HP Operations Analytics

For the Linux operating system

Software Version: 2.00

Release Notes

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

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Operations Analytics Release Notes

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What's New in this Release

HP Operations Analytics 2.00 is a new product that brings big data to IT Operations. HP Operations Analytics is designed to help IT organizations:

- **Prepare** – By storing and understanding all of your machine data.

- **Predict** – By applying advanced machine learning on top of the data.

- **Pinpoint** – By instant replay to recreate history.

HP Operations Analytics provides a big data analytics platform that collects metrics events, topology, and log files, and indexes and stores them efficiently. This analytics platform also provides three main use cases:

- IT Search for executing simple or advanced queries against the data store.

- Guided troubleshooting providing a search capability driven by keywords, tags, or phrases, and retrieving time-sequenced information from metric, events, and logs, setting the context for deeper analysis.

- Visual Analytics designed to present large amounts of data graphically, allowing users to easily gain insight into trends, patterns, and other details in the data that aids in preventing or correcting an IT issue.

Support Matrix

For information about the installation requirements and compatibility with other products, see the HP Operations Analytics Support Matrix. Since the Support Matrix may be updated between releases, you can access the most up-to-date information from the HP Support web site:

http://support.openview.hp.com/selfsolve/document/KM00634213/binary/OpsA2.00_SupportMatrix.pdf

Installation Instructions

The following guides provide Installation instructions:

- HP Operations Analytics Quick Start Guide

- HP Operations Analytics Installation and Configuration Guide

The information in the HP Operations Analytics Quick Start Guide provides instructions for completing a basic configuration. The HP Operations Analytics Installation and Configuration Guide provides instructions for improving the performance and maintaining your product.

Licensing

HP Operations Analytics licensing is based on the number of Operations Analytics (OpsA) nodes for which data is collected. An OpsA node is a real or virtual computer system, or a device (for example, a printer, router, or bridge) within a network. HP Operations Analytics licenses are sold in bundles of 50 OpsA nodes. This license entitles the owner to the full feature set of HP Operations Analytics.

Notes and Limitations

AQL Issues

AQL expression compositions do not work if the filter by expression's field is left operand and do expression's field is right operand in the with clause relation (QCCR1P582)

Description: The AQL expression interpreter's parser uses the order in which you specify the with clause in a do .. filter by .. with notation and considers the left hand side of '==' as the do function column and the right hand side of '==' as the filter function column.

For example:

[do aggregateValues(oa_sysperf_global,cpu_util,aggregate_avg,"*") filter by getTopo1(custom_topology_na,service_name,"NAPerfScaleTest",na_server_name,database _server_name) with (getTopo1.na_server_name==aggregateValues.host_name)]

Makes the parser populate **host_name as filter by expression** column and **na_server_name as do expression** column in the outbound Filter object provided to the AQL compiler. This is not correct, and the query fails when compiling because of the incorrect join criteria used in the generated SQL.

Workaround: Make parser populate **host_name as do expression column** and **na_server_name as filter expression column** in the ASFilter provided to the AQL compiler which is correct. This ensures that there are no issues with the SQL generated subsequently by the compiler.

The Start-typing: cpu withkey "<host name>" search does not return all cpu metrics when the sitescope_unixresource_metrics monitor is collected for that host (QCCR1P1415)

Description: When running a search using "Start-typing" and "cpu withkey "*<host name>*", Operations Analytics does not show all of the relevant CPU metrics when the sitescope_unixresource_metrics monitor is collected for that host.

Workaround: To view all of the CPU metrics, use the following format: Host: *<host name>* Focus on: cpu

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The Start-typing: host_name withkey "<host name> search does not return all of the host metrics (QCCR1P1418)

Description: When using "Start-typing" with a *<hostname>* tag, Operations Analytics does not return all of the host metrics.

Workaround: Use the host tag instead of hostname or use the suggestion with Host :<*host name*>.

When you search for a metric that has a "\" in its name, the search does not return the metric (QCCR1P1286)

Description: If you have hosts with supporting keys that contain special characters, such as "physicaldisk\0 c:, Operations Analytics has a known limitation that queries using those hosts do not work correctly.

Workaround: Use Search on Host: <*hostname*>. Doing so causes Operations Analytics to show all of the metrics, and enables you to drill down to the specific entity by choosing it in the legend. You can also focus on a specific set of metrics when searching with a tag.

Collection Issues

An Operations Analytics Collector Appliance uses the GMT time zone for the HP OMi event source.

Description: If the HP OMi server is in a different time zone, you must specify that time zone in the collection template xml file before configuring the HP OMi collection.

Workaround: Do the following if you want to specify a time zone other than GMT:

1. Edit the following collection template file:
   /opt/HP/opsa/conf/collection/server/config.templates/omi/<*template version*>/events/omievents
   The default <*template version*> is 1.0. Specify the version as appropriate.

2. Specify the time zone offset from GMT by editing the timezone attribute column elements that have the name as 'TIMESTAMP', 'DATE_RECEIVED' and 'TIME_CREATED'.

   Note: The offset specified in the template has to be the reverse of the timezone offset of the HP OMi system. For example, to specify a timezone that is 3.5 hours ahead of GMT (for example, HP OMi running on a system with timezone GMT+3:30), the 'timezone' attribute's value needs to be 'GMT-3:30' as shown below.

   ```
   <column name="TIMESTAMP" position="2" datatype="datetime" length="0"
   datetype="date" mapsto="TIMESTAMP" format="MM/dd/yyyy HH:mm:ss"
   timezone="GMT-03:30" key="no" value=""  label="Timestamp"
   columnname="timestamp" unit="" tags="" type="attribute" />
   ```

3. You must complete this change for both of the following collection elements:

- The element with the sourcegroup attribute set to mssql.

- The element with the sourcegroup attribute set to oracle.

Graphical User Interface (GUI) Issues

The application does not automatically save changes

Description: When you update user information and click **Exit**, the application does not save the new information automatically.

Workaround: Click **Save** after you make changes.

Line chart not scaling correctly for Timeseries AQLs with time offset (QCCR1P608)

Description: When time_offset is added to AQL and used in a line chart display, it is not scaling correctly.

Workaround: Use other visualization types.

Show and hide columns selections need to be saved (QCCR1P395)

Description: When using table visualization, you have the option to select which columns to display. After making a selection, if you save the dashboard and then reload it, the dashboard does not reflect the selections you made. The user needs to go remake the selection.

Workaround: Reselect the columns. When the dashboard appears again, the system makes an attempt to intelligently select the appropriate columns to display.

Timeseries data is not shown correctly in table (QCCR1P533)

Description: When selecting table to display the timeseries data, the table does not display the correct data.

Workaround: Use a line chart to display the timeseries data.

User Management dialog box usability issues (QCCR1P682)

Description: Not able to create tenant which is a prefix of an already existing tenant. For example, opsa_default tenant already exists. You want to create opsa_d which is a substring of opsa_default. You are not able to create this tenant.

Workaround: Currently, to add a new tenant, you need to search for a tenant name. If that name does not exist, you have the option to add a new tenant. However, if you enter a name that is a substring of an existing name, the search returns results and you do not get the option to add a new tenant. You can bypass this problem by searching for a name that does not exist, and then entering a different name (which can be a substring of an existing name) in the Add Tenant dialog box.

Shrinking and expanding the time slider several times (quickly) causes misaligned rendering on the screen (QCCR1P629)

Description: Shrinking and expanding the time slider several times (quickly) causes the rendering to be misaligned on the screen

Workaround: Refresh the screen using the browser's refresh feature.

Auto-generated title is not clear to the user (QCCR1P579)

Description: The chart title is not clear to the user when using custom AQL.

Workaround: Manually set the title and save the dashboard.

In Help pages, active and inactive buttons look the same (QCCR1P425)

Description: Active and inactive buttons look the same in the help page. The color should be different.

Workaround: None

The error message is not clear with custom AQL. It seems more like a message for a developer (QCCR1P531)

Description: The error message is not clear with custom AQL. It seems more like a message for a developer.

Workaround: The error message points to an error in the AQL expression and function, which is required for advanced users to troubleshoot the AQL function or expression.

IE 9 grey-out filter word does not appear on the dashboard or User Manager window (QCCR1P702)

Description: The IE 9 grey-out filter word does not appear on the dashboard or User Manager window. The filter box still works, but the word "filter" does not appear.

Workaround: Not applicable

Lower bound of percentile parameters in the parameter windows are not checked (QCCR1P547)

Description: Lower bound of percentile parameters below 0 are not checked.

Workaround: Give percentile parameters a value between 0 and 100 %.

Table Visualization horizontal scroll bar issue + column alignment issue (QCCR1P1036)

Description: Columns do not align properly when using Google Chrome version 31 to view table information in an Operations Analytics dashboard.

Workaround: Not applicable

An Operations Analytics sunburst cell does not always show an informative label for that cell.

Description: An Operations Analytics sunburst cell does not always show an informative label for that cell.

Workaround: Mouse over the sunburst cell to see detailed information for that cell.

Logger Issues

Logger is not sending the full response to the OpsA Collector

Description: With high log ingestion rate data rate in a distributed setup, the logger could be sending part of the response requested by the user.

The following exception appears in the OpsA log file:

2013-08-21 04:55:13,590 ERROR sourceAPI.LoggerDALInterfaceAPI: [Collector-0027] Error executing ArcSight Logger query. com.hp.opsa.dataaccess.exception.DataAccessException: Error occurred while getting search results: Error occurred while getting search results -- Failed to read a response: javax.xml.bind.UnmarshalException

[javax.xml.stream.XMLStreamException: ParseError at [row,col]:[1,306254]

Message: XML document structures must start and end within the same entity. -- ParseError at [row,col]:[1,306254]

Workaround: Turn on base64 encoding in the Logger and Opsa. In OpsA, use opsa-logger-config-manager.sh to turn on the base64 encoding option for the logger.

Suggestion Issues

When typing "Host:" in a search, you might get irrelevant suggestions included with the relevant suggestion (QCCR1P1383)

Description: When typing "Host:" in a search, you might get irrelevant suggestions included with the relevant suggestion.

Workaround: Start typing the entity for which you are looking and Operations Analytics narrows the list of suggestions to the relevant entity.

When you use a search in the second search level (Focus on:), you might see irrelevant characters in additional to the relevant suggestions (QCCR1P1412)

Description: This problem occurs when using a suggestion with the following format: XXX withkey "YYY" <tag> withkey "ZZZ"

XXX is one of the entity's hosts, databases, or some other item and YYY is the key instance of the entity.

For example, you might use the following query:

Host: "<*hostname*>.<*yourdomain*>.com" Focus on: resources withkey "physicaldisk_total"

The suggested PQL is: host withkey "<*hostname*>.<*yourdomain*>.com " resources withkey "physicaldisk_total"

The problem is that the second withkey can appear in the PQL, causing the Guided Search to present this suggestion incorrectly.

Workaround: The workaround is to use the Start-typing option and type the PQL.

For example, when the you use the following information in your query:

Host: "<*hostname*>.<*yourdomain*>.com " Focus on: r

and it returns a problematic suggestion, use the following approach:

Start-typing: host withkey "<*hostname*>.<*yourdomain*>.com " r

Topology Issues

When a group in a service has the same name as the service, you cannot search for it using the guided search (QCCR1P1406)

Description: When a group in a service has the same name as the service, you cannot search for it using the guided search.

Workaround: Do not create a group in a service with the same name as the service.

Topology Management : Converting all hostnames to lowercase causes service searches not to return data on hosts that have uppercase character in their names (QCCR1P1411)

Description: When Operations Analytics monitors a host having non-lowercase letters in the hostname, this host is used in a topology, and added to the topology with lowercase letters (picked from the drop box), this host will not be part of any topology panel.

Workaround: Add the host to the topology by adding non-lowercase letters using the free text box. Do not pick the host from the list.