



# Opsware<sup>®</sup> SAS 6.1 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)

Copyright © 2000-2007 Opware Inc. All Rights Reserved.

Opware Inc. Unpublished Confidential Information. NOT for Redistribution. All Rights Reserved.

Opware is protected by U.S. Patent Nos. 6,658,426, 6,751,702, 6,816,897, 6,763,361 and patents pending.

Opware, SAS Web Client, Model Repository, Data Access Engine, Web Services Data Access Engine, Software Repository, Command Engine, Opware Agent, Model Repository Multimaster Component, and Code Deployment & Rollback are trademarks and service marks of Opware Inc. All other marks mentioned in this document are the property of their respective owners.

Additional proprietary information about third party and open source materials can be found at <http://www.opware.com/support/sas61tpos.pdf>.

# Table of Contents

<b>Chapter 1: What's New in Opsware SAS 6.1</b>	<b>5</b>
<b>Virtualization Director</b> .....	<b>6</b>
<b>Visual Application Manager (VAM) 2.0</b> .....	<b>6</b>
<b>RPM Deployment</b> .....	<b>7</b>
<b>Device Groups</b> .....	<b>7</b>
<b>OS Provisioning</b> .....	<b>7</b>
<b>Improvements to the Opsware SAS Client</b> .....	<b>8</b>
<b>Windows Patch Management</b> .....	<b>8</b>
<b>IDK 3.2</b> .....	<b>10</b>
<b>Password Protection</b> .....	<b>10</b>
<b>User ID Numbers for the OGFS Server</b> .....	<b>10</b>
<b>Garbage Collection</b> .....	<b>10</b>
<b>Opsware Automation Platform API</b> .....	<b>11</b>
<b>Opsware API Incompatibilities</b> .....	<b>11</b>
<b>Chapter 2: Platform and Environmental Support</b>	<b>13</b>
<b>Supported Operating Systems</b> .....	<b>13</b>
<b>Supported Core Operating Systems</b> .....	<b>16</b>
<b>Operating System Deprecation and End of Support</b> .....	<b>17</b>
<b>Supported Installations for Opsware SAS 6.1</b> .....	<b>18</b>
<b>Opsware SAS Web Services API 1.0 Retirement</b> .....	<b>18</b>
<b>Documentation for Opsware SAS 6.1</b> .....	<b>18</b>

<b>Chapter 3: Opsware Agent Compatibility</b>	<b>21</b>
<b>Opsware Agent Compatibility</b> .....	<b>21</b>
<b>Chapter 4: What's Fixed in Opsware SAS 6.1</b>	<b>23</b>
<b>Application Configuration</b> .....	<b>23</b>
<b>Audit and Remediation</b> .....	<b>25</b>
<b>Global Shell</b> .....	<b>26</b>
<b>Opsware Agent</b> .....	<b>26</b>
<b>Opsware Installer</b> .....	<b>26</b>
<b>Opsware SAS Client</b> .....	<b>27</b>
<b>OS Provisioning</b> .....	<b>27</b>
<b>Patch Management for Windows</b> .....	<b>28</b>
<b>Software Management</b> .....	<b>28</b>
<b>Visual Packager</b> .....	<b>31</b>
<b>Chapter 5: Known Problems, Restrictions, and Workarounds in Opsware SAS 6.1</b>	<b>33</b>
<b>Application Configuration</b> .....	<b>34</b>
<b>Audit and Remediation</b> .....	<b>35</b>
<b>DCML Exchange Tool (DET)</b> .....	<b>36</b>
<b>Global Shell</b> .....	<b>38</b>
<b>Intelligent Software Module (ISM) Development Kit</b> .....	<b>43</b>
<b>Operating System Provisioning</b> .....	<b>43</b>
<b>Opsware Agent</b> .....	<b>46</b>
<b>Opsware API</b> .....	<b>49</b>
<b>Opsware Installer</b> .....	<b>49</b>
<b>Opsware SAS Client</b> .....	<b>50</b>

---

<b>Opware SAS Web Client</b> .....	<b>.53</b>
<b>Opware SAS Web Services API 2.2.</b> .....	<b>.54</b>
<b>Patch Management for Windows</b> .....	<b>.54</b>
<b>Patch Management for Unix</b> .....	<b>.57</b>
<b>Reports</b> .....	<b>.58</b>
<b>Software Management.</b> .....	<b>.60</b>
<b>Visual Application Manager.</b> .....	<b>.64</b>
<b>Visual Packager</b> .....	<b>.65</b>
<b>Chapter 6: Documentation Errata</b>	<b>67</b>
<hr/>	
<b>Updates to the Opware SAS 6.1 Policy Setter's Guide.</b> .....	<b>.67</b>
<b>Updates to the Opware SAS 6.1 User's Guide: Application Automation.</b> .....	<b>.67</b>
<b>Chapter 7: Contacting Opware, Inc.</b>	<b>69</b>
<hr/>	
<b>Opware Technical Support</b> .....	<b>.69</b>
<b>Opware Training</b> .....	<b>.69</b>



# Chapter 1: What's New in Opsware SAS 6.1

## IN THIS CHAPTER

This chapter contains the following topics:

- Virtualization Director
- Visual Application Manager (VAM) 2.0
- RPM Deployment
- Device Groups
- OS Provisioning
- Improvements to the Opsware SAS Client
- Windows Patch Management
- IDK 3.2
- Password Protection
- User ID Numbers for the OGFS Server
- Garbage Collection
- Opsware Automation Platform API
- Opsware API Incompatibilities

Opsware Server Automation System (SAS) 6.1 provides a core set of features that automate critical areas of server and application operations – including the provisioning, deployment, patching, and change management of servers – across major operating systems and a wide range of software infrastructure and application products.

Opsware SAS 6.1 provides new features, performance enhancements and several bug fixes. This document describes the new features found in this release, and provides information about the most significant bug fixes, and, in some cases, workarounds for known problems.

Opsware SAS 6.1 includes the following new features:

## Virtualization Director

The Virtualization feature enables you to provision and manage virtual servers for Solaris 10 local zones and VMware ESX 3 virtual machines (VMs). Using the SAS Client, you can perform the following tasks:

- View both hypervisor and virtual servers and their relationships in the SAS Client, so you can find out the hypervisors that are hosting your virtual machines and local zones.
- View virtual servers and their relationship in the Visual Application Manager (VAM). Provision VMware ESX and Solaris 10 hypervisors on bare metal servers.
- Provision VMware virtual machines (VM) using an OS sequence.
- Create, start, stop, modify, and remove Solaris local zones.
- Deploy agents on unmanaged virtual servers using the Opware Agent Discovery and Deployment (ODAD) for VMware ESX VMs.
- Search for virtual servers in your data center using the Search tool.
- Create dynamic Device Groups based upon virtual server characteristics (zones or VMs).

## Visual Application Manager (VAM) 2.0

The following new capabilities were added to the Visual Application Manager feature:

- The ability to visualize applications that run on virtual servers (Solaris 10 local zones and VMware ESX virtual machines) and display both hypervisor and guest virtual servers relationships for each technology. VAM also displays ESX 3 virtual switches (vSwitches) and port groups in both the Virtual Map and Device Map.
- The ability to create and compare VAM scan results – these results present a picture of the current state your applications (its visual maps, structures, component signatures and process families, and so on) as viewed through VAM. You can compare differences between past VAM scan results with current scan results and visualize meaningful differences between specific application or server components.
- The ability to display compliance information from both SAS and NAS. You can troubleshoot and remediate any out of compliance configurations by launching the appropriate server or device inside of SAS or NAS.



- The ability to filter scan results based upon all existing criteria plus new compliance criteria.
- The ability to visualize Microsoft IIS 5.0 and 6.0 as an application inside of VAM.

## RPM Deployment

The new RPM DEployment feature in Opware SAS 6.1 allows you to perform the following tasks:

- Deploy RPM packages on Red Hat Linux and SUSE Linux servers without manually specifying all the packages required for installing the RPM packages.
- Solve dependencies for RPM packages during remediation.
- Install and uninstall RPM packages on Linux servers using software policies
- Update the RPM packages in a software policy to their latest version.
- Automatically download the Red Hat Linux Errata into Opware and convert them to software policies.

## Device Groups

Opware SAS 6.1 you can use the Device Group feature in the SAS Client to group servers into groups. Grouping servers enables you to perform the same action such as installing patches, remediating servers on all of the servers simultaneously, instead of performing the action on individual servers, one at a time.

## OS Provisioning

The following improvements were made to the OS Provisioning feature:

- Support for setting up OS provisioning VMware ESX 3.0 as a bare metal server (hypervisors)
- Support for booting a bare metal Windows server using the WinPE pre-installation environment
- Ability to create OS Installation Profiles for the Windows operating system and configuring custom disk partitioning, disk formatting and drive letter assignment

- Support for new set of Windows custom attributes
- Enhanced options for import media tool used in creating MRLs, including the --folder option. This option allows you to specify the full path to upload the OS media packages, which corresponds to a folder inside the Library in the SAS Client. These packages can be added to a software policy in the SAS Client and attached to an OS sequence and then installed (remediated) on to the server after the OS sequence is run.
- Enhanced Build Customization hooks that allow you to run scripts at all phases of the OS provisioning process (Pre-Copy, Pre-Agent)
- New Opsware Lifecycle "Planned" for unprovisioned which enables an unprovisioned server have a device record created for but without installing an Opsware build agent.
- Support to provision VMware VM bare metal servers
- Ability to work with Windows firewall settings when provisioning Windows 2003 SP1 and Windows XP SP2

## Improvements to the Opsware SAS Client

For Virtualization Director, the SAS Client now shows a new Virtual Servers view, which displays all virtual servers in relation to their host (hypervisor) physical servers. Also, the Device Explorer for virtual servers and hypervisor displays virtual server information and gives access to Solaris local zones, such as starting and stopping, modifying, and so on.

## Windows Patch Management

This section describes the changes in this release to Windows Patch Management.

### Multi-Locale Support

Multi-locale support has been added to Windows Patch Management. The supported locales for Windows patches are English, Japanese, and Korean. Opsware SAS automatically checks the locale of the managed server to determine the locale of the patch to be installed. The same patch policy can be used to install patches on servers with different locales. In the DET (cbt) utility, the patch filter has a new nested element,

patchLocale. The windows-patch-locale script is no longer needed and is deprecated. To use Patch Management on managed servers with Opsware Agent versions earlier than 6.1, the locale of the managed server must be either English, Japanese, or Korean.

### **Change to All Patches Preview Window**

Based on customer feedback, in the All Patches preview window of the SAS Client, the information in the Compliance column will no longer be set. Users will no longer see red, yellow, green icons in the All Patches preview window.

### **Removal of MBSA 1.2.1**

Windows Patch Management no longer supports Microsoft Baseline Security Analyzer (MBSA) 1.2.1. Removal of MBSA 1.2.1 from Opsware SAS simplifies the installation of an Opsware SAS core and the administration of Patch Management. In earlier releases of Opsware SAS, the MBSA 1.2.1 patch database was used for older Windows platforms: NT4, and Windows 2000 with SP1, SP2, or no service pack. These older Windows platforms are no longer supported by Microsoft. All other Windows platforms supported by Opsware SAS use the MBSA 2.0 patch database. Support for MBSA 2.0 was added in Opsware SAS 6.0.

### **SP4 Required for Windows 2000**

For Windows 2000 managed servers, Patch Management requires the installation of SP4. Windows 2000 servers with earlier service packs (as well as NT4) are not supported by Patch Management.

### **Change to populate-opsware-update-library Script**

The populate-opsware-update-library script has been updated to support multi-locale patching. This script downloads patches (and the patch database) from the Microsoft web site and uploads them into Opsware SAS. Starting with this release, the populate-opsware-update-library script creates a \$platform\_ver/\$locale directory under <dir> when --download\_only is specified. When --upload\_from\_update\_root is specified, the script looks for patches under the \$platform\_ver/\$locale directory. To support exports performed with earlier versions of the script, the --upload\_from\_update\_root option also looks for patches in the <dir> directory if it cannot them under <dir>/\$platform\_ver/\$locale.

## IDK 3.2

ZIP packages can be created by the IDK for all platforms supported by Opware SAS. Starting with Opware SAS 6.1, you cannot assign a customer with a package. Instead, you assign the customer to the folder that contains the package. As a result, customer settings have been removed from the IDK.

## Password Protection

During a SAS installation or a SAS upgrade process, some cleartext passwords will be automatically obfuscated and some will not. Some passwords will be obfuscated when Opware components start up, such as the buildmgr password when the Twist server starts up. Some passwords in certain files will not be obfuscated, such as passwords in the installation logs and Opware Installer response files. In Opware SAS 6.1, there are several ways to manually secure cleartext passwords.

## User ID Numbers for the OGFS Server

When you install a SAS core in Opware SAS 6.1, you can set values to control the range of UID and GID numbers used by the Opware Global File System server. These values are used to provide unique user IDs for all Opware users that are logged into the OGFS server. When the Twist creates a new user, it will use these values to determine the next available (unique) user ID that is within the range for the local data center.

## Garbage Collection

Opware SAS 6.1 creates four Oracle jobs for garbage collection or for deleting the old data. By default, the garbage collection is run daily. The default values for retaining the data are as follows:

DAYS\_WAY = 30 days

DAYS\_TRAN = 7 days

DAYS\_CHANGE\_LOG = 180 days

DAYS\_AUDIT\_LOG = 180 days

These values can be read or updated in the `AUDIT_PARAMS` table.

## Opsware Automation Platform API

The platform has the following new features:

- Stubs for C# Web Services clients
- Support for Pytwist (Python) clients
- Setup instructions and basic code examples for Java, Python, C#, and Perl clients

## Opsware API Incompatibilities

This release has bug fixes to the Opsware API that can cause backwards incompatibilities. An API client might not work properly with this release if it was developed with an earlier release and it invokes a method listed in the following sections.

### Bug 143424

Methods affected by this bug fix:

```
com.opsware.fido.InvalidSecureTypeException.getValidTypes
com.opsware.fido.InvalidSecureTypeException.setValidTypes
```

Before this release: These methods get and set a Class[] array.

Starting with this release: These methods get and set a String[] array.

### Bug 139495

Methods affected by this bug fix:

```
com.opsware.folder.FolderService.move
com.opsware.pkg.UnitService.update
```

Before this release: If the operation fails because of a non-unique folder or unit name, FolderService.move throws MoveException and UnitService.update throws IllegalArgumentException.

Starting with this release: Both of these methods throw UniqueNameException.

Each subinterface of Unit that has an update method now throws UniqueNameException instead of IllegalArgumentException. Here is a complete list of these subinterfaces:

APARFilesetService, APARService, BaseFilesetService, BuildCustomizationScriptService, CustomFieldUnitService, DepotService, FilesetService, HotfixService, LPPService, MRLService, MSIService, PatchFilesetService, PatchMetadataService, PatchProductService, ProductService, RelocatableZIPService, RPMSERVICE,

ServicePackService, SolPatchClusterService, SolPatchService, SolPkgInstanceService,  
SolPkgService, SolResponseFileService, UnitService, UnknownPkgService,  
UpdateFilesetService, UpdateRollupService, WindowsUtilityService, ZIPService.

# Chapter 2: Platform and Environmental Support

## IN THIS CHAPTER

This chapter contains the following topics:

- Supported Operating Systems
- Supported Core Operating Systems
- Operating System Deprecation and End of Support
- Supported Installations for Opsware SAS 6.1
- Opsware SAS Web Services API 1.0 Retirement
- Documentation for Opsware SAS 6.1

## Supported Operating Systems

The following tables identify the supported operating systems for Opsware Agents, the Opsware SAS Web Client, and the SAS Client.

This section lists the supported operating systems for Opsware Agents, the SAS Web Client, and the SAS Client.

The following table lists the supported operating systems for Opsware Agents, which run on the servers managed by Opsware SAS.

*Table 2-1: Opsware Agent Supported Operating Systems*

SUPPORTED OPERATING SYSTEMS FOR OPSWARE AGENT	VERSIONS	ARCHITECTURE
AIX	AIX 4.3	POWER
	AIX 5.1	POWER
	AIX 5.2	POWER
	AIX 5.3	POWER

Table 2-1: Opware Agent Supported Operating Systems

SUPPORTED OPERATING SYSTEMS FOR OPSWARE AGENT	VERSIONS	ARCHITECTURE
HP-UX	HP-UX 10.20 HP-UX 11.00 HP-UX 11.11 HP-UX 11.23 (11i v2)	PA-RISC PA-RISC PA-RISC PA-RISC and Itanium
Sun Solaris	Solaris 6 Solaris 7 Solaris 8 Solaris 9 Solaris 10  Solaris 10 Update 2  Solaris 10 Update 3	Sun SPARC Sun SPARC Sun SPARC Sun SPARC Sun SPARC, 64 bit x86 and Niagara Sun SPARC, 64 bit x86 and Niagara Sun SPARC, 64 bit x86 and Niagara
Fujitsu Solaris	Solaris 8 Solaris 9 Solaris 10	Fujitsu SPARC Fujitsu SPARC Fujitsu SPARC
Windows	Windows NT 4.0 Windows 2000 Server Family Windows Server 2003 Windows Server 2003 x64 Windows XP Professional	32 bit x86 32 bit x86 32 bit x86 64 bit x86 32 bit x86



Table 2-1: Opsware Agent Supported Operating Systems

SUPPORTED OPERATING SYSTEMS FOR OPSWARE AGENT	VERSIONS	ARCHITECTURE
Red Hat Linux	Red Hat Linux 7.3	32 bit x86
	Red Hat Linux 8.0	32 bit x86
	Red Hat Enterprise Linux 2.1 AS	32 bit x86
	Red Hat Enterprise Linux 2.1 ES	32 bit x86
	Red Hat Enterprise Linux 2.1 WS	32 bit x86
	Red Hat Enterprise Linux 3 AS	32 bit x86 and 64 bit x86 and Itanium
	Red Hat Enterprise Linux 3 ES	32 bit x86 and 64 bit x86 and Itanium
	Red Hat Enterprise Linux 3 WS	32 bit x86 and 64 bit x86 and Itanium
	Red Hat Enterprise Linux 4 AS	32 bit x86 and 64 bit x86
	Red Hat Enterprise Linux 4 ES	32 bit x86 and 64 bit x86
Red Hat Enterprise Linux 4WS	32 bit x86 and 64 bit x86	
SUSE Linux	SUSE Linux Enterprise Server 8	32 bit x86
	SUSE Linux Standard Server 8	32 bit x86
	SUSE Linux Enterprise Server 9	32 bit x86 and 64 bit x86
	SUSE Linux Enterprise Server 10	32 bit x86 and 64 bit x86
VMware	ESX Server 3	32 bit x86 and 64 bit x86

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

Table 2-2: SAS Client Supported Operating Systems

SUPPORTED OPERATING SYSTEMS FOR SAS 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 SAS Client. To download this version of Java, go to <http://java.sun.com/j2se/1.4.2/download.html>

## Supported Core Operating Systems

This section lists the supported operating systems for Opware core components.

For a list of supported Oracle versions for the Model Repository, see Appendix A in the *Opware® SAS Planning and Installation Guide*.

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

Table 2-3: Opware Core Supported Operating Systems

SUPPORTED OS FOR OPSWARE CORE	VERSIONS	ARCHITECTURE	OPSWARE COMPONENTS
Sun Solaris	Solaris 8	Sun SPARC	All components, <i>excluding</i> the Opware Global File System Server (OGFS) component
Sun Solaris	Solaris 9	Sun SPARC	All components
Sun Solaris	Solaris 10	Sun SPARC, Niagra	All components
Red Hat Linux	Red Hat Enterprise Linux 3 AS	32 bit x86	All components

The following table lists the supported operating systems for the Gateway and Software Repository Cache components of an Opware Satellite..

Table 2-4: Opware Satellite Supported Operating Systems

SUPPORTED OS FOR OPSWARE SATELLITE (GATEWAY AND SOFTWARE REPOSITORY CACHE COMPONENTS)	VERSIONS	ARCHITECTURE
Sun Solaris	Solaris 9	Sun SPARC
Sun Solaris	Solaris 10	Sun SPARC
Red Hat Linux	Red Hat Enterprise Linux 3 AS	32 bit x86
SUSE Linux	SUSE Linux Enterprise Server 9	32 bit x86

## Operating System Deprecation and End of Support

When a managed operating system is "end of life" by the operating system vendor, Opware marks the operating system as deprecated as an indication that the operating system might be dropped from the list of supported managed operating systems in a future release of the SAS product.

Deprecated operating systems are supported in the current release of the product in the same way non deprecated operating systems are.

Opware monitors operating systems usage by its customers on an ongoing basis and bases the operating system retirement decisions on operating system usage by current customers.

If you have any questions related to the Opware operating system deprecation policy, please contact Opware support or your account manager.

The following operating system versions are being deprecated in Opware SAS 6:

- Red Hat Linux 7.3
- Red Hat Linux 8.0

(These operating systems have been deprecated since Opware SAS 5.5.)

The following operating system versions are no longer supported in Opware SAS 6:

- Red Hat Linux 6.2
- Red Hat Linux 7.1
- Red Hat Linux 7.2

(These operating systems have been deprecated since Opware SAS 5.5.)

## Supported Installations for Opware SAS 6.1

The Opware SAS 6.1 release supports the following installations:

- New installations of a standalone core
- New installations of a multimaster mesh
- New installations of a Satellite
- Upgrading a standalone core from Opware SAS 5.3 or 5.5.3 to 6.1
- Upgrading a multimaster mesh from Opware SAS 5.3 or 5.5.3 to 6.1
- Upgrading an Opware Satellite from Opware SAS 5.3 or 5.5.3 to 6.1
- Upgrading a standalone core from Opware SAS 6.0.1 or 6.0.2 to 6.1
- Upgrading a multimaster mesh from Opware SAS 6.0.1 or 6.0.2 to 6.1
- Upgrading an Opware Satellite from Opware SAS 6.0.1 or 6.0.2 to 6.1

## Opware SAS Web Services API 1.0 Retirement

Beginning with Opware SAS 6, the Opware SAS Web Services API 1.0 has been retired and is no longer available. Customers using Web Services API 1.0 have been contacted individually.

## Documentation for Opware SAS 6.1

This release comes with the following documentation:

- *Opware SAS 6.1 Release Notes*
- *Opware SAS 6 Planning and Installation Guide*
- *Opware SAS 6 Policy Setter's Guide*

- *Opware SAS 6 Administration Guide*
- *Opware SAS 6 User's Guide: Server Automation*
- *Opware SAS 6 User's Guide: Application Automation*
- *Opware SAS 6 Oracle Setup for the Model Repository*
- *Opware SAS 6 Content Utilities Guide*
- *Opware Automation Platform Developer's Guide*
- *SAS 3rd Party and Open Source Notices*

The Opware SAS 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: Opsware Agent Compatibility

## IN THIS CHAPTER

This chapter contains the following topics:

- Opsware Agent Compatibility

### **Opsware Agent Compatibility**

The majority of the Opsware SAS Web Client features for Opsware SAS 6.1 are compatible with Opsware Agents 4.5 and later.

The Agent compatibility testing of Opsware SAS 6.1 features with Opsware Agent versions prior to 6.1 yielded the following results for the features in the Opsware SAS Client.

#### **SAS Client Features**

The following features in the SAS Client are compatible with Opsware Agents 5.1 and later:

- Application Configuration Management
- Server Browser
- Global Shell
- Audit and Remediation
- Visual Application Manager

To access the Services functionality in the Server Browser feature, you must upgrade to Opsware Agent 5.2 or later.

The following features in the SAS Client are compatible with Opsware Agents 4.5 and later:

- Patch Management for Windows
- Patch Management for Unix
- Software Management





# Chapter 4: What's Fixed in Opsware SAS 6.1

## IN THIS CHAPTER

This chapter contains bugs that have a severity level of Critical or Major and are fixed in Opsware SAS 6.1. These descriptions are arranged by the following features:

- Application Configuration
- Audit and Remediation
- Global Shell
- Opsware Agent
- Opsware Installer
- Opsware SAS Client
- OS Provisioning
- Patch Management for Windows
- Software Management
- Visual Packager

## Application Configuration

### **Bug ID: 134791**

**Description:** Sometimes an error dialog is displayed when you selected Configured Application in the Device Explorer window.

**Platform:** Independent

**Subsystem:** Application Configuration/Device Explorer

**Symptom:** If you opened a Device Explorer for a server that belongs to a facility whose Name and Short Name do not match, and selected Configured Application in the View pane, an error dialog would display.

**Resolution:** Fixed

**Bug ID: 138504**

**Description:** Performing an application configuration data-manipulation run script concurrently by two users would only successfully execute for one of the users.

**Platform:** Independent

**Subsystem:** Application Configuration

**Symptom:** If you created an application configuration that contains a data manipulation script, attached the application configuration to a server, and two users both tried to perform a 'run script' at the time, only one of the user's script execution would succeed.

**Resolution:** Fixed.

**Bug ID: 139644**

**Description:** If you upgraded from Opware SAS 5.2 to SAS 6.0.1, Application Configuration recurring push jobs become un-editable.

**Platform:** Independent

**Subsystem:** Application Configuration

**Symptom:** If you upgraded from Opware SAS 5.2 to SAS 6.0.1, any recurring application configuration push jobs that were created in SAS 5.2 would not be editable in the SAS 6.0.1 version.

**Resolution:** Fixed.

**Bug IDs: 137904**

**Description:** Application Configuration audit rules operator "does not contain" should not be used twice in an audit rule.

**Platform:** Independent

**Subsystem:** Audit and Remediation

**Symptom:** In the Application Configuration rule of the Audit and Remediation feature, "does not contain" would not work as expected if used twice in a single rule.

**Resolution:** Fixed

## Audit and Remediation

### **Bug ID: 138164**

**Description:** SAS 5.0 Audit Results migrated to SAS 6.0 will show value of -1 for all differences in audit results object list in the SAS Client

**Platform:** Independent

**Subsystem:** Audit Results

**Symptom:** If you upgrade Opsware SAS from 5.0 to 6.0, any audit you created and ran in SAS 5.0 will display audit result differences in the main audit results list with a value of -1, no matter how many actual differences were found in the original audit. For example, if you create and ran an audit using SAS 5.0 and the results produced 5 differences between the audit rule and the target server, when you upgrade SAS to 6.0, the differences will display incorrectly as -1 in the audit results object list Differences column in the SAS Client.

To see this, select audit results from the navigation pane, select an operating system (Windows or UNIX) and in the contents pane, the differences column will show -1 for any SAS 5.0 migrated audit results.

**Resolution:** Open the individual audit results and the correct number of differences will display in the audit results window. This will not occur if you are not upgrading Opsware SAS.

### **Bug ID: 135855**

**Description:** Copy To for non existent Windows services on target didn't provide feedback that Remediation/Copy To did not work

**Platform:** Windows

**Subsystem:** Audit and Remediation - Audit and Snapshot

**Symptom:** If you created an audit or snapshot specification that contained a rule for a Windows Service that does not exist on the target, or has a dependency on another service, and in the Audit Results or Snapshot you tried to remediate (audit) or use "copy to" (snapshot), the remediate or copy to would not work, but you would not see an error messages stating failure to remediate/copy to.

**Resolution:** Fixed.

## Global Shell

### **Bug ID: 137220**

**Description:** Opware PAM module requires use of -r option for passwd program.

**Subsystem:** OGFS Backend

**Platform:** Linux

**Resolution:** Fixed.

### **Bug ID: 137821**

**Description:** Cannot write to Solaris attribute files in OGFS from a Global Shell session.

**Subsystem:** SAS Client - Global Shell

**Platform:** Solaris

**Resolution:** Fixed.

## Opware Agent

### **Bug ID: 137024**

**Description:** When you install the Opware Agent Deployment Helper software policy on a Windows 2003 x64 server and configure the server as the Agent Deployment Helper server, deploying an Opware Agent on a Windows server caused the Opware Agent installation to fail.

**Platform:** Windows 2003 64 bit

**Subsystem:** Opware Agent - ODAD

**Resolution:** Fixed.

## Opware Installer

### **Bug ID: 138633**

**Description:** Opware SAS core un-installation fails when the binaries for the Opware Installer are removed from the directory /var/tmp/oitmp

**Platform:** Unix

**Subsystem:** Opware Installer > SAS Core Un-installation

**Workaround:** Fixed.

## Opware SAS Client

### **Bug ID: 139028**

**Description:** In the SAS client, when you search for patch policies, the values for the Type of patch policy in the search results are displayed as Dynamic or Static. The value Dynamic should correspond to Vendor Recommended and the value Static should correspond to User Defined.

**Subsystem:** SAS Client - Search

**Platform:** Independent

**Resolution:** Fixed.

## OS Provisioning

### **Bug ID: 139498**

**Description:** OS Provisioning with Windows 2003 sometimes failed when mounting Win 2k3 media with a "duplicate workgroup or computer name" error

**Platform:** Windows 2003

**Subsystem:** Windows OS Provisioning

**Symptom:** In some cases, provisioning a server with Windows 2003 would sometimes fail when mounting Win 2k3 media and display a "duplicate workgroup or computer name" error.

**Resolution:** Fixed.

## Patch Management for Windows

### **Bug ID: 132907**

**Description:** The uninstall patch process failed with an exit code -3, which means that the Agent was unable to find the uninstaller for the selected patch.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Resolution:** Fixed.

### **Bug ID: 138810**

**Description:** Error in remediating Windows XP Service Pack 2 using Patch install or provisioning Windows XP SP2 due to firewall issues

**Platform:** Windows XP Service Pack 2 (SP2)

**Subsystem:** Patch Management/OS Provisioning

**Resolution:** Fixed.

## Software Management

### **Bug ID: 134489**

**Description:** In the Package window, the Files/Scripts tabs on the Packages: Contents view contained no data for RPM and Zip packages.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Resolution:** Fixed.

### **Bug ID: 135068**

**Description:** You were unable to assign a software policy at the root level to a user group.

**Platform:** Independent

**Subsystem:** AAA (Security), Software Management

**Resolution:** Fixed.

**Bug ID: 137610**

**Description:** In the SAS Client you were unable to delete packages even if the packages are not in use.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 137852**

**Description:** In the SAS Client, if you selected multiple software policy templates then in the Actions menu, the option "Install software Policy Template" was not enabled.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 138146**

**Description:** In the SAS Client you were unable to delete a folder containing a package which is not in use.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 138696**

**Description:** In the SAS Client, when you remediate a server against a software policy containing packages belonging to multiple platforms of the same platform family and then run a software compliance scan, then the server was always displayed as non-compliant.

**Subsystem:** SAS Client- Software Management

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 138864**

**Description:** In the SAS Web Client, folder search did not display folders to which you are assigned only List permissions.

**Subsystem:** SAS Web Client - Permissions

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 138945**

**Description:** The compliance status of a server was not updated when you update a software policy.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 139046**

**Description:** After you import a HPUX depot patch to Opsware SAS, you were unable to delete the package immediately from the SAS Client.

**Subsystem:** SAS Client - Software Management

**Platform:** HPUX

**Resolution:** Fixed.

**Bug ID: 139469**

**Description:** In the SAS Client when you select a private device group, and right-click on the device group, the Run ISM Controls menu option was disabled.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Resolution:** Fixed.

**Bug ID: 139655**

**Description:** You were unable to download a Solaris response file using the SAS Client.

**Subsystem:** SAS Client- Software Management

**Platform:** Solaris

**Resolution:** Fixed.



**Bug ID: 139713**

**Description:** Importing a RPM package with EUC-KR encoding displayed the product name of the package with question marks (?).

**Subsystem:** SAS Client- Software Management

**Platform:** Solaris

**Resolution:** Fixed.

**Bug ID: 139767**

**Description:** When you copy a software policy to the same folder or a different folder, the custom attributes defined in the source software policy were not copied to the new software policy.

**Subsystem:** SAS Client- Software Management

**Platform:** Independent

**Resolution:** Fixed.

## Visual Packager

**Bug ID: 139620**

**Description:** In the Create Package window, you can select the Contents tab to add packages to the software repository. After selecting the Contents tab, if you selected the Details tab and then again selected the Contents tab, the buttons Skip and Choose File were disabled in the Create Package window when the first listed package was selected.

**Subsystem:** SAS Client- Visual Packager

**Platform:** Independent

**Resolution:** Fixed.



# Chapter 5: Known Problems, Restrictions, and Workarounds in Opsware SAS 6.1

## IN THIS CHAPTER

This chapter describes workarounds for known problems in Opsware SAS 6. These descriptions are arranged by the following features:

- Application Configuration
- Audit and Remediation
- DCML Exchange Tool (DET)
- Global Shell
- Intelligent Software Module (ISM) Development Kit
- Operating System Provisioning
- Opsware Agent
- Opsware API
- Opsware Installer
- Opsware SAS Client
- Opsware SAS Web Services API 2.2
- Patch Management for Windows
- Patch Management for Unix
- Reports
- Software Management
- Visual Application Manager
- Visual Packager

## Application Configuration

### **Bug ID: 137456**

**Description:** Preserve format does not preserve comments when the comment exists on a line that has been deleted.

**Platform:** Independent

**Subsystem:** Application Configuration

**Symptom:** With preserve format enabled, any change to the value set that causes a line to be deleted from a configuration file will result in any comments on the deleted line to be removed also.

**Workaround:** None

### **Bug ID: 138610**

**Description:** Device Group Explorer not displaying inherited values correctly for servers which belong to multiple groups with identically named application configurations.

**Platform:** Independent

**Subsystem:** Application Configuration - Device Groups

**Symptom:** If two different device groups contain an application configuration that uses the same name, and each group has different values set for the configuration, and the same server belongs to both groups, then the Device Group Explorer will not show the proper inherited values when that server is displayed. It will only show the inherited values of the current device group in the browser and not both groups.

However, when you view the application configuration in the server's Device Explorer, you will see the value inheritance correctly.

**Workaround:** In general, if you want the application configuration instance of a server to be separate from the device group that the server belongs to, use a different name for each application configuration instance.

### **Bug ID: 139042**

**Description:** Audit and Remediation - Application Configuration Rule View rule changes are not updated right away following rule modifications.

**Platform:** Independent

**Subsystem:** Audit and Remediation - Application Configuration Rule

**Symptom:** If you add or make changes to remediation application configuration rule (audit, snapshot, audit policy) in the Rule View tab, such as changing a value in Operator, Reference, and the Value drop-down lists, you will not see the changes reflected in the rule text, even though the changes will be made.

**Workaround:** To see the changes in the Rule View tab:

- 1** Save the changes.
- 2** Select the File View tab.
- 3** Select the Rule View tab

## Audit and Remediation

### Bug ID: 137898

**Description:** Some Audit and Remediation CIS Rules/Checks will not run in an Audit if the proper file is uploaded to the core.

**Platform:** Independent

**Subsystem:** Audit and Remediation

**Symptom:** Some Audit and Remediation CIS Rules/Checks in an Audit require that the files `auditpol.exe`, `ntrights.exe`, and `showpriv.exe` exist on the core that the Audit is running from. If this file does not exist on the core, then when a user runs an Audit with specific CIS Rules/Checks that require this file, then the user will see a time out in the Audit job.

**Workaround:**

1. Get the Windows utilities (`showpriv.exe`, `ntrights.exe`, `auditpol.exe`) from the Microsoft Windows 2000 Resource Kit.
2. Install the OCLI on a UNIX server managed by Opsware, or on an Opsware core server.
3. Copy the Windows utilities to `/var/tmp` on the UNIX server.
4. Make sure `/opt/opsware/agent/bin` is at the beginning of the PATH  
e.g. `export PATH=/opt/opsware/agent/bin:$PATH`
5. Run the following three OCLI commands:  

```
upload -C"Customer Independent" -t"Windows Utility" -O"Windows 2003" --old /var/tmp/showpriv.exe
```

```
upload -C"Customer Independent" -t"Windows Utility" -  
O"Windows 2003" --old /var/tmp/ntrights.exe
```

```
upload -C"Customer Independent" -t"Windows Utility" -  
O"Windows 2003" --old /var/tmp/auditpol.exe
```

6. Perform the following steps to validate the file upload:
  - a) Using OCCC, go to Opware Administration.
  - b) Go to 'Patch Settings'
  - c) Look at the list of 'Patch Utilities' to determine that each of the three utilities are listed and on the core. If any one of the files is not listed, then they must be uploaded/imported into the core.

### **Bug ID: 137901**

**Description:** Application Configuration Audit Rules syntax limitation for “does not contain” rule

**Platform:** Independent

**Subsystem:** Audit and Remediation - Application Configuration Rules

**Symptom:** The Application Configuration Rules for Audit and Remediation (audits, snapshots, and audit policies) has a limitation in that you should not create a rule that uses the syntax "does not contain" twice in the same rule.

**Workaround:** Avoid using “does not contain” more than once in an application configuration Audit and Remediation rules.

## **DCML Exchange Tool (DET)**

### **Bug ID: 130600**

**Description:** Import error occurs during custom fields import when target core has same custom field name.

**Platform:** Independent

**Subsystem:** DET Import

**Summary:** When importing a custom field, the error “OpwareError:spin.DBUniqueConstraintError” may be returned if the target core already has a custom field with the same display name.

**Workaround:** Ensure there are no conflicting display names, or rename the display name prior to importing.

**Bug ID: 138949**

**Description:** Some imports fail if Microsoft patches are missing.

**Platform:** Windows

**Subsystem:** DET

**Summary:** By design, DET doesn't allow the import of Microsoft patches; they must be inserted into Opware by the MS patch database import process. Thus, if an export contains a Microsoft patch and the destination mesh is not up-to-date with regard to MS patches, the import will not import the missing patches. It will print a warning at the end like this:

```
The following Windows patches were not uploaded:  
Q911564 (WindowsMedia-KB911564-x86-ENU.exe)
```

The behavior described in the preceding paragraph is not a bug. However, associated objects in the failed import will not be imported as a side effect. For example, if you import a folder or a device group with multiple attachments (such as software policies or OS sequences) and the import also contains a Windows patch that does not exist in the destination mesh, then the import fails and the attached objects are not imported.

**Workaround:** Import MS patches with the SAS Client feature that relies on the MS patch database. Then, you can import the other objects (such as software policies) with DET.

**Bug ID: 135494**

**Description:** Import correctly detaches and deletes objects, but preview incorrectly states that the objects will be renamed.

**Platform:** Independent

**Subsystem:** DET

**Summary:** Here's an example scenario where this problem occurs:

- 1 Create a template with two apps in it. Export this from mesh A and import into mesh B.

- 2** Detach one app from the template and incrementally export with -del. This export will contain the detachment and the delete of the app.
- 3** Preview the import with -del, then perform the import with -del.

In this scenario, the preview incorrectly shows that the app will be renamed because it is in use by a template. The actual import will correctly delete the app. This problem also occurs when other objects are detached and deleted, for example, app/package, app policy/app policy, and so forth.

Note that this problem does not occur if *both* objects are being deleted, only if one object is being deleted and detached from the other.

**Workaround:** None

### **Bug ID: 138466**

**Description:** Export and import of a relocatable ZIP (with multiple instances in the source core) work correctly, but the summary statement of DET is incorrect

**Platform:** Independent

**Subsystem:** DET

**Summary:** If the user exports using a filter with packageType = Relocatable\_ZIP that specifies multiple ZIP instances, the operation works correctly, exporting the ZIP instances as appropriate. A subsequent import also works correctly. However, the summary statement generated by DET during the export and import implies that just one ZIP instance was exported and imported even if multiple ZIP instances were involved.

**Workaround:** Check the RDF file to verify that multiple files were exported.

## **Global Shell**

### **Bug ID: 129237**

**Description:** Error when you open a terminal window for a Windows or Unix server.

**Subsystem:** SAS Client - Remote Terminal, Global Shell

**Platform:** Independent



**Symptom:** In the OCC Client you can use the Remote Terminal feature to open a terminal window for a Unix or Windows server and the Global Shell feature to open a terminal window for Opsware Global File System (OGFS). If the Remote Terminal session or the Global shell session for server times out or is disconnected, the following error displays:

An internal error has occurred. See the console log for details.

**Workaround:** Restart the OCC Client and then open a new terminal window for a Windows or Unix server.

### **Bug ID: 129501**

**Description:** Changing the encoding with the swenc command might cause problems for background processes.

**Subsystem:** SAS Client - Global Shell

**Platform:** Linux

**Symptom:** In a Global Shell session, change the encoding with the swenc command. Background processes that are running in the Global Shell session might fail.

**Workaround:** Wait until background processes have completed before changing the encoding with swenc.

### **Bug ID: 130514**

**Description:** User must belong to Administrators group to browse metabase.

**Subsystem:** SAS Client - Global Shell

**Platform:** Windows

**Symptom:** In a Global Shell session, a non-admin user has permission to view the /opsw/@/<server>/metabase subdirectory of OGFS. However, the user cannot browse metabase, and the session displays the message "Protocol error."

In the agent.err file, the following lines appear:

```
<timestamp> [10997] ERR Error from Agent for unique <int>:  
. . .  
File ".\base\ops\shell\ogfs_wshandler.py", line 402, in run  
File ".\base\ops\shell\metabase.py", line 72, in metabase_  
getattr
```

**Workaround:** Login as a member of the Administrators group (admin).

**Bug ID: 132935**

**Description:** Global Shell audit directory has read-any access.

**Subsystem:** SAS Client - Global Shell

**Platform:** Independent

**Symptom:** The Global Shell audit directory can be read by any Unix user with a login to the core server. It can also be read from within a Global Shell session if the user has file system permissions to the core server.

**Workaround:** Enter the following command:

```
chmod 700 /var/opt/OPSWmnt/audit/streams/<server>
```

**Bug ID: 139095**

**Description:** Default Global Shell prompt (PS1) overwrites single-line output.

**Platform:** Independent

**Subsystem:** Global Shell

**Summary:** The default PS1 we ship with the product includes a carriage return (\r), which seems to overwrite output that does not contain a newline. This problem occurs often with the OCLI methods, since attribute files and method results do not typically contain newlines. It also affects the viewing of custom attribute values.

Workaround: User can edit their .bash\_profile and change the PS1 setting to the following:

```
PS1=" [\uOGSH \W] (\!) $"
```

**Bug ID: 133316**

**Description:** On Solaris OGFS, rosh (ttlg) commands for Windows filesystems are case sensitive.

**Platform:** Solaris (OGFS), Windows (managed server)

**Subsystem:** Global Shell

**Summary:** This problem occurs only if the OGFS (hub) is running on Solaris, not if it's running on Linux. This problem occurs when a user in a Global Shell session cd's into a Windows filesystem directory and issues a rosh (ttlg) command that uses a different case than what appears in the OGFS. Although the names in a Windows filesystem are not case sensitive, the hub is hosted on a Unix server, which has Unix filesystem semantics with respect to case.

Here's an example that reproduces this problem:

```
$ pwd
/opsw/Server/@/m229/files/Administrator/
$ cd c
$ ttlg -l Administrator dir c:\\
ttlg: Error getting current directory (1161): No such file or
directory
$ cd ../C
$ ttlg -l Administrator dir c:\\
Volume in drive C has no label.
Volume Serial Number is 6836-A79C
```

**Workaround:** Users must observe filesystem case even when they cd into the filesystems of Windows servers. This is made easier if they use the tab completion features of their shells.

### **Bug ID: 137948**

**Description:** After an application node is detached from a server, in the OGFS the file system under /opsw/Application/ is still accessible.

**Platform:** Independent

**Subsystem:** OGFS

**Summary:** In this situation, the user creates an application node under Application Servers in the SAS Web Client and then attaches the node to a managed server. In the Global Shell, the user cd's to the server's file system under the node, as in the following example:

```
cd /opsw/Application/Application Servers/<app-server>/@
cd Server/<server>/files/root
```

Next, in the SAS Web Client, the user detaches the application node from the server. Here's the bug: In the Global Shell, the user can still access the server's file system under the detached node.

**Workaround:** Exit the current Global Shell session and start a new one.

### **Bug ID: 143178**

**Description:** Within Global Shell session, scp to a remote server does not work.

**Platform:** Independent

**Subsystem:** Global Shell

**Symptom:** The scp command fails with the following error message: No such file or directory lost connection.

**Workaround:** To copy a file from the OGFS to a non-managed server, run scp on the non-managed server. To copy a file from the OGFS to a managed server, use the cp command within the Global Shell and copy the file to /opsw/Server/@/<server>/files/<login>/<target-path>.

**Bug ID: 144088**

**Description:** SunOS OGFS: Hub start fails with ogfs\_mount error in /var/adm/messages.

**Platform:** Sun OS

**Subsystem:** Global Shell

**Symptom:** The problem can be caused by setting the shell's cwd to the ogfs mountpoint (thereby making the mountpoint's vnode.v\_count > 1). The full error is: ogfs: [ID 845410 kern.notice] ogfs\_mount: error on overlay or vcount != 1 | vflag is already VROOT.

**Workaround:** Move the shell's cwd out of that directory, stop the Hub and start it again. It's not necessary to unload the kernel ogfs/ogdrv kernel modules or reboot the server.

**Bug ID: 144661**

**Description:** The rosh -n and -l options should not be required when invoked from /opsw/Server/@/<server>/metabase/<user> .

**Platform:** Windows Managed Server

**Subsystem:** Global Shell

**Symptom:** The rosh command generates the following error message: Username must be specified with -l or via path. The error occurs when rosh is invoked without -n or -l from within the <user> subdirectory of metabase, registry, or complus. The error does not occur in under the files subdirectory.

**Workaround:** Specify the user name (Windows login) with the -l option.

## Intelligent Software Module (ISM) Development Kit

### **Bug ID: 135455**

**Description:** Some ISMs force files to be installed in “C:\Program Files” on 64-bit Windows systems.

**Platform:** 64-bit Windows

**Subsystem:** ISM

**Summary:** This problem affects ISMs (containing MSIs) created with ismtool or the Visual Packager. When such a packages is created on a 64-bit Windows server, “C:\Program Files” is hardcoded into the paths of some of the files within the package, even if the files do not reside in “C:\Program Files.” Later, when the ISM is installed on a managed server, the files are placed in “C:\Program Files.”

**Workaround:** None

## Operating System Provisioning

### **Bug ID: 130584**

**Description:** Uploading a build customization script (BCS) with the same name as an existing BCS that has been deleted will cause an any OS sequence that uses that replaced BCS to fail during the OS provisioning process

**Platform:** Independent

**Subsystem:** OS Provisioning/Build Customization Scripts (BCS)

**Symptom:** If you create a BCS, then delete it, and then later upload a BCS that uses the same name as the deleted BCS, any OS Sequence that uses the replaced BCS will fail.

**Workaround:**

There are two workaround to this issue:

- Do not delete an existing BCS is you wish to replace it with a modified version. Simply upload the new BCS with the same name and it will overwrite the existing BCS and work.
- Or
- Use a different name than the existing BCS.

You can upload build customization scripts in the SAS Client in the following location:

- 1** From the Navigation pane, select Library ► Packages and then select an operating system.
- 2** From the **Actions** menu, select **Import OS Utilities**.
- 3** In the Import OS Utilities window, click **Browse** to select the build customization script. (The build script for an OS looks for a build customization script that has a specific name.)
- 4** After you set a Customer and OS, click Import.

For more information on Build Customization Script usage, see the Opware SAS Policy Setters Guide.

#### **Bug ID: 135253**

**Description:** Cannot reprovision a recently provisioned server sooner than ten minutes after provisioning the server.

**Platform:** Linux, Solaris

**Subsystem:** OS Provisioning - Reprovisioning a Server

**Symptom:** If you provision a server, and sooner than ten minutes attempt to reprovision the same server, you will get a failure.

**Workaround:** Wait ten minutes before attempting to reprovision or reboot the server.

#### **Bug ID: 137956**

**Description:** A Red Hat Linux Enterprise Linux 4 AS VMware Guest server cannot be provisioned using the default vmxbuslogic SCSI controller

**Platform:** Red Hat Linux Enterprise Linux 4 AS

**Symptom:** If you attempt to provision a VMware guest server with the Red Hat Linux Enterprise Linux 4 AS operating system and the target server is using a vmxbuslogic SCSI controller, the provisioning job will not succeed because of a Red Hat Linux compatibility limitation.

**Workaround:** When creating the virtual machine, select the LSI Logic SCSI adapter. Refer to the VMware guest OS installation release notes for details and updated and specific server installation notes located at <http://pubs.vmware.com/guestnotes/wwhelp/wwhimpl/js/html/wwhelp.htm>.

**Bug ID: 138810**

For an explanation of this bug, see “Bug ID: 138810” on page 53 in the section “Patch Management for Windows”.

**Bug ID: 138234**

**Description:** Hardware registration information being deleted from server in server pool in SAS Web Client (unprovisioned server list in SAS Client)

**Platform:** Windows XP

**Subsystem:** OS Provisioning

**Symptom:** In some cases, Windows XP servers that have been added to the server pool in the SAS Web Client (or, unprovisioned servers in the SAS Client) will initially report hardware registration information, but after a certain period of time, the server will stop reporting hardware information and all previously reported information will be deleted.

**Workaround:** Re-boot the server into the server pool again.

**Bug ID: 139839**

**Description:** Provisioning Windows XP Service Pack 2 (SP2) using an OS sequence is not working, where the OS sequence consist of XP RTM plus XP SP2 with unit post script.

**Platform:** Windows XP SP2

**Subsystem:** OS Provisioning Remediation

**Symptom:** If you attempt to provision a Windows XP SP2 server using an OS sequence that contains XP RTM plus XP SP2 with unit post script, the server will not reboot and the session will time out after 4 hours.

**Workaround:** You can either use an OS installation profile for the OS sequence that has Windows XP SP2, and not use the RTM media. Or, you can disable remediation in the OS sequence and perform the remediation after the OS installation has completed.

**Bug ID: 143459**

**Description:** If you provisioning a server that has customer "Not Assigned", and it gets assigned a customer during provisioning, then you change the server's customer back to "Not Assigned", it causes an error.

**Platform:** Any

**Subsystem:** OS Provisioning/Customer Assignment

**Symptom:** If you provision a server that has a customer assignment set to "Not Assigned", and then provision the server with an OS Profile or OS Sequence that has a customer the server will be assigned to the customer set in the OS Profile or OS Sequence. However, if you attempt to change this server's customer assignment back to "Not Assigned, you get an error. **Not Assigned is an invalid customer assignment post-provisioning**

**Workaround:** None.

### **Bug ID: 143916**

**Description:** Reprovisioning a SUSE Linux Enterprise Server 10 (64 bit x86) server fails at running the dhclient command

**Platform:** SUSE Linux Enterprise Server 10 (64 bit x86)

**Subsystem:** OS Provisioning

**Symptom:** In some cases, when trying to reprovision a server with SUSE Linux Enterprise Server 10 (64 bit x86), the OS reprovisioning process becomes stuck while running the dhclient command and eventually times out.

**Workaround:** If the OS reprovisioning process hangs while reprovisioning SUSE Linux Enterprise Server 10 (64 bit x86), set a custom attribute of "boot\_kernel" with value "rhel40" on your OS Installation Profile. Then boot the server into the server pool and launch a provisioning job to get past the error.

If you plan to provision a SUSE Linux Enterprise Server 10 (64 bit x86) server, it is a good idea to set this custom attribute before reprovisioning the server.

## **Opware Agent**

### **Bug ID: 129395**

**Description:** The Opware Discovery and Agent Deployment (ODAD) feature in the SAS Client does not work in realms when the realm display name is different from the realm short name.

**Subsystem:** SAS Client, Opware Discovery and Agent Deployment (ODAD) feature

**Platform:** Independent

**Symptom:** The ODAD feature does not function because it cannot look up the Opware Gateway information about the realm.



**Workaround:** None. Do not change the display name of a realm in the Opsware Command Center (web) UI so that it is different from the short name.

**Bug ID: 129735**

**Description:** Scanning a managed server opens the unmanaged server window.

**Subsystem:** SAS Client, Opsware Discovery and Agent Deployment (ODAD) feature

**Platform:** Independent

**Symptom:** When you scan a server that is already managed by Opsware SAS, the ODAD feature cannot determine which managed server ID it corresponds to and, by default, opens the unmanaged server window.

**Workaround:** None

**Bug ID: 134679**

**Description:** The Opsware Discovery and Agent Deployment feature is unable to deploy agents to Windows servers if the Local Security Policy of the system is set in a particular way.

**Subsystem:** ODAD

**Platform:** Windows

**Symptom:** Some releases of Windows XP set the Local Security Policy in a particular way by default. If the Local Security Option "Network Access: Sharing and security model for local accounts" is set to the value "Guest only - local users authenticate as Guest" then all attempts to deploy Opsware Agents using ODAD will fail with an incorrect user name or password error.

**Workaround:** Perform the following steps to change the option:

- 1** Log into the unmanaged server using remote desktop .
- 2** Navigate to Control Panel -> Administrative Tools -> Local Security Policy.
- 3** Select Local Policies -> Security Options.
- 4** Scroll down to the option "Network access: Sharing and Security Model for local accounts".
- 5** Double click it.
- 6** Change to "Classic - local users authenticate as themselves".

**7** Click **Apply** and then **OK**.

**Bug ID: 137558**

**Description:** Using ODAD to install an Opware Agent on a Windows server requires configuring a firewall port exception.

**Platform:** Windows XP with SP1 and Windows 2003 R2 with SP1

**Subsystem:** Opware Discovery and Agent Deployment (ODAD)

**Symptoms:** ODAD uses NetBIOS to connect to Windows servers. If the Windows firewall on a server is enabled, ODAD cannot connect to the server unless the “Don't allow exceptions” option is disabled and a port exception for TCP 139 is enabled.

**Workaround:**

To disable the “Don't allow exceptions” option, perform the following steps:

1. From the Network Connections window, open the Properties page for the network connection. Access the Windows Firewall settings on the Advanced tab of the Properties window.
2. On the General tab, deselect the “Don't allow exceptions” option.

To enable an exception for port TCP 139, perform the following steps:

1. On the Windows Firewall window, select the Exceptions tab. Select the “File and Printer Sharing” service and click Edit. The Edit a Service window appears.
2. If not already selected, select the check box for port TCP 139. The default scope setting for this port is “Subnet.”
3. When the Opware Agent Deployment Helper server and target Windows server are on different subnets, click the “Change scope” button and change the scope of the port to “Any computer” or enter a user specified custom list.
4. Click OK to save your configuration changes.

**Bug ID: 139652**

**Description:** OS provisioning on Windows 2003 x64 fails intermittently on files during untar phase

**Platform:** Windows 2003 x64

**Subsystem:** Windows OS Provisioning

**Symptom:** During the OS Provisioning of Windows 2003 x64 Standard Edition, the extraction of the i386.tar file during the DOS phase of the setup can fail on some files in certain hardware configurations. It is not always consistent on the files it will fail on. Consequently the Windows install may, or may not be affected, depending on the files missed during the extraction.

**Workaround:** None available at this time. Please contact Opware support if you are experiencing this issue.

## Opware API

### **Bug ID: 143592**

**Description:** The getPlatformVOs method throws NotFoundException.

**Platform:** Independent

**Subsystem:** Opware API

**Symptom:** If the parameter passed to the getPlatformVOs method includes non-existent platform refs, the method throws NotFoundException, but it should just filter out the non-existent platforms from the returned list.

**Workaround:** Catch NotFoundException and then retry with valid platform refs.

## Opware Installer

### **Bug ID: 137740**

**Description:** The Opware Global File System Server (OGFS) component did not start after installing an Opware core.

**Subsystem:** Opware Global File System Server (OGFS)

**Platform:** Independent

**Symptom:** In the Opware SAS client, launching the Global Shell causes an authentication error and the shell will not function.

**Workaround:**

1. On the server running the OGFS component, run the following command to determine whether the OGFS started:

```
[ -d /var/opt/opsware/ogfs/mnt/ogfs/.authenticate ] &&  
echo DOWN || echo UP
```

If the OGFS did not start, the command displays the following output: DOWN.

2. Start the OGFS component by performing the following steps:

a) Log on as root to the server running the OGFS component.

b) Enter the following command to start the OGFS component:

```
/etc/init.d/opsware-sas start hub
```

## Opware SAS Client

### Bug ID: 133253

**Description:** Actions available for the search results are not accurate if multiple windows are open in the SAS Client.

**Subsystem:** SAS Client - Search

**Platform:** Independent

**Symptom:** After performing a search in the SAS Client, If you open multiple windows and select objects in more than one window, then the actions available for the search results from the Action menu for the selected objects may be incorrect in the other windows.

**Workaround:** To display the exact options in the Action menu for the search results, reselect the objects in the active window and then select Actions from the File menu.

Or

Right-click on the selected object and use the context menu to select the appropriate action.

### Bug ID: 135932

**Description:** Search on an Audit also displays the source name of the Audit.

**Subsystem:** SAS Client - Search

**Platform:** Independent

**Symptom:** In the SAS Client when you search for the item Audit using any of the following attribute values,

Source / Target Server

Source/Target Server Asset Tag

Source/Target Server Serial Number

Source/ Target Snapshot Name

the results displayed contains all the audits which match the attribute value. In the results the source name of the audit is also displayed in the Source column. The source of the audit could be a server or a snapshot or none.

**Workaround:** None

**Bug ID: 137634**

**Description:** SAS Client stops responding, when you try to open a folder displayed in the search results.

**Subsystem:** SAS Client - Search

**Platform:** Independent

**Symptom:** If you search for folders using the SAS Client search feature and then try to open the folder displayed in the search results using the Action menu, the SAS Client stops responding.

**Workaround:** Do not use Open from the Actions menu to open a folder displayed in the search results.

If you open a folder displayed in the search results using Open from the Actions menu and the SAS client stops responding, use your operating system to stop the SAS Client and then restart the SAS Client again.

**Bug ID: 138720**

**Description:** SAS Client search does not display accurate results when you include special characters such as comma (,) in the value field.

**Subsystem:** SAS Client - Search

**Platform:** Independent

**Symptom:** In the SAS Client search, if you perform an Advance Search using the following values in the value field, the displayed search results are not accurate.

Value = special characters such as comma (,).

**Workaround:** Searching for comma value using the "begins with", "ends with", or "contains" comparison operator and a piece of the data that doesn't include the comma.

**Bug ID: 139533**

**Description:** Package window intermittently fails to open correctly in the SAS Client search feature.

**Subsystem:** SAS Client - Search

**Platform:** Independent

**Symptom:** When you double click on a package to open the Package window from the search results in the SAS Client, the Package window may display incomplete information. This behavior is observed intermittently. This behavior is observed intermittently.

**Workaround:** To open a Package window from the search results, select the Open menu item from the Action menu.

**Bug ID: 138334**

**Description:** Job Type drop-down list for both Job Logs and Recurring Schedules may not display correct available jobs if a user's permissions change while the SAS Client is open.

**Platform:** Independent

**Subsystem:** SAS Client - Jobs and Sessions

**Symptom:** Depending on when a user's granted permissions change, for example, while the user is logged in to the SAS Client, the Job Logs and Recurring Schedules Job Types drop-down list may not display the available job types accurately for that user. For example, if a user has permission to view all job type when the user starts the SAS Client, but during the session has a change in permissions that allow the user to not view certain job types, the Job Type drop-down list will still display all jobs as being available to view by the user.

**Workaround:** Close and restart to the SAS Client, or open a new window in the SAS Client and check the Job Types drop-down list again.

**Bug ID: 144239**

**Description:** When you close the remediate preview window while the process is still running, the Agent will get locked on the server and cannot run any remediate jobs.

**Subsystem:** SAS Client - Remediate

**Platform:** Independent

**Symptom:** When you launch remediate job from the server, run the preview, and then close the preview window while it is running, the Agent gets locked on the managed server and all other jobs fail. The following error message appears:

"The request to retrieve information from the Opsware Agent failed because it could not obtain a lock for the server. Most likely someone else is performing an operation on the same device. Try again in a few minutes. If the problem persists, please contact your Opsware Administrator.

**Workaround:** Wait for the remediate process to finish and then run the preview.

### **Bug ID: 144363**

**Description:** Duplicating a device group from a device group without any rules, results in duplicate device group showing to contain servers.

**Subsystem:** SAS Client - Device Groups

**Platform:** Independent

**Symptom:** In the SAS Client you can duplicate a dynamic group which contains no rules and the resulting duplicate device group shows up in the device group list. In the navigation pane, when you select the duplicate device group, the members of the device group are shown in the Content pane.

**Workaround:** Create a rule for each dynamic device group or convert the dynamic device group to a static device group.

## **Opsware SAS Web Client**

### **Bug ID: 136366**

**Description:** TimedOutException occurs when deleting a dynamic server group containing many servers.

**Subsystem:** SAS Web Client

**Platform:** Independent

**Symptom:** In the SAS Web Client, when you delete a dynamic server group containing many servers, the following exception occurs:

#### Error Summary

Name: Standard 500 Error

Description: 500 Internal Server Error

More Details...

Hide Details

Message Text: Transaction Rolledback.; nested exception is:  
weblogic.transaction.internal.TimedOutException: Transaction  
timed out after  
243 seconds

In spite of the exception, the dynamic server groups are deleted successfully.

**Workaround:** None

## Opware SAS Web Services API 2.2

### Bug ID: 144254

**Description:** ServerWebService.getEventList method throws unexpected  
java.util.ConcurrentModificationException.

**Platform:** Independent

**Subsystem:** Opware SAS Web Services API 2.2

**Symptom:** Stack trace on WebLogic side of twist includes the following:

```
Caused by: java.util.ConcurrentModificationException at  
java.util.LinkedList$ListItr.checkForComodification(LinkedList.  
java:552) at  
java.util.LinkedList$ListItr.next(LinkedList.java:488) at  
java.util.SubList$1.next(AbstractList.java:798) at . . . .
```

**Workaround:** Retry the method call.

## Patch Management for Windows

### Bug ID: 132400

**Description:** You have a server running Service Pack 3. When you try to remediate a  
patch policy that contains patch1 (for SP3), patch2 (for SP4), and Service Pack 4, only  
patch1 and Service Pack 4 will be installed. Since patch2 is intended for SP4, it will not



get installed because when you start the remediate process, the server is still at SP3. After the first remediate is complete and you run the remediate process again, patch2 will then get installed.

**Platform:** Windows

**Subsystem:** Opware SAS Client - Patch Management for Windows

**Symptom:** You have a patch policy attached to a server running Service Pack 3. The patch policy contains patch1 (for SP3), patch2 (for SP4), and Service Pack 4. When you run the remediate process, only patch1 and Service Pack 4 are installed. After the remediate process is complete and you run the remediate process again, patch2 will then get installed.

**Workaround:** If a Service Pack or a patch that is dependent on a certain Service Pack needs to be installed, install it manually. Do not use the remediate process to install a patch or a Service Pack that is dependent on a certain Service Pack.

#### **Bug ID: 132415**

**Description:** Email notifications were not sent when the install, uninstall, or remediate process failed due to pre-install or pre-uninstall scripts that failed to run.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Symptom:** You tried to install a patch where the pre-install or pre-uninstall script failed. No email notifications were sent.

**Workaround:** None

#### **Bug ID: 132467**

**Description:** You cannot use the SAS Client to uninstall a patch that was installed with the OCC application node.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Symptom:** You created an application node and added a patch to it. In the OCC, you installed the application node on a managed server. In the OCC, you removed the application node from the server. In the SAS Client, you tried to uninstall it with the Uninstall Patch task window and received an error explaining that "This patch cannot be uninstalled because it is referenced by another part of the model."

**Workaround:** Use the SAS Client for all Windows patching.

**Bug ID: 132599**

**Description:** In the Properties view that lists patches for a certain Windows operating system, a patch is displayed as grayed out when Patch Management cannot determine whether the version of the patch that is installed is the same as the version of the patch that is in the Library. This occurs when the GUID identifier is not provided or is the same for both versions of the patch.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Symptom:** A patch install appears successful; however, after verification, Opsware determined that the patch was not actually installed. When you view patches listed for a certain operating system in the Properties view, you see two patches displayed: one is grayed out and shown as installed-not-by-opsware and one is not installed.

**Workaround:** None

**Bug ID: 132866**

**Description:** When you add an Update Rollup to a patch policy, not all versions of it are added. Only the Update Rollup you selected will be added.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Symptom:** You tried to add all versions on an Update Rollup to a patch policy. Only the version of the Update Rollup you selected was added.

**Workaround:** Manually add all versions of the Update Rollup to a patch policy.

**Bug ID: 137322**

**Description:** If you created patch policy remediate jobs in Opsware 5.5 and are using Opsware 6, you will not be able to see those jobs in Opsware 6.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Symptom:** You look in My Jobs in the Opsware Command Center and in Jobs and Sessions in the SAS Client for patch policy remediate jobs you created when you were using Opsware 5.5 and do not see them.

**Workaround:** None

**Bug ID: 138736**

**Description:** Some patches cannot be uninstalled with the SAS Client; however, they can be manually uninstalled.

**Platform:** Windows

**Subsystem:** SAS Client - Patch Management for Windows

**Symptom:** An error occurred when you tried to uninstall this patch from a server.

**Workaround:** Use the Add or Remove Programs utility on the server to uninstall these types of patches.

**Bug ID: 143178**

**Description:** Patch installation hangs on Windows XP without SP2.

**Platform:** Windows XP

**Subsystem:** Opsware SAS Client - Patch Management for Windows

**Symptom:** The Agent cannot reboot the Windows managed server after the patch is installed. This occurs on Windows XP servers with SP1 or no SP at all. It does not occur on Windows XP servers with SP2. Windows XP has a "welcome screen" feature which causes the hang when the server is rebooted. This affects patch and package installs/uninstalls that require reboots.

**Workaround:** Install SP2 or disable the "welcome screen" feature.

## Patch Management for Unix

**Bug ID: 138929**

**Description:** Unclear error message when base fileset and update fileset does not uninstall successfully during Patch remediation.

**Platform:** AIX 5.3

**Subsystem:** SAS Client - Patch Management for Unix

**Symptom:** If you attempt to use the Patch Remediate feature to uninstall the base fileset and update fileset on the AIX 5.3 operating system in one remediation job, the install base fileset and its update should both be uninstalled. In the particular case, when uninstallation of base fileset fails, the error message is not clear enough to indicate the reason, and the update fileset is not mentioned in the error messages.

**Workaround:** None

### **Bug ID: 139165**

**Description:** APARs can be satisfied by both Update Filesets and Base Filesets.

**Platform:** AIX

**Subsystem:** SAS Client - Patch Management for Unix

**Symptom:** If the LPP containing the Base Fileset that satisfies an APAR is uploaded with the Import Package dialog, Opware does not recognize that the Base Fileset satisfies the APAR. When you view the APAR properties, you will see "Unknown AIX Fileset" for the Base Fileset that was just uploaded.

**Workaround:** Upload the LPP containing the Base Fileset using the ocli with the -o option. Verify that the -C customer option specifies Customer Independent.

### **Bug ID: 139208**

**Description:** Using Patch Remediation to install ML01 on AIX 5.3 server produces some errors.

**Platform:** AIX 5.3.

**Subsystem:** SAS Client - Patch Management for Unix

**Symptom:** In some cases, using the Patch Remediation feature to install ML01 on AIX 5.3, the job will complete but with errors.

**Workaround:** None

## **Reports**

### **Bug ID: 133350**

**Description:** Multi-byte characters do not display correctly in the chart legend.

**Platform:** Independent

**Subsystem:** SAS Client - Reports

**Symptom:** Characters that do not represent multi-byte characters display in the legend.

**Workaround:** Click the “Show all <nn> servers” link to view the correct multi-byte characters.

**Bug ID: 133351**

**Description:** No report results display when you click the multi-byte character link.

**Platform:** Independent

**Subsystem:** SAS Client - Reports

**Symptom:** When you click the multi-byte character link, no report results are displayed. The report should return the same number of objects as indicated in the link.

**Workaround:** Click the “Show all <nn> servers” link to view the correct multi-byte characters.

**Bug ID: 136305**

**Description:** Customer/Facility Permissions and Device Group Permission Overrides report taking long time to run and not all results viewable. SAS Client may hang.

**Platform:** Independent

**Subsystem:** SAS Reports - User and Security Reports

**Symptom:** The 'Customer/Facility Permissions and Device Group Permission Overrides' can report take a very long time to run, in some cases, over 30 minutes. When it finishes, the SAS Client freezes and the report results are not scrollable. In some cases, depending upon the amount of data being reports, the SAS Client will hang.

**Workaround:** None. If you see this error and have questions, please call Opware support.

**Bug ID: 133652**

**Description:** Multi-byte characters do not display correctly in the report description.

**Platform:** Independent

**Subsystem:** SAS Client - Reports

**Symptom:** Characters that do not represent multi-byte characters display in the report description.

**Workaround:** See the information displayed in the Customer column.

**Bug ID: 134581**

**Description:** The following special characters are not valid report parameters: #, \$, %, &, +, and ;.

**Platform:** Independent

**Subsystem:** SAS Client - Reports

**Symptom:** There are no report results when you run a report that uses special characters in the report parameters.

**Workaround:** Select [Any Value] using the Equals operator or choose the Begins With, Ends With, or Contains operator and then enter a string for a wildcard search that contains everything up to the point of where the special character would be.

## Software Management

**Bug ID: 136715**

**Description:** In the SAS Client, you are unable to refresh the Package window.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Symptom:** In the SAS Client, if you have the Package window open and you make any changes to the servers associated with the packages in the Server window, then the changes made to the server are not reflected in the Package window when you refresh the Package window.

**Workaround:** Close the Package window and open it again.

**Bug ID: 137989**

**Description:** Modifying the folder permissions in the SAS client does not reset the menu options in the Action menu immediately.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Symptom:** In the SAS Client, when you modify the folder permissions, the permissions are saved but the changes are not propagated to the menu options in the Action menu immediately.

**Workaround:** After you modify the folder permissions, select Update Cache from the Tools menu to propagate the changes to the menu options in the Action menu.

**Bug ID: 138934**

**Description:** The software compliance status for a non adoptable Solaris patch in a software policy is always "Not in Compliance".

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Symptom:** If a software policy contains an non adoptable patch such as Solaris patch, then after remediating a server with the software policy, the compliance status displayed for the sever is always "Not in Compliance".

**Workaround:** None.

**Bug ID: 139040**

**Description:** Install Software Policy Template fails on managed servers belonging to multiple platform families.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Symptom:** When you install a Software Policy Template on managed servers belonging to multiple platform families, and if the selected software policy template's platform family does not match the platform family of the managed servers, an exception occurs and the Software Policy Template is not attached to the managed servers.

**Workaround:** None. When you install a software policy template on managed servers, the software policy template and the managed servers must belong to the same platform family.

**Bug ID: 137387**

**Description:** Performing the Software Management data migration causes multimaster conflicts

**Platform:** Unix

**Subsystem:** Software Management > Content Migration

**Symptom:** When running the Software Migration Tool to migrate the data in your Software Tree to software policies in the SAS Client, the data migration causes multimaster conflicts in the Opware SAS Model Repository.

**Workaround:** Use the Multimaster Tools in the SAS Web Client to resolve the conflicts. See the Opware SAS Administration Guide for details on using the Multimaster Tools. Or, if necessary because the Model Repository contains numerous conflicts, run the force\_resolver.py script with the -refresh option to resolve the conflicts caused by the data migration. Run the script multiple times if necessary. Contact your Opware SAS support representative for information about running the force\_resolver.py script.

**Bug ID: 139298**

**Description:** Application, Service Levels, and Templates not locked after migration

**Platform:** Independent

**Subsystem:** Software Management > Content Migration

**Symptom:** If you run "rollback migration," "complete migration" or "Preview (-m)" before running the actual "full migration," the Software Migration Tool creates the top level folders in the SAS Client in the Software Library; then, when you run the "complete migration," the Software Migration Tool unlocks the Software Tree top-level categories in the SAS Web Client.

**Workaround:** None. Do not run "rollback" or "complete" migration before running "full" migration.

**Bug ID: 138400**

**Description:** Software is not uninstalled after a migrated software policy is detached and remediated from a server

**Platform:** Independent

**Subsystem:** Software Management > Content Migration

**Symptom:** If you detach a migrated software policy from a server and remediate, the packages are not removed from the server.



**Workaround:** You can install software by using a migrated software policy in the SAS Client but you cannot uninstall software until you have completed the migration. You must complete migration as soon as possible and do not remediate servers or detach software policies unless you have completed migration.

**Bug ID: 143751**

**Description:** Uninstall fails for zope packages on SLES 10.

**Subsystem:** SAS Client - RPM Deployment

**Platform:** Linux

**Symptom:** In the SAS Client, when you try to uninstall a zope package on SLES 10 server by remediating the server with a software policy containing zope package, the remediate process fails with the following error:

```
ImportError: /opt/zope/lib/python/ZODB/cPersistence.so: wrong
ELF class:
ELFCLASS32
..failed
error: %preun(zope-2.7.8-15.i586) scriptlet failed, exit status
Software uninstall failed with an exit code of 255
```

**Workaround:** To uninstall a zope package on a SLES 10 server, add "--noscripts" to the uninstall properties of the zope package in the Package Properties window before remediating the server.

**Bug ID: 144301/144379**

**Description:** To authenticate with Opware, the `rh_n_import` script requires to access the Command Engine or the Data Access Engine certificate or the user name and password stored in the Configuration file.

**Subsystem:** SAS Client - RPM Deployment

**Platform:** Independent

**Symptom:** There are two ways in which `rh_n_import` authenticates with Opware : Command Engine or the Data Access Engine certificate or via user name and password stored in the Configuration file in the Software Repository.

To run the `rhn_import` successfully, the script needs to either access to the Command Engine or the Data Access Engine certificate or the configuration file should contain the `uapi_user=Username` and `uapi_pass=Password` options.

If the Command Engine or the Data Access Engine is not installed on the same server as the Software Repository then the certificate may not be installed in the server containing the Software Repository. Hence the `rhn_import` may fail if the configuration file does not contain the `uapi_user=Username` and `uapi_pass=Password` options.

**Workaround:** In case certificate is not available, then specify the `uapi_user=Username` and `uapi_pass=Password` options in the Configuration file.

### **Bug ID: 144719**

**Description:** Adding packages to a software policy may result in null pointer exception.

**Subsystem:** SAS Client - Software Management

**Platform:** Independent

**Symptom:** In the SAS Client, when you create a software policy from the Library > By Folder view and then immediately try to add packages to the software policy, you may receive a null pointer exception. This behavior is observed intermittently.

**Workaround:** Close the Software Policy window and re-open the Software Policy window to add the packages.

## **Visual Application Manager**

### **Bug ID: 139071**

**Description:** For `.vam` files that reside on the hub, instead of opening the selected (older) topology, the SAS Client opened the most recent saved topology when you clicked Open.

**Platform:** Independent

**Subsystem:** SAS Client - Visual Application Manager

**Symptom:** You selected an older topology from a `.vam` file on the hub and clicked Open. The most recent topology is displayed, instead of the one that you selected.

**Workaround:** In the Open window, select both the `.vam` file and the older topology that you want to open and then double-click that `.vam` file to open it.

## Visual Packager

**Bug ID: 139506**

**Description:** Visual Packager supports only ASCII characters in the software policy name.

**Subsystem:** SAS Client - Visual Packager

**Platform:** Independent

**Symptom:** If you include non-ASCII characters in the software policy Name in the Create Package window, Visual Packager creates a new software policy in the folder hierarchy (with packages attached) and each non-ASCII character displays as a question mark (?).

**Workaround:** None. Do not include non- ASCII characters in the software policy name.



# Chapter 6: Documentation Errata

## IN THIS CHAPTER

This chapter contains the following topics:

Updates to the Opsware SAS 6.1 Policy Setter's Guide

Updates to the Opsware SAS 6.1 User's Guide: Application Automation

### **Updates to the Opsware SAS 6.1 Policy Setter's Guide**

The followings topic in the Opsware SAS 6.1 Policy Setter's Guide is updated with new information:

#### **Automatically Updating RPM Packages in a Software Policy**

When you remediate a server with a software policy containing Kernel RPMs (such as kernel, kernel-bigmem, kernel-enterprise, kernel-smp, kernel-modules, kernel-debug, kernel-unsupported, kernel-source, kernel-devel), then Opsware SAS always installs the newer version of the kernel RPM packages and its dependencies on the server. The older version of the Kernel RPMs and its dependencies are not removed from the server. This behavior is observed even if you set the Upgrade option to No in the Package Properties window.

### **Updates to the Opsware SAS 6.1 User's Guide: Application Automation**

The followings topic in the Opsware SAS 6.1 User's Guide is updated with new information:

## **Remediating Software Policies**

If a software policy contains multiple non RPM type packages with the option "reboot =yes" selected for every package in the Package Properties window, and the option "Reboot as dictated by package properties" selected in the Remediate window, then remediating a sever with the software policy will reboot the server every time a package is installed.

If a software policy contains multiple RPM type packages with the option reboot =yes selected for every RPM package in the Package Properties window, and the option "Reboot as dictated by package properties" selected in the Remediate window, then remediating a sever with software policy will reboot the server only once after all the RPM packages are installed.

# Chapter 7: 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](mailto: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](mailto:education@opsware.com)

Opsware, Inc. offers several training courses for Opsware users and administrators.

For information about Opsware Training:

URL: [www.opsware.com/education](http://www.opsware.com/education)

