Opsware® ASAS 1.0 Release Notes

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Opsware ASAS Version 1.0

Opsware SAS Version 7.0

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Chapter 1: Opsware ASAS 1.0

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This section contains the following topics:

Overview of Opsware ASAS 1.0

Opsware Application Server Automation System (ASAS) 1.0 offers storage management capabilities designed for storage administrators and server administrators by enabling end-to-end visibility and management of the entire storage supply chain. Opsware ASAS helps storage administrators and server administrators by providing tools that increase cost savings through application storage, dependency and visibility, storage audits, storage capacity and utilization trending, and scripting and automation.

For more information about ASAS, see the *Opsware® ASAS User's Guide* and the *Opsware® ASAS Installation and Administration Guide*.

Opsware SAS Client Integration

Since ASAS is integrated with several Opsware SAS Client features and Opsware OMDB Client Reports, see the following *Release Notes* for additional bug descriptions:

- *Opsware® SAS Release Notes*–for bug descriptions about Compliance, Visual Application Manager (VAM), Search, and Opsware Global File System (OGFS)
- *Opsware® OMDB Release Notes*–for bug descriptions about the storage reports

Documentation for Opsware ASAS 1.0

The following documentation is provided with this release:

- *Opsware ASAS 1.0 Release Notes*
- *Technical Note: Managing Thread Pools in ASAS*
- *Opsware ASAS 1.0 Installation and Administration Guide*
- *Opsware ASAS 1.0 User's Guide*

The Opsware *ASAS* documentation is available online at:

https://download.opsware.com/kb/category.jspa?categoryID=20

Ask your Opsware administrator for the user name and password to access the web site.

Chapter 2: Known Problems, Restrictions, and Workarounds in Opsware ASAS 1.0

IN THIS CHAPTER

This chapter describes workarounds for known problems in Opsware ASAS 1.0. These descriptions are arranged by the following ASAS features and SAS features (as required):

- Storage Agent
- Storage Host Agent Extension
- Opsware SAS Client

Storage Agent

Bug ID: 152030

Description: Removed switch from a fabric. After synchronization, the switch is still displayed.

Platform: Independent

Subsystem: Storage Agent (fabrics)

Symptom: When you removed one of the switches from a fabric and initiated another synchronization, the switch is still associated with the fabric. The status of the switch is OK. The port on the fabric switch is correct by displaying that the port is Offline

Workaround: Manually delete the switch from the NGUI (select the switch, right-click, and then select Delete).

Bug ID: 152871

Description: The serial number is not displayed in the Hardware view for a SAN switch.

Platform: Independent

Subsystem: Storage Agent

Symptom: ASAS does not display hardware versions or serial numbers for some of the Brocade and McData versions.

Workaround: None.

Bug ID: 153337

Description: McData switches do not display the managed IP address.

Platform: Independent

Subsystem: Storage Agent

Symptom: The IP addresses are “N/A” for McData switches.

Workaround: None.

Bug ID: 156898

Description: ASAS does not discover inactive zone sets for McData fabrics.

Platform: Independent

Subsystem: Storage Agent

Symptom: In the zoneset view, only the active zoneset is displayed. Inactive zonesets saved on an EFCM server are not discovered by ASAS.

Workaround: None. Inactive zonesets are not discovered.

Bug ID: 156909

Description: Tablespace's free space shows its data file's free space in the Database Browser tablespace view, which does not match the Oracle Enterprise Manager (OEM).

Platform: Independent

Subsystem: Storage Agent

Symptom: In the tablespace view, the free space does not match what is displayed in the OEM tablespace.

Workaround: None.

Note: There is an OEM bug about some tablespaces showing the incorrect used size. The Oracle Storage Agent gets the tablespace used size directly from all of its data files, which avoid the OEM bug.

Bug ID: 158262

Description: Brocade Storage Agent is stuck in the status of Stopping.

Platform: Independent

Subsystem: Storage Agent

Symptom: On a Windows server, an error message indicates that the attempt to stop the Storage Agent timed out (after 20 seconds have elapsed).

Workaround: To avoid this error message when the Storage Agent is unable to stop in less than 20 seconds (this may happen from time to time because the Storage Agent can take longer than 20 seconds to stop), increase the timeout period for a service. To modify the timeout, change the following fields in the registry:

```
Hive: HKEY_CURRENT_USER
Key: \Control Panel\Desktop
Name: WaitToKillAppTimeout
Data Type: REG_SZ
```

```
Value: Milliseconds in decimal (default is 20000)
```

Bug ID: 158543

Description: The serial number in a NAS filer does not match the known system serial number.

Platform: Independent

Subsystem: Storage Agent

Symptom: The serial number in a NAS filer does not match the actual serial number for the NAS filer device.

Workaround: None.)

Storage Host Agent Extension

Bug ID: 149406

Description: Solaris LVM RAID on Soft Partition on slices fails.

Platform: Independent

Subsystem: Storage Host Agent Extension

Symptom: This configuration produces a defective storage supply chain.

Workaround: None.

Bug ID: 149707

Description: The Storage Host Agent Extension reports two single port cards when a single dual port card is present.

Platform: Independent

Subsystem: Storage Host Agent Extension

Symptom: The SNIA v1 HBAAPI reports ambiguous information with regard to ports on a multi-port card. Some vendors may model dual port cards as two single-port cards. This is the information that ASAS reports on—output that shows a single dual port card with a single serial number, where each adapter has its own unique node WWN.

Workaround: None.

Bug ID: 151921

Description: There is no way to tell whether the volume type is "mirrored concatenated" or "mirrored striped".

Platform: Independent

Subsystem: Storage Host Agent Extension

Symptom: When you added mirror to concatenated, the volume displayed as “Mirrored”, not as “Mirrored concatenated”. When you add mirror to stripe, the volume also displayed as “Mirrored”, not as “Mirror Striped”.

Workaround: None. The type of the volume manager might not match the native tool, such as the Veritas Volume Manager. The `STORAGE_TYPE` value is the immediate node in the supply graph, which is the storage type of the most decendent volume.

Note: “Mirrored concatenated” and “Mirror Striped” are distinct on the volume manager on the host, such as on the Veritas Volume Manager.

Bug ID: 152016

Description: The `STORAGE_DRIVE` value looks incorrect for SunOS 5.10 disks.

Platform: Unix

Subsystem: Storage Host Agent Extension

Symptom: The value stored in `STORAGE_COMPONENTS.STORAGE_DRIVE` is in a different format on Solaris 5.10 that on Solaris 5.8 and 5.9. On Solaris 5.10, the format is `sd(X)`, such as `sd(1)`. On Solaris 5.8 and 5.9, the format is `cXtYdZ`, such as `c1t1d0`. The different value for 5.10 results in a broken storage supply chain for affected servers.

Workaround: Check the version number in the `/etc/format.dat` file on the server. If it is less than 1.28, update the file.

Bug ID: 152942

Description: QLogic 9.1.4.15 HBAAPI is defective.

Platform: Windows

Subsystem: Storage Host Agent Extension

Symptom: On a Windows 2003 server with the SNIA library from QLogic, Fibre Channel Adapter and storage volume information might not be discovered by the Storage Host Agent Extension while performing a storage inventory. The Windows event log indicates a faulting application error in fibreproxy.exe. The fibreproxy.exe application, which is a component of the Storage Host Agent Extension, can hang or crash when using the QLogic SNIA library.

Workaround: For Windows Server 2003 and Microsoft Windows 2000 operating systems, use the native Microsoft SNIA library instead of the SNIA that is provided by the QLogic driver. Download the Fibre Channel Information Tool to add the Microsoft HBAAPI support to the operating system. For Windows 2003 SP1 or later, the Microsoft HBAAPI support is built in. If the SNIA's version of hbaapi.dll is installed on the operating system, remove it.

Bug ID: 154418

Description: The Unix QLogic supply chain seems to be broken.

Platform: Unix

Subsystem: Storage Host Agent Extension

Symptom: When you snapshot a Unix server that has a QLogic driver installed, there is no FC adapter information in the Hardware view. There is also no composition and connectivity information for any SAN volume in the Volumes pane.

Workaround: Install patches 108434 and 108435 on Solaris 8 SPARC servers. The Storage Host Agent Extension on Solaris 5.8 SPARC requires these patches. There is no known workaround for Red Hat 3 or Red Hat 4 servers using QLogic controllers.

Bug ID: 154971

Description: Veritas Storage Foundation 4.3 with QLogic 9.1.4.15 results in invalid fibre proxy SCSI addresses.

Platform: Independent

Subsystem: Storage Host Agent Extension

Symptom: The SAN storage volume displays both LUN and Root as the Service Type. There are two lines for the physical drives: one line displays LUN, the other line displays Root.

Workaround: None.

Note: Veritas on the host has been updated to 5.0. The path is 1, not 0 or 2.

Bug ID: 155476

Description: No support for mounting Windows 32 file systems on non-drive letter locations.

Platform: Windows

Subsystem: Storage Host Agent Extension

Symptom: The file system is not shown on the server storage file system panel when the partition and format on the Windows server is mounted to an empty NTFS folder.

Workaround: None.

Note: The Storage Host Agent Extension does not report file systems that have non-drive letter mount points. The Storage Host Agent Extension does not report file systems that have multiple mount points.

Bug ID: 157044

Description: Fibreproxy is broken on a Windows 2000 SP4 server with a QLA2310 HBA and vendor driver version 9.1.4.10 installed.

Platform: Windows

Subsystem: Storage Host Agent Extension

Symptom: A storage inventory snapshot did not gather some data, such as storage volume and FCA information.

Workaround: None.

Bug ID: 157579

Description: FibreProxy reports duplicate `FibreChannelTargetMappings`.

Platform: Windows

Subsystem: Storage Host Agent Extension

Symptom: When you run FibreProxy (a component of the Storage Host Agent Extension) on a Windows server where Emulex LP850, LP952, LP9002, or LP9402 is installed, ASAS reports three FibreChannelTargetMappings, where two out of three are duplicates. This symptom does not occur with Emulex driver 1.30a9.

Workaround: None.

Bug ID: 159156

Description: After you remove a LUN mapping, the old LUN mapping information still displays in the SAN array volume view and in the server storage volume view. An additional access path is displayed in the SAN array volume view (Access Path subview) for the volume for which LUN mapping was removed. The access path which shows no initiator device and/or initiator port information is the correct one.

Platform: Independent

Subsystem: Storage Host Agent Extension

Symptom: For a mounted SAN volume on a server, when LUN mapping for the same SAN volume on the storage array is updated to remove the initiator ports, the server still reports that it sees the volume. As a result, an incorrect access path for the SAN volume is displayed. The Storage Agent for the storage array correctly updates the LUN mapping when the next synchronization is run and shows no initiator ports for the LUN mapping. The incorrect access path is removed from the display when the next Storage Host Agent snapshot is run.

Workaround: Take a snapshot of the server to which the volume was mapped/ partitioned.

Opsware SAS Client

For additional bug descriptions about Opsware SAS Client features that are integrated with Opsware ASAS (Compliance, Visual Application Manager, Search, and Opsware Global File System), see the *Opsware® SAS Release Notes*.

Bug ID: 154536

Description: Advanced Search for SAN switches in a device group does not display any switches.

Platform: Independent

Subsystem: SAS Client - Search

Symptom: When you use the Advanced Search to find SAN switches in a device group, you get “No result found”.

Workaround: None.

Bug ID: 155094

Description: Advanced Search results for Storage System Discovery Date does not work properly.

Platform: Independent

Subsystem: SAS Client - Search

Symptom: Your client timezone was set to EST and the discovery dates for SAN arrays, NAS filers, and switches displayed in UTC.

Example A:

(ETC timezone) Search equals Nov 17th. Some results show Nov 16th.

(ETC timezone) Search equals Nov 17th. Some results show Nov 16th. Notice that the timestamps are within the 5hr time difference between UTC and ETC.

Client/Profile timezone setting: ETC (ETC + 5hrs = UTC)

In this example, the date "Equals" is set to 11/17/2007. When this date is converted to UTC, it is still 11/17/2007. (The date widget gets the 11/17/2007 value as 11/17/2007 00:00:00, that, when converted to UTC, is 11/17/2007 05:00:00, still Nov 17th.)

When the server-side search happens, all values that are UTC 11/17/2007 00:00:00 to UTC 11/17/2007 23:59:59 will get returned. These values are then converted back to the client user profile setting, which, in this case, is ETC. Any date values that are less than UTC 11/17/2007 05:00:00 will display as 11/16/2007.

Example B:

The UTC value returned 11/17/2007 00:02:56.

When this date is converted to ETC, it becomes 11/16/2007 19:02:56.

Workaround: Set the user profile to UTC. If the user profile setting on the OCC server is UTC, all discovered dates will display as expected. If the user profile setting is set to a timezone other than UTC, some discovered dates (for timestamps that are within the time difference) will not display as expected, even though these dates are technically correct.

Bug ID: 159958

Description: Unable to create new public group without Manage Public Group for Servers permission.

Platform: Independent

Subsystem: SAS Client

Symptom: While ASAS shows options to create public device groups with only Managed Device Group permission for Storage System or Fabrics, when I try to create a static or dynamic group, I get an error.

Workaround: Enable Manage Public Group for Servers to create a public static or dynamic group.

Chapter 3: Contacting Opsware, Inc.

IN THIS CHAPTER

This chapter contains the contact information for Opsware Technical Support and Opsware Training:

- Opsware Technical Support
- Opsware Training

Opsware Technical Support

To contact Opsware Technical Support:

Phone: +1 877 677-9273 (1-877-Opsware)

E-mail: support@opsware.com

For information about Opsware Technical Support:

URL: https://support1.opsware.com/index.php

Opsware Training

To contact Opsware Training:

E-mail: education@opsware.com

Opsware, Inc. offers several training courses for Opsware users and administrators.

For information about Opsware Training:

URL: www.opsware.com/education

