HP Storage Essentials and Reporter

Service Pack 9.6.1 Release Notes

Release notes generated: Friday, March 07, 2014

This document provides release note information for HP Storage Essentials version 9.6.1. It contains important information not included in the manuals or in the online help.

Make sure to download the latest version of the 9.6.1 Release Notes before starting the 9.6.1 Service Pack installation. The updated release notes on the web are updated with latest available information.

The following topics are covered in the release notes:

Intended Audience

This document is intended for users who are familiar with the installation and maintenance of HP Storage Essentials.

Related HP Storage Essentials Documentation

In addition to the support matrix, the following documents are provided with HP Storage Essentials Service Pack 9.6.1:

- *HP Storage Essentials SRM 9.6.1 User Guide*

- *HP Storage Essentials SRM Report Optimizer 9.6.1 Quick Start Guide*

Accessing Updated Documentation

Follow these steps to download the latest versions of the release notes and product manuals.

> **Note**: The online help and the product manuals that you can access through the Documentation Center on the management server are not updated for service pack releases. They will be updated and available in the next major release of HP Storage Essentials.

1. Click **http://support.openview.hp.com/selfsolve/manuals**.

2. Enter your user name and password to sign in or register as a new user if you have not already registered.

3. Select **storage essentials srm** in the Product list box.

4. Select 9.6.1 in the Product Version list box.

5. Select **Linux** or **Windows** based on your operating system in the Operating System list box.

6. Select any other optional search criteria at the bottom of the search page.

7. Click **Search**. The search results are displayed with a list of the available Storage Essentials SRM documentation.

8. Scroll down to the bottom of the search results window to see the list of available Storage Essentials SRM documentation.

Additional documentation, including white papers and best-practice documents, is also available on the HP website: **http://www.hp.com**.

Accessing Future Product Updates

It is strongly recommended that you sign up online for email notifications that are sent when new patches are available for Storage Essentials. Follow these steps to sign up:

1. Click **http://support.openview.hp.com/email_notifications.jsp**.

2. Enter your HP Passport user name and password and click **sign-in** or click **new users - please register** and register if you have not previously registered.

3. Click to choose the notification you would like to receive. The Registration screen opens.

4. Select **storage essentials srm** and click **Register**.

Based on the type of notification you choose, you will receive updates whenever the status of a service request, an enhancement request, a known problem, or a document changes. Your customized requests are stored and can be reviewed and modified in your personalized HP Passport profile.

About Build 9.6.1

The build number of this release is 9.6.1 and it is used throughout this document. This number is displayed in the user interface as "Build:" on the login screen, in the Documentation Center, and on the Help > About pages in Storage Essentials.

This section mentions the major changes in the release, general information about upgrades, and a list of the notable changes from earlier versions of the software.

To find the current version of the BIAR file, right-click the Report Pack Folder and select **Properties** in Report Optimizer.

- **New features in 9.6.1**

  - HP StoreOnce B6200 backup system can be discovered in HP Storage Essentials.
  - HP Storage Essentials now supports discovery of EMC VPLEX. You can discover VPLEX in Local, Metro, and Geo configuration.
  - HP Data Protector Reporter deduplication feature with StoreOnce catalyst is supported.

  Additional changes include corrections to issues raised in the earlier releases of the product.

Requirements for Installing HP Storage Essentials 9.6.1 Service Pack

Information about device support and requirements for the management server are listed in the Support Matrix available on the software distribution media.

About Internal Tracking Numbers

This document contains references to internal tracking numbers. These references are enclosed in parentheses and contain the prefix QCCR1G. You can use these numbers when discussing an issue with the technical support team.

Installing the 9.6.1 Service Pack

Service Pack 9.6.1 can be installed only on servers running version 9.6.0 of HP Storage Essentials.

Service Pack 9.6.1 Components

Service Pack 9.6.1 includes the following required components. The installation of each component is required unless it is noted as optional.

- ManagementServer – This directory contains the following installation files:

  - Windows

    ```
    SP_9_6_1.exe
    ```
  - Linux

    ```
    SP_9_6_1.bin
    ```
- CimExtensions – This directory contains the following subdirectories:

  Important: Each subdirectory includes a complete CIM extension that can be installed on a new host; a previous version of the CIM extension is not required. All operating systems except Microsoft Windows require that previous versions of the CIM extension be removed before installing the CIM extension from the service pack.

  - AIX
  - HPUX
  - Linux
  - Solaris

- Solaris-x86

- Windows

- ReportPatch - This directory contains files for updating the BIAR file and the report database schema. You will be using the following files to update Reporter, as described in Steps for Installing the Service Pack below.

    - Windows

      `ReportPatch_9_6_1.exe`

    - Linux

      `ReportPatch_9_6_1.bin`

Prerequisites for Installing the Service Pack

- Make sure your user account belongs to the local Administrators group.

- If you changed the Administrator user name for Report Optimizer, revert the name to "Administrator" before the upgrade. Do not modify the Administrator user name until after you have imported the BIAR file, after the upgrade; otherwise, you will not be able to import the BIAR file.

Note: Security-Enhanced Linux (SELinux) must be temporarily disabled for the 9.6.1 Service Pack installation on Redhat 5.9.

Steps for Installing the Service Pack

Follow these steps to install the files for the service pack:

- Step 1 – Read the Latest Support Matrix and Release Notes on the facing page
- Step 2 – Export Your Database and Create a Backup on the facing page
- Step 3 – Upgrade to the 9.6.1 HP Storage Essentials Management Server on page 6
- Step 4 – Export Your BIAR File on page 7
- Step 5 – Upgrade Reporter on page 8
- Step 6 – Import the 9.6.1 BIAR File Manually if the Installation Fails on page 9
- Step 7 – Install or Upgrade the CIM Extensions on page 11

You can print the following table and use it to track your progress. Each time you complete a step, check off the step in the "Did You Complete This Step?" column.

Installation Checklist for 9.6.1

Step	Need More information?	Did You Complete This Step?
Read the latest support matrix and release notes.	Step 1 – Read the Latest Support Matrix and Release Notes on the facing page	
Export your database and create a backup.	Step 2 – Export Your Database and Create a Backup on the facing page	

Step	Need More information?	Did You Complete This Step?
Upgrade the HP Storage Essentials management server.	Step 3 – Upgrade to the 9.6.1 HP Storage Essentials Management Server on the next page	
Export your BIAR file.	Step 4 – Export Your BIAR File on page 7	
Upgrade Reporter.	Step 5 – Upgrade Reporter on page 8	
If the installation fails, import the 9.6.1 BIAR file manually.	Step 6 – Import the 9.6.1 BIAR File Manually if the Installation Fails on page 9	
Install or upgrade the CIM extensions.	Step 7 – Install or Upgrade the CIM Extensions on page 11	

Step 1 – Read the Latest Support Matrix and Release Notes

Read the Build 9.6.1 Support Matrix included in the service pack installation files for important information about the new features provided in this service pack and any additional system requirements.

Be aware that the support matrix for 9.6.1 is installed on the management server once the service pack installation is complete. You can locate the support matrix for 9.6.1 at the top level of the service pack installation file directory to view the document before it is installed on the management server. The Build 9.6.1 Support Matrix overwrites the previous support matrix when the SP1 installation is done.

These release notes are updated frequently with late breaking information. See Accessing Updated Documentation on page 2 for the latest edition before continuing with this service pack installation. A date stamp is provided on the release notes so that you can differentiate earlier versions.

Step 2 – Export Your Database and Create a Backup

Export and back up your database before you install Build 9.6.1, as described in the following steps (based on your HP Storage Essentials 9.6.0 installation option and the operating system platform).

Windows

1. Stop the AppStorManager service on the management server by setting the Startup Type to Manual and then rebooting the server.
2. Use the Database Admin Utility to export your database. See "Accessing the Database Admin Utility" in the user guide for more information.
3. Continue to Step 3 – Upgrade to the 9.6.1 HP Storage Essentials Management Server on the next page.

Linux

1. Set your environment variables in HP Storage Essentials by entering the following at the command prompt on the management server:
   ```
   #eval `<SE Installation Directory>/install/uservars.sh`
   ```
2. Stop the AppStorManager service by entering the following at the command prompt:
   ```
   # /etc/init.d/appstormanager stop
   ```
3. Use the Database Admin Utility to export your database. See "Accessing the Database Admin Utility" in the user guide for more information.
4. Continue to Step 3 – Upgrade to the 9.6.1 HP Storage Essentials Management Server on the next page.

Step 3 – Upgrade to the 9.6.1 HP Storage Essentials Management Server

To upgrade to the 9.6.1 HP Storage Essentials management server:

Windows

1. Download SP1 from the HP web site: http://support.openview.hp.com/selfsolve/patches.
2. Enter your user name and password to sign in or register as a new user if you have not already registered.
3. Select **storage essentials srm** in the Product list box.
4. Select **9.6.1** in the Product Version list box.
5. Select **Windows** in the Operating System list box.
6. Click **Search**.
7. Click the **Service Pack 1** link.
8. Click the **DOWNLOAD PATCH** link.
9. Save the zip file to a local directory on the server where Storage Essentials 9.6.0 is installed when prompted by the web browser, and then run the md5sum program to verify if the bits are downloaded correctly.
10. Extract the zip file. Verify if the file you extract contains only alphanumeric characters and under-scores.
11. The AppStorManager service might have already stopped if you previously backed up the data-base. If the service is still running, stop the service by setting the Startup Type to Manual in the Services window, and then rebooting the server.
12. On the server running version 9.6.0 of Storage Essentialsmanagement server, double-click the `SP_9_6_1.exe` file in the following directory:`<extraction_dir_for_zip file>\Man-agementServer\Windows`.
13. Follow the installation instructions. The AppStorManager service is restarted automatically after the installation is successful.

Linux

1. Download SP1 from the HP website: http://support.openview.hp.com/selfsolve/patches.
2. Select **storage essentials srm** in the Product list box.
3. Select **9.6.1** in the Product Version list box.
4. Select **Linux** in the Operating System list box.
5. Click **Search**.
6. Click the **Service Pack 1** link.
7. Click the **DOWNLOAD PATCH** link.
8. On the server running version 9.6.0 of the HP Storage Essentials management server, save the zip file to a local directory when prompted by the web browser, and then run the md5sum pro-gram to verify that the bits are downloaded correctly.
9. Extract the zip file. Verify if the file that you extract contains only alphanumeric characters and underscores.
10. The AppStorManager service might have already stopped if you previously backed up the data-base. If the service is still running, stop the AppStorManager service on the management server by entering the following command at the command prompt:
    `# /etc/init.d/appstormanager stop`
11. Provide file execute permission to the `SP_9_6_1.bin` file by entering the following command at the command prompt:
    `chmod 744 SP_9_6_1.bin`

12. Start an X server and set your display environment variable appropriately. For details, see the "Accessing the Linux Host" section of the "Installing the Management Server on Linux" chapter in the *HP Storage Essentials Installation Guide* .

13. In the same shell/window where you used the `eval` command with the `uservars.sh` script, execute the `SP_9_6_1.bin` file in the following directory :
`<extraction_dir_for_zip file>/ManagementServer/Linux/SP_9_6_1.bin`.

    Note: The 9.6.1 Service Pack is bundled with the latest version of JRE 1.7.0_25, which is automatically installed during the course of the service pack installation.

14. Follow the installation instructions. The AppStorManager service is restarted automatically after the installation is successful.

Step 4 – Export Your BIAR File

Export your current BIAR file before running the installer for Report Optimizer. To find the current version of the BIAR file, right-click the Report Pack Folder and select **Properties** in Report Optimizer.

Windows

To export your BIAR file on Windows:

1. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays. Click **Next**. The Source Environment window opens.

2. Make sure that BusinessObjects Enterprise XI Release 3.x is selected in the Source drop-down menu. Make sure that the server is entered in the CMS Name box. Enter the user name and password, and click **Next**. The Destination Environment window opens.

3. Select **Business Intelligence Archive Resource (BIAR) File** from the Destination drop-down menu. Click the **...** button, browse to the directory where you want to save the file, and specify a file name. Click **Open**. Click **Next**. The Select Objects to Import window opens.

4. Select all the check boxes. Click **Next**.

5. The Users and Groups window opens. Select all the groups and users. Do not select groups that contain selected users. Click **Next**.

6. The Custom Access window appears. Keep the default settings. Click **Next**.

7. The Categories window opens. Select all the check boxes. Select the "Import all objects that belong to the selected categories" check box. Click **Next**.

8. The Folders and Objects window opens. Select the reports that you want to back up. Select the **Import all instances of each selected object** check box. Click **Next**.

9. The Categories window opens. Select all the check boxes. Select the **Import all objects that belong to the selected categories** check box. Click **Next**.

10. The Select Application Folders and Objects window opens. Select all the folders. Click **Next**.

11. The Import options for universes and connections window opens. Select the **Import all universes and all connection objects** radio button. Make sure that the **Keep universe overloads for imported users and groups** check box is selected and click **Next**.

12. The Universe folder and universes window opens. Make sure that the Report Connector check box is selected, and click **Next**.

13. The Import Options for Publications window opens. Keep the default options. Click **Next**.

14. A note on importing reports appears. Click **Next**.

15. The Ready to Import window opens. Validate the items which are ready to be exported. **Note**: All the report templates you are exporting show up as objects to be exported.

16. Click **Finish**. The Import Progress window opens. When it completes, click **Done**. The custom reports, groups, users, access levels, Report Pack folder, and universe are exported to a BIAR file.

Linux

To export your BIAR file on Linux:

1. Open a command line window and go to the installation directory for Report Optimizer, , `/opt/HP/ReportOptimizer`, for example.

2. Execute the following script to export BIAR file

   `/<RO Installation Directory>/ExportBIARFile.sh`

3. When the script is running, you will be prompted for the following parameters:
   a. RO Administrator password
   b. Path where the BIAR file has to be exported.
   c. RO installation directory
   d. Folder path of ROUtilities _9.6.jar file.
      Note: ROUtilities_9.6.jar will be present in <RO Installation Directory> during install-ation of HP Storage Essentials Report Optimizer Version 9.6.0.

   After you enter valid inputs for ExportBIARFile.sh, sereporter.biar will be exported to the directory specified in step 3(b) above.

Step 5 – Upgrade Reporter

Windows

To upgrade to the 9.6.1 Reporter:

1. If you are running Reporter on systems that support Data Execution Prevention (DEP), you might experience an installation failure. To resolve this issue:

   a. Disable DEP on the machine. For details, refer to the following web site:

      http://support.microsoft.com/kb/875352

   b. Restart all Reporter servers through the Central Management Console.

      DEP can be re-enabled after successful installation of Reporter.

2. Verify that the Server Intelligence Agent (SIA) service is running.

3. Go to the ReportPatch directory.
   Note: Make sure that there are no spaces in the patch installer bits or in the location of the installer bits. Make sure that all files are copied to the ReportPatch folder.

4. Start the following services
   - Server Intelligence Agent
   - Oracle TNS Listener
   - OracleServiceREPORT

5. Double click `ReportPatch_9_6_1.exe` to start installation. InstallAnywhere starts and the Important Notes window appears.

6. Make sure that you have followed the steps described in the Important Notes window, and click **Next**. The Introduction window opens.

7. Click **Next**. A dialog box reminding you to back up your existing reports opens.

8. Click **OK**. Enter your Report Optimizer administrator password, and click **Next**.

9. Click **Install**. The installation will take some time. When the installation is complete, the Patch Complete window opens. Click **Done**.

10. To verify that Reporter is successfully installed:

    a. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1> BusinessObjects Enterprise > BusinessObjects Enterprise Central Management Console**.

    b. Enter your user name and password, and click **Log On**.

    c. In the Organize section, click **Universes**. The description for the Report Connector universe should show Report Connector version 9.6.1.

Linux

1. Start the installation on the server that is running version 9.6.0 of the Reporter.

2. Provide file execute permission to ReportPatch_9_6_1.bin by executing the following command in the command prompt window:

    `chmod 744 ReportPatch_9_6_1.bin`.

    In the same shell/window where you used the `eval` command with the `uservars.sh` script, execute the `ReportPatch_9_6_1.bin` file in the following directory:
    `<extraction_dir_from_zip file>/ReportPatch/Linux/ReportPatch_9_6_1.bin`

3. Make sure that you have followed the steps described in the Important Notes window, and click **Next**. The Introduction window opens.

4. Click **Next**. A dialog box reminding you to back up your existing reports appears.

5. Click **OK**. Enter your Report Optimizer administrator password, and click **Next**.

6. Click **Install**. The installation will take some time. When the installation is complete, the Patch Complete window opens. Click **Done**.

7. To verify that Reporter is successfully installed

    a. Launch the RO URL http://<RO_SERVER_NAME>:8080/InfoViewApp using any supported web browser.

    b. Log on to Java InfoView as Administrator.

    c. Click Document List > New > Web Intelligence Document. The description for the Report Connector universe should show Report Connector Version 9.6.1.

Step 6 – Import the 9.6.1 BIAR File Manually if the Installation Fails

If the installation fails, you must manually import the 9.6.1 BIAR file. If you successfully installed Reporter as described , skip this step.

Windows

To import the BIAR file on Windows:

1. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window opens. Click **Next**. The Source Environment window opens.

2. Select **Business Intelligence Archive Resource (BIAR) File** from the Source drop-down menu.

3. Select the `ReportPackage_9_6_1.biar` file located in the ReportPatch folder, and click **Next**. The Destination Environment window opens.

4. Make sure that the name of your Reporter server is entered in the CMS Name box. Enter your user name and password, and click **Next**.

5. The Select objects to import window opens. Clear all the check boxes, and then select the following options:
    a. Import Application rights
    b. Import root folder rights
    c. Import application folders and objects (under Import folders and objects)
    d. Import Universes
    e. Import Custom level access
6. Click **Next**. The Import Scenario window opens. Keep the default options. Click **Next**.
7. The Incremental Import window opens. Make sure that all the check boxes are selected. Click **Next**.
8. The Users and Groups window opens. Select the SE Report check box. Click **Next**.
9. The Custom Access Levels window opens. Select the SERO Report Viewers Access level check box. Click **Next**.
10. The Folders and objects window opens. Select the Report pack check box. Do not select the Import all instances of each selected object check box. Click **Next**.
11. The Select Application Folders and Objects window opens. Click **Next**.
12. The Import Options for Universes and Connections window opens. Select the third radio button (import the universes and connections that...). Clear the **Keep universe overloads...** check box. Click **Next**.
13. The Universe folder and universes window opens. Click **Next**.
14. The Import options for publications window opens. Keep the default settings. Click **Next**.
15. A note on importing reports opens. Click **Next**.
16. The Ready to Import window opens. Click **Finish**.
17. The Import Progress window opens. When it completes, click **Done**. The report pack and universe are imported.
18. To verify that Reporter is successfully installed:
    a. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1> BusinessObjects Enterprise > BusinessObjects Enterprise Central Management Console**.
    b. Enter your user name and password, and click **Log On**.
    c. In the Organize section, click **Universes**. The description for the Report Connector universe should show Report Connector Version 9.6.1.

Linux

To import the BIAR file on Linux:

1. Open the ImportBiarFileLinux.properties file in a text editor. The file is located in the following directory: `<RO Installation Directory>`.
2. Modify the ImportBiarFileLinux.properties file with the correct password and biar file name, as shown in the example below:
    - `action=importXML`
    - `importBiarLocation=/opt/HP/ReportOptimizer/ReportPackage_9_6_1.biar`
    - `userName=Administrator`
    - `password=<enter password>`
    - `authentication=secEnterprise`
    - `CMS=<Computername>:6400`

- ■ `includeSecurity=true`
- ■ `stacktrace=true`

Modify the following values as necessary:

- ■ `importBiarLocation.` Modify the values of this property with the name and location of the new 9.6.1BIAR file.

3. Make sure the services are running for Report Optimizer. for example MySQL, Tomcat, Bobj120Enterprise.

   The following is an example of how you would start a service, such as Bobj120Enterprise:

   ```
   # /etc/init.d/BobjEnterprise120 start
   ```

4. Open the command prompt and enter the following command to import the BIAR file:

   ```
   <RO_install_dir>/ImportBiarFile.sh ImportBiarFileLinux.properties>>
   <Report Optimizer install dir>/logs/ImportBiarFile.log
   ```

Step 7 – Install or Upgrade the CIM Extensions

You must manually copy the CIM extensions from the service pack. Where you copy a CIM extension depends on whether you will be using the CIM extension deployment tools to deploy the CIM extension to the hosts. The CIM extension deployment tools let you deploy the CIM extension to multiple hosts.

Using the CIM Extension Deployment Tools?	Where to Manually Copy the CIM Extension?
Yes	Management Server
No	Host

CIM extensions that do not support the CIM extension deployment tool must be copied manually to the host. You can bypass the CIM extension deployment tool for any CIM extension.

Refer to the following table for information about which hosts do not support the CIM extension deployment tools.

CIM Extension	Supports the CIM Extension Deployment Tools?
AIX	Yes
HP-UX	Yes
Linux	Yes
Solaris	Yes
Windows	No

To install or upgrade the CIM extensions:

1. Copy the CIM extension from the service pack to one of the following locations. Refer to the previous tables for more information.

   - ■ **Management Server.** Copy the CIM extension to the management server if you are using the CIM extension deployment tools. See the steps in Before Using the CIM Extension Management Tools with the Service Pack CIM Extensions on the next page

- **Host.** Copy the CIM extension to the host if you are bypassing the CIM extension deployment tools.

2. If you are upgrading CIM extensions, do the following:

    - **Windows hosts.** You can upgrade Windows CIM extensions by installing the 9.6.1 CIM extension over a previous version. Note that Windows 2008 CIM extensions cannot be installed with the CIM extension management tools.

    - **non-Windows hosts.** When upgrading UNIX hosts either manually or with the tools, do the following.
        i. Uninstall the outdated CIM extension.
        ii. Install the CIM extension from the service pack. See the *HP Storage Essentials Installation Guide* for help with installing and uninstalling CIM extensions.

3. Install the CIM extension as follows:

    - Using the CIM extension deployment tools. Refer to the chapter in the *HP Storage Essentials Installation Guide* on using the CIM extension deployment tools.

    - Bypassing the CIM extension deployment tools. Refer to the chapter in the *HP Storage Essentials Installation Guide* for the CIM extension.

4. (Windows 64-bit hosts) An additional installation step is required to retrieve NetBackup information from 64-bit Windows hosts. Run the file, `backup\version.bat,` on the host. This file is found where you installed the CIM extensions. If you upgrade or reinstall the CIM extensions, you must run `version.bat` again.

Before Using the CIM Extension Management Tools with the Service Pack CIM Extensions

The CIM extension management tools look for the CIM extension files in the `Extensions` directory on the management server when it deploys CIM extensions to the hosts. You must copy the service pack CIM extensions into the expected place so that the tools can access them. Follow the steps below.

Windows Management Server

1. On the HP Storage Essentials management server verify that the following directory exists:`<management server installation directory>\JBossandJetty\Extensions`If it does not exist run `CopyExtensionFiles.exe` to create the Extensions folder hierarchy and copy in the CIM extensions from the full release. CopyExtensionFiles.exe can be found in the top-level directory of the CimExtensionsCD1 directory on the StorageEssentialsDVD from 9.6.0. It is not part of the service pack.

2. Copy the service pack CIM extension files from the operating system folders in `<extraction_dir_for_zip file>\CimExtensions` to the corresponding operating system folders under the Extensions folder in `<management server installation directory>\JBossandJetty\Extensions` on the management server.You are now ready to use the CIM Extensions Management Tools to install the supported service pack CIM extensions. See the *HP Storage Essentials Installation Guide* for help with using the CIM extension management tools.

Linux Management Server

1. On the HP Storage Essentials management server verify that the following directory exists:
   `<management server installation directory>/JBossandJetty/Extensions`
2. If it does not exist run `CopyExtensionFiles.sh` to create the Extensions folder hierarchy and copy the CIM extensions version 9.6.0. CopyExtensionFiles.sh can be found in the top-level directory of the CimExtensionsCD1 directory on the StorageEssentialsDVD from version 9.6.0. It is not part of the service pack.

3. Copy the service pack CIM extension files from the operating system folders in `<extraction_dir_for_zip file>\CimExtensions` to the corresponding operating system folders under the `<management server installation directory>/JBossandJetty/Extensions` folder on the management server. Be sure to maintain the capitalization of the OS directories as they were created by `CopyExtensionFiles.sh` when the HP Storage Essentials product was originally installed.

You are now ready to use the CIM Extensions Management Tools to deploy the CIM extensions. See the *HP Storage Essentials Installation Guide* for help with using the CIM extension management tools.

Uninstalling the 9.6.1 Service Pack

To remove 9.6.1:

1. Stop the AppStorManager service.

2. Run the uninstall script to remove the service pack. The file is located in the %MGR_DIST% directory.
   - **Windows** The file is called `uninstallPatch.bat`.
   - **Linux** The file is called `uninstallPatch.sh`.

3. Follow the steps specified in the uninstall script.

Note:

- After uninstalling the 9.6.1 Service Pack, JRE version 1.7.0_25 continues to reside on the management server.
- The new elements/devices that are supported in 9.6.1 in management server have to be manually deleted.

Uninstalling the 9.6.1 Service Pack Reporter

Windows

Before you begin to uninstall Reporter, make sure that the reports are backed up. To back up the reports, follow the steps described in for Windows.

1. From the control panel, right-click 9.6.1_Reporter and click **Uninstall**. Or you can open the Uninstaller wizard from the RO uninstall location <RO install location\Uninstall_9.6.1_Reporter>.
2. Execute the uninstall script `Uninstall_9.6.1_Reporter.exe`. The Uninstall wizard opens.
3. Click **Uninstall**. Backup Existing Reports dialog box opens. Click **OK**.
4. Enter the administrator password and click **Uninstall**.

Linux

1. Change the directory to RO directory/Uninstall_9.6.1_Reporter.
2. Execute the uninstall script `./Uninstall_9.6.1_Reporter`.
3. Follow the steps specified in the uninstall script.

Note: When you uninstall Reporter, Report Database is also uninstalled. You do not have to uninstall Report Database separately.

After uninstalling the 9.6.1 Service Pack Reporter, the following standard reports must be deleted manually:

- Backup Application Vs StoreOnce Backup System
- Actual Backup Sizes Vs De-Duped per Client
- Aggregate De-Duplication Ratio per Client
- Discovered Backup Clients
- HP StoreOnce Capacity Historical Utilization
- HP StoreOnce Capacity Utilization
- HP StoreOnce Configuration
- HP StoreOnce Device Centric Report
- HP StoreOnce Replication Pair

Perform the following steps to delete the reports:

Windows

1. On the Reporter server, select **Start Menu** > **Programs** > **Business Objects XI Release 3.1** > **Business Objects Enterprise** > **BusinessObjects Enterprise Java InfoView**
2. Log on to Java InfoView as Administrator.
3. Click **Document List**. On the left pane, expand Public Folders > Report Pack > Standard Reports.

   To delete the StoreOnce reports

   - Expand Standard Reports > Backup Storage System > HP StoreOnce folder. On the right pane, right-click the report name, click **Organize** and **Delete**.

   To delete the Backup Application Vs StoreOnce Backup System report

   - Expand Standard Reports > Backup > Association folder. On the right pane, right-click the report name, click **Organize** and **Delete**.

   To delete the De-Duplication Ratio reports

   - Expand Standard Reports > Backup > Data Protector Reporter > Backup Client Reports folder. On the right pane, right-click the respective report names, click **Organize** and **Delete** for each report.

   To delete De-Duplication Store Capacities report

   - Expand Standard Reports > Backup > Data Protector Reporter > Capacity Planning Reports folder. On the right pane, right-click the report name, click **Organize** and **Delete**.

Linux

1. Launch the RO URL http://<RO_SERVER_NAME>:8080/InfoViewApp using any supported web browser.
2. Log on to Java InfoView as Administrator.
3. Click **Document List**. On the left pane, expand Public Folders > Report Pack > Standard Reports.

   To delete StoreOnce reports

   - Expand Standard Reports > Backup Storage System > HP StoreOnce folder. On the right pane, right-click the report name, click **Organize** and **Delete**.

   To delete the Backup Application Vs StoreOnce Backup System report

- Expand Standard Reports > Backup > Association folder. On the right pane, right-click the report name, click **Organize** and **Delete**.

To delete the De-Duplication Ratio reports

- Expand Standard Reports > Backup >Data Protector Reporter > Backup Client Reports folder. On the right pane, right-click the respective report names, click **Organize** and **Delete** for each report.

To delete De-Duplication Store Capacities report

- Expand Standard Reports > Backup > Data Protector Reporter > Capacity Planning Reports folder. On the right pane, right-click the report name, click **Organize** and **Delete**.

Enhancements

- **(QCCR1G51182) (QCCR1G51189) Enhancement Request to support VTLs, NAS, and Catalyst Stores configured on StoreOnce Backup System**

  HP Storage Essentials now supports HP StoreOnce storage device in the 9.6.1 Service Pack.

- **(QCCR1G51358) Detailed discovery takes very long time for Brocade Access Gateways.**

  Code is modified to reduce the time taken for detailed discovery.

Fixed Issues

- **(QCCR1G47138) 3Par parent concrete pools with volumes and available space is not properly represented in capacity manager,dashboard/ dashboard report on the Management Server**

  Code changes are made so that the capacity manager, dashboard/dashboard report represents the 3Par parent concrete pools correctly.

- **(QCCR1G50335) In IPv6 environments Hosts discovered via Host Agents does not stitch to underlying ESX server**

  Modified the code so that the hosts discovered via Host Agent is stitched to underlying ESX server.

- **(QCCR1G50626) Inconsistent data appear in reports when the schedules for detailed discovery and RCR overlaps.**

  Detailed discovery is queued when RCR is in progress.

- **(QCCR1G50733) CIME deployment tool refers to incorrect rpm for RHEL 6.x OS versions**

  Updated CIMEDeployment tool to include RHEL 6.x depot version.

- **(QCCR1G50801) Within Storage Essential RO module it is observed that EVA volume UUID property is not exposed for reports**

  Issue is resolved and will be available in a future release.

- **(QCCR1G50841) This defect is to update Name of the RO report "WWN that appear in Zones but not in SAN" need to be changed to "WWN that appear in Zones/Zone aliases but not in SAN"**

  Name of the report is modified appropriately.

- **(QCCR1G50875) XP Replication Pair details in Storage Essentials include a "Sync Maintained" value. This value is not available in the Reporter universe.**

  Sync maintained object is added and source sync state and target sync state object is removed from the storage system replication class.

- **(QCCR1G50876) Enhancement Request - GAED Summary Report should show summary of Critical, Quarantined, and Other Error Events**

  Three lines are added to the main body of the GAED summary e-mail that lists the number of Critical, Quarantine, and Other Error Events.

- **(QCCR1G50960) When EVA and HDS arrays are discovered using the same proxy host, HDS array discovery fails.**

  The following custom property should be set to be able to discover EVA and HDS arrays using the same proxy host: discovery.exclude.HPEVA_Provider=true

- **(QCCR1G50961) Physical Utilization Report lists additional (Extra) pools for 3Par Arrays. Those pools are not observed in Capacity manager UI.**

  Code is modified so that the report shows the correct information.

- **(QCCR1G50962) NAS elements should not be listed in the Storage System Reports.**

  NAS devices are filtered out from Storage System Reports.

- **(QCCR1G50970) Within RO module it is observed the description of objects in universe is shown as supported only USP_V and XP24K/20K storage systems, As we support many arrays this statement may no longer be valid and needs to be updated**

  The descriptions of the storage system objects are modified.

- **(QCCR1G50973) Storage System Capacity Detail Report lists the storage pools multiple times if the same array is discovered in multiple Management Severs**

  Site level filters are added for storage pools information.

- **(QCCR1G50995) Pool Size Available GB" in the Top 25 Thin Volumes Report does not matching with Unallocated values in Capacity manager UI for VNX & Clarrion devices discovered via SMI-S.**

  Top 25 Thin Volumes report is fixed to correct the values

- **(QCCR1G51061) Observation units are missing for few HP 3PAR statistics**

  3PAR observers are modified to display correct units.

- **(QCCR1G51098) Information is not provided that users need to download and install 64-bit JRE manually when using 64bit IE.**

  Information is provided to user by displaying wizard to download and install 64-bit JRE manually.

- **(QCCR1G51137) Multiple replication and null pointer errors observed during celerra GAED**

  Handled the NullPointerExceptions, which were leading to replication errors.

- **(QCCR1G51157) Array Centric Report & MAP Usage Summary Reports does not show the P4000 storage system details which has SAN/iQ 10 version.**

  Reports are modified to provide the required details

- **(QCCR1G51164) From the FSV panel of the Management Server UI we are unable to add Active Directory details.**

  FSV panel of the Management Server is modified to add Active Directory details.

- **(QCCR1G51203) Though the Management Server does not support Exchange 2010, the application still gets discovered with incomplete details.**

  Code is modified so that the Management Server does not discover Exchange 2010 application as this is not supported.

- **(QCCR1G51217) After upgrading to 9.5.1 version of the Management Server NetApp GAEDs are consuming 50+ hours.**

  The provider code is modified for NetApp to optimise the GAED time.

- **(QCCR1G51230) RMI errors are happening because on larger arrays when the SVP reboots or is refreshing data, SE does not wait long enough for the processor to finish.**

  Custom properties are added to configure the RMI and XML retry properties for the HDS provider.

- **(QCCR1G51284) Replication errors appear for EMC Clariion or VNX devices when the systems are managed by Solution Enabler 4.5.x**

  Code changes are made to resolve the replication issues.

- **(QCCR1G51289) SNMP traps sent from the management server software cannot use alternate character encoding other than UTF-8**

  A fix is created to add a custom property to set the character encoding for outgoing SNMP traps.

- **(QCCR1G51343) Oracle ASM application discovery fails if unique_database_name is different from database_name**

  Code is modified to fix the check where discovery was failing.

- **(QCCR1G51354) In performance manager, conversion of free physical memory is incorrect from default units to GB Binary and GB Decimal.**

  Conversion logic is modified so that the graph shows the correct values.

- **(QCCR1G51355) Unable to start Host Agent service on a specific IPv6 address via "-on <IPv6 Address>" option (either manually or via cime.extension.parameters file).**

  CIME can be started with "-on <IPv6 Address>" option (either manually or via cime.extension.parameters file).

- **(QCCR1G51356) In IPv6 environments, log messages should show IPv6 addresses within square bracket [ ].**

  IPv6 addresses are formatted to be enclosed in [ ] in log messages.

- **(QCCR1G51357) Unable to discover hosts from a Management Server if the host agent service is started using -mgmtServerIP**

  If CIME is started with -mgmtServerIP option, the host is now discoverable.

- **(QCCR1G51365) From within RO, the MAP Value object should be removed from Top 25 thin volumes and pools query panel as this object is not used in the reports and because of which report never completes**

  The MAP value object is removed from Top 25 Thin Volumes and Pools Query panel.

- **(QCCR1G51372) GAED for AIX VIO environment fails when we have around 17-20 VIO Clients per VIO server**

   Issue is resolved and will be available in a future release.

- **(QCCR1G51382) Report name and Report Title does not match for EMC arrays performance reports**

   Report name and report title of EMC array performance reports now match.

- **QCCR1G51393 Unable to install Solaris SPARC host agent on Solaris 9 SPARC systems using 9.6 version of the Management Server Systems**

   Documentation changes are made recommending the use of 9.5.1 Host agent for Solaris 9 SPARC systems.

- **(QCCR1G51394) Management Server should accept IPv6 Address enclosed in square brackets for all applicable fields even when the user does not specify a port.**

   Management Server now accepts IPv6 address in [ ] brackets.

- **(QCCR1G51403) Report Optimizer - Need to modify the Req/Sec field within the DP Performance report so as display the value as MB/Sec.**

   Throughput units are modified to MB/Sec.

- **(QCCR1G51455) Unable to save a report when the report name has the character "/" in it.**

   All the built-in report names are modified by removing "/" usage.

- **(QCCR1G51483) DP: Multiple master server instances observed in SE database for same Cell server. This results in GAED with BU details hang on HPUX CellManager**

   Issue is resolved and will be available in a future release.

- **(QCCR1G51485) CIM agent is stopped on passive node if Backup GAED attempted on passive node**

   Issue is resolved and will be available in a future release.

- **(QCCR1G51504) Networker: Discovering Networker fails if NSR version gives the version details in new line**

   The discovery does not fail when the networker version information is in a different format.

- **(QCCR1G51505) Not able to report on devices attached to Brocade ports with NPIV. This happens if the port symbolic name is too long**

   A new table is created to accommodate the port symbolic name.

- **(QCCR1G51530) Documention: "File level recoverability" statement mentioned for Backup Manager need modification**

   Documentation is updated with the modified "File Recoverability" statement.

- **(QCCR1G51534) Context pop-up dialog appears for VM Details Report**

   Context pop-up dialog box does not appear for VM details report.

- **(QCCR1G51544) OracleADDM report show multiple inserts for stats objects created by report data and performance collectors.**

   Issue is resolved and will be available in a future release.

- **(QCCR1G51545) The volume flag in reports appears as NULL for S-VOL and THP storage volumes**

  The volume flag object is modified to show all the missing volume flags.

- **(QCCR1G51593) FV port information is reported incorrectly for node WWN object**

  When port type is "FV", Connected to Node WWN is displayed as is (without adding colons as part of the name as there are more than 1 WWN as part of this column that are separated by a ","). FOr other port types, colonification is done (as it is existing now).

- **(QCCR1G51599) Doc: Chapter 6 of the Installation Guide need some modifications regarding "Migrating HP Storage Essentials"**

  HP Storage Essentials Installation Guide is updated with correct instructions.

- **(QCCR1G51625) Media information within MediaPool in Backup Manager is inconsistent with DP application**

  The issue is fixed in backup provider code. If such a discrepancy is observed, running the media collector will collect the missing media.

- **(QCCR1G51678) VMs do not show correct topology when in NPIV mode.**

  Topology is fixed to show stitching correctly for NPIV.

- **(QCCR1G51694) P9500 SVP discovery fails because of change in dynamic class loading from JDK 7 Update 21 version.**

  Code is modified to address this issue.

  VTL name shown in the Management Server is fixed to match with the DP Cell Manager.

Known Issues

This section describes known issues and recommended workarounds.

- **(QCCR1G51393) SE v9.6 Solaris SPARC CIM Extension cannot be installed on a Solaris 9 SPARC system.**

Problem	Solaris SPARC CIM Extension from HP Storage Essentials v9.6 or v9.6.1 does not get installed on a Solaris 9 SPARC system.
Description	Storage Essentialshas upgraded to JRE 1.7 and does not support JRE 1.6 whereas JRE 1.7 is not supported on Solaris 9 SPARC.
Workaround	You must install the SPARC CIM Extension from HP Storage Essentials version 9.5.1 on a Solaris 9 SPARC system to discover it in HP Storage Essentials 9.6 or 9.6.1 CMS. Solaris 9 host with IPv6 is not supported with HP Storage Essentials.

- **(QCCR1G46097/50075)Host/EVA: Duplicate access points are created when a host or EVA is discovered using both domain name and IP address**

Problem	Duplicate EVAs or hosts are displayed when discovered through their IP address and domain name

Description	The access point from the first discovery is deleted on the Get Details (Discovery Step 3) web page when the duplicate device is discovered again through an IP address or DNS name.
Workaround	Discover any element (EVA, host, or any other element) either through its IP address or DNS name. Do not discover the device twice through both methods. The device appears twice in the product when the device is discovered through its IP address and DNS name.

- **(QCCR1G49913)HP P6000 EVA Thin Provisioning: HP Storage Essentials does not report the correct values for Available Size and Used Size of a storage pool**

Problem	The Available Size and Used size of the Storage Pool is not shown correctly in the management server even after the HP P6000 EVA Storage Abstraction Layer is refreshed.
Description	This is a known issue with CIMOM.
Workaround	Restart the CIMOM service.

- **(QCCR 51758) Unable to install and uninstall agent through CLI on a Windows 2008 R2 host**

Problem	Unable to install and uninstall CIM agents through CLI on Windows 2008 R2 host.
Description	The following error occurs when installing on uninstalling agent through CLI or Manage CIM Extensions option: ```C:\User-s\Administrator> <SE CLI Install dir>\bin\ap-piquninstall -agent -username <User Name> -password <password> -hostname <IP address> Error uninstall applic-ation: Host type could not be identified```
Workaround	Install the CIM agent manually.

- **(QCCR 51983) Backup to disk library capacity of Data Protector will not be shown in Linux management server when discovered through agentless.**

  Back up to disk library support is added in 9.6.1 Service Pack. But when discovered through agentless using Linux management server, library capacity is not shown in the Drive Utilization page of Backup Manager topology.

- **Available disk space shown in Report Optimizer Patch Installer wizard does not match with the capacity shown on the system where Report Optimizer is installed.**

- **The Product is Not Completely Localized**

  HP Storage Essentials is not completely localized. English might be displayed in some areas of the product instead of the local language.

Support

You can visit the HP Software support web site at:

> http://www.hp.com/go/hpsoftwaresupport

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest

- Submit and track support cases and enhancement requests

- Download software patches

- Manage support contracts

- Look up HP support contacts

- Review information about available services

- Enter into discussions with other software customers

- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

> http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

> http://h20229.www2.hp.com/passport-registration.html

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