OPSWARE INC
Automating IT™

Opsware™ Data Center Intelligence 1.2 Release Notes

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Introduction to Opsware Data Center Intelligence (DCI) 1.2

Opsware Data Center Intelligence (DCI) 1.2 is a maintenance release that provides numerous bug fixes and performance enhancements. This document describes the new features found in this release, and provides information about the most significant bug fixes as well as major known problems that remain and workarounds for them where they are available.

Opsware System 4.6 release features the Data Center Intelligence Reporting (DCI) version 1.2 release, which includes the following features:

- The DCI is now integrated with the Opsware Command Center and is accessible from the "Reports' link in the navigation bar.

- Administrators can now determine who which Opsware users can view DCI reports, so that only user with permissions can view the Reports link and access the DCI reporting feature. Access to DCI is no longer supported as a direct (and unauthorized) connection to the DCI server.

- DCI 1.2 is now integrated with Crystal Enterprise 10 Embedded Edition (RAS 10) to enhance browser support (Mozilla and Safari), provide additional customization features, and bug fixes.

- DCI 1.2 now provides the ability to generate a Communication Test reports from existing Communication Test Jobs.

Compatibility with the Opsware System

Opsware Data Center Intelligence version 1.2 is only compatible with Opsware system 4.6 and not any other previous versions of Opsware. DCI Report Server can be installed from a zip file or with the Integrated Software Management (ISM) Tool.

What Is Fixed in Opsware DCI 1.2

Bug ID: 18049

Description: Searches in the Servers, Server Jobs and Opsware Model tabs of Ad-Hoc Reporting were case sensitive.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: Searches in all Ad-Hoc Reporting should not be case sensitive, yet in the Servers, Server Jobs and Opsware Model tabs of Ad-Hoc Reporting searches are case sensitive. This has been fixed.

Bug ID: 18111

Description: Attempting to access a closed report resulted in a "Page cannot be displayed" error (HTTP 500 error).

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: If a user generated a report and then clicked the DCI Home link, the report could not be regenerated by using the browser's Back button. In other words, once a user returns to the DCI home page, the Back button would call up the last page of the previous report, but attempting to click on any of the links on this report page would result in an error. This has been fixed.

Fixes Related to Crystal Reports

Bug ID: 21071

Status: Resolved

Description: Max Proc Time/Error - ASP error for certain reports.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: When users attempted to run reports with large sets of data, the following error occurs:

`Max processing time or Max records limit reached`

Fix: If users receive this error, it means that the report they are trying to run contains more data than is configured in Crystal Configuration Manager. To up the number of records that can be read in a report, do the following:

1. From the Programs menu, select Crystal Enterprise 10 | Crystal Configuration Manager.

2. Right click on Crystal Report Application Server and choose Stop.

3. Wait for it to say RAS is Stopped, then double-click on Crystal Report Application Server.

4. Select the Parameters tab.

5. Change the number for the "Records limited to" to either a larger number or select Unlimited.

6. Click OK to save these settings.

7. Right click on Crystal Report Application Server and choose Start.

Bug ID: 21192

Status: Resolved

Description: If users export a report to Microsoft Excel (Page-based) format and the report has fields that contain display strings, the following error is displayed:

`The request could not be submitted for background processing.`

Platform: Platform Independent

Subsystem: Opsware DCI

Workaround: In order to fix this problem, users will need to upload and install a Crystal Report Hot fix named "dbex10win_en.zip". To install this Hotfix, perform the following task:

8. From the Opsware Command Center Homepage, click the Upload patch link.

9. In the Overview page of the Upload Patch Wizard, click Start.

10. In the Select Patch page, do the following:

11. Enter the path name of the Hotfix in the Local Path field of Select Patch screen. (This Hotfix is included in the DCI product CD. For example: E:\RAS_HOTFIXES\ dbex10win_en.zip)

12. For the OS version, choose either windows 2000 or windows 2003

13. For the Patch type, choose Windows Hotfix

14. Click Next.

15. Click Upload.

16. Choose Yes in the Upload Successful screen to install the patch.

17. Select the DCI server

18. Click Next on the confirm selections page.

19. Click Install on the Schedule and Notify screen.

Bug ID: 21337

Status: Resolved

Description: When running a custom report that has a String prompt, if the parameter value is blank, a parameter input dialog box will appear and loop continuously.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: When there is no argument entered for a custom report with a String prompt, leaving the prompt blank will not display the report, instead it will loop back to the prompt.

Workaround: In order to fix this problem, users will need to upload and install a Crystal Report Hot fix named "viewers10win_en.zip". To install this Hotfix, perform the following task:

1. From the Opsware Command Center Homepage, click the Upload patch link.

2. In the Overview page of the Upload Patch Wizard, click Start.

3. In the Select Patch page, do the following:

4. Enter the path name of the Hotfix in the Local Path field of Select Patch screen. (This Hotfix is included in the DCI product CD. For example: E:\RAS_HOTFIXES\ viewers10win_en.zip)

5. For the OS version, choose either windows 2000 or windows 2003

6. For the Patch type, choose Windows Hotfix

7. Click Next.

8. Click Upload.

9. Choose Yes in the Upload Successful screen to install the patch.

10. Select the DCI server

11. Click Next on the confirm selections page.

12. Click Install on the Schedule and Notify screen.

Known Problems, Restrictions, and Workarounds

Users should be aware of the following known problems in Opsware DCI 1.2. Where applicable, a workaround is suggested.

Bug ID: 17855

Description: Dates are displayed incorrectly in DCI reports. This problem occurs because the dates for events are stored in the public views database in UTC format. However, the server that is running DCI may be set to a different time zone than UTC.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: Dates for server jobs are incorrect. For example, a report can show tomorrow as a date when a server job has already occurred.

Workaround: When possible, set the time zone for the DCI server to UTC.

Bug ID: 14978

Description: DCI server reports display primary and management IP addresses but not secondary IP addresses. To be consistent with search in OCC, Secondary IP addresses should be displayed.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: No Secondary IP addresses are given in report results.

Workaround: There is no current workaround.

Bug ID: 14970

Description: The Job Status displayed in reports does not match the status listed in the OCC.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: For example, in the Server Jobs by Date report in Ad-Hoc Reporting, the status values are as follows: Failure, Success, Deleted, Pending.

In OCC, the values are as follows: Completed with Errors, Completed, No such value in OCC, Scheduled.

Workaround: Please reconcile the status values as follows: Success = Completed, Scheduled = Pending, Failure = Completed with Errors, Deleted = No such value in the OCC.

Bug ID: 16858

Description: Non-ASCII custom report names (such as reports in Japanese) cannot be opened from the OCC, nor displayed correctly using UTF-8, the character set used for OCC web pages.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: Non-ASCII custom report names can no be opened, and their names appear garbled in the OCC.

Workaround: There is no current workaround. Do not use non-ASCII custom report names in the OCC.

Bug ID: 16165

Description: The bar for Windows NT sometimes does not appear in graphical view report results.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: When viewing a server report, the bar for Windows NT on the far right of the page does not appear as it should.

Workaround: The list above the graph correctly displays the number of servers grouped by operating system.

Bug ID: 21359

Description: When the user tries to launch a new windows from a report window using right click, user is getting a 500 error.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: Click on one of the standard report; for example "What patching occurred on servers grouped by OS?" When the report window is be generated. Right click on on a link (for example: install patch) and open in a new window. You will successfully open the information of that job in new the window. Click on any link on the first windows(generated as report), and you will get a 500 error.

Workaround: None. Only one report window can be opened at a time. Once a new report window is open, the old report window is no longer valid.

Bug ID: 21288

Description: Reports that access reported installed software from the server may timeout if the amount of data in the database table causes the query to run slow.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: The following reports are returning 500 errors:

- Show a software inventory for every customer

- What packages are installed on every server?

- List servers for every patch(patch compliance)

Workaround: Reduce the amount of data being returned by the database. This can be done by creating a custom report that more suits your needs.

Bug ID: 21333

Description: Reports that are very large (~1000 pages) may timeout if you try to go from the first page to the last page. This is not supported by the version of Crystal Reports being used in Opsware DCI 1.2.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: First page of report is showing, but when you click on the last page, it appears that the report is running but after about a half an hour you will see a "Page not displayed."

Workaround: Reduce the number of pages that is in the report by either changing your Ad Hoc search criteria (if it was done through a search) or by creating a custom report.

Contacting Technical Support

To contact Opsware Technical Support:

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

E-Mail: support@opsware.com

To Contact Opsware Training

Opsware offers several training courses for Opsware users and administrators.

Please send a message to training@opsware.com for information.