

HP Operations Analytics

For the Linux operating system

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Release Notes

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What's New in this Release

Operations Analytics 2.10

HP Operations Analytics 2.1 continues to expand its powerful set of features with the following feature additions.

Log Analytics

A powerful Log Analytics feature that automatically finds the needle in the log messages haystack. Using machine learning and pattern matching capabilities, Log Analytics automatically locates the most significant messages, so you no longer need to conduct complex searches or write sophisticated regular expressions. Using Log Analytics, OpsA automatically calculates message significance based on things like time proximity, message severity, matching keywords, and deviation from normal message frequency. You can modify the way message significance is calculated by liking messages, adding significant keywords, and defining the problem time.

Predictive Analytics

Predictive Analytics forecasts metric behavior using baseline and seasonality algorithms. Use Predictive Analytics to identify patterns in your metrics and understand whether specific hours or times have different behaviors. You can also use Predictive Analytics to learn about trends in your system to anticipate infrastructure and business impacts.

Enhance User Experience

Topology definition now supports using wildcards (" * ") to simplify creating a service definition; this also handles dynamic environments where nodes are added and removed as needed.

This release adds the "drill capability" to allow easier transition from a summary graph to a specific underlying host data. By clicking a graph segment or legend, a new search will be performed to show the data for that specific system, or node.

Improving the Collection Framework

- Improved support for live data feeds from external data sources. Use our example for weather information to get started.
- Build on community know-how by deploying content packs that include collection, dashboard, and AQL definitions.
- Import and export of dashboards to easily extend your system based on community knowledge.

Analytics extensibility via R-Functions

R is a well-known and established statistical language. The Internet is full of R-based content packs for accomplishing various statistical and analytical functions. Now you can extend your analytics capabilities by leveraging R functions within Operations Analytics.

Operations Analytics 2.00

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:

[HP Operations Analytics Support Matrix](#)

Installation Instructions

The following guides provide Installation and Configuration instructions:

- [HP Operations Analytics Quick Start Guide](#)
- [HP Operations Analytics Installation Guide](#)
- [HP Operations Analytics Configuration Guide](#)
- [HP Operations Analytics Upgrade Guide](#)

The information in the HP Operations Analytics Quick Start Guide provides instructions for completing a basic configuration. The HP Operations Analytics Installation Guide provides detailed installation instructions. The HP Operations Analytics 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 and Search Issues

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>.

Do not use a phrase search that uses a special character in one of its edges.

Description: Do not use a phrase search that uses a special character in one of its edges. For example, do not use special characters (~ ! @ # \$ % ^ & ; * () + - ?) in any approach similar to the following: "? Show something" or "? Find me -"

Workaround: NA

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"
datatype="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.

Structured Log Collections insert additional \ characters to file paths (QCCR1P2684)

Description: Messages that include \ characters, such as
"C:\eclipse\eclipse\configuration\org.eclipse.update"
appear in the log viewer table as
"C:\\eclipse\\eclipse\\configuration\\org.eclipse.update"

Workaround: None

Some structured log collection information is not displayed in the dashboard and the logs are showing error messages

Description: For some Structured log collections, structured log information is not displayed in the dashboard and the logs are showing error messages, including the following message:
The parser has encountered more than "64000" entity expansions in this document; this is the limit imposed by the JDK.

Workaround: Do remedy this, do the following:

1. On the Operations Analytics Collector Appliance, create the `jaxp.properties` file in the `$OPSA_HOME/jdk/jre/lib` directory.
2. Edit the `$OPSA_HOME/jdk/jre/lib/jaxp.properties` file.
3. Add the following setting to the file:
`jdk.xml.entityExpansionLimit=0`
4. Save your work.
5. Run the following command to Restart the Operations Analytics Server Appliance:
`$OPSA_HOME/bin/opsa-collector restart`

Graphical User Interface (GUI) Issues

Underlined SVG text does not display properly.

Description: Scalable Vector Graphics (SVG) is a graphic format in which the shapes are specified in XML. When using the versions of Mozilla Firefox supported by Operations Analytics, underlined SVG text does not display properly. See the *Operations Analytics Support Matrix* for the supported versions of Mozilla Firefox.

Workaround: Do the following to configure Mozilla Firefox to properly display underlined SVG text:

1. Enter `about:config` in the search pane.
2. Search for `svg`.
3. Set `svg.text.css-frames.enabled` to `true`

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.

When using IE9, moving a pane within a dashboard results in the pane locations being disrupted (QCCR1P2595)

Description: After moving a pane within a dashboard, the original pane locations become disrupted.

Workaround: Use a different browser, such as a supported version of Chrome or Firefox. See the *Support Matrix* for the supported browser versions.

Installation Issues

Ignore the following installation issue (QCCR1P2578)

Description: During installation, you might see a message similar to the following:
`There was a failure with this installation action for HP Service Health Reporter Collector 9.30.`

Comment: A hot fix is immediately applied during installation to resolve this issue. You can ignore this message.

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.

Server Issues

You need to add more Operations Analytics 2.00 Server Appliances

Description: Your Operations Analytics 2.00 environment is expanding, and you need to add more Operations Analytics 2.00 Server Appliances.

Workaround: Do the following:

1. Install a new OpsA Server Appliance as shown in the *Operations Analytics Installation Guide*.
2. Copy the `$OPSA_HOME/conf/opsa-config.properties` file from the first OpsA Server Appliance to `$OPSA_HOME/conf/opsa-config.properties` on the new OpsA Server Appliance.
3. Reboot all of the OpsA Server Appliances.
4. After all of the OpsA 2.00 Server Appliances finish rebooting, you must reboot all of the OpsA 2.00 Collector Appliances so they can identify the newly added OpsA 2.00 Server Appliance.

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.