

HP Business Service Management

For the Linux and Windows® operating systems

Software Version: 9.23

BSM Connector Release Notes

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Acknowledgements

This product includes software developed by the Apache Software Foundation (<http://www.apache.org>).

This product includes software developed by the JDOM Project (<http://www.jdom.org>).

This product includes software developed by the MX4J project (<http://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.
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Note: This document was last updated: Tuesday, January 07, 2014

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<http://h20230.www2.hp.com/sc/solutions/index.jsp>

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HP BSM Connector Release Notes

This document is an overview of HP Business Service Management Connector (BSM Connector). It contains important information that is not included in books or Help. You can find information about the following in this document:

- ["What's New in This Release?" on the next page](#)
- ["Supported Environments" on page 9](#)
- ["HP Software Integration" on page 10](#)
- ["Installation Requirements" on page 12](#)
- ["Known Problems" on page 13](#)
- ["Fixed Problems" on page 26](#)
- ["Documentation Updates" on page 28](#)
- ["Localization and Globalization" on page 30](#)

What's New in This Release?

- **Red Hat Enterprise Linux 6.x and Red Hat Enterprise Linux Advanced Platform 6.x.** BSM Connector 9.23 can be installed on systems that run the Red Hat Enterprise Linux 6.x or Red Hat Enterprise Linux Advanced Platform 6.x operating system. For details, see ["Operating System Environments" on page 9](#).

Note: Red Hat Enterprise Linux 6.x and Red Hat Enterprise Linux Advanced Platform 6.x are not supported platforms for BSM Connector 9.20. However, to install BSM Connector Service Pack 9.23, you must first install BSM Connector 9.20 and subsequently upgrade BSM Connector to Service Pack 9.23, resulting in a supported configuration.

- **Oracle Linux.** BSM Connector 9.2x can be installed on systems that run the Oracle Linux operating system. For details, see ["Operating System Environments" on page 9](#).
- **Internet Explorer 10 and Firefox 24.0 ESR.** The BSM Connector 9.23 user interface is supported in Internet Explorer 10 and Firefox 24.0 ESR.
- **Quality improvements.** BSM Connector 9.23 has been further improved with regards to quality and stability. For details, see ["Fixed Problems" on page 26](#).

What's New in BSM Connector 9.22?

- **Smart card authentication.** BSM Connector supports user authentication using smart cards. If configured, users cannot log in without a valid smart card.
- **Migration of SiteScope Technology Integration Monitors to BSM Connector.** You can migrate existing technology integration monitors from SiteScope 11.22 and later to BSM Connector. The export downloads a technology integration monitor from SiteScope and converts it to the BSM Connector policy format for import to BSM Connector. Such imported policies can be maintained and further customized in BSM Connector.
- **Enhanced local topology synchronization.** The new policy type topology-XML enables you to run discovery scripts on remote servers to create an XML input file for topology synchronization.
- **Enhanced documentation:**
 - Jython-based topology scripts – the BSM Connector documentation now includes a section on developing Jython-based topology scripts, including detailed descriptions of the available library scripts and the supported Java classes and methods.
 - Metrics integration – the BSM Connector documentation now includes a tips and tricks section with information on what to do and what to avoid when collecting metrics.
- **Support for Firefox 17.0 ESR.**

What's New in BSM Connector 9.21?

- **Local topology synchronization.** Enables you to filter and process the discovered data on the BSM Connector system before sending it to the RTSM. By applying mapping rules, you can transform the discovered data to CIs and CI relations that can then be stored in the RTSM.
- **Show metrics in Performance Graphing.** When BSM Connector 9.2x is connected to BSM 9.21, the metrics sent by BSM Connector can be consumed by Performance Graphing in BSM. (When connected to BSM 9.20, the metrics can be shown in Cross-Performance reports in System Availability Management and in user-defined reports in BSM only.)
- **Set up BSM Connector with an inaccessible profile.** When you add a BSM Connector integration to BSM, the BSM Connector instance must be accessible to BSM. If this is not the case, for example, when working in HP Software-as-a-Service, you may add the BSM Connector with an inaccessible profile to BSM, and then configure the connection and integration in the BSM Integration Preferences dialog box in BSM Connector.

What's New in BSM Connector 9.20?

BSM Connector combines the technology used by HP BSM Integration Adapter with that of HP SiteScope Technology Integration Monitors to create a unified solution for integration of third-party managers, applications, and enterprise management systems. BSM Connector 9.20 provides the following capabilities:

- Discover topology from the product BSM Connector connects to (based on log files, database tables, Web services, or custom data sources using topology scripts); discovered topology populates RTSM
- Get events (from log files, database tables, Web services, XML files, SNMP traps, Open Message Interface messages, or scheduled tasks)
- Get metrics (from log files, database tables, or Web services); metrics are stored in the BSM Profile Database
- Define policies using Web-based UI
- Synchronize events
- Manage BSM Connector from BSM
- Backward compatibility with previous integrations based on BSM Integration Adapter (SiteScope Technology Integration Monitors remain available for existing integrations; for new integrations, BSM Connector should be used)
- Supports BSM's open integration strategy, providing out-of-the-box connectors to HP and third-party products. This enables expanding connectivity of BSM and related products (Operations Manager *i*, Service Health Analyzer). Customers can access connectors via HP Live Network (HPLN); NNMi Connector, BSM Connector for Nagios, BSM Connector for Microsoft SCOM, and BSM Connector for IBM Tivoli are already available. HP certified partners will also be able to build their own connectors and post them on HPLN. See the HP Live Network site <https://hpln.hp.com/group/bsm-integrations>.

Supported Environments

This section contains:

- ["Operating System Environments" below](#)
- ["Virtualization Platforms" on the next page](#)

Operating System Environments

The Business Service Management server runs in these operating system environments:

- Microsoft Windows Server:
 - Windows Server 2003 R2 Standard Edition SP2 or later (32 bit)
 - Windows Server 2003 R2 Standard Edition SP2 or later (64 bit)
 - Windows Server 2003 R2 Enterprise Edition SP2 or later (32 bit)
 - Windows Server 2003 R2 Enterprise Edition SP2 or later (64 bit)
 - Windows Server 2008 Standard Edition SP2 or later (32 bit)
 - Windows Server 2008 Standard Edition SP2 or later (64 bit)
 - Windows Server 2008 Enterprise Edition SP2 or later (32 bit)
 - Windows Server 2008 Enterprise Edition SP2 or later (64 bit)
 - Windows Server 2008 R2 Enterprise Edition SP1 or later (64 bit)
 - Windows Server 2008 R2 Standard Edition SP1 or later (64 bit)
 - Windows Server 2008 R2 Datacenter Edition SP1 or later (64 bit)
- Red Hat Enterprise Linux
 - Red Hat Enterprise Linux Advanced Platform (former AS) 5.7 and 5.8 (Intel x86-64)
 - Red Hat Enterprise (former ES) Linux 5.7 and 5.8 (Intel x86-64)
 - Red Hat Enterprise Linux Advanced Platform 6.0, 6.1, 6.2, and 6.3 (Intel x86-64)
 - Red Hat Enterprise Linux 6.0, 6.1, 6.2, and 6.3 (Intel x86-64)

Note: Red Hat Enterprise Linux 6.x and Red Hat Enterprise Linux Advanced Platform 6.x

are not supported platforms for BSM Connector 9.20. However, to install BSM Connector Service Pack 9.23, you must first install BSM Connector 9.20 and subsequently upgrade BSM Connector to Service Pack 9.23, resulting in a supported configuration.

- Oracle Linux
 - Oracle Linux 5.7 and 5.8 (Intel x86-64)
 - Oracle Linux 6.0 and 6.1 (Intel x86-64)

Virtualization Platforms

The following virtualization platforms are supported:

- VMware ESX 3.x, 4.x, ESXi 5.x
- Microsoft Hyper-V 2008 R2

HP Software Integration

BSM Connector integrates with these HP Software products:

- HP Business Service Management 9.2x

See also "[Limitations](#)" on [page 24](#) for a list of BSM Connector limitations that exist when BSM Connector 9.23 is integrated with BSM 9.22 or earlier.

- HP ArcSight ESM
- HP ArcSight Logger
- HP Network Node Manager i 9.01 and later

HP Software Coexistence

BSM Connector 9.23 may be installed on the same system with the following HP products:

- HP Operations Manager managed node with HP Operations Agent version 11.02 or later
- HP Network Node Manager i 9.01 or later

BSM Connector 9.2x cannot coexist with any version of the following HP products on the same system:

- HP Business Process Monitor
- HP Business Service Management
- HP Diagnostics
- HP Executive Score Card
- HP Operations Manager for Linux, UNIX, or Windows
- HP Real User Monitor (Engine or Probe)
- HP SiteScope

Note: BSM Connector 9.2x cannot be installed on a system where an HP SiteScope installation has been removed. The BSM Connector installation and configuration will succeed with warnings but policies cannot be saved.

Installation Requirements

You can find requirements and steps to install BSM Connector in the interactive *BSM Connector Installation and Upgrade Guide*. To download the latest version of this guide, go to the HP Software Product Manuals Web site:

<http://h20230.www2.hp.com/selfsolve/manuals>

On the HP Software Product Manuals Web site, the BSM Connector documentation is listed under the Application Performance Management (BAC) and Operations Manager i products.

Note: BSM Connector is supported with Internet Explorer 8.0, 9.0, and 10 and Firefox 24.0 ESR. Use one of these supported browsers to open the *BSM Connector Installation and Upgrade Guide*.

Known Problems

The reference number for each known problem is the Change Request (QCCR) number. For more information about open known problems, visit [HP Software Support Online](#), or contact your HP Support representative directly.

This section contains:

- ["Installation and Upgrade Problems" below](#)
- ["User Interface Problems" on page 16](#)
- ["General Issues" on page 20](#)
- ["Limitations" on page 24](#)

Installation and Upgrade Problems

This section describes installation and upgrade problems.

QCCR1A171091 "yum check" shows missing dependencies after BSM Connector 9.20 is installed on Linux 6.x

Description: After installing BSM Connector 9.20 on one of the supported Linux 6.x operating systems, "yum check" displays messages referring to missing dependencies (for example to /usr/local/bin/python).

Workaround: You can ignore the error messages.

QCCR1A146938 During the initialization of the installation wizard, an unnecessary message box opens

Description: During the initialization of the installation wizard a message box opens, which contains the following message:

```
"A factory provided installation configuration file was found in the directory with the installation executable. Do you want to use the values in this file for the current installation?"
```

Workaround: When this message box opens, click **No**.

QCCR1A131604 HP BSM Connector Configuration Wizard stops responding

Description: During the BSM Connector installation, the **HP BSM Connector Configuration Wizard** may stop responding.

Workaround: Restart the configuration wizard.

Windows:

1. Close the unresponsive **HP BSM Connector Configuration Wizard**. Do not close the BSM Connector installation wizard.
2. If the BSM Connector installation wizard has also been closed, restart it by double-clicking the Windows[32|64]_Setup\BSMConnector_<version>_setup.exe file.
3. Navigate to %Temp%\HPOvInstaller\BSMConnector_<version>.
4. Copy one of the ovininstallparams_<time_stamp>.ini files to %Temp%.
5. Rename %Temp%\ovinstallparams_<time_stamp>.ini to %Temp%\ovinstallparams.ini.
6. Open a command prompt and run %Temp%\BSMConnector\postinstall_launch_bsmc_config.bat %cd%.

The configuration wizard opens. Complete the wizard pages and finish the BSM Connector installation.

Linux:

1. Close the unresponsive **HP BSM Connector Configuration Wizard**. Do not close the BSM Connector installation wizard.
2. If the BSM Connector installation wizard has also been closed, restart it by executing the BSMConnector_<version>_setup.bin file.
3. Navigate to /tmp/HPOvInstaller/BSMConnector_<version>.
4. Copy one of the ovininstallparams_<time_stamp>.ini files to /tmp.
5. Rename /tmp/ovinstallparams_<time_stamp>.ini to /tmp/ovinstallparams.ini.
6. Open a shell and run /tmp/BSMConnector/postinstall_launch_bsmc_config.sh.

The configuration wizard opens. Complete the wizard pages and finish the BSM Connector installation.

QCCR1A146587 The BSM Connector service starts automatically after installation although the **Start BSM Connector service after install** checkbox is cleared

Description: The BSM Connector service starts automatically on Windows computers although the **Start BSM Connector service after install** checkbox in the **HP BSM Connector Configuration Wizard** is not selected.

Workaround: Manually stop the **HP BSM Connector** service in **Administrative Tools > Services**.

QCCR1A133115 Uninstallation of BSM Connector corrupts HP Operations Agent

Description: On a system with a preinstalled HP Operations Agent, the agent is corrupted by the BSM Connector 9.21 and 9.20 uninstallation. The command `opcagt -version` does not return anything.

Workaround: Reinstall HP Operations Agent as described in the HP Operations Agent Installation Guide.

User Interface Problems

This section describes user interface problems.

QCCR1A170602 Loading of sample data in log file policies does not add samples to Topology tab

Description: In some cases, when loading the sample data during editing of a policy, the resulting sample data information is not displayed in the Topology tab of the policy.

Workaround: None

QCCR1A147205 Browser certificate error when BSM Connector is started from the Windows Start menu and a server certificate from a CA is installed

Description: On Windows computers, when you open the BSM Connector UI by selecting **Start > All Programs > HP BSM Connector > Open HP BSM Connector** and a server certificate from a CA is installed, the browser reports a certificate error.

Workaround: Open the BSM Connector UI using the following URL in a browser:

`https://<fully qualified domain name>:30000/bsmconnector/`

QCCR1A169569 Cancel button does not release editing lock after editor is closed

Description: In Firefox 24 ESR and Internet Explorer 10, the Cancel button closes the policy editor window but does not release the edit lock that is placed on the policy while editing.

Workaround: If the policy is still locked after closing the editor, release the lock manually using the **Break Edit Lock** toolbar icon.

QCCR1A145535 Some policy variables are not correct

Description: The Open Message Interface Policy Editor and SNMP Trap Policy Editor both provide the ability to use the policy variable `<$MSG_TYPE>`. This policy variable never contains a value for these types of policies, and should not appear in the list of available policy variables.

In addition, the SNMP Trap Policy Editor provides the ability to use the policy variable `<$s>`. This policy variable should contain the event severity, but always contains the value Unknown.

Workaround: None.

QCCR1A141981 Policy state changes with ovpolicy are not reflected in the BSM Connector list of policies

Description: When changing the policy state from enabled to disabled using the ovpolicy command line tool, the policy activation state in the BSM Connector user interface remains activated.

Workaround: Do not use ovpolicy to activate or deactivate a policy. Always use the BSM Connector **Activate** and **Deactivate** toolbar buttons or the context menu. You may use ovpolicy only for troubleshooting purposes, for example to investigate whether a policy is enabled or disabled (ovpolicy -list).

QCCR1A145569 Connecting to a remote HP-UX server using SSH is not possible

Description: Connecting to a remote HP-UX server using the SSH protocol may not be possible.

Workaround: In cases where SSH connections to a remote HP-UX server do not work, use a different protocol such as telnet.

QCCR1A138852 Connecting to a remote UNIX server using rlogin is not possible

Description: With some network configurations, connecting to a third party remote server using the rlogin protocol may not be possible.

Workaround: In cases where rlogin connections to a third party remote server do not work, use a different protocol such as SSH or telnet.

QCCR1A137653 Client test tools for the web service listener are missing on Linux

Description: Client test tools for checking connectivity to the web service listener are missing from the following folder on Linux:

`/opt/HP/BSMConnector/conf/ems/webservice/test_client`

Workaround: None.

QCCR1A132075 "Web page not found" error in the browser when starting the BSM Connector UI

Description: Accessing the BSM Connector UI produces a "web page not found" error in the browser, and the Tomcat log file <BSM Connector root directory>/logs/tomcat.log contains the following lines:

```
LifecycleException: service.getName(): "Catalina";  
Protocol handler start failed: java.io.IOException:  
Keystore was tampered with, or password was incorrect
```

Workaround:

BSM Connector is shipped with a self-signed certificate. You must replace the certificate with a certificate issued by your Certificate Authority (CA):

1. Obtain a server certificate from your CA issued to the BSM Connector server. Typically this certificate is issued in PKCS12 format with a password-protected private key.
2. Change the Tomcat configuration to use the PKCS12 certificate instead of the default self-signed Java certificate. Locate the following lines in the <BSM Connector root directory>/Tomcat/conf/server.xml configuration file:

```
keystore="../groups/serverKeystore" keystoreType="JKS"  
keystorePass="changeit"/>
```

Change them to:

```
keystore="path to server certificate in PKCS12 format"  
keystoreType="PKCS12"  
keystorePass="password for the private key"
```

Restart Tomcat.

If you cannot obtain a server certificate from a CA in PKCS12 format, manually generate a server certificate using a Java Keystore (JKS) and have it signed by your CA. See the section "Creating a Keystore" in the BSM Hardening Guide.

Alternatively, if you do not have a CA, replace the BSM Connector with a self-signed certificate:

1. Stop BSM Connector:

Windows: Stop the HP BSM Connector service in **Administrative Tools > Services**.

Linux: Type /opt/HP/BSMConnector/stop.

2. Remove the serverKeystore file that is located in the <BSM Connector root directory>/groups folder. You can delete it or move it to a different folder.
3. Create a key pair by running the command line listed below from the <BSM Connector root directory>/java/bin folder.

Note: The command must be entered on a single line. The line is divided here to fit on this page.

```
keytool -genkey -dname "CN=<FQDNofBSMConnectorServer>, OU=<yourDepartment>, O=<yourCompanyName>, L=<yourLocation>, S=<yourState>, C=<yourCountryCode>" -alias <yourAlias> -keypass changeit -keystore ../../groups/serverKeystore -storepass changeit -keyalg "RSA" -validity <valdays>
```

In the above command, replace the `dname`, `alias`, and `validity` values as needed and make sure the value for `storepass` is the same as `keypass`. Also, if the value for `storepass` and `keypass` that has been used is anything other than "changeit", then the same must be added to the `<BSM Connector root directory>/Tomcat/conf/server.xml` file.

4. Start BSM Connector:

Windows: Start the HP BSM Connector service in **Administrative Tools > Services**.

Linux: Type `/opt/HP/BSMConnector/start`.

This procedure creates a file called `serverKeystore` in the `<BSM Connector root directory>/groups` folder. BSM Connector uses this file to store the certificates used in your secure sessions. Make sure you keep a backup copy of this file in another location.

General Issues

This section describes general problems in BSM Connector.

QCCR1A170794 When closing an event in BSM the corresponding close command does not arrive in BSM Connector

Description: When running BSM Connector 9.23 with HP Operations Agent 11.1x on a Linux operating system, events forwarded from BSM Connector are missing information required for synchronizing their "close state" back to BSM Connector.

Workaround: Complete the following steps on the BSM Connector system:

1. Stop the HP Operations Agent processes, type:

```
ovc -kill
```

2. Create a backup copy of the existing `opcgeni` binary:

```
/opt/OV/lbin/eaagt/opcgeni
```

3. Replace the `opcgeni` binary, type:

```
cp /opt/OV/newconfig/lbin/eaagt/opcgeni-0A11.1x /opt/OV/lbin/eaagt/opcgeni
```

4. Start the HP Operations Agent processes, type:

```
ovc -start
```

QCCR1A159944 BSM Connector shell scripts require the Bash command interpreter

Description: The BSM Connector shell scripts require the Bash shell (`/bin/bash`).

Workaround: Make sure the Bash package is installed on the Linux system running BSM Connector and on all Linux and UNIX systems that BSM Connector accesses remotely.

QCCR1A160167 BSM Connector integration in BSM fails when BSM requires a client certificate

Description: The integration of BSM Connector in BSM fails when the BSM server requires a client certificate. The following error message is shown:

```
Failed to register BSM Connector to the connected server list.
```

Workaround:

1. Navigate to **Admin > Operations Management > Setup > Connected Servers** and create a new connected server for the BSM Connector that you want to integrate. Enter the fully qualified domain name (FQDN) of the BSM Connector system in the Server Properties tab.
2. If the HP Operations Agent on the BSM Connector server is not yet configured, navigate to **Admin > Integrations > BSM Connector Integrations** and edit the BSM Connector integration. You can safely close the error message that opens when you edit the integration.
3. Expand the Policy Management Settings panel and click the **Configure policy management** button.
4. Navigate to **Admin > Operations Management > Setup > Certificate Requests** and grant the pending certificate request.

QCCR1A158631 Indicators cannot be loaded when the BSM URL is not the default URL

Description: Indicators cannot be loaded into BSM Connector policies when the BSM URL is not the default URL. The following error message displays:

```
Indicator definitions could not be loaded; service returned 'No data was returned. There might be problems with the connection to BSM.'
```

Workaround: In BSM, navigate to the indicator repository, copy the indicator state or both the indicator name and state, and then paste the information into the relevant field the policy.

QCCR1A155308 Linux only: BSM Connector integration with inaccessible profile fails due to missing HP Operations Agent version

Description: The BSM Connector integration in BSM may fail under these circumstances:

- BSM Connector is installed on a Linux system.
- BSM Connector is configured with an inaccessible profile in BSM.
- BSM Integration Preferences page in BSM Connector does not display the version of the HP Operations Agent.

Workaround: To complete the integration of the BSM Connector with an inaccessible profile, perform the following steps:

1. On the BSM Connector system, type the following command :

```
/var/opt/OV/installation/HP0prIA/bsmc-conf.sh -srv <bsm_hostname> [-force]
```

Replace <bsm_hostname> with the fully qualified domain name (FQDN) of the BSM gateway server or load balancer (depending on your BSM deployment).

The -force option is only required if HP Operations Agent is preinstalled and preconfigured.

2. In BSM, grant the pending certificate request:

- a. Navigate to **Admin > Operations Management > Setup > Certificate Requests**.
- b. On the Certificate Requests tab, select the certificate request and grant it.

If the certificate request does not appear in the list, send another request using the following command on the BSM Connector system:

```
/opt/OV/bin/ovcert -certreq
```

QCCR1A147257 Monitored by attribute reported by the Computer - Monitor topology script does not have values for "BSM Connector" and <Integration Name>

Description: Metrics reported using a metrics policy with the Computer - Monitor topology script can be shown in Performance Graphing in BSM only as SiteScope metrics and not as metrics originating from BSM Connector. This is because the Computer - Monitor topology script sets the Monitored by attribute of the reported CIs to "SiteScope".

Workaround:

1. In BSM, navigate to **Admin > RTSM Administration > Modeling > IT Universe Manager**.
2. Click **Search CIs** and search for all CIs of the type "Computer" that your integration reports.
3. In the search results, right-click a CI reported by your integration and click **Properties**.
4. In the list of properties, select the **Monitored By** property and click ... to edit it.
5. Add the value **BSM Connector** and optionally a value with the name of your integration.
6. Update the Monitored By attribute of each CI reported by your integration using the steps above.

Limitations

This section describes limitations.

BSM Connector 9.2x limitations when integrated with BSM 9.20

- **Description:** When BSM Connector 9.2x is integrated with BSM 9.20, metrics sent by BSM Connector cannot be consumed by Operations Management Performance Graphing in BSM.

Workaround: Upgrade BSM 9.20 to 9.21 or later.

- **QCCR1I88109** BSM Connector cannot get empty profile

Description: Empty profiles that are created in BSM 9.20 cannot be retrieved by BSM Connector 9.21 or later. When you click **Load available profiles from Business Service Management** in the **BSM Integration Preferences** dialog box in BSM Connector, the message "no empty profiles are available in BSM" appears.

Workaround: Upgrade BSM 9.20 to 9.21 or later.

BSM Connector 9.2x limitations when integrated with BSM 9.20, 9.21, or 9.22

- **QCCR1A152928** In BSM 9.20, 9.21, and 9.22, SAM Cross-Performance reports do not work on aggregated data collected by BSM Connector

Description: System Availability Management (SAM) cross-performance reports return the message "No data was found." when run on aggregated data collected by BSM Connector.

Workaround: Run the reports on the raw data or upgrade BSM to 9.23 or later.

- **QCCR1A158002** BSM 9.20, 9.21, and 9.22 truncates the CI Hint attribute sent by metrics integration policies to 40 characters

Description: If the CI Hint attribute in metrics integration policies is longer than 40 characters, BSM truncates it to the first 40 characters. Consequently, BSM cannot associate the metrics with the intended CI.

Workaround: If you use the fully qualified domain name (FQDN) of a CI in the CI Hint field, consider replacing it with the host name or IP address. Alternatively, upgrade BSM to 9.23 or later.

Limitations when Operations Management is not enabled in BSM

Description: The following limitation exists in BSM when Operations Management is not enabled (that is, the HP Operations Manager i Event Management Foundation Licence is not installed):

The tooltip on health indicators (HIs) cannot display information on the specific BSM Connector event that contributed to the HI's latest status change. The following message displays instead:

Event data cannot be displayed since OMi is not enabled

Workaround: Enable Operations Management by installing an HP Operations Manager i Event Management Foundation Licence.

Fixed Problems

This section lists issues that were previously published in the BSM Connector 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:

1. Navigate to the [Software Patches](#) page, accessed from the [Downloads page](#) on the [HP Software Support](#) web site (<http://www.hp.com/go/hpsupport>).
2. Select the relevant product and version (for example, **Application Performance Management (BAC) > 9.23**), 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.

Issues Fixed in this Release

QCCR1A161572 USE COMMAND option in topology-XML policies does not work with the local BSM Connector server or with Windows remote servers

QCCR1A153162 Policy activation error when BSM Connector is installed to a non-default directory

QCCR1A152393, QCCR1A158721 BSM Connector integration in BSM fails when the BSM URL is not the default URL

QCCR1A161233 Topology-XML policies do not send any data to BSM

QCCR1A153347 Database policies only: Data may be lost if the policy timeout is higher than the frequency

QCCR1A161512 List of remote servers and scripts does not update without re-opening the topology-XML policy editor

Previously Fixed Issues

QCCR1A135761 Linux only: After rebooting the BSM Connector system, the BSM Connector process does not start automatically

QCCR1A147195 The BSM Connector user interface does not open on Korean, Japanese, and Simplified Chinese systems

QCCR1A146732 When the BSM server uses SSL, problems occur when configuring BSM Connector integrations in the BSM user interface

QCCR1A146403 Log file policies only: Data may be lost if the policy timeout is higher than the frequency

QCCR1A146085 BSM Connector does not send all events and the JVM crashes

QCCR1A146117 Metrics integration policies only: an unexpected error occurs when copying a rule with an empty description

QCCR1A153318 Policy activation error after upgrading to HP Operations Agent 11.10

QCCR1A153309 The Indicator tab in the BSM Connector policy editors cannot load indicators from BSM.

QCCR1A149819 BSM Connector sends topology data only once from a metrics policy

QCCR1A148355 Launch of the BSM Connector UI from the Operations Management Event Browser does not work

QCCR1A153509 Linux only: Uninstallation of BSM Connector 9.21 fails with error: Can't stop BSMC service

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

To check for recent updates or to verify that you are using the most recent edition, visit the [HP Software Product Manuals](#) web site.

To retrieve a document, select the:

1. **Product** name.
2. **Version** list.
3. **Operating System**.
4. Preferred **Language**.
5. Document title.
6. Click **Open** or **Download**.

You must have Adobe® Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the [Adobe](#) web site.

Note: This document was last updated: Tuesday, January 07, 2014

Documentation Errata

The following documentation items are incorrect.

QCCR1A170613 BSM Connector package is missing on BSM server

Location: BSM Connector online help and BSM Connector User Guide PDF: Integrating Data With BSM Connector > Topology Policies > Topology-XML Policies and Local Topology Synchronization > How to Configure Local Topology Synchronization

Error: Step 1a refers to BSM 9.20, 9.21, and upgraded 9.22 systems only. Upgraded BSM 9.23 systems are not mentioned.

Correction: On upgraded BSM 9.23 systems, the BSM Connector RTSM package is already present and can be located in the following folder:

<BSM root directory>/odb/conf/factory_packages/BSMConnector.zip

After locating the package, upload it to the RTSM as described in step 2b and following in the "How to Configure Local Topology Synchronization" section.

Localization and Globalization

Localization is the process by which software applications are adapted to suit a specific local market or *locale*. Globalization is the process of designing products or services for the global marketplace so that they can be sold anywhere in the world with only minor revision.

HP supplies Business Service Management localized software in these languages:

- English
- French
- German
- Japanese
- Korean
- Simplified Chinese

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 BSM Connector Release Notes (Business Service Management 9.23)

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 ovdoc-asm@hp.com.