OPSWARE INC
Automating IT™

Opsware® System Data Center Intelligence 1.5 Release Notes

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Introducing Opsware Data Center Intelligence (DCI) 1.5

Opsware Data Center Intelligence (DCI) 1.5 release provides an entirely new set of reports from the new Opsware System 5.1 features, improved installation and configuration procedures, and several bug fixes. Also, the DCI Reporting user interface in the Opsware Command Centers has been completely redesigned.

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 5.1 release features the Data Center Intelligence Reporting (DCI) version 1.5 release, which includes the following new features:

New Reports

The following list describes all the new reports for DCI 1.5:

- **Server Reports**: DCI 1.5 reports about Opsware Server Automation System (SAS), such as server changes, server facilities and customers, software and patches, and users and security.

- **Network Reports**: For users who have Opsware Network Automation System (NAS) installed, DCI 1.5 provides a rich set of reports about your network environment, status, and health.

- **Compliance Center**: DCI 1.5 provides an entirely new set of reports for compliance standards including COBIT, COSO, ITIL and Sarbanes Oxley.

- **Custom Reports**: Improved custom reporting capabilities allow you to tailor reports based on the particular needs in your operational environment.

Descriptions for all reports can be found in the Online Help in the Opsware Command Center (OCC).

Installation Improvements

DCI 1.5 has greatly improved its installation, allowing you to install and configure your DCI server and get you started creating reports quickly. These improvements also includes use of the DCI Reconfigure script to modify DCI software and server custom attributes once the DCI Report Server has been installed, allowing you to customize and reconfigure your DCI Report Server settings.

Redesigned DCI User Interface

The DCI Reporting user interface in the Opsware Command Centers has been completely redesigned, allowing you to quickly find, create, and generate reports on your facility.

New Names for Existing Reports

All existing reports have been renamed so that the former names are now part of the reports' descriptions.

Compatibility with the Opsware System

Opsware Data Center Intelligence version 1.5 is only compatible with Opsware system 5.1 and not any other previous versions of Opsware. DCI Report Server is installed using the Integrated Software Management (ISM) Tool 2.0.4.

What Is Fixed in Opsware DCI 1.5

Bug ID: 14970

Description: The Job Status displayed in reports did 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 were as follows: Failure, Success, Deleted, Pending.

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

Solution: This has been fixed.

Bug ID: 16165

Description: The bar for Windows NT sometimes did 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 did not appear as it should.

Solution: This has been fixed.

Bug ID: 18335

Description: SOFTWARE table in public views does not have inheritance.

Platform: Platform Independent

Subsystem: Opsware DCI

Symptom: The SOFTWARE table only listed software attached to the NODE at that level.

Solution: This has been fixed.

Bug ID: 21359

Description: When trying to launch a new windows from a report window using right click, user got a 500 error.

Platform: Platform Independent

Subsystem: Opsware DCI

Solution: This has been fixed.

Known Problems, Restrictions, and Workarounds

Users should be aware of the following known problems in Opsware DCI 1.5. 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: 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.

Bug ID: 26857

Description: OCC 'owm.features.NASReports.allow' parameter reverting to 'false' reverted to 'false' after reconfiguring a DCI Report Server in a mesh.

Platform: Platform Independent

Subsystem: Other

Workaround: Make sure that all DCI servers on a mesh should be configured identically for SAS/NAS reporting.

Bug ID: 27041

Description: Missing server on Server Reports | Change History | Select Backed Up Configurations report.

Platform: Platform Independent

Subsystem: Reports

Symptom: Reports "Configuration Backups by Server" and "Configuration Backups by Server Group" exclude servers that no longer have the configuration tracking policy attached, when backups exist. This could happen when the backup policy is removed from the server after backups have been taken.

Workaround: None

Bug ID: 27283

Description: Cannot remove occ_ip address using reconfigure script

Platform: Platform Independent

Subsystem: Installation

Symptom: The DCI Reconfigure script does not remove the value of the custom attribute named occ_ip, which is used to point the DCI Report Server to a specific

core. This is a problem in a multimaster mesh environment where you have one or more DCI Report Servers you would like to use with more than one core.

Workaround: To remove this custom attribute (which in effect removes your DCI Report Server configuration) requires uninstalling the server and reinstalling/reconfiguring for the appropriate OCC.

Bug ID: 27537

Description: ACL Changes Report show discrepancies between NAS and DCI

Platform: Platform Independent

Subsystem: Reports

Symptom: The DCI network report "ACL Changes" may produce results different from the same report in NAS. The reason is that the "current date/time" used to determine the report results is the system date from the DCI server rather than the NAS database server. The variance in the system dates on these two machines could cause a different in the reported ACL changes.

Workaround: If the system date on the DCI server is synchronized with the system date on the NAS database server, the reports will produce consistent results.

Bug ID: 27575

Description:
Server disappears from the report, if an empty folder without any template is attached.

Platform: Platform Independent

Subsystem: Reports

Symptom: Reports "Servers Without Application Configuration Policies" and "Server Groups Without Application Configuration Policies" exclude servers and server groups attached to empty application configuration folders. When a server or server group is attached to an empty application configuration folder, the server or server group is considered to have an application configuration policy, even though the application configuration folder has no template.

Workaround: None

Bug ID: 27775

Description: Reconfigure Script cannot accept new values set in the controls UI

Platform: Platform Independent

Subsystem: Reports

Symptom: When you enter custom attribute values using the View Parameters interface of the Run | Control page, the values are accepted, but are not recognized by the reconfigure script.

Workaround: Edit the DCI Report Server Custom attributes on either the software node or the server properties directly (in other words, not using the View Parameters interface of the Run | Control page). Note however, that attributes set at the server level override any values for the same attributes that were set at the software node level.

Bug ID: 27989

Description: Compliance Summary Report: Incorrect number of Audited Configurations.

Platform: Platform Independent

Subsystem: Reports

Symptom: The Compliance Summary report may report inflated counts for total "Audited Configurations" and "Total Compliance Audits". These counts should exclude failed audit jobs, since no audit actually took place, yet those jobs are currently included in the counts. Note that failed audit jobs are different from failed audits. A failed audit job is where the job failed and no audit took place. A failed audit is where the audit took place and discrepancies were found.

Workaround: None

Bug ID: 28111

Description: Compliance Summary Report Expected Counts should include only those that match the operating system of the server.

Platform: Platform Independent

Subsystem: Reports

Symptom: When a server group contains policies from nodes of different operating system versions, the objects from all nodes are reflected in the expected/tracked counts. User would expect only those that match the operating system version of the server are counted.

Workaround: None

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.