script Server on behalf of the OEN Controller and the information is returned back to OpenView.

Script Name	Related Request Number	Bound to Server (SCP Entry ID)	Purpose
OENCPM_GET_PROCINFO	1243301	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_PROCID	1243302	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_PROCINFO_TRAITS	1243303	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_CREATE_PROCID	1243304	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_ADD_PROCINFO	1243305	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_DEL_PROCINFO	1243306	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_UPDT_PROCINFO	1243308	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_SCPID_PROCINFO	1243309	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_PRSNLITY	1243310	51	Returns information from the database to the calling Windows Application - OpenView

OENCPM_ADD_SCRIPT	1243311	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_SCRIPT	1243312	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_SCRIPT	1243313	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_UPDT_SCRIPT	1243314	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_BUILD_SCRIPT	1243315	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_DEL_SCRIPT	1243316	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LISTPROCS_USES_SCRIPT	1243317	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_UPDT_OBJ_LIB	1243318	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_OBJ_LIB	1243319	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_ROLLBACK_TX	1243320	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_ADD_TX_EVENT	1243321	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_CUSTOM_ROUTE	1243322	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_OBJ_LIST	1243323	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_METATABLE_SCRIPTS	1243324	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_METATABLE_SCRIPT	1243325	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_SRVRTL	1243329	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_ACTIVE_TRIGGERS	1243333	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_GET_ROUTEINFO	1243334	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_ROUTDEF	1243335	51	Returns information from the database to the calling Windows Application - OpenView

OENCPM_GET_ROUTDEF	1243336	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_ADD_ROUTDEF	1243337	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_UPDT_ROUTDEF	1243338	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_DEL_ROUTDEF	1243339	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_LIST_CQM_LALIAS	1243350	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_NUKEALL_FOR_INT	1243351	51	Returns information from the database to the calling Windows Application - OpenView
OENCPM_UPDT_TRANSTBL	1243352	51	Returns information from the database to the calling Windows Application - OpenView
CPM_PREFETCH_INSERT	1243360	51	Returns information from the database to the calling Windows Application - OpenView

Server Interactions

Processes making requests to the OEN Controller server (SCP 240) as well as requests made to other servers by the OEN Controller server (SCP 240) are documented below.

Requests Made to OEN Controller Server (SCP 240)

The following table displays requests made to the OEN Controller server (SCP 240).

Sender of Request (Server/ Application)	Request Number	Request Description	Synch (S) or Asynch (A)	Steps Performed by OEN Controller Server (SCP 240)	Data Returned to the Sender
OpenView	1243200	OEN.Control	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243201	Oenctl_get_procinfo	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243202	Oenctl_list_procid	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243204	Oenctl_add_procinfo	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243205	Oenctl_updt_procinfo	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243206	Oenctl_del_procinfo	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243210	Oenctl_add_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server

OpenView	1243211	Oenctl_del_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243212	Oenctl_list_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243213	Oenctl_get_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243214	Oenctl_updt_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243215	Oenctl_build_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243217	Oenctl_getlib_list	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243218	Oenctl_getlib_item	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243219	Oenctl_listlib_stds	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243220	Oenctl_list_routdef	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243221	Oenctl_get_routdef	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243222	Oenctl_add_routdef	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243223	Oenctl_updt_routdef	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243224	Oenctl_del_routdef	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243225	Oenctl_get_routeinfo	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243226	Oenctl_updt_routeassign	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243227	Oenctl_list_meta_scripts	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243228	Oenctl_get_meta_script	S	Passes request to the CPM Script Server	Reply from the CPM Script Server
OpenView	1243229	Oenctl_get_srvrtl	S	Passes request to the CPM Script Server	Reply from the CPM Script Server

Requests Made to Other Servers by OEN Controller Server (SCP 240)

The following table displays requests made to other servers by the OEN Controller server (SCP 240).

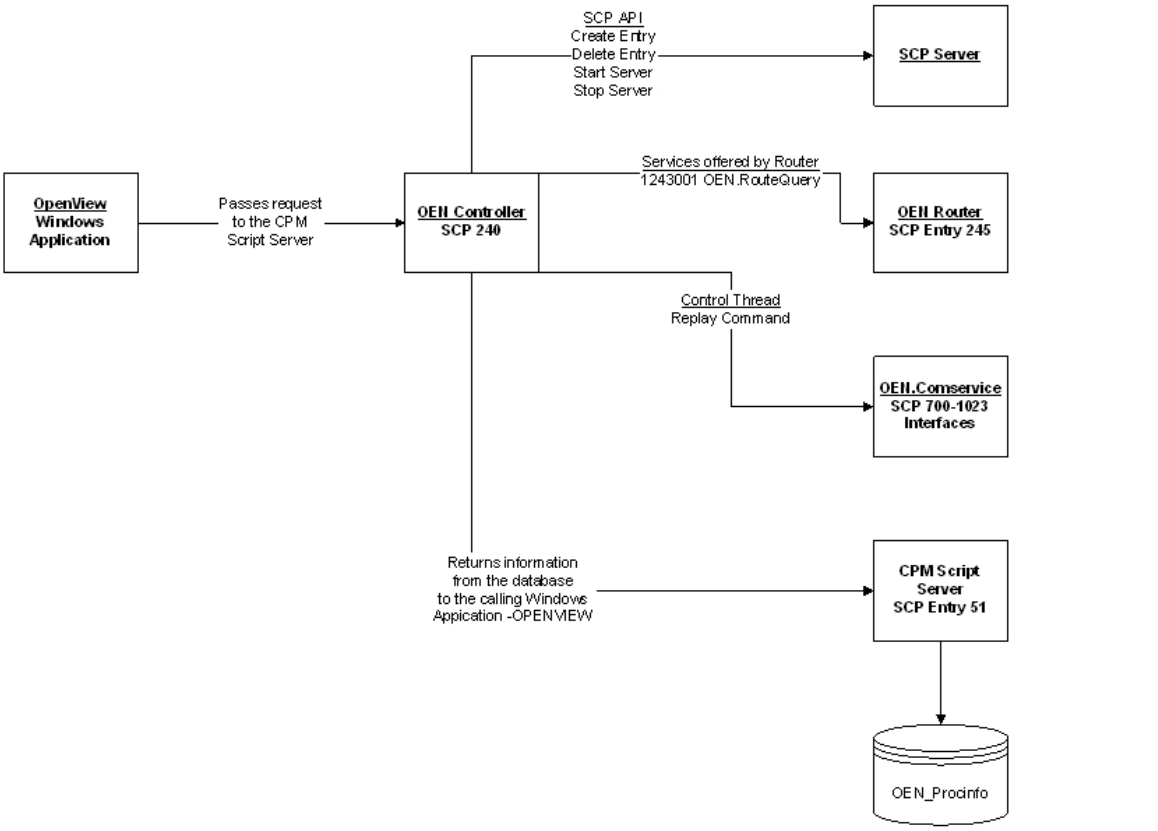
Recipient of Request (Client or Server Application)	Request Number	Request Description	Synch (S) or Asynch (A)	Data Returned to the OEN Controller Server	Actions Performed by OEN Controller Server if Recipient Server is not Available
CPM Script server	1243301	OENCPM_GET_PROCINFO	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243302	OENCPM_LIST_PROCID	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243303	OENCPM_GET_PROCINFO_TRAITS	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243304	OENCPM_CREATE_PROCID	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243305	OENCPM_ADD_PROCINFO	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243306	OENCPM_DEL_PROCINFO	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243308	OENCPM_UPDT_PROCINFO	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243309	OENCPM_GET_SCPID_PROCINFO	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243310	OENCPM_GET_PRSNLITY	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243311	OENCPM_ADD_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243312	OENCPM_LIST_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243313	OENCPM_GET_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243314	OENCPM_UPDT_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243315	OENCPM_BUILD_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243316	OENCPM_DEL_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243317	OENCPM_LISTPROCS_USES_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243318	OENCPM_UPDT_OBJ_LIB	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243319	OENCPM_GET_OBJ_LIB	S	Reply structure	Returns a script failure message to OpenView

CPM Script server	1243320	OENCPM_GET_ROLLBACK_TX	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243321	OENCPM_ADD_TX_EVENT	S	Reply structure	Returns a script failure message to OpenView
CPM Script Server	1243322	OENCPM_LIST_CUSTOM_ROUTE	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243323	OENCPM_GET_OBJ_LIST	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243324	OENCPM_LIST_METATABLE_SCRIPTS	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243325	OENCPM_GET_METATABLE_SCRIPT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243329	OENCPM_GET_SRVRTL	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243333	OENCPM_LIST_ACTIVE_TRIGGERS	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243334	OENCPM_GET_ROUTEINFO	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243335	OENCPM_LIST_ROUTDEF	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243336	OENCPM_GET_ROUTDEF	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243337	OENCPM_ADD_ROUTDEF	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243338	OENCPM_UPDT_ROUTDEF	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243339	OENCPM_DEL_ROUTDEF	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243350	OENCPM_LIST_CQM_LALIAS	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243351	OENCPM_NUKEALL_FOR_INT	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243352	OENCPM_UPDT_TRANSTBL	S	Reply structure	Returns a script failure message to OpenView
CPM Script server	1243360	CPM_PREFETCH_INSERT	S	Reply structure	Returns a script failure message to OpenView
OEN Router	1243001	OEN.RouteQuery	S	Queue counts and cycle time information	Returns the information to OpenView

SCP API		SCP API Create Entry Delete Entry Start Server Stop Server	S	Creates Entry Deletes Entry Starts Server Stops Server	Returns the information to OpenView

Request Diagram

The following diagram depicts the requests made to and by the OEN Controller.



Troubleshooting this Server

This section explains how this server processes transactions and how you should troubleshoot issues with those transactions; notes the locations this server uses to log errors and the common errors this server might log; and provides tips on troubleshooting issues you might see with this server.

Troubleshooting Transactions

In *Cerner Millennium*, an application server can accept one of two types of transactions: request-reply (RR) transactions or reliable datagram model (RDM) transactions.

A request-reply server accepts a request message from client applications and returns a reply message directly to the client in a synchronous transaction. An RDM server processes transactions asynchronously, retrieving the transaction from a queue but sending no verification to the client application.

This server is a request-reply server. The following section provides more information on troubleshooting this type of server.

Locating and Understanding Error Logging

This server makes use of the logging options described below.

Message Log Viewer

Each server has the ability to write to .mlg files. These files can be viewed with Message Log Viewer (MsgView.exe, local node) or System Message Viewer (SystemMessageViewer.exe, (PC GUI). There is a .mlg file for each server and one system.mlg file used by all servers. The system.mlg file contains only error, warning and audit level messages. The server-specific .mlg files contain error, warning, audit and, (depending on the log level) info and debug information. The log level is controlled by setting the **LogLevel** property to a number between 0 and 4. The following are the standard logging levels for servers:

- 0 - error
- 1 - warning
- 2 - audit (default)
- 3 - info
- 4 - debug

The following table details errors that may be logged to Message Log Viewer by this server. The *Event Key* displays in the Event field of a particular message in Message Log Viewer and may be used to search the following table to find a specific error. The Event Key also displays when the *dir* Message Log Viewer command is issued. Because the number of characters in the Event Key is limited, the *Event Name* more fully describes the information from the Event Key. *Text* describes the error and displays in Message Log Viewer under the <text> heading. *User Text* displays the suggested action the user should take to resolve the issue, and *Admin Text* displays the suggested action the system administrator should take to resolve the issue.

Event Key	Event Name	Text	User Text	Admin Tex
Controller would not stay running.	Controller would not stay running.	Unable to open (OEN PROCINFO) file (get_procinfo_traits) Could not find 997 in table!	Unable to open (OEN PROCINFO) file (get_procinfo_traits) Could not find 997 in table!	Cycle the servers.
Error: "oen_controller wasnt able to check threshold"	Error: "oen_controller wasnt able to check threshold"	Oen_Controller was not able to check threshold	Oen_Controller was not able to check threshold	Check if th 1. select * table has a OUT_CYC 1 0 0 0 0 F 2. insert in 3. set interfaceid 4. all_state
The oendb_determine_proc_thresh script failed while attempting to check thresholds.	The oendb_determine_proc_thresh script failed while attempting to check thresholds.	The following error messages displays in the Controller after each refresh:OenCtrlNoThresholds::The Open Engine Controller wasn't able to check process thresholds.SystemAdministraionInstruction: The oendb_determine_proc_thresh script failed while attempting to check thresholds.	The following error messages displays in the Controller after each refresh:OenCtrlNoThresholds::The Open Engine Controller wasn't able to check process thresholds.SystemAdministraion Instruction: The oendb_determine_proc_thresh script failed while attempting to check thresholds.	Make sure ALL_STAT oendb_det ALL_STAT script to ch
OenProcCfgDeleteFail::Unable to delete Open Engine process #### due to OEN_Controller fatal error.	OenProcCfgDeleteFail::Unable to delete Open Engine process #### due to OEN_Controller fatal error.	The following error message displays when deleting a process: OenProcCfgDeleteFail::Unable to delete Open Engine process #### due to OEN_Controller fatal error.	Run OEN_CLEAR_REFRESH_SCP from CCL and then try deleting the processes again.	

Server-Specific .Out and .Err Files

The server-specific standard out and standard error files are in the cmb_temp directory.

These files contain information that has been redefined through stdout and stderr as defined by the C++ runtime modules. This information is generated by printf and cout statements placed in the code by the developer and can vary in content, quantity and quality.

When a process is started, a .out or a .err file is created in the cmb_temp directory and then deleted. Statements generated by the .com or the .ksh file are included in these files and can be helpful in troubleshooting environmental or image loading problems. Some servers may generate more information if the **LogLevel** property is set to 4.

Viewing .Out and .Err Files on AIX or HP-UX

To view the files on *AIX* or *HP-UX*, enter commands similar to the following, where _entryid _is the SCP entry number for the server and _instance _is the server

instance number:

Viewing .Out and .Err Files on OpenVMS

On *OpenVMS*, as long as the server instance that wrote the file is still running, it has the file locked and you cannot open it directly. Complete the following steps to view the contents of a .out or .err file:

1. Set your current working directory to the cmb_temp logical directory to simplify the commands in the steps below. To set your current working directory to the cmb_temp logical directory, enter the following command:

2. Use the OpenVMS **backup** command to copy the contents to a file that is not locked. Enter a command similar to the following, where _entryid _ is the SCP entry number for the server and _instance _ is the server instance number:

   For example, to create a backup of the .out file for instance 01 of the CPM Script server (SCP 051), enter the following command:

3. To view the files on OpenVMS, enter commands similar to the following, where _entryid _ is the SCP entry number for the server and _instance _ is the server instance number:

   For example, to view a backup of the .out file for instance 01 of the CPM Script server (SCP 051), enter the following command:

Discern Explorer (CCL_ Runtime Log Files

Runtime log files are *Discern Explorer* (CCL) files created by all processes that connect to *Discern Explorer* (CCL). The level of detail in the runtime log files is dependent on settings invoked during connection to CCL. By default, the cpmstartup CCL script is invoked for each server that connects to the RDBMS.

More detailed information will be logged to the CCL runtime log files when cpmstartup_test or cpmstartup_debug is used for the server startup. To start the server through the cpmstartup_test script, set the property as follows:

This is displayed in the properties section after a **show *entryid*** command as follows:

Setting the startup script property to debug also increases the level of detail in the log file, but test is useful for most troubleshooting purposes. The cpmstartup_test script turns on call echo statements from *Discern Explorer* (CCL). Cpmstartup_debug turns on call echoes as well as echo record, which dumps any internal record structures to the runtime logfile.

Discern Explorer (CCL) messages logged in the runtime log files can be found in the Troubleshoot Discern Explorer Reference Page.

For more information, see the Troubleshoot Cerner Millennium Back-End Servers Reference Page.

Basic Troubleshooting for This Server

For more information, see the Troubleshoot Cerner Millennium Back-End Servers Reference Page.

Effects on Other Servers and Applications

When one server encounters a problem, the symptom can be experienced in a client application or another server. The following table lists other applications, functionality, or servers that can be affected if the OEN Controller is not available.

Affected Applications or Servers	Symptom Experienced
OpenView	An error occurs with the following message: An error occurred while trying to communicate with the server. Make sure OEN Controller is running and properly bound.

Troubleshooting Steps for the OEN Controller Server (SCP 240)

Follow the steps below when working through an issue with the OEN Controller server (SCP 240).

This server is primarily used by the front-end Windows Application OpenView to communicate with the back-end servers. It offers services to OpenView and also calls requests to be processed by the script server. The main server that the OEN Controller is dependent on is the CPM Script server (SCP 51) .

If the OEN Controller Server (SCP 240) Will Not Start

For the OEN Controller server and Router to operate, certain servers upon which OpenView depends must be running correctly. This particular problem may be caused by messages being queued up within the CPM Script server.

1. Verify in SCP that the CPM Script server (SCP 51) is running.
2. If it is running, check the status of queued messages by entering the following command:
   service 34 .
3. Note the queued count within the messages section. After checking the queued count multiple time, if the messages queued value does not decrease, or increases, it can indicate a problem with the CPM Script server (SCP 51).
4. Cycle the CPM Script server (SCP 51) by stopping and restarting it. If this does not resolve the problem, contact Cerner.

Recovery

If the OEN Controller server does not start, check the CPM Script server (SCP 51) and cycle it if necessary. The OEN Controller server passes requests to the CPM Script server to execute on behalf of the Router and then returns the reply back to OpenView, which is typically the calling application.

Other Useful Utilities

OEN_CHECK_SERVERS is a useful utility to troubleshoot the servers. This utility can be executed from *Discern Explorer* (CCL) and is usually is a good starting point when troubleshooting the OEN Controller servers.

Maximizing Performance

There are several things about a server that can affect performance and stability. The settings defined for a server affect performance, so an awareness of the amount of logging and additional processing that a server is doing is beneficial. Recommendations for settings that will maximize the performance of this server are detailed in this section.

CPU and Memory

Cache

The amount of data the server caches over time is also an important indicator of performance. Some servers cache data upon startup. These servers can process more efficiently once the data has been cached, but typically have a longer startup time. Servers can also cache frequently used data over time as they process. Servers that cache data as they process will process transactions more quickly over time.

The OEN Controller server caches information about queue statistics, which are returned to OpenView. The cache is refreshed every 10 seconds.

Logging

The system messages logged by this server can slow the performance of the system. Logging increases the amount of I/O on the system and decreases the amount of available drive space.

Considerations for Multiple-Node and Multiple-Instance Usage

Server Capability

At present, the OEN Controller server can run on one node, and have only one instance of the server, per domain. The server is shared-service based and must have a physical connection established with OpenView. The OEN Controller server only allows one instance to run at any given time. The server has the restart property enabled; if it shuts down, it will attempt to restart itself.

Single Node/Single Instance	Single Node/Multiple Instance	Multiple Node/Single Instance	Multiple Node/Multiple Instance
Current State			

System Maintenance

System maintenance affects the performance and stability of the system. The following topics describe the types of system maintenance tasks related to this server.

Purge Programs

There are no purge programs required for the OEN Controller server (SCP 240).

Audits and Reports

There are no audits or reports used for the OEN Controller server (SCP 240).

Other Maintenance Tasks

There are no additional maintenance tasks required for the OEN Controller server (SCP 240).