

HP Business Service Management

For the Linux and Windows® operating systems

Software Version: 9.21

BSM Connector Release Notes

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Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

This product includes software developed by the JDOM Project (<http://www.jdom.org/>).

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Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
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Note: This document was last updated: Friday, January 25, 2013

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HP Business Service Management Release Notes

This document is an overview of HP Business Service Management (Business Service Management). It contains important information that is not included in books or Help. You can find information about the following in this document:

- "What's New in This Release?" on the next page
- "Supported Environments" on page 9
- "HP Software Products Integration" on page 9
- "Installation Requirements" on page 10
- "Known Problems" on page 11
- "Documentation Updates" on page 25
- "Localization and Globalization" on page 27

What's New in This Release?

This release of BSM Connector provides the following capabilities:

- **Local topology synchronization.** Enables you to filter and process the discovered data on the BSM Connector system before sending it to the RTSM. By applying mapping rules, you can transform the discovered data to CIs and CI relations that can then be stored in the RTSM.
- **Show metrics in Performance Graphing.** When BSM Connector 9.2x is connected to BSM 9.21, the metrics sent by BSM Connector can be consumed by Performance Graphing in BSM. (When connected to BSM 9.20, the metrics can be shown in Cross-Performance reports in System Availability Management and in user-defined reports in BSM only.)
- **Set up BSM Connector with an inaccessible profile.** When you add a BSM Connector integration to BSM, the BSM Connector instance must be accessible to BSM. If this is not the case, for example, when working in HP Software-as-a-Service, you may add the BSM Connector with an inaccessible profile to BSM, and then configure the connection and integration in the BSM Integration Preferences dialog box in BSM Connector.

What's New in BSM Connector 9.20?

BSM Connector combines the technology used by HP BSM Integration Adapter with that of HP SiteScope Technology Integration Monitors to create a unified solution for integration of third-party managers, applications, and enterprise management systems. BSM Connector 9.20 provides the following capabilities:

- Discover topology from the product BSM Connector connects to (based on log files, database tables, Web services, or custom data sources using topology scripts); discovered topology populates RTSM
- Get events (from log files, database tables, Web services, XML files, SNMP traps, Open Message Interface messages, or scheduled tasks)
- Get metrics (from log files, database tables, or Web services); metrics are stored in the BSM Profile Database
- Define policies using Web-based UI
- Synchronize events
- Manage BSM Connector from BSM
- Backward compatibility with previous integrations based on BSM Integration Adapter (SiteScope Technology Integration Monitors remain available for existing integrations in BSM 9.20 since there is no migration tool from SiteScope Technology Integration Monitors to BSM Connector yet; for new integrations, BSM Connector should be used)
- Supports BSM's open integration strategy, providing out-of-the-box connectors to HP and third-party products. This enables expanding connectivity of BSM and related products (Operations Manager *i*, Service Health Analyzer). Customers can access connectors via HP Live Network (HPLN); NNMi Connector, BSM Connector for Nagios, BSM Connector for Microsoft SCOM, and BSM Connector for IBM Tivoli are already available. HP certified partners will also be able to build their own connectors and post them on HPLN. See the HP Live Network site <https://hpln.hp.com/group/bsm-integrations>.

Supported Environments

The Business Service Management server runs in these operating system environments:

- Microsoft Windows Server:
 - Windows Server 2003 R2 SP2 Standard Edition (32 bit)
 - Windows Server 2003 R2 SP2 Standard Edition (64 bit)
 - Windows Server 2003 R2 SP2 Enterprise Edition (32 bit)
 - Windows Server 2003 R2 SP2 Enterprise Edition (64 bit)
 - Windows Server 2008 SP2 Standard Edition (32 bit)
 - Windows Server 2008 SP2 Standard Edition (64 bit)
 - Windows Server 2008 SP2 Enterprise Edition (32 bit)
 - Windows Server 2008 SP2 Enterprise Edition (64 bit)
 - Windows Server 2008 R2 SP1 Standard Edition (64 bit)
 - Windows Server 2008 R2 SP1 Enterprise Edition (64 bit)
- Red Hat Enterprise Linux
 - Red Hat Enterprise Linux AS 5.3 and later minor versions (64 bit)
 - Red Hat Enterprise Linux ES 5.3 and later minor versions (64 bit)

HP Software Products Integration

Business Service Management integrates with these HP Software products:

- HP Business Service Management 9.2x

See also "[Limitations](#)" on page 23 for a list of BSM Connector 9.21 features that are not available when BSM Connector 9.21 is integrated with BSM 9.20.
- HP ArcSight ESM
- HP ArcSight Logger
- HP Network Node Manager i 9.01 and higher

Installation Requirements

You can find requirements and steps to install BSM Connector in the interactive *BSM Connector Installation and Upgrade Guide*. To download the latest version of this guide, go to the HP Software Product Manuals Web site:

<http://h20230.www2.hp.com/selfsolve/manuals>

On the HP Software Product Manuals Web site, the BSM Connector documentation is listed under the Application Performance Management (BAC) and Operations Manager i products.

Note: BSM Connector is supported with Internet Explorer 7.0, 8.0, 9.0 and Firefox 10.0 ESR. Use one of these supported browsers to open the *BSM Connector Installation and Upgrade Guide*.

Known Problems

The reference number for each known problem is the Change Request (QCCR) number. For more information about open known problems, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Installation and Upgrade Problems

This section describes installation and upgrade problems.

QCCR1A146938 During the initialization of the installation wizard, an unnecessary message box opens

Description: During the initialization of the installation wizard a message box opens, which contains the following message:

```
"A factory provided installation configuration file was found in the directory with the installation executable. Do you want to use the values in this file for the current installation?"
```

Workaround: When this message box opens, click **No**.

QCCR1A131604 HP BSM Connector Configuration Wizard stops responding

Description: During the BSM Connector installation, the **HP BSM Connector Configuration Wizard** may stop responding.

Workaround: Restart the configuration wizard.

Windows:

1. Close the unresponsive **HP BSM Connector Configuration Wizard**. Do not close the BSM Connector installation wizard.
2. If the BSM Connector installation wizard has also been closed, restart it by double-clicking the `Windows[32|64]_Setup\BSMConnector_<version>_setup.exe` file.
3. Navigate to `%Temp%\HPOvInstaller\BSMConnector_<version>`.
4. Copy one of the `ovinstallparams_<time_stamp>.ini` files to `%Temp%`.
5. Rename `%Temp%\ovinstallparams_<time_stamp>.ini` to `%Temp%\ovinstallparams.ini`.
6. Open a command prompt and run `%Temp%\BSMConnector\postinstall_launch_bsmc_config.bat %cd%`.

The configuration wizard opens. Complete the wizard pages and finish the BSM Connector installation.

Linux:

1. Close the unresponsive **HP BSM Connector Configuration Wizard**. Do not close the BSM Connector installation wizard.
 2. If the BSM Connector installation wizard has also been closed, restart it by executing the `BSMConnector_<version>_setup.bin` file.
 3. Navigate to `/tmp/HPOvInstaller/BSMConnector_<version>`.
 4. Copy one of the `ovinstallparams_<time_stamp>.ini` files to `/tmp`.
 5. Rename `/tmp/ovinstallparams_<time_stamp>.ini` to `/tmp/ovinstallparams.ini`.
 6. Open a shell and run `/tmp/BSMConnector/postinstall_launch_bsmc_config.sh`.
The configuration wizard opens. Complete the wizard pages and finish the BSM Connector installation.
-

QCCR1A146587 The BSM Connector service starts automatically after installation although the **Start BSM Connector service after install** checkbox is cleared

Description: The BSM Connector service starts automatically on Windows computers although the **Start BSM Connector service after install** checkbox in the **HP BSM Connector Configuration Wizard** is not selected.

Workaround: Manually stop the **HP BSM Connector** service in **Administrative Tools > Services**.

QCCR1A153509 Linux only: Uninstallation of BSM Connector 9.21 fails with error: Can't stop BSMC service

Description: During the uninstallation of the BSM Connector 9.21 Service Pack on Linux, the following error message appears:

```
Can't stop BSMC Service.
```

Workaround: Perform the following steps to complete the uninstallation of the BSM Connector 9.21 Service Pack from a Linux computer:

1. Type the following command to ensure that the BSM Connector service is not running:
`/opt/HP/BSMConnector/stop`
2. Restart the wizard, type:
`/opt/HP/BSMConnector/installation/BSMConnector0921/bin/Uninstall.sh`
Respond to the prompts to complete the uninstallation.

QCCR1A133115 Uninstallation of BSM Connector corrupts HP Operations Agent

Description: On a system with a preinstalled HP Operations Agent, the agent is corrupted by the BSM Connector 9.21 and 9.20 uninstallation. The command `opcagt -version` does not return anything.

Workaround: Reinstall HP Operations Agent as described in the HP Operations Agent Installation Guide.

User Interface Problems

This section describes user interface problems.

QCCR1A153347 Database policies only: Data may be lost if the policy timeout is higher than the frequency

Description: BSM Connector may not send all events, metrics, and topology to BSM, if the timeout in database policies is higher than the frequency.

Workaround: Complete the following steps:

1. In database policies, navigate to the **Source** page.
 2. Make sure the value configured in the **Frequency** field is higher than the value configured in the **Timeout** field.
 3. Save the policy and activate it.
-

QCCR1A148355 Launch of the BSM Connector UI from the Operations Management Event Browser does not work

Description: In the Operations Management Event Browser, right-click an event and then click **Configure > Integration Policies**. The BSM Connector UI does not open because the port in the URL is incorrect.

Workaround: Correct the URL by performing the following steps:

1. In BSM, navigate to **Admin > Operations Management > Setup > Connected Servers** and edit the BSM Connector connected server.
2. In the Policy Management tab, change the port to the correct HTTP port configured for the BSM Connector. The default HTTP port is 30001.

Note: Any modifications to the BSM Connector integration in **BSM > Admin > Integrations > BSM Connector Integrations** overwrite the port correction in the Connected Servers manager.

QCCR1A145535 Some policy variables are not correct.

Description: The Open Message Interface Policy Editor and SNMP Trap Policy Editor both provide the ability to use the policy variable `<$MSG_TYPE>`. This policy variable never contains a value for these types of policies, and should not appear in the list of available policy variables.

In addition, the SNMP Trap Policy Editor provides the ability to use the policy variable `<$S>`. This policy variable should contain the event severity, but always contains the value `Unknown`.

Workaround: None.

QCCR1A141981 Policy state changes with ovpolicy are not reflected in the BSM Connector list of policies

Description: When changing the policy state from enabled to disabled using the ovpolicy command line tool, the policy activation state in the BSM Connector user interface remains activated.

Workaround: Do not use ovpolicy to activate or deactivate a policy. Always use the BSM Connector **Activate** and **Deactivate** toolbar buttons or the context menu. You may use ovpolicy only for troubleshooting purposes, for example to investigate whether a policy is enabled or disabled (ovpolicy -list).

QCCR1A145569 Connecting to a remote HP-UX server using SSH is not possible

Description: Connecting to a remote HP-UX server using the SSH protocol may not be possible.

Workaround: In cases where SSH connections to a remote HP-UX server do not work, use a different protocol such as telnet.

QCCR1A138852 Connecting to a remote UNIX server using rlogin is not possible

Description: With some network configurations, connecting to a third party remote server using the rlogin protocol may not be possible.

Workaround: In cases where rlogin connections to a third party remote server do not work, use a different protocol such as SSH or telnet.

QCCR1A137653 Client test tools for the web service listener are missing on Linux

Description: Client test tools for checking connectivity to the web service listener are missing from the following folder on Linux:

```
/opt/HP/BSMConnector/conf/ems/webservice/test_client
```

Workaround: None.

QCCR1A132075 "Web page not found" error in the browser when starting the BSM Connector UI

Description: Accessing the BSM Connector UI produces a "web page not found" error in the browser, and the Tomcat log file <BSM Connector root directory>/logs/tomcat.log contains the following lines:

```
LifecycleException: service.getName(): "Catalina";  
Protocol handler start failed: java.io.IOException:  
Keystore was tampered with, or password was incorrect
```

Workaround:

BSM Connector is shipped with a self-signed certificate. You must replace the certificate with a certificate issued by your Certificate Authority (CA):

1. Obtain a server certificate from your CA issued to the BSM Connector server. Typically this certificate is issued in PKCS12 format with a password-protected private key.
2. Change the Tomcat configuration to use the PKCS12 certificate instead of the default self-signed Java certificate. Locate the following lines in the <BSM Connector root directory>/Tomcat/conf/server.xml configuration file:

```
keystore="../groups/serverKeystore" keystoreType="JKS"  
keystorePass="changeit"/>
```

Change them to:

```
keystore="path to server certificate in PKCS12 format"  
keystoreType="PKCS12"  
keystorePass="password for the private key"
```

Restart Tomcat.

If you cannot obtain a server certificate from a CA in PKCS12 format, manually generate a server certificate using a Java Keystore (JKS) and have it signed by your CA. See the section "Creating a Keystore" in the BSM Hardening Guide.

Alternatively, if you do not have a CA, replace the BSM Connector with a self-signed certificate:

1. Stop BSM Connector:

Windows: Stop the HP BSM Connector service in **Administrative Tools > Services**.

Linux: Type `/opt/HP/BSMConnector/stop`.

2. Remove the serverKeystore file that is located in the <BSM Connector root directory>/groups folder. You can delete it or move it to a different folder.
3. Create a key pair by running the command line listed below from the <BSM Connector root directory>/java/bin folder.

Note: The command must be entered on a single line. The line is divided here to fit on this page.


```
keytool -genkey -dname "CN=<FQDNofBSMConnectorServer>,  
OU=<yourDepartment>, O=<yourCompanyName>, L=<yourLocation>,  
S=<yourState>, C=<yourCountryCode>" -alias <yourAlias> -keypass  
changeit -keystore ../../groups/serverKeystore -storepass changeit  
-keyalg "RSA" -validity <valdays>
```

In the above command, replace the `dname`, `alias`, and `validity` values as needed and make sure the value for `storepass` is the same as `keypass`. Also, if the value for `storepass` and `keypass` that has been used is anything other than "changeit", then the same must be added to the `<BSM Connector root directory>/Tomcat/conf/server.xml` file.

4. Start BSM Connector:

Windows: Start the HP BSM Connector service in **Administrative Tools > Services**.

Linux: Type `/opt/HP/BSMConnector/start`.

This procedure creates a file called `serverKeystore` in the `<BSM Connector root directory>/groups` folder. BSM Connector uses this file to store the certificates used in your secure sessions. Make sure you keep a backup copy of this file in another location.

General Issues

This section describes general problems in BSM Connector.

QCCR1A152393 BSM Connector integration in BSM fails when the BSM URL is not the default URL

Description: The integration of BSM Connector in BSM fails when the BSM URL is not the default URL.

Workaround: The following workarounds exist:

- Configure the BSM Connector integration in BSM before changing the BSM default URL.
- If the BSM default URL has already been changed and the integration of BSM Connector in BSM fails, complete the following steps:

- a. The following error message indicates that the BSM Connector integration fails because of a non-default BSM URL:

```
Failed to register BSM Connector to the connected server list.
```

- b. Navigate to **Admin > Operations Management > Setup > Connected Servers** and create a new connected server for the BSM Connector that you want to integrate. Enter the fully qualified domain name (FQDN) of the BSM Connector system in the Server Properties tab.
- c. If the HP Operations Agent on the BSM Connector server is not yet configured, navigate to **Admin > Integrations > BSM Connector Integrations** and edit the BSM Connector integration. You can safely close the error message that opens when you edit the integration.
- d. Expand the Policy Management Settings panel and click the **Configure policy management** button.
- e. Navigate to **Admin > Operations Management > Setup > Certificate Requests** and grant the pending certificate request.

After completing these steps, the BSM Connector is successfully integrated in BSM. You will, however, see an error message each time you edit the BSM Connector integration in BSM. You can safely ignore the error message.

QCCR1A155308 Linux only: BSM Connector integration with inaccessible profile fails due to missing HP Operations Agent version

Description: The BSM Connector integration in BSM may fail under these circumstances:

- BSM Connector is installed on a Linux system.
- BSM Connector is configured with an inaccessible profile in BSM.
- BSM Integration Preferences page in BSM Connector does not display the version of the HP Operations Agent.

Workaround: To complete the integration of the BSM Connector with an inaccessible profile, perform the following steps:

1. On the BSM Connector system, type the following command :

```
/var/opt/OV/installation/HPOprIA/bsmc-conf.sh -srv <bsm_hostname>  
[-force]
```

Replace <bsm_hostname> with the fully qualified domain name (FQDN) of the BSM gateway server or load balancer (depending on your BSM deployment).

The `-force` option is only required if HP Operations Agent is preinstalled and preconfigured.

2. In BSM, grant the pending certificate request:
 - a. Navigate to **Admin > Operations Management > Setup > Certificate Requests**.
 - b. On the Certificate Requests tab, select the certificate request and grant it.

If the certificate request does not appear in the list, send another request using the following command on the BSM Connector system:

```
/opt/OV/bin/ovcert -certreq
```

QCCR1A152928 SAM Cross-Performance reports do not work on aggregated data collected by BSM Connector

Description: System Availability Management (SAM) cross-performance reports return the message "No data was found." when run on aggregated data collected by BSM Connector.

Workaround: SAM Cross-Performance reports cannot be run on aggregated data. Run the reports on the raw data instead.

QCCR1A153318 Policy activation error after upgrading to HP Operations Agent 11.10

Description: When you activate an event integration policy, the following error message is displayed:

```
Policy Activation component reported following error:  
(conf-557) Triggering notification service from Control  
was not successful. Possibly there is no policy consumer  
registered to Control service for the policy type.
```

Only the following policy types are affected: database, log file, Web service listener, and XML file policies.

Workaround: Manually reregister the opcgene process with the ovc service daemon process using the following commands:

Windows:

```
cd %OvDataDir%\installation\HPOprIA  
ovcreg -del opcgene  
ovcreg -add opcgene.xml
```

Linux:

```
cd /var/opt/OV/installation/HPOprIA  
/opt/OV/bin/ovcreg -del opcgene  
/opt/OV/bin/ovcreg -add opcgene.xml
```

QCCR1A153162 Policy activation error when BSM Connector is installed to a non-default directory

Description: When BSM Connector is installed to a non-default directory, policy activation fails and the following error message may appear in the System.txt log file:

```
com.mercury.sitescope.api.template.TemplateAPIException:  
Error Code: 55636. Error Description: could not find Template name  
BSM Connector Custom Template in the configuration. (OpC30-3914)
```

The System.txt log file is located in the following directory:

Windows: %ovdatadir%\log\System.txt

Linux: /var/opt/OV/log/System.txt

Workaround: The BSM Connector 9.21 Service Pack installation deletes the BSM Connector policy templates. Complete the following steps to recreate the policy templates:

1. Copy the following file:

```
<BSM Connector root directory>/persistency/importbackup/  
BSMConnectorTemplates
```

2. Paste the copy into the following directory:

```
<BSM Connector root directory>/persistency/import
```

3. Restart BSM Connector:

Windows: Restart the **HP BSM Connector** service in the **Administrative Tools > Services**.

Linux: Restart the BSM Connector main process, type `/opt/HP/BSMConnector/stop` followed by `/opt/HP/BSMConnector/start`.

QCCR1A149819 BSM Connector sends topology data only once from a metrics policy

Description: A BSM Connector metrics policy sends metrics and topology data only once. On subsequent runs, only metrics data is sent to BSM.

Workaround: The policy sends topology data only when the value of the Monitor Name or Target attribute changes. To resolve the problem, you can, for example, include a variable that resolves to the hostname of the monitored CI in the Monitor Name or Target attribute in the policy's Defaults Page.

1. In the BSM Connector UI, edit the affected metrics policy.
2. In the Defaults page, edit the Monitor Name or Target fields, for example:

- Monitor Name: My Oracle mon on \$group0

- Target: \$group0

\$group0 resolves to the hostname of the monitored CI.

3. Save the policy and reactivate it.

QCCR1A147257 Monitored by attribute reported by the Computer - Monitor topology script does not have values for "BSM Connector" and <Integration Name>

Description: Metrics reported using a metrics policy with the Computer - Monitor topology script can be shown in Performance Graphing in BSM only as SiteScope metrics and not as metrics originating from BSM Connector. This is because the Computer - Monitor topology script sets the Monitored by attribute of the reported CIs to "SiteScope".

Workaround:

1. In BSM, navigate to **Admin > RTSM Administration > Modeling > IT Universe Manager**.
2. Click **Search CIs** and search for all CIs of the type "Computer" that your integration reports.
3. In the search results, right-click a CI reported by your integration and click **Properties**.
4. In the list of properties, select the **Monitored By** property and click ... to edit it.
5. Add the value **BSM Connector** and optionally a value with the name of your integration.
6. Update the Monitored By attribute of each CI reported by your integration using the steps above.

Limitations

This section describes limitations.

QCCR1A153227 BSM Connector 9.21 coexistence issues

Description: BSM Connector 9.21 cannot coexist with the following HP applications on the same host:

- HP Business Service Management 9.21
- HP SiteScope 11.20 or later

Workaround: None.

BSM Connector 9.21 limitations when integrated with BSM 9.20

Description: If BSM Connector 9.21 is integrated with BSM 9.20, metrics sent by BSM Connector cannot be consumed by Operations Management Performance Graphing in BSM.

Workaround: Upgrade BSM 9.20 to 9.21.

Limitations when Operations Management is not enabled in BSM

Description: The following limitations exist in BSM Connector and BSM when Operations Management is not enabled in BSM (that is, the HP Operations Manager i Event Management Foundation Licence is not installed):

- **BSM Connector: QCCR1A153309** The Indicator tab in the BSM Connector policy editors cannot load indicators from BSM.
- **BSM:** The tooltip on health indicators (HIs) cannot display information on the specific BSM Connector event that contributed to the HI's latest status change. The following message displays instead:

Event data cannot be displayed since OMi is not enabled

Workaround: Enable Operations Management by installing an HP Operations Manager i Event Management Foundation Licence.

Fixed Problems

The reference number for each fixed problem is the Change Request (QCCR) number. For more information about fixed problems, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Issues Fixed in this Release

QCCR1A135761 Linux only: After rebooting the BSM Connector system, the BSM Connector process does not start automatically

QCCR1A147195 The BSM Connector user interface does not open on Korean, Japanese, and Simplified Chinese systems

Previously Fixed Issues

QCCR1A146732 When the BSM server uses SSL, problems occur when configuring BSM Connector integrations in the BSM user interface

QCCR1A146403 Log file policies only: Data may be lost if the policy timeout is higher than the frequency

QCCR1A146085 BSM Connector does not send all events and the JVM crashes

QCCR1A146117 Metrics integration policies only: an unexpected error occurs when copying a rule with an empty description

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

To check for recent updates or to verify that you are using the most recent edition, visit the [HP Software Product Manuals](#) web site.

To retrieve a document, select the:

1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
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You must have Adobe® Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the [Adobe](#) web site.

Note: This document was last updated: Friday, January 25, 2013

Documentation Errata

The following documentation items are incorrect.

Location: BSM Connector online help: Setting Up and Configuring BSM Connector > How to Manage BSM Connector Processes

Error: The procedure in the note under "BSM Connector on Linux processes" is incorrect. The format of the `bsmc` init script must be converted from DOS to UNIX before registering the file.

Correction: Use the following procedure instead:

1. Copy the init script `bsmc` to `/etc/init.d`:

```
cp /opt/HP/BSMConnector/bin/bsmc /etc/init.d/bsmc.tmp
```

2. Convert the script from DOS to UNIX format, for example:

```
dos2unix /etc/init.d/bsmc.tmp /etc/init.d/bsmc
```

3. Add execution rights to the script:

```
chmod +x /etc/init.d/bsmc
```

4. Register the script:

```
chkconfig --add bsmc
```

Localization and Globalization

Localization is the process by which software applications are adapted to suit a specific local market or *locale*. Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

HP supplies Business Service Management localized software in these languages:

- English
- French
- German
- Japanese
- Korean
- Simplified Chinese