



Opsware® OMDB 1.0.1 Release Notes

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Opware SAS 6.5

Opware OMDB 1.0.1

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Chapter 1: Opsware OMDB 1.0.1 Features

IN THIS CHAPTER

This chapter contains the following topics:

- OMDB Features

OMDB Features

Opsware Operational Management Database 1.0.1 works with the other applications in the Opsware System to maintain and update information for the infrastructure configuration items (CIs).

Opsware OMDB 1.0.1 provides new features, performance enhancements and several bug fixes. This document describes the features found in this release, and provides information about the most significant bug fixes, and, in some cases, workarounds for known problems.

Opsware OMDB 1.0.1 includes the following features:

- Library of ITIL and compliance reports
- Creation and saving of custom reports
- Scheduling of reports
- Advanced CI browse and search capabilities
- Security controls that can include attribute-level, dynamic security boundaries
- Open interfaces provide access to stored information with other content management databases (CMDBs) or data warehouses

Chapter 2: Platform Support

IN THIS CHAPTER

This chapter contains the following topics:

- Supported Operating Systems
- Supported Installations for Opsware OMDB 1.0.1
- Documentation for Opsware OMDB 1.0.1

Supported Operating Systems

This section lists the supported operating systems for Opsware OMDB 1.0.1.

Supported Operating Systems for OMDB Core Servers

The following table lists the supported operating systems for the OMDB core components.

Table 2-1: Opsware OMDB Core Supported Operating Systems

SUPPORTED OS FOR OPSWARE CORE	VERSIONS	ARCHITECTURE	OPSWARE COMPONENTS
Sun Solaris	Solaris 9	Sun SPARC	All components
Sun Solaris	Solaris 10	Sun SPARC, Niagara	All components
Red Hat Linux	Red Hat Enterprise Linux 3 AS	32 bit x86	All components

Supported Operating Systems for the OMDB Client

The following table lists the operating systems supported for the OMDB Client.

Table 2-2: OMDB Client Supported Operating Systems

SUPPORTED OPERATING SYSTEMS FOR OMDB CLIENT	VERSIONS	ARCHITECTURE
Windows	Windows XP	32 bit x86
	Windows 2003	32 bit x86
	Windows 2000	32 bit x86

Java J2SE v 1.4.2_13 JRE must be installed on the system that runs on the OMDB Client. To download this version of Java, go to <http://java.sun.com/j2se/1.4.2/download.html>

Hardware Requirements for Opsware OMDB Core Servers

See the *Opsware® SAS Planning and Installation Guide* for information on the hardware requirements.

Supported Installations for Opsware OMDB 1.0.1

This documentation describes the following install scenarios:

- Installing SAS, OMDB Core, and the OMDB Database on a single server. SAS and OMDB share a single Oracle database instance.
- Installing SAS and OMDB on two separate servers. SAS and OMDB have separate Oracle database instances.
- Installing SAS on one server, the OMDB Core on a second server, and the OMDB database instance on a third server.

See the *Opsware OMDB 1.0.1 Installation Guide* for more information and instructions.

Documentation for Opsware OMDB 1.0.1

This release comes with the following documentation:

- *Opsware OMDB 1.0.1 Release Notes*

- *Opware OMDB 1.0.1 Installation Guide*
- *Opware OMDB 1.0.1 User's Guide*

The Opware OMDB documentation is available online at

<https://download.opware.com/kb/category.jspa?categoryID=20>

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

Chapter 3: Known Problems, Restrictions, and Workarounds in Opsware OMDB 1.0.1

IN THIS CHAPTER

This chapter describes workarounds for known problems in Opsware OMDB 1.0.1. These descriptions are arranged by the following features:

- Dashboard
- Data Miner
- Install
- Item Browser
- Permissions
- Reports
- Search

Dashboard

Bug ID: 148972

Description: Reconfiguring a report in the custom dashboard leads to errors in the dates displayed for the reports in the Dashboard.

Platform: Independent

Subsystem: OMDB - Dashboard

Symptom: In the Dashboard for any reports with the parameter, "Interval = Daily", if you do not modify them while re-configuring the Dashboard and then click on Save Layout in the Dashboard Options page, then the end date for the reports will be incremented by one. This behavior is only observed for reports with the parameter "Interval = Daily".

Workaround: None.

Bug ID: 149127

Description: Absolute dates in the Dashboard reports yield data for one more day after the chosen end day.

Platform: Independent

Subsystem: OMDB - Dashboard

Symptom: The following behavior is observed when you perform the following steps:

- 1** In the Dashboard Options window, select a report and click **Configure**.
- 2** In the Report Dialog window, unselect the checkbox Use Relative Dates and click **OK**.
- 3** In the Dashboard Options window, click **Save Layout**.
- 4** From the Navigation pane, select Reports ► Dashboard.

In the Dashboard, the end date for the report you modified shows one more day of data after the selected end date.

Workaround: None.

Data Miner

Bug ID: 148615

Description: Data Miner fails to pick up updates when mining a remote machine.

Platform: Independent

Subsystem: OMDB - Data Miner

Symptom: This can occur when a Data Miner is running on a machine remote from the source database.

Workaround: Either install the Data Miner on the database server it is mining, or set the date and timezone of the two servers to match.

Bug ID: 149431

Description: Data Miner of a NAS data source can generate excessive dat files if the user name and password are not set correctly.

Platform: Independent

Subsystem: OMDB - Data Miner

Symptom: On the system the Data Miner is installed on, examine the dataminer.log file for the string "OMDB Triggers not found."

Workaround: Use dmconfig.sh to set the user name and password to the owner of the tablespace in the NAS database.

Bug ID: 149972

Description: Data Miner fails to record deletion of a server's custom attribute with no value.

Platform: Independent

Subsystem: OMDB - Data Miner

Symptom: In the OMDB Client, deleting a custom attribute of a server is not recorded by the Data Miner only if the server custom attribute is set to a null value.

Workaround: None.

Install

Bug ID: 149000

Description: OMDB fails to start after installation.

Platform: Independent

Subsystem: OMDB - Install

Symptom: After installing OMDB, the following text will display in the installer log:

```
ERROR /opt/opsware/omdb/omdb.sh is not running from a valid OMDB  
home directory.
```

```
Component installation script encountered an error (exitstatus  
4)
```

Workaround: If OMDB is installed to a directory that is a symbolic link, the installation will fail with the above error. Install OMDB to a non-symbolic link directory

Item Browser

Bug ID: 148801

Description: The relationships "Connected to NAS Device" and "Connected from NAS Device" allows you to view all the connections from a NAS device.

Platform: Independent

Subsystem: OMDB - Item Browser

Symptom: When you open the Item browser for a NAS Device, you can view the relationships "Connected to NAS Device" and "Connected from NAS Device" in the View pane of the Item Browser.

Workaround: In order to see all the connections to and from a NAS device to other NAS devices, you will need to examine both these relationships.

Bug ID: 150612

Description: OMDB may display unexpected Application Configuration Compliance status for a server.

Platform: Independent

Subsystem: OMDB - Item Browser

Symptom: OMDB does not currently collect aggregate Application Configuration Compliance data from SAS. OMDB displays the individual Application Configuration Compliance detail data. This detail data may not match the aggregate data displayed in the SAS Server Browser or Dashboard.

Workaround: None.

Permissions

Bug ID: 146433

Description: Blank columns may display in OMDB Search results.

Platform: Independent

Subsystem: OMDB - Permissions

Symptom: If the user does not have permission for a Configuration Item (CI), one or more columns containing blank lines may display in OMDB search results.

Workaround: Grant permission to the user for the CI.

Bug ID: 147831

Description: A Cooper Exception error may display in a search result.

Platform: Independent

Subsystem: OMDB - Permissions

Symptom: Running an Advanced Search with a filter operator of either Contains, or Does Not Contain, and a filter value containing one or more blank spaces as the entire value, may cause a Cooper Exception error to display as the search result.

If the user running the search or report has a security boundary that has one or more blank spaces as the entire value of a Contains or Does Not Contain constraint, a Cooper Exception error may also result.

Workaround: None.

Reports

Bug ID: 145050

Description: A report may display fractional indicators on the Y-axis.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: A report may display fractional indicators on the Y-axis, even if the items being displayed in the report would not be fractional. This occurs only if the scale of the Y-axis is less than ten.

Workaround: None.

Bug ID: 147327

Description: Report performance is dependent on data amount and the number of divisions of that data requested.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: Reports with a large range of historical data, or requiring narrow divisions of that data, can exhibit slowed performance.

Workaround: Set the range of the data to a narrower range, or change the interval to larger units. For example, a report of the last year's data will run faster if the interval is set to Weekly units instead of Daily units.

Bug ID: 149042

Description: Drilling down through a report to a detail report can return a SQL error.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: When drilling down from a report to a detail report can return the following error:

```
ORA-00933: SQL command not properly ended
```

if the label of the report portion being clicked on contains an apostrophe.

Workaround: Either do not create text labels in OMDB containing an apostrophe, or run the Detail report directly with the same parameters.

Bug ID: 149531

Description: Scheduled reports in HTML format display as blank attachments.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: A scheduled report with the output set as HTML format sends a blank report as an email attachment.

Workaround: Set the output of a scheduled report to .pdf or .xls output.

Bug ID: 149600

Description: The Audit Compliance and Audit Compliance Detail columns of the Historical Compliance Detail and Device Compliance History reports can display values inconsistent with each other.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: In the Historical Compliance Detail and Device Compliance History reports, the combined result of only the recurring scheduled audits is displayed in the Audit Compliance column. The combined result of all audits that have been run, scheduled or not, is displayed in the Audit Compliance Detail column.

Workaround: None.

Bug ID: 149842

Description: Data is not displayed in reports exported in .xls format.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: Some reports have default column widths set too narrow for the data in certain columns to be displayed. The data is present but not displayed when the .xls formatted report is opened. These reports and columns may vary depending on the default system fonts.

Workaround: Widen the affected columns to view the data.

Bug ID: 149848

Description: Sorting Scheduled Reports by name is incorrect.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: When viewing Scheduled Reports in the Opsware OMDB Client, sorting the reports by name causes the Scheduled Reports to be displayed in incorrect order.

Workaround: None.

Search

Bug ID: 145111

Description: Unable to navigate to the previous page after you perform a search in the OMDB Client.

Platform: Independent

Subsystem: OMDB - Search

Symptom: In the OMDB Client, when you select any feature in the navigation pane and then perform a Search, the search results are displayed in the content pane. But if you try to navigate back to the feature you selected before you performed the search, you are unable to navigate to the previous page.

Workaround: After performing a Search, navigate to a feature other than the original feature in the OMDB Client and then select the original feature.

Bug ID: 145269

Description: In the OMDB Client, you are unable to search for servers that do not have packages installed.

Platform: Independent

Subsystem: OMDB - Search

Symptom: In the OMDB Client if you perform the following search:

Configuration Item: SAS Server

Attribute: An attribute of that configuration type that has multiple values per configuration item, such as Package Name

Operator: Is not one of OR Does not equal

Value: <package name>

then the SAS servers with the package name specified in the Value field are not displayed in the search results. But if the SAS servers contains packages other than the ones specified in the Value field, then the SAS servers are displayed in the search results.

Workaround: None.

Bug ID: 145961

Description: Similar attribute names across configuration items and its relationships results in multiple columns with the same column heading names in the results page.

Platform: Independent

Subsystem: OMDB - Search

Symptom: In the OMDB Search, some of the configuration items and their relationships have similar attribute names. As a result when you perform a search, multiple columns with the same column heading names are displayed in the results page.

Workaround: Using the Result Options window, modify the column heading name. See OMDB 1.0.1 User's Guide for information on how to modify the column heading name.

Bug ID: 149032

Description: Running a saved search containing relationships, returns a null pointer exception.

Platform: Independent

Subsystem: OMDB - Search

Symptom: When you run a saved search containing a configuration item and its relationships, you receive a Null Pointer Exception. This behavior is only observed when the relationship contains "OR" logic in the search block.

Workaround: In a saved search, for relationships, do not use the "OR" logic in the search block. Instead of adding all the "OR" expressions for the relationship in one search block, create separate search blocks for all the "OR" expressions for the same relationship.

Workaround: Rewrite the query to not use the OR expressions and overwrite the saved search.

Bug ID: 148489/148491/149382

Description: Unable to Search for SAS Device Group, NAS Device Group or SAS Server.

Platform: Independent

Subsystem: OMDB - Search

Symptom: When you search for a SAS Server Group and the query contains the relationship "Parent of SAS Server Group", then the search does not yield accurate results. The same behavior is observed for:

- NAS Device Group containing the relationship "Parent of NAS Device Group"
- SAS Server containing the relationship "Processed by SAS Jobs"

Also when you search for SAS Servers and the query contains "Processed by SAS Job", then the search does not return any results. The same behavior is also observed for the Item Browser.

Workaround: None.

Bug ID: 149445

Description: In the Results Option Window, the attributes selected from the relationships will not appear in the All Available Attributes list for the configuration item "SAS Server Group".

Platform: Independent

Subsystem: OMDB - Search / Security Boundary

Symptom: After performing a search for the configuration item "SAS Server Group", if you perform the following steps

1. In the Results Options window select the relationship "Child of SAS Server Group" or "Parent of SAS Server Group" from the Configuration Item drop-down list.
2. From the All Available Attributes list, select any attributes and then add it to the right hand pane.
3. 3. Select "SAS Server Group" from the Configuration Item drop-down list.
4. then the attributes you selected for the relationships, will not appear in the All Available Attributes list for the configuration item "SAS Server Group".
5. The same behavior is observed for the configuration item "NAS Server Group".

Workaround: In the Results Options window, first select all the attributes for the configuration item "SAS Server Group" and then select the attributes from the relationships (Child of SAS Server Group or Parent of SAS Server Group).

Bug ID: 149628

Description: Returning to a saved Search after editing does not restore the saved settings.

Platform: Independent

Subsystem: OMDB - Search

Symptom: Opening a saved Search, editing then not saving that Search, then reopening the saved Search does not restore the original parameters of the saved Search.

The same behavior is observed for NAS Device Group.

Workaround: Exit the OMDB Client, restart the OMDB Client, then select the saved Search again.

Bug ID: 149825

Description: Retrieving a saved search does not display accurate results.

Platform: Independent

Subsystem: OMDB - Search

Symptom: When you retrieve and run a saved search, OMDB does not refresh the 'As of' parameter values to the current Date and Time. Therefore the results may not be as expected, since OMDB uses the date and time when the saved search was created or modified.

Workaround: Before running a saved search, manually set the desired 'As of' Date and Time to the desired values.

Bug ID: 150634


Description: Advanced Search results may not include expected output.

Platform: Independent

Subsystem: OMDB - Search

Symptom: Some results are not displayed in Advanced Search results if the Source Server and Snapshot Name attributes are included in the Search expressions or Search result display.

Workaround: Do not include the Source Server or Snapshot Name attributes in search expressions or the results display.

- To remove an attribute from a search expression, click .
- To remove an attribute from the Search result display, use the Result Options window, examine the attributes included in the search. If the Source Server and Snapshot Name attributes are present, remove them from the search results.

See the OMDB 1.0.1 User's Guide for information on how to remove the attributes.

Chapter 4: Documentation Errata

IN THIS CHAPTER

This chapter contains the following topics:

- Updates to the Opware OMDB 1.0.1 User's Guide

Updates to the Opware OMDB 1.0.1 User's Guide

The following topic in the Opware OMDB 1.0.1 User's Guide is updated with new information:

Parameter Substitution

For the OMDB, a `com.opware.reporting.util` package was created to use with BIRT. Reports are currently JDBC-based and include embedded SQL. In the data-set of the BIRT Reports for the OMDB, set the `beforeOpen` script to:

```
importPackage(Packages.com.opware.reporting.util)
request = reportContext.getHttpServletRequest();
var requestParamMap = new Packages.java.util.HashMap();
for (i = 1 ; i <  ${Number of Parameters + 1} ; i++)

{
requestParamMap.put("PARAM" +
i,reportContext.getParameterValue("PARAM" + i));
requestParamMap.put("PARAM" + i +
"CO",reportContext.getParameterValue("PARAM" + i + "CO"));
requestParamMap.put("PARAM" + i +
"DT",reportContext.getParameterValue("PARAM" + i + "DT"));
}

queryText = SqlUtilities.processBeforeOpenEvent(queryText,
requestParamMap, request);
```

This will retrieve the SQL query for the report and pass it to a parser to replace any runtime variables. Runtime variables for the OMDB reporter are denoted in the SQL as ansi style C comments and have a begin and end tag. The begin tag is `/*PARAM'n'*/` and the end tag is `*/PARAM'n'*/` where 'n' is greater than 0. In addition to the begin and end tags, there is a operator position tag `/*C*/`.



In the above code the token `#{Number of Parameters}` should be replaced with the number of parameters that the report has + 1. For example, if the report has 4 parameters, replace the token `#{Number of Parameters}` with the number 5.

For example, the query below for a report with runtime value:

```
select full_date
from cmdb_data.date_dimension
where 1 = 1
/*PARAM1*/and full_date /*C*/ = trunc(sysdate)/*PARAM1*/
```

When the report is run, one of the following events occur:

- If the user selects Any Value for the parameter, then the string between the begin and end tags is removed.
- If a value is picked with an operator (in, equal, not equal) then the string between the operator position tag and end tag is replaced with the appropriate operator/parameter value string.
- If the parameter value is text and case-insensitive (by default), then the left-side expression between AND or OR and the operator position tag will be enclosed by an UPPER function. The parameter value will also be upper-case.



Parameters in `report_def.xml` for OMDB take a string of SQL for their lookup values. This is different from the way reports are parameterized in SAS, with a resource type and resource field.



Report parameter substitution is not supported in local previews. To test this feature, you must deploy it to the OMDB server.

Chapter 5: 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://download.opsware.com>

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

