

# HP Network Automation Software

For the Windows® and Linux operating systems

Software Version: 10.00

## Release Notes

Document Release Date: August 2014

Software Release Date: May 2014



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

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# HP Network Automation Software Release Notes

for the Windows® and Linux operating systems operating system.

**Software version:** 10.00

**Publication date:** August 2014

This document is an overview of the changes made to HP Network Automation Software (NA). It contains important information that is not included in other product documentation. This document contains the following information:

- ["New Features in this Release" on the next page](#)
- ["Fixed Defects in this Release" on page 10](#)
- ["Open Defects" on page 17](#)

The *NA Support Matrix* includes information about system requirements and compatibility with other products. The *NA Support Matrix* is available with the NA installer and from the HP Product Manuals web site at:

<http://support.openview.hp.com/selfsolve/manuals>

NA 10.00 ships with the March 2014 driver pack. Newer driver packs are compatible with this version of NA.

This document is updated as new information becomes available. To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

<http://support.openview.hp.com/selfsolve/manuals>

## New Features in this Release

NA 10.00 includes the following new features and enhancements:

- NA task improvements:
  - Reboot task can verify that the device reboot has completed before declaring the reboot task completed
  - New option to globally disable device reboot after software update
  - Group tasks can be run in serial mode to ensure completion on one device before initiating work on another device
  - New Deploy Hotfix task
  - In a Horizontal Scalability or Multimaster Distributed System environment, the Running Tasks, Recent Tasks, and Task Information pages display the NA core association for the task
  - Improvements to the Update Device Software task for multiple devices (delivered in NA 9.22)
  - Optimized snapshot task (delivered in NA 9.21)
  - Optimized VLAN diagnostics task (delivered in NA 9.21)
  - Improved task scheduling (delivered in NA 9.21):
    - Monitoring
    - Stability
    - Task Load page
    - Task cancellation
    - Memory management
    - New task search options, including task timing and failure types

For more information, see version 10.00 of the *NA User Guide*.

- Resource identity management
  - Initial functionality delivered in NA 9.22
  - Reporting functionality delivered in NA 10.00

For more information, see version 10.00 of the *NA User Guide*.

- Deleted user names remain in the NA database so that reports can show changes made by users who no longer have access to NA

- Improved Horizontal Scalability (delivered in NA 9.21):
  - Reserve one or more NA cores for user interaction
  - Automated task failover in Horizontal Scalability environments
  - Task-related pages include the NA core name
  - Core List page shows core status

For more information, see version 10.00 of the *NA Horizontal Scalability Guide*.

- Support for IPv6 with NA satellite functionality
- NA 10.00 requires new license keys for all users
- Upgrade to Java 7
- Improvements to the integration with HP Network Node Manager i Software (NNMi):
  - Support for integrating standalone NA or NA in a Horizontal Scalability environment with multiple NNMi management servers in a Global Network Management environment; all integration features supported in most deployments
  - NNMi node forms include a new tab containing NA compliance analysis data in the analysis pane
  - Corrected synchronization behavior for devices in NA partitions with nodes in NNMi security groups
  - Refined configuration for restricting NNMi user access to NA information in the NNMi analysis pane
  - NA console page for configuring the integration renamed to Administrative Settings–NA/NNMi Integration page and includes new content:
    - Information about connections to multiple NNMi management servers
    - Out Of Service Completion Delay  
This delay provides time for a device to recover after NA completes a task that placed that device out of service.

For more information, see version 10.00 of the *NA User Guide* content for the Administrative Settings–NA/NNMi Integration page and version 10.00 of the *HP Network Node Manager i Software–HP Network Automation Integration Guide*.

- PKI user authentication (delivered in NA 9.22)
  - Enables logging on to NA with a Common Access Card (CAC) or Personal Identity Verification (PIV) smart card
  - Supports other types of certificate-based credentials

For more information, see version 10.00 of the *NA Administration Guide*.

- Improved performance for comparing large device configurations (delivered in NA 9.21)
- Driver improvements:
  - Support for additional virtual devices
  - Additional IPv6 support
  - Support for OpenFlow-enabled switches
  - Support for OpenFlow-enabled controllers
  - Enablement of the ICMP test for the Reboot task to determine when a device reboot is completed (select devices only)

- Changes to the lists of supported operating systems, databases, and web browsers

For information, see version 10.00 of the *NA Support Matrix*.

- Support for installing and running NA on an Oracle database or on a Microsoft SQL Server database without full database administrator privileges

For information, see version 10.00 of the *NA Administration Guide*.

- Customer-requested enhancements (some delivered in NA 9.22):

- Limited CLI/API enhancements, including:
  - Modified commands to hide passwords during entry
  - New commands to create, modify, and delete user roles

For more information, see the *NA CLI/API Command Reference*.

- Search enhancements:
  - Ability to search for devices by IP address range
  - Ability to search for only current diagnostics
  - Ability to search for the time that NA detects that a device is out of compliance with a particular rule



- NA console improvements:
  - Text boxes for configuration or script text expand as needed
  - Ability to select all scripts or diagnostics on the Import/Export Policies page
  - New Change Detection Task Priority field on the Configuration Mgmt page for setting the priority on snapshot tasks triggered by a syslog message
- Support for private key authentication to SSH-enabled devices
- Identification and display of device module component hierarchy for some device types
- Diagnostic rules can include filter conditions that use custom and enhanced custom fields
- For group tasks, NA now sends one email message at the parent task level and not one message per task
- The \$TaskDevice\$ variable is now formatted as a delimited list
- Support for configuring the ports used by the NA-provided FTP and TFTP servers
- Security improvements, including:
  - Support for 64-bit RSA SecurID on the supported Windows operating systems
  - Message about unsuccessful login attempts is visible immediately after successful login to the NA console

## Fixed Defects in this Release

The reference number for each fixed defect is the change request (QCCR) number. For more information about fixed defects, visit [HP Software Support Online](#), or contact your Support representative.

### Defects Fixed in This Release

Defect	Symptom	Area of Modification
QCCR1D66145	Audit log does not work	Scheduler
QCCR1D86435	Missing explanation for some command permissions	Documentation
QCCR1D99187	Device software level under software audit trail is not updated	Policy Manager
QCCR1D99886	API session ID should be a better alphanumeric string	CLI
QCCR1D108957	CLI import not correctly documented	CLI
QCCR1D118755	Synchronize Startup and Running Task does not update the out of sync warning by default	Device Management
QCCR1B89676	Document how to forward syslog messages from the NA syslog server to the NA core	Documentation
QCCR1B92454	Perl script diagnostics run forever	Scheduler
QCCR1B93556	list groups CLI command help for the -type option is incorrect	CLI
QCCR1B94974	Show support for satellites on SUSE in the Support Matrix	Documentation
QCCR1B95996	Satellite Monitor should work even if the TFTP servers on NA are disabled or not used	Gateway
QCCR1B96076	Syslog change detection DNS lookup is slow	Change Detection
QCCR1B102382	Problems with Last Successful Snapshot date in API results	Device Management
QCCR1B106474	Some command script tasks create extra child tasks on devices not included in the task	Core Application Server
QCCR1B106652	Add To Favorites feature does not work correctly	NA console
QCCR1B107153	Diagnostic text and configuration text search results are limited to 1000 valid records (Diagnostic text column shows: No configuration found for this device)	Reporting
QCCR1B107877	Policy system accepts a logic condition it cannot parse	Policy Manager

# Defects Fixed in This Release, continued

Defect	Symptom	Area of Modification
QCCR1B108700	Section 508 compliance: All information conveyed by color should also be conveyed in text	NA console
QCCR1B108701	Section 508 compliance: All images should have text equivalents	NA console
QCCR1B108711	HTML tags appear in the Description field on the Event Search Results page	Reporting
QCCR1B108756	User with view permission can reorder list of the IP addresses for connecting to a device	User Management
QCCR1B108893	Documentation for menu customization feature is inaccurate	Documentation
QCCR1B108964	Section 508 compliance: All graphical buttons should have descriptions that can be used by screen readers	NA console
QCCR1B109135	Section 508 compliance: Complete and submit forms while using a screen reader	NA console
QCCR1B109173	Section 508 compliance: Row and column headers assist screen reader users with understanding cell contents	NA console
QCCR1B109351	Section 508 compliance: Give a timeout warning with a countdown for NA console sessions that are about to expire	NA console
QCCR1B109420	Section 508 compliance: All interface elements and functions that can be accessed by mouse must be keyboard accessible for non-mouse users	NA console
QCCR1B109423	Duplicate device groups may appear	Device Groups
QCCR1B109459	Unexpected module changed event: ">HardwareRevision: blank => blank	Notification & Events
QCCR1B109891	Provision Task saved as template will not run	NA console
QCCR1B110332	Modifying a report saved from Advanced Search does not retrieve the initial filters	Reporting
QCCR1B110600	Gateway list page shows inconsistent results	Core Application Server
QCCR1B110725	Discrepancy in the descriptions of duplicate and skipped tasks	Documentation
QCCR1B110748	Tasks get stuck under certain conditions	Core Application Server
QCCR1B111512	CSV field size is finite	Reporting

#### Defects Fixed in This Release, continued

Defect	Symptom	Area of Modification
QCCR1B111592	Changing the partition for a device removes that device from static device groups	Device Management
QCCR1B111650	Provide an option for the show_device API command to return data for active devices only	Device Management
QCCR1B111796	Command script variables cannot contain spaces	CLI
QCCR1B112015	Data type Collection:CustomVariable does not provide data through the show_device_template_config_variables API command	CLI
QCCR1B112080	Server error after logging on to the NA console	Core Application Server
QCCR1B112291	SSH core library sometimes generates spurious characters	Proxy Interface
QCCR1B112318	"View Event Rule" permission option is missing	Documentation
QCCR1B112444	View Event Rule command permission is described in the help but no longer exists	Documentation
QCCR1B112526	-nocompliance option to the provision device API command does not work	Policy Manager
QCCR1B112804	Tasks are run twice	Scripting & Diagnostics
QCCR1B113190	Command script session log is not displayed properly	NA console
QCCR1B113688	Old L1 topology data being marked as current	Core Application Server
QCCR1B114002	Check Policy Compliance task run against many devices fails but works for a small number of devices	Policy Manager
QCCR1B114209	Edit Group page for a dynamic device group does not display enhanced custom fields	Device Groups
QCCR1B114249	Provide a way to trigger an event rule (SNMP trap) when a snapshot fails	Notification & Events
QCCR1B114429	Topology diagnostics not updating cross-reference ID correctly for existing topology records.	Device Management
QCCR1B114493	Unable to modify the Search for Tasks search	Searching
QCCR1B114684	Cannot add an exception in policy scope without NA clearing scope criteria	Policy Manager

# Defects Fixed in This Release, continued

Defect	Symptom	Area of Modification
QCCR1B115319	When using list module -group cli command admin users get error unless they are user id = 1	Core Application Server
QCCR1B115324	UserID1 encounters exception upon attempting to open event notification & response rule	NA console
QCCR1B115491	In the NA console, a boot statement can be set for a single device; this option is not available when using the API/CLI with the deploy image command	CLI
QCCR1B115665	Importing devices with a multi-byte enhanced custom field name fails	Import
QCCR1B115785	CLI does not support SFTP for device access	Proxy Interface
QCCR1B115793	list_groups(type => 'device') API command run by administrative users does not return other users' private groups	Scripting & Diagnostics
QCCR1B115827	Chinese policy name and rule name in email notifications are incorrectly displayed in UTF-8 characters	Notification & Events
QCCR1B115848	Synchronize Startup and Running task does not work correctly when the Bypass if in sync option is selected	Device Management
QCCR1B115940	Limited users cannot view command script results	Security
QCCR1B115993	Import Devices task using device CSV template does not import devices	Import
QCCR1B116037	SNMP community strings propagated to NNMi specific node settings for devices outside of the topology filter node group	NAS/NNMi integration
QCCR1B116260	F5 BIG-IP has long prompt that is not compatible with driver	Core Application Server
QCCR1B116339	Installer enables Enable Public Key Authentication by default - ssh2 failing on device access	Installer
QCCR1B116555	Delete statement while doing a module status diagnostic results in an error	IP Handling
QCCR1B117019	Editing a device group hangs the browser session	Device Groups
QCCR1B117111	Cannot run program "vmware-toolbox" (in directory "/opt/NA/client/hyperic-sigar-1.6.5/sigar-bin/lib"): error=2, No such file or directory	Core Application Server
QCCR1B117188	Upgrading fails when using the Oracle service name (SID works)	Database
QCCR1B117216	Nexus discovery fails on more prompt timeout	Core Application Server

#### Defects Fixed in This Release, continued

Defect	Symptom	Area of Modification
QCCR1B117287	Java API issue: siteName	Core Application Server
QCCR1B117330	Syntax to create index of task tags for Oracle appears incorrect	Installer
QCCR1B117384	Login splash page help icon does not display help contents	NA Console
QCCR1B117486	Module add/change/remove events with empty descriptions	Core Application Server
QCCR1B117700	Policy creation from NA proxy CLI with -Site option failed	Policy Manager
QCCR1B117999	NA CLI reference cannot be used directly for Perl scripting	Documentation
QCCR1B118108	Some API commands fail with "-retryInterval" or "-retryCount"	CLI
QCCR1B118145	Unresolved variable in error message for Update Device Software task	Device Management
QCCR1B118229	Cannot delete device configuration template	Templates
QCCR1B118262	Describe the task.csv file	Documentation
QCCR1B118649	Custom field descriptions are incorrect in NA User Guide	Documentation
QCCR1B118712	Two processes taking 100% of CPU	PKI User Authentication
QCCR1B118883	CLI commands that can only run with userID=1 should also be able to be run by all admin users	CLI
QCCR1B119380	Clarify support statement about non-English operating systems and databases	Documentation
QCCR1B119909	Post-Task Snapshot Delay is not working properly	Scheduler
QCCR1B120629	Policy dynamic scope mapping issue	Policy Manager
QCCR1B120718	Admins cannot see saved searches as documented in the NA User Guide	Documentation
QCCR1B120743	Telnet server multithreading can cause SOAP API to fail	Scripting & Diagnostics
QCCR1B120923	Pre-production devices are shown in search and reports	Documentation
QCCR1B121016	Wrong device data displayed even though NA has the current configuration	Core Application Server
QCCR1B121166	Change detection is not parsing the hostname	Change Detection

#### Defects Fixed in This Release, continued

Defect	Symptom	Area of Modification
QCCR1B121169	Group column not visible in policy search results	Searching
QCCR1B121411	Syslog change detection with user name containing backslash creates "stacked" auto users	Change Detection
QCCR1B121493	When selecting a Favorite group, the Current Working Group does not get updated	Core Application Server
QCCR1B121731	Policy change event registered when no change is made	Policy Manager
QCCR1B121838	Topology Data Gathering task fails and database is not updated with new information	Database
QCCR1B121908	"enable" is missing in Enable row movement command in NA 9.2x Administration Guide	Documentation
QCCR1B122004	Server error occurs while saving Edit Manage IP Addresses page	NA console
QCCR1B122197	iframe not interpreted correctly in device view custom field	NA console
QCCR1B122428	Timeout expecting pattern during Update Device Software task on a device group	Software Update Center
QCCR1B122495	Serial Number field length of 100 characters is too short	Device Management
QCCR1B122557	Importing devices that have enhanced custom fields creates multiple copies of the devices in the NA database	Import
QCCR1B122566	Gateway List page contents are incorrect for down core gateways	MSP Gateway/Satellite
QCCR1B122663	Customer needs to run scripts started by the External Application task as a non-root user	Core Application Server
QCCR1B122873	Command permissions listed in NA User Guide are not available to user roles	Documentation
QCCR1B122901	Satellite Monitor does not monitor core gateways correctly	MSP Gateway/Satellite
QCCR1B123102	Prevent edits to a task that an approver is viewing	Workflow
QCCR1B123133	When the task owner is the only task editor, task approver cannot view the task details	Workflow
QCCR1B123177	Reset last password rule does not work	Password Management

#### Defects Fixed in This Release, continued

Defect	Symptom	Area of Modification
QCCR1B123179	Enable the show memory API command to be run by users other than userid=1	Core Application Server
QCCR1B123245	List port channels API command denied for admins other than userid=1	User Management
QCCR1B123276	Do not alter the child/context devices if disable_context=true	Core Application Server
QCCR1B123401	Null pointer exception in Update Software Image Task Template	NAS Build System
QCCR1B123430	Problem updating task from HPOO flow	Integration API
QCCR1B123588	Search for Compliance report generates error	Reporting
QCCR1B123597	Dynamic group created from a search cannot be edited	Device Groups
QCCR1B123633	Question about custom login banner for the NA console	NA console
QCCR1B124075	Exception when saving the edited core in a Horizontal Scalability environment	NA console
QCCR1B124250	Problem with link View Detailed CSV Report	Reporting
QCCR1B124260	Getting unspecified error running diagnostics; cannot store results	Scripting & Diagnostics
QCCR1B124300	Device detail page displays old interface information	Snapshots
QCCR1B124531	Policy failure data not consistently populating the detail report	Reporting
QCCR1B124571	Check policy compliance output is incomplete	Policy Manager
QCCR1B124776	Task succeeds despite the sub-task failing for software-update tasks	Scheduler
QCCR1B124856	Need more information about dynamic group calculation	Documentation
QCCR1B125294	Cache is not invalidated when using Reset Last Used Password in a Horizontal Scalability environment	Password Management
QCCR1B125776	Compliance checks for Juniper SSLVPN devices do not show useful output	Policy Manager
QCCR1B125895	Search For Compliance Email Report columns in CSV do not match UI	Searching
QCCR1B126291	SSH server CBC mode ciphers are enabled	Security



## Open Defects

The reference number for each defect is the change request (QCCR) number. For more information about open defects, visit [HP Software Support Online](#), or contact your HP Support representative directly.

### August 2014: Additional Open Defect

#### **Compliance Center - PCI Page Text is Incorrect in Non-English Languages**

In non-English installations, the **Compliance Center - PCI** page displays some text in English and some in the localized language. The localized text might be out of date. QCCR1B127993

### July 2014: Additional Open Defects

#### **Slow Response to Check Box Selection for Large Tables in Internet Explorer**

With very large data tables, you might see a noticeable delay between when you click the check box for a row and when the check mark appears. This lag was noticed for a device group containing 10,000 devices when the table was set to show all devices. It occurs only in Internet Explorer. QCCR1B127421

**Workaround:** Do either of the following:

- In Internet Explorer, set tables to show a smaller number of devices, for example 250.
- Run the NA console in Firefox.

#### **Duplex Mismatch Events Are Not Generated For Interfaces with Duplicate MAC Addresses**

When an interface that is involved in a duplex mismatch has the same MAC address as another interface on the device, NA does not generate the Device Port Duplex Mismatch Detected event. Additionally, NA does not notify an integrated HP Network Node Manager i of the mismatch. QCCR1B127328

**Workaround:** Ensure that interfaces of interest have unique MAC addresses.

## Open Defects at Release

### Webpage cannot be found error When Displaying Summary Reports in Internet Explorer

If summary reports have not yet been generated, **Reports > Summary Reports** results in Internet Explorer masking the NA message and displaying a web page not found error. QCCR1B123937

**Workaround:** Do one or both of the following:

- In Internet Explorer, clear the **Show friendly HTTP error messages** check box under Browsing on the Advanced tab of the Internet Options dialog box.
- Run the Generate Summary Reports task before selecting **Reports > Summary Reports**.

### Expect Scripts Do Not Run Correctly on Windows Server 2012

The Windows Server 2012 operating system does not fully support Expect. If the NA core server or NA client is running on the Windows Server 2012 operating system, Expect scripts do not run correctly. QCCR1B123387

### Visual Highlighting Does Not Work for the Default Device Selector in Internet Explorer

The default device selector runs in Adobe Flash using Flex. Visual highlighting of current focus using keyboard navigation does not work correctly for Flex in Internet Explorer 10. QCCR1B125132

**Workaround:** Disable Adobe Flash from running in the NA console as described in "Disabling the Use of Adobe Flash" in the *NA Administration Guide*.

### Device Groups Page Not Fully Keyboard Accessible

The table on the Device Groups page of the NA console can be navigated with the keyboard. However, a pointing device must be used to activate the links in the Actions column. QCCR1B118409

### Screen Reader Unable to Read the Device Groups Table Headers in Internet Explorer

In Internet Explorer, the tested screen reader was unable to identify the heading content in the table on the Device Groups page of the NA console. QCCR1B123297

**Workaround:** Use Firefox when using a screen reader.

## NA Console Pages Load Slowly in Firefox

The NA console sometimes refreshes very slowly in Mozilla Firefox. QCCR1B114083

**Solution:** Restore Firefox to the default settings and then disable automatic updating as follows:

1. In Firefox, click **Firefox > Help > Troubleshooting Information**.
2. On the Troubleshooting Information page, click **Reset Firefox**.
3. In the Reset Firefox dialog box, read the description of the settings that will be preserved, and then click **Reset Firefox**.

Firefox closes the browser window, resets the configuration, and then re-opens.

4. To preserve the Firefox extended support release version, disable automatic updating of the browser:
  - a. In Firefox, click **Firefox > Options**.
  - b. In the Options dialog box, select the **Advanced** pane, and then select the **Update** tab.
  - c. Under Firefox updates, select **Check for updates**.
  - d. Click **OK**.

When accepting Firefox updates, do not update beyond the supported version.

## Files Missing from Image Synchronization Report

Saving a file from the Image Synchronization report to the software image repository removes all files of the same name from the report. The files remain on the devices even though they are not visible in the report. QCCR1B111292

## Commands Do Not Honor Limitations on Custom Field Values

The `mod resource id custom field data` and `mod metadata` CLI/API functions do not validate the requested data value against the limited values specified for the field. Therefore, the commands can be used to set custom data fields and enhanced custom fields (including custom resource identity fields) to values other than the expected set. QCCR1B112894

## The NA Log-On Process Continues to Request a Certificate after PKI User Authentication is Disabled

Disabling PKI User Authentication correctly disables the certificate-based authentication (PKI User Authentication) functionality, but the browser still requests a certificate during the NA console log-on process. QCCR1B114078

**Workaround:** To access the NA console log-on page, in the certificate selection window, click Cancel. Enter the NA user name and password.

## Event Rule Cannot Run the Update Device Software Task

Recent changes to the Update Device Software task require specification of the target devices to determine which slots are available to receive the new files. The process of creating or editing an event notification and response rule to run the Update Device Software task does not provide a way to specify the target devices. Therefore, the event rule task cannot be saved. QCCR1B114887

## Users Can Be Inadvertently Added to the View All Partitions Group

If all customer-created NA user groups do not have the view partition permission specified (view partition permission is set to None), NA adds all users in one of those user groups to the View All Partitions user group. When at least one customer-created NA user group specifies a view partition permission, this behavior is no longer seen. QCCR1B114815

**Solution:** Verify the permissions of a new NA user before giving log-on information to the new user. If the new user has the View All Partitions permissions in error, do the following:

1. Edit the user group of the new user to select the correct partition in the View Partition Permissions section.
2. Edit the View All Partitions user group to remove the user from the Users in Group list.

## Deletion of the Last Item in a List in Administrative Settings is Not Replicated Across NA Cores

In a Distributed environment, NA does not correctly replicate the deletion of the last item in a list on the Administrative Settings pages to the other NA cores. QCCR1B115004

**Workaround:** On each of the other NA cores, run the **Admin > Distributed > Renew Configuration Options** command.

## The NA FTP Service Cannot be Controlled from the NA Console (Linux only)

The NA FTP service does not respond to the **Start**, **Stop**, and **Restart** buttons on the Start/Stop Services page in the NA Console. QCCR1B107775

**Solution:** To enable these buttons, update the FTP service configuration as follows:

1. Change to the following directory:

```
<NA_HOME>/server/ext/wrapper/conf
```

2. Back up the following file to a location outside <NA\_HOME>:

```
ftp_wrapper.conf
```

3. In a text editor (such as vi), open the `ftp_wrapper.conf` file.

4. Search for the string `pid` to locate the following line:

```
wrapper.pidfile=/var/run/Ftp.pid
```

5. Change the capitalization of the service name in the located line to:

```
wrapper.pidfile=/var/run/FTP.pid
```

6. Restart the NA services:

```
/etc/init.d/truecontrol restart
```

## Unexpected Behavior with Multiple Web Browser Windows

When the same user is logged in to NA from multiple web browser windows on the same system, unexpected behavior might result. The cause of this behavior is that some NA components are user-based. Running NA from multiple web browser windows for the same user is not fully supported. QCCR1B102985

## Perl SSH Times out While Waiting for Log-on Prompt

When using the NA Perl API to connect to the NA Proxy CLI using SSH, users might notice a spurious timeout error while doing the connect call. This error results from a defect in the third-party `Net::SSH::Expect` library. QCCR1B107878

**Solution:** Wrap connect calls in a loop with several retries before declaring a connect failure. For example:

```
#Connect to the device
#
# due to issue with Net::SSH::Expect there may be random connect issues
#
my $retry=3;
while($retry) {
    if ($con->connect($myip)) {
        $retry= '0';
    }else{
        sleep 1;
        $retry--;
        unless ($retry) {
            print "Failed to connect to $myip\n";
            exit_connect();
            return (0);
        }
    }
}
```

## Write memory command not included in the session log

If you select both of the "Force Save" and "Session Log" options on any device task page, you can expect to see the command used to save the running configuration to startup configuration in the task session log. For instance,

for a Cisco device you can usually see the command "write memory" being sent to device in the session log. For certain tasks, you might not see the saving configuration command in the session log, notably the Run Diagnostic task. The command is sent to device but not logged. QCCR1B102502

**Workaround:** To confirm that the command was sent, check the jboss\_wrapper log.

## HP NNMi-HP NA integration: some NA interface configurations are not available in NNMi

Some NA interface configurations are available in the NA console but not in the NNMi console. For information about how NNMi interfaces are mapped to NA ports, see the *HP Network Node Manager i Software—HP Network Automation Integration Guide*. QCCR1B102518

## Full-text search returns incorrect results for searches including hyphens

Full-text search queries that contain a hyphen (-) might return more results than expected. QCCR1B102520

## Failure while enabling case-insensitive search (Oracle)

The `mod oraclecaseinsensitive -option enable` command sometimes returns an error message: `GEN_FAILURE: Failed to modify database`. In this case, case-insensitive search has not been enabled. QCCR1B102927

**Workaround:** Wait for few minutes, and then rerun the `mod oraclecaseinsensitive -option enable` command.

## Autopass license overrides legacy license

Introducing an HP Autopass license key prevents NA from using a legacy license key. This issue affects customers who upgrade to NA 9.20. It can take two forms:

- A fresh installation of NA 9.20 that activates the Instant-On license during installation. In this case, the product runs fine until the Instant-On license expires. Upon expiration of the Instant-On license, NA does not recognize the legacy license, so NA is not usable.
- Application of an additional capacity Autopass license to an NA 9.20 system that was upgraded in place from a previous version of NA and is still using a legacy license. In this case, NA recognizes only the newly added capacity.

QCCR1B95407

**Workaround:** In either case, the solution is to remove the Autopass license key as follows:

1. Locate the Autopass license file:
  - *Windows:* <NA\_HOME>\autopass\license\lickeys.dat
  - *Linux:* <NA\_HOME>/autopass/license/lickeys.dat
2. In a text editor, delete the contents of the licenses.dat file, and then save the empty file.

3. Verify that an appropriate legacy NA license (license.dat file) exists in the NA root directory.
4. If an additional capacity Autopass license caused the issue, contact your HP Sales Representative to request a legacy format license key for the additional capacity, and then apply that key.
5. Restart the NA management engine.

NA now runs with the legacy license from the license.dat file.

### **Incorrect SNMPv3 Configuration Prevents Correct Device Detection**

For a device whose NA configuration includes SNMPv3 settings, NA first tries to communicate with the device using SNMPv3. NA then tries the SNMPv1 or SNMPv2c settings. If the SNMPv3 settings are incorrect, NA does not recognize that the SNMPv3 connection failed and detects the device as a non-active node or an unrecognized host. Therefore, NA does not attempt SNMPv1 or SNMPv2c communication with the device. QCCR1B86730

**Workaround:** Correct the SNMPv3 settings or remove the SNMPv3 configuration so NA uses only SNMPv1 or SNMPv2.

### **Using SNMPv3 with Privacy and AES192 and AES256 Encryption**

Several tasks, including Detect Network Devices and Discover Driver, do not correctly use SNMPv3 with the AES192 or AES256 encryption privacy protocol. QCCR1D88942

**Workaround:** Use a different encryption method, such as AES128.

### **SNMP Timeout Value Might Be Too Short for SNMPv3 Communications**

If you encounter frequent timeouts during communications with SNMPv3 devices, increase the value of the SNMP Timeout setting on the Device Access tab of the Administrative Settings page. QCCR1B87867

### **Telnet and SSH Sessions (IPv6 devices)**

NA does not cache telnet or SSH sessions to IPv6 devices. Therefore, these histories are not available from the device information page. QCCR1B87641

### **Alternate Driver Discovery (IPv6 devices)**

Alternate driver discovery incorrectly interprets the first colon (:) of an IPv6 address as indicating a port on the device. QCCR1B87801

### **Users Without Permissions to All Partitions Might Not Be Able to Compare Device Configurations**

Users with access to some, but not all, partitions do not see the options for comparing devices on the Configuration Changes tab of the Devices page. QCCR1D94263

## Custom Diagnostics

NA enables you to define custom diagnostics to capture specific information that is useful in your environment. If the name of a custom diagnostic is longer than 80 characters, the Device Diagnostic page shows the content of the most recent diagnostic. However, the Diagnostics History table at the bottom of the page does not appear due to a rendering error. QCCR1B86671

## Policies Page

Users with Admin permissions can view the full list of policies on the Policies page and segment policies into separate policy tags. However, users with Full Access permissions cannot filter policies based on policy tags when there is more than one site partition. QCCR1D86308

## NA-NNMi Integration (IPv6 devices)

NA-NNMi integration does not support synchronizing IPv6 devices. Only IPv4 devices are supported. QCCR1B86228

## Using the mod authentication command

When using the `mod authentication` command, if there are no device specific authentication records to modify for a device, the system reports an error: `GEN_FAILURE: The Device Password Information for Device you requested can not be found. It may have been deleted.` QCCR1D116666

**Workaround:** Use the `add authentication` command to create a new entry.

## Network Diagrams

Network diagrams can be viewed in either Visio, static JPEG, or interactive JPEG format. When installing NA 9.1 on Windows Server 2008, JPEG formatted network diagrams do not contain icons. QCCR1D113667

## Memory Allocation Error

If you have installed NA on a Linux platform, you might see the following error in the log messages or within the results of failed NA tasks:

```
Caused by: java.io.IOException: error=12, Cannot allocate memory
```

This error occurs when the JVM (Java process) attempts to run an external shell script, such as a custom action or memory monitor. To run the external shell script, the system must fork its process--a mechanism that requires the parent process to copy itself for the child process. Making a copy of the parent process could send a request to the system kernel for more memory than the system can allocate. (Note that this can occur on either a 64-bit or 32-bit server.) QCCR1D114717

**Workaround:** As root, run the following command at the root shell prompt:

```
echo 1> /proc/sys/vm/overcommit_memory
```



## Uninstalling NA

If the current NA is 64-bit and was upgraded from 32-bit NA, the NA uninstaller does not work. QCCR1B103211

**Workaround:** If you upgrade a 32-bit NA platform to a 64-bit NA platform, check the NA install directory. If there is a directory named `jre_old`, do the following before uninstalling NA:

1. Stop the NA services (this includes TFTP, Syslog, SWIM, and FTP).
2. Rename `<NA_HOME>/jre`.
3. Rename `<NA_HOME>/jre_old` to `<NA_HOME>/jre`.
4. Run the NA uninstaller.

## FTP Service (Starting)

If you restart NA through the CLI on a Linux platform, the FTP service will not start. You must start the FTP service via the NA Web UI after the NA has been started. QCCRID114411

Note that there are cases where FTP configuration is changed and the FTP service needs a restart to reflect the changes. In this case, you must do this via the NA Web UI.

## FTP Accounts

The `NAUserManager` class utilizes a configuration option to identify the username and password of the authorized FTP account. There is only one FTP account at this time. If the NA administrator changes the configuration value in NA, the FTP server will not be aware of the change until it has been restarted because the FTP server does not reload configuration options before performing a user check. QCCR1D112098

**Workaround:** The FTP server runs as a separate process outside of NA and is not notified when changes to the `.rcx` files are made. Restart the FTP server if the FTP account username or password is changed.

## CLI driver discovery via Bastion Host does not work for some devices

When configuring a device to use a Bastion Host server with SSH, the Discover Driver task fails with the following error message: `This task did not complete`

In addition, the Session Log is not stored for the failed task. QCCR1D105486

**Workaround:** Discover the driver without the Bastion Host or manually assign the driver.

## Oracle Database Log Files

Oracle database users could encounter the following error in their log files, associated with a failed query:

```
java.sql.SQLException: ORA-00600: internal error code, arguments: [kgldhgn_1],  
[0xA000000], [0], [2], [], [], [], []
```

This is an Oracle internal error, normally handled by the DBA and Oracle Support. The error is shown below:

```
ORA-00600 internal error code, arguments: [string], [string], [string],  
[string], [string], [string], [string], [string]
```

This is the generic internal error number for Oracle program exceptions. It indicates that a process has encountered a low-level, unexpected condition. Causes of this message include:

- Timeouts
- File corruption
- Failed data checks in memory
- Hardware, memory, or I/O errors
- Incorrectly restored files

The first argument is the internal message number. Other arguments are various numbers, names, and character strings. The numbers may change meanings between different versions of Oracle. QCCR1D1114453

**Workaround:** Report this error to your DBA or Oracle Support Services.

## VLAN Searches

VLAN searches saved in NA 7.50 or earlier are not valid in NA 9.20 because of VLAN features added in NA 7.60. If you attempt to view a saved VLAN search, you could see the following error message:

```
Error executing query VLAN: PortInVlanName is not a valid field name for this  
query.
```

**Workaround:** Remove and re-create the VLAN search. QCCR1D102754

## Uploading Large Image Files

Currently, NA is limited to uploading device configurations no greater than 1GB. QCCR1D99027

## Provision Device Task

Although the Provision Device task enables you to select more than one device, the task only works with one device (or when using a .csv file for multiple devices). Attempting to select more than one device, or a device group, using the Device Selector will cause an error. QCCR1D102620

## Canceling Tasks

If you cancel a task that is currently communicating with a device, NA could mark subsequent attempts to run the task (or similar tasks) as “skipped”. This could happen even if communication between the task and the device seem to be hung and you are waiting for a timeout.

This issue can occur because NA is looking for a clean opportunity to end communication between the task and the device before actually canceling the task. As a result, NA will continue to execute the task until that point is reached. Any attempt to rerun the task before it is canceled will appear to NA as if the task is already in progress. As a result, NA will mark the new task as “skipped”. You must give NA ample time to finish with the canceled task. Once that has occurred, NA will be able to rerun the task. QCCR1D101509

## Using the \$tc\_device\_enable\_password\$ variable in command scripts

When using the \$tc\_device\_enable\_password\$ variable in a command script, if the device enable password contains an at sign (@) character, the @ character will be preceded by a backslash (\) character. QCCR1D100314

## Device Managed IP Addresses Page

When making changes to the Device Managed IP Address, because NA attempts to remember a connection path, the change might not take effect. QCCR1D101755

**Workaround:** On the Device Managed IP Addresses page, click the "Reset last used IP" link.

## Setting Parent Task Priority

When changing a parent task's priority that is currently running, any existing child tasks that are in the "Pending" or "Waiting" state will appropriately change their priority to that of the parent task. However, child tasks that have not been created yet or are in another state, such as "Running" or "Paused" will retain the parent task's original priority. If a parent task is not running and its priority is changed, all of the parent task's child tasks take on the new priority. QCCR1D98393

## Testing OpenLDAP User Authentication

When configuring NA to use OpenLDAP for NA user authentication, save the configuration before using the test function to verify the settings. QCCR1D99664

## Using LDAP Servers

If you are using a LDAP server for external user authentication, you might need to modify certain LDAP related options in the `appserver.rcx` file. The default settings will work with the Active Directory server under most situations. However, for other types LDAP servers (depending on the LDAP schema configurations), you might need to customize the following settings if you are experiencing issues with the default settings: QCCR1D99663

```
<!-- Attribute mapping for Generic LDAP server-->
<option name="ldap_server/attr_mapping/Generic/group_
search">group,organizationalunit, container,groupOfUniqueNames</option>
<option name="ldap_server/attr_mapping/Generic/group_
name">name,cn,commonName</option>
<option name="ldap_server/attr_mapping/Generic/member_
search">member,uniqueMember </option>
<option name="ldap_server/attr_mapping/Generic/username_
search">samAccountName,uid,cn </option>
```

**Note:** Ignore the following settings. They are not used at this time.

```
<!-- Attribute mapping for SunLDAP server-->
<!-- Attribute mapping for OpenLDAP server-->
```

The “group\_search” option specifies the list of LDAP entries to search against for LDAP groups. This information is used Step 3 of the LDAP Setup Wizard, where you define the LDAP groups of which the members are allowed to login to NA. Consult with your organization’s LDAP Administrator to ensure that the list contains all necessary group attributes. For example, it might be necessary to add “groupOfName” to the list for the LDAP group search to work.

The same concept applies to “username\_search” and “member\_search”. Both of these are used during the NA login process to positively identify the user and to determine the user’s group memberships. If the default LDAP attribute names do not match your LDAP schema configuration, change them accordingly.

The “group\_name” option specifies the attribute names that usually contain the group name. If the attribute name for the LDAP group is not “name”, “cn”, and “commonName”, you must modify them accordingly. You rarely need to change this option, however.

After you make appropriate changes, save the `appserver.rcx` file and restart the NA server.

## Device Relationships

Scripting to a vSwitch is done via direct API calls to the containing ESX server. As a result, there is no way to prevent scripts from modifying ESX server settings outside those that pertain to the vSwitch. Note that this is true even in cases where MSP permissions are being granted to the vSwitch, but not the containing ESX server. QCCR1D100298

## Including URLs in Policies

When creating a policy and including a vendor solution URL and/or a vendor advisory URL, the URL must start with the “http://” prefix, otherwise the link might not be correctly interpreted by the browser. Note that if the URL field is left blank, when selected, the link could open the NA Home page. QCCR1D98621

## Viewing VLAN Information for a Port/Interface

When viewing device MAC Addresses details on the MAC Address Details page, the VLAN field is not populated. QCCR1D98139

**Workaround:** To display VLAN information for a port/interface, click the Port Name link for that port on the MAC Address Details page. The Interface Details page opens. Scroll down to the Member VLANs field to view VLAN information.

## Using Active Directory

If you are using Active Directory, you must modify the corresponding options in the `appserver.rcx` file to include the correct attributes in the search mapping session. QCCR199633

1. In the `appserver.rcx` file, locate the `<!-- Attribute mapping for Generic LDAP server-->` section.

2. Make sure that:
  - "groupOfName" is included in the "group\_search".
  - "uid" is included in the "username\_search".
  - "member" is included in the "member\_search".
3. Save the changes to the appserver.rcx file.
4. Restart the NA server.

## Using the Device Group Selector

Some Chinese characters will not be displayed when using the Device Group Selector. QCCR1D98865

## Creating advanced Perl scripts

When creating an advanced Perl script, keep in mind that NA treats `$some_text$` as reserved variables. If you use '\$' pairs in the script that are not NA variables, ensure you separate them with a space. QCCR1D101541

For example:

**Incorrect:** `my($host,$port,$user,$pass) = ('localhost','$tc_proxy_telnet_port$', '$tc_user_username$', '$tc_user_password');`

**Correct:** `my($host, $port, $user, $pass) = ('localhost', '$tc_proxy_telnet_port$', '$tc_user_username$', '$tc_user_password');`

## Error when viewing results for diagnostics with single quotes in their name

When creating a diagnostic with single quotes in its name, such as "Ana's Diagnostic", after running the diagnostic against a device, the diagnostic results are not displayed. QCCR1D95468

**Workaround:** Do not use single quotes in diagnostic names.

## Diagnostic Name Limit

When naming a diagnostic, you are able to enter up to 100 characters. However, when running the diagnostics, the name is limited to 50 characters. QCCR1D96090

**Workaround:** Limit diagnostic names to 50 or less characters.

## Using SCP with devices in remote Realms

Devices in remote Realms cannot use the Secure Copy (SCP) Transfer Protocol because in most cases, the remote Gateway Satellite Agent cannot use SSH/SCP port 22, since the Gateway OS is already using the port. QCCR1D87003

**Workaround:** Disable SCP for devices in remote Realms.

## Using SCP on Linux

The Secure Copy (SCP) Transfer Protocol enables you to securely transfer files between a local and remote host or between two remote hosts using the Secure Shell (SSH) protocol. When using SCP on a Linux platform, you will need to modify your system's SSH daemon (SSHD) to run on an alternate port and restart the SSHD service. Port 8022 is recommended.

Once the system's SSHD is reconfigured, you can restart NA so that it can bind to Port 22. System administrators will need to `ssh -p 8022 username@host` to login via the system's SSHD after the change is made.

**Note:** Use `ssh username@host` for a direct connection to the NA proxy.

When logged-in to NA, you can navigate to the Device Access page (**Admin > Administrative Settings > Device Access**). Scroll down to the SSH Device Access field. Enter a SSH User and SSH Password. The device driver will use this information when copying files to the NA server.

**Note:** The device specific settings must be configured to enable SCP and SSH to function properly. In addition, the device and the device driver must support SCP to use the NA SSH server for SCP.

To use SCP with remote Realms, the SCP connection must be made back to the managing NA server. A SCP connection to the NA Gateway will not succeed because the NA Gateway runs the Linux system SSHD. The NA Gateway sets the host to the NA Gateway and not the managing NA Core. This can be overridden by setting an access variable (TFTPServer) to the IP address of the managing NA Core. For more information, see the *NA Satellite Guide*. QCCR1D82379

## Using SCP

The SSH protocol runs on port 22. Secure Copy (SCP) is a data transfer mechanism that uses the SSH protocol. By default, Linux installs run on port 8022. Windows installs run on port 22. For Windows installs, if the port is switched to 8022, there could be connectivity issues. (Because most devices do not allow for the specification of an alternate port, this issue is uncommon.)

**Note:** SCP will not work if the device is in a remote Realm and access to the device is managed via a NA Satellite. You must run the NA SSHD proxy on port 22. If you use port 8022 on any platform, SCP copies from a device to NA will not work. For information about configuring NA Satellites, see the *NA Satellite Guide*. QCCR1D80180

## Proxy Interface

If you login to NA as a limited access user and attempt to connect to a device via the proxy interface, the connection will be dropped at the username/password prompt. QCCR1D86391

## SNMP Timeouts

Using SNMP device discovery over networks with latency can cause SNMP timeouts. QCCR1D75228

### Solution:

1. Log on to NA.
2. On the menu bar under Admin, select Administrative Settings and click Device Access. The Administrative Settings - Device Access page opens.
3. Scroll down to the Detect Network Devices and Port Scan Task Settings section and set SNMP Timeout to a higher value, for example 2500 (milliseconds).

## -sync option

When Workflow is enabled, attempting to run a CLI or API task with the `--sync` option will fail with a "No such directory" error. QCCR1D79600

## Database Passwords

Any NA user input cannot contain multiple dollar signs (\$\$). As a result, if the password you use to connect to the database contains multiple dollar signs, you must modify the password before installing NA. QCCR1D61595

## Installation Address

The IPv4 address range 169.254.0.0/16 is reserved for link-local usage (referred to as APIPA: Automatic Private Internet Protocol Addressing, by Microsoft) and is not applicable addressing for a network application server such as NA. For more information, refer to [http://www.ietf.org/ \(rfc 3330 and rfc3927\)](http://www.ietf.org/rfc/rfc3330). QCCR1D78975

## SSH Communication

NA 7.50 introduced a new set of keys for SSH communication. In releases earlier than NA 7.50, NA used one Digital Signature Algorithm (DSA) key for all installations. When you upgrade to NA 7.50 or NA 7.60, NA creates two, new 1024 bit keys. The first key uses the DSA algorithm. The second key uses the RSA algorithm. These keys are used when you connect to NA via SSH. QCCR1D78861

## Custom Data Setup

Custom data fields enable you to assign useful data to specific devices, configurations, users, and so on. This gives you added flexibility and enables you to integrate NA with other applications.

To add custom data, on the menu bar under Admin click Custom Data Setup. The Custom Data Setup page opens. Custom data field can include alphanumeric characters and underscores. While you can use dashes, custom data field names with dashes cannot be used with `tc_device_custom` device variables in custom scripts. QCCR1D77153

## Advanced ACL Scripts

Selecting the “Update Script” button when specifying an advanced ACL script can lock-in values. As a result, running (or re-running) the script could result in variables not being updated properly. QCCR1D74295

**Workaround:** Avoid using the “Update Script” button with advanced ACL scripts.

## Use of Dollar Signs (\$) in Scripts

If generating a script from a Telnet/SSH session log, the script will fail or perform in unexpected ways if the session contains dollar signs (\$) in the executed commands. QCCR1D69342

## OS Analysis Task

When using NA in an environment with overlapping IP addresses, the OS Analysis task is not supported for devices behind remote Realm gateways. OS Analysis tasks run on devices in the locally reachable network. This could result in an image recommendation being incorrect for devices behind the gateway. Keep in mind that NA will report OS recommendations for a device in the default Realm instead of a remote Realm if they share an IP address. QCCR1D67566

## Email Report Task

When scheduling an Email Report task, if you select a report other than Summary Reports in the “Reports to run” field, the task is reported as failed. However, the report is successfully emailed to the recipient. You can disregard the error message. QCCR1D69342

## Template Scripts

When using template scripts (i.e., Batch insert line into ACL by handle), selecting the Run Again option will rerun the same script. Attempting to change fields will not change the script that is run. QCCR1D70552

## NA Core Gateways

You cannot configure redundant NA Core Gateways in the same NA Realm as a single NA Core. QCCR1D68751

**Workaround:** Edit the adjustable\_options.rcx file and add the other NA Core Gateways' IP address(es):

```
<array name="rpc/allowed_ips">  
<value>10.255.54.10</value>  
</array>
```



## Oracle database errors cause failed tasks and other issues

Oracle database errors cause failed tasks and other issues due to a bug in the JDBC Oracle driver. As a result, it is possible for the driver to cause database errors—causing tasks to fail and other issues. The error message information is OALL8 is in an inconsistent state. QCCR1D69094

**Workaround:** It is recommended that you update your version of Oracle Database Server.

## Potential for task failure when using reserved NA characters in device prompts

There are eleven characters with special meanings to NA:

- Opening square bracket ( [ )
- Opening round bracket and the closing round bracket ( ( ) ).
- Backslash ( \ )
- Caret ( ^ )
- Dollar sign ( \$ )
- Period or dot ( . )
- Vertical bar or pipe symbol ( | )
- Question mark ( ? )
- Asterisk or star ( \* )
- Plus sign ( + )

If you use these characters in a device prompt, there is the possibility that null pointer exception errors could occur during tasks execution. As a result, the task will fail. QCCR1D70102

**Workaround:** Avoid using these characters when naming devices that interact with NA.

## ACLs with the same name, but different case in NA, is not recommended

NA supports case-sensitivity in ACL names. As a result, you can have two ACLs with the same name, but different case. If you delete one of those ACLs, however, all ACLs with the same name are deleted, regardless of the case. HP does not recommend multiple ACLs with the same name, but differing case in NA. QCCR1D61744

## Use of the dollar sign (\$) in Perl code

If you convert a Telnet/SSH Proxy session that contains a dollar sign (\$) to Perl (such as a script that puts a \$ in the banner), NA does not properly escape the dollar sign (\$) in the generated Perl code. QCCR1D61867

**Workaround:** Edit the script and put a backslash (\) in front of the dollar sign (\$).

## Batch editing parent device groups or device groups

When you batch edit devices in a parent device group or in a device group or partition that has no devices, an invalid error message is displayed: `You do not have Modify Device Permission for any of the devices you selected.` QCCR1D61742

**Workaround:** To batch edit all devices in a parent device group, do a batch edit against each child group in the parent device group.

## Downloading software images from Cisco.com

You can download software images from Cisco.com for devices that are not currently in your NA system. However, to be able to successfully deploy the software image, you may need to modify the driver and/or model information. QCCR1D66891

### Workaround:

1. From the Devices menu, select Device Tools and click Software Images. The Software Images page opens.
2. In the Action column, click Edit for the software image you want modify. The Edit Software Image page opens.
3. In the Image Set Requirements field, modify the driver and/or model information to be compatible with the device in NA.
4. Click the Save Software button.

## Multimaster Distributed System: Importing Devices

If you import two devices with identical IP addresses into two separate NA Cores at approximately the same time, there is currently no way to detect the possibility of a duplicated device. QCCR1D59742

**Workaround:** Manually run the Deduplication task after importing devices. One device will be automatically “de-duplicated” and set to “Inactive.” (For information about running the Deduplication task, see the NA help.)

## Multimaster Distributed System on SQL Server

If you see a conflict entry for which the `reason_text` field does not reference a constraint name, it is possible that NA automatically resolved the conflict. In which case, delete the conflict entry. If NA did not resolve the conflict, make the appropriate corrections and then delete the conflict entry. The following is an example of a `reason_text` field from a conflict that does not reference a constraint name:

```
reason_text    A row insert at 'red-dalmssql102.ds2880db2' could not be
propagated to 'RED-DALMSSQL101.ds2880db1'. This failure can be caused by a
constraint violation. The merge process was unable to synchronize the row.
```

## Detect Network Devices Task

The NA system prevents you from inadvertently running more than one Detect Network Devices task concurrently. Although the Detect Network Devices task generates only a minimal level of traffic, NA provides this protection to help minimize additional traffic when running duplicate or additional Detect Network Devices tasks simultaneously.

If a second or third Detect Network Devices task is scheduled while an earlier Detect Network Devices task is running, NA will place the new task(s) in the “Waiting” state. The task(s) will run individually after the first Detect Network Devices task has completed.

## Diagramming

NA applies an absolute value for the "text height" attribute for interface and port labels shown in Visio diagrams. When the Visio VDX file is loaded, Visio assigns an incorrect formula to the "text height" attribute. As a result, when you have more than two lines of annotated text (i.e. a label) for an interface or port and you attempt to copy & paste, the label of the new interface or port is displayed improperly and could hide the interface or port icon.

**Workaround:** Click the "Text Tool" option on the Visio tool bar and move the label so as to expose the interface or port icon.

## Multimaster Distributed System Performance

When running a Distributed System, if you are deleting many objects simultaneously, the system may take a while to push transactions for large delete operations.

## Multimaster Distributed System External Authentication

When using external authentication in a Multimaster Distributed System environment, the External Authentication Type, for example TACACS+ or Active Directory, is global (i.e., shared between all NA Cores). Specific authentication server information is NA Core specific. QCCR1D53815

**Workaround:** Set the External Authentication Type to "None" on the Administrative Settings → User Authentication page. Configure each NA Core individually with authentication server information or Active Directory setup. After all NA Cores have been configured, set the External Authentication Type on any NA Core. The External Authentication Type setting is replicated to all NA Cores.

## RADIUS External Authentication

When setting up a user to authenticate using RADIUS, if the RADIUS server does not respond, NA still authenticates the user against the NA local password, even if you instruct NA not to fail-over on external authentication. QCCR1D9099

## Tasks: Running External Application tasks presents a possible security risk

All Run External Application tasks run the application with root (Linux) or system (Windows) privileges. This is a potential security risk that should be acknowledged by the System Administrator before using the Run External Application feature. QCCR1D14089

## Scripts: Output results in HTML Format

When executing an advanced script or a Run External Application task, any text that the advanced script or external application writes to 'stdout' is stored in NA as the task result. Typically, this output is treated and displayed as plaintext. As a result, before NA displays the task results, it will escape any characters that would affect the HTML rendering, for example converting `<` to `&lt;`.

However, you may want to create an advanced script that outputs its results in HTML format. In this case, none of the output characters would be escaped, so the results displayed would include any applicable HTML formatting.

To indicate to NA that your script outputs HTML results, the first item that your script writes to 'stdout' must be `<html>`. If your script output begins with anything other than `<html>`, the script results will be treated as plaintext. QCCR1D21216

## Nmap Scanning

Careful consideration should be taken when identifying the network range you are going to scan. Some network topologies can result in very long scans. In addition, it is recommended that you do not scan Internet addresses. If you think your Nmap scan will take more than a few minutes, you can use several Nmap options, for example `--max_scan_delay <milliseconds>`, setting `<milliseconds>` to a value between 1 and 1000. Nmap will throttle up to 1000ms max as packets are dropped.

Keep in mind that Nmap settings can be changed using the Administrative Settings option under Admin on the menu bar, and selecting the Device Access option. Please refer to the Nmap documentation at [www.insecure.org](http://www.insecure.org) for detailed Nmap information. QCCR1D19036

## SecurID Software Token Software, Version 3.x

If the NA server is installed with the 3.x SecurID token software, turn off copy protection when exporting SecurID software token keys on the RSA server. Otherwise, NA reports an error when accessing SecurID software tokens. A patched version of the SecurID software is available at RSA's website (<http://www.rsasecurity.com>). QCCR1D18988

## Canceling or Deleting Tasks

Some NA tasks will spawn external processes to run PERL or Expect scripts, or to run user-provided executables or shell scripts. Under certain circumstances, NA may not be able to kill these external processes when the spawning task is cancelled or deleted. This could include scripts that spawn sub-processes or processes that are coded to catch kill signals. QCCR1D16257

**Workaround:** Manually stop the external process on the NA server.

## Tasks: A task scheduled for the 31st might run on the 1st

If you schedule a monthly recurring task for the 31st of every month and that task runs during a month that contains fewer than 31 days, NA will run the task on the 1st, 2nd, or 3rd day of the next month depending on how many days fewer than 31 the previous month contains. For example, if you schedule a task in February (with 28 days) for the 30th, the task will actually run on March 2nd. If you want to run the task on the last day of the month, you must set the date correctly. QCCR1D11142

## Inventory: Data from device overwrites manually entered values

Certain data on the Device Details page (and other pages) is auto-populated. If you manually change the data, NA overwrites the values when the next snapshot occurs. QCCR1D11942

The automatically populated data includes:

- Domain Name
- Host Name
- Model
- Serial Number
- Location
- Vendor

## **Console Server: SSH access is not supported**

NA does not support console server access via SSH. If you use a console server to access a device, you must use the Telnet connectivity. In other words, on the New Device page/Edit Device page, if "Use to access device" is checked in the Console Server Information section, you should make sure that the "Telnet" option in the Connection Information section is also checked. QCCR1D11402

## **Sending reports to external email addresses**

Even though you may have properly configured NA to contact your SMTP server, for network security reasons your SMTP server could have been configured to reject messages from the NA server address. In this case, you would see the following error message, and any NA messages would not be delivered.

```
Error occurred when sending email. Please check the email address and/or your SMTP server settings.
```

If this occurs, you will need to configure the SMTP server to enable the NA server to relay email messages through it. QCCR1D15982

## We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

**Feedback on Release Notes, August 2014 (Network Automation Software 10.00)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [ovdoc-nsm@hp.com](mailto:ovdoc-nsm@hp.com).