HP Storage Essentials SRM Report Optimizer Release Notes

Software Version: 6.2

Release notes generated: November 17, 2009

This document provides release note information for SRM Report Optimizer version 6.2 and the Report Database. It contains important information not included in the manuals or in the online help.

Intended Audience

This document is intended for users who are familiar with the installation and maintenance of SRM Report Optimizer.

Related HP Storage Essentials Documentation

In addition to the online help and support matrices, the following documents are provided with SRM Report Optimizer:

- *Installation Guide*
- *Quick Start Guide*
- *Administrator's Guide*
- *Deployment and Configuration Guide*
- *Performing On-Report Analysis with Web Intelligence*
- *Building Reports Using the Web Intelligence Java Report Panel*
- *Guide to Creating Reports in a Complex Environment*

Accessing Updated Documentation

To download the latest versions of the release notes and product manuals:

1. Click http://support.openview.hp.com/selfsolve/manuals.
2. Enter your user name and password to sign in or register as a new user if you have not already registered.
3. Select **storage essentials srm report optimizer** in the Product list box.
4. Select **6.20** in the Product Version list box.
5. Select **Windows** based on your operating system in the Operating System list box.
6. Select any other optional search criteria at the bottom of the search page.
7. Click **Search**. The search results are displayed with a list of the available SRM Report Optimizer documentation.
8. Scroll down to the bottom of the search results window to see the list of available SRM Report Optimizer documentation.

Additional documentation, including white papers and best-practice documents, is also available on the HP website: http://www.hp.com.

Accessing Future Product Updates

HP strongly recommends that you sign up online for e-mail notifications that are sent when new patches are available for SRM Report Optimizer. To sign up for email notifications:

1. Click http://support.openview.hp.com/email_notifications.jsp.
2. Enter your HP Passport user name and password, and click **sign-in**. If you have not previously registered, click **new users - please register**.
3. Click **Register for patch e-mail notification**. The Register for Patch Information screen displays.
4. Select **storage essentials srm report optimizer** and click **Register**.

The HP e-mail notification system will send a message to the e-mail address in your HP Passport profile when a new patch is released for the product, version, and platform you have specified. Your customized requests are stored and can be reviewed and modified in your personalized HP Passport profile.

Documentation Updates for Business Objects Enterprise XI Release 3.1

SRM Report Optimizer is integrated with BusinessObjects Enterprise XI Release 3.1. See the following URL for the latest documentation for Business Objects Enterprise XI Release 3.1:

http://www.businessobjects.com/

About build 6.2

For a comparison of the reports that were available in previous versions of the product and those that are available in version 6.2, see the Available Reports.xls file located on the installation DVD.

Software and Hardware Requirements

SRM Report Optimizer 6.2 is only supported with HP Storage Essentials SRM version 6.2.

You can determine which version of HP Storage Essentials SRM you are running by looking at the build number in **Help** > **About**.

About the Internal Tracking Numbers

Some of the headings provide internal tracking numbers that are enclosed in parentheses and contain prefixes, such as QCCR1G and IEV. These internal tracking numbers are used to track the issue within Hewlett-Packard and may be used for reference.

Known Issues

This section provides information about issues that have been found in SRM Report Optimizer and the Report Database.

Using the Report Database Admin Utility to delete a report source causes database errors (QCCR1G39834)

If you use the Report Database Admin Utility to delete a report source, the database links to retrieve data are not properly re-created. This will result in an error message similar to the following:

```
Contact failed: ORA-02019: connection description for remote database
not found
```

To fix this issue:

1. In the left pane of the Report Database Admin Utility, click "Set up Report Sources."
2. For each remaining report source, click **Edit** and then click **OK**. You do not need to make any changes. This will reset the database links so that they are properly re-created during the next Get Data operation.

Informix and DB2 databases and logs are shown as instances (QCCR1G39579)

In the Application Summary report, Informix and DB2 databases and logs are shown as instances.

SRM Report Optimizer cannot open when the browser text size is set to Larger or Largest (QCCR1G39523)

In Internet Explorer 6 and 7, if the text size is set to Larger or Largest, SRM Report Optimizer cannot open.

Installation fails after running the BusinessObjects cleanup scripts (QCCR1G37979)

If the installation fails after running the BusinessObjects cleanup scripts, run the cleanup scripts a second time.

Installation fails after running the BusinessObjects cleanup scripts (IEV-31182)

After running the BusinessObjects cleanup scripts, if you attempt to reinstall the product on a different drive, the installation may fail. If this happens, run the BusinessObjects cleanup scripts a second time.

Extra directory added after failed installation (IEV-31172)

After a failed installation, if you reinstall the product to a different directory, the original installation directory will still be added. It is safe to manually delete this directory.

Computer name of the installation machine must not contain hyphens or underscores (IEV-29352)

The computer name of the installation machine must not contain a hyphen (-) or underscore (_). SRM Report Optimizer will not run properly on machines with a computer name that contains either of these characters.

Empty sections of reports overlap other data (IEV-29526)

Empty sections of reports sometimes overlap other data in the report. Save the report as an Excel or PDF file to view a properly formatted report.

Host volume capacities are incorrect when filtered with the Select Statistics Type filter

Host volume capacities are incorrect when filtered with the Select Statistics Type filter. If you want to report on the last collection timestamp, none of the statistics type filters or objects need to be included in the query. Use the statistics type filters and objects only when reporting on historical data.

SRM Report Optimizer and the management server do not need to be on the same domain

The SRM Report Optimizer 6.0.0 installation guide incorrectly states that SRM Report Optimizer and the management server must be in the same domain. It is not necessary for both machines to be in the same domain.

Uninstalling SRM Report Optimizer does not remove all folders (IEV-26840)

The uninstaller for SRM Report Optimizer does not remove files and folders that were modified or created after the installation, such as the jre folder and the "Uninstall_HPSRMReportOptimizer" folder. You can safely leave the files and folders that were not removed by the uninstaller or you can manually remove them.

Report Pack: The Prompt window has a number of usability issues (IEV-25806, IEV-25805, IEV-25804, IEV-25807 and IEV-25590)

When some of the standard reports run, a Prompt window appears. This Prompt window is missing some field labels, and the Help button does not work correctly.

"Windows DEP (Data Execution Prevention) can occasionally close WebIntelligence Report Server" message (IEV-27121)

You can safely ignore the following message: `Windows DEP (Data Execution Prevention) can occasionally close WebIntelligence Report Server.`

Use the tnsnames.ora_template file instead of editing the tnsnames.ora file directly (IEV-27093)

When configuring the Oracle 10g client, use the `tnsnames.ora_template` file as a template instead of directly editing the `tnsnames.ora` file. The `tnsnames.ora_template` file can be found on the root directory of the DVD. The `tnsnames.ora_template` file contains instruction on how to correctly edit the `tnsnames.ora` file. If you make a mistake in editing the `tnsnames.ora` file, the SRM Report Optimizer Universe may not be able to connect to the Storage Essentials database.

Issues with the Universe

This section describes issues with the Universe.

The elements listed as other on the management server are missing in SRM Report Optimizer (IEV-26628)

Events reported under the element type "OTHER" in Storage Essentials are not visible from the Universe. There are no reports based on events, hence the Report Pack is not affected.

When generating event-based reports, Storage Essentials events reported under "ELEMENT TYPE = OTHER" are not visible through SRM Report Optimizer.

Reports showing incorrect, incomplete, or missing data

This section describes issues with reports showing incorrect, incomplete or missing data.

A hardcoded currency symbol appears in a few fields in Chargeback Manager standard reports (IEV-26225)

Asset-based Chargeback and Chargeback by Application reports from the Report Pack have fields/columns in which the dollar ($) currency symbol is hardcoded.

Missing information in the Asset Details report (IEV-26731)

The **Asset Type** field is blank in the Asset Details report.

Report Pack: HDS storage system pool details are missing in the Storage System Capacity report (EVA-26192)

HDS storage system pool details are not displayed in the Storage System Capacity report.

Report Pack: "Last refresh date" is populated before the report initially runs (EVA-26066)

The **Last refresh date** field is populated before a report initially runs. You can ignore this value. The **Last refresh date** field should be blank until you click the **Refresh Data** button.

Reports taking longer to load

This section describes issues with reports taking longer to load in SRM Report Optimizer or not at all.

Report Pack: Storage Details report takes a longer time to load than expected (IEV-27086)

The Storage Details report has a longer load time in SRM Report Optimizer than in Storage Essentials. It may take several minutes to load in SRM Report Optimizer compared with several seconds in Storage Essentials.

Reports not working or not working properly

This section describes issues with reports not working or not working properly.

Report Pack: An error message is not shown for the Library Utilization Report when the start date occurs after the end date (IEV-25910)

If you set the start date to occur after the end date for the Library Utilization report, you are not shown an error message and no data will be retrieved for this report.

The email address object provides storage group and user information (EVA-26467)

The "email address" object located at "Application-->exchange storage groups-->exchange stores-->exchange mail boxes-->email address" returns user login information instead of an e-mail address.

Report Pack: Must provide dummy end and start dates when setting a relative date range for a Backup Sessions report (IEV-25989)

You must provide dummy end and start dates when using the relative date range for a Backup Sessions report in order for the **Run Query** button to be enabled.

Report Pack: Run the Absolute Date Range filter for the Backup sessions report (IEV-25989)

The **Specification of relative date rage** option does not work for the Backup sessions report. This report should always be run with the absolute date range filter. In the **Select Type** field type **IGNORE**. In the **Select Number** field, type **0**.

Report Pack: Reports with many elements may not display properly (IEV-25594)

If you have many elements in a report, labels and legends in the graph of that report might not appear not properly. To workaround this problem, graphs can be enlarged in the edit mode of the report.

Report Pack: In the Top N Aged Files report, text in a prompt window shows as "Top X File Name" instead of "Top N Aged Files" (IEV-27023)

When you run the Top N Aged Files report from the Report Pack, a prompt window displays a field labeled **Top X File Name**. The label should read **Top N Aged Files**. The software will run a query for the **Top N Aged Files** based on the number entered in the **Top X File Name** field.

Some reports do not let you navigate by year (IEV-25911)

You cannot navigate by year in the **Collection Time Range** filter in some reports. You are forced to navigate month by month.

Start and end dates required for the Backup Sessions report when using the relative date range (IEV-25989)

In order to run the Backup Sessions report by using the relative date range, you must provide dummy start and end dates; otherwise, the **Run Query** button is disabled.

Top N Reports in SRM Report Optimizer does not work the same way as in Storage Essentials (IEV-27081, IEV-27101)

In SRM Report Optimizer and in Storage Essentials, customers can use a filter called Top N Reports; however, this filter works differently in each product:

- **In Storage Essentials**: The number of records displayed is based on the "N" value.

  For example: If you select N=10, the total number of records displayed is always less than or equal to 10 based on the number of files in that report criteria.

- **In SRM Report Optimizer**: The number of records displayed is based on rank and not the "N" value.

  If you select N=10, the total number of records displayed can vary from zero to many, based on the number of files present in a particular rank. For example: Assume you have four files of the following sizes: 5 GB, 2 GB, 2 GB, and 1 GB. The four files would be ranked as 1, 2, 2, and 4. The 5-GB file,

which is the largest file in the group, is given the ranking of one, the two 2-GB files are given the ranking of two, and the 1-GB file is ranked last.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

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

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

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

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

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