

HP SiteScope

For the Windows[®], Solaris, and Linux operating systems

Software Version: 11.22

Release Notes

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Software Release Date: April 2013



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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>).

Documentation Updates

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

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About This Service Pack

This service pack includes the following updates:

- New functionality (for details see ["What's New in This Release" on page 8](#))
- Customer escalation fixes (for details, see ["Fixed Issues" on page 62](#))
- Enhancement requests addressed in this release (for details, see ["Enhancement Requests" on page 75](#))
- Internal bug fixes

Installation Instructions

For complete instructions on installing this Service Pack, see ["Installation Notes" on page 20](#).

What's New in This Release

SiteScope 11.22 New Features and Capabilities

SiteScope Multi-View

- Displays the status of all SiteScope monitors and groups in a single view, enabling you to more easily understand the overall impact of problems in your IT infrastructure.
- Displays monitors from different perspectives: grouped by target server view, tags view, or the standard SiteScope hierarchy perspective.
- Fully utilizes the screen to display near-real time status of all groups and monitors. It is fully supported on big and small screens, making it ideal for viewing monitor data in a network operations center. It is also supported on iPad tablets.
- Provides filtering and drill down to view more detailed information on groups and monitors, enabling you to focus only on those groups and monitors you want to view.
- Enables you to isolate the root cause of problems and perform troubleshooting actions to mitigate issues.
- Multi-View is HTML-based. It is supported in additional browsers, including Chrome and Safari, and it runs in web browsers without having to install Java. You can access Multi-View directly using the **<http://<SiteScope>:8080/SiteScope/MultiView>** link.
- Multi-View is supported in MyBSM when SiteScope is connected to a BSM server, enabling you to see multiple SiteScope Multi-Views simultaneously in the same view. The predefined MyBSM Multi-View page also displays the status of all SiteScope servers connected to the BSM system. This enables you to access and troubleshoot SiteScope without having to drill down to the SiteScope instance.

Monitor Enhancements

- Added the ability to create a dedicated log with specified log level for each monitor instance, and to view that log from the Logging Settings panel.
- Added the Multi-Log monitor which enables checking for specific entries added to log files in a given directory, by looking for entries containing a text phrase or a regular expression.
- Added support for Amazon Virtual Private Cloud (VPC) to the Amazon Web Services monitor.
- Added support for running the Web Service monitor using SSL.
- Added support to the Mail monitor for sending emails via SSL SMTP servers.

Custom Monitor Enhancements

- Added the ability to perform offline debugging of a custom monitor script using a remote debugging environment. This makes the script development process easier, since it enables you to complete the code and see the debugged data inside the script during the data processing stage. The Custom Monitor Debugging Eclipse project is available from **<SiteScope root directory>\examples\monitors\custom\CustomMonitorDebuggingEclipseProject**, or from the HP Live Network.
- Added the Script Parameters table which enables you to predefine parameters that can be repeatedly used in the custom monitor script.

Preference Enhancements

- Added a quick search to General Preferences and Infrastructure Preferences which enables searching for a specific string in preference setting labels.
- Added support for sending emails via SSL SMTP servers.

Template Enhancements

- Added the ability to create and deploy a template that contains remote servers only, without having to include a root group.

Calculated Metrics

- Calculated Metrics enable defining new metrics by taking existing SiteScope metrics, performing an arithmetic or logical operation on them, and then configuring thresholds on the calculated metrics. This feature replaces the arithmetic counter in the JMX monitor which was deprecated.
- Added the **#longToDate()** function to Calculated Metrics which converts a time stamp in numerical format to a regular readable format.

Integration with BSM 9.22

- Added ability to drill down from Service Health HIs (context menu) to the SiteScope Cross-Performance Report.
- Added ability to drill down from any CI monitored by SiteScope to the SiteScope Cross-Performance Report.
- Added wiring between any CI monitored by SiteScope and the SiteScope Cross-Performance component in MyBSM.

Third-Party Integration

- Added ability to export EMS technology integration monitors from SiteScope and import them to BSM Connector as policies.
- Added the Trigger alert action which should be used when you want the alert to send event information to HPOM or BSM without performing any additional action.

Integration with Performance Graphing

- Added ability to use the profile database in BSM as the data source for graphing metrics to Performance Graphing in Operations Management. The profile database option is a more robust and scalable data source than the HP Operations agent which is installed on the SiteScope server, and does not require configuration of the HP Operations Integration. The profile database is available when SiteScope is connected to a BSM 9.22 server and metrics reporting to BSM is enabled.

Installation and Configuration

- Added a silent run option to the SiteScope Configuration Tool. This enables you to make a backup copy of SiteScope configuration data from your current version of SiteScope, without having to navigate through the Configuration Tool screens and input selections.

Security Enhancements

- SiteScope 11.22 is compliant with FIPS 201-1 requirements. FIPS 201-1 are the PIV Card (Personal Identification Verification) that contains the credentials for identification of employees and contractors, and the PKI (Public Key Infrastructure) that provides the services to issue and revoke the cryptographic keys. CAC (Common Access Card) is the concrete implementation of a PIV Card in the US Department of Defense.
- SiteScope supports user authentication using smart cards. Smart cards store certificates verifying users' identity and allow access to secure environments. Smart cards replace the standard model of each user manually entering a user name and password.
- Added the SiteScope Hardening Tool which enables you to perform the following SSL configuration tasks that previously required manual configuration:
 - Configure SiteScope with Server Side SSL (HTTPS)
 - Public API client certificate authentication
 - Configure hardened SiteScope for integration with hardened BSM
 - JMX remote access configuration
 - Configure SiteScope to require Client Side Authentication, including:
 - CRL and OCSP certificate revocation verification protocols
 - Smart Card Authentication enforcement
 - Authentication of client certificate with LDAP

API Enhancements

- Added Data Acquisition APIs that enable getting historical data for monitor runs that match specified query parameters.

- Added support for creating remote servers on Windows and UNIX environments.

Supported Environments

- Added support for monitoring remote servers running on Microsoft Windows Server 2012. See the SiteScope Help for the supported monitors and solution templates.
- Support for installing SiteScope on Microsoft Windows Server 2003 was deprecated and we plan to remove it in the next SiteScope release.

Documentation Changes

- The SiteScope Monitor Metrics document was deprecated, and information from this document was merged into the SiteScope Monitor Reference Guide. The SiteScope Monitor Reference Guide now includes the list of all metrics that can be configured per monitor, as well as versions of applications or operating systems that are supported.

Localization (L10N) Support

- Added L10N support for all SiteScope 11.21 and 11.22 features.

Certifications (client side)

- Mozilla Firefox 17 ESR
- Java 7 update 15

SiteScope 11.21 New Features and Capabilities

This file includes the following new functionality in SiteScope 11.21. For release notes from earlier versions of SiteScope, see the root directory on the product installation media.

Custom Monitors and Exporting Content Packages

- Added the ability to use content packages for sharing user-defined content with other SiteScope users. This enables sharing templates that contain Custom monitors or regular monitors that reference a script or alert extension file (such as **templates.os** and **templates.mail**) in the SiteScope file system. You can also share extension files not related to a template.

Note that the **<SiteScope root directory>\sisdocs\custom_monitors** and **<SiteScope root directory>\conf** general folders are no longer supported.

- Added the ability to export content packages to a zip file using the Export Content Package Wizard.
- Added the ability to collect data dynamically for query-based custom monitors. This provides the added benefit of enabling you to create queries based on values that are not in the monitored entity data store (for example, timestamp), create queries based on previous query results or

calculations, and include variables in queries.

- Added an updated example content package zip file named **CustomMonitorsExamples_11_21.zip** to the <SiteScope root directory>\examples\monitors\custom\ folder. This includes all four custom monitors (the Custom Database monitor now includes a dynamic query), a manifest file according to the new convention, and template mail and template mail subject files to exemplify the use of file distribution as part of the import content package process.
- Added guided and narrated demonstrations for using the WMI Custom monitor to the HP Videos channel on YouTube:
 - Custom WMI Monitor Creation Process and Packaging - <http://youtu.be/bB6NITGdd88>
 - Custom WMI Monitor Data Processing Script - <http://youtu.be/Glw3JVnunWE>

Monitor Enhancements/Changes

- Added support for SOAP 1.2 and WSDL 2.0 to the Web Service monitor.
- Added cluster support for WebSphere Application Server monitor.
- Added virt-top based metrics for KVM monitor.

Calculated Metrics

- Added the Calculated Metrics Settings panel which enables defining new metrics by taking existing SiteScope metrics, performing an arithmetic or logical operation on them, and then configuring thresholds on the calculated metrics. This is useful for metrics that are constantly changing, making it difficult to define status thresholds.

Note: While Calculated Metrics and Rate Metrics are currently supported for the JMX monitor, Rate Metrics will be removed in the next planned release, and existing Rate Metrics will be upgraded to Calculated Metrics.

ALM/PAL Integration

- Added the ability to import data from ALM that includes SiteScope configuration templates. Sharing such information between development and operations enables using SiteScope configurations that have already been tested and fine tuned. Imported SiteScope configuration templates are stored in the SiteScope template tree for each SiteScope registered to BSM.

SiteScope Failover/High Availability Solution Improvements

- Added ability to send all configuration data created when SiteScope Failover was active back to the primary SiteScope when it becomes active.
- Added user permissions for High Availability Preferences.

Supported Environments

- Added support for Microsoft Windows Server 2008 R2 Datacenter edition.
- Added support for Red Hat ES/AS Linux 5.8.
- SiteScope is certified with USGCB (FDCC) compliant clients.

SiteScope 11.20 Release Highlights

New Monitors and Solution Templates

- Custom monitors that enable you to develop your own solutions for environments that are not supported by predefined SiteScope monitors. Custom monitors can be shared with other users by publishing them to the SiteScope community on the [HP Live Network](#). New customizable monitors include **Custom**, **Custom Database**, **Custom Log File**, and **Custom WMI** monitor.
- **Dynamic Disk Space monitor**. Enables you to configure the monitor once, and leave it to detect disks and file systems changes. This monitor replaces the Disk Space monitor which was deprecated.
- **VMware Datastore monitor**. Used to monitor the state of VMware Datastores and Virtual Disks (connectivity, capacity, free space, and snapshot size). This monitor was also added to the VMware Capacity Management Solution Template container.
- **KVM Virtualization monitor**. Used for monitoring Kernel-based Virtual Machines (KVM) on Linux x86 and x86_64 hardware that contains virtualization extensions.
- **Generic Hypervisor monitor**. Used for monitoring Virtual Machines using the virsh tool (a command line interface tool for managing guests and the hypervisor). This monitor collects detailed information on nodes and guest virtual machines running on the host.
- **Syslog monitor**. Used for monitoring Syslog processes and messages from UNIX and Linux remote servers.
- **Memcached Statistics monitor**. Memcached is a high-performance, distributed memory object caching system, often used in speeding up dynamic web applications by alleviating database load. This monitor checks whether a memcached server responds to a remote stats request, and stores the values returned in the response to a successful stats request.
- **HAProxy monitor**. HAProxy is a solution that is used to provide high availability, load balancing, and proxying for TCP and HTTP-based applications. This monitor is used to provide front- and back-end statistics to check that your HAProxy server is working properly.
- **License Health monitor**. Enables you to check the availability and usage of SiteScope license points for the local SiteScope installation.
- **Oracle Database Solution Template**. Added support for Oracle Database 11g to the Oracle Database Solution Templates. (QCCR1158573)

Monitor Enhancements/Changes

- **Amazon Web Services Monitor.** Added support for Amazon EC2 regions that are used to get or store measurements.
- **Citrix Monitor.** Added support for Citrix monitor running on Citrix XenApp 6.0.
- **DB2 8.x and 9.x Monitor.** Added support for DB2 8.x and 9.x monitors running on DB2 9.x servers up to version 9.7.5.
- **Integration monitors.** The Generic Integration monitors (Technology Database, Log File, SNMP Trap, and Web Services) are supported for BSM 9.1x and earlier versions only.
- **JMX Monitor.**
 - Added support for JBoss 6.1 and 7.0, WebLogic 11g (10.3.5), Tomcat 6.0.33 and 7.0.25, and Sun Glassfish Enterprise Server 2.1 and 3.1.
 - Added arithmetic counters to the JMX monitor which enable you to evaluate the growth or contraction rate of linear-based metrics. This is useful for metrics that are constantly increasing, making it difficult to define status thresholds. For example, you might want to use arithmetic counters to check the rate of request failures by looking at the "failed request count" metric.
- **Microsoft Windows Event Log Monitor.** Added support for Microsoft Windows Event Log monitoring via WMI.
- **Oracle 10g Application Server Monitor.** Added support to the Oracle 10g Application Server Monitor for monitoring Oracle 10g R3 servers.
- **SAP Java Web Application Server monitor.** Added support for P4 monitoring via SSL transport.
- **Service Monitor.** Added the ability to reduce Service monitor runtime by adding the property `_serviceMonitorOptByServiceName=true` to the `<SiteScope root directory>\groups\master.config` file. This enables the monitor to retrieve data for the service selected for monitoring only, instead of retrieving all services from the remote machine, and then sorting for the selected service.
- **SNMP upgrade.** Includes adding support for SNMP v3 and AES encryption, updating various monitor settings, and adding support for IPv6 addresses to the following monitors: **Cisco Works Monitor, F5 Big-IP Monitor, Network Bandwidth Monitor, SNMP Monitor, SNMP Trap Monitor, SNMP by MIB Monitor.**
- **SunONE Web Server Monitor.** Added support for SunONE Web Server monitor running on iPlanet 7.0 servers.
- **UNIX Resources Monitor.** Added support for UNIX Resources monitor running on Solaris 10u8-11, Red Hat Linux 5.8, 6.0, 6.1, HP-UX 11i v3, and AIX 7.0.
- Added Ubuntu and CentOS operating systems as officially supported OS for UNIX remote

servers.

- **VMware Monitors.**

- Added support for selecting predefined credentials when configuring VMware Performance and VMware Host Monitors and templates.
- Added support for VMware Datastore, VMware Host, and VMware Performance monitors running on VMware vCenter Server 5.0 and VMware ESXi 5.0.
- Dynamic monitoring mechanism. Added support to retain counters that no longer exist on the VMware host server after running the update mechanism, and to continue displaying these counters in the monitor. (QCCR1153407)

- **WebSphere Application Server Monitor.**

- Added support to the WebSphere Application Server monitor for monitoring WebSphere 8.0x servers.
- Added a troubleshooting tool to the WebSphere Application Server monitor that checks the configuration and displays the configuration results.

- **WebSphere MQ Status Monitor.** Added support for WebSphere MQ Status monitor running on WebSphere MQ Server 7.0.1.3.

- **WebSphere Performance Servlet Monitor.** Added support to the WebSphere Performance Servlet monitor for monitoring WebSphere 7.0.0.19, 7.0.0.21, 8.0, 8.0.0.1, and 8.0.0.2 servers.

Template Enhancements

- When configuring monitor and group dependencies in templates, added the ability to supply the full or relative path to existing monitors in the tree, rather than having to recreate the tree structure. This enables the template to automatically write the groups and monitors into their proper place in the tree and automatically create any number of dependencies, without you having to do this manually. (QCCR1136535)
- Monitor dependencies are now supported by the Publish Template Changes Wizard (previously monitor and group dependencies were removed after publishing changes from the template and had to be added manually).
- Added option to ignore publishing dependency changes that you do not want to publish to deployed monitors and groups. (QCCR1142189)

Integration Enhancements

Amazon CloudWatch Integration:

- Added support for Amazon EC2 regions that are used to get or store measurements.

Generic Event Integration:

- Can be used to forward events to a third-party application or management console as an XML format over HTTP. The event that is sent contains information regarding the monitor and its measurement, including the status change that triggered the event.
- You can integrate events collected by SiteScope with CDA (Continuous Delivery Automation), a policy-based platform that provides infrastructure provisioning in hybrid cloud environments. This integration uses the out-of-the-box HP CDA Event Mapping template. CDA receive events from SiteScope, and displays monitoring status based on the events received in the CDA user interface.

ALM/PAL Integration:

- Enhanced Application Lifecycle Management (ALM) and Performance Application Lifecycle (PAL) integration with ability to export SiteScope measurements, templates, and application topology from CMDB to Performance Center for pre-production testing.

HP Operations Manager Integration:

- Upgraded the HP Operations agent supported in SiteScope.
- Added a new integration between HP SiteScope and HP Operations Manager (HPOM), allowing you to associate SiteScope templates with HPOM policies. This integration leverages the power of the proven HPOM policy enforcement with the flexibility and ease of use of SiteScope templates. The integration provides the following benefits:
 - Centralized management of templates across multiple SiteScope instances - you no longer have to worry about templates getting out of sync or to manually sync templates.
 - Version control for templates (including roll-back functionality).
 - Automatic and robust deployment of templates based on group policy assignment (desired state handling).
 - Scheduled roll out of template deployment.
 - Reduced firewall configuration, leveraging existing HP Operations agent- HPOM management server connectivity.
 - Unified management of SiteScope and HP Operations agent through a single administrative console.

For details on managing SiteScope templates with HPOM, see the [Deploying SiteScope Configuration with HPOM Guide](#) available from the Home page of the SiteScope Help, or from the [HP Software Support Product Manuals](#) site.

Preferences

- Added the **Receive SNMP Trap Preferences** panel to the SNMP Preferences page which enables defining SNMP Trap receivers that can listen to and receive SNMP traps with V3

properties.

- Added the **High Availability Preferences** panel. For more details, see "[Improved SiteScope Failover/High Availability Solution](#)" on the facing page.

Permissions:

- Added the **Edit and delete monitors** and **Edit and delete alerts** permissions to User Management Preferences which enables giving users permissions to modify monitors and alerts without being able to create new ones.
- Renamed the existing **Edit <object>** permissions to **Add, edit or delete <object>**.
- Added the **Generate server centric report** permission which enables giving users permissions to create Server-Centric reports.

Tool Enhancements

- Added the SiteScope Log Grabber utility to SiteScope Tools (**Tools** context > **Common Utility Tools** > **Log Grabber Tool**). This tool enables you to collect and save SiteScope log and configuration files.
- Added support for the Link Check Monitor Tool to the **Tools** context (**Tools** > **Web Tools** > **Link Check Tool**), and enabled the tool from the Dashboard when configuring the Link Check monitor.

Report Enhancements

- Updated the Monitor report, Alert report, Server-Centric report and with a simplified user interface with improved look and feel.
- The Alert report now includes all alerts, including alerts from parent groups that target the selected object. (QCCR1155656)
- Added the ability to generate a Server-Centric report from the monitor, group or SiteScope root shortcut menu.
- Added **Tag** to the list of available columns when creating a Monitor Report. Tags can be used to sort monitors by priority. (QCCR1145252)

Alert Changes

The option to create alerts using the Pager or SMS action type is no longer available, and support for Pager and SMS Alert action types will be removed in the next version of SiteScope. For backward compatibility, these alert action types can be enabled by adding the property **_enableDeprecatedAlertActions=** to the **<SiteScope root directory>\groups\master.config** file with possible values: **sms**, **pager**, or **sms,pager** to enable both action types (these values are not case sensitive). (QCCR1166555)

Searching and Filtering SiteScope Objects

- Added a Quick Search that enables you to filter configuration objects in the monitor, remote server, template, and counter tree. You can filter by case sensitivity, wildcards, match options, and node/child options.
- It also includes an automatic filter that if selected, enables the search to be performed automatically after typing the search word, without having to press the Enter key every time you want to run the search.

API Enhancements

New APIs for publishing template changes, updating templates deployed without a root (updates only a single monitor with new variables), importing a template and overriding it if it already exists in the given path, importing an SSH key file to SiteScope, deploying a single template that gets back details of the deployment, creating tags, adding tag values, editing tag descriptions and tag values (name, description), deleting tags.

Performance and Monitoring Capacity Enhancements

Improved applet download performance by using a new applet mechanism and a new managed cache. The new cache enables you to download the applet once and reuse it for accessing different SiteScope servers (of the same version). This improves first startup time, and displays download progress in the new progress bar. For Windows clients, this new managed cache is located at: **%tmp%\com.hp.acm.swing.container.cache.**

Improved SiteScope Failover/High Availability Solution

- The SiteScope Failover (automated mirroring) solution was reinstated as a replacement for the SiteScope Failover Manager solution (shared drive architecture) which was introduced in SiteScope 11.00. While Failover Manager is supported for this release, we might stop supporting it in the future. If you are using the Failover Manager solution, we recommend that you evaluate a move to the SiteScope Failover solution.
- The improved SiteScope Failover solution provides the following benefits and changes:
 - Easy to install and configure, and it does not require additional hardware (you do not need a network drive to store SiteScope configuration data).
 - Atomic mirroring operations. Mirror operations interrupted by network or system failure before they complete are automatically rolled back.
 - Mirror operations complete faster.
 - Mirror operations can occur based on a predefined schedule.
 - Configuration is performed through the SiteScope Failover user interface.
 - Daily log file and *.dyn file changes on an active failover SiteScope machine are automatically back synchronized to the primary SiteScope when it becomes active.

- LW-SSO authentication strategy is now required for failover SiteScope.

For more information, see the HP SiteScope Failover Guide.

SiteScope Installation Changes

- SiteScope can execute as a 32-bit or 64-bit application as supported by the platform. When using the standard installation programs (**HPSiteScope_11.20_setup.exe** or **HPSiteScope_11.20_setup.bin**) SiteScope is automatically installed as a 32-bit application on 32-bit operating systems or as a 64-bit application on 64-bit operating systems.
- On Windows, since not all monitors are supported by the SiteScope 64-bit version, you can install the 32-bit version of SiteScope on a 64-bit platform by running the **HPSiteScope32on64_11.20_setup.exe**.

Supported Environments

- Added support for Microsoft Windows Server 2008 R2 Standard Edition.
- Added support for CentOS 6.2 and for HP Cloud Services instances running on a CentOS 6.2 operating system.
- Running SiteScope on a Solaris platform is now deprecated. The next release is not planned to include a Solaris Installer.
- Running SiteScope on a Red Hat ES/AS Linux 4.x platform is no longer supported.

Installation Notes

This section includes:

- ["Installation Prerequisites" below](#)
- ["Installation Instructions" on the next page](#)
- ["Installing SiteScope on an Oracle Enterprise Linux Environment" on page 22](#)
- ["Installing Dependencies Required by the HP Operations Agent" on page 22](#)
- ["Installing SiteScope on a CentOS 6.2 Environment" on page 24](#)
- ["Installing SiteScope on an HP Cloud Services Instance Running on CentOS 6.2" on page 24](#)
- ["Silent Deployment Installation" on page 26](#)
- ["SiteScope 11.22 Rollback Instructions \(Windows\)" on page 27](#)
- ["SiteScope 11.22 Rollback Instructions \(UNIX\)" on page 27](#)

Installation Prerequisites

- SiteScope 11.22 must be installed on top of SiteScope 11.2x. It should be installed on standard SiteScope or SiteScope Failover installations only (not on non-standard installations such as System Health or SiteScope Failover Manager).
- You can upgrade SiteScope 10.x or later versions directly to 11.22 by exporting SiteScope configuration data using the Configuration Tool. For versions of SiteScope earlier than 10.00, you must first upgrade to SiteScope 10.x. For versions of SiteScope earlier than 9.x, you must first upgrade to SiteScope 9.x. For information about upgrading, see the *HP SiteScope Deployment Guide 11.22*.

Note: Cross-platform upgrade is not supported. You should avoid importing SiteScope Windows configurations into Linux or Solaris deployments. The same applies for moving from 32- to 64-bit (or opposite).

- Install SiteScope 11.22 on supported Windows, Solaris, or Linux environments as listed in ["System Requirements" on page 29](#).
- For HP Operations agent prerequisites and installation requirements, see the ["HP Operations Agent Support Matrix" on page 37](#).
- (Applies to the deprecated SiteScope Failover Manager solution) When SiteScope 11.2x is installed on a UNC path (a UNC path is a requirement for SiteScope Failover Manager, Windows only), the patch install/uninstall prompts you to provide the UNC installation path log-on credentials. The patch (MSI) install executes its post-install/pre-remove logic scripts as user

"NT AUTHORITY/SYSTEM". This user does not have a mapping to any UNC drive, and failure to provide the correct log-on credentials causes the patch installation to fail. The patch uses these credentials to create a mapping to the UNC installation path for user "NT AUTHORITY/SYSTEM" during the patch installation, and removes the mapping at the end of the installation.

Installation Instructions

Read all information in this section before starting the installation.

- Before installing SiteScope 11.22:
 - It is recommended that you back up your current SiteScope installation directory and all of the subdirectories within the directory.
 - Make sure the SiteScope process/service has been stopped (the installer should automatically stop the process before installation).
- Additional steps required when installing SiteScope on the following environments:
 - **Oracle Enterprise Linux.** You must manually configure the environment before performing the installation. For details, see ["Installing SiteScope on an Oracle Enterprise Linux Environment" on the facing page](#).
 - **CentOS 6.2 (64-bit).** Make sure that additional libraries are installed on the Linux environment. For details, see ["Installing SiteScope on a CentOS 6.2 Environment" on page 24](#).
 - **HP Cloud Services Instance Running on CentOS 6.2.** For installation details, see ["Installing SiteScope on an HP Cloud Services Instance Running on CentOS 6.2" on page 24](#).
- When installing the HP Operations agent on SiteScope running on a Red Hat ES Linux 6.0 or Sun OS environment, you must install dependencies on the environment. For details, see ["Installing Dependencies Required by the HP Operations Agent" on the facing page](#).
- To install SiteScope 11.22 using a silent installation, follow the instructions in ["Silent Deployment Installation" on page 26](#).
- If you already have SiteScope 11.20 installed, install SiteScope 11.22 by double-clicking the setup file and following the on-screen instructions (SiteScope 11.22 is available from the Patches page on the [HP Software Support site](#)). After installing SiteScope 11.22, restart SiteScope.
- If you do not yet have SiteScope 11.20 installed, install it according to the instructions in the HP SiteScope 11.20 Deployment Guide. After installing SiteScope 11.20, install SiteScope 11.22 by double-clicking the setup file and following the on-screen instructions. After installing

SiteScope 11.22, restart SiteScope.

- After upgrading to SiteScope 11.22, you can import monitor configuration data from previous versions of SiteScope using the Configuration Tool, as described in the SiteScope Deployment Guide.

Installing SiteScope on an Oracle Enterprise Linux Environment

Before SiteScope (64-bit) can be installed on Oracle Enterprise Linux 6.0 (64-bit), the following dependencies must be installed on the environment:

- glibc-2.12-1.25.el6.i686.rpm
- glibc-common-2.12-1.25.el6.i686.rpm
- nss-softokn-freebl-3.12.9-3.el6.i686.rpm
- libXau-1.0.5-1.el6.i686.rpm
- libxcb-1.5-1.el6.i686.rpm libX11-1.3-2.el6.i686.rpm

You can install the dependencies, using the yum package manager provided in Oracle Enterprise Linux, by running the command:

```
yum install -y glibc glibc-common nss-softokn-freebl libXau libxcb libX11 libXext
```

These dependencies can be found in the default repositories (/etc/yum.repos.d) for all Red Hat-based systems.

Installing Dependencies Required by the HP Operations Agent

When installing the HP Operations agent on the SiteScope server, you should perform the following:

1. Before the HP Operations agent can be installed, you should install the following dependencies on the environment:

On Red Hat ES Linux 6.0 (64-bit):

- Install compat-libstdc++-33-3.2.3-69.el6.ppc64.rpm on the Red Hat Enterprise Linux 6 PPC node.

- Install `compat-libstdc++-33-3.2.3-69.el6.i686.rpm` on the Red Hat Enterprise Linux 6 x64 node.

You can install the dependencies, using the yum package manager provided in Red Hat Enterprise Linux, by running the command:

```
yum install compat-libstdc++-33-3.2.3-69.el6.i686.rpm or
```

```
yum install compat-libstdc++-33-3.2.3-69.el6.ppc64.rpm
```

On SunOS:

- Install SunOS **patch 119254-43 or 119255-43**.
- Make sure that the IP address of the system is mapped to the system's host name.

Note: For additional requirements for installing and using the HP Operations agent, see the Operations Agent Installation Guide on the HP Software Support Web site (<http://support.openview.hp.com/selfsolve/manuals>).

2. After installing the HP Operations agent, you should check the installation status in the log files.

- **SiteScope log:**

This just shows whether the installation passed successfully or not.

Log file name: **HPSiteScope_config_tool.log**

Log file location:

- **win- %temp%** (on Windows platforms)
- **/temp** or **/var/temp** (search for results of "installOATask") (on UNIX/Linux platforms)

- **HP Operations agent log files:**

Log file name: **oainstall.log, oapatch.log**

Log file location:

- **%ovdatadir%\log** (on Windows platforms)
- **/var/opt/OV/log/** (on UNIX/Linux platforms)

Installing SiteScope on a CentOS 6.2 Environment

Before installing SiteScope on CentOS 6.2 (64-bit), make sure that one of the following additional libraries is installed on the Linux environment (we recommend using the first option):

- Install glibc.i686 library by executing the command:

```
[root@centos ~]# yum install glibc.i686
```

- Check that any JRE is installed and that paths to it are written correctly:

```
[root@centos ~]# java -version
java version "1.6.0_22"
OpenJDK Runtime Environment (IcedTea6 1.10.6) (rhel-1.43.1.10.6.el6_2-x86_64)
OpenJDK 64-Bit Server VM (build 20.0-b11, mixed mode)
```

If you get a "command not found" error, a JRE should be installed. Use the following command for this:

```
root@centos ~]# yum install java-1.6.0-openjdk
```

Installing SiteScope on an HP Cloud Services Instance Running on CentOS 6.2

SiteScope is supported on an HP Cloud Services (HPCS) instance running on a CentOS 6.2 operating system.

Tips for installing SiteScope on HPCS:

- Check the hostname of the HP Cloud Services server and make sure that the host is resolved:
 - a. Get your hostname by running the `hostname` command.
 - b. Run `ping <your_hostname>`. If the ping request is successful, the host is already resolvable.
 - c. If that failed, then find your IP using `ifconfig`.
 - d. Run `echo "<your_ip> <your_hostname>" >> /etc/hosts` to add a string with an IP corresponding to your hostname to the hosts file.
 - e. Run `ping <your_hostname>` again and make sure that the host is resolved.
- Check the swap size.

- a. Run the free command and make sure that the swap is created.
- b. If you see that the swap is absent:

```
[root@centos ~]# free | grep Swap  
Swap: 0 0 0
```

run the following commands:

Create a 2 GB file:

```
[root@centos ~]# dd if=/dev/zero of=/swapfile bs=1M count=2048
```

Initialize it as the swap:

```
[root@centos ~]# mkswap /swapfile
```

Enable it:

```
[root@centos ~]# swapon /swapfile
```

- c. Check the swap again:

```
[root@centos ~]# free | grep Swap  
Swap:      2097144          0      2097144
```

- Install additional libraries as described in ["Installing SiteScope on a CentOS 6.2 Environment" on the previous page.](#)

Security Group Configuration

IP Protocol	From Port	To Port	Type	CIDR IPS
tcp	8080	8080	IPs	0.0.0.0/0
tcp	22	22	IPs	0.0.0.0/0
tcp	8888	8888	IPs	0.0.0.0/0
icmp	-1	-1	IPs	0.0.0.0/0

How to install SiteScope on HPCS:

1. Change the current directory to the location where the SiteScope installer is located, and run the SiteScope installer:

```
[root@centos ~]# sh ./HPSiteScope_11.20_setup.bin -i console
```

2. Install SiteScope using the console mode. For details, see the Installing SiteScope section of the HP SiteScope Deployment guide.
3. After installation is finished run SiteScope:

```
[root@centos ~]# /opt/HP/SiteScope/start
```

4. Wait for a couple of minutes until the SiteScope service is started, and then check that the necessary processes are running:

```
[root@centos ~]# ps -ef | grep SiteScope | grep -v grep |awk '{print $3}'  
8475  
8477
```

The last command shows the process IDs of the SiteScope processes. If there are two processes, the SiteScope server has started successfully.

Notes and limitations

The Operations Manager integration and HP Operations Agent installation are not currently supported in SiteScope 11.2x installed on a CentOS 6.2 server.

Silent Deployment Installation

To install SiteScope 11.22 using a silent installation, run the installer from the command line with -i silent flag. (The oviinstallparams.ini (answers) file is not required, unlike in a regular installation.)

- For Windows: **HPSiS1122_11.22_setup.exe -i silent**
- For UNIX: **HPSiS1122_11.22_setup.bin -i silent**

SiteScope 11.22 Rollback Instructions (Windows)

- To uninstall SiteScope 11.22, follow the instructions below.
 - a. Stop the **SiteScope** service.
 - b. Select **Control Panel > Add/Remove Programs > Change or Remove Programs**, and make sure the Show Updates option is selected to ensure that the service pack version is displayed beneath the root entry. Select **HP SiteScope 11.22**, click the **Change/Remove** button, and follow the uninstall wizard instructions.
 - c. When the uninstall process is complete, restart the machine if requested.
- To uninstall SiteScope and any service packs installed on top of it:
 - a. Stop the **SiteScope** service.
 - b. From **Control Panel > Add/Remove Programs > Change or Remove Programs**, select **HP SiteScope**.
 - c. When the uninstall process is complete, restart the machine if requested.

SiteScope 11.22 Rollback Instructions (UNIX)

- To uninstall SiteScope 11.22, follow the instructions below.
 - a. Stop SiteScope by running the **stop** shell script included in the **/opt/HP/SiteScope**. An example command line to stop the SiteScope is: **/opt/HP/SiteScope/stop**
 - b. Run the uninstall command:

In graphic mode: **/opt/HP/SiteScope/Uninstall/HPSiS1122/setup.bin**

In console mode: **/opt/HP/SiteScope/Uninstall/HPSiS1122/setup.bin -i console**

In silent mode: **/opt/HP/SiteScope/Uninstall/HPSiS1122/setup.bin -i silent**
 - c. When the uninstall process is complete, restart the machine if requested.
- To uninstall SiteScope and any service packs installed on top of it:
 - Stop SiteScope by running the stop shell script included in the **<install_path>/SiteScope** directory. An example command line to run the script is: **SiteScope/stop**.

- If you work in X Windows mode, run the following command:
`/opt/HP/SiteScope/installation/bin/sis_uninstall.sh`

- If you work in console mode, you should:
 - i. Uninstall SiteScope 11.22 by running the command:
`/opt/HP/SiteScope/Uninstall/HPSiS1122/setup.bin -i console`

 - ii. Uninstall SiteScope 11.20 by running the command:
`/opt/HP/SiteScope/Uninstall/HPSiteScope/setup.bin -i console`

Installation Requirements

System Requirements

This section describes the minimum system requirements and recommendations for running SiteScope on the supported operating systems.

This section includes:

- ["System Hardware Requirements" below](#)
- ["Server System Requirements for Windows" on the next page](#)
- ["Server System Requirements for Linux" on page 31](#)
- ["Server System Requirements for Solaris" on page 33](#)
- ["Client System Requirements" on page 33](#)

Note: Running SiteScope on a Solaris platform is now deprecated. The next release is not planned to include a Solaris Installer.

System Hardware Requirements

Hardware requirements specifications:

Computer/Processor	1 core / 2000 MHZ minimum
Memory	2 GB minimum 8GB to 16 GB is common for a highly loaded environment
Free Hard Disk Space	10 GB
Network Card	1 physical gigabit Network Interface Card minimum

Virtualization requirements specifications:

- Using VMware and Hyper-V virtual machines is supported for all the supported Windows operating systems (see ["Server System Requirements for Windows" on the next page](#)).
- For better performance and stability, especially in a highly-loaded SiteScope environment, it is recommended to use physical hardware.
- For VMware, VMware tools must be installed on the guest operating system.

Certified Configurations

The following configuration has been certified in a high load environment for an installation of SiteScope that was integrated with BSM.

Operating System	Microsoft Windows Server 2003 SP2 Enterprise Edition (32-bit)	Microsoft Windows Server 2003 SP2 Enterprise Edition (64-bit)
System Type	x86-based PC	ACPI Multiprocessor x64-based PC
CPU	4 Intel® Xeon® 5160 physical processors, 3 GHz each	4 Intel® Xeon® 5160 physical processors, 3 GHz each
Total Physical Memory (RAM)	16 GB	16 GB
Java Heap Memory	1024 MB	2048 - 3072 MB
Total Number of Monitors	16,000	24,000
Total Number of Remote Servers	1,250	2,500
Monitor Runs per Minute	2,000	3,500

Note:

- Monitor capacity and velocity can be significantly impacted by numerous factors including, but not limited to the following: SiteScope server hardware, operating system, patches, third-party software, network configuration and architecture, location of the SiteScope server in relation to the servers being monitored, remotes connection protocol type, monitor types and distribution by type, monitor frequency, monitor execution time, Business Service Management integration, and Database Logging.
- When working under high load, you should suspend all monitors before connecting to BSM for the first time.

Server System Requirements for Windows

The following Microsoft Windows operating system versions were certified:

Bit Support	OS Version
32-bit	<ul style="list-style-type: none">• *Microsoft Windows 2003 SP2 Standard/Enterprise Edition• *Microsoft Windows Server 2003 R2 SP2 Enterprise Edition• Microsoft Windows Server 2008 SP1, SP2 Standard/Enterprise Edition
64-bit	<ul style="list-style-type: none">• *Microsoft Windows Server 2003 SP2 Standard/Enterprise Edition• *Microsoft Windows Server 2003 R2 SP2 Enterprise Edition• Microsoft Windows Server 2008 SP1, SP2 Standard/Enterprise Edition• Microsoft Windows Server 2008 R2 SP1 Standard/Enterprise/Datacenter Edition

* Microsoft Windows Server 2003 support is deprecated and we plan to remove it in the next SiteScope release.

Windows Monitors Not Supported by 64-Bit SiteScope

The following monitors are not supported by the 64-bit version of SiteScope and require the 32-bit version of SiteScope. To install the 32-bit version of SiteScope in a 64-bit environment, use the **HPSiS1122_32on64_11.22_setup.exe** installation file.

- Microsoft Exchange 2003 Mailbox Monitor
- Microsoft Exchange 2003 Public Folder Monitor
- Microsoft Windows Media Player Monitor
- Real Media Player Monitor
- Sybase Monitor
- Tuxedo Monitor
- Web Script Monitor

Server System Requirements for Linux

The following Linux operating system versions were certified:

OS Version	Bit Support	Notes
Oracle Enterprise Linux 6.0, 6.1	64-bit	The environment must be manually configured before installing SiteScope. For details, see "Installing SiteScope on an Oracle Enterprise Linux Environment" on page 22.
CentOS 6.2	64-bit	The CentOS 6.2 server must be manually configured before installing SiteScope. For details, see "Installing SiteScope on a CentOS 6.2 Environment" on page 24. Note: The Operations Manager integration and HP Operations Agent installation are not currently supported in SiteScope 11.2x installed on a CentOS 6.2 server.
Red Hat ES/AS Linux 5.2, 5.4	32-bit	
Red Hat ES/AS Linux 5.5, 5.6, 5.7, 5.8	32/64-bit	
Red Hat ES/AS Linux 6.0, 6.2	64-bit	The Red Hat ES/AS Linux 6.0 server must be manually configured before installing the HP Operations agent. For details, see "Installing Dependencies Required by the HP Operations Agent" on page 22.

Note:

- When SiteScope is installed on Red Hat Linux, the SiteScope Server Health monitor requires valid output of `sar -W` and `sar -B` commands for the SwapIns/sec, SwapOuts/sec, PageIns/sec, and PageOuts/sec counters. If these commands do not work, no errors are thrown and these counters are shown as **n/a**. To enable them to run, edit the crontab by adding the command `"/usr/local/lib/sa/sadc -"` to run once a day.
- To be able to monitor CPU and memory usage on SiteScope or a remote server running on a Red Hat Linux environment, the **sysstat** package must be installed on the SiteScope server and on all remote servers being monitored (it is not included out-of-the-box).
- Red Hat Linux 9 with Native POSIX Threading Library (NPTL) is not supported.

Server System Requirements for Solaris

Note: Running SiteScope on a Solaris platform is now deprecated. The next release is not planned to include a Solaris Installer.

The following Solaris operating system versions were certified:

OS Version	System Type	Notes
Solaris 9	32-bit	Supported with latest recommended patch cluster
Solaris 10	32/64-bit	Supported with latest recommended patch cluster

Note: To view SiteScope Management Reports on Solaris platforms, an X Window system must be running on the SiteScope server.

Client System Requirements

SiteScope client is supported on all Microsoft Windows operating systems using the following:

Supported Browsers (SiteScope UI)	<ul style="list-style-type: none">• Microsoft Internet Explorer 7, 8, and 9• Mozilla Firefox ESR 17.0 (this is the latest certified version)
Supported Browsers (Multi-View)	<ul style="list-style-type: none">• Chrome 15 or later (recommended)• Firefox 10 or later (recommended)• Safari 5.1 or later (recommended)• Internet Explorer 8, 9• iPad

<p>Java Plug-in (required to open SiteScope user interface)</p>	<p>Supported: JRE version 6 or 7 (JRE 7 update 15 is the latest certified version)</p> <p>Recommended: JRE 7</p> <p>Note: Later updates may be supported, but may require a workaround. SiteScope Freemium requires performing one of the following workaround steps when using Java 7 update 51:</p> <ul style="list-style-type: none">• Changing the security level in the Java Control Panel to Medium.• Adding the SiteScope server site (<a href="http://<server name>:8080/SiteScope">http://<server name>:8080/SiteScope) to the Exception Site List in the Java Control Panel.• Creating a “Deployment Rule Sets” jar and deploying it on the client machine. For details, refer to the Oracle documentation (http://docs.oracle.com/javase/7/docs/technotes/guides/jweb/security/deployment_rules.html).
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HP SiteScope Support Matrices

This section includes:

- ["HP Business Service Management Integration Support Matrix" below](#)
- ["HP Operations Manager \(HPOM\) Integration Support Matrix" below](#)
- ["HP Operations Agent Support Matrix" on page 37](#)
- ["HP SiteScope for Load Testing Support Matrix" on page 37](#)
- ["HP Network Node Manager i \(NNMi\) Support Matrix" on page 38](#)

HP Business Service Management Integration Support Matrix

HP SiteScope Version	HP Business Service Management Version				
	9.2x	9.1x	9.0x	8.x	7.x
SiteScope 11.2x	√ (Recommended)	√	√	√	X

HP Operations Manager (HPOM) Integration Support Matrix

HPOM Version	SiteScope 11.2x Integration			
	Events integration	Node discovery Integration	Monitor Discovery Integration	Template Integration
HPOM for Windows 8.1x (with patch OMW_00149)	Supported	Supported	Supported	Not supported
HPOM for Windows 9.0	Supported	Supported with patch OMW_00097/98 or later (32-bit/64-bit)	Supported	Supported with patch 159

HPOM for Linux/Solaris 9.0	Supported	Not supported	Supported	Supported
HPOM for Linux/Solaris 9.10	Supported	Supported with patch 9.10.200 or later	Supported	Supported with patch 9.10.210 and hotfix QCCR1A1257 51, or with patches later than 9.10.210

Coexistence Support

If you plan to install HP Operations Manager and SiteScope on the same server, you need to check the support for coexistence of both the products.

HPOM Version	SiteScope Version	
	SiteScope 11.12	SiteScope 11.2x
HPOM for Windows 9.0	Not supported	Supported on Microsoft Windows Server 2008 R2 with patch OMW_00145_6 or later
HPOM for Linux/Solaris 9.00	Supported on Red Hat ES Linux 5.8	<ul style="list-style-type: none"> Supported on Red Hat ES Linux 5.8 Supported on Solaris 10 with patch 119254-43 or 119255-43
HPOM for Linux/Solaris 9.10	Supported on Red Hat ES Linux 5.8 with patch 9.10.210 or later	<ul style="list-style-type: none"> Supported on Red Hat ES Linux 5.8 with patch 9.10.220 or later Supported on Solaris 10 with patch 119254-43 or 119255-43

Note: For HP Operations Manager hardware and software configuration requirements, see the relevant version of the Operations Manager for Windows/UNIX Installation Guide available on the [SSO Product Manuals site](http://support.openview.hp.com/selfsolve/manuals) (<http://support.openview.hp.com/selfsolve/manuals>).

HP Operations Agent Support Matrix

HP SiteScope Version	HP Operations Agent Version
11.0x	8.60.70
11.1x	8.60.501
11.2x	11.02.011

Note:

- Microsoft Installer 4.5 or later is required for installing the HP Operations agent.
- The HP Operations agent is not supported on SiteScopes installed on Microsoft Windows 2003 with SP1.
- For more information on HP Operations agent installation requirements, see the HP Operations agent documentation available from <SiteScope root directory>\installation\components\oa\win\paperdocs or from the HP Software Product Manuals Web site (<http://h20230.www2.hp.com/selfsolve/manuals>).

HP SiteScope for Load Testing Support Matrix

HP SiteScope Version	HP Performance Center	HP LoadRunner
SiteScope 10.10	9.10, 9.50	9.50
SiteScope 10.11	9.10, 9.50	9.50
SiteScope 10.12	9.50	9.50
SiteScope 10.13	9.50	9.50
SiteScope 10.14	9.50	9.50
SiteScope 11.00	9.50, 11.00	9.50, 11.00
SiteScope 11.01	9.50, 11.00	9.50, 11.00
SiteScope 11.10	11.00*, 11.50**	11.00, 11.50
SiteScope 11.11	11.00*, 11.50**	11.00, 11.50
SiteScope 11.12	11.00, 11.50***	11.00, 11.50
SiteScope 11.20	11.50	11.50

SiteScope 11.21	11.50	11.50
SiteScope 11.22	11.50	11.50****

* PC topology integration is not supported.

** PC topology/PAL integration is not supported.

*** PAL integration is not supported.

**** User authentication on the SiteScope side is not supported.

HP Network Node Manager i (NNMi) Support Matrix

Integration	Supported Versions
Event Integration	SiteScope version 11.10 or later NNMi version 9.10 or later (9.21 is the latest certified NNMi version)
Metrics Integration	SiteScope version 11.10 or later NNMi version 9.10 or later NNM iSPI Performance for Metrics version 9.10 or later (9.22 is the latest NNMi certified version)

Notes and Limitations

In most cases, problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, or generally to view a list of known problems for a specific product and/or version, on the [HP Software Support](#) web site click the Self-solve tab, select **Include related subproducts**, select product, version, and operating system, select only **Known Problems** in the **Document types** area, and click **Search**. You can also search for a specific CR using the keyword box at the top of the Self-solve page.

Audit Log

QCCR1I59672

When template changes are published to SiteScope objects, the audit log shows which objects were updated, but it does not show the before and after values.

Capacity Limitations

QCCR1I30633

When SiteScope is integrated with BSM, performing various very high load operations might cause problems in SiteScope. Use the following guidelines:

- Do not run the Publish Template Changes Wizard for over 3,000 monitors at once.
- Do not run the Monitor Deployment Wizard to create over 3,000 monitors at once.
- Do not copy/paste over 3,000 monitors in a single action.
- Do not perform a Global Search and Replace to modify BSM integration properties for over 2,500 monitors at once.

When working under high load conditions, you should suspend all monitors before connecting to BSM for the first time.

Configuration

QCCR1I37003

SiteScope applet must have the **Keep temporary files on my computer** selected in your client Java configuration (**Control Panel > Java > General tab > Temporary Internet Files > Settings**). Failing to do so will result in: "NoClassDefFound" exception and applet loading will fail.

If security issues require it, delete the temporary files manually when you finish using the SiteScope applet:

1. Close the SiteScope applet.
2. Select **Start > Control Panel > Java > General** tab.
3. In the **Temporary Internet Files** section, click **Settings** and then click **Delete Files**.

If SiteScope is installed on Microsoft Windows Server 2008, you should manually define the time zone offset in **Preferences > Infrastructure Preferences > General Settings > Time Zone offset**, in hours, from Greenwich Mean Time (GMT). For example, if the time zone is GMT +2, type "-2" as the time zone offset. If the time zone is GMT -5, type "5" as the time zone offset. For GMT, type "-999" or "0".

Dashboard

QCCR1120806

The Dashboard column layout in the Monitor History view cannot be saved during user sessions.

Diagnostics Integration

When creating a Diagnostics Integration in Integration Preferences, if you select the **Include additional data** option, all other Diagnostics and Generic Data integrations are affected (the data SiteScope forwards to these applications also contains this additional data). It is recommended to select this option only if you require this additional data for all your Diagnostics and Generic Data integrations. For details on the option, refer to the "Diagnostics Integration Preferences Dialog Box" in the "Integration Preferences User Interface" section of the *Using SiteScope* help.

Documentation

When viewing the SiteScope online help system in Internet Explorer 8 (32 or 64-bit version), numbered or alphabetical lists may appear corrupted.

Workaround: In Internet Explorer 8, open **Tools > Compatibility View Settings**, and select **Display all web sites in Compatibility View**. Click **Close**. The incorrectly numbered lists appear correctly.

Global Search and Replace

QCCR1142998

When using Global Search and Replace, unable to replace **Credentials** values that are used in remote servers and monitors.

QCCR1145045

Indicator Settings are not supported, and are not available, in Global Search and Replace.

QCCR1136248

When using Global Search and Replace, the **Server** property is available only when monitors from the following group are selected: CPU monitor, Disk Space monitor, Memory monitor, Microsoft Windows Performance Counter monitor, Web Server monitor, or Service monitor. For other monitors, the **Server** property can only be changed by selecting that specific monitor subtype in the Select Subtype page. For example, if a CPU monitor is selected with a Web Server monitor, the **Server** property is available. If a monitor, not from this group, is also selected, the **Server** property is not available.

The Review Summary page displays the real host name of the monitored server instead of the name by which the remote machine should be known in SiteScope. This means that you cannot differentiate between multiple remote servers created for the same host machine (for example, where one remote server uses the WMI connection method and another uses NetBios).

Installation - OM Integration

QCCR1151861

If there is a problem signing and installing the local policies when configuring Operations Manager event integration, the installation hangs.

Workaround: Restart your HP Operations agent, or your SiteScope server.

QCCR1171690

Creating a node with a short name in HP Operations Manager for Windows can cause problems with monitor discovery policy, and part of the monitor services may not be discovered.

Workaround: You should configure nodes (especially the SiteScope server node) with the fully qualified domain name if there is one.

Installation and Upgrade

QCCR1152241

SiteScope might fail to install on a Windows machine if the environment variables %TEMP% and %TMP% point to a directory path that contains an empty space. For example, C:\Documents and Settings\Default User\Local Settings\Temp.

Workaround: Change the environment variables %TEMP% and %TMP% to point to a directory path that does not contain an empty space. For example, C:\Temp.

QCCR1132727

After upgrading from SiteScope 7.5.x to 9.0 and then to 10.1x, if 7.5.x contained an administrator user and a regular user and the username and password for the administrator was blank, some or all of the monitors and alerts may not be displayed in the user interface after the upgrade.

Workaround: After upgrading to SiteScope 9.0, enter the username and password for the administrator user in Preferences > User Management Preferences in the user interface.

QCCR1157144

If uninstalling SiteScope fails, restart the SiteScope server, and then try to uninstall again.

When upgrading to SiteScope 11.10, the **templates.os** files are overwritten by the upgraded files, including any files you customized in a previous version of SiteScope. If in a previous version you added new configuration files to the **templates.os** folder, these files are not affected by the upgrade and remain in the folder.

Workaround: To restore any customizations that you made to the templates.os files:

1. Make a backup of the original SiteScope 11.10 configuration files, since some configuration files from earlier versions of SiteScope are incompatible with 11.10, and might not work after you make changes to them.
 2. Unzip the backup files that were made prior to the upgrade by exporting SiteScope configuration data using the Configuration Tool.
 3. Manually make changes to the new files.
-

QCCR1163204

Applies to SiteScope 11.20 and later.

Hot fixes cannot be uninstalled by using the SiteScope uninstallation program. To remove a hotfix, run the patch-specific uninstallation script as follows:

- **<SiteScope root directory>\installation\<PATCH_NAME>\uninstall.bat** (Windows platforms)
 - **<SiteScope root directory>\installation\<PATCH_NAME>\uninstall.sh** (Linux or Solaris platforms)
-

QCCR1158914

Templates and solution templates might be missing from the Templates context after installing or upgrading SiteScope.

Workaround:

1. Before installing or upgrading SiteScope, rename existing template examples in SiteScope to avoid name collision during silent import (see next step). Duplicate names will inhibit the import process from completing successfully.
 2. If you have performed an upgrade (and the templates are missing), copy all the templates from the **<SiteScope root>\export** directory to the **<SiteScope root directory>\persistency\import** directory (you might need to create this folder if it does not exist).
-

QCCR1171987

After upgrading from SiteScope 11.12 to SiteScope 11.20, the Amazon CloudWatch Integration uses the incorrect region.

Workaround: After an upgrade, open the Amazon Cloudwatch Integration and select the required region in the Amazon CW Security Setiing panel.

QCCR1171260

During SiteScope installation, you might be unable to configure SiteScope in the SiteScope Configuration Wizard due to a corrupted wizard (no ability to click **Next**).

Workaround:

1. Close the HP SiteScope Configuration Wizard.
2. Navigate to **%Temp%\..\HPOvInstaller\HPSiteScope_<Version>** (for example: **HPSiteScope_11.20**).
3. Copy one of the **ovinstallparams_<time_stamp>.ini** files to **%Temp%** (for example: **ovinstallparams_2012.06.03_13_44.ini**).
4. Rename **%Temp%/ovinstallparams_<time_stamp>.ini** to **%Temp%/ovinstallparams.ini**.
5. Open a command prompt window, and run the following command:

%Temp%/HPSiteScope/postinstall_launch_sis_config.bat %cd%.

6. Continue with the SiteScope configuration as described in the SiteScope Deployment guide.

QCCR1179628

After uninstalling SiteScope 11.21, you might encounter topology reporting problems in SiteScope 11.20.

Symptoms:

1. The follow error messages are included in the **<SiteScope root directory>\logs\bac_integration.log** :

```
ERROR - failed to create MainTopologyAgent  
java.lang.NullPointerException
```

```
at com.hp.ucmdb.discovery.probe.agents.topology.MainTopologyAgent.executeUpdate  
(MainTopologyAgent.java:223)  
at com.hp.ucmdb.discovery.probe.agents.topology.MainTopologyAgent.buildTables  
(MainTopologyAgent.java:204)  
at com.hp.ucmdb.discovery.probe.agents.topology.MainTopologyAgent.initDBServices  
(MainTopologyAgent.java:175)
```

2. The follow error messages are included in the **<SiteScope root directory>\logs\discovery.log**:

```
ERROR - Failed connecting to  
DB:jdbc:hsqldb:file:C:\SiteScope\discovery\hsqldb\sitescope_discovery;shutdown=true  
available connections in pool: 0 Total number of connections: 0
```

```
java.sql.SQLException: error in script file line: 1 Unexpected token UNIQUE, requires  
COLLATION in statement [SET DATABASE UNIQUE]
```

Workaround:

1. Stop the SiteScope service.
2. Delete the contents of the **<SiteScope root directory>\discovery\hsqldb** folder.
3. Start the SiteScope service.
4. Resynchronize topology (in SiteScope, select **Preferences > Integration Preferences > BSM Integration > BSM Preferences Available Operations** and click **Re-Synchronize**).

The SiteScope user interface does not start and the following error message is displayed: "Several Java Virtual machines running in the same process caused an error". This is a known Java defect (http://bugs.sun.com/view_bug.do?bug_id=6516270) that might occur when using Internet Explorer 7.

Workaround: Either:

- Use a browser other than Internet Explorer 7.
- Upgrade to Java 6 update 10 or later.
- In the Add or Remove Programs dialog box (**Start > Control Panel > Add or Remove Programs**), remove all Java/Java Runtime Environment installations except for the latest version.

The SiteScope user interface does not start and an error message is displayed while starting the SiteScope applet (for example: "The Java Runtime Environment cannot be loaded").

Workaround: Perform the steps below. After each step, try to reopen SiteScope. If SiteScope fails again, proceed to the next step.

1. Close all the browser's windows.
2. End all remaining browser processes (if any remained) using Windows Task Manager.
3. Clean the local Java applet cache. Select **Start > Control Panel > Java**, and in the **General** tab, click *Delete Files* and then click **OK**.
4. Clean the local Java applet cache by deleting the content of the following folder:
C:\Documents and Settings\\Application Data\Sun\Java\Deployment\cache.

The SiteScope menu bar opens but the applet fails to start, and you see a blank screen or an "x" image.

Workaround: Perform the following:

1. Click **Start > Control Panel > Java**.
2. In the Java Control Panel, click the **Advanced** tab.
3. Expand the **Default Java for browsers folder** (or **<APPLET> tag support** if you are using Java 5), and make sure that **Microsoft Internet Explorer** and **Mozilla family** are selected.
4. Click **Apply** and then click **OK**.

The ability to report topology data to BSM was enhanced with several complex topologies (such as WebSphere, WebLogic, and so forth). SiteScope must collect the properties for these topologies on the first start after an upgrade. This may take some time because it means connecting to the monitored servers and getting the additional data. A problem may arise during the first restart if it takes longer than 15 minutes because SiteScope automatically restarts if there are no monitors running within this time.

Workaround:

1. After an upgrade, use the following batch file to start SiteScope for the first time: **<SiteScope root directory>/bin/go.bat**.
2. Once SiteScope is started, for any monitors that are monitoring environments that are not running, select **Disable reporting metrics to BSM** under **BSM Integration Data and Topology Settings** in HP Integration Settings. This saves wasting time waiting for the monitored servers to reply.

An Internet Explorer exception error message is thrown inside SiteScope pages, indicating Operation aborted.

Workaround: Remove or disable the Skype add-ons on your system. For further details, see <http://support.microsoft.com/default.aspx/kb/927917>.

Integration - BSM

QCCR1135093

Historical data is lost in SAM reports after host DNS resolution if the host is resolved with another name (Topaz ID).

Workaround: Manually update the BSM database by searching for the old Topaz ID and replacing it with the new ID for historical data.

QCCR1139607

The **Running Software** CI which is reported by both SiteScope and Real User Monitor is not reconciled, since SiteScope does not report the **IpServiceEndpoint** CI that should be linked to the **Running Software** CI. To report topology to BSM, select the **Report monitor and related CI topology** option under the HP Integration Settings panel in the monitor properties.

QCCR1128808

When SiteScope versions earlier than 10.00 are connected to BSM 9.00, EMS integrations reporting the Application CI (HP OVO, NetScout, and generic integrations) fail since the **application_id** attribute was removed from the Application CI in BSM 9.00.

QCCR1148052

Sending topology fails for some monitors deployed from solution templates (since not all monitors have the report topology to BSM option selected by default).

Workaround: After deploying a monitor using a solution template:

1. Expand **HP Integration Settings** in the monitor properties.
2. Select **Enable reporting monitor status and metrics** (in the **BSM Integration and Data and Topology Reporting** section) to enable the monitor to report to BSM.

QCCR1149144

When accessing SiteScope from System Availability Management Administration using Internet Explorer 7, a 408 Request Timeout error is displayed.

Workaround: To be able to login into SiteScope from BAC/BSM, you must enable the option in Internet Explorer to allow session cookies.

1. In Internet Explorer, select **Tools > Internet Options > Privacy** tab > **Advanced** button.
2. Select **Override automatic cookie handling**, make sure **First-party cookies** and **Third-party cookies** are set to **Accept**, and select **Always allow session cookies**.

QCCR1149550

When adding threshold conditions to a monitor that has multiple CIs (SAP CCMS, SAP Work Processes, Siebel Application Server, Siebel Web Server, Solaris Zones, or VMware Performance monitor), the **Indicator State and Severity** value disappears for all threshold conditions, except for the last condition added.

Workaround: Add and configure threshold by threshold, instead of by adding and configuring each threshold individually. When you save the monitor, indicator values for all threshold conditions are displayed.

QCCR1156509

Monitors do not report to BSM if you:

1. Create a monitor with custom topology, and click **Save**.
2. Clear the **Report monitor and related CI topology** check box (in HP Integration Settings), and click **Save**.
3. Select the **Report monitor and related CI topology** check box, and click **Save**.

Workaround: Make any change in the monitor properties (for example, change a letter in the monitor name and then change it back), and then click **Save**.

QCCR1160368

Downtime functionality in SiteScope 10.x or earlier is not supported when connected to BSM 9.x, since a new downtime cannot be created on a SiteScope profile. Previously defined downtimes in BSM 8.x upgraded to BSM 9.x do not affect SiteScope.

Workaround: To enable SiteScope support for the new downtime functionality when using BSM 9.x, upgrade your version of SiteScope to 11.x.

QCCR1173658

When exporting the **sitescope.zip** package from BSM (**Admin > RTSM Administration > Administration > Package Manager**) to a local server and modifying topology scripts, make sure the package deployed back to the server consists only of the modified files under the **sitescope/discoveryScripts** folder.

Workaround: If you already deployed the **sitescope.zip** package with all its contents and you encounter topology reporting problems, perform the following:

1. Stop SiteScope.
 2. Delete the content from the **%sitescope_home%/discovery/hsqldb** folder.
 3. Restart SiteScope.
 4. Resynchronize topology (in SiteScope, select **Preferences > BSM integration Preferences > BSM Preferences Available Operations** and click **Re-Synchronize**).
-

Deploying SiteScope templates while registering a SiteScope to BSM may cause a loss of topology data reported to BSM. It is recommended to avoid making configuration changes while performing BSM registration.

To improve performance, SiteScope uses a topology cache when sending topology data to the BSM's RTSM (Run-time Service Model). If SiteScope attempts to send an existing CI to the ODB, the CI may not be sent or be created in the ODB for up to a week because of the way the topology cache works.

This could happen in the following circumstances:

- When cutting and pasting a monitor from one group into a new group (so the original group is left empty), and then cutting and pasting the monitor from the new group back into the original group.
- When disabling data and topology reporting for a monitor and then enabling it again in HP Integration Settings.
- After a CI has been manually deleted from the ODB, it is not created again until the cache is cleaned out. (EMS flow - Deleting EMS monitors from the ODB)

Workaround: If you cannot wait approximately one week to see the CIs, you can manually synchronize the data as follows: In **Preferences > Integration Preferences**, edit the relevant integration and in the **BSM Preferences Available Operations** area, click **Re-synchronize**.

If SiteScope restarts for any reason while SiteScope is connected to BSM, some topology data that SiteScope forwards to BSM may be lost.

Workaround: If not all topology data was forwarded to BSM, manually synchronize the data as follows:

1. In **Preferences > Integration Preferences**.
2. Edit the relevant integration.
3. In the **BSM Preferences Available Operations** area, click **Re-synchronize**.

Integration - EMS

The Generic Integration monitors (Technology Database, Log File, SNMP Trap, and Web Services) are supported for BSM 9.1x and earlier versions only.

Integration - OM

QCCR1154342

If you run the node discovery policy when SiteScope is integrated with Operations Manager for Windows 9.0 (OM) and the nodes that SiteScope reports exist in OM, the node definitions are removed from OM and replaced with an empty node object.

Workaround: Install the relevant OM patch (check the Patches page on the HP Software Support site. After the patch is installed, the HPOM server ignores platform updates from SiteScope.

QCCR1151638

After installing the HP Operations agent, it is recommended to restart the SiteScope server.

QCCR1158340

When SiteScope is installed on the same machine as Operations Manager for Windows 9.x (OMW), the discovery policy integrations (node and monitor service discovery) do not work and a JVM error file is generated. Note that running the integration batch files from a command line returns the discovery XML results to the console, while running it from the agent agtrep command fails.

Workaround: Manually configure the integration scripts to work with Java 32 according to the SiteScope installation.

For SiteScope 32-bit:

1. Install SiteScope 32-bit on a machine with OMW 9.0 64-bit.
2. Edit `<SiteScope root>\integrations\om\bin\om_discovery_hosts.bat` by replacing `run_api_call_om.bat` with `run_api_call.bat`.

3. Edit **<SiteScope root>\integrations\om\bin\om_discovery_monitors.bat** by replacing **run_api_call_om.bat** with **run_api_call.bat**.

For SiteScope 64-bit:

1. Install SiteScope 64-bit on a machine with OMW 9.0 64-bit.
2. Download Java 32-bit.
3. In the **<SiteScope root>\integrations\om\bin** folder, make a copy of the **run_api_call.bat** file, and name it **run_api_call_32.bat**.
4. Open **run_api_call_32.bat** in a text editor, and set the java location to the 32-bit location from where you downloaded it.
5. Edit **<SiteScope root>\integrations\om\bin\om_discovery_hosts.bat** by replacing **run_api_call_om.bat** with **run_api_call_32.bat**.
6. Edit **<SiteScope root>\integrations\om\bin\om_discovery_monitors.bat** by replacing **run_api_call_om.bat** with **run_api_call_32.bat**.

QCCR1159226

If BSM is using an HTTPS reverse proxy or a load balancer, you need to provide the HP Operations Agent on the SiteScope server with a certificate so that it can communicate securely with BSM. Check for an updated version of these release notes for details on how to manually configure the agent.

QCCR1167934

After upgrading from SiteScope 11.0x or 11.10 that is installed on Oracle Enterprise Linux environment, SiteScope events integration with HPOM or BSM might stop working or send incorrect values.

Workaround: After upgrading to SiteScope 11.11 or later on Oracle Enterprise Linux, redeploy the event integration policy from **Preferences > Integration Preferences > HP Operation Manager Integration > HP Operation Manager Integration Main Settings** by clicking the **Install Policies** button.

QCCR1174206

After performing an upgrade from SiteScope 11.01 to SiteScope 11.13 or 11.20, not all monitors report to the agent data store.

Workaround: For a detailed description of the problem and available solutions, access the [HP Software Support site](#), and search for "SiteScope – OA Metrics Integration" (workaround for stop reporting to operation agent data store after upgrade problem).

When SiteScope is integrated with Operations Manager, the HP Operations agent included with SiteScope requires an OS Instance Advanced license. Nodes registered in Operations Manager

through the node discovery policy might also (falsely) request a Target Connector license. For details on Operations Manager licensing requirements, refer to the Operations Manager documentation.

Operations Manager 9.0 for Windows 64-bit console does not support the tree services view (when OM is integrated with SiteScope). The tree view is available in the left pane, but not in the service map on the right.

When you have an HP Operations agent on a SiteScope machine that is managed from Operations Manager, you cannot connect SiteScope to BSM with Event Integration.

Integration Monitors

QCCR1142212

When changing the custom topology from reporting Unix to Windows CI type (for reporting the same IP), the old CI and link are not deleted from the monitor's topology.

QCCR1148048

Publishing changes after changing custom topology in an EMS monitor template does not affect a monitor's custom topology in BSM.

LDAP Authentication

QCCR1131883

When logging to SiteScope using LDAP authentication, unable to generate a Management Report due to authentication issues.

Workaround: Define the user password in SiteScope to be the same as the one used in LDAP.

LoadRunner Integration

QCCR1149652

When SiteScope 11.01 is integrated with LoadRunner 9.52, unable to create the Microsoft Windows Resources monitor from the LoadRunner side with the default list of the counters.

Workaround: Add the counters manually.

Monitor Deployment Wizard

QCCR1139697

The Monitor Deployment Wizard only supports topology reporting for monitors that have a default topology defined. This means you can select to add a template to a CI only if the CI type is the default CI type for all the monitors in the template.

Monitors

QCCR1153756

SiteScope is unable to retrieve instances and counters from a Microsoft SQL Server 2008.

Workaround: You can monitor Microsoft SQL Server 2008 using the Microsoft Windows Resources monitor.

QCCR1141203

Date and time format for monitor status is shown according to the server locale instead of the browser locale.

QCCR1154666

The following Virtualization monitors do not support VM instance-based information on HPOM integration events and metrics: VMware Performance, VMware Host CPU/Memory/Network/State/Storage, Solaris Zones, and Microsoft Hyper-V monitors.

All HPOM events or Performance Manager metrics generated by these monitors are associated with the monitored target (such as ESX or vCenter), instead of with the actual VM embedded within the relevant metric.

Note: When integrating with BSM, events and metrics are correlated with the correct VM CI, based on CI resolution.

QCCR1176635

Custom WMI monitor. Due to a problem with Microsoft's WMI API, the Custom WMI monitor is unable to get the correct value for **Manufactured** from WMI namespace when SiteScope is running on a Windows Server 2003 or 2008 platform.

QCCR1141201

Database Query monitor. The Database Query monitor status is shown according to the server locale. If there are any specific messages from the database, such as error messages, this

information might not be displayed properly in the status field where the server locale is different from the client locale, and the information contains non-Latin characters.

QCCR1I58676

Database Query monitor. Unable to use space separated LDAP URLs in the Database Connection URL field due to spaces not being accepted.

QCCR1I34224

Disk Space monitor. Due to a limitation with WMI, the WMI connection method returns incorrect results when this monitor is used on Windows Server 2008.

Workaround: To monitor Windows Server 2008 using WMI, you should install the Microsoft hot fix (<http://support.microsoft.com/kb/961435/en-us>) on the target Windows system.

QCCR1I28593

Disk Space monitor. The Disk Space monitor displays slightly different results depending on the protocol that is used (NetBIOS, WMI or non-perfix based SSH).

QCCR1I52457/ QCIM1I52316

DNS monitor. The DNS Monitor does not work on a Microsoft Windows 2008 Japanese environment.

Workaround: In Preferences > Infrastructure Preferences > Monitor Settings, select the **Use DNS Java library** option.

QCCR1I41200

FTP monitor. Summary status for the FTP monitor is shown according to the server locale instead of the browser locale.

QCCR1I23798

File monitor. If Telnet is used as the connection method for UNIX remote servers running on an HP-UX or Linux operating system, and either (1) the LANG environment variable is unset, or (2) "set -u" is in effect and the LANG or LC_ALL environment variables are unset, the File monitor will not work regardless of the file it is monitoring.

Workaround: Permanently set the LANG and LC_ALL environment variables to the default shell for the SiteScope user.

QCCR1I52088

HP iLO monitor. SiteScope does not support HP iLO version 3.

QCCR1I32451

JMX Monitor. The monitor's CPU time measurement reports too long a value which can cause errors in the BSM database field (because it does not accept values larger than 13 digits).

QCCR1164049

Log File/Microsoft Windows Event Log monitor. Monitor does not run again if it detects an error when **Verify error** is selected in the Monitor Run Settings panel.

QCCR1139836

Log File monitor. The Log File monitor is unable to monitor a file through symbolic links on Linux.

QCCR1132441

Microsoft Windows Event Log monitor. The Microsoft Windows Event Log monitor is unable to monitor "Critical" event types on Windows 2008 servers. This is because the event type is not supported in the Event Type list. This limitation is relevant for SiteScopes installed on Windows Server 2008 only.

QCCR1134285

Microsoft Windows Media Server monitor. The Microsoft Windows Media Server monitor is unable to get counters from the remote server when monitoring on Windows Server 2008 (64-bit).

QCCR1133005

Microsoft Windows Resources monitor. Unable to receive measurements when monitoring a remote server that contains non-English characters from an English machine using NetBIOS or agent-based SSH.

Workaround: Use the same operating system language on both systems.

QCCR1127152

Oracle Database monitor. If you have created Oracle Database monitors in SiteScope and afterwards you connected to BSM and you want the monitor and its related topology to be reported to BSM, you must enter values for the database machine in the **Name** and **Server** fields and select the **Report monitor and related CI topology** check box in **HP Integration Settings > BSM Integration Data and Topology Settings**.

QCCR1126236

Ping monitor. When SiteScope is installed on Solaris, the Ping monitor might take longer than expected to run, and might exceed the timeout for displaying the monitor status in the popup window (the default timeout is 5 seconds).

Workaround: In the Ping Monitor Settings panel, increase the value in the **Timeout (milliseconds)** field.

QCCR1130899

Script monitor. When defining a Script monitor to monitor a Linux remote server using the Telnet connection and the script is defined as USE COMMAND, the match expression may not work properly. This could be caused by a limitation in the number of characters that can be used to run the USE COMMAND. By default, the terminal command line has a length limitation on the size of the command per line.

Workaround: Change the connection method to **SSH** on the defined Linux remote server.

QCCR1146193/ 4605843461

Service monitor. Due to a Solaris limitation, SiteScope is only able to display service names up to a maximum length of 80 characters.

QCCR1125754

Technology Integration monitor. When creating a Technology Log File Integration monitor, it is recommended to perform the Test Script (during monitor configuration, in the Topology Settings area, select a topology script in the **Script** field and click **Test Script**) of the topology script using a short log file. If a long log file is used for testing the topology script, it may take several minutes.

Memory monitor. WMI returns incorrect values for the memory used % and MB free counters when the WMI connection method is used on a Windows Server 2008. This is due to an issue with WMI (not SiteScope).

Monitor Thresholds. If, in the counters tree in the Monitor Settings panel, you clear or add a counter that has corresponding thresholds defined in the Threshold Settings panel, the counter might be:

- Replaced in the Threshold Settings with the next selected counter in the counter tree.
- Replaced with the default counter.
- Removed from the Threshold Settings panel.

This limitation applies to all browsable monitor counter types in template mode only, and to the Microsoft Windows Resources, Apache, and Health monitors in normal and template mode.

Monitor Tree. If there is a large space between group containers in the SiteScope monitor tree, refresh your browser.

SNMP monitor. When the SNMP monitor is integrated to report data to HP Diagnostics, the measurement label is sent as a name instead of the real measurement name.

Workaround: Use the SNMP by MIB monitor instead.

QCCR1166218

UNIX Resources monitor. When configuring a UNIX Resources monitor on an AIX environment, the process names displayed in the processes list are cut off.

QCCR1I66209

UNIX Resources monitor. When configuring a UNIX Resources monitor on a SunOS environment, the process names displayed in the processes list are cut off.

QCCR1I78244

VMware Datastore monitor. Topology reporting is supported for this monitor when SiteScope is connected to BSM 9.20 or later.

QCCR1I79623

Solaris Zones monitor. This monitor does not work when monitoring remote servers using the Telnet connection mode. **Workaround:** Use a remote with an SSH connection instead.

Multilingual Support

This version of SiteScope was not localized and new enhancements will result in some mixed English strings for users with localized installations.

QCCR1I21171

Unable to display non-English characters in the counters list when configuring the Microsoft IIS Server monitor.

QCCR1I50695

Non-English strings are not supported when using the post installation Configuration Tool wizard on a Linux environment.

Workaround: Run the post installation Configuration Tool in console mode with parameter "-i console".

QCCR1I55818

Installation on Turkish Locale Causes an Exception: If you attempt to run the SiteScope Installation procedure using a Turkish locale, the installer does not present the installation screens correctly and, as a result, you cannot answer the installation questions. This is a problem related to the installation software.

Workaround: In order to complete the installation successfully, you need to temporarily set the locale to a United States locale. When you have completed the installation, you can reset the locale to Turkish.

QCCR1I32444

When using the SNMP Browser Tool or the XSL Transformation Tool, the results may not be readable in languages other than English.

Workaround: Click the **Save To File** button, save the results to an external file, and open the file with an external editor.

QCCR1130190

Run results for some monitors are shown according to the server locale or in English, instead of according to the client locale.

QCCR1154985/QCCR1154978

When using the Microsoft Windows Resources monitor in a non-English locale, the monitor counters and run status summary is not readable.

Workaround: Configure the monitor to use the Direct registry queries collection method.

QCCR1135306

SiteScope log files do not support Unicode characters—all non-English characters appear corrupted in the logs.

Workaround: Use a SiteScope server installed on a corresponding operating system locale. For example, use SiteScope installed on a Japanese Windows operating system for a Japanese locale.

QCCR1183936

If SiteScope is installed on a non-English operating system, you cannot use the SSL Tool to configure SiteScope for using SSL. In that case, use the manual procedure described in the appendix section of the SiteScope Deployment Guide.

Multi-View

If you get a message that a script on the page is causing your web browser to run slowly when trying to open Multi-View in Internet Explorer 8, refer to the Microsoft support site (<http://support.microsoft.com/kb/175500>) for troubleshooting.

Performance

Using the WMI connection method increases CPU consumption on the monitored server.

Preferences

QCCR1130651

After changing the user name or password of a credential profile, any open connections that are using this credential remain open and are not reconnected.

Workaround: Restart SiteScope.

Remote Servers

SiteScope installed on Solaris 10 is unable to connect to a remote UNIX server via SSH using Internal Java Libraries.

Workaround: In the file `<SiteScope root directory>\bin\start-monitor`, add the following to the argument list of the JRE (just before the `-Dflipper.param.file` argument):
`-Djava.nio.channels.spi.SelectorProvider=sun.nio.ch.PollSelectorProvider`

Reports

QCCR1I71113

When configuring a SiteScope Management report, unable to enter a report title when using JRE 7 on the client side.

Workaround: Click on the background, or any other window, and then return to the New SiteScope Management Report dialog and enter a report title.

QCCR1I81356

Unable to export Alert, Monitor, and Server-Centric reports to an email if the mail server is defined to use SSL SMTP (in the Email Preferences Default Settings dialog box).

SiteScope APIs

QCCR1I4859

All SiteScope Web Service API methods that are not protected by a user name and password have been deprecated. All API methods with user and password authentication have been renamed and now have an Ex suffix (for example, `enableGroupEx`) to avoid the same method names being used with different parameters.

SiteScope Failover

QCCR1I60203

When SiteScope is registered with BAC/BSM, SiteScope Failover does not resend the SiteScope profile topology after the primary SiteScope fails.

Workaround: Force SiteScope Failover to resend all topology data to BAC/BSM. In **Preferences > Integration Preferences > BSM Preferences Available Operations**, click **Re-synchronize**. Resending the profile topology by SiteScope Failover is important for viewing PMI reports in BSM.

When installing SiteScope Failover Manager on a Windows platform, the following message is displayed at the end of the installation process: "Cannot start SiteScope service."

Workaround: Start the **Failover Manager** service manually from the **Services** control panel.

SSH

If you experience monitor skips when using the SSH retries mechanism on a UNIX remote server, check the monitor run frequency and the **_numberOfRepeatExecForSSHConnection** and **_UNIXSSHTimeoutSeconds** property values in the master.config file to make sure they are not the cause of the skips (for example, if monitor frequency equals the SSH timeout). Note that time is used from **_UNIXSSHTimeoutSeconds** for every unsuccessful retry. Therefore, if the number of retries is set too high (so that it is longer than the monitor run frequency), this can increase the number of monitor skips and result in SiteScope restarting.

F-Secure is no longer officially supported when monitoring remote servers using SSH.

System Availability Management Administration

QCCR1130669

Copying and pasting from SiteScope 11.10 to earlier versions of SiteScope is not supported.

QCCR1132039

When copying monitors, groups, or other entities between multiple SiteScope instances, tag assignments are lost even if the tags that were assigned to the copied entities on the source SiteScope are present on the target SiteScope.

QCCR1132040

When copying and pasting a monitor that includes a script alert from one SiteScope into another, the remote server of the script alert may not correctly copy into the target SiteScope.

Workaround: If you are copying script alerts from one SiteScope to another, ensure that the remote server accessed by the script alert exists in the target SiteScope before copying.

QCCR1130759

The Technology Log File Integration monitor cannot be copied from one SiteScope to another.

Workaround: Create an identical monitor on the target SiteScope (copy all monitor values to it from the original monitor). To copy a sub-tree containing Technology Integration monitors:

1. Copy the sub-tree to a temporary location in the same SiteScope.
2. Delete the Technology Integration monitors.
3. Copy the new sub-tree from the temporary location to the other SiteScope.
4. Delete the temporary location.
5. Create the Technology Integration monitors in the other SiteScope.

When copying and pasting a SiteScope monitor into a group, the monitor data can take up to an hour before it is displayed in Service Health in HP Business Service Management.

Templates

QCCR1132397

If a template contains an invalid dependency (the template contains a dependency that existed once but no longer exists in the imported template), no dependency is shown in the template deployment. When running the Publish Template Changes wizard, the **Depends on** property is displayed as a difference in the Content Changes page even though there is no dependency displayed in the template.

Workaround: Add a new dependency in the template, remove it, and then click **Save**. This removes the non-existent dependency.

Tools

QCCR1132543

When using the Event Log Tool, if **DNS** is selected in the **Log name** box and the target server does not have a DNS server on it, the Application log content is displayed in the Results panel.

QCCR1156272

The Event Log Tool is not available when configuring the Microsoft Windows Event Log monitor from the **Use Tools** button. The tool is still available from **Tools > Operating System Tools > Event Log Tool**.

QCCR1132050

When using the Database Connection Tool to apply properties to the Database Query monitor or Technology Database Integration monitor, the credential data is lost if a credential profile is selected instead of entering the credentials manually.

If you encounter the following error when using the Database Connection Tool to connect to an SQL server database: “Exception Message: [mercury][SQLServer JDBC Driver]NTLM (type-2) Authentication was requested but the required DDJDBCx64Auth04.dll was not found on the path specified by the java.library.path system property.”

Workaround: Use a third-party driver. Microsoft's JDBC driver does not exhibit this issue, nor does JTDS. Both these drivers can operate in wrapped and unwrapped modes and support Windows Integrated Authentication (<http://msdn.microsoft.com/en-us/data/aa937724.aspx>).

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCRxxxxxxx). Use this number when looking for more information about the problem on the [HP Software Support](#) web site, or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, or generally to view a list of known problems for a specific product and/or version, on the [HP Software Support](#) web site click the Self-solve tab, select **Include related subproducts**, select product, version, and operating system, select only **Known Problems** in the **Document types** area, and click **Search**. You can also search for a specific CR using the keyword box at the top of the Self-solve page.

Issues Fixed in this Release (SiteScope 11.22)

URL Sequence and URL List monitors do not display all metrics in the samples sent to BSM (QCCR1I52804)

Generated reports always contain License Header information, regardless of the validity of the existing license; this information should only be displayed for an evaluation license, or for a license that is invalid or that has expired (QCCR1I59194)

Start/stop scripts are not working on SiteScope running on Solaris in a Japanese environment (QCCR1I61709)

Service monitor does not display all running instances when the remote connection is using WMI (QCCR1I63200)

SiteScope uses the client's DNS server for importing certificates instead of the SiteScope server's DNS server (QCCR1I63307)

Microsoft Windows Event Log monitor fetches the same event log entries multiple times when a timeout occurs (QCCR1I67698)

Internationalization version setting in Preferences > General Settings should be true by default; refer to documentation for more details (QCCR1I70248)

Encounter the following unexplained error in the RunMonitor.log: "soa - Enable format this IP value to int" (QCCR1I70425)

Search/filter and reporting tags cannot be created when the SiteScope client environment uses JRE 7 (QCCR1I71134)

VMware Host Solution Template documentation is missing an explanation for the "is_vCenter" property when deploying the template (QCCR1173306)

WebSphere MQ Status monitor opens a higher number of communication channels to the WebSphere server than is necessary (QCCR1174141)

Unable to publish a new monitor in a template if a monitor with the same name already exists in the deployed folder (QCCR1174271)

Web Service monitor: The Round Trip Time counter incorrectly displays the value as an integer without a decimal component (QCCR1174499)

WebSphere MQ Status monitor: Property field values are not always displayed when the monitor is loaded (QCCR1176307)

When generating a Quick Report for a URL Content monitor that uses match content labels, the first match value label is missing from the report when "Detailed monitor information" is not selected in the report's Display Settings (QCCR1177533)

When a SiteScope monitor goes into downtime, it is incorrectly displayed in BSM's Service Health with "not up to date" (blue) status instead of "downtime" (gray) status (QCCR1178098)

Microsoft Windows Event Log monitor is unable to match log entries using the WMI connection method when the target host is a Windows 2003 workstation after clearing the event log (QCCR1178334)

Service monitor: Measurements for CPU counters are incorrect when using a WMI connection to the remote host; the monitor counts CPU load on one thread/core only (QCCR1178958)

Monitor dependency does not work when there is a dependency on a sibling monitor and a monitor from another group (QCCR1179123)

After configuring the SMTP Password in the Email Preferences page, the password is displayed in clear text in Infrastructure Preferences (QCCR1179213)

User can disable alerts indefinitely from the SiteScope Dashboard even when the user has not been granted such permissions (QCCR1179636)

Missing explanation in Technology Web Services Integration monitor documentation on how to configure the monitor so that data sent to the web service and consumed by the monitor is forwarded to BSM (QCCR1179722)

Unable to view monitor properties for all groups after performing a SiteScope upgrade (QCCR1179757)

Classical SiteScope Failover 11.20: Files under the <SiteScope root directory>\script.remote folder are not being copied from the primary SiteScope to the failover system during mirroring; the user had to copy these files manually (QCCR1179898)

After editing a step in the URL Sequence monitor and saving changes, that step and all subsequent steps were removed (QCCR1179901)

Match Content in XML file not working as expected with XML content match string (QCCR1179951)

WebSphere Application Server monitor makes multiple attempts to connect to the WebSphere Application Server for each counter even if credentials are invalid (QCCR1180020)

When configuring the SNMP by MIB monitor, not all MIB files are displayed in the drop down list (QCCR1180081)

Incorrect date and time are displayed in Email alerts when alerts are manually tested, or where target monitor has not yet started or is in N/A state (QCCR1180088)

Unable to monitor a WebSphere 6 Application Server because the WebSphere monitor does not copy the required jars to classpass (QCCR1180091)

JMX monitor intermittently returning NullPointerException for some counters (QCCR1180297)

Limitations table in the SiteScope Failover guide is inaccurate and should be updated (QCCR1180406)

Login field is mandatory for High Availability Preferences when you should be able to leave the field blank (QCCR1180254)

Unable to generate Quick Reports in SiteScope 11.20 using the daily logs from an earlier SiteScope installation (QCCR1180527)

Microsoft Windows Performance Counter Monitor displays an internal error if the monitored server shuts down or does not exist (QCCR1180634)

Concurrent template deployment fails when deploying templates to separate groups (QCCR1180704)

After deploying the Active Directory 2008 R2 solution template, SiteScope does not start up on the first restart (QCCR1180975)

Information about which WebSphere Application Server monitor loads first is missing in the logs. If the monitor that is loaded first has the wrong certificates in its configuration, all the other monitors fail due to IBM bug: "MBEAN FACTORY CACHES JKS FILES - WILL NOT ALLOW TO USE SEPERATE JKS FOR DIFFERENT SERVERS" (QCCR1181095)

Incorrect message in Email alert's generated message when using the "WithDiagnostics" template (QCCR1181277)

SNMP monitor fails to run and returns " ERROR - No enum constant com.mercury.sitescope.ui.monitors.snmp.SNMPV3PrivacyAlgorithm" when deployed from a template (QCCR1181284)

Unable to edit alerts after upgrading from SiteScope 11.10 to 11.20, when those alerts had deprecated monitor types in the selected filter settings (QCCR1181358)

When using the Active Directory solution template, the Microsoft Windows Event Log monitor was not able to access the event log for all monitors on all monitored remote servers, and returned the error: "Could not retrieve eventlog information"; the RunMonitor.log returned the error: "processID 2339 : reached extended timeout, waited: 60919milliseconds" (QCCR1181530)

Unable to start SiteScope server when integrated with BAC because of an error reported in the bac_integration.log (QCCR1181636)

When reverse DNS lookup is either not configured or is faulty for the monitored remote server, SiteScope reports the IP address of the host to BSM instead of the hostname configured in the monitor. You can force the monitor to send the hostname instead of the IP address to BSM by setting the _disableHostDNSResolution property to "=true" in the <SiteScope root directory>\groups\master.config file (QCCR1182281)

After upgrading to SiteScope 11.21, unable to edit monitor settings for specific monitor names in non-English Windows Server environments; the following message is displayed: "SiteScope encountered a general exception, Class: com.mercury.sitescope.api.APIMonitor, Method: update" (QCCR1182327)

Web Service monitor displays incorrect Target instead of specified URL (QCCR1182393)

The Service monitor reports incorrect data if "serviceNameStatus" is selected as a threshold and there are several Service monitor running (QCCR1182693)

The Script Monitor documentation is missing an example of how to receive information from the script (QCCR1182735)

Unable to configure the run frequency of the SiteScope Discovery Node Policy (QCCR1182761)

WebSphere Application Server monitor does not report all the topology to BSM for cluster WebSphere AS CI (QCCR1182776)

When deploying a template using a CSV file, use of a comma in a variable value is not handled correctly; it is handled as a new variable (QCCR1182990)

Script Monitor: When monitoring a remote Windows server using SSH, "Failed to run script" error occurs if 'exit' is written in the .bat script. The Script monitor documentation was updated to include a note warning users not to use any command (such as "exit") that would normally discontinue script processing in the .bat script (QCCR1183362)

Event does not have an ETI value for the UNIX Resources Monitor if status changes from "Error" to "Good" when using the default threshold status calculation (QCCR1183821)

Added "SiteScope Failover does not support copying of symbolic links when configuring a Script monitor" to the documentation (QCCR1183850)

Monitors are not running at the frequency configured. Fixed by adding the "Force rerun of heartbeat monitor that has dependent monitors" setting to Preferences > Infrastructure Preferences > Monitor Settings. This forces a rerun of the heartbeat monitor when the dependent monitor status is in error to make sure that the heartbeat monitor is not currently in error (QCCR1183795)

When disabling a group using "Disable monitor on a one time schedule" the disable works at the monitor level, but is not reflected at the group level (QCCR1184196)

SiteScope cannot read some properties in the client certificates for silent login (QCCR1184696)

Siebel Application Server monitor is not working after an upgrade; it is unable to collect some counter types (QCCR1184790)

Previously Fixed Issues (in SiteScope 11.20/11.21)

Getting Java script validation errors when opening dialog boxes in SiteScope using Firefox 3.0 with JRE 5.x. This is no longer relevant since SiteScope 11.x uses JRE 6.x (QCCR1I20599, QCCR1I22818, QCCR1I24623)

Fixed issue of Microsoft Windows Event Log monitor being able to retrieve only partial data when monitoring an event log on a Windows Server 2008 (it is unable to read the message DLL file). (QCCR1I30719)

If the Method or Operating system values in a template remote server contain an incorrect value or are not entered using the same case that is displayed in the drop-down list when configuring a remote server, verification does not work properly, and the first value in the drop-down list is inserted instead (QCCR1I30780, QCCR1I30872, QCCR1I46299)

Microsoft Windows Services State monitor does not display all running services in the Dashboard tooltip and Monitor History (QCCR1I33814)

Server-side processing option does not work when using a Log File monitor on a remote UNIX host with a Telnet connection (QCCR1I33536)

Only the first 4 'Match Value Labels' defined in the Log File or Multi Log File monitor are included in reports (QCCR1I38418)

"No counters were found on the server" error when configuring the SNMP By MIB monitor to monitor an F5 Big-IP load balancer (QCCR1I40305)

The SiteScope installer might not work on Linux 64-bit environments using the graphical user interface wizard (QCCR1I43277)

Non-English characters are only displayed correctly in HPOM/OMi if the HP Operations agent machine locale is the same as the HPOM management/BSM Gateway server machine. Otherwise, garbage characters are displayed for SiteScope instances names (monitors, groups, alerts, etc)" (QCCR1I43630)

When using the Log File monitor with Server-side processing and Multi-line match enabled, parsing results return the incorrect number of matches; no more than 1 match even when the target log file contains more than 1 match (QCCR1I46379)

When installing SiteScope with the HP Operations agent on a UNIX environment that previously had the agent installed (even if it was uninstalled), the newly-installed agent is unable to connect to HPOM or Operations Management in BSM (QCCR1I47566)

Log File monitoring of a UNIX remote server with a Telnet connection fails if the log file path contains the underscore ("_") character (QCCR1147855)

When installing the HP Operations agent during a SiteScope installation on UNIX, the installation might hang if the agent is already installed (QCCR1151731)

After upgrading to 11.x, unable to generate CSV and HTML reports and get a login popup when generating reports (even when no LDAP is set up) (QCCR1154898)

The incorrect ESX version is returned by the vCenter and displayed by the VMware Host State monitor. When the VMware Host State monitor monitors ESX directly (not via vCenter), the ESX version is correct (QCCR1155409)

F5 Big-IP monitor. An error is encountered error when clicking the Get Counters button (QCCR1155655)

Unable to send a Server-Centric report by email using the Export option. Instead, you had to save the report as an html file, and then send it manually (QCCR1157160)

Hung java.exe processes and high memory usage when using the ConfigComparisonTool.bat tool (QCCR1157194)

Topology not reported for Web Service monitors that use a WSDL file located in the templates.wsdl directory (QCCR1157645)

Added the "script execution time" counter to the Script monitor which shows time spent running the script only. It is preferable to use this counter for script performance diagnostics instead of "round trip time" which also shows SiteScope server loading time, such as time required for preparing the monitor run, the network transfer, and script execution (QCCR1157724)

The compilation script required to compile SNMP MIBS is not available on SiteScopes running on Linux platforms (QCCR1159219)

Unable to deploy a UNIX template against existing remote servers that use SSH key file authentication (QCCR1159462)

Unable to disable the JMX monitor from command line API, enable_monitor.bat (QCCR1159403)

XML monitor does not support XML documents using DTD validation (QCCR1159596)

When installing SiteScope from AutoRun, the SiteScope 32-bit version is installed when the 64-bit installation is selected (QCCR1159865)

SiteScope is unable to decode all SNMP Traps correctly (QCCR1I60481)

URL Content monitor does not display all counters (QCCR120981)

**“ERROR - Monitor: Log Event Checker, error:
java.lang.ArrayIndexOutOfBoundsException: 100” message for health monitors
(QCCR1I60914)**

Fixed issue of not being able to modify the database query timeout for the Technology Database Integration monitor by adding a Timeout field to the monitor. The timeout value can also be configured from the _JDBCQueryTimeoutSec property in the master.config file or Custom Settings.” (QCCR1I60956)

Directory monitor fails with "directory not found" error after SiteScope service restart (QCCR1I61149)

Database Query monitor shows the content match value from the previous run when no matches are found or when the Match Content field is not filled (QCCR1I61350)

No support for empty spaces and the following special characters in remote server passwords: \ " & | > < ^ (QCCR1I40168)

Missing some graphs when using line graphs in reports (QCCR1I61895)

Numeric and fixed-number decimal places are incorrectly displayed in SiteScope Quick/Management Reports after changing the "Numeric values format" value from the default option "#.##" to "0.00000000" in Preferences > Infrastructure Preferences > General Settings (QCCR1I62315)

"No counters detected" error when running the SNMP by MIB tool with a specific MIB file (QCCR1I62506)

Network Bandwidth monitor does not return an error when the remote monitored server is unavailable; the Timeout or Retries in SNMP Connection Settings does not work (QCCR1I62652)

Regular expression parser does not use the SiteScope locale set in the <SiteScope root directory>\groups\master.config file (QCCR1I62722)

Inconsistent data when configuring Microsoft Windows Resources monitors with many counters on a loaded network environment. You can specify a timeout value for the monitor (for example, 300 seconds) in Preferences > Infrastructure Preferences > Monitor Settings > Perfex options, or by adding the _perfexOptions string "-wrmUiTimeout 300" to the <SiteScope root directory>\groups\master.config file (QCCR1I62947)

Regular expression, `[w^[]]`, does not work as documented: "This matches any alphanumeric character, excluding the underscore." Replaced the regular expression example in the documentation with `[0-9A-Za-z]` (QCCR1162967)

SiteScope Management Reports send alerts table when No alerts table is selected (QCCR1162836)

URL Content monitor. Unable to use matched data returned by the monitor to set thresholds (QCCR1163047)

The `_authorizedIP` parameter in the `master.config` (used to allow access to restricted IP addresses) is not working (QCCR1163917)

All events (on the same counter) that are forwarded from SiteScope to HPOM, are marked as a duplicate of the first event (of the counter) even if their severity is different. This was fixed by adding `":<severity>"` to the "Key" field in Preferences > Common Event Mappings > Default Settings > Edit Default Monitor Event Mapping (QCCR1164072)

Script alerts are unable to get the list of scripts for Windows remote servers using an SSH connection when the host is not the SiteScope server (QCCR1164681)

"Error in parsing the status line from the response: unable to find line starting with "HTTP"" when running several URL monitors (QCCR1164539). Fixed by adding the following properties to the `<SiteScope root directory>\groups\master.config` file:

- `_defaultHTTPStatusLine=HTTP/1.1 200 OK`
 - `_tagsOfAdditionalContentChecking=<html>,<xml>`
-

SiteScope service startup can take a long time when SiteScope is integrated with BSM (QCCR1165285)

Unable to open the Templates context tab when SiteScope contains a large number of configured templates (QCCR1165333)

Error when creating a Management Report for any group that contains multiple objects, other than the SiteScope root (QCCR1165647)

Service monitors fail with access denied error after upgrading from SiteScope 10.1x to 11.10. (QCCR1165712)

HP iLO Monitor not working because the `ILO_remote<*>.xml` file in `<SiteScope root directory>\templates.applications` is created with incorrect characters (QCCR1166211)

The Log File monitor is unable to correctly match double quotation marks (") using a regular expression when monitoring RedHat Linux in Server-side processing mode (QCCR1I66778)

Selecting "Past 24 hours" time frame for displaying past runs in Preferences > General Preferences > Dashboard Monitor History View Options > Display data collected during time period, does not persist after a SiteScope restart, and SiteScope Monitor History displays history for the past hour only (QCCR1I66839)

The SAP Java Web Application Server monitor is not compatible with the security settings for the new custom monitors and is not available by default (QCCR1I67130)

Log File monitor displays incorrect variable data when there are no content matches (QCCR1I67528)

Network Bandwidth monitor. Error messages are written in the RunMonitor.log and error.log when opening the monitor's Properties tab (QCCR1I67536)

Web Service monitor. Fixed issue of not being able to get the content of a WSDL URL through an HTTP proxy by configuring the following properties in the <SiteScope root directory>\groups\master.config file:

- `_webServiceDefaultProxyUrl`
- `_webServiceDefaultProxyUser` (if Proxy server user name is required to access the URL)
- `_webServiceDefaultProxyPassword` (if Proxy server password is required to access the URL)

For example:

- `_webServiceDefaultProxyUrl=http://proxy.mycompany.com:3128`
 - `_webServiceDefaultProxyUser=admin`
 - `_webServiceDefaultProxyPassword=p@ssw0rd` (QCCR1I67701)
-

If a Directory monitor is targeted on an empty directory on a Unix remote, it incorrectly returns "access denied" message (QCCR1I67929)

Log File monitor does not parse regular expression operator "i" to ignore case for Server-side processing (QCCR1I68016)

Unable to make changes to SNMP Trap alert actions using Global Search and Replace (QCCR1I68699)

Service monitor fails with message: "error while performing inpage operation" (QCCR1168707)

SNMP monitor's Timeout (seconds) and Retry Delay (seconds) settings do not work correctly (QCCR1169123)

Fixed issue of SiteScope not reporting the host name metric to Operation Manager for host-based monitors (QCCR1169226)

When SiteScope is integrated with SiteMinder, you can avoid being logged out of SiteScope after 30 minutes of browser inactivity by changing the "_keepAliveFromJSP=" property to "=true" in the master.config file (QCCR1170103)

When using the Log File monitor on a UNIX remote server, the last read position is reset to 0 if a timeout occurs before the file size is retrieved from the server (QCCR1172477)

After performing an upgrade, the Templates take a long time to load on the first start after a restart (QCCR1173318)

After performing an upgrade, the New Monitor page takes a long time to load (QCCR1173319)

Log File monitor: When the Run alerts option is set to "Once, after all log entries have been checked" and parenthesis are used in the Content match field, if the monitor status changes to "Error", it will not revert back to "Good" in the next run (QCCR1173430)

When using the Microsoft Windows Event Log monitor, the event log cannot be matched when a WMI connection is used (QCCR1174120)

After upgrading to SiteScope 11.20, SNMP monitors with a "Percentage base" value do not work (QCCR1174129)

SNMP Monitor: "Percentage base" field incorrectly displays non-predefined Object IDs and values (QCCR1174251)

SNMP Monitor does not show fractional numbers in monitored values (QCCR1174252)

Microsoft Windows Resources monitor is unable to get data when more than one counter is monitored (QCCR1174261)

JMX monitor does not count 'n/a' counters as "Counters in error" (QCCR1174291)

Web Service monitor returns "ERROR - Error getting wsdl data" for WSDL files containing the digits 199 or 200 in the service name (QCCR1174640)

Classic SiteScope Failover: Reports from the primary server are being copied to the SiteScope Failover server and they both generate the report instead of just the primary server when the Failover server is inactive (QCCR1I74643)

Microsoft Windows Event Log monitor fails with "Could not retrieve event log" error if the monitored event contains special characters used for field separation in the event body (such as -- or ==) (QCCR1I74715)

File monitor, Directory monitor, and Log File monitor do not work when the SiteScope service runs as "local system". (QCCR1I75062)

Script monitor displays the incorrect status for threshold settings (QCCR1I75157)

When using Classic SiteScope Failover, the permissions on the script folder are changed during the mirroring process on SiteScope Failover installed on a Linux environment (QCCR1I75239)

SNMP Trap Preferences error when upgrading to SiteScope 11.20 (QCCR1I75302)

Incorrect license point consumption for Microsoft Windows Resources and UNIX Resources monitors (QCCR1I75419)

VMware Performance monitor: "Cannot read hosts" and "Cannot complete login due to an incorrect user name or password" errors reported to RunMonitor.log and error.log when SiteScope is connected to BSM (QCCR1I75671)

Creating a Directory monitor for a Linux remote server fails with "path supplied is not a directory" error (QCCR1I75709)

URL monitor: Excessive resource consumption caused by "POST data" field growing with custom header entries for each monitor run (QCCR1I75761)

After upgrading to SiteScope 11.20, SNMP monitors sometimes return "maximum number of DatagramSockets" error (QCCR1I76192)

The VMware Host solution template in the VMware Capacity Management template container is missing most of the metrics and the thresholds that exist in the VMware Host solution template (QCCR1I76496)

SNMP monitor with a "Percentage base" returns MAX_INT value instead of 0 if no changes are detected (QCCR1I76603)

Memory monitor: SiteScope displays incorrect values for physical memory when monitoring a Solaris environment (QCCR1I76682)

SNMP Trap monitor: After upgrading to SiteScope 11.20, SNMP traps with a variable that contains a special character are passed to the script in hexadecimal code (QCCR1I76973)

Event ID: 7016 appears in the Windows System Event Log every time the SiteScope service is started or stopped. Also, a "service status failed" error is sent to the SiteScope error.log when the net start <service> or net stop <service> command is used to start or stop SiteScope (QCCR1I76987)

Dynamic Disk Space Monitor: When running the monitor on a Windows server in WMI mode, unable to get counter values where the user password contains double quotation (") marks (QCCR1I77101)

When creating an SNMP trap in Preferences > SNMP Preferences, SiteScope sends a different object ID for SNMP traps than in previous versions (QCCR1I77159)

Web Script monitor running on Windows 64-bit platform using the SiteScope "32on64" installation causes false alarms (QCCR1I77912)

SNMP Trap monitor cannot detect content matches for an SNMP trap with Japanese characters (QCCR1I77969)

SiteScope Failover: Mirroring operation does not occur if the primary SiteScope is disabled by schedule (QCCR1I78034)

SiteScope upgrade from version 10.14 to 11.20 fails when running TagsUpgrader (QCCR1I78966)

Enhancement Requests

This section lists enhancement requests that were addressed in this release.

The reference number for each defect is the Quality Center Change Request (QCCR) number. For more information about pending enhancement requests, visit [HP Software Support Online](#), or contact your HP Support representative directly.

Alerts

QCCR1168965

Added the Trigger alert action type for triggering an alert without invoking any specific action. Use this action type when you want the alert to send event information to HPOM or BSM without performing any additional action. Note that **Send events** must be selected in the HP Operations Manager Integration Settings panel of the alert.

Configuration

QCCR1134108

Added a silent run option for the SiteScope Configuration Tool.

QCCR1171356

Added API support for creating a remote Windows or UNIX server in SiteScope.

Monitors

QCCR1138545

The Link Check Tool is available when configuring the Link Check monitor to verify all the internal and external links on a Web page to ensure that they can be reached. The tool reports all links and their status, and the results can be exported to an Excel or PDF file.

QCCR1142241

Added support for running the Web Service monitor using SSL.

QCCR1155147

Web Service monitor: Added support for HTTPS using a client side certificate, with the option to accept invalid and untrusted certificates

QCCR1176343

Added support for Amazon Virtual Private Cloud (VPC) to the Amazon Web Services monitor.

QCCR1181298

Added the **Accept untrusted certificates for HTTPS** and **Accept invalid certificates for HTTPS** check boxes to the Authentication Settings panel of the Web Service Monitor.

QCCR1182689

Updated the WebSphere MQ monitor documentation which did not mention anything about supported versions or server platforms by adding that this monitor is indifferent to the platform on which the WebSphere MQ server is installed, whether it is Windows, z/OS, HP-UX, Linux, AIX, or Sun Solaris.

QCCR1184613

Calculated Metrics. Added a new function, **#longToDate()**, to convert a time stamp from a number (Long) to a date string according to the date format specified.

Preferences

QCCR1163064

Added support for sending emails via SSL SMTP servers to the Email Preferences Default Settings dialog box (in **Preferences > Email Preferences > Default Settings**).

Supported Environments

QCCR1171832

Added support (starting from SiteScope 11.21) for Red Hat ES/AS Linux 5.6.

Templates

QCCR1178457

Added the ability to create and deploy a template that contains remote servers only, without having to include a root group. Note that publishing changes for SiteScope remote servers is not supported.