OPSWARE INC
Automating IT™

Opsware® OMDB 7.0 Release Notes

Opsware SAS 7.0

Opsware OMDB 7.0

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Chapter 1: What's New in Opsware OMDB 7.0

OMDB Features

Opsware Operational Management Database 7.0 works with the other applications in the Opsware System to maintain and update information for the infrastructure configuration items (CIs).

Opsware OMDB 7.0 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 7.0 includes the following features:

• Standalone client - OMDB 7.0 includes an OMDB Client Launcher that launches OMDB directly.

• NAS integration - New support for data mining of NAS information has been added.

• PAS integration - Data mining from a PAS server is now supported.

• ASAS integration - Data mining from an ASAS server is now supported.

Other Release Notes

Issues relating directly to other products that are integrated with OMDB, such as SAS, ASAS, NAS and PAS, have been documented in the Release Notes for that product. See the Release Notes for a specific Opsware product you are using with OMDB for issues directly associated with that product.

Chapter 2: Platform Support

Supported Operating Systems for OMDB Core Servers

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

Table 2-1: Opsware OMDB Core Supported Operating Systems

SUPPORTED OS FOR OMDB CORE	VERSIONS	ARCHITECTURE	OMDB COMPONENTS
Sun Solaris	Solaris 9	Sun SPARC	All components
Sun Solaris	Solaris 10	Sun SPARC	All components
Red Hat Linux	Red Hat Enterprise Linux 3 AS	32 bit x86	All components
Red Hat Linux	Red Hat Enterprise Linux 4 AS	64 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 Windows 2003 Windows 2000	32 bit x86 32 bit x86 32 bit x86

Supported Data Sources for OMDB Data Miners

See the *Opsware® OMDB 7.0 Installation Guide*.

Hardware Requirements for OMDB Core Servers

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

Supported Installations for Opsware OMDB 7.0

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 7.0 Installation Guide* for more information and instructions.

Documentation for Opsware OMDB 7.0

This release comes with the following documentation:

- *Opsware® OMDB 7.0 Release Notes*

- *Opsware® OMDB 7.0 Installation Guide*

- *Opsware® OMDB 7.0 User's Guide*

The Opsware OMDB 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 3: What's Fixed in Opsware OMDB 7.0

IN THIS CHAPTER

This chapter contains bugs that have a severity level of Critical or Major and are fixed in Opsware OMDB 7.0. These descriptions are arranged by the following features:

• Data Miner

• Item Browser

Data Miner

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.

Item Browser

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.

Bug ID: 151732

Description: The 'Policy in Compliance' attribute of a NAS Device may display a value showing the NAS Device as being in compliance with a configuration policy when it is no longer in compliance.

Platform: Independent

Subsystem: OMDB - Item Browser

Symptom: To determine if a NAS Device is not in compliance, perform the following steps:

1 Select the NAS Device and then open the OMDB Item Browser.

2 Select Configuration Rule Compliance.

If the "Rule is Compliant" value is "N", then the NAS Device is not compliant

with its attached Configuration Policies.

Workaround: None.

Chapter 4: Known Problems, Restrictions, and Workarounds in Opsware OMDB 7.0

This chapter describes workarounds for known problems in Opsware OMDB 7.0. These descriptions are arranged by the following features:

- Dashboard

- Data Miner

- Install

- Item Browser

- Permissions

- Reports

- Bug ID: 155688

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: 159227

Description: ASAS reports may not display correct values for available storage.

Platform: Independent

Subsystem: OMDB - Data Miner

Symptom: An ASAS Data Miner may not mine a deletion of a volume, and the result of a report such as "Storage Allocated to Hosts Unmanaged By ASAS" may be incorrect if a volume or server in the array has been deleted.

Workaround: None.

Bug ID: 160032

Description: Installing data mining triggers for NAS for SQL Server returns errors.

Platform: Independent

Subsystem: OMDB - Data Miner

Symptom: When running deploy_nas_triggers.cmd to install transaction mining triggers for NAS for SQL Server, the following error appears for each table:

```
Cannot grant, deny, or revoke permissions to sa, dbo,
information_schema, sys, or yourself.
```

This error appears because the script is attempting to grant permissions to administrative users that the administrative user already has. The triggers are deployed correctly and function as expected.

Workaround: None.

Bug ID: 160287

Description: Adding a duplicate data source using dmconfig in interactive mode returns a constraint violation error.

Platform: Independent

Subsystem: OMDB - Data Miner

Symptom: Using dmconfig in interactive mode, attempting to add a data source that already exists returns an error similar to the following example:

```
failed ORA-00001: unique constraint (CMDB_META.DATA_SOURCES)
violated
```

The adding of the data source failed because it already exists and you cannot add a duplicate data source.

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.

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: 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.

Bug ID: 151277

Description: Applying a security boundary to a report may cause SQL errors.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: Applying an OMDB security boundary that contains a subset of all SAS servers can cause an SQL error including the text "SQL Error #n: No more data to read from socket".

Workaround:

Perform the following steps:

1 Stop OMDB.

2 Stop Oracle database services.

3 Edit the `initcmdb.ora` file located in `/u01/app/oracle/admin/cmdb/pfile`. Add either

- `query_rewrite_enabled=false`
  Or

- `event="10195 trace name context forever, level 1"`

4 Save the `initcmdb.ora` file.

5 Log on to the server as the oracle user (or `sudo - oracle`), and then type the following commands:

1. `sqlplus "/ as sysdba"`

2. `CREATE SPFILE='/u01/app/oracle/product/10.2.0/db_1/dbs/spfilecmdb.ora' FROM PFILE='/u01/app/oracle/admin/cmdb/pfile/initcmdb.ora';`

6 To restart Oracle, on the OMDB server, type the following command:

`/etc/init.d/opsware-oracle restart`

7 Restart OMDB.

Bug ID: 155688

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: 156090

Description: Scheduled reports set to a single date may not display correct information.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: A scheduled report that is set to a single date instead of a date range may not display expected results. For example, setting a scheduled report run daily to display January 1's data on January 2 results in a daily report of January 1's data.

Workaround: Set the date of a single-date scheduled report to today.

Bug ID: 158632

Description: Graph missing in scheduled report if HTML format is selected.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: A scheduled report with the output set as HTML format sends a report with no graph present.

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

Bug ID: 159227

Description: Selecting too many individual parameters on a multi-select list in a report can cause a report to not run.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: Selecting a large number of values in the Select Values window of a report can cause the report to not run.

Workaround:

Choose any of the following options:

- Use alternative operators to `Equals`. For example, selecting `Contains` and leaving the field blank returns the same results as selecting `Equals` and selecting all the values in the Select Values window.

- Select fewer values.

- If using `Equals`, select the default `[Any value]`.

Bug ID: 159275

Description: Create Date for a SAS Virtual Server Viewed in OMDB Does Not Match Create Date When Viewed in SAS.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: The Create Date for a SAS Virtual Server when viewed in OMDB is the date that server was added to the OMDB database, which may or may not match the Create Date for that server when viewed in SAS.

Workaround: None.

Bug ID: 160132

Description: User names appear in the list of device groups during report creation.

Platform: Independent

Subsystem: OMDB - Reports

Symptom: When creating a report, user names are displayed in the Available list when choosing device groups in the Select Values window, only if the `Equals` operator is used.

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 contain 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. Select "SAS Server Group" from the Configuration Item drop-down list.

The attributes you selected for the relationships will not appear in the All Available Attributes list for the configuration item "SAS Server Group".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 the minus (-) button.

- 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 *Opsware*® *OMDB 7.0 User's Guide* for information on how to remove the attributes.

Bug ID: 157343

Description: Duplicate data can appear in a search result.

Platform: Independent

Subsystem: OMDB - Search

Symptom: Searching for an object and filtering on a characteristic that can have multiple results for that object can return multiple results for that object. For an example, searching for a server by server group membership can display multiple entries in the search result, if the server is a member of multiple server groups.

Workaround: None.

Bug ID: 159299

Description: Searching for a Virtual Server in OMDB displays only one of possibly more than one value for the Data Store Name of the virtual server.

Platform: Independent

Subsystem: OMDB - Search

Symptom: Viewing a virtual server in SAS displays all of the values for `Data Store Name`. Because OMDB mines only one of the values from SAS, viewing the same virtual server in OMDB displays only one of the values for `Data Store Name`.

Workaround: None.

Chapter 5: Contacting Opsware, Inc.

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