HP SiteScope

For the Windows, Solaris, and Linux operating systems

Software Version: 11.23

Release Notes

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
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Contents

SiteScope Release Notes

This document provides information about SiteScope 11.23.

What's New in This Release

SiteScope 11.23 includes new functionality, customer escalation fixes, and internal bug fixes. To view a full list of new features and enhancements in SiteScope 11.23, select **Help > What's New**, or download the What's New document from the HP Software Product Manuals web site.

SiteScope System Requirements and Support Matrixes

SiteScope system requirements and support matrix information is now located in the SiteScope 11.23 Deployment Guide, located on the HP Software Product Manuals web site.

Information about supported integrations between SiteScope and other HP or third-party software is now available on the HP Software Solutions and Integrations portal (requires HP Passport login). Every integration listed includes a description of the integration, support matrix, and links to integration configuration documentation.

Installation Instructions

For complete instructions on installing this software, see the relevant documentation:

- New customers should follow the instructions in the "Installing SiteScope" section of the SiteScope Deployment Guide.

- Existing customers can install SiteScope 11.23 directly on top of any SiteScope 11.2x version by following the "Upgrading an Existing SiteScope Installation" instructions in the "Upgrading SiteScope" section of the SiteScope Deployment Guide.

The following planning and deployment resources are also available from the HP Software Product Manuals web site:

- Deployment and Capacity Planner (Capacity Calculator)

- What's New document

Notes and Limitations

In most cases, problems and limitations are identified with a Change Request number (QCCR*xxxxxxxx*). 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

QCCR1I20806

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

QCCR1I42998

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

QCCR1I45045

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

QCCR1I36248

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

QCCR1I51861

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.

QCCR1I71690

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

QCCR1I99774

SiteScope might fail to install on a Windows Server 2003 machine if the installation is performed by a user that lacks local machine Admin permissions.

Workaround: The user performing the SiteScope installation should have "Full Local Admin Privileges". Users that are Domain, Central Security Policy, or other Administrators, but lack local machine Admin permissions might fail to install SiteScope properly.

QCCR1I52241

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.

QCCR1I32727

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.

QCCR1I57144

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.

QCCR1I63204

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)

QCCR1I58914

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).

QCCR1I71987

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 Setting panel.

QCCR1I71260

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.

QCCR1I79628

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\<user_name>\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 D**efault 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.

QCCR1I91422

When installing SiteScope on Microsoft Windows Server 2012, the progress bar is missing from the installation screen and the "Cancel" button is misaligned.

Workaround:

1. Open the command line and type: `set __COMPAT_LAYER=DISABLETHEMES DISABLEDWM RUNASADMIN`

2. Run the SiteScope installation file from the command line.

QCCR1I91841

When uninstalling SiteScope that was installed on a Microsoft Windows Server 2012 platform, the SiteScope root folder is not removed.

The default SiteScope certificate TrustStore contains an expired certificate 'gtecybertrust5ca'. As a result, the SiteScope SSL Certificate State health monitor will be in error state.

Workaround: Remove the 'gtecybertrust5ca' certificate from TrustStore in **Preferences > Certificate Management** page.

Integration - BSM

QCCR1I35093

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.

QCCR1I39607

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.

QCCR1I28808

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.

QCCR1I48052

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.

QCCR1I49144

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**.

QCCR1I49550

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.

QCCR1I56509

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**.

QCCR1I60368

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.

QCCR1I73658

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

QCCR1I54342

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.

QCCR1I51638

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

QCCR1I58340

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 r**un_api_call.bat** file, and name it r**un_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.**

QCCR1I59226

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.

QCCR1I67934

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.

QCCR1I74206

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

QCCR1I48048

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

LDAP Authentication

QCCR1I31883

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

QCCR1I49652

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

QCCR1I39697

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

QCCR1I53756

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.

QCCR1I41203

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

QCCR1I54666

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.

QCCR1I76635

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.

QCCR1I41201

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-perfex based SSH).

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.

QCCR1I64049

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.

QCCR1I39836

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

QCCR1I32441

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.

QCCR1I34285

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).

QCCR1I33005

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.

QCCR1I27152

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**.

QCCR1I26236

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.

QCCR1I30899

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.

QCCR1I46193/ 4605843461

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

QCCR1I25754

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.

QCCR1I66209

UNIX Resources monitor. When configuring a UNIX Resources monitor on a SunOS environment, SiteScope cannot obtain process names larger than 80 bytes.

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.

QCCR1I85441

SiteScope versions running on Java 1.6 or later do not support JMX monitoring of WebLogic 9.x because it runs on Java 1.5. For details, see "RMI/IIOP SDK Error" in the Oracle documentation (http://docs.oracle.com/cd/A97688_16/unix.903/relnotes/oc4j.htm).

QCCR1I90676

HP iLO Monitor: Eerror creating remote server when deploying the HP iLO monitor on iLO v4 after pressing **Save & Test**.

Workaround: Deploy the remote using **Save** instead. Even if the remote connection is corrupted when using **Save & Test**, it returns to normal after a SiteScope restart.

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.

QCCR1I30190

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

QCCR1I54985/QCCR1I54978

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.

QCCR1I35306

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.

QCCR1I83936

If SiteScope is installed on a non-English operating system, you cannot use the SiteScope Hardening Tool to configure SiteScope for using TLS. 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

QCCR1I30651

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

QCCR1I89266

Monitoring support for Microsoft Windows NT and Windows Server 2000 is no longer certified (Microsoft dropped support for these platforms), and they were removed from the list of supported monitoring operating systems in the SiteScope documentation.

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).

QCCR1I89536

Monitor, Alert and Server-Centric reports are supported in compatibility mode only when using a Microsoft Internet Explorer 10 browser.

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

QCCR1I30669

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

QCCR1I32039

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.

QCCR1I32040

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.

QCCR1I30759

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

QCCR1I32397

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.

QCCR1I76493

Template export and import flow does not contain SNMP Trap Preferences.

Workaround: When exporting and importing a template that contains references to SNMP trap preferences, you should manually create these preferences and manually update the SNMP Traps in the imported template.

Tools

QCCR1I32543

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.

QCCR1I56272

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**.

QCCR1I32050

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 and Requested Enhancements

This section lists issues that were previously published in the SiteScope Release Notes and that have been fixed in this release.

For a complete list of the problems and limitations fixed in this release that have been made visible to customers for tracking, and for enhancement requests that were addressed in this release:

1. Navigate to the Software Patches page, accessed from the Downloads page on the HP Software Support web site (http://www.hp.com/go/hpsoftwaresupport).

2. Select the relevant product, version, and operating system, (for example, **SiteScope > 11.23** and **Windows**), and click **Search**.

3. Click the name of the patch for which you want to see fixed issues (or that you want to download). A page containing information about the patch and a link to download the patch displays.

   - You can review a summary of the fixed issues in the **Summary** section of the page.

   - You can click any specific service request in the **SR (service requests)** section of the page to view detailed information about that SR.

Previously Fixed Issues (in SiteScope 11.20–11.22)

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

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

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

Unable to publish a new monitor in a template if a monitor with the same name already exists in the deployed folder (QCCR1I74271)

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

Database Query monitor uses stored procedures after an upgrade (QCCR1I68610)

"File monitor remains in Good status after the monitored file has been deleted (QCCR1I68793)

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)

VMware Host Solution Template documentation is missing an explanation for the "is_ vCenter" property when deploying the template (QCCR1I73306)

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

WebSphere MQ Status monitor opens a higher number of communication channels to the WebSphere server than is necessary (QCCR1I74141)

Web Service monitor: The Round Trip Time counter incorrectly displays the value as an integer without a decimal component (QCCR1I74499)

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 (QCCR1I78098)

Monitor dependency does not work when there is a dependency on a sibling monitor and a monitor from another group (QCCR1I79123)

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 (QCCR1I78334)

After configuring the SMTP Password in the Email Preferences page, the password is displayed in clear text in Infrastructure Preferences (QCCR1I79213)

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 (QCCR1I78958)

User can disable alerts indefinitely from the SiteScope Dashboard even when the user has not been granted such permissions (QCCR1I79636)

Unable to view monitor properties for all groups after performing a SiteScope upgrade (QCCR1I79757)

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 (QCCR1I79722)

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 (QCCR1I79898)

After editing a step in the URL Sequence monitor and saving changes, that step and all subsequent steps were removed (QCCR1I79901)

WebSphere Application Server monitor makes multiple attempts to connect to the WebSphere Application Server for each counter even if credentials are invalid (QCCR1I80020)

Match Content in XML file not working as expected with XML content match string (QCCR1I79951)

When configuring the SNMP by MIB monitor, not all MIB files are displayed in the drop down list (QCCR1I80081)

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 (QCCR1I80088)

Unable to monitor a WebSphere 6 Application Server because the WebSphere monitor does not copy the required jars to classpass (QCCR1I80091)

JMX monitor intermittently returning NullPointerException for some counters (QCCR1I80297)

Login field is mandatory for High Availability Preferences when you should be able to leave the field blank (QCCR1I80254)

Limitations table in the SiteScope Failover guide is inaccurate and should be updated (QCCR1I80406)

Unable to generate Quick Reports in SiteScope 11.20 using the daily logs from an earlier SiteScope installation (QCCR1I80527)

Microsoft Windows Performance Counter Monitor displays an internal error if the monitored server shuts down or does not exist (QCCR1I80634)

Concurrent template deployment fails when deploying templates to separate groups (QCCR1I80704)

After deploying the Active Directory 2008 R2 solution template, SiteScope does not start up on the first restart (QCCR1I80975)

SNMP monitor fails to run and returns " ERROR - No enum constant com.mercury.sitescope.ui.monitors.snmp.SNMPV3PrivacyAlgorithm" when deployed from a template (QCCR1I81284)

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" (QCCR1I81095)

Incorrect message in Email alert's generated message when using the "WithDiagnostics" template (QCCR1I81277)

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" (QCCR1I81530)

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 (QCCR1I81358)

Unable to configure the run frequency of the SiteScope Discovery Node Policy (QCCR1I82761)

Unable to start SiteScope server when integrated with BAC because of an error reported in the bac_integration.log (QCCR1I81636)

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 (QCCR1I82281)

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" (QCCR1I82327)

Web Service monitor displays incorrect Target instead of specified URL (QCCR1I82393)

The Service monitor reports incorrect data if "serviceNameStatus" is selected as a threshold and there are several Service monitor running (QCCR1I82693)

The Script Monitor documentation is missing an example of how to receive information from the script (QCCR1I82735)

WebSphere MQ Status monitor: Property field values are not always displayed when the monitor is loaded (QCCR1I76307)

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 (QCCR1I77533)

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)

WebSphere Application Server monitor does not report all the topology to BSM for cluster WebSphere AS CI (QCCR1I82776)

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 (QCCR1I82990)

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 (QCCR1I83362)

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 (QCCR1I83821)

Added "SiteScope Failover does not support copying of symbolic links when configuring a Script monitor" to the documentation (QCCR1I83850)

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 (QCCR1I83795)

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 (QCCR1I84196)

SiteScope cannot read some properties in the client certificates for silent login (QCCR1I84696)

Siebel Application Server monitor is not working after an upgrade; it is unable to collect some counter types (QCCR1I84790)

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

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 (QCCR1I47855)

When installing the HP Operations agent during a SiteScope installation on UNIX, the installation might hang if the agent is already installed (QCCR1I51731)

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) (QCCR1I54898)

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 (QCCR1I55409)

F5 Big-IP monitor. An error is encountered error when clicking the Get Counters button (QCCR1I55655)

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 (QCCR1I57160)

Hung java.exe processes and high memory usage when using the ConfigComparisonTool.bat tool (QCCR1I57194)

Topology not reported for Web Service monitors that use a WSDL file located in the templates.wsdl directory (QCCR1I57645)

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 (QCCR1I57724)

The compilation script required to compile SNMP MIBS is not available on SiteScopes running on Linux platforms (QCCR1I59219)

Unable to deploy a UNIX template against existing remote servers that use SSH key file authentication (QCCR1I59462)

Unable to disable the JMX monitor from command line API, enable_monitor.bat (QCCR1I59403)

XML monitor does not support XML documents using DTD validation (QCCR1I59596)

When installing SiteScope from AutoRun, the SiteScope 32-bit version is installed when the 64-bit installation is selected (QCCR1I59865)

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 "0.000000000" 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] (QCCR1I62967)

SiteScope Management Reports send alerts table when No alerts table is selected (QCCR1I62836)

URL Content monitor. Unable to use matched data returned by the monitor to set thresholds (QCCR1I63047)

The _authorizedIP parameter in the master.config (used to allow access to restricted IP addresses) is not working (QCCR1I63917)

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 (QCCR1I64072)

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 (QCCR1I64681)

"Error in parsing the status line from the response: unable to find line starting with "HTTP""" when running several URL monitors (QCCR1I64539). 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 (QCCR1I65285)

Unable to open the Templates context tab when SiteScope contains a large number of configured templates (QCCR1I65333)

Error when creating a Management Report for any group that contains multiple objects, other than the SiteScope root (QCCR1I65647)

Service monitors fail with access denied error after upgrading from SiteScope 10.1x to 11.10. (QCCR1I65712)

HP iLO Monitor not working because the ILO_remote<*>.xml file in <SiteScope root directory>\templates.applications is created with incorrect characters (QCCR1I66211)

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" (QCCR1I68707)

SNMP monitor's Timeout (seconds) and Retry Delay (seconds) settings do not work correctly (QCCR1I69123)

Fixed issue of SiteScope not reporting the host name metric to Operation Manager for host-based monitors (QCCR1I69226)

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 (QCCR1I70103)

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 (QCCR1I72477)

After performing an upgrade, the Templates take a long time to load on the first start after a restart (QCCR1I73318)

After performing an upgrade, the New Monitor page takes a long time to load (QCCR1I73319)

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 (QCCR1I73430)

When using the Microsoft Windows Event Log monitor, the event log cannot be matched when a WMI connection is used (QCCR1I74120)

After upgrading to SiteScope 11.20, SNMP monitors with a "Percentage base" value do not work (QCCR1I74129)

SNMP Monitor: "Percentage base" field incorrectly displays non-predefined Object IDs and values (QCCR1I74251)

SNMP Monitor does not show fractional numbers in monitored values (QCCR1I74252)

Microsoft Windows Resources monitor is unable to get data when more than one counter is monitored (QCCR1I74261)

JMX monitor does not count 'n/a' counters as "Counters in error" (QCCR1I74291)

Web Service monitor returns "ERROR - Error getting wsdl data" for WSDL files containing the digits 199 or 200 in the service name (QCCR1I74640)

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)

When configuring Memory monitor in template mode, the physical memory counters are not available in Threshold Settings; as a result, unable to update these counters for monitors deployed via templates (QCCR1I85635)

We appreciate your feedback!

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Release Notes (SiteScope 11.23)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SiteScope.feedback@hp.com.