HP Business Service Management

For the Windows ® and Linux operating systems

Software Version: 9.20

Monitoring Automation for HP Operations Manager i
Release Notes

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Acknowledgements

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the JDOM Project (www.jdom.org).

This product includes software developed by the MX4J project (mx4j.sourceforge.net).

Documentation Updates

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.

- Software Release Date, which indicates the release date of this version of the software.

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Or click the **New users - please register** link on the HP Passport login page.

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Note: This document was last updated on Tuesday, June 11, 2013.

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To find more information about access levels, go to:

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Monitoring Automation Release Notes

for the Windows ® and Linux operating systems operating system.

Software version: 9.20

Publication date: June 2013

This document contains important information that is not included in books or Help of Monitoring Automation. You can find information about the following in this document:

"What's in this Release" below

"Installation " on page 8

"Notes and Limitations" on page 9

What's in this Release

Monitoring automation provides a complete management solution for an application or service, enabling you to create a management solution for the entire set of configuration items (CIs) comprising the application. The solution can be made to respond dynamically to changes in the topology, making the monitoring solution independent of the hardware and platform running the application.

For more information about Monitoring Automation, see the Monitoring Automation for HP Operations Manager i User Guide or the Monitoring Automation section in the BSM online help (**Help > Application Administration > Operations Management > Monitoring**).

Installation

Prerequisites

Before installing Monitoring Automation on your Business Service Management (BSM) 9.22 systems, make sure you have installed the OMI_MA_Foundation hotfix or the latest superceding hotfix for the operating system of the BSM server systems.

Contact HP Software Support for details on how to obtain and install this hotfix.

Installation and User Documentation

You can find steps to install Monitoring Automation, in the Monitoring Automation for HP Operations Manager i Installation Guide on the product installation media at this location:

`/MonitoringAutomation/InstallGuide.pdf`

After installation, the Monitoring Automation for HP Operations Manager i User Guide is available at this location:

```
<BSM Installation Directory>/AppServer/webapps/site.war/amdocs/
eng/pdfs/1_Administering_BSM/3_Application_Administration/
OMi_MA_Admin_Guide-<version>.pdf
```

Notes and Limitations

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 (http://www.hp.com/go/hpsoftwaresupport), or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, new limitations published after version release, 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 areas**, 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.

The reference number for each defect is the change request (QCCR) number. For more information about open defects, visit HP Software Support Online, or contact your HP Support representative directly.

HP Operations Agent, Communication, and Certificates Issues

These notes and limitations are related to the HP Operations Agent, communication, and certificates.

QCCR1A162033 Wrong MANAGER_ID is Received by the HP Operations Agent when BSM is Stopped

Description: If the BSM server is not fully functional when an HP Operations Agent is configured to connect to that server (using the `oainstall` or the `opcactivate` tool), the agent receives the wrong `MANAGER_ID` value. As a result, the communication between OMi/Monitoring Automation and the HP Operations Agent does not work correctly, for example template deployment may not work.

Workaround:

1. To check whether you ran into the problem, go to the following location:

   - **Unix:** `/opt/OV/bin`

   - **Windows:** `<BSM Installation Directory>\bin\win64`

     (default): `c:\Program Files\HP\HP BTO Software\bin\win64`

2. Check `MANAGER_ID` setting on the agent with the following command:

   ovconfget sec.core.auth MANAGER_ID

3. Check connectivity from agent to the BSM server with the following command:

bbcutil -ping http://*<BSMserver>*/com.hp.ov.opc.agtdatar

> **Note:** `bbcutil -ping http://<BSMserver>` would deliver the wrong ID.

> **Tip:** Alternatively, you can look up the correct `MANAGER_ID` value on the BSM server using the command:
>
> **ovcoreid -ovrg server**

4. To correct the problem rerun the agent activation:

- **Unix:** `/opt/OV/bin/OpC/install/opcactivate`

- **Windows:** `<BSM Installation Directory>\bin\win64\OpC\install\opcactivate.vbs`

  (default): `c:\Program Files\HP\HP BTO Software\bin\win64\OpC\install\opcactivate.vbs`

Data Import, Management Packs, and Integrations Issues

These notes and limitations are related to data import, management packs, and integrations.

QCCR1A159031 Import of Content Packs with Large Instrumentation Fails if BSM is Running On Microsoft IIS

Description: The default value of a setting in Microsoft IIS rejects web requests larger than a certain threshold. The default value is 30 MB. This results in failures when trying to upload artifacts that are bigger than this threshold (for example, content packs and instrumentation).

The following symptoms might be observed:

- When uploading a content pack using content manager GUI, the operation fails with a generic error message.

- When uploading a content pack using `ContentManger.bat/sh`, the operation fails with error 404 (not found), or a large HTML error page if verbose flag was used.

- Upload of instrumentation using `ConfigExchange.bat/sh` fails with error 404 (not found), or a large HTML error page, if verbose flag was used.

Workaround: Increase the value of the `Maximum allowed content length (Bytes)` setting in the IIS configuration:

1. Go to **IIS Manager > Request Filtering > Hidden Segments tab > web.config**.

2. Right-click and from the menu select **Edit Feature Settings > Maximum allowed content length (Bytes)**.

3. Enter a a higher value for the `Maximum allowed content length (Bytes)` setting.

   The maximum value is 4294967295 Bytes (roughly 4 GB).

QCCR1A161841 Backend Timeout Error is Raised When Adding Large Amounts of Content to a New Content Pack or select Content Pack with Monitoring Automation Management Packs

Description: If you create a large content pack, for example, with more than 200 templates, you might receive a backend timeout error when trying to export it.

Workaround: Create several smaller content packs instead of one large content pack to export your complete content.

QCCR1A162083 Cannot Monitor Multiple Database Instances on Multiple Database Servers with SiteScope

Description: Automatic resolution of instance parameters is not possible if more than one level is required.

An example of monitoring with two levels is when SiteScope is to monitor multiple database servers. Each database server may run multiple database instances.

Workaround:

No solution is currently available.

Problem examples:

Assume a database instance is characterized by: Host, Database instance name, User, Password, Port.

- If the `host` is the instance parameter, `Database instance ID` is a dependent parameter.

  As soon as you monitor a second database instance on the same database server, the first one is overwritten and cannot be monitored any longer.

- If the `Database instance name` is the instance parameter, `host` is a dependent parameter.

  As soon as you monitor a second database instance with the same name but on a different host by the same Sitescope server, the first database instance cannot be monitored any longer.

QCCR1A162554 ArcSight Status not Updated Consistently

Description: ArcSight Logger integration: Sometimes the state of an assignment or policy is not updated correctly or promptly.

Workaround: Wait until the status is automatically corrected.

Assignment and Deployment Issues

These notes and limitations are related to assignment and deployment.

QCCR1A161338 Failed Deployment Jobs are Not Automatically Restarted when Using Redeploy Assignment Functionality

Description: Redeploy assignment functionality in Assignments and Tuning screen does not restart failed deployment jobs.

Workaround: Failed jobs should be removed before redeploy functionality is executed. Otherwise, jobs are not restarted and no redeploy takes place.

QCCR1A161788 Instrumentation Drop-down List Shows Uploaded Instrumentation Patches and Hotfixes

Description: The instrumentation drop-down list (found in, for example, policy editors, and when creating or editing aspects), the `Instrumentation` displays uploaded instrumentation patches and hotfixes in addition to the available instrumentation packages. When you select and deploy an instrumentation patch, Monitoring Automation deploys only the contents of the patch and not the corresponding instrumentation package.

Workaround: Be careful not to select an instrumentation patch or hotfix. Instrumentation patches and hotfixes are automatically deployed together with the corresponding instrumentation package.

Patches and hotfixes can be identified by naming convention used. Instrumentation patches contain `__PATCH__` in their name, and hotfixes contain `__HOTFIX__`.

QCCR1A162048 Management Template Assignment Performance is Poor When Assignment Includes Many CIs.

Description: Assignment of a management template to many systems takes longer than expected (more than 5 minutes).

Workaround: Allow sufficient time for all assignments to complete, or assign in smaller groups of systems.

Parameter Handling Issues

These notes and limitations are related to parameter handling.

QCCR1A161557 The Symbolic Parameter Value %%HOST%% Does Not Work When Set for Dependent Parameters

Description: The variable %%HOST%% is not resolved when used as value of a parameter that is dependent on an instance parameter. %%HOST%% is only resolved for the instance parameter itself, but not for dependent parameters.

The resolution takes place as follows: The policy template with the %%HOST%% parameter is linked to an aspect > The aspect is assigned to a CI > The CI is hosted on a computer > %%HOST%% is replaced by the computer's hostname.

Workaround: To automatically insert the hostname into a dependent parameter of an instance parameter, complete following steps:

1. Create or edit an aspect.

2. In the CI Type tab, select the CI type to which you want to assign the aspect and click **Node compatible**.

3. In the Policy Templates tab, add the policy template that contains the instance parameter.

4. In the Parameters tab, edit the dependent parameter, click **From CI Attribute** and select the **primaryDnsName** attribute.

QCCR1A162121 WMI: Cannot Parameterize Polling Interval on Source Tab

Description: Using parameters as polling interval on the source tab of a WMI policy does not work.

Workaround: None.

QCCR1A162664 Dependent Parameter Values are not Visible for Management Template Assignment

Description: In some cases the dependent parameter values are not visible for management template assignments.

Workaround: Instead of tuning parameters in the management template assignment, we recommend that you tune parameters in the aspect assignments.

Policy Editors Issues

These notes and limitations are related to the policy editors.

QCCR1A152803 Clicking OK or Apply Increments the Template Version without any Template Changes

Description: Clicking **OK** or **Apply** increases the version value of aspects, policies, or management templates even if no changes were made.

Workaround: If you do not make any changes, do not use **OK** or **Apply**. Use **Cancel** instead.

QCCR1A158921 Policy Editors do not Work in Environment with Smart Card Authentication Configuration

Description: Policy template cannot be viewed or created when Smart Card Authentication is configured. Smart Card Authentication is not supported by the Policy Editors.

Workaround: None.

QCCR1A160690 ArcSight Policy: Mandatory Parameters which are not used in policy data should be handled properly

Description: When trying to save an ArcSight Logger policy, the editor displays an error message about unused parameters:

- _logger_receiver_type

- _logger_receiver_state

- Optionally an instance parameter for the receiver name.

Workaround: These parameters are mandatory. Click **Ignore and Save** to save the parameters.

QCCR1A161902 Condition is lost in the Measurement Threshold Editor When Converting Policy from "Min/Max" to "Script"

Description: In the Measurement Threshold editor, when switching from **Processing > Script Type > Minimum / Maximum** to **VB Script** the pattern matching in **Specify Condition > Object Type** field gets lost and is replaced by **Rule.Status = True** in all rules.

Workaround: Re-enter the pattern matching (Object Type) in all rules or insert pattern matching primal after changing the Script Type.

QCCR1A161729 Error Parsing XML During Policy Save Operation

Description: A policy cannot be saved and an error message is displayed.

The request is being misdirected to the BSM login page.

Workaround: Make sure that you are logged on and try saving again.

QCCR1A160912 Search in Service Process Monitoring Policies Does Not Work

Description: The search feature in the Service Process Monitoring policies, for example, in the Rules list, does not work.

Workaround: None.

QCCR1A161910 Pattern Matching Options are not Saved by the Custom Measurement Policy Editor

Description: In **Measurement Threshold Editor > Options Tab > Pattern Matching Options** (`Case Sensitive` and `Field Separators`) are not saved.

Workaround: Edit the policy in the RAW editor to set pattern matching options:

1. Change the value after the keyword `SEPARATORS` to the required field separator.

2. Add or remove keyword `ICASE` after this line. If keywords exists, case is ignored (case insensitive check).

QCCR1A162243 SNMP policy: Event Object ID is only Partially Displayed in the Custom Editor

Description: In the **Rule > Condition** tab of the SNMP policy editor, only the last numbers of the Event Object ID are displayed.

Workaround: The event ID is split into two parts; before the last dot (.) and after it.

The complete ID is recorded but only the last part is displayed when the policy is loaded. You can see this using the RAW editor. The data remains saved until the `Event Object ID` field is edited or until you switch to SNMPv1 and back again.

QCCR1A162266 Indicator Definitions Could Not Be Loaded in the SNMP Policy Editor

Description: Pressing **Refresh** on the **Indicator** panel of the SNMP Policy Editor sometimes results in the display of the `Indicator definitions could not be loaded` error when using a browser that is not running directly on the BSM system.

Workaround: Ignore error and retry refreshing the indicators list. Indicators are usually loaded successfully on subsequent attempts.

QCCR1A162273 Scheduled Task Policy: Selected Option of Enable Agent MSI is Not Shown After Policy is Reopened

Description: In the Schedules Task Policy Editor on the event **Advanced** tab the option **Enable Agent MSI** appears not to be saved as it is not displayed when the policy is reopened.

Workaround: Actually the option gets saved, but is displayed incorrectly after reloading. You can verify that it is set in RAW editor. Search for one of the following keywords:

- `MPI_AGT_COPY_MSG`

- `MPI_AGT_DIVERT_MSG`

QCCR1A162377 Flash Error is Displayed When Scrolling Inside the `Threshold limit (VB Script)` Field of a Rule

Description: In the Script area of the Measurement Threshold Editor, a Flash error may be displayed when scrolling inside the `Threshold limit (VB Script)` field of a rule.

Workaround: You can safely ignore this error. It is a timing issue with the syntax highlighting.

QCCR1A162448 Service Monitor Policy Generates Unexpected Event if Service Does Not Exist

Description: The Service Monitor policy generates an unexpected event if service does not exist.

Workaround: Change policy in RAW mode.

QCCR1A162460 Backslashes (\\) are Lost on Saving the Policy in the Custom Policy Editor

Description: Backslashes (\\) from parameter values are lost on saving the policy in the custom policy editor :

`c:\temp\File1 --> c:tempFile1`

Workaround: Add a backslash next to EACH backslash in the parameter value that contain backslashes before saving the policy.

User Interface Issues

These notes and limitations are related to user interface issues.

QCCR1A161595 Special Characters Cannot be Entered in the Searching Field

Description: The Search dialog in the Management Templates and Aspects overview does not accept non-ASCII (for example, Chinese) characters.

It is not possible to search for non-ASCII characters.

Workaround: None.

QCCR1A160773 Cannot Move Node Collection to the Top Level

Description: In **Admin > Operations Management > Setup > Monitored Nodes**, you can create node collections, which you can use to group selected monitored nodes. A node collection can also contain other node collections. Node collections that are child collections can be moved from one parent collection to another, but cannot be moved to the top level.

Workaround: Go to the IT Universe Manager and delete the relationship between the node collection and its parent collection as follows:

1. Search for the node collection by entering its name in the search field.

2. Click the result in the **CI Selector** pane. The node collection is displayed in the central pane.

3. In the **Get Related CIs** pane, click the **Show Related CIs** button.

4. Delete the arrow labeled **Membership** between the node collection and its parent.

QCCR1A161818 Description is not saved for Template Groups

Description: When creating or editing a template group you can enter a description. However, the description is not saved. Next time you open the template group, the Description field is empty.

Workaround: None.

QCCR1A162015 Context Menu in Management Templates and Aspects and Policy Templates does not Always React as Expected

Description: If you use the context menu (right-click) without doing a left-click first, the action selected from the context menu might fail.

Workaround: Try one of the following options:

- First select the item with a left-click before opening the context menu (with a right-click).

- Do not use the context menu but use the menu bar instead.

QCCR1A162685 Not Possible to Add Windows Server 2012, Debian, and Ubuntu Nodes Using the Node Editor

Description: The operating systems Debian, Ubuntu and Windows Server 2012 are not available for selection in the Node Editor.

Workaround: To add Windows Server 2012, Debian, or Ubuntu nodes, in the Node Editor, select the operating system type closest to the required operating system from the dropdown list. After adding, manually update the node-related information to match the actual operating system of the node you are adding.

QCCR1A162729 Policy Editors Crash if Many Editors are Open

Description: The Flash Browser plug-in can run out of memory if a large number of Adobe Flash Player runtime instances are run simultaneously. Depending on the browser/plug-In version, 10 or more instances should be simultaneously supportable. As each Policy Editor is opened in a new browser window. Each time a new Adobe Flash Player runtime is instantiated, it consumes a certain amount of the available memory for the plug-in. This is a Flash Player limitation.

Workaround: Reduce the number of simultaneously open browsers running Adobe Flash Player runtime instances.

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