Business Availability Center 6.8 Readme

Last revised: October 17, 2007

This file provides the following information about Business Availability Center 6.8:

Business Availability Center 6.8 Files

Business Availability Center 6.8 includes the following files:

- **Business Availability Center 6.8 setup file**
    - Setup.exe (Windows installation)
    - Setup.bin (Solaris installation)

- **Component setup files**
    - **New**: Real User Monitor Probe 6.8 (Linux)
    - **New**: Real User Monitor Engine 6.8 (Windows)
    - Client Monitor 6.5.4 (Windows)
    - **New:** Business Process Monitor 6.8 (Windows, Solaris, Linux)
    - Virtual User Generator (VuGen) 8.1 (no change from the one released in Business Availability Center 6.2)
    - LoadRunner 8.1 Feature Pack 3 (for installation on top of VuGen 8.1 to upgrade to VuGen 8.1 FP3)
    - Microsoft .Net Framework 1.1 Package
    - Microsoft WSE 2.0 SP3 Runtime
    - Discovery Probe 6.6
    - Dashboard Ticker 6.2
    - **New:** SiteScope 8.9 (Windows, Solaris, Linux)
    Note: If you downloaded Business Availability Center 6.8 from the Web site, you need to separately download SiteScope 8.9.

- **Documentation files**
  - whatsnew.html
  - readme68.doc
  - readme67.doc (for reference)
  - readme66.doc (for reference)
  - readme65.html (for reference)
  - readme64.html (for reference)
  - readme63.html (for reference)
  - readme62.html (for reference)
  - Deploy_docs.zip – includes the following deployment documentation:
    GettingStarted.pdf – Getting Started with Business Availability Center
    PrepDatabase.pdf – Preparing the Database Environment
    Deploy.pdf – Deploying Servers
    Hardening.pdf – Hardening the Platform
    Upgrade.pdf – Upgrading Business Availability Center (**Updated**)
    MAMInstall.pdf – Application Mapping Installation Guide
  - BAC_HPOVO.pdf – Business Availability Center-HP OVO Integration Document

- **Additional files**
  - sis_for_pi_v6_6.zip – file needed for Problem Isolation application
  - tzupdater.jar – file needed for DST update (see Appendix 2)

Business Availability Center 6.8 Prerequisites

- Business Availability Center 6.8 can be installed on top of the following versions:
  - Business Availability Center 6.7
  - Business Availability Center 6.6
  - Business Availability Center 6.5
  - Business Availability Center 6.4
  - Business Availability Center 6.3
  - Business Availability Center 6.2

Notes:
  - New customers should install Business Availability Center **6.1**, then install the Business Availability Center **6.2** add-on, and then install the Business Availability Center **6.8** add-on.
  - Business Availability Center 6.8 includes the content of Business Availability Center 6.3, 6.4, 6.5, 6.6 and 6.7, so 6.8 can be installed directly on top of 6.2 (it is not necessary to install 6.3 / 6.4 / 6.5 / 6.6 / 6.7).
  - For upgrade from 4.5.x or 5.1.x, contact Customer Support.

Business Availability Center 6.8 Installation

- For new installation instructions, see Deploying Servers (Deploy.pdf).
- For upgrade instructions, see Upgrading Business Availability Center (Upgrade.pdf).
  If you are using a Business Availability Center- Application Mapping shared CMDB architecture, you **must** contact Customer Support before the installation.
  If you are using Discovery Probe 6.6, you must update it:
  - Copy the following .jar files from AM/lib on the Data Processing Server:
    cmdb_server.jar
    cmdb shared.jar
  - Paste these two .jar files into the following directory on Application Mapping 6.6 Probe machine**:**
    Root/ext/cmdb
- If you are upgrading from Business Availability Center 6.6, at the end of the installation you can clear the "Perform schema upgrade after Setup" option (since there is no schema change between 6.7 and 6.8).
- After the installation, it is recommended to activate the new LRDT monitor. For details, see Appendix 1. The new LRDT monitor may solve certain bus issues.
  It is mandatory to switch to the new LRDT monitor if your SiteScope is sending data to Business Availability Center and Self-Alert Monitor is active.
- After the installation, read and apply the DST procedure described in Appendix 2.

- **Problem Isolation**
  - Perform the following steps if upgrading from Business Availability Center 6.5 running in a shared CMDB architecture to Business Availability Center 6.8 running in a shared CMDB architecture:
    - Before starting the upgrade process, redeploy the PM.zip package while Application Mapping is running.

    - After completing the upgrade process, redeploy the PM.zip package while Application Mapping is running.

    Note: For instructions on package deployment, see Redeploying and Undeploying Packages in *Upgrading Business Availability Center* (Upgrade.pdf).

  - Perform the following steps if upgrading from Business Availability Center 6.5 without a shared CMDB to Business Availability Center 6.8 running in a shared CMDB architecture:
    1. Undeploy the PM.zip package.

    2. In Application Mapping:

       a. In the Correlation Manager tab, delete the PM folder and all its contents.

       b. In the TQL Builder tab, delete the PM folder and all its contents.

       c. If there is a corrupted correlation rule that cannot be deleted from the Correlation Manager tab:

          - Create a new view based on the existing TQL correlation_view.
          - Use the Topology View tab to find the corrupted correlation rule and delete it.
          - Restart Application Mapping.

    Note: For instructions on package undeployment, see Redeploying and Undeploying Packages in *Upgrading Business Availability Center* (Upgrade.pdf).

- If you are planning to use Real User Monitor session replay bypass, you must do the following after Business Availability Center installation but before starting Business Availability Center. Change the Web server configuration as following:
  - **IIS**
    Add to **WebServer\conf\workers2.properties** the following two lines and restart IIS (in Services, stop IIS Admin and then start the WWW service):

    [uri:/rumproxy/*]
    worker=ajp13:localhost:8009

  - **Apache**
    Add to **WebServer\conf\workers2.properties** the following two lines and restart Tomcat (WebServer\bin\Apache2Stop.bat, WebServer\bin\Apache2Start.bat):

    [uri:/rumproxy/*]
    worker=ajp13:localhost:8009

  - **IPlanet**
    Add into the **Iplanet's obj.conf** file the following line and then restart IPlanet:

    NameTrans fn="assign-name" from="/rumproxy/*" name="J2FRedirect"

  Restart Business Availability Center.

Business Availability Center 6.8 Uninstallation

- For uninstall instructions, see Deploying Servers (Deploy.pdf).

Business Availability Center 6.8 Content

- Integration with HP Business Process Insight (for details, see separate BPI.pdf located in the Download area)
- Dynamic Business Process Monitor locations in Service Level Management (for details, see separate SLA_Dynamic_Update.pdf located in the Download area)
- Bugs fixes – see table below for details:

Description of Bug Fixes	SR/E-Sar Number	Area
Definitions of some operations in Siebel XML are not specific	194433	BAC_BPM_CM
The "Invoke Now" in BPM Admin should work when the location name of the instance contains ampersand character	196308	BAC_BPM_CM
Selector operators 'suffix'/'not suffix' are supported in UI	196133	BAC_Dashboard
Dashboard last sample dialog does not open although it is configured to	196604	BAC_Dashboard
Supply a JMX service to remove duplicate objectives from Dashboard KPIs	197154	BAC_Dashboard
Support editing of Dnode long selector expression	195675	BAC_Dashboard
Duplicate objective created after threshold change from Monitor Administration and adapter soft sync	197483	BAC_Dashboard
Dnode stops inserting CIs into CMDB	195867	BAC_DataEntry
DNode fails on mixed sample types + support decay by status	195867	BAC_DataEntry
Trinity persistency does not always restore CI state after restart	197143	BAC_DataEntry

Zero division in Monitor Performance report	191499	BAC_DataRetrieval
Performance improvements to TCBD report	196377	BAC_EUM
Fix EUM Admin - Get Tomcat error when trying to edit a schedule for a location in a profile	195043	BAC_EUM
Fix Synchronize operation in Monitor Administration application	196529	BAC_EUM
In case of viewing End User Management report for "past week" or "past month," the time is rounded to that of the daily aggregation in order to get better performance. This feature now works correctly in DST.	194162	BAC_EUM
Export to CSV works in End User Management Desktop Performance Report.	195224	BAC_EUM
Setting "Max Data Points in Report" in the Infrastructure Settings should impact in rendering charts / tables	195380	BAC_EUM
Transaction Breakdown over Time - in aggregated data there is no separation of server/network time to first buffer	197790	BAC_EUM
After CMDB moved, BLE Offline engine does not continue working without restart	195410	BAC_Platform
Admin->Platform->Data Collectors->Package Information displays wrong BPM transaction number	196072	BAC_PlatformAdmin
Unable to specify user permissions for RUM viewer	196089	BAC_PlatformAdmin
Siebel admin password in clear text causing security breach	195537	BAC_SiteScope
SLM report - the threshold line is placed incorrectly	196112	BAC_SLM
Support additional values in SLM reports	196714	BAC_SLM
SLM Custom Report error when CI does not have shared objective for its KPIs	197572	BAC_SLM
SLM Outages Report - the bars are out of the x- or y-axis	646744553	BAC_SLM
The SLM Outage Breakdown Report should plot on the y-axis	195223	BAC_SLM

- Internal bugs fixes
- **6.7 Content:** See readme67.doc for details.
- **6.6 Content:** See readme66.doc for details.
- **6.5 Content:** See readme65.html for details.
- **6.4 Content:** See readme64.html for details.
- **6.3 Content:** See readme63.html for details.

Updated Components

The following updated components are included with Business Availability Center 6.8:

- **Business Process Monitor 6.8** (Build 884)
  - Bug fix in the Admin Console
- **Real User Monitor 6.8** (Build 22)
  - Improved data insertion rate to database during database backups
  - Improved performance on heavy snapshot load environments
  - Added the ability to include intermediate page in transactions
  - Added the ability to work with Business Availability Center 6.5
  - Added the ability to configure specific cipher in Real User Monitor probe (it is now possible to restrict access to the Real User Monitor probe console to 128 bit SSL encryption and higher)
  - RUM now uses the port number that appears in the HTTP host header instead of the TCP one
  - Added the ability to define the session ID key as a regular expression

SiteScope 8.9 (Build Win32 – 411, Solaris – 412, Linux – 413)
- Bug fixes

Limitations and Issues

General
- When working with Business Availability Center, avoid using short time zone abbreviations such as EST and MST. Use the long names instead, for example, America/New_York.

HP OVO Integration
- After adapter change, new samples do not create full hierarchy. Wait 20 minutes. Only samples that arrive after 20 minutes will create a full hierarchy.
- Restarting Business Availability Center will cause all event colors to be deleted from the OVO view.
- Changing the OVO adapter from two-KPI to four-KPI mode or vice versa ("Include Network and Security KPIs") deletes all CI hierarchies previously created by the adapter.

Adapters and Views
- When editing the SiteScope source adapter in Source Manager, if you change the **Include measurements** value to None, the previous SiteScope monitor configurations are deleted from the CMDB. This may affect, for example, SLAs in Service Level Management that are based on SiteScope measurements.
- When synchronizing a SiteScope source adapter in Source Manager, if the adapter includes a large number of objects, then adapter performance might be slow, taking several minutes.
- When editing the SiteScope source adapter in Source Manager, if you select the **Include machines** option, then the hierarchy in the Monitors View and System Monitors View (as shown in View Explorer) includes CIs for the monitored host machines. However, for each appearance of a host in the view, the child CIs for the host include all monitors monitoring that host. This means that: a) monitor CIs may be duplicated, appearing under multiple instances of a host CI. b) monitor CIs may appear under SiteScopes or SiteScope groups to which they do not belong.
- If you have a large number of CIs in the Monitors View (over the 50,000 limit), when you access the view it may be empty. Use one of the following workarounds:
  a. Work instead with the End User Monitors View or the System Monitors View (which together contain all CIs that are in the Monitors View).
  b. In View Manager, create new pattern views that define TQLs only for specific monitoring areas. For example, you can create a different pattern view for each SiteScope, by adding conditions to the TQL node definitions.
- If you are upgrading the HP Systems Insight Manager (SIM) source adapter to Business Availability Center 6.8, some machine and device items that do not have an IPAddress property may not pass the upgrade. If you receive a warning about this, rollback the upgrade, define the IPAddress property for each relevant item in the previous version, and run the upgrade again.
- Specific words included in an event sample field's value (being sent to Business Availability Center) can cause events to be omitted from the EMS Event Log. The problem occurs when EMS configuration file keys are used as field values. Therefore, do not use EMS fields such as "object," "instance," or "subject" (for example, data_source="instance") as values. These words can cause a problem in the mechanism that retrieves data from the Business Availability Center database.

Business Availability Center for Siebel and Business Availability Center for SAP Solutions

- Business Availability Center for Siebel and Business Availability Center for SAP solutions require SiteScope 8.8 or higher.
- To use SiteScope 8.7 or lower, contact Customer Support for a SiteScope patch.

SiteScope

- Licensing for SAP Monitors has changed from three separate licenses (SAP monitor, SAP R/3 solution template, and SAP J2EE solution template) to 2 licenses (SAP R/3 solution template and SAP J2EE solution template). There is no longer a SAP monitor license. Additional SAP licensing may need to be purchased.
- Status of SiteScope WebService monitor in Dashboard can be affected by samples from another WebService monitor. This status will not be propagated to the parent SiteScope group.

Monitor Administration

- Copying items within the monitor tree from a SiteScope object running on SiteScope version 8.0 or higher to another SiteScope object running on a previous version of SiteScope may cause unexpected errors.
- Copying items within the monitor tree from a SiteScope object running on one operating system (for example, Windows) to another SiteScope object running on a different operating system (for example, Linux) is not supported.
- Pasting a container into another container in the monitor tree is not supported.
- Monitor Administration does not support Dynamic Update preferences for SiteScope. Dynamic Update preferences are supported only when working in a standalone SiteScope. If you work with Dynamic Update preferences, you can add a SiteScope to Monitor Administration for reporting purposes only but do not import configurations when adding the SiteScope.
- If a SiteScope has been detached from Monitor Administration and unregistered from Business Availability Center, it is possible to add another SiteScope to Monitor Administration with the same host name. If a second SiteScope has been added with the same host name, it is highly recommended to work only with the new SiteScope and not reattach the old SiteScope. Only one SiteScope profile can report data to Business Availability Center from a SiteScope server and working with the old SiteScope may cause unexpected errors.
- If you use a very long string for the name field when adding a SiteScope to Monitor Administration, your browser may get stuck.
- SiteScope cannot report data to a Business Availability Center whose user name or password uses Japanese characters

Reports and Reporting Framework

- Specific words included in an event sample field's value (being sent to Business Availability Center) can cause events to be omitted from the EMS Event Log. The problem occurs when EMS configuration file keys are used as field values. Therefore, do not use EMS fields such as "object," "instance," or "subject" (for example, data_source="instance") as values. These words can cause a problem in the mechanism that retrieves data from the Business Availability Center database.
- If a time interval includes the hours when daylight saving time (DST) moves the clock backwards or forwards, Service Level Management reports for the same night ignore one hour. For example, the Fall DST changes the clock from 1:59 AM to 1:00 AM. For a time interval that runs

from 22:00 PM to 02:00 AM, Service Level Management calculates the time interval from 22:00 PM to 01:00 AM).

Deployment

- When carrying out a new Business Availability Center 6.2 installation that includes multiple Data Processing Servers, connect to the management database those Data Processing Servers designated as backup servers only after the other (primary) Data Processing Servers have been connected.
  The first Data Processing Server that is connected to the management database becomes the default server for the assigned services for that specific type of Data Processing Server, that is, it becomes the primary Data Processing Server. Data Processor Servers of the same type that are subsequently connected to the management database will not run the assigned services, and act as passive, backup Data Processing Servers.
- For Apache to run on a Solaris platform, two additional packages must be installed in the /usr/local/lib directory on the Solaris machine. The following table lists the packages to install and from where they can be downloaded:

Package Name	URL of Home Page	URL for Binary Download
Expat version 1.95	http://www.libexpat.org	http://www.sunfreeware.com/programlistsparc9.html#expat
libiconv version 1.8	http://www.gnu.org/software/libiconv/	http://www.sunfreeware.com/programlistsparc9.html#libiconv

- For assistance with capacity planning for your Business Availability Center installation, contact your HP representative.
- The LDAP database on the Centers Server requires manual intervention for failover.
- Norton may identify the Business Availability Center kill.exe utility as a virus. If that happens, add kill.exe to Norton's exclusion list. Failure to do so may result in the inability to stop Business Availability Center processes when needed.

Upgrade to 6.2

- Business Availability Center 6.2 supports upgrade from the following versions:
  Windows:
    - Topaz 4.5 FP2 -> Business Availability Center 6.2 (6.1 must be installed before installing the 6.2 Add-on)
    - Business Availability Center 5.0 FP1 -> Business Availability Center 6.2 (6.1 must be installed before installing the 6.2 Add-on)
    - Business Availability Center 5.1 SP1 -> Business Availability Center 6.2 (6.1 must be installed before installing the 6.2 Add-on)
    - Business Availability Center 6.1 -> Business Availability Center 6.2
    - Business Availability Center 6.1 SP1 -> Business Availability Center 6.2
  Solaris:
    - Business Availability Center 5.0 FP1 -> Business Availability Center 6.2
    - Business Availability Center 5.1 SP1 -> Business Availability Center 6.2
- Support for staging during upgrade: A staged upgrade to Business Availability Center 6.2 can be performed from Topaz 4.5.2 and Business Availability Center 5.1 Service Pack 1. Contact Customer Support for details on creating a staging environment during upgrade.
- Contact Customer Support for assistance in performing an upgrade from pre-6.1 versions of Real User Monitor to Real User Monitor 6.2.
- Older CMDB views that have the container element Measurement cannot be upgraded to CMDB 6.2 because Measurement is not defined in the 6.2 mapping file.

Workaround: In **Admin > Platform > Setup and Maintenance > Views Upgrade**, select **Do not upgrade Dashboard 5.x items that are incompatible**. If you must keep Measurement items in the 6.x view, consult Customer Support to add a new mapping to a Measurement CI.

Platform

- BLE Online and Offline engines and NOA run in separate processes starting from Business Availability Center 6.2 (BLE Offline engine shares the same process with NOA). Both processes use JBoss process for JNDI and JMX facilities. The log files were moved to separate directories (refer to the documentation for log names and location).
- Management of high availability controller services includes logical process name due to separation of BLE and JBoss into different JVMs.

Platform Administration

- Alert dependencies defined for alerts on Diagnostics data do not expire even if a time limit is specified.

I18N

- When inserting non-English characters in the OpenAPI Query Builder, meaningless signs appear in the Preview pane instead of text. Do not use non-English names in the input fields of the OpenAPI Query Builder.
- When defining alerts, recipients' names must be in English characters.
- During alert definition, when editing the command line required to run an executable file (accessed from the Alerts Actions tab), Japanese characters are incorrectly displayed.
- When installing Business Availability Center 6.2 on a machine that includes a French version of IIS, the installation fails if the IIS default site name includes special French characters. Before installing Business Availability Center 6.2 on a French machine, carry out the following steps on the machine:
    - Select **Start > Programs > Administrative Tools > Internet Services Manager**.
      In the Tree pane of the Internet Information Services window, click the active IIS instance (that is, the default Web site).
    - Right-click the site name with the special French characters and select **Properties**.
    - In the Properties window, select the **Web Site** tab and in the **Description** field, enter the name **Site Web par default**.
    - Click **OK**
    - Restart the machine

Updated Business Availability Center Support Matrixes

SiteScope Support Matrix

The following table enables you to compare SiteScope support for the current and previous Business Availability Center and Topaz versions (√=supported; X=not supported):

Compatibility Matrix	BAC 6.6 ,6.7, 6.8	BAC 6.0-6.5	BAC 5.1 SP1, 5.0 FP1	BAC 5.0	Topaz Managed Services 4.5 FP2	Topaz 4.5 FP2
SiteScope 9.0	√	√	X	X	X	X
SiteScope 8.9, 8.8	√	√	√	√	X	X
SiteScope 8.7	√	√	√	√	X	X
SiteScope 8.6, 8.5, 8.2.1	√	√	√	√	X	X
SiteScope 8.1.1, 8.1.2, 8.0 SP3, 8.0 SP3	√	√	√ (1)	√	√	√
SiteScope 7.9.5.0, 7.9.1.0, 7.9	√	√	√	√	√	√
SiteScope 7.8.1.0, 7.8.1.2 ,7.8.1.3	X	X	√	√	√	√

Comments:
(1) Business Availability Center 5.1 SP1 needs a patch to work with SiteScope 8. To obtain this patch, contact Customer Support.

SiteScope/ Business Availability Center Compatibility Matrix

There are two main aspects of compatibility between SiteScope and Business Availability Center. The first is **data logging** which is the process of logging data collected by SiteScope to Business Availability Center for the purposes of real-time status, reporting, Service Level Management, and so forth. The second aspect of compatibility is **Monitor Administration** which refers to configuring SiteScope (including deploying monitors) from within Business Availability Center. The following table contains compatibility information regarding these two aspects and the various combinations of SiteScope and Topaz/ Business Availability Center releases.
1 = Data logging support
2 = Monitor Administration support

SiteScope Version	Business Availability Center Version			
	6.x	5.1	5.0	Topaz 4.5SP1–4.5SP3
SiteScope 9.0	1	X	X	X
SiteScope 8.9, 8.8 8.7, 8.6, 8.5	1,2	1,2	1	X
SiteScope 8.2.1	1,2	1,2	1	X
SiteScope 8.1, 8.1.1, 8.0 SP3, 8.0 SP2	1,2	1,2	1	1
SiteScope 8.0, 8.0 SP1	1	1,2	1	1
SiteScope	1,2	1,2	1	1

7.9.5.x				
SiteScope 7.9.1.0	1	1	1,2	1
SiteScope 7.9.0.0	1	1	1	1
SiteScope 7.8.1.0, 7.8.1.2	X	1	1	1

Real User Monitor Support Matrixes

	Business Availability Center 7.0	Business Availability Center 6.8	Business Availability Center 6.7	Business Availability Center 6.6	Business Availability Center 6.5	Business Availability Center 6.4
Engine 6.8	X	√	√	√	√	√

	Engine 6.8	Engine 6.7 SP1	Engine 6.6	Engine 6.5 SP1	Engine 6.5	Engine 6.4
Probe 6.8	√	√	√	√	√	√

Business Process Monitor Changes

Business Process Monitor Version	Changes
6.8	Bug fix in the Admin Console
6.6, 6.6.1	Bug fixes. Support QTP 9.1, 9.2 (in addition to QTP 9.0)
6.5	Moved to use LoadRunner 8.1 FP3 replay and support three new protocols (WebGUI, Citrix, WSE). Scripts in the new protocols are supported from this version and up only.
6.4.1	EA version of the functionality introduced in Business Process Monitor 6.5
6.4	Fix for Siebel transaction coloring
6.3	Changes and fixes in NTLM and authentication

- Starting from BPM 6.6, the following versions of QTP are supported: 9.0, 9.1, 9.2
- Supported protocols:

Web
QuickTest Professional Oracle Add-in (Web-based & Java-based Oracle applications)
QuickTest Professional Add-in for SAP Solutions (Windows-based & Web-based SAP solutions)
QuickTest Professional Siebel Add-in
QuickTest Professional Web Services Add-in
QuickTest Professional PeopleSoft Add-in
QuickTest Professional Java Add-in
QuickTest Professional .NET Add-in
QuickTest Professional Terminal Emulator Add-in

| QuickTest Professional Stingray Add-in |
| QuickTest Professional VisualAge Smalltalk Add-in |

Other Notes

- If burning Solaris or Linux components onto a CD-ROM for installation purposes, make sure to select a non-Joliet ISO setting.
- If burning Business Availability Center 6.8 files onto a CD-ROM, keep in mind that the complete release will not fit onto one CD-ROM. Divide the files between two CD-ROMs according to your requirements.
- **Important:** When navigating to Business Availability Center 6.8 pages for the first time after installation, the pages may take some time to load due to .jsp compilation.

Appendix 1: Activating the New LRDT Monitor

Starting from Business Availability Center 6.4, there is a new implementation of the LRDT (last reported data time) monitor. This monitor extracts the last reported data time of Business Process Monitor, Client Monitor, and SiteScope data collectors, and its results are displayed in SiteScope. The new LRDT monitor solves one of the causes of Business Availability Center BUS failure. By default, the old LRDT monitor is operational. To switch to the new implementation (recommended), follow the steps below:

1. Disable the old LRDT monitor:

    a. Open the Business Availability Center JMX console:
       http://<server_name>:8080/jmx-console

    b. In the Topaz section, click service=LastReportedDataTime.

    c. Invoke the **Stop** method.

2. Disable LRDT in the HAC Manager:

    a. Go to JMX console HAC Mbean: http://< server_name >:8080/jmx-console/HtmlAdaptor?action=inspectMBean&name=Topaz%3Aservice%3Dhac-manager

    b. Go to changeAssignment and change LRDT assignment to 0 (see in the picture below the assign value field).

3. Configure Business Availability Center to work with the new LRDT monitor:

    a. Run the following query against the Business Availability Center management database:

MS SQL Server:

insert into SYSTEM (SYS_NAME,SYS_VALUE) values('LRDTProviderType', 'LRDTSQLImplementation')

ORACLE Server:

insert into "SYSTEM" ("SYS_NAME", "SYS_VALUE") values ('LRDTProviderType', 'LRDTSQLImplementation')

    b. Restart Business Availability Center.

4. Configure the timeframe. By default, the LRDT monitor searches for last reported data within the last 24 hours. Because it affects the monitor performance, this timeframe can be expanded/narrowed, depending on the database and its performance. The change can be done using the following procedure:

    a. Add a key to the SYSTEM table:

MS SQL Server:

insert into SYSTEM (SYS_NAME,SYS_VALUE) values('LRDT_TIMEFRAME', <value in seconds>)

ORACLE Server:

insert into "SYSTEM" ("SYS_NAME", "SYS_VALUE") values ('LRDT_TIMEFRAME', <value in seconds>)

    b. Restart Business Availability Center.

Appendix 2: Daylight Savings Time Update Procedure

General

In August 2005, the United States Congress passed the Energy Policy Act, which changes the dates of both the start and end of Daylight Saving Time (DST). When this law goes into effect in 2007, DST will start three weeks earlier (2:00 A.M. on the second Sunday in March) and will end one week later (2:00 A.M. on the first Sunday in November) than it had previously.

This appendix explains how to ensure that Business Availability Center is compliant with the DST change. For more information see:

- http://java.sun.com/developer/technicalArticles/Intl/FAQ_appendix.html
- http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6466476

Note: A separate Business Availability Center patch was already released to handle the new DST policy.

- If you already updated the operating system you do not need to update it again.
- Business Availability Center 6.8 already contains the correct JODA files.
- Updating of the JRE of Business Availability Center 6.8 servers is done automatically after the installation.

## *Updating Business Availability Center Servers and Databases*

- Update the operating system on all server machines on which Business Availability Center is installed. (See instructions below.)
- Update the operating system on all Business Availability Center database machines. (See instructions below.)

Updating Components (Data Collectors)

Note: It is recommended that you update the operating system for all data collectors, even if not outlined as mandatory below.

Business Process Monitor (BPM)

- It is recommended that you update both the operating system and the JRE for all Business Process Monitor machines. If you decide to update the JRE for Business Process Monitor, note that the Business Process Monitor supplied with Business Availability Center 6.8 (and available from the Downloads page) uses the "non-updated" JRE and should be updated.
- It is mandatory to update the operating system for Business Process Monitor machines that are set to **Automatically adjust clock for daylight saving changes**:
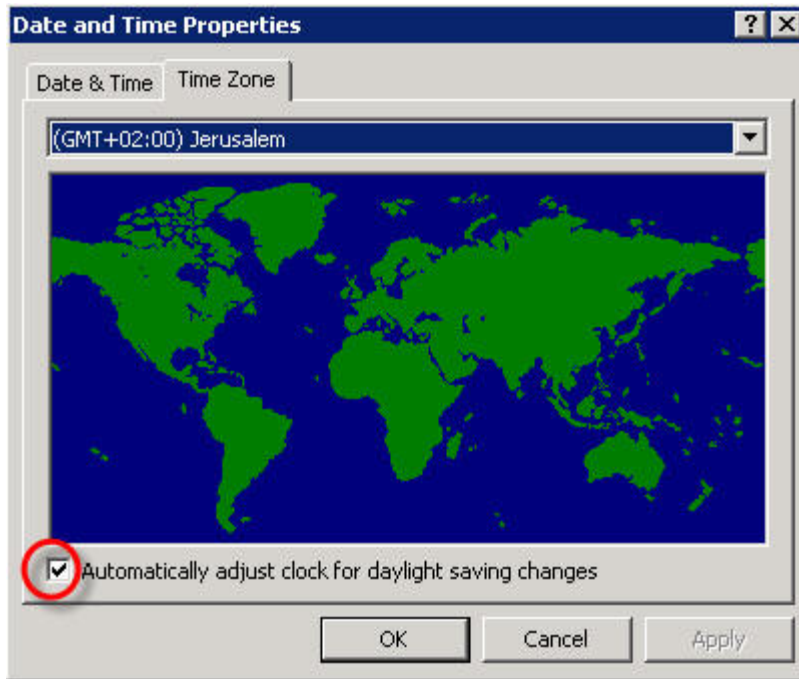
- Updating the JRE is optional, however, if it is not updated, the Business Process Monitor Admin GUI might show times with one hour offset.

Client Monitor

No fix is required.

Real User Monitor

No fix is required (for both Engine and Probe).

SiteScope

- **SiteScope 8.2 and higher:** No fix is required. However, it is recommended that you update the operating system as a best practice (see instructions below).
- **Older versions of SiteScope:** It is recommended that you upgrade previous versions of SiteScope to SiteScope 8.9. If it is not feasible, you can update SiteScope 7.9.5.17 by updating the JRE (see instructions below).

Discovery Probe

It is not mandatory to update the Discovery probe. However, it is recommended that you update the operating system and the JRE.

Updating the Operating System

Consult the following links:

Microsoft Windows
Microsoft Windows update: http://support.microsoft.com/kb/928388/
General Information: http://www.microsoft.com/windows/timezone/dst2007.mspx
Windows 2000: If you still use Windows 2000, note that Microsoft's Web site indicates that Windows 2000 has passed the end of mainstream support and will not be receiving an update without an Extended Support Hotfix Agreement. See also: http://support.microsoft.com/kb/914387/

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SUN Solaris
SUN Solaris update: http://sunsolve.sun.com/search/document.do?assetkey=1-26-102775-1
General Information:
- http://www.sun.com/bigadmin/features/techtips/dst_changes.html
- http://java.sun.com/developer/technicalArticles/Intl/USDST/

Redhat Linux
Redhat Linux update: http://kbase.redhat.com/faq/FAQ_80_7909.shtm

Updating the Java Runtime Environment (JRE)

Updating Business Process Monitor (BPM)

1. Navigate to the Business Process Monitor installation directory and copy **tzupdater.jar** to **<Business Process Monitor Home>\JRE\bin**. (You can also find this folder by entering **%topaz_agent_home%** in the **Start > Run** command box).

2. Open a Command Prompt window (DOS shell).

3. Change directory to **< Business Process Monitor Home>\JRE\bin**.

4. Run the following command to check whether the update is required: **java –jar tzupdater.jar –t**

5. If an update is required, the command will return a long list of messages. If nothing is returned, no further action is necessary.

6. Stop the Business Process Monitor service.

7. Close all Business Process Monitor Admin windows.

8. Run the following command to install the patch: **java –jar tzupdater.jar –u -bc**

9. Verify that the patch has been correctly applied. Run the same command specified in step 4. If nothing is returned the patch has been successfully applied.

10. Restart the Business Process Monitor service.

Updating SiteScope

- Navigate to the SiteScope installation directory and copy **tzupdater.jar** to **<SiteScope Home>\java\bin**.

11. Open a Command Prompt window (DOS shell).

12. Change directory to **<SiteScope Home>\java\bin**.

13. Run the following command to check whether the update is required: **java –jar tzupdater.jar –t**

14. If an update is required, the command will return a long list of messages. If nothing is returned, no further action is necessary.

15. Stop the SiteScope service.

16. Close all SiteScope GUI windows.

17. Run the following command to install the patch: **java –jar tzupdater.jar –u -bc**

18. Verify that the patch has been correctly applied. Run the same command specified in step 4. If nothing is returned the patch has been successfully applied.

19. Restart the SiteScope service.

Updating Discovery Probe

- Navigate to the Discovery Probe installation directory and copy **tzupdater.jar** to **<Discovery Probe Home>\jre\bin**.

20. Open a Command Prompt window (DOS shell).

21. Change directory to **<Discovery Probe Home>\jre\bin**.

22. Run the following command to check whether the update is required: **java –jar tzupdater.jar –t**

23. If an update is required, the command will return a long list of messages. If nothing is returned, no further action is necessary.

24. Stop the Discovery Probe.

25. Run the following command to install the patch: **java –jar tzupdater.jar –u -bc**

26. Verify that the patch has been correctly applied. Run the same command specified in step 4. If nothing is returned the patch has been successfully applied.

27. Restart the Discovery Probe.

For more information about the JRE update, see:
http://java.sun.com/javase/tzupdater_README.html