

HP Operations Orchestration Software

Software Version: 7.60.02

Release Notes

Document Release Date: November 2010

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On the Web: Finding OO support and documentation

There are two Web sites where you can find support and documentation, including updates to OO Help systems, guides, and tutorials:

- The OO Support site
- HP Live Network

Support

Documentation enhancements are a continual project at Hewlett-Packard Software. You can obtain or update the HP OO documentation set and tutorials at any time from the HP Software Product Manuals Web site. You will need an HP Passport to log in to the Web site.

To obtain HP OO documentation and tutorials

1. Go to the HP Software Product Manuals Web site (<http://support.openview.hp.com/selfsolve/manuals>).
2. Log in with your HP Passport user name and password.
OR

If you do not have an HP Passport, click **New users – please register** to create an HP Passport, then return to this page and log in.

If you need help getting an HP Passport, see your HP OO contact.

3. In the **Product** list box, scroll down to and select **Operations Orchestration**.
4. In the **Product Version** list, click the version of the manuals that you're interested in.
5. In the **Operating System** list, click the relevant operating system.
6. Click the **Search** button.
7. In the **Results** list, click the link for the file that you want.

HP Live Network

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit the following site: <https://www.www2.hp.com/>.

This is the **HP Live Network** Web page. To sign in:

1. Click **Login**.
2. On the **HP Passport sign-in** page, enter your HP Passport user ID and password and then click **Sign-in**.
3. If you do not already have an HP Passport account, do the following:
 - a. On the **HP Passport sign-in** page, click **New user registration**.
 - b. On the **HP Passport new user registration** page, enter the required information and then click **Continue**.
 - c. On the confirmation page that opens, check your information and then click **Register**.
 - d. On the **Terms of Service** page, read the Terms of use and legal restrictions, select the **Agree** button, and then click **Submit**.
4. On the **HP Live Network** page, click **Operations Orchestration Community**.
The Operations Orchestration Community page contains links to announcements, discussions, downloads, documentation, help, and support.

Note: Contact your OO contact if you have any difficulties with this process.

In OO: How to find Help, PDFs, and tutorials

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

- Help for Central

Central Help provides information to the following:

- Finding and running flows
- For HP OO administrators, configuring the functioning of HP OO
- Generating and viewing the information available from the outcomes of flow runs

The Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.

- Help for Studio

Studio Help instructs flow authors at varying levels of programming ability.

The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.

- Animated tutorials for Central and Studio

HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:

- In Central, finding, running, and viewing information from flows
- In Studio, modifying flows

The tutorials are available in the Central and Studio subdirectories of the HP OO home directory.

- Self-documentation for operations and flows in the Accelerator Packs and ITIL folders

Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Installing OO 7.60.02

IMPORTANT:

- You must install OO 7.60.02 on:
 - An existing version of OO 7.60 that has the 7.60.01 content patch installed on it.
 - An existing version of 7.51 that has the 7.51.01 and 7.51.03 infrastructure patches and the 7.60.01 content patch installed on it.
- If you apply OO 7.60.02 on top of an existing version of OO 7.60.01, then uninstall and reinstall OO 7.60, you must also re-install OO 7.60.01 and 7.60.02.
- On Windows 2008 and Windows 2008 R2 servers, you must have administrative privileges to install OO 7.60.02. To get administrative privileges, follow these steps:
 1. On the **Start** menu select **All Programs**, and then **Accessories**.
 2. Right-click **Command Prompt** and then select the **Run as administrator** option.
From the new command prompt, you now have administrative (elevated) privileges and can successfully install OO 7.60.02.

Although you can install OO 7.60.02 manually, it is recommended that you install OO 7.60.02 using the Live Network Connector.

Note: If you encounter a RAS update error during the following procedure, please try again.

To install OO 7.60.02 using the Live Network Connector

1. Configure the Live Network Connector, triggering a download for the OO_updates stream.
For more information see the *Live Network Connector User Guide* (HPLN_LNc_Users_Guide.pdf), located in the Operations Orchestration home directory in the \Central\tools\LNC\ folder.
2. At the location from which you install the Live Network Connector, type the following, and then press ENTER:
`live-network-connector download`
3. At the same location, type the following, and then press ENTER:
`live-network-connector import`
4. Restart the RSJRAS service on all RASes in your OO deployment.

Installing OO 7.60.02 manually

Note: In the following procedure, when you run OO-7_60_02-ContentInstaller.jar, you might see errors about being unable to update the RAS. The installer will retry, and the install will continue. As long as you complete the procedure, you can ignore these messages.

To install OO 7.60.02 on a Central server

1. Close Studio and make sure that Central and your RAS are running.
2. From <https://www.www2.hp.com>, click **Operations Orchestration Community** and log in.
3. Navigate to and click **Important Downloads**.
4. Navigate to and copy the 7.60.02 version of OO-7_60_02-ContentInstaller.jar to the OO home directory, in the \jre1.6\bin\ folder.
5. Click the **Start** menu, and then click **Run**.
6. In the **Run** dialog box, type `cmd` and then click **OK**.
7. In the command window, change to the \jre1.6\bin\ folder in the OO home directory, and then type:
`java -jar OO-7_60_02-ContentInstaller.jar -centralPassword <your Central password>`

8. Restart the RSJRAS service on all RASes in your OO deployment.

Notes:

- If you are using a Central username other than the default `admin`, use the `-centralUsername` parameter in the command shown in step 7 of the previous procedure as follows:

```
java -jar OO-7_60_02-ContentInstaller.jar -centralUsername <non-default Central username> -centralPassword <your Central password>
```

For example:

```
java -jar OO-7_60_02-ContentInstaller.jar -centralUsername sysadmin -centralPassword mypassword
```

- If you are installing OO 7.60.02 on a non-default port instead of the default port `https://localhost:8443`, use the `-centralURL` parameter in the command shown in step 7 of the previous procedure as follows:

```
java -jar OO-7_60_02-ContentInstaller.jar -centralURL <non-default Central URL> -centralPassword <your Central password>
```

For example:

```
java -jar OO-7_60_02-ContentInstaller.jar -centralURL https://central_server1:8442 -centralPassword mypassword
```

Installing OO 7.60.02 manually on a remote Central server

Important: The local version of OO must be compatible with the remote OO that the installer is attempting to install. For instance, you cannot use the OO 7.60.02 content installer on a remote version of OO 7.60 if you have a local version of OO older than 7.60. The 7.60.02 installer will not run because it extracts libraries from the local version of OO with its libraries. The installer fails with a version problem.

To install OO 7.60.02 on a remote Central server

1. Make sure that Central and your RAS are running.
2. From <https://www.www2.hp.com>, click **Operations Orchestration Community** and log in.
3. Navigate to and click **Important Downloads**.
4. Navigate to and copy the 7.60.02 version of `OO-7_60_02-ContentInstaller.jar` to a temporary directory.
5. Click the **Start** menu, and then click **Run**.
6. In the **Run** dialog box, type `cmd` and then click **OK**.
7. In the command window, change to the `<temporary directory>`, and then type:

```
java -jar OO-7_60_02-ContentInstaller.jar -centralURL <remote Central URL> -centralPassword <your Central password>
```
8. Restart the RSJRAS service on all RASes in your OO deployment.

What's new

Operation updates

Amazon EC2

- The Amazon EC2 operations and flows (in the Library/Integrations/Amazon/EC2/ folder) were updated to use the Amazon 11-30-2009 API.

- The Amazon EC2 **Create Snapshot** operation (in the Library/Integrations/Amazon/EC2/Elastic Block Store/Snapshots/ folder) now has a **snapshotDescription** input for specifying a description of the snapshot to be created.
- In the Amazon EC2 **Run Instances** operation (in the Library/Integrations/Amazon EC2/Instances/ folder) the **securityGroup** input was renamed to **securityGroups** so that the operation can support multiple security groups.
- A new Amazon EC2 **Create Shared Snapshots** operation (in the Library/Integrations/Amazon/EC2/Elastic Block Store/Snapshots/ folder) that creates a snapshot of an EBS volume and makes the snapshot public or grants permission to it for a given user. It returns the ID of the generated snapshot. If you specify the value **all** for the **groups** input, the snapshot is shared publicly. Otherwise, the snapshot is private and only the developers whose account numbers are supplied through the **userIds** input are granted access to it.
- The exception handling mechanism for the Amazon EC2 integration has been improved so that the error messages are more specific.
- A new Amazon EC2 **Run Instances From Template** flow (in the Library/Integrations/Amazon/EC2/Instances/ folder) launches a specified number of instances with the same configuration as a specified one. If Amazon EC2 cannot launch the minimum number of instances you request, no instances are launched. If there is insufficient capacity to launch the maximum number of instances you request, Amazon EC2 launches the minimum number specified and allocates the remaining available instances using round-robin allocation.
- A new Amazon EC2 **EC2 Dashboard** flow (in the Library/Integrations/Amazon/EC2/ folder) displays the EC2 dashboard information such as the number of instances that are running or stopped, elastic IPs, EBS volumes, EBS snapshots, key pairs, and security groups.
- The Amazon EC2 **Start Instance** and **Stop Instance** operations (in the Library/Integrations/Amazon/EC2/Instances/ folder) have been updated to map the Start/Stop actions from the Amazon Console.
- There are new Amazon EC2 **Run Instances** and **Terminate Instance** operations (in the Library/Integrations/Amazon/EC2/Instances/ folder) that map the equivalent actions from the Amazon Console.
- The Amazon EC2 **Enumerate Images** operation (in the Library/Integrations/Amazon EC2/Images/ folder) has the following new columns in the result table: **AMI Name, Description, Architecture, Owner ID, Owner Alias Name, Image Type, Image State, Kernel ID, Ramdisk ID, Root Device Type, Root Device Name, and State Reason Name.**
- The Amazon EC2 **Describe Instances** operation (in the Library/Integrations/Amazon EC2/Instances/ folder) has the following new columns in the result table: **Availability Zone, Ramdisk ID, Platform, Key Pair Name, Kernel ID, Monitoring, Root Device Name, Root Device Type, and State Transition Reason.**
- The Amazon EC2 **Describe Snapshots** operation (in the Library/Integrations/Amazon/EC2/Elastic Block Store/Snapshots/ folder) has two new inputs:
 - **snapshotOwners** specifies the owner or owners of the snapshots that are returned.
 - **restorableBy** specifies a list of restorable users.
 The operation also has a new column in the result table named **Volume Size**.
- The Amazon EC2 **Get Image Details** operation (in the Library/Integrations/Amazon/EC2/Images/ folder) has the following new results:
 - **name** returns the name of the specified image.
 - **description** returns a description of the specified image.
 - **rootDeviceType** returns the root device type used by the AMI.
 - **rootDeviceName** returns the root device name.
 - **stateReason** returns the message with the reason for the state change.

Amazon VPC

- There is a new OO integration with operations for Amazon Virtual Private Cloud (VPC).

In the Library/Integrations/Amazon/VPC/Customer Gateways/ folder:

- **Create Customer Gateway** provides information to AWS about your customer gateway device.
- **Delete Customer Gateway** deletes a customer gateway.
- **Describe Customer Gateways** gives you information about your customer gateways.

In the Library/Integrations/Amazon/VPC/DHCP Options/ folder:

- **Associate Dhcp Options** associates a set of previously created DHCP options with the specified VPC.
- **Create Dhcp Options** creates a set of DHCP options that can be associated with one or more VPCs.
- **Delete Dhcp Options** deletes a set of DHCP options.
- **Describe Dhcp Options** gives information about one or more sets of DHCP options.

In the Library/Integrations/Amazon/VPC/Subnets/ folder:

- **Create Subnet** creates a new subnet.
- **Delete Subnet** deletes a subnet from a VPC.
- **Describe Subnets** gives information about the subnets.

In the Library/Integrations/Amazon/VPC/Virtual Private Cloud/ folder:

- **Create VPC** creates an Amazon virtual private cloud.
- **Delete VPC** deletes an Amazon virtual private cloud.
- **Describe VPCs** returns a list of your Amazon virtual private clouds (VPC).

In the Library/Integrations/Amazon/VPC/Vpn Connection/ folder:

- **Create Vpn Connection** creates a new VPN connection between an existing VPN gateway and customer gateway.
- **Delete Vpn Connection** deletes a VPN connection.
- **Describe Vpn Connections** gives information about VPN connections.

In the Library/Integrations/Amazon/VPC/Vpn Gateways/ folder:

- **Attach Vpn Gateway** attaches a VPN gateway to a VPC.
- **Create Vpn Gateway** creates a new VPN gateway.
- **Delete Vpn Gateway** deletes a VPN gateway.
- **Describe Vpn Gateways** gives information about the VPN gateways.
- **Detach Vpn Gateway** detaches a VPN gateway from a VPC.

Exchange

- The Exchange 2007 Clustered Mailbox Server environment is now supported in OO. There are also four new operations (in the Library/Operations/Exchange/Cluster/ folder) :

- **Get Clustered Mailbox Server Status** obtains the status of a clustered mailbox server.
- **Move Clustered Mailbox Server** initiates a scheduled move of a clustered mailbox server between nodes.
- **Start Clustered Mailbox Server** tries to start a clustered mailbox server after it is shut down using the **Stop Clustered Mailbox Server** operation, or tries to restart a failed clustered mailbox server after the problem has been corrected.
- **Stop Clustered Mailbox Server** allows the Exchange administrator to shut down the server in a clean state and leave it shut down.

- A new Exchange **Soft Reset Exchange** flow (in the Library/Accelerator Packs/Exchange/Utility/ folder) does a soft reset of Exchange. The flow prepares a diagnostic, and then allows the user to restart just the Exchange-related services or to restart the entire server. The services that are restarted depend on the Exchange version.

For Exchange 2003, the following services are restarted:

- IMAP4Svc
- MExchangeIS
- POP3svc
- MExchangeSA
- SMTPSvc

For Exchange 2007, the following services are restarted:

- MExchangeImap4
- MExchangeIS
- MExchangePop3
- MExchangeSA
- A new Exchange **Test Mailflow** operation (in the Library/Operations/Exchange/ folder) replaces the **SMTP Diagnostic** operation for Exchange 2007. This operation diagnoses whether e-mail can be sent from and delivered to an e-mail address on an Exchange mailbox server.

Live Network Connector

- The Live Network operations (in the Library/Integrations/Hewlett-Packard/Live Network/ folder) work with Live Network Connector 3.0.1.

Microsoft Hyper-V

- All of the operations in the Library/Integrations/Microsoft/Hyper-V/ folder now run against Microsoft Windows 2008 R2.
- There are new Hyper-V operations for Microsoft Windows 2008 R2 (in the Library/Integrations/Microsoft/Hyper-V/Snapshots/ folder):
 - **Export Snapshot** exports a snapshot of a virtual machine from a Hyper-V Virtualization Server to the directory at the given path.
 - **Import Snapshot** imports a snapshot of a virtual machine from a Hyper-V Virtualization Server from the directory at the given path.
- A new Hyper-V **Set Processor Compatibility** operation (in the Library/Integrations/Microsoft/Hyper-V/Virtual Machine Configuration/ folder) allows you to limit the processor features that a virtual machine can use. This improves the virtual machine's compatibility with different processor versions and older guest operating systems but may affect performance.

PowerShell

- PowerShell 2.0 is now supported. There are new operations that support PowerShell 2.0. In the Library/Operations/PowerShell/ folder:
 - **Get Execution Policy** gets the execution policies for the current session.
 - **Set Execution Policy** changes the user preference for the Windows PowerShell execution policy.

In the Library/Operations/PowerShell/Services/ folder:

- **Resume Service** resumes a Windows service that is currently in suspended state.
- **Suspend Service** suspends a Windows service that is currently in running state.

In the Library/Operations/PowerShell/Events/ folder:

- **Clear Event Log** deletes all entries in the specified event log on the target computer.

- **Limit Event Log** sets the maximum size of a classic event log on the target computer, how long each event must be retained, and what happens when the log reaches its maximum size.
- **Remove Event Log** deletes an event log file from a target computer.
- **Unregister Event Source** unregisters event sources without deleting any event logs from a target computer.

In the Library/Operations/PowerShell/Utility/ folder:

- **Add Computer** adds the target computer to a domain or workgroup, or moves it from one domain to another.
- **Get Hotfix** gets hotfixes that have been applied to the target computer by Component-Based Servicing.
- **Remove Computer** removes the target computer from its current domain.

VMware Virtual Infrastructure

- The VMware Virtual Infrastructure **Add Disk to VM** operation (in the Library/Integrations/VMware/VMware Virtual Infrastructure/Configuration/ folder) has been changed to **Add New Disk to VM**.

Windows Cluster

- A new **Windows Cluster Diagnosis** flow (in the Library/Accelerator Packs/Operating Systems/Windows/Diagnostics/ folder) runs a Windows diagnosis for all the hosts/nodes in a cluster and generates a report containing the diagnosis results. The report is either displayed or e-mailed.
- A new **Windows Cluster Consistency Check** flow (in the Library/Accelerator Packs/Operating Systems/Windows/Cluster/ folder) compares a cluster farm's server against a gold server. It compares information related to operating systems, IIS versions, IIS Application Pool settings, installed software, and registry key values.
- All of the operations in the Library/Operations/MS Cluster/ folder now run against Microsoft Windows 2008 and Windows 2008 R2.
- A new **Get Cluster Nodes** operation (in the Library/Operations/MS Cluster/ folder) retrieves information about the nodes that form a cluster.

Known issues

The issues described in this section exist in OO 7.60.02. If a workaround to any of these issues exists, it is explained in the issue description.

Defect QCCR1D84836: Database connection times out when running a high volume of SQL queries

The database connection times out in the case of high-volume SQL queries. This may happen because all pooled connections are in use and the max pool size is reached.

Defect QCCR1D85048: JRSFlowInvoke uses too much memory

The JRSFlowInvoke utility (JRSFlowInvoke.jar) uses too much memory (usually between 22 MB and 32 MB).

Defect QCCR1D85533: Issues with operations that support Cisco 12.4T

The following issues have been found with the following operations that support Cisco 12.4T:

- The Cisco operations (in the Library/Operations/Network/Cisco/ folder and its subfolders) that use SSH to connect to the router (all of the Cisco operations except those in the /Telnet Commands/ subfolder) will only work against a router that supports SSH v2.
- The **Show Log** operation (in the Library/Operations/Network/Cisco/Logging/ folder) does not function against a router running IOS v12.4T. The operation does not fail, but it does not return any log information.
- The **Delayed Reload** flow (in the Library/Operations/Network/Cisco/Misc/ folder) times out and fails if there are unsaved changes to the router configuration.

Defect QCCR1D97079: SMS operations uses incorrect input name

The operations in the Library/Integrations/Microsoft/SMS/ folder include an input named **siteName** which is a text description used when building the SMS site. If you enter a value for this input, the operations will not return any data. Instead of **siteName**, there should be an input named **siteCode** which is a three digit/alphanumeric code.

Also, you must specify the **username** input in the form `Domain\username`. You must have rights to access the WMI Schema on the Site server.

Defect QCCR1D101887: Timeout issue for all Amazon EC2 content

After an Amazon EC2 operation opens a connection with a correct proxy host and port using the HTTP 1.1 protocol, it maintains a persistent connection that lasts approximately one minute, and then the timer is reset. Any request issued during that time interval uses that connection, and Amazon stores the settings. If no other request is issued during that time, the connection expires and is closed.

All Amazon EC2 integration operations store settings during the connection, so if you execute two operations—the first with valid inputs and the second with invalid inputs—both go to **success**.

The workaround for this defect is to use a **Wait** or **Sleep** step.

Defect QCCR1D102124: Amazon EC2 operations fail if the proxy requires authentication

The Amazon EC2 operations, located in the Library/Integrations/Amazon/EC2/ folder and its subfolders, fail if the proxy server that connects to Amazon requires authentication.

Defect QCCR1D102231: SQL Query operation note on Description tab is incorrect

The **SQL Query** operation (in the Library/Operations/Databases/Microsoft SQL/ folder) has a note on its **Description** tab that states "For windows authentication, the SQL Server protocol Named Pipes must be enabled and protocol TCP/IP disabled."

Defect QCCR1D105108: Issues with operations that support PowerShell 2.0

The following issues have been found with the following operations that support PowerShell 2.0:

- The **Add Computer** operation (in the Library/Operations/PowerShell/Utility/ folder) may fail while trying to add a remote host to a domain when you specify values for the **name** and **domainController** inputs. If this happens, specify a value only for the **name** input and try again.
- The **Get Execution Policy** and **Set Execution Policy** operations (in the Library/Operations/PowerShell/ folder) fail while trying to set the policy on a remote host. PowerShell sets the execution policy to "Restricted" by default. Since these operations run remotely, you must set the execution policy manually before these operations can succeed.
- PowerShell operations fail when they try to use SSL on remote hosts. When set to use SSL, WS-Management encrypts all Windows PowerShell content transmitted over the network. SSL must be available on the port before executing operations on remote hosts.
- The **PowerShell Script** operation (in the Library/Operations/PowerShell/ folder) ends successfully, but it appears that the script has not executed the command.

The **PowerShell Script** operation can have a problem when scripts try to execute native console commands. This usually occurs when a native console command is executed as the last line in a script. The suggested workaround is to pipe the output of the console command using the **out-default** parameter.

For example, change the following

```
net use m: \\myhost\c$
```

to

```
net use m: \\myhost\c$ | out-default
```

You should only use this workaround when the script contains console commands. PowerShell cmdlets do not require **out-default** to be included.

- PowerShell operations that execute on remote hosts may fail when using the target computer's system account as user credentials if the target computer is not present in the list of **Trusted Hosts** in WS-Management of the RAS host.
- When you use the **Set Execution Policy** operation (in the Library/Operations/PowerShell/ folder) to set the execution policy for the **Process** scope, the execution policy is valid only for the PowerShell context in which it is invoked and will not be available in subsequent PowerShell contexts.
- The network configuration may cause the **Add Computer** operation (in the Library/Operations/PowerShell/Utility/ folder) to fail when it tries to add the target computer to a domain. If you have specified a value for the **domainController** input, run the **Add Computer** operation without specifying a value for the **domainController** input.

Defect QCCR1D106288: Get Mail Message operation does not display Japanese values in subject and body results

The **Get Mail Message** operation (in the Library/Operations/Email/ folder) cannot display the Defect QCCR1D112084: UCMDB Modify Object Attribute(s) operation succeeds with uneditable attributes

The **Modify Object Attribute(s)** operation (in the Library/Integrations/Hewlett-Packard/Universal CMDB/ folder) succeeds with uneditable object attributes without giving a warning or changing the attribute value.

Defect QCCR1D106409: Results of Index Fragmentation Query Builder operation cannot be executed with valid input

The **Index Fragmentation Query Builder** operation located in the Library/Operations/Databases/Oracle/ folder, generates a SQL query that can be used by other operations to check the fragmentation of the database indexes. The SQL query generated by this operation with valid inputs fails to execute when used by operations such as **Index Fragmentation Calculations**.

Defect QCCR1D115014: Local Ping operation fails because it mishandles paths containing spaces

When you run the **Local Ping** operation (in the Library/Operations/Network/ folder) while the RAS service is set to run as a user other than the default (LocalSystem), the operation may fail with:

```
"C:\Documents' is not recognized as an internal or external command, operable program or batch file."
```

This happens because the operation mishandles non-quoted paths containing spaces and the use of system/user default temp locations. Any workaround that removes a path with spaces (or that expands to contain spaces) from the equation appears to resolve the issue.

Defect QCCR1D115926: Ping operation fails with valid inputs

The **Ping** operation (in the Library/Operations/Network/ folder) fails if you specify a value for the **packetSize** input that is larger than 2147483647.

Defect QCCR1D116056: Set Memory Size operation limits the valid VM memory range

The **Set Memory Size** operation (in the Library/Integrations/Microsoft/Hyper-V/Virtual Machine Configuration/ folder) limits the maximum VM memory size you can allocate to 4094 MB even though you can allocate much more memory from the Hyper-V interface.

Defect QCCR1D116201: Create User From Template operation fails with valid inputs when run on a Windows 2008 R2 server

The **Create User From Template** operation (in the Library/Operations/Active Directory/.NET/Users/ folder) fails with valid inputs on a Windows 2008 R2 server and does not create the user. If the RAS machine operating system is Windows Server 2008 based:

- The operation fails against Active Directory 2008.
- The operation succeeds against Active Directory 2003 if you set the properties for the user. The steps for doing this are described in the Microsoft Knowledge Base article at <http://support.microsoft.com/kb/947729>.

Defect QCCR1D116908: Start Service and Stop Service operations fail with “Access denied” message

The **Start Service** and **Stop Service** operations (in the Library/Operations/PowerShell/Services/ folder) fail with “Access denied” error message when running on PowerShell 1.0 on a remote host. The workaround is to start the RSJRAS service using the local administrator account instead of local system account.

Defect QCCR1D117006: All Microsoft SQL operations and flows fail while running with the Named Instances for Windows Authentication

All Microsoft SQL operations and flows (in the Library/Accelerator Packs/Database/Microsoft SQL Server/ and Library/Operations/Databases/Microsoft SQL/ folders) fail while running with **Named Instances** and Windows authentication. Currently, only SQL authentication on **Named instances** is supported, while both SQL and Windows authentication are supported on **Default** instances.

The workaround is to use SQL authentication for **Named instances**.

Defect QCCR1D117063: Enumerate Availability Zones Sample flow fails with valid inputs

The **Enumerate Availability Zones Sample** flow (in the Library/Integrations/Amazon/EC2/Availability Zones and Regions/Samples/ folder) fails with valid inputs at the **String Comparator** step.

Defect QCCR1D118559: OO 7.60.02 installer publishes the .dll libraries with versions that are not aligned with the OO build numbers

After you install OO 7.60.02, the versions of the .dll libraries that are published are not aligned with the build numbers. For example:

- Build 7.60.02.80 has .dll version 7.60.02.69

Defect QCCR1D119214: When a non local admin user installs Central on a Windows 2008 server, the Command window displays the message "Central is not installed"

On Windows 2008 and Windows 2008 R2 servers, if you use a non local administrator user account to install OO 7.60.02 on a Windows 2008 server, the message "Central is not installed" is displayed in the **Command** window even though Central is installed. You must have administrative privileges to install OO 7.60.02. To get administrative privileges, follow these steps:

1. On the **Start** menu select **All Programs**, and then **Accessories**.
2. Right-click **Command Prompt** and then select the **Run as administrator** option.
From the new command prompt, you now have administrative (elevated) privileges and can successfully install OO 7.60.02.

Defect QCCR1D119317: Remove Server From Cluster operation does not remove the servers from the cluster

The **Remove Server From Cluster** operation (in the Library/Operations/MS Cluster/ folder) succeeds but does not remove the server from the cluster or move the resources to the specified node.

Fixed

The issues described in this section have been fixed in OO 7.60.02.

Defect QCCR1D104384: Create Mailbox operation succeeds but does not create the mailbox if you do not specify a value for the alias input

The **Create Mailbox** operation (in the Library/Operations/Exchange/Mailbox/ folder) succeeds but does not create the mailbox if you do not specify a value for the **alias** input. This is true for Exchange 2003 and Exchange 2007.

Also, if a user tries to create a mailbox for a **username** input value that already has one, the message in the **exception** result field now states "The given user already has a mailbox."

Defect QCCR1D105742: Integrity Check for Table flow fails with valid inputs when running on against a Microsoft SQL 2008 server

The **Integrity Check for Table** flow (in the Library/Accelerator Packs/Database/Microsoft SQL Server/Health Check/ folder) fails when running against an MSSQL 2008 server if you use non-delimited reserved keywords for input values (for example, specifying the value **Table** for the **tablename** input). Microsoft SQL Server uses reserved keywords for defining, manipulating, and accessing databases which are part of the grammar of the Transact-SQL language used by SQL Server to parse and understand Transact-SQL statements and batches. Although it is syntactically possible to use SQL Server reserved keywords as identifiers and object names in Transact-SQL scripts, this can be done only by using delimited identifiers (for example, specifying the value '**Table**' for the **tablename** input).

Defect QCCR1D105744: Is An Exchange operation fails with valid input

The **Is An Exchange** operation (in the Library/Operations/Exchange/ folder) fails with valid **username** input value provided in the format `username@domain`, such as `jsmith@LabExch2003.ad`. For this operation to work, the username input must be in the format `domain\username`, such as `LabExch2003.ad\jsmith`.

Defect QCCR1D105752: Reply Mail operation fails

The **Reply Mail** operation (in the Library/Operations/Exchange/Emails/ folder) does not send a reply to the original sender; instead, it resends the e-mail to itself. This is fixed in OO 7.60.02; the reply is now sent to the e-mail's sender.

Defect QCCR1D105822: Set Delivery Options operation fails with valid inputs

The **Set Delivery Options** operation (in the Library/Operations/Exchange/ folder) fails with valid inputs. This has been fixed in OO 7.60.02.

Defect QCCR1D105825: Set Delivery Restrictions operation fails with valid inputs

The **Set Delivery Restrictions** operation (in the Library/Operations/Exchange/ folder) fails with valid inputs. This occurs when the **delimiter** input has an empty value. Specify the **delimiter** input value using the **Use Constant** option with an empty value.

Defect QCCR1D105908: Move Object operation fails with valid inputs

The **Move Object** operation (in the Library/Operations/Exchange/Mailbox/ folder) fails with valid inputs. This has been fixed in OO 7.60.02. A new input named **overwrite** has been added that allows you to choose whether to overwrite an object that has the same name. The valid values are **true** and **false**, and are contained in a selection list. The default value is **true**.

Defect QCCR1D106043: Change Mailbox Rights operation fails with valid inputs

The **Change Mailbox Rights** operation located in the Library/Operations/Exchange/Mailbox/ folder succeeds but does not modify the Mailbox rights. If the **readPermissions** or **changePermissions** inputs are not set (that is, if they have an empty value), the mailbox permission is not modified. This operation works for mailboxes that have not yet been created in the information store. This means that setting rights is possible until the user logs on or gets mail.

Defect QCCR1D106124: Fix Non Clustered Exchange flow succeeds with invalid inputs

The **Fix Non Clustered Exchange** flow (in the Library/Operations/Exchange/ folder) succeeds with invalid **host**, **altuser**, or **altpass** inputs. The flow only works with Microsoft Exchange Server 2003. The services that the flow tries to restart are only present on hosts with Exchange Server 2003.

Defect QCCR1D106724: WMI CSV Value Getter operation fails with valid inputs if you specify a null value for the value_name input

The **WMI CSV Value Getter** operation (in the Library/Operations/WMI/ folder) fails with valid inputs if you specify a null value for the **value_name** input. It should return the first value from the **CVS_Formatted_WMI** input. This has been fixed in OO 7.60.02.

Defect QCCR1D106882: Destroy Object operation fails with valid inputs

The **Destroy Object** operation (in the Library/Integrations/VMware/VMware Virtual Infrastructure/Utilities/ folder) fails while attempting to delete an Alarm. In OO 7.60.02, on the **Description** tab of the **Destroy Object** operation, the **propsRootObjType** input lists the valid

object types and the **propRootObj** states that you can use the **Simple Search** or **Advanced Search** operation to find the valid values for the VMware object to destroy.

Defect QCCR1D106933: Cancel Task operation fails with valid inputs

The **Cancel Task** operation (in the Library/Integrations/VMware/VMware Virtual Infrastructure/Tasks/ folder) cancels the specified task and then fails even if the inputs are valid. When the operation attempts to cancel the specified task, if it finds that the task cannot be canceled, has already been cancelled, or is already complete, a **No Action** response is returned. A descriptive message is provided in the **returnResult** output variable. An error response is returned if the specified task is invalid or does not exist.

Defect QCCR1D107079: Create Snapshot operation fails with valid UUID for virtualMachine input

The **Create Snapshot** operation (in the Library/Integrations/VMware/VMware Virtual Infrastructure/Snapshots/ folder) fails when you use a valid UUID for the **virtualMachine** input. This has been fixed in OO 7.60.02.

Defect QCCR1D107354: Log Event Sample flow always fails

The **Log Event Sample** flow (in the Library/Operations/Operating Systems/Windows Management/Event Logs/Samples/ folder) always fails because the second step of the **Log Event Sample** subflow (the **Log Windows Event** operation) does not get the login inputs correctly from the first step of the subflow (the **Search Event Log** operation). This has been fixed in OO 7.60.02.

Defect QCCR1D107505: Configure NIC on VM operation succeeds but removes the NIC from the VM

The **Configure NIC on VM** operation (in the Library/Integrations/VMware/VMware Virtual Infrastructure/Configuration/ folder) succeeds but destroys the VM NIC. This has been fixed in OO 7.60.02.

Defect QCCR1D107603: Add NIC To VM operation succeeds in OO but fails on ESX 3.5

The **Add NIC To VM** operation (in the Library/Integrations/VMware/VMware Virtual Infrastructure/Configuration/ folder) succeeds in OO but fails to execute on ESX 3.5. To avoid this problem, do not specify the **Assigned** value for the **netMacGeneration** input. The **Assigned** value is only for vCenter.

Defect QCCR1D107690: Send Mail operation htmlEmail input description unclear

The **Send Mail** operation (in the Library/Operations/Email/ folder) **htmlEmail** input defaults to a value of **true**, but it is unclear what **true** or **false** values signify. In OO 7.60.02, the **htmlEmail** input description has been changed to:

“Default value is true. The value should be true if the email is in rich text/html format. The value should be false if the email is in plain text format.”

The description of the **htmlEmail** input has also been changed in the **Test and Send** flow located in the same folder, as it uses the **Send Mail** operation.

Defect QCCR1D107776: Safely Remove File flow fails when moving a file

The **Safely Remove File** flow (in the Library/Operations/Operating Systems/Windows Management/ folder) fails if you try to move a file from an existing folder to one that does not already exist. The operation works if the file to move is in the root directory. This has been fixed in OO 7.60.02 by having the flow create the new folder before moving the file.

Defect QCCR1D108840: Get Server Stats operation returns incorrect values for Japanese characters

The **Get Server Stats** operation (in the Library/Operations/Apache/ folder) succeeds but displays garbled values when reading Japanese characters in the URL. A new input named **characterSet** has been created to support character set encoding of the Apache server status page. The **characterSet** input value defaults to the **Character Sets** selection list.

Defect QCCR1D109287: Create New User Group flow fails with valid inputs

The **Create New User Group** flow (in the Library/Accelerator Packs/Active Directory/Utility/ folder) fails with valid inputs, issuing the message “The server is not operational.” This has been fixed in OO 7.60.02.

Defect QCCR1D109790: Reset Computer Account operation succeeds but does not reset the password

The **Reset Computer Account** operation (in the Library/Operations/Active Directory/.NET/Computers/ folder) succeeds but does not reset the password. This has been fixed in OO 7.60.02.

Defect QCCR1D110054: Set User Account operation fails with valid inputs

The **Set User Account** operation (in the Library/Operations/Active Directory/.NET/Users/ folder) fails with valid inputs. This has been fixed in OO 7.60.02.

Defect QCCR1D110913: Delete Group operation fails with valid inputs

The **Delete Group** operation (in the Library/Operations/Active Directory/.NET/Groups/ folder) fails with valid inputs. This has been fixed in OO 7.60.02.

Defect QCCR1D111739: Delete Relation operation succeeds with invalid fromType or toType input values

The **Delete Relation** operation (in the Library/Integrations/Hewlett-Packard/Universal CMDB/ folder) succeeds when you specify an invalid value for the **fromType** or **toType** inputs. This has been fixed in OO 7.60.02 by removing the **fromType** and **toType** inputs.

Defect QCCR1D111754: Get Inactive User By Group flow is invalid

The **Get Inactive User By Group** flow (in the Library/Operations/Active Directory/.NET/Groups/ folder) is invalid. This has been fixed in OO 7.60.02.

Defect QCCR1D111934: Get Server Stats operation fails on a valid server installed on a Windows machine

The **Get Server Stats** operation (in the Library/Operations/Apache/ folder) fails on an Apache server installed on a Windows machine. This has been fixed in OO 7.60.02.

Defect QCCR1D116791: Set User Address operation fails with valid inputs

In earlier OO versions, the **Set User Address** operation (in the Library/Operations/Active Directory/.NET/Users/ folder) had the three following related inputs that it did not validate:

- **countryOrRegion** (for example, Romania)
- **countryAbbreviation** (for example, RO)
- **countryCode** (for example, 040)

In OO 7.60.02, the **countryAbbreviation** and **countryCode** inputs have been removed. The **countryOrRegion** input now takes all three values, in a comma-delimited list (for example, Romania,RO,040).

This may cause problems if you have a flow that uses the old operation with the three inputs as a step and you switch to OO 7.60.02. If this occurs, change the flow to use the new version of the operation.

Defect QCCR1D116955: Behavior of homeDrive input in .NET Set User Profile operation has changed

The **Set User Profile** operation (in the Library/Operations/Active Directory/.NET/Users/ folder) has changed the behavior of the **homeDrive** input. Previously it accepted any value, but now it accepts only a list of letters from D to Z, exactly imitating the behavior of Active Directory Users and Computers. You can map any drive from D to Z if the drive is not taken.

Defect QCCR1D117062: Excel operations do not work with 64-bit RAS

If you use a 64-bit-RAS, a simple flow using Excel operations such as **Select Row Range** (in the Library/Operations/FileSystem/Windows Only/Excel/ folder) fails with the error "Provider cannot be found it may not be properly installed". This occurs because Microsoft has not released a 64-bit driver. To work around this problem, install a 32-bit version of OO with 32-bit driver.

