

HP Operations Log Intelligence

for the Linux operating system

Software Version: 1.0.0

Release Notes

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

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Operations Log Intelligence (OLI) 1.0.0

These release notes provide information about the OLI 1.0.0 release. Read this document in its entirety before using OLI.

This document covers the following topics:

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Supported Platforms

You can install OLIs on platforms with the hardware specifications and supported operating systems outlined below, according to the indicated deployment scenarios.

This information applies to both physical and virtual machines.



The sum of memory configurations of the active VMs on a VM server must not exceed the total physical memory on the server.

Specification	Details
Supported Operating Systems	<ul style="list-style-type: none"> • Red Hat Enterprise Linux (RHEL) versions 6.2 and 5.5, 64-bit • Oracle Enterprise Linux (OEL) version 5.5, 64-bit • CentOS version 6.2, 64-bit
CPU, Memory, and Disk Space	<ul style="list-style-type: none"> • CPU: 2 x Intel Xeon Quad Core or equivalent • Memory: 12 - 24 GB (24 GB is recommended) • Disk Space: 65 GB (minimum) <p>NOTES:</p> <ul style="list-style-type: none"> • The disk space needs to be on the partition where you will install the OLI software. • Using NFS as primary storage for events on the software OLI is not recommended.
Other Applications	For optimal performance, make sure no other applications are running on the system on which you install OLI.

Supported Browsers

These browsers are supported for accessing OLI 1.0.0:

- **Firefox:** ESR 24
- **Internet Explorer:** Versions 8 and 9



For Internet Explorer browsers, make sure that:

- You turn on Compatibility View if you use IE 9 to ensure that the OLI user interface displays correctly.
- The SSLv3 or TLSv1 option is enabled to access the software OLI user interface. If none of these options is enabled, you will not be able to connect to the software OLI.

To access the SSLv3 and TLSv1 settings, in your IE browser, click Tools > Internet Options > Advanced > Scroll down to locate SSL 3.0 and TLS 1.0 under the Security section.

An Adobe Flash Player plug-in is required on these browsers for some of the features, such as Histogram and charts, to work.

Localization Information

Localization support for these languages is available for OLI:

- Japanese
- Traditional Chinese
- Simplified Chinese

You can install OLI in one of the above languages.

You can change the locale when installing OLI. Once set, the locale cannot be changed. If the locale is not set, a banner message on your OLI UI is displayed. If you have not yet configured the locale, you can do so from the Locale page under the System Admin tab.

Known Limitations

The following are the currently known limitations in the localized versions of OLI:

- Some OLI user interface sections are not localized. For example, the following sections are available in English only:
 - ◆ Reboot
 - ◆ Network
 - ◆ License & Update
 - ◆ CIFS
 - ◆ NFS
 - ◆ RAID controller
 - ◆ SSL Server Certificate
 - ◆ Authentication
 - ◆ Summary
 - ◆ Dashboards
 - ◆ Field Summary, on the Search Results page
- Only ASCII characters are acceptable for full-text search and the Regex Helper tool.
- An OLI user cannot have a login name that contains native characters. That is, the `login` field on the Add User page does not accept native characters.

OLI Documentation

The following documentation is available for this release:

OLI Administrator's Guide — Available from your installation package or for download from the SSO site: <http://support.openview.hp.com/selfsolve/manuals>. This information is also accessible from the integrated online Help.

OLI Online Help — Integrated in the OLI product and accessible through the user interface. Click Help on any OLI user interface page to access context-sensitive Help for that page. This information is also accessible from the OLI Administrator's Guide.

To check for recent updates, or to verify that you are using the most recent version of a document, go to:

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

Known Issue

There is a known issue with the Global Summary Persistence functionality in OLI 1.0.0. This feature is designed to persist the statistics reported in the global summary section of OLI through a reboot. In some environments, disk space or server memory may be affected due to this feature.

Open Issues

OLI 1.0.0 includes the open issues listed in the following tables. Use the noted workaround where one is available.

Analyze/Search

Issue	Description
LOG-11299	<p>If you uncheck the Rerun query option when exporting search results of a search performed on peer OLIs, the export operation might fail.</p> <p>Workaround: The Rerun query option is checked by default. Do not uncheck it when exporting results of a search performed on peer OLIs.</p>
LOG-11294	<p>When a user defined rex field name contains a space, an error message shows up and the field summary is not displayed.</p> <p>Understanding: The rex operator does not support spaces in user defined field names.</p> <p>Workaround: None at this time.</p>
LOG-11225	<p>When using the Auto Complete feature on the Search page, if the query has a double quote followed by bracket (i.e. "[), then the query inserted by the Auto Complete cannot be executed because of incorrectly escaped quotes and backslashes.</p> <p>Workaround: Remove the backslash followed by a double quote on both sides of the string. For example, if the query inserted by the Auto Complete is "\"[/opt/mnt/soft/OLI_server.log.6] successfully.\", then after removing them, the query becomes "[/opt/mnt/soft/OLI_server.log.6] successfully."</p> <p>This workaround can be also used for the double quote followed by any special character such as "\ / "[] ",</p>
LOG-10130	<p>The Fields command leaves the field name even though all the values from that field are removed. Therefore, an empty column appears in the search results with the <fieldname> as the title.</p> <p>Workaround: Make sure you use the CEF operator to define the field before using the FIELDS operator. Doing so ensures that the field and its associated values are removed.</p>
LOG-10126	<p>When using the replace operator, if the "from" string is included in the replacement string, the "from" string will be replaced twice. For example, the following command, when run against the data "john smith" will result in "johnny smith":</p> <pre> replace "*john*" with "*johnny"</pre> <p>Workaround: None available at this time.</p>
LOG-9420	<p>When using the search term "transaction" on data that was received out of order, the duration may appear to be negative.</p> <p>Workaround: Include the term "sort _eventTime" before the transaction term.</p>

Issue	Description
LOG-8760	<p>Currently, only one search operation per browser can be run on OLI at any time.</p> <p>Workaround: For Firefox, use the add-on called Multifox, available at https://addons.mozilla.org/en-US/firefox/addon/multifox/. For Internet Explorer, create multiple DNS entries in the hosts file for the same IP address so that you can run different sessions at the same time.</p>
LOG-8751	<p>When search results are exported, the "Fields" field may be empty.</p> <p>Workaround: Although this situation does not occur consistently, if it does occur, ensure that All Fields is selected in the "Fields" field set on the Search Results page. Then, click Export Results.</p>
LOG-8484	<p>The stdev function in the chart operator does not work when operating on data that has more than 10 digits. The result of this computation will display a blank field.</p> <p>Workaround: None at this time.</p>
LOG-8076	<p>The Regex Helper tool does not support native characters, such as Traditional Chinese characters.</p> <p>Workaround: None at this time.</p>
LOG-7864	<p>The time in several fields is not in human readable format when exported. These fields include deviceReceiptTime, startTime, endTime, and agentReceiptTime.</p> <p>Understanding: OLI records time field values in UNIX epoch format (long values).</p> <p>Workaround: Use an epoch formula in Excel to convert the time value from epoch time.</p>
LOG-7758	<p>When the eval operator is used after the chart operator, the chart results do not match the results in the table (i.e. No bar will be shown for the column added by the eval).</p> <p>Workaround: Since the eval used after the chart operator creates this issue, use the eval before the chart operator if possible.</p>
LOG-7651	<p>On the Internet Explorer browser, data is truncated in the Advanced Search calendar popup window. This issue affects users' ability to select a date using the date picker (icon) when setting CCE rules in the Advanced Search feature. When a user clicks the date picker, the calendar widget that comes up is not wide enough to display the full calendar content, truncating columns with the latter days of the week. This issue does not happen on Firefox. When a user navigates along the top menu: Analyze > Search, the hyperlink labeled "Advanced Search" brings up the CCE. Entering a rule based on a field that represents a date presents the date picker in the Condition field.</p> <p>Workaround: Use the Tab key to scan along the part of the calendar that is initially hidden, then use Shift+Tab to scan back in the other direction.</p>

Issue	Description
LOG-7099	<p>When values for user fields such as sourceUserId, sourceUserName, destinationUserId, and cs1 contain "\n" character, the search results are not displayed correctly.</p> <p>Understanding: The current software interprets a value that contains "\n" as a newline character. For example, user name "nancy" in example domain, "example\nancy", is interpreted as "example[newline]ancy".</p> <p>Workaround: Disable the multi-line feature by adding the following properties to /user/logger/logger.properties. The following examples use the default values.</p> <ul style="list-style-type: none"> - To on/off the multiline support search.multiline.fields.supported=true - To on/off the \n and \t support search.double.backslash.newlines.supported=false - To on/off the DOS/Windows path support for CEF and/or syslog search.keep.windows.path.cef=true search.keep.windows.path.syslog=true
LOG-7046	<p>On a software OLI, the time displayed on the histogram might not match the event time. This behavior is observed when the /etc/localtime file is not symbolically linked to the correct timezone.</p> <p>Workaround: Make sure that the /etc/localtime file is symbolically linked to the correct timezone in the /usr/share/zoneinfo file as shown in the following example. Then, restart the system on which software OLI is installed.</p> <pre>sudo ln -s /usr/share/zoneinfo/<timezone> /etc/localtime</pre>
LOG-6965	<p>When the time change due to Daylight Savings Time (DST) takes place, the following issues are observed on OLI:</p> <ul style="list-style-type: none"> - The 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram. - The histogram displays no events from 1 a.m. to 2 a.m. DST even though the OLI received events during that time period. - The events received during 1 a.m. to 2 a.m. DST are displayed under the 1 a.m. to 2 a.m. standard time bucket, thus doubling the number of events in the histogram bucket that follows an empty bucket. - Because the 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram, the bucket labels might seem out of order. That is, 1:59:00 a.m. in DST may be followed by 1:00:00 in standard time on the histogram. - If the end time for a search falls between 1 a.m. and 2 a.m., all of the stored events might not be returned in the search results. <p>Workaround: To ensure that all events are returned, specify an end time of 2:00:01 or later.</p>

Issue	Description
LOG-6273 TTP#69023	<p>When search results are exported, the time elapsed to export the events is not displayed.</p> <p>Workaround: For the search elapsed time, please refer to the elapsed time shown in the stats on the search page.</p>
LOG-6199 TTP#68780	<p>When the time change due to Daylight Savings Time (DST) takes place, the following issues are observed on OLI:</p> <ul style="list-style-type: none"> - The 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram. - The histogram displays no events from 1 a.m. to 2 a.m. DST even though the OLI received events during that time period. - The events received during 1 a.m. to 2 a.m. DST are displayed under the 1 a.m. to 2 a.m. standard time bucket, thus doubling the number of events in the histogram bucket that follows an empty bucket. - Because the 1 a.m. to 2 a.m. time period is represented in DST as well as standard time on the histogram, the bucket labels might seem out of order. That is, 1:59:00 a.m. in DST may be followed by 1:00:00 in standard time on the histogram. - If the end time for a search falls between 1 a.m. and 2 a.m., all of the stored events might not be returned in the search results. <p>Workaround: To ensure that all events are returned, specify an end time of 2:00:01 or later.</p>
LOG-5958 TTP#67643	<p>When a field is removed from the Selected Fields list in the Customize FieldSet Editor, the field might not be displayed in the available fields list.</p> <p>Workaround: This only happens if you use the <- arrow to remove the field. If you double click on it, it will go back to the correct list.</p>
LOG-5181 TTP#63055	<p>Search results are not highlighted for values that match the IN operator in a query.</p> <p>Workaround: None at this time. Highlighting works if there's only 1 item in the square brackets. As soon as there's more than 1, no highlighting occurs.</p>
LOG-4888 TTP#61139	<p>When the Color Block View in the Search Builder tool (accessed using the Advanced Search link on the main Search page) is used to build a query with only one condition, the following warning is displayed: "Failed to construct a legal query, please check your query elements and try again!" Additionally, once this warning is displayed, you cannot switch to Tree View to build a single condition query.</p> <p>Workaround: Right-click and delete the starting "AND" condition that OLI enters. Then, enter the condition into the grid. Alternatively, you can also right-click on the "undefined" node that remains after you delete "AND", then select the option to add a new condition.</p>

Issue	Description
LOG-4775 TTP#60716	<p>The user interface for the Advanced Search link (on the Search page) to create a query is not intuitive about how to enter a keyword (fulltext) term.</p> <p>Understanding: To specify a keyword (full-text search), use the fullText field under the Name column. This field is displayed at the bottom of the pane.</p> <p>Workaround: If you do not see the full-text search field, scroll down.</p>
LOG-4329 TTP#59612	<p>The full-text (keyword) search cannot find events that contain an IP or a MAC address that is prefixed with an equal to (=) character in the actual event. For example, these full-text queries will not locate the following event.</p> <p>Query 1: "ff:ff:ff:ff:ff:00:02:2d:0c:6f:d4:08:00"</p> <p>Query 2: "192.168.10.153"</p> <p>Query 3: "192.168.10.255"</p> <p><166>Sep 9 14:48:22 beach kernel: Killed bad incoming packet: IN=eth1 OUT= MAC=ff:ff:ff:ff:ff:00:02:2d:0c:6f:d4:08:00 SRC=192.168.10.153 DST=192.168.10.255 LEN=229</p> <p>Workaround: This problem only occurs for a very small number of devices, which use this particular format. The workaround is to search for the term/word that precedes the equal to (=) character in the event followed by the IP address or MAC address For example: search for "SRC=192.168.10.153" when looking for 192.168.10.153 and "DST=192.168.10.255" when looking for 192.168.10.255. Alternatively, you could run these data through a SmartConnector to convert to CEF format. Then run either a full text or field based search.</p>
LOG-2325 TTP#48498	<p>The hits count on the Alerts page (Analyze > Alerts) is not accurate.</p> <p>Workaround: None at this time. Currently, there is no way to know the correct hits count on the Alert page.</p>
LOG-1384 TTP#42662	<p>The Save to OLI operation overwrites an existing file of the same name.</p> <p>Workaround: Use unique file names when using the Save to OLI operation.</p>

Configuration

Issue	Description
LOG-11263	<p>When new custom fields are added in the maintenance mode, no maintenance results for them will be added.</p> <p>Workaround: There is no workaround for this issue.</p>
LOG-11261	<p>When new custom fields are added in the maintenance mode, no audit event will be recorded.</p> <p>Workaround: There is no workaround for this issue.</p>

Issue	Description
LOG-11176	<p>When you enable a receiver, OLI does not validate the RFS mount it referenced.</p> <p>Workaround: Make sure the RFS mount is valid by clicking edit button for this receiver. Alternatively, check the Admin page.</p>
LOG-10605	<p>The Source Types tab (Configuration > Event Input > Source Types) is not visible for non-admin users.</p> <p>Workaround: Add 'Read Only Default Admin Group' privileges to the user.</p>
LOG-10581	<p>When a parser associated with a Source Type and Folder Follower Receiver is deleted, no warning message is displayed indicating the dependency.</p> <p>Workaround: None at this time.</p>
LOG-10353	<p>High incoming event rates can have an effect on the indexing rate of the OLI.</p> <p>Workaround: If you notice that indexing is falling behind, decrease the incoming event rates.</p>
LOG-10058	<p>Sending events targeted to an IPv6 address on OLI is not supported. The system state is unknown once it happens.</p> <p>Workaround: Restart the "receiver" process.</p>
LOG-10056	<p>You may get a duplicate device name if a receiver was removed and a new one was created with the same name as old one. When you search on this device, OLI uses the old device and you will not be able to search on the new device.</p> <p>Workaround: To avoid this problem, do not create receivers with same names as any deleted receivers.</p>
LOG-9658	<p>If you have already increased your storage volume to the maximum limit allowed by your license, and you attempt to increase the volume further, the error message displayed is incorrect. Instead of notifying you that you have reached the limit of your license the message says: "Sufficient free space is not available to increase the storage volume size. To restore normal OLI operation, click Restart".</p> <p>Workaround: Click Restart. No further action is required. However, if you need to increase the storage limit, please contact HP Support.</p>
LOG-9498	<p>OLI only parses syslog headers that are in the format specified by RFC3164 (traditional syslog headers). Newer syslog header formats specified by RFC3339 (syslog-ng headers) are not supported.</p> <p>Workaround: None at this time.</p>

Issue	Description
LOG-9305	<p>Connectors send values of date/time-type fields in the following format: 07/09/0169 09:57:35.000 PST</p> <p>Understanding: This is a format that OLI does not understand. It expects time field values to be in epoch format (long values).</p> <p>Workaround: Convert the time value into epoch time for OLI to be able to process them correctly.</p>
LOG-8801	<p>Sometimes after changing the Event Archive mount locations, manually created archives may show an "Invalid Mount" message.</p> <p>Workaround: Refresh the page to clear this message.</p>
LOG-8790	<p>When the community string contains non-ASCII characters, the SNMP trap sent out has "???" in the community field.</p> <p>Understanding: This is a UI issue and does not affect SNMP authentication on OLI.</p> <p>Workaround: Avoid using non-ASCII characters in the community string.</p>
LOG-8194	<p>After restoring OLI from backup configuration, the CIFS share failed to mount because the user name and password fields were empty.</p> <p>Workaround: Edit the setting of the CIFS share and re-enter the username and password.</p>
LOG-7445	<p>If the Archive Settings are changed from one mount point to another, the archives created after the mount point was changed may not display. In that case, the following error message is displayed: "Could not find an archive."</p> <p>Workaround: Use Ctrl-F5 to perform a hard refresh of your browser window.</p>
LOG-6786	<p>Events may be missed when a receiver on OLI is disabled.</p> <p>Workaround: None at this time.</p>
LOG-6209 TTP#68824	<p>If the Finished Tasks page (Configuration > Scheduled Tasks > Finished Tasks) contains a very large number of entries, the page sometimes takes a while to load or stops loading.</p> <p>Workaround: If the pages stops loading, refresh the browser window to continue loading.</p>
LOG-5024 TTP#61517	<p>If the system that OLI backs up its configuration to is reinstalled or its SSL key is changed, the configuration backup fails because the SSL key cannot be refreshed from the OLI UI.</p> <p>Workaround: Log in to the Command Line Interface and delete the entry in the /home/arc sight/.ssh/known_hosts file. Then refresh the config backup configuration.</p>

Issue	Description
LOG-4986 TTP#61369	<p>If there is an improper tear-down of the peering relationship, OLI in the relationship might not detect it. Consequently, when you try to reestablish the relationship, it might not succeed.</p> <p>Examples of improper tear-down: The peering relationship is deleted on one OLI while the other is unavailable (power down).</p> <p>Workaround: If there is an improper tear-down of a peering relationship and you need to reestablish it, delete the existing peer information from the peer OLI before re-initiating the relationship.</p>
LOG-4885 TTP#61134	<p>After a certificate is deleted from these pages, the deleted certificate is still displayed in the list, leading to an impression that the certificate is still loaded on the system:</p> <p>Configuration > Event Input/Output > Certificates</p> <p>Configuration > Alerts > Certificates</p> <p>Workaround: Refresh the page to update the list. The deleted certificate is no longer displayed in the list.</p>
LOG-4595 TTP#60152	<p>Even if pre-allocation of storage fails before the minimum requirement has been met, OLI allows you to skip preallocation and proceed to storage configuration.</p> <p>Workaround: If pre-allocation fails, try to resume it. Skipping pre-allocation before it has successfully completed may result in sub-optimal performance on OLI.</p>
LOG-3944 TTP#57778	<p>A configuration backup is not successful if the Remote Directory name contains a space.</p> <p>Workaround: Ensure that the Remote Directory name does not contain a space.</p>
LOG-3156 TTP#52201	<p>If content is imported on an OLI that does not have the same configuration setup (devices, device groups, storage groups) as the exporting OLI, content that relies on that configuration cannot be used.</p> <p>Workaround: None at this time. The feature assumes that importing OLI has the same configuration setup as the exporting OLI.</p>
LOG-2941 TTP#51630	<p>The type associated with imported filters cannot be changed from shared to saved search.</p> <p>Workaround: Imported filter types cannot be changed. However, you can copy the filter definition and create a new filter out of it.</p>
LOG-2387 TTP#48816	<p>The EPS Out gauge reports a non-zero value even when no Forwarders are enabled.</p> <p>Understanding: This gauge reports traffic from real-time alerts as well as from Forwarders. Therefore, if you have Alerts configured on your OLI, EPS Out can be greater than zero.</p>

Issue	Description
LOG-2244 TTP#47758	<p>A forwarder configured with a filter might not forward events that match the specified end time.</p> <p>Workaround: Extend the end time by 1 second to ensure that all events are forwarded appropriately.</p>
LOG-370 TTP#36373	<p>The Configuration Backup (Configuration > Configuration Backup > Name_of_Backup) and File Transfer Receivers (Configuration > Event Input/Output > Receivers) fail silently. The most likely cause is a problem with configuration parameters such as Remote Directory, User, or Password. If an error occurs, the command appears to succeed but it does not.</p> <p>Workaround: The error is written to the log in this case, so use Retrieve Logs page (Configuration > Retrieve Logs) if you suspect a problem with the backup. When Configuration Backup is scheduled, error status is shown in the Finished Tasks status field.</p>

Dashboards

Issue	Description
LOG-11730	<p>When there are two or more same name dashboards, after you select one of them from the dashboard dropdown, there is no way to show the other dashboards with the same name from the dropdown. This is because when selecting one of same name dashboards, the dropdown internally thinks the first entry of those dashboards is selected always.</p> <p>Workaround: Rename the same name dashboards to different names.</p>
LOG-11223	<p>If the index is slightly behind, drilling down on the receiver may return no results.</p> <p>Workaround: Change the end time of the query to be slightly earlier (usually only a couple minutes) to obtain the results.</p>
LOG-9332	<p>When the monitor graph panel is not wide enough to show the entire graph in the monitor or custom dashboards, the graph will be cut off and no scroll bar is shown in the panel, in the Firefox browser. For the Internet Explorer 9 browser, the panel is blank.</p> <p>Workaround: For the custom dashboards, make the browser window wider or change the layout of the panels so that each graph panel will have enough width to show the graph (i.e.: If the row including a monitor graph panel has 3 panels, move at least one of the other panels to the other row). For the monitor dashboard, make the browser window wider.</p>

General

Issue	Description
LOG-11659	<p>In software OLIs, the installation of multiple Solution Packages may fail if the SOX v4.0 solution package is installed in the wrong order by the root user.</p> <p>Workaround: If you are installing the SOX v4.0 solution package as the root user, install it last.</p>
LOG-2433 TTP#49017	<p>If you click on another tab or page before a UI page is fully loaded, the UI attempts to load the latter page, but eventually displays the former page.</p> <p>Workaround: Wait for the current page to finish loading before clicking another one.</p>

Summary

Issue	Description
LOG-11698	<p>On OLI's Summary page and custom OLI dashboards, the user's session will not time out. This is because any panel that updates the contents automatically extends the user's session. However, since the Search Results panels do not refresh automatically after completing the search, if a custom dashboard has only the Search Results panels, then the user's session will be able to time out after completing all the searches in the dashboard.</p> <p>Workaround: Since the Summary and Dashboards pages auto-update the contents automatically, to take advantage of the auto-timeout feature, the user needs to move to a page, such as the Search page, that does not auto-refresh.</p>
LOG-10084	<p>The Count value displayed on the Summary page may be slightly different from the Hit value on the Search page for the same field.</p> <p>Understanding: The difference occurs due to multiple reasons such as the delay between when the Count was displayed on the Summary page and when the search query was run on the Search page. Additionally, indexing may lag behind when there are large number of incoming events, thus causing a discrepancy between the Count on the Summary page and Hit value on the Search page.</p> <p>Workaround: None at this time.</p>

Issue	Description
LOG-9955	<p>On the Summary page or in any of the Summary panels included in a custom dashboard, if the number of events in the Count column is very large (in the range of 1 million or higher) and you drill down to view those events, your system may experience performance issues.</p> <p>Workaround: If you need to drill down to view a large set of events (in the range of 1 million or higher), HP highly recommends that you follow these steps to prevent the performance impact very large search results sets can have your system:</p> <ol style="list-style-type: none"> 1. Cancel the search that automatically starts once you click on a resource (receiver, device, agent severity, or agent type). 2. Change the Start and End time values for the search query such that they span a smaller time range. By default, these values are set to the last time your OLI was rebooted/restarted and the current time, respectively. 3. Run the search with the new Start and End time values.
LOG-9829	<p>When you drill-down from the Summary page, the time range that the search query runs with is not exactly the same as the one shown on the page from where you drill down.</p> <p>Understanding: The granularity of time used for the Summary page is different from the Search page; therefore, the numbers are different.</p> <p>Workaround: None at this time. Currently, there is no way to specify the search time range in milliseconds.</p>
LOG-9772	<p>The number of events indexed as shown on the Summary page may not match the number of events found when you run a search with the same time range as shown on the Summary page.</p> <p>Understanding: The granularity of time used for the Summary page is different from the Search page. Therefore, the numbers are different.</p> <p>Workaround: None at this time. Currently, there is no way to specify the search time range in milliseconds.</p>

System Admin

Issue	Description
LOG-11712	<p>If the Certificate Alias has spaces in it (i.e. test certificate), the certificate will not be removed from the list even after deleting the certificate.</p> <p>Workaround: Instead of spaces, use underscores in the Certificate Alias so that the certificate can be removed properly.</p>
LOG-11700	<p>Users may be unable to log in after they have been removed from a group.</p> <p>Understanding: Removing all group assignments from a user effectively disables that user account. User accounts not assigned to any group will be unable to log in.</p> <p>Workaround: To avoid disabling a user account when removing the user from a group, check that the user is assigned to the correct groups.</p>

Issue	Description
LOG-11205	<p>Some System Administration pages do not render correctly when using Microsoft Internet Explorer-9.</p> <p>Workaround: To use this version of the browser, ensure that Compatibility Mode is set On. This can be found under Tools > F12 Developer Tools > Browser Mode.</p>
LOG-11066	<p>If the system time zone is set to /US/Pacific-New, then the software OLI will have the following issues:</p> <ol style="list-style-type: none"> 1. On the Search page, the Events grid in the search results will be empty for any search, 2. The timestamps with timezone will be shown using GMT, 3. In the Global Summary on the Summary page, the Indexing is reported one hour behind the current time stamp. <p>Workaround: Change the system time zone to something to more specific, such as /America/Los_Angeles.</p>
LOG-9288	<p>The System Admin - FIPS 140-2 page can take several seconds to load.</p> <p>Workaround: None at this time.</p>
LOG-1050 TTP#40872	<p>Under certain circumstances, users with restricted privileges might still see Device Group and Storage Group names. If these users are also subject to a Search Group Filter (enforced filter), they will not be able to see events in those Device Groups or Storage Groups.</p> <p>Workaround: Provide Device Group and Storage Group names that do not reveal internal information.</p>