

HP Business Service Management

For the Windows and Linux operating systems

Software Version: 9.20

Release Notes

Document Release Date: August 2012

Software Release Date: August 2012



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Acknowledgements

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the JDOM Project (www.jdom.org).

This product includes software developed by the MX4J project (mx4j.sourceforge.net).

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

This document was last updated: Thursday, August 23, 2012

Support

Visit the HP Software Support Online web site at:

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This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

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Business Service Management Release Notes

This file provides information about Business Service Management (BSM) 9.20.

What's New in This Release

To view a full list of new features and enhancements in BSM 9.20, select **Help > What's New** in BSM, or download the [What's New document](#) from the [HP Software Product Manuals](#) web site.

BSM Support Matrixes

BSM system requirements and support matrix information, including BSM server and database support matrixes as well as support and compatibility data for BSM data collectors and other BSM components, is now located in the separate [BSM System Requirements and Support Matrix](#) document, located on the [HP Software Product Manuals](#) web site.

Information about supported integrations between BSM and other HP or third-party software is now available on the [HP Solutions and Integrations portal](#) (requires HP Passport login). Every integration listed includes a description of the integration, support matrix, and links to integration configuration documentation.

Installation Instructions

For complete instructions on installing this software, see the relevant documentation:

- New customers should follow the instructions in the [BSM 9.20 Installation Guide](#).
- Existing customers upgrading from 8.x or 9.x should follow the instructions in the relevant BSM 9.20 Upgrade Guide:
 - [BSM Upgrade Guide - 8.0x to 9.2x](#)
 - [BSM Upgrade Guide - 9.0x to 9.2x](#)
 - [BSM Upgrade Guide - 9.1x to 9.2x](#)

The most updated versions of these documents are available from the [HP Software Product Manuals](#) web site.

The following planning and deployment resources are also available from the [HP Software Product Manuals](#) web site:

BSM 9.20 Planning Guides Package, which contains:

- Getting Started Guide
- Operations Manager / Concepts Guide
- Planning Guide
- Deployment and Capacity Planner
- System Requirements and Support Matrixes Guide
- Database Guide
- What's New document

BSM 9.20 Deployment Guides Package, which contains:

- Release Notes
- Database Guide
- Installation Guide
- Upgrade Guide - 8.0x to 9.2x
- Upgrade Guide - 9.0x to 9.2x
- Upgrade Guide - 9.1x to 9.2x
- Hardening Guide

Notes and Limitations

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](http://www.hp.com/go/hpsupport) web site (<http://www.hp.com/go/hpsupport>), or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, new limitations published after version release, or generally to view a list of known problems for a specific product and/or version, on the [HP Software Support](http://www.hp.com/go/hpsupport) web site click the Self-solve tab, select **Include related subproducts**, select product, version, and operating system, select only **Known Problems** in the **Document types** area, and click **Search**. You can also search for a specific CR using the keyword box at the top of the Self-solve page.

General and Deployment

Deployment and Capacity Planner (Capacity Calculator): The [Deployment and Capacity Planner](#) is located on the [HP Software Product Manuals site](#).

You use this Excel sheet to input information regarding the scope of your deployment (applications, number of users, expected data) and the capacity calculator then calculates the required hardware and determines the size of your deployment. You then use this information to determine your hardware requirements and deployment configuration. You can upload the data from the capacity calculator Excel sheet while running the Setup and Database Configuration Utility in the Server Deployment page.

Authentication: BSM's default authentication strategy is Lightweight Single Sign-On (LW-SSO). When LW-SSO is enabled, you must use a fully qualified domain name (FQDN) to access BSM. This will enable integration among supported HP applications with a Single Sign-On manager, as well as working with BSM RTSM. If you are not able to provide an FQDN, it is still possible to use IP addresses for LW-SSO-trusted hosts. For details on working with IP addresses, see "Authentication Strategies" in the Platform Administration guide.

Temporary Internet Files: When logging into BSM for the first time after upgrading, delete the browser's temporary Internet files. This should be done on each browser that accesses BSM.

Skype Add-ons: An Internet Explorer exception error message is thrown inside BSM pages (usually on login page or in MyBSM), indicating Operation aborted. To resolve this issue, remove the Skype add-ons from your client. For further details, see <http://support.microsoft.com/default.aspx/kb/927917>.

Upgrade: Graph family and instance included in content packs are not upgraded (QCCR1A138542)

Description: After staged upgrade with operating system change (for example, Windows source system being upgraded to a staged Linux target system) graph families and instances are not visible in the Performance Graph Mappings and in the Content Manager UIs.

The data is upgraded and available, but due to a wrong path value, not visible in the UI.

Workaround: Please apply the first available patch to fix this problem.

Upgrade Wizard may hang when pressing Back in the OPR Database Settings dialog (QCCR1A142249)

Description: The Upgrade Wizard may hang when pressing the Back button in the OPR Database Settings dialog.

Workaround: Stop the Upgrade Wizard and restart it. Using the Next button, progress to the dialog that you want to edit and continue with the upgrade.

Configuration continues after fatal error and skips further important configuration steps (QCCR1A144758)

Description: In very rare occasions, during the running of the Configuration Wizard, the step that copies the data of customer 0 to customer 1 fails. A fatal error message is displayed but the **Next** button is active. If you click **Next**, the flow jumps to `opr-db-end` and skips the remainder of the opr-related configuration, and then continues with the overall flow. This results in a corrupt installation. Problems include strange behavior of Event Browser with errors on refresh, no certificates on Gateway Servers, each Data Processing Server only has it's own certificates and so are different from each other.

Workaround: If a fatal error is displayed, do not continue with the configuration. Stop the Configuration Wizard and resolve the reason of the fatal error before restarting the Configuration Wizard.

Gateway Servers do not get their node certificate automatically assigned (QCCR1A146503)

Description: When adding additional Gateway Servers in a distributed environments with multiple Data Processing Servers, it is possible that the new Gateway Servers do not get their node certificate automatically assigned.

Workaround: To assign node certificates to a newly added Gateway Server, complete the following steps:

1. On the Gateway Server system, enter the command:

ovcert -certrequest

2. In Admin UI open the Certificate request Browser:

Admin > Operations Management > Setup > Certificate Requests > Certificate Requests

3. In the Certificate Requests tab, select the associated certificate request and select **Grant Item** from the context menu.

Events from data collectors are buffered and the OVC process is not running (QCCR1A146584)

Description: All events from data collectors, such as SiteScope, and HPOM, are being buffered and no events are being processed by BSM. The OVC process is not running.

Workaround: If you reboot a Gateway Server, make sure the OV processes are running. To start these processes, enter the following command appropriate for your Gateway Server installation:

- Windows: %OvInstallDir%\ovc -start
- Linux: /opt/OV/bin/ovc -start

CI Resolver initialization is blocked if CI label is too long (QCCR1A146666)

Description: Startup of the opr-backend processes are blocked if the following is true:

- Cache type **Database** is selected (default).
- Label of one or more CI is larger than 255 characters.

In addition, event processing may be blocked after a successful startup of opr-backend processes if a full cache reload takes place.

Workaround: Reduce the length of long CI labels.

Alternatively, change the cache type to **In Memory**.

9.20 UCMDB Packages are not available after upgrade (QCCR1A146975)

Description: After upgrade from version 9.13 to version 9.20, the UCMDB Packages for the 9.20 version are not available.

Workaround: On the Data Processing Server system, run the commands appropriate for your operating system:

Unix:

```
touch /opt/HP/BSM/odb/conf/factory_packages/content  
  
$TOPAZ_HOME/opr/support/opr-jmxClient.sh -s localhost:29622 -u  
<JMXusername> -p <JMXpassword> -b opr.ucmdb:name=UcmdbConnectionMBean  
-m upload -a 1
```

Windows:

```
copy /b C:\HPBSM\odb\conf\factory_packages\content\* +,,
```

```
%TOPAZ_HOME%/opr/support/opr-jmxClient.bat -s localhost:29622 -u  
<JMXusername> -p <JMXpassword> -b opr.ucmdb:name=UcmdbConnectionMBean  
-m upload -a 1
```

Customized version of httpd-ssl.conf file might be overwritten. (QCCR1I41178)

Description: If BSM is configured for secure access (using Apache + SSL), BSM uses a customized version of the file `httpd-ssl.conf`. This file might be overwritten during the upgrade with a standard version of the file, breaking the configuration.

Workaround: Before upgrading, backup the customized file `<HP BSM root directory>\WebServer\conf\extra\httpd-ssl.conf`. Then reapply the changes to `httpd-ssl.conf` using the backup version as a reference to the location of the certificate files.

Applets fail with an unexpected handshake message (QCCR1I44883)

Description: In environments in which the BSM server requires a client certificate, applets using Java 1.6.0_20 may fail with an unexpected handshake message. This is a known issue from Sun (Oracle).

Workaround: Add the parameter `-Dsun.security.ssl.allowUnsafeRenegotiation=true` to the Java client.

Multiple prompts to enter credentials (QCCR1I45194)

Description: When using Java version 1.6.19 and higher in a secure environment (SSL) using basic authentication, you are prompted to enter credentials for each applet every time the applet is loaded. This is a known issue by Sun (Oracle).

Workaround: As suggested by Sun (Oracle): When each applet loads the first time, select **Remember password**. There is no security concern with this workaround since the applets are also protected by the browser and you are prompted for your credentials once every time you log into BSM through the browser using basic authentication.

High Availability Controller cannot move services (QCCR1I46345)

Description: If there is a problem with one of the `marble_*` processes (for example, one of the processes cannot start), you must disable the `marble_supervisor` process. If this process is not disabled, the High Availability Controller (HAC) cannot move the process' services (such as the DASHBOARD service that controls Service Health) to another Data Processing Server if there is a problem with the primary server.

Workaround: Disable the `marble_supervisor` process. HAC will move DASHBOARD service to another DPS.

Restart of BSM may be required after database outage (QCCR1I46504)

Description: If the management database was down or unreachable and the connection has been restored, you may have to restart BSM.

Workaround: Restart BSM when the management database is available again.

Adding additional Gateway servers with differing paths causes login failures (QCCR1I47337)

Description: If two Gateway servers are installed onto different drive paths, for example, one was installed onto the C:\ drive and the other onto the E:\ drive, BSM may not be able to be accessed.

Workaround: Create a duplicate path on the C:\ drive by copying E:\<HP BSM root directory>\conf\settings to C:\<HP BSM root directory>\conf\settings.

Upgrade will fail if IDM-SSO is enabled in the source environment. (QCCR1I58648)

Description: If you are using IDM-SSO, upgrade will fail if IDM-SSO is enabled in the source environment but not yet configured in the target environment.

Workaround: Disable IDM-SSO on the BSM Gateway Server before running the configuration upgrade in the target environment. To do so:

1. Log into the JMX console (<http://<Gateway Server name>:8080/jmx-console>) and search for the SSO service (**service=SSO**).
2. Locate the **setSingleSignOnMode** operation and in the ParamValue box, type **Lightweight**.
3. Click **Invoke**.

IDM-SSO can be re-enabled after BSM 9.10 is up and running from within BSM (**Admin > Users and Permissions > Authentication Management wizard**).

View Size (QCCR1I61961)

Description: To enhance performance, in BSM 9.10 there is a view-size limit. As a result, if you created an extremely large view in BAC 8.x, the view may not be supported by the RTSM in 9.10 or later.

Workaround: Contact HP Support for assistance in creating new views to suit your needs.

Staging Data Replicator (SDR) issues (QCCR1I63137)

- The procedure for unsubscribing the SDR on a standalone Linux deployment should use the following scripts rather than the Nanny JMX console:
/opt/HP/BsmSDR/scripts/run_hpbsmsdr.sh start/stop
 - Nanny manager JMX console will not show the correct SDR process status.
-

Automatic BSM content pack upload may fail after upgrade if SISConfigurationEnrichmentUpgrader fails (QCCR1I65695)

Description: During BSM upgrade, if the **SISConfigurationEnrichmentUpgrader** reports FAILED, PARTIALLY FAILED, or NOT REQUIRED status, the BSM content packs may not automatically upload upon restart.

Workaround: Delete the blockAutoUpload file located in the <HPBSM root directory>\conf\opr\content folder after **SISConfigurationEnrichmentUpgrader** finished and before BSM restart.

Platform

Authentication: When HP Business Service Management is installed with an Oracle Database and User Synchronization enabled with an LDAP Active Directory server, ensure that you login to HP Business Service Management with the correct-case UID (uppercase or lowercase), as configured on the LDAP server. This is because while the Oracle Database is case-sensitive, the LDAP Active Directory is not case sensitive, and logging in with an incorrect case UID can create undesirable results.

For example, if a user called **testuser** exists on the LDAP Active Directory server and logs into HP Business Service Management, he is automatically created as HP Business Service Management user **testuser**, who can be assigned permissions in the HP Business Service Management User Management interface. If you then login to HP Business Service Management as **Testuser**, the LDAP Active Directory server sends an acknowledgement that the user exists (because Active Directory is not case sensitive) and he is allowed entry to HP Business Service Management. However, since the Oracle Database does not identify this user as **testuser** (because the Oracle Database is case sensitive), the user **Testuser** is treated as a new user, without the permissions that were assigned to **testuser**.

NLS_LENGTH_SEMANTICS: The recommended setting for Oracle parameter NLS_LENGTH_SEMANTICS is the default setting of BYTE; setting this value to CHAR may affect database performance.

Infrastructure Settings: Changes to infrastructure settings are not included in the Audit Log.

Schema Creation: You cannot create a schema that starts with a digit.

Downtime notifications may not be sent if the Data Processing Server is down (QCCR1I44964)

Description: If the Data Processing Server is down for any reason, notifications of downtime starting and ending during the time period when the Data Processing Server was down may not

ever be sent. Notifications sent to recipients regarding downtimes are configured during downtime creation.

Workaround: None.

Adobe Flash plugin errors in Firefox 3.6.4 or above (QCCR1I55463)

Description: When working with BSM in Firefox 3.6.4 or above, Firefox may display one of the following error messages:

- The Adobe Flash plugin has crashed.
- Adobe Flash Player <version>. An ActionScript error has occurred. Error #1502: A script has executed for longer than the default timeout period of 15 seconds.

This is due to a known problem with the browser's "out-of-process plugins" (OOPP) crash protection feature (for details, see https://bugzilla.mozilla.org/show_bug.cgi?id=574905).

Workaround: To prevent this behavior, go to about:config and set all dom.ipc.plugins.enabled.* preferences to false. This prevents the "plugin-container" process from running, and all plugins will run within the Firefox browser process. For details, see http://kb.mozillazine.org/Plugin-container_and_out-of-process_plugins#Disabling_crash_protection.

Java applets may fail to load (QCCR1I57396)

Description: Java applets may fail to load intermittently.

Workaround: If a Java applet in BSM fails to load, clear your Java client cache:

1. In the Windows Control Panel, click **Java**.
2. On the General tab, select **Settings > Delete Files**.

Firefox 3.6.14 is not supported (QCCR1I58176).

Description: Due to a problem with applets in Firefox 3.6.14, BSM 9.10 does not work properly in this environment.

Workaround: Do not use BSM with Firefox 3.6.14. This specific version of Firefox fails to load applets. The problem does not occur in other versions of Firefox (for example version 3.6.15).

Applets fail to load when "Internet Explorer Enhanced Security" is enabled (QCCR1I59140)

Description: In some environments, certain applets fail to load when **Internet Explorer Enhanced Security** is enabled on the client machine (for example, the **LDAP Group Mapping Wizard**).

Workaround: Disable Internet Explorer Enhanced Security on the client machine (for example, Control Panel > Add/Remove Programs > Add/Remove Windows Components > scroll down to **Internet Explorer Enhanced Security Configuration** and uncheck the box).

Login page does not load if accessing through LB in separate domain from BSM (QCCR1I60724)

Description: When connecting to BSM using an FQDN, you still see the following error in the login screen: The HP Business Service Management URL must include the Fully Qualified Domain Name (FQDN).

Workaround: Retype the HP Business Service Management URL in the address bar, and check if there is a DNS resolution for Load Balanced virtual IPs from the BSM gateways.

Graphing

Virtualization_Infrastructure view in Performance Perspective: Performance graph does not display for VM hosted on ESX machine (QCCR1A114189)

Description: For the Virtualization_Infrastructure view in the Performance Perspective, performance graphs are not drawn for virtual machines hosted on an ESX server.

Workaround: In the model explorer, select the vMA node first and then select the VM that you are interested in. The performance graphs are drawn as expected.

When launching performance graphs (CI) from a VMware event, the graphs show metrics for VMs with similar names (QCCR1A118759)

Description: When a user launches a graph for a Virtual Machine CI, graphs are drawn for all the virtual machine CIs that have similar names.

Workaround: Close the graphs for unwanted virtual machine CIs.

Unable to delete custom graphs in Operations Management in Internet Explorer 8 (QCCR1A119284)

Description: It is not possible to delete custom graphs through **Admin > Operations Management** in Internet Explorer 8.

Workaround: Log out and then log in again to see the changes. The selected custom graphs are deleted.

Launching of Performance Graphs (neighborhood) option for virtualization configuration items (CIs) takes a long time to respond (QCCR1A123200)

Description: Launching of Performance Graphs (neighborhood) for virtualization configuration items (CI) takes longer if there are no agents running on the neighborhood nodes. This delay happens because the performance graphs try to connect to each of the nodes with a default time-out of 60 seconds per node.

Workaround: Use either of the following workarounds:

- Use the Launch Performance Graphs (CI) option from the Event Browser for viewing the virtualization related CIs.
- You can also change the default time-out required by Graphing to connect to the nodes.

To change the default time-out to connect to the nodes follow these steps:

- a. Launch a web browser and then enter the following URL:

```
http://<Gateway or Data Processing server name>:8080/jmx-console/
```

The Gateway or Data Processing server name is the name of the machine on which HP Business Service Management is running.

- b. To login into JMX Console, you are required to enter the authentication credentials configured when installing BSM and running the Setup and Database Configuration utility.
- c. Click **service=Infrastructure Settings Manager** under **Foundations** to open the JMX MBEAN View page. In the `void setGlobalSettingValue()`, enter the values `opr`, `opr.graphing.responsetimeouthttp` and `<new timeout value>` (in seconds) in the **ParamValue** field for the parameters listed.

EUM - event launch shows all instances with same name (QCCR1A120394)

Description: When a user launches graphs for an EUM CI in one Business Transaction Flow (BTF) from the Event Perspective, graphs are displayed for all the CIs having similar names in other BTFs as well.

Workaround: After the graphs are drawn, expand the left pane in the graph window and select only the CI for which you want to view the graphs. Graphs for selected CI are then drawn.

Trying to save a custom graph gives an error message. (QCCR1A126044)

Description: When you try to save a custom graph, the system shows a message stating that an error occurred while saving the graph. This is due to failure of the graph association.

Workaround: A user with Administrator privileges must manually associate the saved graph.

Line series in the graph for different intervals do not appear even though the points are plotted (QCCR1A131613)

Description: For different data sources, the line series in the graph for different intervals do not appear at times, though the points are plotted. This is because the series is in different time intervals.

Workaround: For metrics for data sources, draw separate graphs.

Pre-defined graphs for HP Operations Smart Plug-ins (SPI) are not coming up in Performance Perspective.(QCCR1A139847)

Description: If you are using HP Performance Agent (PA) to monitor your SPI, the pre-defined graphs do not come up. This is because PA does not support multi-instance data logging. But if you are using CODA, you can draw the pre-defined graphs.

Workaround: None.

Predefined graphs are not listed when NIC is selected.(QCCR1A143377)

Description: When you select the MAC address of an NIC as a CI from the Model Explorer, the corresponding predefined graphs are not listed. This is because while creating the Performance Graph Mappings, the NIC name is mapped to the predefined graphs and not the MAC address.

Workaround: Select the corresponding host to view the predefined graphs.

Graph for vSphere Management Assistant (vMA) is drawn when guest system is selected (QCCR1A143487)

Description: When a System Performance Graph (for example: Global History) is selected, a graph for a vMA node is drawn instead of the guest system. This is because, when an agent is installed on a vMA and both the vMA and an agent are monitoring a CI, Performance Graphing draws the graph for the first data source returned. If the first data source returned is that of vMA, the graph for vMA is drawn. Instead of drawing graph for the monitored CI, the system draws the graph for the vMA node.

Workaround: Select the agent data source from the Data Sources box in the Metrics tab and draw the graphs.

In the Metric Selection Window of the Design Wizard, the system displays only the last selected data source in the Data Sources list. (QCCR1A143696)

Description: In the Metric Selection Window of the Design Wizard, the system displays only the last selected data source in the Data Sources list.

Workaround: None.

Error when selecting multiple nodes for a CI from the Model Explorer (QCCR1A144078)

Description: If you select more than one CI, the system displays an error stating that a related data source could not be found.

Workaround: In Performance Graphing, select only one CI from the tree view to draw graphs.

Data not available for some monitors for new SiteScope monitors (QCCR1A145635)

Description: When you create a SiteScope monitor, data is not available for some monitors such as, URL and Log monitors.

Workaround: The data will be available after a few hours. If you want the data to be shown immediately in BSM, restart the BSM services.

Integrations

NNMi Integration: Configuring topology integration between NNMi and BSM requires the configuration of credentials to log into the RTSM. You define RTSM users in the UCMDB Admin application, not in BSM itself. To configure an NNMi integration user, go to `http://<BSM_server>:21212/ucmdb-ui/applet/applet.jsp`, and then select **Managers > Administration > Users and Roles**. Define the name and password of an integration user.

For NNMi, the user at minimum needs to have the following roles:

- CmdbOpenApiImpact
- CmdbOpenApiQuery
- CmdbOpenApiUpdate

The default credentials are `admin/admin`.

Release Control (RC) Integration: If you are integrating BSM with Release Control (RC) 9.11 or earlier, perform the following procedure to solve an issue that prevents correct integration of RC Change Requests into the Changes and Incidents tab in Service Health.

1. Navigate to the Adapter Management page and in the Resources pane select **RcChangeAdapter > Configuration Files > convertFields.properties**.
2. Append the following line to the end of the file: **urgency=urgency**
3. Create a new properties file called `RcChangeAdapter/urgency.properties` and add the following lines:
 - `# File format:`
 - `# RC urgency value=uCMDB urgency value`
 - `Critical=1_critical`
 - `High=2_high`
 - `Normal=3_average`
 - `Low=4_low`
 - `#UNKNOWN= there is no available value in uCMDB: 'it_process_urgency_enum'`
4. Save the file.

If the integration does not work after following the above procedure, contact HP Customer Support.

HPOM Integration: More than one HPOM (formerly HP OVO) monitor can be created on the same port using the Copy function, resulting in duplicate HPOM events. In such cases, delete the copied monitor. Note that the HPOM Event monitor is not available when SiteScope 11.x is connected to BSM 9.x, unless the monitor was created in an earlier version of SiteScope that was upgraded to SiteScope 11.x.

EMS Integration:

- The maximum size of an expression in the EMS Integration configuration file is 4000 characters.
 - An EMS monitor may not find its configuration file when upgrading the SiteScope version. In such cases, manually copy the contents of the configuration file to the EMS monitor configuration in the user interface.
-

In the BSM-Diagnostics integration (Admin>Diagnostics) an error occurs on short-name and there is no way to re-enter the FQDN (QCCR1I62229)

Description: You should use the FQDN when registering the Diagnostics Server with BSM. However if you entered a non-FQDN for the Diagnostics Server you could get stuck in a registration problem loop.

Workaround: Use the URL below and substitute the “topazhost” name in the URL with the FQDN of the BSM 9.1x Gateway Server to clear the Diagnostics Configuration page in BSM:

```
http://topazhost/opal/uibridge/action/registration.do?action=set_registration&customer_name=Default%20Client&opal_protocol=&opal_port=&opal_full_host=
```

Reports and Reporting

PDF: It is not possible to search charts inside reports exported to PDF (since the charts are saved as images). It is possible to search inside tables.

Export: It is not possible to export chart reports to Excel and XML (CSV is supported).

TransactionVision is missing from the Service Report data sources (QCCR1I45415)

Description: The TransactionVision data is not supported as a data source in Service Reports in BSM.

Workaround: None.

Service Health

Administration

Rules API Examples: The Rules API that was introduced in Business Availability Center version 8.00 enables you to create new business rules for Service Health and Service Level Management, using the Groovy scripting language. The BSM documentation contains basic examples of API rules. Additional examples of rules based on customer requests can be found in the Self-Solve knowledge base, in document **KM778069**. This document is intended to be collaborative, and more API rules will be added to it based on customer input. If you have any comments on existing rules or suggestions for new rules, please provide feedback on the document within the knowledge base. Your feedback will then be included within the document.

Modifying an HI from being fed by metrics to being fed by events (QCCR1I42865)

Description: In general, when you manually edit an HI on a CI using the CI Indicators tab (for example to use a different calculation rule), the assignment mechanism does not override these changes. However, if you modify an HI from being fed by metrics to being fed by events, the assignment mechanism does not recognize this change, and the HI is restored to its original setting. This scenario is not likely in typical usage of BSM.

Workaround: None.

Changing the breakdown configuration does not refresh Service Health components (QCCR1I46143)

Description: In the Breakdown UI, changing the breakdown configuration does not refresh Service Health components.

Workaround: If you have configured a breakdown in a local impact view (for example, transaction by location), and you want to change the breakdown type (for example, to location by transaction), you must perform the below steps:

1. Edit the original breakdown configuration, and select the new breakdown type as None.
2. Save the change, and wait a few minutes for the change to take effect.
3. Select your view, and edit the breakdown type to the type you want defined.

Changes made to triplets not reflected in Service Health calculation (QCCR1I59377F)

Description: If you make changes to the triplets that define impact links within **RTSM CI Type Manager > Calculated Relationships > Triplets**, these changes are not reflected in Service Health calculation.

Workaround: After making these changes, access the JMX console (<http://<server name>:21212/jmx-console>). Within the **UCMDB** list of services, select **TQL Services**, and invoke **retrieveTqlNames** using your customer ID. Within the results, search for **marble_**

dashboard_tqi, and click **Deactivate**. When deactivation is done, click **Activate**. Service Health calculations will now implement your modified impact links.

Hidden rule parameters lose their default values (QCCR1I65242)

Description: If you create a KPI assignment that uses a rule with hidden rule parameters, and the assignment updates an existing KPI with a different rule, the hidden rule parameters lose their default values. This typically impacts rule calculations. (Note that this does not apply to new KPIs, but only to existing KPIs which had a different rule before they were updated by the assignment.)

Workaround: Before updating the assignment, edit the rule definition in the Rule Repository and make the hidden rule parameters configurable (not hidden). You can then update the rule in the KPI assignment, and synch existing CIs. After you save the assignment, you can return the rule parameters to be hidden. Alternatively, you can delete the existing KPIs before running the KPI assignment; this causes the assignment to create the KPIs rather than update them.

Cannot create local impact pattern view based on the BSMDowntime_impact query (QCCR1I65385)

Description: Within **Service Health Administration > View Builder**, you cannot create a local impact pattern view based on the **BSMDowntime_impact** query.

Workaround: You can create a pattern view based on the **BSMDowntime_impact** query within **RTSM Administration > Modeling Studio**.

Changes to breakdowns may result in inconsistent KPI statuses (QCCR1I70973)

Description: If you make changes to a breakdown that impact KPI or HI status (for example if you change the KPI calculation rule from worst to best child), there may be inconsistencies between the statuses in the Service Health UI and other components such as reports.

Workaround: None.

Application

The Watch List component in Service Health does not support breakdowns; you cannot add virtual CIs (breakdown CIs) from a local impact view to a watch list.

PNR KPI Persistency: The PNR KPI in Service Health does not have persistency in case of a Data Processing Server failure or a system restart. The PNR KPI shows an initialized status until the SLA is recalculated, at which time the PNR value is updated.

Daylight Savings Time:

- Reports that include the time period during which a Daylight Savings Time (DST) change took place (change to or change from DST) will either be missing one hour (in cases where clocks are moved forward) or have two sets of data for the same hour (in cases where clocks are moved back).
- If a report's time range includes the time of a Daylight Savings Time (DST) change, the data for the period after the DST time change is incorrect. To obtain correct data for the entire time range, print two separate reports, one for the time range before the DST time change and one for the time range after the DST time change.

Moving the Configuration Items dialog box can freeze the UI (QCCR1142825)

Description: Within the 360° View, if you select the Filter icon on the toolbar, and then click the Configuration Items link, the Configuration Items dialog box opens. If you move this dialog box within the screen, the UI can freeze.

Workaround: Reselect the component to enable it again.

If the management database goes down, the 360° View suffers a fatal error (QCCR1146512)

Description: If you are working with High Availability and a load balancer, if the management database goes down, the 360° View suffers a fatal error.

Workaround: Log out of BSM and then log in again.

Inconsistency displaying breakdown views (QCCR1147502)

Description: If no new samples were received after a breakdown was defined in a view, and samples were received from only some of the locations, the view can show inconsistent worst statuses on the locations.

Workaround: None.

Inconsistency in breakdown view for KPIs that do not participate in the breakdown (QCCR1147561)

Description: In a local impact view with breakdown defined, when a KPI is based on samples that do not contain the relevant breakdown information, the KPI may contain misleading data. For example, you may have a breakdown of location by application, and an application CI shows Worst Status of the System KPI from two business transactions. If these BTs are in two locations, and the KPI is Critical in one of the two, each location will show the application as Critical, even though the BT is Critical in only one of the locations.

Workaround: None.

Not possible to reset HI to default (QCCR1148559)

Description: In the Health Indicators component, the menu command "Reset Health Indicator" to reset an HI to its default state does not work for metric-based indicators.

Workaround: None.

In the Health Indicator component, if an event has arrived twice, there is no tooltip for the related HI (QCCR1I66891)

Description: An HI in the Health Indicator component has no tooltip. Investigation shows this is because the HI is related to an event that has arrived twice to BSM.

Workaround: None.

Hierarchy

Only one filter is saved in session per user and customer (QCCR1I52699)

Description: Within the Hierarchy component, only one filter can be used at a time, per user, per customer (regardless of quick filter or advanced). This means that if a user is using a filter in one Hierarchy component, and the user then activates a different filter in another Hierarchy component, the first filter is overridden.

Workaround: None.

Filter change done during Web Server or Application Server restart is not saved (QCCR1I62605)

Description: If you are working in a high availability environment with a load balancer, and are editing an existing filter in Service Health when the web server or application server restarts, changes to the filter are not saved.

Workaround: None.

MyBSM

JavaScript errors when navigating from MyBSM (QCCR1I47291)

Description: In some versions of Internet Explorer if the browser is configured to show JavaScript errors, when you navigate from MyBSM to a different application in BSM, a popup window appears. This window contains the following message: **Errors on this webpage might cause it to work incorrectly.**

This message is not indicative of a problem. Any changes you made in MyBSM are saved, and MyBSM continues to work correctly.

Workaround: To prevent this message from appearing, within Internet Explorer access the **Internet Options > Advanced** tab, and clear the **Display a notification about every script error** checkbox.

Wiring to the NNMi Path View component does not work (QCCR1147619)

Description: Wiring to the NNMi Path View component does not work. For example, if Top View and Path View are on the same page, when you select a CI in Top View, the Path View component does not show the path for this CI in NNM topology.

Workaround: None.

Service Level Management

Rules API: The Rules API that was introduced in Business Availability Center version 8.00 enables you to create new business rules for Service health and Service Level Management, using the Groovy scripting language. The BSM documentation contains basic examples of API rules. Additional examples of rules based on customer requests can be found in the Self-Solve knowledge base, in document **KM778069**. This document is intended to be collaborative, and more API rules will be added to it based on customer input. If you have any comments on existing rules or suggestions for new rules, please provide feedback on the document within the knowledge base. Your feedback will then be included within the document.

PNR KPIs: In Service Level Management, you cannot attach more than one PNR KPI (defined in Service Health) to a CI.

CIs in SLAs: You cannot add a CI to an SLA when the CI includes a copy of itself in the original definition in the RTSM. This is because nesting is meaningless in the SLA calculation (Service Level Management cannot calculate a CI using the CI result as a value). If you do so, your operation will fail with a general error. However, you can add the same CI to an SLA more than once if the CI does not include a descendant of itself. In this case, Service Level Management calculates the CI only once, so the objectives are the same no matter where the CI appears in the SLA hierarchy.

Linkage between Business Transaction and SAP Transaction is disabled (QCCR1147274)

Description: After BSM restart, the automatic linkage of Business Transactions to SAP Transactions is disabled.

Workaround: To enable the linkage mechanism, restart the VERTICALS service in the MercuryAS process.

Operations Manager i

Authorization

Deleted users and groups remain visible in the Event Perspective (QCCR1A91299)

Description: When user groups are added or deleted, the change is not immediately visible in the User Assignment dialog of the Event Browser or Event Details.

Workaround: After the refresh interval of 10 minutes, log off and back on again. The deleted users and groups will not appear and any added users and groups should be available.

Content Packs

Non-customized Correlation Rules have Artifact Origin set to Predefined (Customized) (QCCR1A144396)

Description: After upgrading from BSM 9.13 to 9.20 some Correlation Rules from the following Content Packs have the Artifact Origin labeled as `Predefined (Customized)` even though those artifacts have not been customized:

Infrastructure (9.20), J2EE (9.20), Microsoft Active Directory (9.20), Microsoft Exchange Server (9.20), Microsoft Lync Server (9.20), Microsoft SQL Server (9.20), Oracle (9.20).

The Artifact Origin of the contents in the factory Content packs should be `Predefined` after upgrade if they were not modified by user before upgrade.

Workaround: You can use the **Restore to Default** feature to reset incorrectly labeled correlation rules to reflect the 9.20 version.

Configuration

Some Operations Management user interfaces do not open on Korean, Japanese, and Simplified Chinese systems (QCCR1A147195)

Description: Some parts of the Operations Management user interface do not open when the Internet Explorer language preferences include Korean (ko-KR), Japanese (ja-JP), and Simplified Chinese (zh-CN).

Workaround: Contact HP Support to receive a hotfix for the problem. In the meantime, remove Korean, Japanese, and Simplified Chinese from your Internet Explorer language preferences.

Content Packs: Exchange

ETIs are not resolved for Exchange servers on clusters using HP Data Flow Management or Dynamic Topology Synchronization (QCCR1A108412)

Description: If Exchange Servers hosted on clusters are discovered with HP Data Flow Management or Dynamic Topology Synchronization, then the events from the Smart Plug-in for Exchange do not impact the Exchange Server CI type in the cluster.

Workaround: None.

Content Packs: Infrastructure

Events from the policy "SI-NetworkUsageAndPerformance" may fail to map to the correct CI (QCCR1A130703)

Description: On a node that has multiple network interfaces, events from the policy "SI-NetworkUsageAndPerformance" fail to map to the correct CI.

Workaround: None.

Content Packs: J2EE

Import of J2EE Content Pack fails on German and Russian locales (QCCR1A146834)

Description: Import of J2EE Content Pack fails on systems with German or Russian locales.

Workaround: Do not use German or Russian localized Content Packs. Use the English version of the Content Pack instead.

Alternatively trim the following labels and make sure that the labels do not exceed 255 characters:

- ID = 09c0a044-62e7-41e3-b20a-d89f24ffaadb : Label="J2EE::J2EE Server:DataSource ConnectionPool Utilization >> Transaction Capacity Utilization & JDBC Connection Pool Wait Count & Transaction Time & Transaction Commit Rate & Transaction Start Rate & DataSource Connection Pool Availability"
 - ID = 5f5d025e-957f-4a1c-b1f1-f460ba4f632b : Label="J2EE::J2EE Server:ThreadPoolUtilization >>ExecuteQueueWaitCount & ActiveSocketsCount & ServletPerformance & DeferredThreadRequests & ThreadRequestWaitTime & ThreadRequestsPending & ThreadRequestServiceTime & ThreadPoolAvailability & JVMMemoryUtilization"
 - ID = b1731cea-142e-45bc-8d80-86cf6c381223 : Label="J2EE::JDBC Data Source:DataSource ConnectionPool Utilization >>Transaction Capacity Utilization & JDBC Connection Pool Wait Count & Transaction Time & Transaction Commit Rate & Transaction Start Rate & DataSource Connection Pool Availability"
 - ID = ee95db49-f58e-4c62-b8f9-b8925970ab1b : Label="J2EE::J2EE Application:Servlet Requests >>Thread Pool Utilization & Active Sockets Count & JVM Memory Utilization & HTTP Sessions & Thread Requests Pending & Servlets Loaded & Interface Discard Rate & Interface Utilization"
-

Event Browser

Not all areas can be controlled using only the keyboard (QCCR1A4280)

Description: It is generally possible to control the Operations Management user interface using keyboard navigation. In some cases, however, a pointing device of some kind is required. For example, when an event is selected in the browser using the keyboard (arrow keys + space) the event details are updated, but the event is not delivered to other portions of the user interface. Other examples include switching between tabs and activating context menus.

Workaround: Use a pointing device when keyboard navigation is not possible or does not function correctly.

Ctrl+A does not select all events in the event browser (QCCR1A135812)

Description: Pressing **Ctrl+A** does not select all events in IE8 and Firefox.

Workaround: Press **Home** and then press **Shift+End** to select all rows.

Alternatively, use **Select all** from the Context Menu.

Stream-Based Correlation

Events processing stops when using SBEC Missing Recurrence rules with Discard Events option (QCCR1A146588)

Description: Using an SBEC Missing Recurrence rule with the `Discard Events` option stops the event pipeline as soon as the rule triggers. No further events can be processed, until the `opr-backend` process is killed and restarted. SBEC Missing Recurrence rules without the `Discard Events` option work as expected.

Workaround: Do not use `Discard Events` in any Missing Recurrence rules.

If you have SBEC Missing Recurrence rules with the `Discard Events` option, change the option to **Close Events** and restart the `opr-backend` process as follows:

1. Change all existing SBEC Missing Recurrence rules with the `Discard Events` option to use **Close Events** option.
2. Restart `opr-backend` by terminating the `hpbsm_opr-backend` process using one of the following methods:
 - a. Restart BSM on each Data Processing Server. This may take some time.
 - b. Manually terminate the `hpbsm_opr-backend` process. It will be automatically restarted.

Caution: Events being held by Stream-based Correlation will be lost.

End User Management

BPM and RUM Advanced with SLM licenses are not valid (QCCR1I56279)

Description: BPM and RUM Advanced with SLM licenses are not valid in BSM 9.10 or 9.12. If you upgraded from a BSM 9.0x version in which you were using evaluation versions of such licenses, they will show as expired. RUM probes assigned an expired license will not monitor any application tiers. BPM applications assigned an expired license will still be monitored, but will have limited configuration options.

Workaround: Install and assign valid licenses.

Drilldown menu working incorrectly in reports with a tree table in Internet Explorer 9 (QCCR1I69035)

Description: When using IE 9 to view EUM reports that include a tree table, the right-click Shortcut menu for drilldowns does not always work.

Workaround: View the reports using the IE compatibility mode.

Business Process Monitor

VuGen Scripts: When you run a script written in VuGen that uses proxy settings from an automatic configuration script (.pac file) configured in the run-time settings of the script, if one of the proxies in the .pac file is unavailable, replaying the script in either VuGen or Business Process Monitor may result in a high response time and, in some instances, the script may fail due to a timeout. The script can be run in Internet Explorer without this problem, as it ignores the unavailable proxy.

BSM URL: Business Process Monitor registers with BSM using `http://<BSM Gateway Server name>/topaz`, and not with HPBAC or MercuryAM at the end of the URL. You must use this format when creating instances for Business Process Monitor.

Page Component Breakdown URL: When running a page component breakdown (from End User Management or Business Process Monitor), the target URL is limited to 144 characters.

Usage of BSM 9.x Script parameter feature: Script parameterization is supported for BPM version 8.x and later. (QCCR1I65877)

BPM instances on Windows

Description: You must run BPM instances on Windows 7 as a system user (default) or as a user with administrator privileges.

Workaround: None.

WebTraces over UDP protocols do not work (QCCR1I56114)

Description: WebTraces configured to work over UDP protocols do not work in Windows 7 and Windows 2008.

Workaround: None.

Default granularity of the BPM Custom Reports time filter is calculated differently (QCCR1I60312)

Description: The default granularity of the BPM Custom Reports time filter is calculated differently in BAC 8.x and BSM 9.x. Thus, BPM Custom Reports created in 8.x may appear differently after being upgraded to 9.x.

Workaround: Edit the filter in 9.0 and select any granularity that you want for each component.

Real User Monitor

RUM Text Pattern events are not functional for Oracle NCA over TCP (QCCR1I54373)

Description: RUM Text Pattern events are not functional for Oracle NCA over TCP.

Workaround: None.

After upgrading to RUM 9.1x some locations are not supported (QCCR1I61975)

Description: The following locations are not supported by Real User Monitor, and traffic monitored from these locations is reported with an unknown location:

- Congo The Democratic Republic Of
- United States Minor Outlying Islands
- Macedonia The Former Yugoslav Republic Of
- South Georgia And The South Sandwich Islands
- Korea Democratic People's Republic Of

Workaround: None.

Some active filters do not work on upgraded RUM data (QCCR1I62276)

Description: When reports are generated for RUM data that has been upgraded to version 9.x, some of the active filters in the report do not work.

Workaround: None.

RUM reports not available (QCCR1I63076)

Description: RUM reports are not available in BSM.

Workaround: If you configure an application for RUM the first time you log in to a new BSM system, log out of BSM and log in again before accessing RUM reports.

System Availability Management and SiteScope

SiteScope Release Notes: Refer to the SiteScope release notes for all SiteScope limitations.

SiteScope Documentation: SiteScope documentation is available only as a standalone help system. It is not a part of BSM Help.

SAM Administration Copy and Paste: In System Availability Management Administration, when copying objects from one SiteScope to another, there is no dependency check. This means that you can copy an object that depends on another object to a different SiteScope, even though the object on which it depends does not exist on the target SiteScope.

SAM Administration Page cannot be displayed error: In System Availability Management Administration, when the SiteScope service is down, instead of receiving an error to this effect, you will see a **Page cannot be displayed error**.

SiteScope Reset: If a SiteScope is being reset when BSM is not running, the SiteScope will appear as registered with a configurable profile in System Availability Management Administration once BSM is running again. The SiteScope must be reset when BSM is running.

SAM Administration Recently Used Monitors: On the **New Monitor** page, the **Recently Used Monitors** list is not saved when you exit System Availability Management Administration.

SiteScope Profiles: When creating a SiteScope profile in System Availability Management Administration, if you change the profile display name after having received any error during the profile creation process, the default profile name is not changed accordingly. Ensure that the profile name and SiteScope agent machine location fields contain the desired values.

Monitor Deployment Wizard only supports topology reporting for monitors that have a default topology defined (QCCR1I39697)

Description: The Monitor Deployment Wizard only supports topology reporting for monitors that have a default topology defined. This means you can select to add a template to a CI only if the CI type is the default CI type for all the monitors in the template.

Workaround: None.

After an upgrade to BSM 9.20, manually resynchronize SiteScope (QCCR1139744)

Description: If you upgrade to BSM 9.20 while using SiteScope 11.x, you should manually resynchronize SiteScope instead of waiting for topology data to be sent to BSM based on the Topology resynchronization time interval.

Workaround: None.

After Jboss Application Server recovery, there is no data in SAM Administration "Summary" (QCCR1144570)

Description: After JBoss Application Server recovers from a server crash, the information in the right pane of the Summary tab in SAM Administration does not show any data until BSM is restarted.

Workaround: Restart BSM.

408 Request Timeout error in Internet Explorer 7

Description: When accessing SiteScope from System Availability Management Administration using Internet Explorer 7, a 408 Request Timeout error is displayed.

Workaround: Configure the browser to accept cookies from the SiteScope server.

1. In Internet Explorer, select **Tools > Internet Options > Privacy** tab > **Advanced** button.
 2. Select **Override automatic cookie handling**, make sure **First-party cookies** and **Third-party cookies** are set to **Accept**, and select **Always allow session cookies**.
-

Settings when registering SiteScope to a BSM server that uses a load balancer (QCCR1156354)

Description: When registering SiteScope to a BSM server that uses a load balancer, make sure that the Gateway server name/IP address (in Admin > System Availability Management > Distributed Settings) is the Default Virtual Server for Application Users URL (and not the Default Virtual Server for Data Collectors URL). This URL can be found in Admin > Platform > Setup and Maintenance > Infrastructure Settings > Foundations > Platform Administration > Host Configuration table.

Workaround: None.

No reconciliation between SiteScope and Discovery and Dependency Mapping (QCCR1156709)

Description: There is no reconciliation between SiteScope and Discovery and Dependency Mapping when there is only a default SQL server instance. SiteScope reports the default value "SQLServer" as the name of the CI, while DDM reports the name of the host.

Workaround: Install an SQL database with a named instance.

Unable to perform some actions in SAM Administration in a load balancing environment (QCCR1158582)

Description: Unable to perform the following actions in SAM Administration in a load balancing environment when SiteScope 10.x or later is integrated with BAC/BSM:

- Copy/paste from one SiteScope to another.
- Perform a Global Search and Replace.
- Run the Monitor Deployment Wizard.

Workaround: Register (or remove and reregister) SiteScope to the BSM server using the Default Virtual Server for Application Users URL instead of the Default Virtual Server for Data Collectors URL (enter the URL in Admin > System Availability Management > Distributed Settings > Gateway server name/IP address). This URL can be found in Admin > Platform > Setup and Maintenance > Infrastructure Settings > Foundations > Platform Administration > Host Configuration table.

If you cannot remove SiteScope from BSM because you do not want to lose data, you can change the host name on SiteScope under BSM Integration Preferences (Preferences > Integration Preferences > Business Service Management machine name/IP address).

Issue with Operations Manager integration when BSM using an HTTPS reverse proxy or a load balancer (QCCR1159226)

Description: If BSM is using an HTTPS reverse proxy or a load balancer, you need to provide the HP Operations Agent on the SiteScope server with a certificate so that it can communicate securely with BSM.

Workaround: Check for an updated version of these release notes on the HP Software Support Site for details on how to manually configure the agent.

SISConfigurationEnrichmentUpgrader failure (QCCR1165694)

Description: During BSM upgrade, SISConfigurationEnrichmentUpgrader may report FAILED, PARTIALLY FAILED, or NOT REQUIRED status, or the BSM content packs may not automatically upload.

Workaround: Delete the **blockAutoUpload** file located in the **<HPBSM root directory>\conf\opr\content** folder.

Generating SAM Reports (QCCR1162712)

Description: When generating SAM reports on a loaded system:

- It takes a couple of minutes for result data to be displayed in the Group Performance Report and Monitor Performance Report.
- The Cross-Performance Report may not respond when using the Select Measurements filter on an Internet Explorer browser.

Workaround: Wait until the servers list is loaded in the user interface before navigating to other profiles.

Transaction Management

Note: For additional release information on TransactionVision components, see the TransactionVision 9.20 Release Notes, available from the HP Software Support Product Manuals site.

Java Plug-in Version: Transaction Management Administration pages may fail to initialize.

In some cases, the Admin > Transaction Management pages may not initialize. Errors such as the following appear:

```
java.lang.RuntimeException:
java.lang.reflect.InvocationTargetException

    at sun.plugin2.applet.Plugin2ClassLoader.defineClassHelper(Unknown
Source)

    at sun.plugin2.applet.Plugin2ClassLoader.access$100(Unknown Source)

    .....

Caused by: java.lang.NullPointerException

    at com.sun.deploy.security.CPCallbackHandler.isAuthenticated(Unknown
Source)
```

These errors are related to the Java Plug-in that is being used to view applets. See http://bugs.sun.com/view_bug.do?bug_id=6967414.

To workaround this problem, use Version 6 Update 18 or greater of the Java Plug-in. See the BSM Deployment Guide for information about the supported versions of the Java Plug-in.

Transaction Management > Administration page does not refresh correctly (QCCR1147950)

Description: In rare cases, the Transaction Management > Administration page does not refresh correctly after some action and the following error appears:
com.hp.am.bac.tvb.admin.shared.TVAdminException: An internal error occurred.

Workaround: Navigate away from the Transaction Management Admin UI page (by going to the site map or some other page), then return to it. The page should be correctly populated.

Error appears when accessing the Administration page (QCCR1I50435)

Description: The following error sometimes appears when accessing the **Transaction Management > Administration** page: Unable to communicate with BSM.

Workaround: Log out of BSM and log back in, and then access the Transaction Management Administration page again.

Changes to the PresentationQuery.xml file are not reflected until reload (QCCR1I62483)

Description: Changes to the **PresentationQuery.xml** file in the Transaction Management Admin user interface (**Admin > Transaction Management > Configuration > TransactionVision** folder > **Configuration** tab > **General** tab) are not reflected until the Transaction Management Admin user interface has been reloaded.

Workaround: None.

If the Analyzer logging configuration is set to allow very large log files, the log viewer in the Transaction Management Admin user interface may display incorrectly (QCCR1I64232)

Description: If the Analyzer logging configuration is set to allow very large log files (above the default values), the log viewer in the Transaction Management Admin user interface may display all but the last two lines of the log file.

Workaround: The files may be viewed in their entirety on the Analyzer system.

Business Process Insight

The following are the recommended limits to ensure optimum performance, that apply to modeling and tracking business processes using BPI:

- Maximum number of business process activities per business process model is 50
- Maximum number of unique business process models per BPI deployment is 8
- Maximum number of BPI monitors (amongst all business process models) is 20
- Maximum number of events (amongst all processes per BPI deployment) is 200/sec.
- Maximum number of business process instances stored (amongst all processes per BPI deployment) is 500,000.

Events from TransactionVision: If you start Business Process Insight while TransactionVision's JMS Event Queue services for sending events to Business Process Insight are unavailable, or if

the JMS Event Queue services become unavailable once Business Process Insight has started, the OVBPIJmsEventHandler Service stops. To solve this problem, you need to configure the Windows Service for the OVBPIJmsEventHandler Service under **Control Panel > Administrative Tools > Services**. You should configure the service in the same way as is described for adapter Windows Services in the *Integration Training Guide - Business Events*, by selecting the Recovery option and setting each of the First, Second and Subsequent Failures to the value of **Restart the Service**.

Modifying Servlet Engine Files: If you intend to modify the Servlet Engine (Tomcat) configuration files, you need to be aware that changes made directly to the Servlet Engine files are overwritten by Business Process Insight configuration files. Refer to the Business Process Insight Server Administration Guide for more details.

Missing Infrastructure Settings: If you see an error indicating that one or more Business Process Insight Infrastructure settings is missing, make sure that you have specified a value for the Microsoft SQL Server database name:

Instance Database Settings: Database Name

You need to provide a value for this setting even if you are configuring the settings for an Oracle database. It can be any string, but you cannot leave the field blank; if you do, you receive an error when accessing the Business Process Insight Application pages.

Servlet Engine Appears Not to Start: Very occasionally, following a system restart, the Servlet Engine appears not to have started, both within the Business Process Insight Administration Console and as a Windows Service. The Servlet Engine service is actually in the processes of starting, but is taking a long time, possibly due to other applications causing delay; for example, the database can take a long time to start when it is very full.

If you think that you are experiencing this problem:

1. Click the **Start** button for the Servlet Engine from the Status screen on the Administration Console.
2. Click the **Stop** button for the Servlet Engine as soon as it is enabled.
3. Your Servlet Engine services are now synchronized and the Servlet Engine is not started.
4. Restart the Servlet Engine as normal.

Unable to Contact RMI Registry During Component Startup: If you receive an error message indicating that the Business Process Insight Server is unable to contact the RMI Registry on port 44,000, this is likely to be due to a port number clash.

The Business Process Insight RMI Registry uses port 44,000, and if another application or service is temporarily using this port, then the RMI Registry cannot start. To resolve this problem, you can:

- wait and attempt to restart the Business Process Insight components again.
- use the Business Process Insight Administration Console to modify the port number for the RMI.

Select the Port Numbers tab from the Business Process Insight Server Administration Console to change the RMI Registry port number from 44,000. If you change the value for the port number, you need to make sure that any other configuration affected by this change is also modified, for example, the Business Process Insight Infrastructure settings.

Process Definition Cannot Be Progressed: Process fails to progress when common data and event definitions are derived from a single process.

The following scenario results in a Process definition that cannot be progressed:

- Create and deploy two Process definitions, each linked to the same Data definition.
- Separate the Processes completely by creating a new Data definition with identical properties to the first Data definition.

One of the Process definitions is now linked to the newly created Data definition and no changes are made to the progression rules. In this case, the Business Process Insight Modeler should detect that the progression rules are referencing a different Data definition, but it does not and as a result, no process instances are created.

To resolve this problem, use the Export and Import options within the Business Process Insight Modeler to make a copy of a Process definition. Use the option to rename the definitions (not overwrite them).

See “How to Manage the BPI Modeler” in the Using Business Process Insight guide for details of making copies of your Process definitions.

Empty String Values and Null String Value Evaluation in Oracle: When entering property values for subscriptions within the Business Process Insight Modeler, be aware that the Oracle Server does not distinguish between a zero-length string, and a string with a value that has not been assigned (null string). This means that if you want to test a zero length string within a subscription, you are advised to use a single blank space (“ ”), and not an empty string (“”).

Error Importing a Process Definition: If you see an error message similar to the following when importing a Process definition into the Business Process Insight Modeler, it is possible that you are attempting to import a Process definition with a name that contains characters that are locale-specific:

The file proc-defn-name.zip is not a valid import file. Please see the log file for more information.

where **proc-defn-name** is the filename, based on the Process definition name.

There are restrictions in the use of locale-specific character sets, whereby a .zip file name can contain characters only from the character set of the system locale where the Business Process Insight Modeler is running. The content of the file can contain any characters, but the file name is

limited by the character set of the Windows system that is reading or writing the file. In the case of the zip archive files for exporting and importing processes, the zip archive file name is based on the Process definition name. Therefore, if you want to export a Process definition, you have to consider where you will be importing the file. If you plan to move the file across locales, you are advised to use only ASCII characters for the Process definition name to ensure the file can be read on any configured locale.

This problem can also occur if you change the locale of the Windows system where you have created the Process definitions.

Changing the Locale: If you modify the locale for a system where the Business Process Insight Server is installed, you might find that you cannot start the Business Process Insight Administration Console when you reboot your system. The Administration Console also returns an error indicating that it cannot find the main class and that the program will exit.

This can happen in cases where Business Process Insight is installed into a directory, which is named using locale-specific characters. If the locale for the system is then changed, it is not always possible for the directory and file names to be readable using the character set of the new locale.

If you have changed the locale of the system where Business Process Insight is installed and you are experiencing this problem, you need to:

- revert to the original locale and continue to use Business Process Insight.
- revert to the original locale, uninstall Business Process Insight, configure the new locale, and then reinstall Business Process Insight into a new directory.

Installation on Turkish Locale Causes an Exception: If you attempt to run the Business Process Insight Installation procedure using a Turkish locale, the installer does not present the installation screens correctly and, as a result, you cannot answer the installation questions. This is a problem related to the installation software.

In order to complete the installation successfully, you need to temporarily set the locale to a United States locale. When you have completed the installation, you can reset the locale to Turkish.

Non-ASCII characters in the Oracle Database Data Directory: If you enter non-ASCII characters for the Oracle database data directory during the Business Process Insight installation, the installation fails with a Database Setup error. The error indicates that Oracle is unable to create the database instance or a database table.

If the Business Process Insight installer reports a Database Setup Error, and you have used non-ASCII characters for the name of the database data directory, you need to reinstall (overinstall) Business Process Insight into the same location, this time using a database data directory name that contains only ASCII characters.

Microsoft SQL Server 2005 Excessive Checkpoint Process I/O: If you are using Microsoft SQL Server 2005 and you are aware that you are having problems with database checkpoint I/O

requests, you are experiencing a known problem with SQL Server 2005. The problem has been fixed by Microsoft and has the following Microsoft defect number: **50000708**.

Microsoft provided a solution for this problem in their Service Pack 2 for SQL Server 2005. You need to make sure that you have installed Service Pack 2. Microsoft also recommends that you use the -k3 startup parameter to limit the I/O requests generated by the checkpoint process. Refer the defect text provided by Microsoft, or the Microsoft documentation for details of using startup parameters.

InstallAnywhere Uninstaller Stops Responding: Many errors encountered when the InstallAnywhere uninstaller is running, for example, a missing JVM, causes the uninstaller to stop responding, or hang.

If you experience a problem where the Business Process Insight uninstaller stops responding, you need to complete the following tasks according to what you have installed:

1. Stop the uninstaller process, which is still running on your system. For example, on a Windows system use the Task Manager.
2. If you are removing a Business Process Insight Server, delete the Business Process Insight files under the Business Process Insight installation directory.
3. Modify the Zerog Global Registry (an InstallAnywhere file):

- Open the registry file, which is usually located in `c:\Program Files\Zero G Registry\.com.zerog.registry.xml`. Note that on Windows the registry file is located in a hidden directory, so you might have to configure your system to display hidden directories and files.

If the registry file contains only entries for the product that you are attempting to uninstall, you can rename the file. However, if there are multiple product installations, or multiple instances of one product installation, you need to edit the file as described in the following step.

If the registry file contains entries in addition to those for Business Process Insight, edit the file to remove the following entries:

- The product elements for Business Process Insight. Make sure the element references the directory where the files are located that you want to uninstall.
- The components elements for Business Process Insight. Make sure the component element references the directory where the files are located that you want to uninstall.

Precision of Monitor Instance Values (QCCR1128156)

Description: The processing and display of Business Process Insight monitor instance values is only done to a precision of 6 or 7 digits, and not to the precision of 15 digits used for process values. This can mean that large integer values may not show their exact value. For example, \$123,000,000 could show as \$123,000,064.

Workaround: None.

Landing pages not displaying monitor values and statistics to double precision (QCCR1I29319)

Description: Business Process Insight Landing pages are not displaying monitor values and statistics to double precision.

Workaround: None.

Instance pages fail (QCCR1I30664)

Description: Business Process Insight instance pages fail when first accessed in a multi-domain LWSSO configuration.

Workaround: Access the **Process Repository Explorer** under the Business Process Insight **Admin** area in Business Service Management (**Admin->Business Process Insight->Process Repository Explorer**). After doing this, the process instance pages can be accessed normally.

Monitors with a type of Absolute Duration raise violations before an instance has completed. (QCCR1I31705)

Description: Unlike other monitors, those with a type of Absolute Duration raise violations before an instance has completed. When there is a combination of a short absolute threshold duration and the event which completes the instance is constantly delayed, violations are incorrectly raised for every instance. For example, a combination of a critical threshold of 30 seconds and a latency of five minutes for the end events causes a violation.

Workaround: Disable the violation detection for instance duration monitors that have yet to complete. This is achieved by altering the relevant stored procedures (METRIC_THRESH_ACTIV_INSTS_OVER and METRIC_THRESH_ACTIVE_OVERDUE) to not match on active instances:

- For MS SQL, this can be done by doing the following:
 - a. Run Microsoft SQL Server Management Studio (or equivalent).
 - b. Connect to the BPI Instance database (default is hbpischema).
 - c. Navigate to the Stored Procedures (for example, Programmability > Stored Procedures).
 - d. Select the stored procedure called METRIC_THRESH_ACTIV_INSTS_OVER.
 - e. Select Modify (or equivalent) to modify the stored procedure.
 - f. Replace Active with Never in the stored procedure.
 - g. Click Execute on the toolbar (or equivalent) to apply the change.
- For Oracle, this can be done by doing the following:
 - a. Run Oracle Enterprise Manager (or equivalent) and connect to the BPI Instance database.
 - b. Navigate to the Stored Procedures section (for example, Administration > Procedures) and display the list of stored procedures for the BPI schema.
 - c. Select the stored procedure called METRIC_THRESH_ACTIV_INSTS_OVER.

- d. Select Edit (or equivalent) to modify the stored procedure.
- e. Replace Active with Never in the stored procedure.
- f. Click Apply (or equivalent) to apply the change.

Note: The caveat to the above workaround is that if there are process instances experiencing issues, the absolute duration violations will not be triggered until after the monitor scope for the process instances is complete. Therefore, the absolute duration violations may not be triggered if the active process instances are blocked on a particular Activity within the Business Monitor span and none complete the monitor scope. This workaround should only be used if the implications of this are acceptable.

BPI does not support Oracle 11g RAC (QCCR1I33021)

Description: BPI does not support Oracle 11g RAC.

Workaround: None.

Business Process Diagram context menus intermittently shows JavaScript errors (QCCR1I34412)

Description: Context menus within Business Process Diagram intermittently show JavaScript errors.

Workaround: Close all open browsers and reopen the BSM user interface.

List of monitors in the Business Health tab on the BPI Health page includes default non-grouped monitors (QCCR1I35229)

Description: On the **BPI Health** page, when you specify a non-default process grouping (other than **All**), the list in the **Business Health** tab at the bottom of the **BPI Health** page includes both the Business Process Monitors that match the grouping criteria and the Business Process Monitors that have no Process Definition Group Property specified.

Workaround: If you want to segregate all Business Process Monitors by groups, then designate a group value for each of the Business Process Monitors when you create or update the Business Process Monitors in the Monitor Definer.

Monitor Definer landing page does not show the data collected for the State group (QCCR1I35230)

Description: If a Business Process is deployed with a Group property (such as **Region**) and a Business Process Monitor is defined with a different Group property (such as **State**) then the Monitor Definer landing page will not show the data collected for the **State** group.

Workaround: Define the same Group property for both the Business Process and Business Process Monitor to see the group breakdown in the landing pages.

Deadline thresholds for Business Process monitors cannot be calculated (QCCR1I38172/QCCR1I38173)

Description: Deadline thresholds for Business Process monitors cannot be calculated if the name of the deadline property has greater than ten characters and the BPI Instance Database is on an Oracle server.

An error can occur when calculating the deadline or status for deadline thresholds on Business Process monitors if the BPI Instance Database is on an Oracle server. This error appears in one of two ways:

- The value of the deadline is listed as **Deadline unavailable**, while the following warning message appears in the Monitor Engine log:

WARNING: Monitor generation failed for... ORA-00972: identifier is too long: ...

- The monitor status is listed as **No monitor information recorded for process instance**, while the following warning message appears in the Monitor Engine log:

WARNING: Monitor generation failed for... ORA-00904: ... invalid identifier...

Workaround: Change the name of the deadline property to 10 or fewer characters.

Security warnings when launching the BPI Modeler (QCCR1I38624)

Description: When launching the BPI Modeler, you may see any of the following security warning messages:

- The application's digital signature cannot be verified.
- Part of the application is missing a digital signature. Only run if you trust the origin of the application.
- And after clicking on **More Information**,
Although the application has a digital signature, the application's associated file (JNLP) does not have one.

Workaround: The messages can safely be ignored.

KPIs that contain multiple related Health Indicators are not shown in the Business Health tab in the Health page (QCCR1I38672)

Description: The Business Health tab in the Health page displays a gauge for all KPIs that have configured objectives. Any KPIs that contain multiple related Health Indicators, however, will not be displayed.

Workaround: Create a unique KPI for each Health Indicator.

Instance violation counts are always zero on the Health page (QCCR1I39397)

Description: The Business Health tab in the lower-right pane of the BPI Health page shows how many BPI monitor threshold violations there have been within the most recent sample period. The sample period corresponds to the period at which data samples are sent to BSM. If the sample period is too short, or the clocks are not synchronized between the database and BPI Server hosts, the violation counts may always be zero.

Workaround: If the violation counts on the BPI Health page remain zero when you expect there to be violations, check the following:

- Ensure the clocks are synchronized on the host systems for the database server, BPI server, and BSM.
- Increase the Data samples send interval option on the HP Business Service Management settings page of the BPI Server Administration Console.

Errors with long names for the BPI Instance database and user name (QCCR1I41558)

Description: When installing the BPI server on MSSQL (2008), multiple errors will occur if you have a large BPI Instance database name and large user name.

Workaround: Use up to a maximum of 16 characters for the BPI Instance database name and the user name.

Errors may occur if a non-admin Oracle user attempts to install a BPI instance databasewith tablespace names that already exist in Oracle DB (QCCR1I42012)

Description: When installing the BPI instance database on an Oracle database where pre-existing BPI tables exist (from a previous BPI installation where the Keep BPI data option was selected during the previous version uninstall), errors may occur if the database setup is conducted by a non-admin Oracle database user.

Workaround: When installing BPI against an Oracle database where legacy BPI database data has been retained from a previous installation, perform the BPI Instance database setup on the Oracle database as the Admin Oracle database user.

When deleting a previously created Data definition in BPI Lite mode an error may occur (QCCR1I45844)

Description: When using the Modeler in BPI Lite mode (BPI is not licensed or the BPI Server is not running), and you delete an existing Data definition that was created for a Business Process in BPI Full mode, an error may occur.

Workaround: Re-create a Business Process model with no Data definitions.

Filter Validation Error in the Monitor Over Time report (QCCR1I47399)

Description: In the Monitor Over Time report, a Filter Validation Error occurs if you did the following: 1) opened the Monitor Over Time report immediately before you created a monitor, 2) navigated directly to **BPI > Admin > Monitor Definer** and added a monitor, and 3) navigated back

to BPI Applications through the application menu **Application > Business Process Insight**, which reopens the Monitor Over Time report and the Filter Validation error.

Workaround: If you go out of the Monitor Over Time report by navigating to another report, or to the site map, and then reopen the Monitor Over Time report, the error is resolved.

Process Definition Name and the Data Definition Name cannot be identical (QCCR1148053)

Description: When creating a Business Process Model in the Modeler, the Process Definition Name and the Data Definition Name cannot be identical. Be sure that the Data Definition Name string is different from the Process Definition Name for all Business Processes.

Workaround: Change the Data Definition Name using the Modeler if necessary.

BPI Value monitors show the completed process value instead of the value of the activities in the span (QCCR1148691)

Description: If you create a BPI Value monitor that spans multiple activities, and the value does not change from one activity to another, the monitor reports the value for the last activity in the span. However, in such cases where the value changes across activities, the monitor reports the value of the completed process even if the last activity that completes the process is not in the defined span.

Workaround: None.

Error when using TV-BPI integration and the Decimal column type (QCCR1150361)

Description: When opening an event definition exported from the TV txn that has a data field of decimal type, an error occurs.

Workaround: When using TV-BPI integration, do not use the Decimal column type either when creating a data column in the UI or when creating XDM definitions by hand through XML. Use Double instead of Decimal.

Selecting the PDF menu item in the Scorecard reports does not work for some Business Processes (QCCR1156352)

Description: Selecting the PDF menu item in the Scorecard reports does not work for some Business Processes and may display the error message: HTTP 500 error.

Workaround: None.

Modeler occasionally fails to start with error "Unable to use remote proxied object" (QCCR1160390)

Description: Occasionally, when the BPI Modeler is launched, an error repeatedly appears that the Modeler cannot access the process repository. (QCCR1160390)

Workaround: Follow these steps to resolve this issue if it persists. You must have BSM Administrator permissions.

1. Ensure the process repository service is up and running.
 - a. Launch the **HP Business Service Management Status** panel on the BSM host.
 - For Windows, access: **Start > All Programs > HP Business Service Management > Administration > HP Business Service Management Status**.
 - For Linux, access: `http://<BSM_FullyQualifiedHostName>:11021/invoke?operation=showServiceInfoAsHTML&objectname=Foundations:type%3DNannyManager`
 - b. After you launch the Status panel and log in, look for a **ServiceName** called **bpi_process_repos**.
 - c. Verify that the **bpi_process_repos** Status is **STARTED**. If not, you may need to restart BSM.
 - d. If you have a full BPI installation with a licensed server, ensure that all the BPI components are running on the BPI Administration Console Status page.

2. Ensure your browser has the appropriate proxy configuration.

Access the Proxy settings dialog to see if the BSM domain has a proxy exception in the proxy exceptions list. For example, if your BSM server is called **bsm.hp.com**, then the proxy exception would be ***.hp.com**. Internet Explorer calls these proxy **Exceptions**, and Firefox calls these **No Proxy for**. If there is no BSM domain proxy exception, and it is appropriate, add the BSM domain to the exceptions list.

Accessing the Proxy Settings panel varies depending on the type of browser and browser version you use to access BSM. Usually, the proxy settings can be configured from the browser tools or options panels in the network configuration or LAN settings under proxy servers.

3. Clear **javaws** cache.

Typically, the **bpimodeler.jnlp** file in **javaws** cache is updated when changes are detected, but by manually uninstalling the application from **javaws**, you ensure a fresh download of the **bpimodeler.jnlp** from the BSM server. On the system where you plan to launch the modeler, run **javaws -uninstall** in a command prompt.

4. Clear the browser cache of BSM cookies.

Your browser cache may contain a stale BSM cookie, which does not have the correct session ID and/or proper credential information. This can occur during unusual BSM shutdown scenarios where the Modeler was running at the time of the BSM shutdown.

Clearing the cache specifically for BSM is different depending on which browser you are using:

- **Firefox Browser**
 - i. Select the **Tools > Options > Privacy** tab.
 - ii. On the Privacy tab, click on the **remove individual cookies** link. A dialog opens with a list of cookie sites.
 - iii. Search through the sites for the hostname of your BSM host and select it.

- iv. Click the **Remove Cookie** button at the bottom to remove the cookies associated with the BSM host site and close all Tools windows.

- Internet Explorer Browser

The following procedure ensures proper deletion of the targeted cookies, rather than using the Internet Explorer cookie removal tool, which may not always permit file deletions.

- i. Select the **Tools > Internet Options > General** tab.
- ii. Click the **Settings** button for deleting temporary files, history, cookies, and so on. A Settings dialog opens.
- iii. Click the **view files** button to view the cookies, which are opened in a Windows Explorer window to your local Temporary Internet Files location.
- iv. Open a second Windows Explorer window.
- v. Copy and paste the Address line (for example, C:\<Local Settings>\Temporary Internet Files) from the original Windows Explorer window opened by the IE browser, to the second Windows Explorer window.

All the cache files are visible from this second window.

You can now delete any of the IE browser cache files from this second Windows Explorer window.

- vi. Search for and delete a pair of files called topaz/ (see the adjacent Internet Address column):
 - One file is associated with **Cookie:<user>@<bsmhost>/topaz/**.
 - One file is associated with **http://<bsmhost>/topaz**.

Application Management for SAP

SiteScope SAP CCMS Alert monitor is not displayed (QCCR1146581)

Description: The data received from the SiteScope SAP CCMS Alert monitor is not displayed in Service Health and Service Level Management SAP Systems views when working with Application Management for SAP application.

Workaround: None.

Run-time Service Model (RTSM)

Installation and Upgrade

When the Data Flow Probe is configured to be installed in separate mode, so that Manager and Gateway processes are running on separate machines, the following additional configuration is required on the Discovery Flow Probe Manager's machine:

1. The Probe Manager must have the exact same Probe ID (appilog.collectors.probe.name) as specified during the installation of the Probe Gateway.
2. Stop the Manager process (if it is already running).
3. Open **<UCMDB installation>\DataFlowProbe\conf\DiscoveryProbe.properties** and locate the following code:

```
# The Domain name  
  
appilog.collectors.domain = ${DefaultDomain}
```

4. Change this code to contain the Data Flow Probe's actual domain. For the default domain, DefaultDomain, this code should look as follows:

```
# The Domain name  
  
appilog.collectors.domain = DefaultDomain
```

5. Save DiscoveryProbe.properties and start the Manager process.

After upgrading to RTSM 9.05, if a job's time zone setting was other than "Discovery probe time zone", it must be reconfigured to the correct time zone.

When upgrading from previous versions of RTSM, if you enabled Update/View permissions in the Data Flow Management modules, but did not enable the Execute permission, you must manually re-enable those modules by selecting the Execute/Update permission for the relevant users. For the Adapter Management, the permission should be set to **Update**.

Before installing a Content Pack, make sure that RTSM is running and that you run the JMX operation, **adjustFactoryClassModel**, to align the class model. The **adjustFactoryClassModel** operation can be found with the Class Model Services. This operation aligns the factory flag for all classes and all class properties (such as attributes, qualifiers, and so on).

If integrations are configured in the RTSM Integration Studio (for example, topology synchronization integrations between central UCMDB and RTSM), after upgrading, the Data Flow Probe will run population jobs immediately for active integration points, even if the integration is not scheduled. If you do not want the integration to run, disable the integration before running the upgrade from any BSM 9.x version.

When upgrading from BAC 8.0x to BSM 9.20/RTSM 9.05, the following limitations apply:

- Generic Breakdown Reports with four breakdown criteria will lose the fourth criteria. Only three breakdown criteria are supported in version BSM 9.20/RTSM 9.05.
- RTSM 8.x annotated reports are no longer supported in version BSM 9.20/RTSM 9.05. They will be lost upon upgrade.

If the root CIT configured in UCMDB before the upgrade from BAC 8.0x was IT_World, the value of it after the upgrade is Managed Object.

Application and Modeling

The UCMDB server may not start up properly when the setting **Max CIs in view supported to rediscover** in the Infrastructure Settings Manager is set to very high values.

When creating a cron expression in the Job Definition Scheduler, the time and date must be in the future. If the current date or a past date is defined, it will cause an error.

When Delete permission is assigned for a CIT, all of its sub-classes can also be deleted.

When Create permission is assigned for a CIT, it can be updated and all of its sub-classes can also be created.

In Enrichment Manager, Impact Analysis Manager, and CIT Manager, when you select several CITs and their connecting relationships and select **Export Map to Image** with the **Selected Object Only** option, the resulting image does not display the relationship names.

It is possible to edit CITs even if they are assigned the READ_ONLY_CLASS qualifier.

The Screen Capture tool cannot capture a screen shot when the UCMDB/RTSM browser is running in a multi-display environment.

The **Clear Filter** button in the Job List dialog box (for scheduled reports and scheduled snapshots) does not work properly.

When creating a new Impact rule in the Impact Analysis Manager, the created Impact rule can be run within the IT Universe Manager even if the **UCMDB** check box on the Impact Rule Groups page of the wizard is not selected.

In IT Universe, if you right click a Virtual Compound Link from the Get Related pane, the Show Compound Path option is disabled.

The following API has been added to the CI Selector to get the selected CIs' display labels and class names using Javascript:

- String getSelectedCmdbObjectDisplayNames()
- String getSelectedCmdbObjectClassNames()

The new **retrieveAllActiveUsers()** method is now available in the **UCMDB-UI:name=UCMDB Integration** section of the JMX console. This is equivalent to the **getAllActiveUsers()** method that was available in UCMDB version 8.0x.

In the UCMDB_JavaAPI, in cases where an attribute type was of type **string** or **integer** list, the **Attribute#getDefaultValue()** method, which had returned strings in XML format, now returns a collection of string or integer objects.

There have been some performance improvements in the Generic Database Adapter.

In the **Views** tab in the Security Manager, when Delete permission is set and a view is deleted, the query on which the view depends is also deleted.

When working in multi-customer environment (such as SaaS), you must work with a single database and schema.

In the Modeling Studio, it is not possible to create more than one pattern-based model of the same CI type, based on the same query. When you try to create a new one, it overwrites the existing one.

Deprecated CI types do not appear in strike through font if the font size is less than 14 points.

In the Routing tab in the Layout Properties dialog box, (accessed by selecting Layout > Layout Properties), all the options seem to be available, but only some of them are actually used in the layout of the map.

In the Impact Analysis Manager, if an XML file is imported with the same file name as an existing Impact Rule, a confirmation message saying that an Impact Rule of that name already exists is not displayed before replacing the existing Impact rule.

When exporting CI instances found for a selected TQL, you can now manually enter up to 150,000 CIs per page.

If you have **Delete** permissions for views and you delete a view, the TQL query on which the view depends is also deleted.

In the Modeling Studio, no informative error message is displayed when you import an invalid XML file for views or queries.

In Modeling Studio, you cannot change the query type of an Enrichment or Impact Analysis query in the Query Definition Properties dialog box if there are resources that are defined on top of this query.

In the Impact Analysis manager, when you try to save an Impact rule for which you defined a sub-graph, a generic error message appears without giving detailed information regarding the problem.

Printing semi-transparent graphics using the **Run Screen Capture Tool** produces poor quality results.

In the Hierarchical tab in the Layout Properties dialog box, (accessed by selecting **Layout > Layout Properties**), the **Minimum Backward Edges** and **Optimize For Feedback Flow** options do not work properly.

The new viewing system currently does not support displaying view results via the IT Universe Manager that were based on a rule-based template.

When displaying CIT instances with the network port number property, the network port number is displayed with a comma. This comma is irrelevant but is displayed because of the manner in which Java reads the value from the system.

When you search for a string in the Modeling Studio or the Reports module, the Highlight button highlights only the first occurrence of the string that is found.

When a calculated relationship is selected in Enrichment Manager or Impact Analysis Manager, the Qualifier tab in the Relationship Properties dialog box is not functional (the qualifiers selected are not applied to the selected relationship).

When creating a view based on a new TQL query in Modeling Studio, if you add a condition to one of the query nodes and save the view, and then modify the view topology without closing the window, an error is generated. To avoid the error, close the window after adding the condition and saving the view, and then open the view again and make the topology changes.

The Show Element Instances dialog box does not display the External icon for federated CIs.

The Hierarchy Pane of the Pattern View Editor in Modeling Studio does not display the External icon for federated CITs in the TQL query.

When editing an out-of-the-box attribute of type byte, an error is generated. For example, when editing the AttachmentContent attribute of an Attachment CI, an error occurs. User-created attributes can be edited safely.

You can set the starting date and time and repeat interval for pattern-based model updates using the Pattern Based Model Scheduler dialog box in the Modeling Studio. Select Daily Pattern Based Model Scheduler Updates to set the repeat interval in hours. Select Advanced Pattern Based Model Scheduler Updates to set the repeat interval using a Cron expression.

Reports

To enable hyperlinks in reports, set the infrastructure setting **Enable links in exported reports** to **TRUE**. To display icons in exported reports, set the infrastructure setting **Display icons in exported reports** to **TRUE**.

When you open the Compare Snapshots Report from IT Universe Manager, the **Send Mail**, **Generate Direct Link**, and **Export Report** buttons are enabled before a report is generated. If you click them, they have no effect.

Confidential Manager

If you change the default domain name in RTSM, you must first verify that the Data Flow Probe is not running. After the default domain name is applied, you must execute the **DataFlowProbe\tools\clearProbeData.bat** script on the Data Flow Probe side, and then restart the Data Flow Probe.

Note: Execution of the **clearProbeData.bat** script will cause a discovery cycle on the Probe side once the Probe is up.

Discovery

When setting up the Data Flow Probe, if you import illegal ranges from a CSV file (for example, the start IP is higher than the end IP), no error is displayed, and the range is saved. You must fix the invalid range manually.

SQL Protocol: The Encryption Method field enables you to choose SSL support for Oracle connections.

SNMP Protocol: The **Privacy Algorithm** now supports both DES and AES algorithms.

If you want to connect a new Data Flow Probe to UCMDB/RTSM with an identifier of a Data Flow Probe that is already defined on a different domain, you must remove the existing Probe from UCMDB/RTSM (from the Data Flow Probe Setup module), prior to installing the new Probe.

To prevent an overload on the Data Flow Probe machine, you can limit the number of remote processes that run simultaneously. Locate the **appilog.agent.local.services.maxRemoteProcesses** parameter in the **DiscoveryProbe.properties** file. The default value is unlimited (-1). Change the value to the maximum number of processes that can be run simultaneously. If you change this value, you must restart the Probe. (This overload can occur when activating certain out-of-the-box jobs that launch a Java process for each destination, for example, J2EE or SAP jobs.)

Downloaded **jar** file resources can cause the Probe to restart before all the other resources of an adapter package have downloaded. To prevent this occurring, the reset time is, by default, **40** minutes. You can change this time:

Access the **appilog.agent.probe.restartProbeAfterJarDownload.interval** parameter in the **DiscoveryProbe.properties** file. The delay until a restart on the first resource download (that is, for a first start or after clearing the Probe data) is 10 milliseconds.

In the Dependency Map, when selecting to show all instances of a selected CI, the instances are not displayed.

When you try to filter triggered CIs by probe in the Discovery Control Panel - Status pane, the triggered CIs are not filtered.

Discovery job error and warning messages are displayed in the language of your client's operating system, independent of browser language settings.

Integration

If you are using data synchronization between BSM and the central CMDB (or vice versa) with aging enabled in the adapter, if you disable the sync for a time period which exceeds the aging interval, CIs may be deleted by the aging mechanism. As a result, related data and configurations in BSM may be lost as well.

Workaround: If you plan to stop data synchronization between BSM and the central CMDB for a time period which exceeds the aging interval, it is recommended to disable the aging in the adapter. If the aging has been enabled and is changed to be disabled, it is recommended to run full data synchronization before stopping the data synchronization between BSM and the central CMDB. (QCCR1H65590)

When running a history-based push job (for changes), you can incorrectly select any integration TQL query, even those that are federated or contain virtual links.

If you start a population job (for the first time) on a TQL query that is currently being edited, saving the query may remove its "Active" status and cause the job to fail. If this occurs, running a full population job again will fix the problem.

A population job that uses the UCMDB 9.x adapter to retrieve federated data can retrieve only added or updated CIs, but cannot remove deleted CIs from the CMDB.

The EMC Control Center (ECC) database does not contain WWN (World Wide Name) information for FCHBAs (Fiber Channel Host Bus Adapters) attached to Storage Arrays. Therefore, this discovery populates the WWN attribute of FCHBA CIs with the ECC ID (internal to ECC) of the HBA. The script also populates the **data_note** attribute of each such FCHBA CI with a note that ECC does not have WWN info and duplication of this CI is possible.

Federation

If you set a property condition on a query node that may bring data from external data sources (federation) and the condition is not supported by one of the data sources, the TQL query calculation will fail.

Federated nodes incorrectly show suggested values from the local CMDB, even when their only data sources are external.

If an integration point that supports a CIT that is being queried by the CI Selector in the IT Universe Manager, and this integration point does not support conditions on the display label, no results are shown.

Discovery and Integration Content

Discovery and Integration Content Pack 10.01 is included with BSM 9.20. There is no need to install it separately. If you installed any later content packs, they will remain intact after installing BSM 9.20. Later Content Packs can be installed separately after 9.20 is installed. Before installing any other content pack version, verify that it is compatible with the current version of BSM (see the relevant Content Pack documentation, or check the SSO site for updated [support matrix information](#)).

Content Pack Documentation Updates

To read the latest versions of the relevant documents, access the following URLs:

- http://SERVER_NAME:PORT/ucmdb-ui/docs/DDMContent.jsp – Discovery and Integration Content Guide
- http://SERVER_NAME:PORT/ucmdb-ui/docs/permissions.jsp – the Permissions document
- http://SERVER_NAME:PORT/ucmdb-ui/docs/readme.jsp – the Release Notes (this file)
- http://SERVER_NAME:PORT/ucmdb-ui/docs/whatsnew.jsp – What's New in this release

RTSM Multilingual Support

Multi-Byte characters do not appear in titles and sub-titles in reports when exporting or previewing as PDF.

For reasons of compatibility, Integration Point names and Data Flow Management job names can include only English letters, numbers, and the underscore character (_).

Because the maximum string length for many UCMDB parameters is defined and documented in bytes, the real acceptable value length is shorter when multi-byte or language-specific characters are used.

In Enrichment Manager, required attributes in the **Node Definition** dialog box are not marked in bold for the Japanese, Chinese, and Korean versions.

Non-English characters should not be used in paths to different properties or adapter files.

Multi-byte characters should not be used in user passwords.

The action names in scheduled jobs are stored with localized names (according to the locale being used), but those names are displayed with no dependence on locale. Those action names may be user-modified and therefore will be user-specific.

Excel can now open UTF-8 encoded CSV documents correctly.

HP Universal CMDB/RTSM does not fully support surrogate pairs and combining characters.

Multilingual Support

BSM/OMi

BSM/SHA Installer is not localized to Spanish (QCCR1H70346)

BSM/SHA Installer does not support Japanese, S-Chinese, Korean, German on Linux system (due to QCCR1H72432 and QCCR1I73877, these languages are disabled on Linux)

User cannot change currency symbol in SHA (QCCR1I70497)

Items in component gallery are not translated; Service Health top pane tabs (Page Names) are not localized (QCCR1I69138, QCCR1I45575)

Unreadable characters in command line interface help (QCCR1A139904)

Description: There is a general problem with printing localized unicode text on the Windows command line. Due to limitations in the default console font and the wrong code page being in place, certain characters do not display correctly.

A detailed description of this problem can be found at :

http://illegalargumentexception.blogspot.com/2009/04/i18n-unicode-at-windows-command-prompt.html#charsets_1252

Workaround: In the console window on Windows perform the following actions:

1. Open the properties of the command window (right-click on frame and select **Properties**. Switch to the **Font** tab and change the font to **Lucida Console**.
2. Click the **OK** button to close the properties dialog. The new font setting is used for all future command prompts.
3. In a command window, enter the following command:

chcp 1252

All command line tools should now display with the correct localized text.

CI Statuses from definitions "Changed from" and "Changed to" are displayed on BSM Server locale for OMi Event Console (QCCR1I53350)

Find Matching Event window: meaningless characters in the IE 7 title bar in non-English language sessions (QCCR1A127305)

Application > Service Health top pane tabs (Page Names) are not localized (QCCR1I45575)

To enable MLU support in PDF reports User should specify Unicode font in Infrastructure Settings Manager > Foundations > Reporting > "Unicode font path for displaying PDF characters" (QCCR1I21288)

The RTSM Class Model does not support multi-byte character sets. All class model items, including CI type, relationship, and attribute names, descriptions, and display labels, cannot contain multi-byte characters. (QCCR1I62755)

RUM

RUM Engine 'Transaction Management Configuration' page UI will be on JVM locale instead of browser one (QCCR1I57500)

RUM Installer is missing fonts of Chinese/Japanese/Korean on RedHat 6.x (QCCR1H72432)

RUM Installer does not display Korean characters, shows "empty squares" on Linux systems (QCCR1H72088)

RUM Installer is not localized to Spanish (QCCR1H70346)

BPI

UI of BPI modeler is displayed as BSM Server OS locale (QCCR1I69767)

Installation on Turkish Locale Causes an Exception: If you attempt to run the Business Process Insight Installation procedure using a Turkish locale, the installer does not present the installation screens correctly and, as a result, you cannot answer the installation questions. This is a problem related to the installation software.

In order to complete the installation successfully, you need to temporarily set the locale to a United States locale. When you have completed the installation, you can reset the locale to Turkish.

Non-ASCII characters in the Oracle Database Data Directory: If you enter non-ASCII characters for the Oracle database data directory during the Business Process Insight installation, the installation fails with a Database Setup error. The error indicates that Oracle is unable to create the database instance or a database table.

If the Business Process Insight installer reports a Database Setup Error, and you have used non-ASCII characters for the name of the database data directory, you need to reinstall (overinstall) Business Process Insight into the same location, this time using a database data directory name that contains only ASCII characters.

Diagnostics

The localized `Diagnostics_Content_Pack.xml` for `de`, `es`, `fr`, `ja`, `ko`, `ru`, and `zh_CN` languages will not be in BSM 9.20 packages. As a result, L10N users will see English CI and KPI names. (QCCR1I75556)

Diagnostics - no support for non-English characters in Java and .NET Probes names (QCCR1I57918)

SiteScope

SiteScope Installer is not localized to Spanish (QCCR1H70346)

SiteScope Installer is missing fonts of Chinese/Japanese/Korean on RedHat 6.x (QCCR1H72432)

SiteScope Installer does not display Korean characters, shows "empty squares" on Linux systems (QCCR1H72088)

Management reports by default do not support UTF-8 encoding. Workaround is to check International version check box in Preferences > General Preferences. (QCCR1I56586)

Run results for some monitors are shown according to the server locale or in English, instead of the client locale (QCCR1I30190)

Localized Service names are not readable while trying to add a Service monitor on WMI remote host. Workaround – use NetBios. (QCCR1I30808)

For SiteScope versions 11.10 or earlier integrated with OMi – CI names characters and alert names are not readable in OMi Event console. Workaround is to use same locale as SiS server OS in the entities' names (QCCR1I43630)

When using the Microsoft Windows Resources monitor in a non-English locale, the monitor counters and run status summary are not readable. Workaround: Configure the monitor to use the Direct registry queries collection method. (QCCR1I54985)
