



# Opsware<sup>®</sup> SAS Data Center Intelligence 1.6 Release Notes

**Corporate Headquarters**

599 North Mathilda Avenue Sunnyvale, California 94085 U.S.A.

T + 1 408.744.7300 F +1 408.744.7383 [www.opsware.com](http://www.opsware.com)

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# Introducing Opsware Data Center Intelligence (DCI) 1.6

Opsware Data Center Intelligence (DCI) 1.6 release provides new features, enhancements, and several bug fixes. This release's new features include:

- New Compliance report – “Compliance Dashboard”
- New “Policy Compliance Details “ report window for both the Compliance Dashboard and Compliance Summary that provides categorized compliance summaries for individual servers
- An improved report chooser user interface designed for ease of use
- First-time global defaults for all report parameters upon installation and user-saved defaults report parameters
- Enhanced performance for generating reports
- Several bug fixes

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. This document also provides a mapping of older report names with newer names for users who have upgraded from a pre-1.5 version of DCI.

## New Compliance Report – Compliance Dashboard

DCI 1.6 features a new Compliance report - the "Compliance Dashboard" - which graphically summarizes and presents an overview of servers and/or server groups that are in compliance with their policies according to user-defined maximum compliance thresholds. The report enables you to get an overall picture of compliance within your data center, allowing you to view compliance of software, patches, application configurations, configuration backups and compliance audits.

## New Compliance Report Window – Policy Compliance Details

DCI 1.6 provides a new Policy Compliance Details report window for the Compliance Summary and Compliance Dashboard reports. This window provides a more comprehensive view of a specific server's compliance, giving detailed results on the following categories:

- **Software Compliance:** Provides a summary count of the number of installed software nodes versus the expected number of software nodes, followed by a list of all software nodes expected to be installed on the server.
- **Patch Compliance:** Provides a summary of how many patches are installed versus how many are patches are expected to be installed, followed by a section listing each patch by name.
- **Application Configuration Audits:** Presents a summary of all application configuration audits run on the server and the number of audits that failed. Also includes a section listing each audit by job ID and provides the application name, the differences found between the application configuration and the actual file on the server, and the name of the file where the discrepancy is found.
- **Configuration Backups:** Displays a list of all successful configuration backups within the last 30 days, including the time of the backup, the source, the backup type (triggered, full, incremental), and the configuration that was backed up.

- **Compliance Audits:** displays all compliance audits and that were run in the past 30 days and indicates their success or failure.

You can access the Policy Compliance Details report window on a per-server basis from the main report window by clicking the server link name.

## New Report Chooser Interface Improved for Usability

All report chooser screens for standard reports (non-custom) have been redesigned to be more efficient and easier to use, to minimize the effort required to run a reports. Improvements include streamlined report parameters to make report set up quicker and simpler, pre-populating parameters with default values, and general redesign of the interface to make report generation more intuitive.

## Global/User-Saved Report Parameters

DCI 1.6 provides the following new report parameter improvements:

- **Global Report Parameter Defaults:** All reports are now configured with global defaults upon installation, so you can start generating report with generic parameters right away. When the new Chooser Screen is invoked for a given report, it will analyze the report definition to determine what parameters must be supplied. This saves time of having to enter new parameters each time you want to run a report.
- **Per-user Saved Report Parameters:** If a user customized a report's parameters, then those customizations will be saved on a per-user basis, so you will not have to recreate valuable report parameter information each time a report is invoked.

## Enhanced Performance for Report Generation

DCI 1.6 has significantly improved report generation so reports generate faster.

## New Server Report Mappings – Old Names to New Names

The following table describes new names for existing reports whose names have been changed from pre-DCI 1.5 to DCI 1.6.

<b>OLD DCI SERVER REPORT NAME (PRE-DCI 1.5)</b>	<b>NEW SERVER REPORT NAME (REPORT FOLDER NAME   "REPORT NAME")</b>
What is the list of customers for every software node?	Servers, Facilities, and Customers   "Nodes by Customer"
What is the breakdown of servers across facilities?	Servers, Facilities, and Customers   "All Servers by Facility"
Where are my operational servers?	Servers, Facilities, and Customers   "Managed Servers by Facility"
How many and which servers do I manage per customer?	Servers, Facilities, and Customers   "Servers by Customer"
In which facilities are my 'pool' servers located?	Servers, Facilities, and Customers   Server Pool
List servers for every patch (patch compliance)	Software and Patch State   "Patch Catalog"
What packages are installed on every server?	Software and Patch State   "Package Catalog"

<b>OLD DCI SERVER REPORT NAME (PRE-DCI 1.5)</b>	<b>NEW SERVER REPORT NAME (REPORT FOLDER NAME   "REPORT NAME")</b>
Show a software inventory for every customer.	Software and Patch State   "Software Inventory"
Show a patch inventory for every server.	Software and Patch State   "Patch Inventory"
What is the list of servers for every software node?	Software and Patch Policies   "Server Attachments by Node"
What software inventory should be in use for customers?	Software and Patch Policies   "Software by Customer"
Show recent server jobs for all servers.	Change History   "Recent Jobs by Server"
What server jobs have Opsware users initiated lately?	Change History   "Recent Jobs by User"
What patching occurred on servers grouped by OS?	Change History   "Recent Patch Jobs"



## Compatibility with Opware SAS

Opware Data Center Intelligence version 1.6 is compatible with Opware SAS 5.2 and not any other previous versions of Opware. DCI Report Server is installed using the Integrated Software Management (ISM) Tool that was shipped with the release.

## What Is Fixed in Opsware DCI 1.6

**Bug ID:** 26212

**Description:** Distributed Script Execution (DSE) not being reported on server report named "Show recent server jobs for all servers" (new report name: "Recent Jobs by Server").

**Platform:** Platform Independent

Subsystem: Reports

**Symptom:** Run the report named 'Show recent server jobs for all servers' (new report name: "Recent Jobs by Server"), find a "Run Script" job and click on that link.

**Solution:** This has been fixed.

**Bug ID:** 27537

**Description:** ACL Changes Report showed discrepancies between NAS and DCI

**Platform:** Platform Independent

**Subsystem:** Reports

**Symptom:** The DCI network report "ACL Changes" sometimes produced results different from the same report in NAS. The reason was that the "current date/time" used to determine the report results was the system date from the DCI server rather than the NAS database server. The variance in the system dates on these two machines caused a difference in the reported ACL changes.

**Solution:** This has been fixed.

**Bug ID:** 27775

**Description:** Reconfigure Script could not accept new values set in the controls UI.

**Platform:** Platform Independent

**Subsystem:** Reports

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

**Solution:** This has been fixed.

**Bug ID:** 27782

**Description:** Expanding report categories after collapsing them pushed folders outside the frame using Firefox browser.

**Platform:** Platform Independent

Subsystem: Reports

**Symptom:** When you expanded report categories inside the OCC after collapsing them, the folders would push outside the frame using the Firefox browser.

**Solution:** This has been fixed.

**Bug ID:** 27989

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

**Platform:** Platform Independent

**Subsystem:** Reports

**Symptom:** The Compliance Summary report sometimes reported inflated counts for total "Audited Configurations" and "Total Compliance Audits". These counts should have exclude failed audit jobs, since no audit actually took place, yet those jobs were currently included in the counts.

**Workaround:** This has been fixed.

**Bug ID:** 28111

**Description:** Compliance Summary Report Expected Counts should have included only those that matched the operating system of the server.

**Platform:** Platform Independent

**Subsystem:** Reports

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

**Workaround:** This has been fixed.

**Bug ID:** 28126

**Description:** Extraneous text displayed when no results returned for Configuration Audits by Server report.

**Platform:** Platform Independent

**Subsystem:** Opsware DCI

**Symptom:** When you ran the server report named Configuration Audits by Server and the report yielded no results, the results page would display the following text: '(None configured).'

**Solution:** This has been fixed.

**Bug ID:** 28137

**Description:** For custom reports, the sample.def.xml file did not indicate the name and location (absolute path) where the sample.def.xml file should be moved to.

**Platform:** Platform Independent

**Subsystem:** Opsware DCI – Custom Reports

**Solution:** This has been fixed. The file sample.def.xml now indicates where the def.xml files are created and where you can create subfolders for different custom reports and report categories.

**Bug ID:** 28604

**Description:** "dciadmin" user created with expiring password.

**Platform:** Platform Independent

**Subsystem:** DCI Installation

**Symptom:** Upon installation of the DCI Report Server, the installation created a user named "dciadmin" on the DCI server-to-be. This user was setup with a password which would expire according to the system's password expiration policy. When the password expired, the next login would fail. This would appear to the user when the DCI server was suddenly not able to return even the highest level page in the OCC. The error is a 500 Internal Server error.

**Solution:** This has been fixed. The "dciadmin" password does not expire.

# Known Problems, Restrictions, and Workarounds

Users should be aware of the following known problems in Opsware DCI 1.6. 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:** 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:** 28946

**Description:** Running certain reports blocks other browser sessions from running same report.

**Platform:** Platform Independent

**Subsystem:** Reports

**Symptom:** For a certain number of reports, if two users run the same report at the same time the reports will run sequentially instead of concurrently. Once one of the reports has been started in one browser session, all other browser sessions are blocked from running the same reports. Subsequent users will see the message, "Your report is being generated," but the report will hang without ever reaching the chooser screen, until the first report has finished. Reports this has been known to occur on include:



- Package Catalog (All Windows)
- Compliance Summary (Default Selection)
- Patch Audit by Server Group (Default Selection)
- Patch Catalog

**Workaround:** Try running the report at a later time.

**Bug ID:** 28983

**Description:** Timeout - Tomcat/5.0.28' Error when running Patch Inventory, Patch Catalog, and User Permissions Reports.

**Platform:** Platform Independent

**Subsystem:** Server Reports

**Symptom:** Reports such as Patch Inventory, Patch Catalog, and User Permissions Reports – and any report that are data intensive and takes a long time to run – are subject to a timeout error. The timeout may occur during initial report execution (as with Package Catalog) or during the first forward navigation to a page far enough out to require excess processing time. In the navigation page, once the last page has been found by Crystal all further navigation is normal, and the problem will not recur..

**Workaround:**

Open ISS.

On a Windows 2003 DCI server (IIS 6.0)

1. From the Start menu, choose Control Panel | Administrative Tools | Internet Information Services.
2. From the left side tree pane, select <your DCI server>, select Web Sites | Default Web Site.
3. Right click and choose Properties.

On a Windows 2000 DCI server (IIS 5.0)

1. From the Start menu, choose Settings | Control Panel.
2. Double-click the Administrative Tools icon.

3. Double-click the Internet Services Manager icon.
4. From the left side tree pane, select <your DCI server> | Default Web Site
5. Right click and select Properties from the menu

Once you have opened IIS:

6. On the Web Site tab, find the Connection timeout box.
7. Increase the number of seconds sufficiently to avoid the timeout.

Note that you may need to experiment with these settings to find an appropriate value. Excessive values can cause problems in getting a connection to the server, so the ideal value is the lowest that consistently allows the reports to operate.

**Bug:** 29119

**Description:** Compliance Summary and Compliance Dashboard report mismatch between report summary and server drill down for “Matching/Audited Configuration (Applications)” and “Compliance Audits” categories when application configuration and server compliance jobs are in progress.

**Platform:** Platform Independent

**Subsystem:** Server Reports

**Symptom:** If you run a Compliance Summary or Compliance Dashboard report and any application configuration and/or server compliance jobs are in progress, there will be a mismatch between the Compliance Summary Report summary and the server drill down for the categories of “Matching/Audited Configuration (Applications)” and “Compliance Audits.”

**Workaround:** Find out which jobs are running in the core and wait until they have finished, then run the report again.

# Contacting Technical Support

To contact Opsware Technical Support:

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

E-Mail: [support@opsware.com](mailto:support@opsware.com)

To Contact Opsware Training

Opsware offers several training courses for Opsware users and administrators.

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