HP Unified Correlation Analyzer V1.0

Release Notes

Edition: 1.0

for the HP-UX Itanium Operating System

January 2010

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Contents

Preface

These Release Notes describe critical information related to the HP Unified Correlation Analyzer product. This Manufacturing Release kit is the first release available for customers.

Please read this document before installing or using this Software.

Software Versions

The term UNIX is used as a generic reference to the operating system, unless otherwise specified.

The software versions referred to in this document are as per the following:HP Unified Correlation Analyzer	**TeMIP**	**UNIX**	**TeMIP Client**
UCA V10I Level 0 Revision A	6.x	HP-UX Itanium (11.31)	TeMIP Client V6.1 Level 1 for Windows: • Windows XP • Windows Vista • Windows Server 2003

Typographical Conventions

`Courier` Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Associated Documents

- *HP UCA TeMIP Integration Guide*
- *HP UCA Installation and Configuration Guide*
- *HP UCA TeMIP Client User Guide*

- *HP UCA User Guide*

Support

Please visit our HP Software Web site at: www.hp.com/go/hpsoftwaresupport for contact information, and details about HP Software products, services, and support.

The Software support area of the Software Web site includes the following:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information Support program information

Chapter 1

Introduction

1.1 Products Goals

UCA, which stands for **U**nified **C**orrelation **A**nalyzer, is a universal alarm "correlation" engine, which can be plugged to any network management system to act as an external rule-based analyzer.

However, this first release of the product is currently tightly integrated with TeMIP to perform in particular **topology-based** correlation and **service impact**. As such, it can be seen as a replacement of TSM (TeMIP Service Monitor). It has also some **problem detection** or **root cause analysis** capabilities.

1.2 The documentation set and how to use it

To get a quick overview of UCA and its privileged integration with the TeMIP Network Management System, please read the *UCA TeMIP Integration Guide* first. In contains is particular a simple example to start with.

To Install and Configure UCA, please read and comply with *UCA Installation and Configuration Guide.*

For information on correlation scenario developments, product concepts and architecture, and advanced usage please read the *UCA User Guide.*

Note: A training/workshop is advised for being able to fully use and master the product. Please contact NGOSS training team at sophia-temip-training@hp.com for more information.

Additionally, the *HP TeMIP Client* documentation set describes the new Alarm Navigation enhancements available in Real-time and History Alarm Handling Plug-in windows. This allows for displaying Unified Correlation Analyzer results.

Chapter 2

Unified Correlation Analyzer licenses

2.1 Autopass and UCA

A license key password is required to use Unified Correlation Analyzer. Licensing is managed with AutoPassJ (automatically installed with UCA).

2.2 Obtaining a License

A key must be obtained using the information provided with the license deliverable. An authorization ID is provided for each license, which allows the user to generate license keys from the HP License Key Delivery Service website according to instructions provided with the license agreement

Chapter 3

Fixed Problems

This section is not applicable to this kit, which is the first external release of UCA V1.0 product.

Chapter 4

Known Problems

This section lists problems discovered during testing campaign of the product, which have not been fixed in this version.

Table 1 Software Known Problems

Reference / Severity	Component	Description	Status
CR#2080 Medium	Engine	**UCA dataload does not support quote character in CSV file** Invalid dataload when loading from the UCA Admin UI a CSV file containing quote character. For instance if the column Unique_Ref is the following: TELLABS6300 .gefion MANAGED_ELEMENT "F6200_31 .slt16_wa1 Provisioned Equipment Rack 0 Subrack 0 Slot 5 OSC 2P OSC Input Port Rx" UCA stores in the topology DB the following entry: ,TELLABS6300 .gefion MANAGED_ELEMENT "F6200_31 .slt16_wa1 Provisioned Equipment Rack 0 Subrack 0 Slot 5 OSC 2P OSC Input Port Rx The ',' character is added at the beginning and the last quote character is removed. This kind of issue can occur when the Mesh Object unique reference is set to a TeMIP Managed Object. For some TeMIP Managed Object a child instance name can be enclosed in quote (when the instance datatype is a Latin1String).	Will be fixed in next release.
CR#3728 Low	Engine	**Oracle setup: some errors at first execution of thedatabase setup script.** When executed the first time, the Oracle setup issues some errors because it tries to remove objects (tablespace, tables etc...) when they do not exist. such errors can be ignored .	The database setup scripts will be re-worked for next release.
CR#3729 Low	Engine	**Oracle setup: some errors reported by oracle setup scrips when run twice** If executed a second time, the Oracle setup script issues some errors because it tries to re-create objects that already exist (users, roles, sequences	The database setup scripts will be re-worked for next release.

Reference / Severity	Component	Description	Status
		etc...).	
CR#4005 High	Engine	**CSV Help button does not provide information for Value Pack models .** There is a known issue with the CSV Help button in the Data Load tab of the System Manager. Presently, this button will only provided CSV help for inventory loads against the default model. For models loaded into the system via a Value Pack selecting 'CSV Help' button generates a blank response. As a work around for this issue the following commands have been provided to retrieve column names, and therefore the required CSV structure, directly from the database: The structure, i.e. the required columns and order, of the CSV will match the information returned by the given SQL queries. Potentially, classes with the same name can exist in multiple value packs, therefore it is first necessary to discover the Id used when naming the table for the required Value Pack class. Replace the example search values, highlighted in bold, in the query below with the desired class information (value pack name and value pack group). This query is the same for both Postgres and Oracle users: SELECT 'id' FROM uca.mg_valuepacks WHERE group = '**example.group**' and name = '**value pack name**'; Note: The group and value pack names can be found by opening the value pack vp-manifest.xml, located in the directory containing the value pack, <Application installation directory>/valuepacks/'**value pack name**'. The value returned by this query replaces the number, highlighted in bold, in the following SQL statement. The class name, class in the model that the CSV for which file structure is required, must also be substituted: For Postgres users: SELECT column_name FROM information_schema.columns WHERE table_name = 'md_**1_classname**' ORDER BY ordinal_position; For Oracle users: SELECT column_name FROM DBA_TAB_COLS WHERE TABLE_NAME =' md_**1_classname** ' For example, if the CSV structure is required for a class called '**site**' in a value pack called '**DTVExample**' with a group name of	This will be fixed in next release. See the workaround in the Description column of this table.

Reference / Severity	Component	Description	Status
		'**example.valuepack**' SELECT 'id' FROM uca.mg_valuepacks WHERE group = '**example.valuepack**' and name = '**DTVExample**'; Assuming, for the purposes of this example, this query returns the value '**5**' and the CSV structure is required for a class called '**site**', the second query becomes: For Postgres users: SELECT column_name FROM information_schema.columns WHERE table_name = 'md_**5**_**site**' ORDER BY ordinal_position; For Oracle users: SELECT column_name FROM DBA_TAB_COLS WHERE TABLE_NAME =' md_**5**_**site**'	
CR#4006 Low	Engine	**Custom Actions generate unexpected ERROR message in log file when executed** The following Error log can be seen in UCA log file when custom actions are executed. ERROR:[main][RemoteHandler] processRequests() - Unrecognised request from NotificationManager web service [1001] Such log should be ignored there is no error here.	This problem will be fixed in next release.
CR#4226 High	Engine	**Resilient rules not executed the first time UCA is started after installation.** After a fresh installation, the first time that UCA is started, the Resilience rules are not executes. The effect is that the collector and remote handler are not started**.**	This problem is under investigation. It will be fixed for the next release. As a work around, stop and restart UCA at first startup.
CR#4246 Medium	TeMIP Collector	**Special reserved XML characters are wrongly propagated to UCA within additional text event attribute** for encoding the additional text event attribute the collector uses the CDATA tags that allows encoding XML reserved characters within strings. however it seems that such characters are translated in some way within the text received in UCA. for example the '&' character is not propagated or the '<' character is changed to '&'.	This problem is under investigation, it will be fixed for the next release. No known work around.
CR#4274 Medium	Install scripts	**The UCA PostgreSQL setup script fails when the LANG variable is set to something else than 'C'**.	Will be fixed in next release.

Reference / Severity	Component	Description	Status
			Set the LANG=C before launching the setup.sh script

Chapter 5

Known Limitations

5.1 No compatibility with UCA Early Release.

Due to some changes in the Database format, the UCA Manufacturing release is not compatible with the UCA Early Release. If you have the UCA Early release already installed on your system be sure to:

- Uninstall the UCA Early release.
- Remove the /opt/uca directory
- Remove the /opt/UCA-V10I directory
- Remove /var/opt/uca directory

before installing the Manufacturing Release.

5.2 No compatibility with UTM V1.0

UVA V1.0 and UTM V1.0 are not compatible. If you plan to use UTM for data loading UCA, please contact the HP support at: www.hp.com/go/hpsoftwaresupport for recommendations.

5.3 TT actions:

The UCA V1.0 provides only three actions for creating, closing and canceling Trouble Tickets in Service Manager using the OSS/J interface. Additional TT actions (for instance Associate TT) will be available in next UCA release.

5.4 Light support of Value Packs in Scenario manager GUI.

With the UCA V1.0 version, the Scenario Manager only supports Value Packs in a very basic manner. It is however possible to save a restricted set of rules (Value Pack rules) by using the ‘save multiple scenario’ button from the GUI. Next version will come with a full ‘value pack’ aware Scenario Manager.

To make sure you avoid problems with UCA rules development and Value Pack usage, please read carefully the information below.

UCA rules development life-cycle

We strongly recommend developing new UCA rule sets directly within a Value Pack. Once constructed, Value Packs are easier to use, maintain or share between teams.
A Value Pack (or VP for short) is a combination of model, rules, actions, sample alarms, documentation, all packaged into one logical unit. VPs can be deployed within the system (e.g. UCA engine) with a single operation. Deployment ensures that the models and rules coming from the VP are **merged** with the existing ones in the system. It also registers the VP name so that everything running in the system can be listed easily.

The current Scenario Manager has some limitations as it is not yet "VP-aware": VPs are not explicitly visible in the Scenario Manager. A new enhanced version of the Scenario Manager is currently being developed. In the mean time we strongly suggest that any UCA developer or integrator follows the recommendations given in this section when developing new rules.

With the current Scenario Manager, the main risk to keep in mind is that the "deploy rules" phase will **replace** the existing rules in the engine with the ones currently in the Scenario Manager, and will therefore potentially break the system. There is no facility to merge rules from the Scenario Manager.

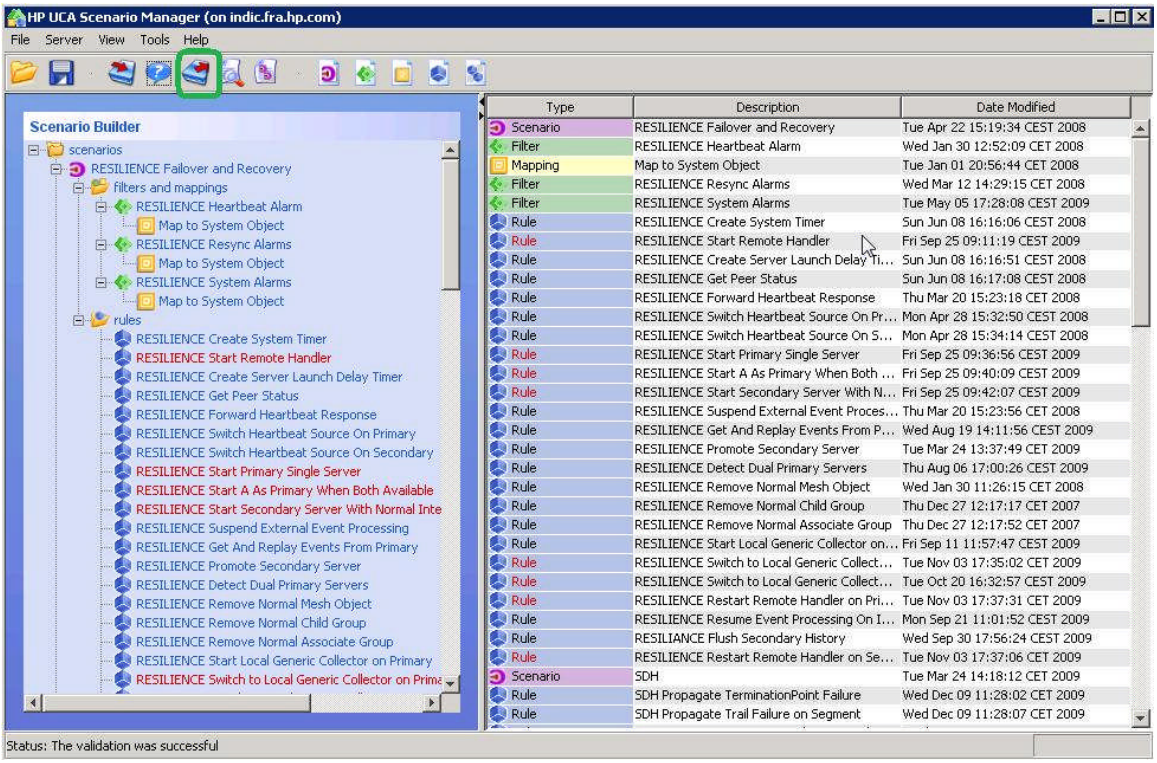

Figure 1: Scenario Manager deploy rules button: don't use it!

The rule of thumb to remember is to never use the "deploy rules" button of the Scenario Manager, unless you know what you are doing (i.e. removing all existing rules in the engine, including system ones for process monitoring and resilience). A warning popup dialog box asks for a confirmation anyway.

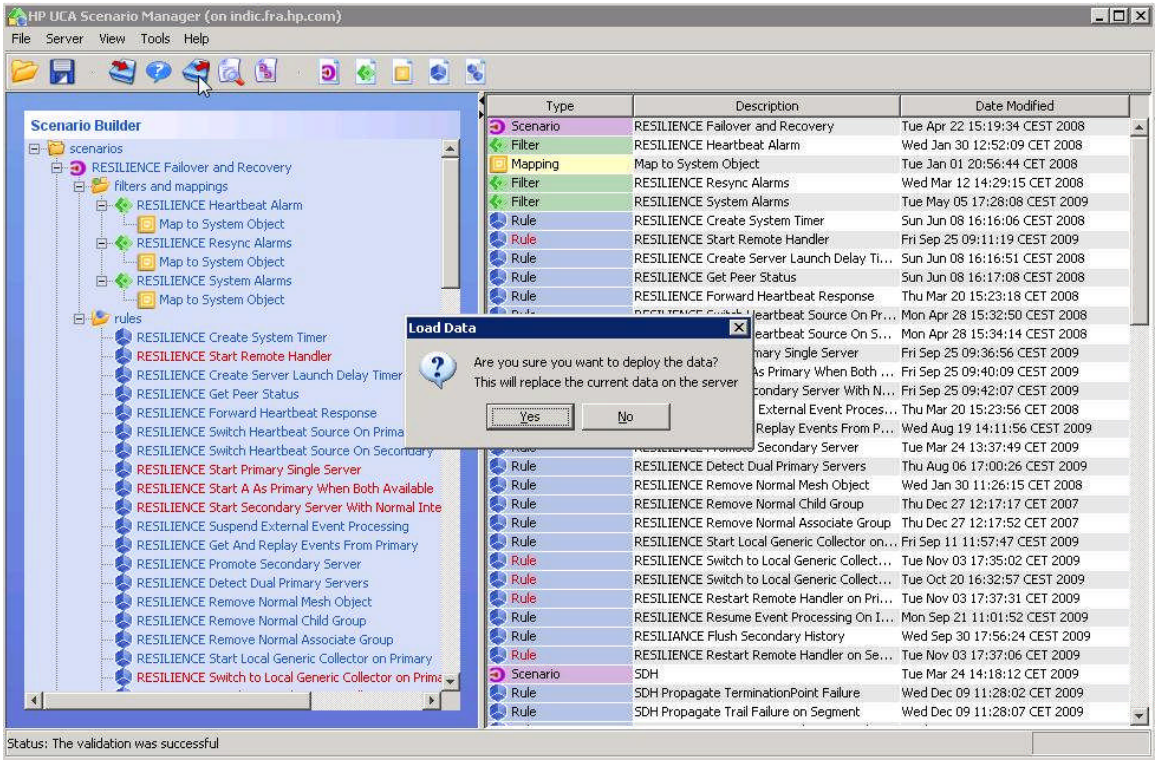

Figure 2: Scenario Manager deploy rules warning popup

Note that the same problem occurs when loading a new model manually from the system manager utility. The new model will erase and replace the existing one.

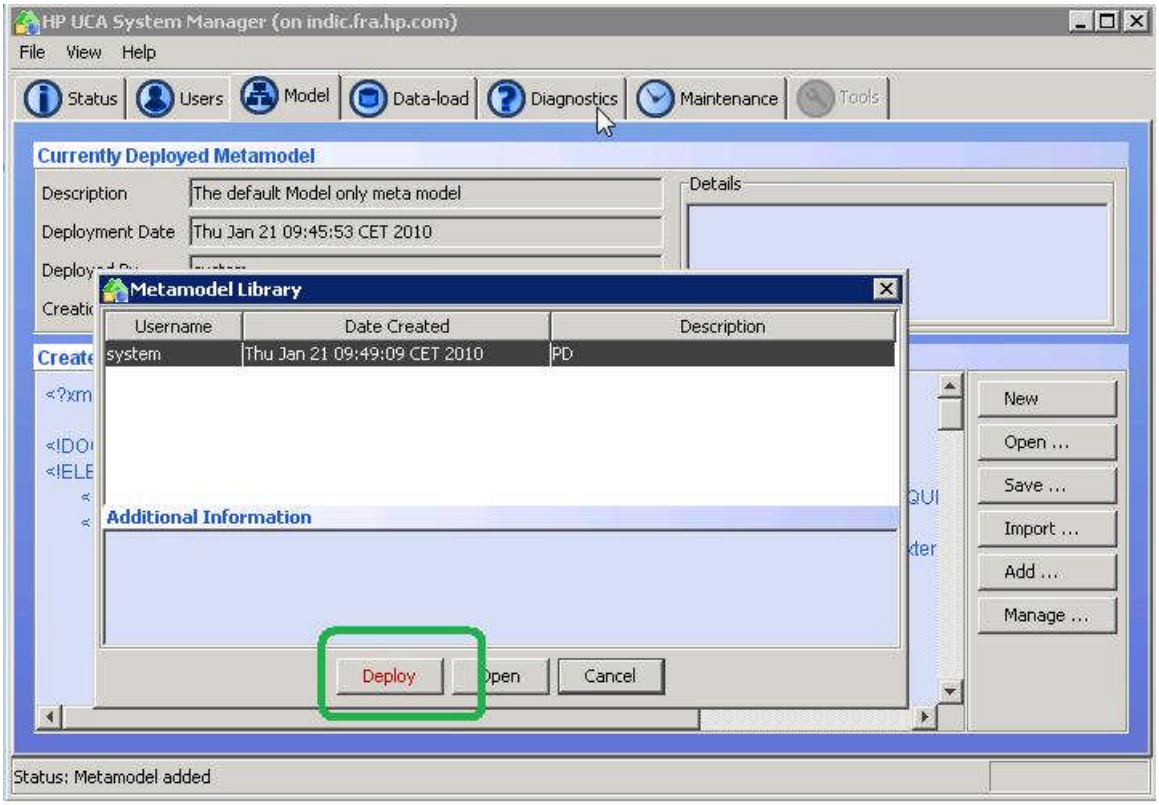

Figure 3: System Manager model deployment: don't use it!

The Value Pack mechanism is for now the only one that allows merging models and rules. This is done through the vp-deploy.sh command line program only.

Creating a new empty Value Pack

An UCA Value Pack is a directory under the $UCA_HOME/valuepacks location.
It has a predefined structure as follows:

```
$ ls
actions          dataload         fcl              models
msl              rules            vp-manifest.xml
```

This structure and the content of the vp-manifest.xml file are fully described in the UCA User Guide document (Vakue Pack chapter). Please refer to this document for details.

For a new empty VP, the manifest file is the only mandatory one. In particular the rules or models directories can remain empty.
For instance:

```
# cd /opt/uca/valuepacks/
# ls  myVP/*

myVP/vp-manifest.xml

myVP/actions:
total 16
Readme.txt

myVP/dataload:
total 0
```

```
myVP/fcl:
total 0

myVP/models:
total 0

myVP/msl:
total 0

myVP/rules:
total 0

# cat myVP/vp-manifest.xml
cat myVP/vp-manifest.xml
<?xml version="1.0" encoding="UTF-8"?>
<valuepack vp-format-version="1.0">
  <group>example</group>
  <name>myVP</name>
  <version>1.0</version>
  <description>A dummy example</description>
  <priority>10</priority>
  <dependencies>
    <dependency>system.system</dependency>
  </dependencies>
</valuepack>

# cd /opt/UCA-V10I/uca/bin
# vp-deploy.sh hot-deploy.sh myVP system system
VP deployed ok
```

Modifying the VP content and testing your rules

The Value Pack model must be placed in the “models” directory as an xmi file. If you subsequently edit with an UML editor, please make sure you save the file in this directory.

The same thing applies for the rules file. It can initially be created form the Scenario Manager, and then saved in the “rules” directory of the VP, with the “File -> Save Multiple Scenarios” menu option.

From this point, each time you modify the rules file, it should be saved in this VP directory. The rules should then be deployed with the vp-deploy.sh command and not from the GUI.

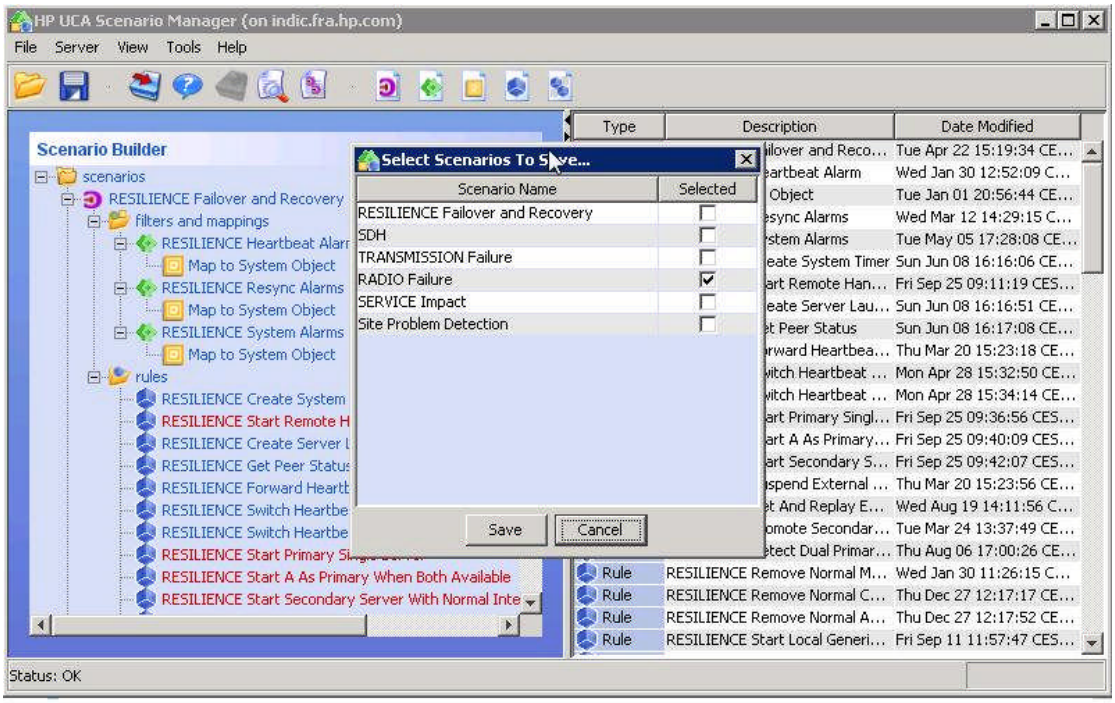

Figure 4: Scenario Manager Save Multiple Scenarios: select the rules for your VP only