

HP Service Health Reporter

For the Windows® and Linux operating systems

Software Version: 9.31

Release Notes

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Contents

Contents	3
HP Service Health Reporter Release Notes	4
New Features in this Release	5
Managing Dimensions	5
Customer Reports	5
Location Reports	6
Installation Prerequisites	7
Installation Prerequisites for High Availability	8
Install SHR 9.31 on Linux	9
Uninstall SHR 9.31 on Linux	11
Install SHR 9.31 on Windows	13
Uninstall SHR 9.31 on Windows	15
Enhancement Requests Included in this Release	17
Fixed Defects in this Release	19
Fixed Documentation Defects in this Release	30
Documentation Updates	36
We appreciate your feedback!	37

HP Service Health Reporter Release Notes

for the Windows® and Linux operating systems.

Software version: 9.31

Publication date: July 2014

This document is an overview of the changes made to HP Service Health Reporter (SHR). It contains important information that is not included in books or Help. You can find information about the following in this document:

["New Features in this Release" on the next page](#)

["Installation Prerequisites" on page 7](#)

["Installation Prerequisites for High Availability" on page 8](#)

["Install SHR 9.31 on Windows" on page 13](#)

["Uninstall SHR 9.31 on Windows" on page 15](#)

["Install SHR 9.31 on Linux" on page 9](#)

["Uninstall SHR 9.31 on Linux" on page 11](#)

["Enhancement Requests Included in this Release" on page 17](#)

["Fixed Defects in this Release" on page 19](#)

["Fixed Documentation Defects in this Release" on page 30](#)

Content Pack Release Notes

For information on the out-of-the-box (OOTB) SHR content packs released in this version, see *HP Service Health Reporter Content Pack Release Notes* available at [HP Live Network](#).

Support Matrix

For information about the installation requirements and compatibility with other products, see the Service Health Reporter Support Matrix. The support matrix may be updated between releases, and so is only available at the HP Support web site:

<http://support.openview.hp.com/selfsolve/manuals>

The support matrix includes the following information:

- **Requirements**
 - Operating System
 - Databases
 - Web Browsers and Plug-ins
- **Compatibility**
 - Virtualization Products
 - High-Availability Products
 - HP Software Integrations
 - HP Software Coexistence

New Features in this Release

The SHR 9.31 release includes the following new features:

Managing Dimensions

You can list out inactive and duplicate dimensions and delete them using the Command Line Interface (CLI) in SHR. When you do not collect any data for reporting on very old nodes in the environment, you can identify them and delete them. When nodes are deleted and added with same names to the reporting environment, duplicate dimensions are created which you can identify and delete as well.

Customer Reports

If you are a Managed Service Provider (MSP) using SHR, you can generate reports per customer or aggregate data per customer by:

1. Provisioning customers and customer-dimension associations in an XML file.
2. Creating custom reports using the Customer Name object in the SAP BusinessObjects Universe.

You can associate only conformed dimensions [Configuration Items (CIs)] to customers. You can configure multiple customers in a single XML file which is processed periodically. Newer dimensions that meet the conditions defined in the XML file are automatically associated to the customer.

Location Reports

Use this feature to generate reports on infrastructure and applications by grouping your nodes as per their geographical region or location.

You can associate only conformed dimensions [Configuration Items (CIs)] to locations. You can configure multiple locations in a single XML file which is processed periodically. Newer dimensions that meet the conditions defined in the XML file are automatically associated to the location.

For more information on the new features, see the *HP Service Health Reporter Administration Guide*.

Installation Prerequisites

- You can install SHR 9.31 on a SHR 9.30 system only. Also, all post-installation configuration tasks must be completed on the SHR 9.30 system before installing SHR 9.31. For more information, see *HP Service Health Reporter Installation and Configuration Guide*.
- If you have an earlier version of SHR, you must upgrade to SHR 9.30 before installing SHR 9.31.
- To install the SHR content packs, you must finish the SHR 9.31 installation, download the updated content packs (9.30.002) from [HP Live Network](#) and install/upgrade them from the **Deployment Manager** page in **SHR Administration Console**. For more information, see *HP Service Health Reporter Content Pack Release Notes* on HP Live Network.
- Take a backup of the SHR 9.30 database before installing SHR 9.31. For more information, see the *HP Service Health Reporter Disaster Recovery Guide*.
- If SHR collector is installed on a remote system, install SHR 9.31 on the SHR system before installing it on the remote collector system.
- If you have installed SHR and the Sybase IQ database on two different systems, install SHR 9.31 on the SHR system only. Do not install SHR 9.31 on the remote system where Sybase IQ is installed.
- Close all open sessions of the following applications that use SHR libraries:
 - SybaseIQ database (dbisql)
 - PostgreSQL (pgAdminIII)
 - Licence Manager
- Stop the packagemgrSilent process.

Installation Prerequisites for High Availability

If you have installed SHR 9.30 in a high-availability environment using Veritas Cluster Server (VCS), ensure that the following prerequisites are met, in addition to the prerequisites mentioned earlier, before installing SHR 9.31:

- The node where you plan to install SHR9.31 must be a active node with access to shared storage.
- The node where you plan to install SHR 9.31 must be set to maintenance mode. Perform the following steps:
 - a. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` folder.
 - b. Remove '#' from the `#maintenance mode=true` parameter.
 - c. Save the file and exit.

Install SHR 9.31 on Linux

1. Download the SHR931LIN_00002.zip file from [HP Software Support Online](#) (SSO).
2. Extract the contents to a temporary directory on the SHR 9.30 system.

Note: Do not run the Red Hat Package Manager (RPM) file.

3. Access the shell prompt with root privilege.
4. Using the `cd` command, change to the temporary directory.
5. To install SHR 9.31 in a non high availability cluster environment, run the following command on the SHR system and then on the remote collector system:

```
perl installPatch.pl
```

6. To install SHR 9.31 in a high availability cluster environment, perform the following steps on the active node:
 - a. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` folder.
 - b. Remove `#` from the `#maintenance mode=true` parameter.
 - c. Save the file and exit.
 - d. Run the following command:

```
perl installPatch.pl -ha
```
 - e. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` folder.
 - f. Add `#` to the `#maintenance mode=true` parameter.
 - g. Save the file and exit.

Note: You must bring each node to active state and install SHR 9.31 to ensure high availability.

7. Log on to the SHR Administration Console.
 - a. Select **Administration > Collector Configuration**.
 - b. Synchronize the **Policy** and **Data Source** configuration for all data collectors using the sync icon.

Note: If the installation fails, the SHR installation automatically rolls back to the 9.30 version.

If the rollback fails, run the `rollbackPatch.pl` script bundled with the `SHR931LIN_00002.zip` file. Run this command—`perl rollbackPatch.pl`

The installation log file is located at the `$PMDB_HOME/log/patches` directory.

The backed-up data files are located at the `$PMDB_HOME/patches/.SHR931LIN_00002_BCK/PMDB` directory.

Note: The directory containing the backup files is hidden to prevent accidental deletion.

To install the out-of-the-box (OOTB) SHR content packs released in this version, see *HP Service Health Reporter Content Pack Release Notes* available at [HP Live Network](#).

Uninstall SHR 9.31 on Linux

1. From the SHR system, run this command—`rpm -qa | grep SHR931`
An output is received. For example, `SHR931LIN_00002-9.31.000-1.x86_64`
2. Using the output from the earlier step, run the following command
`rpm -ev <output>`
For example, `rpm -ev SHR931LIN_00002-9.31.000-1.x86_64`
3. Browse to the `$PMDB_HOME\etl_rules\tmp` directory and delete the files (if any).
4. Log on to the SHR Administration Console.
 - a. Select **Administration > Collector Configuration**.
 - b. Synchronize the **Policy** and **Data Source** configuration for all data collectors using the sync icon.

Note: Uninstall SHR 9.31 from the remote collector system and then from the SHR system.

Uninstall Failure

If an error prompt notifies you that uninstallation was unsuccessful, perform the following steps:

1. Download the `SHR931LIN_00002.zip` file.
2. Extract the contents to a temporary directory on the SHR 9.30 system.
3. Access the shell prompt with root privilege.
4. Using the `cd` command, change to the temporary directory that contains the ZIP file.
5. Run this command—`perl rollbackPatch.pl` (in a high availability setup, you must place the node in "maintenance" mode).
6. Browse to the `$PMDB_HOME\etl_rules\tmp` directory and delete the files (if any).
7. Log on to the SHR Administration Console.
 - a. Select **Administration > Collector Configuration**.
 - b. Synchronize the **Policy** and **Data Source** configuration for all data collectors using the sync icon.

Note: Any hotfix applied after installing the patch will be removed when the patch is uninstalled.

Install SHR 9.31 on Windows

1. Download the SHR931WIN_00002.zip file from [HP Software Support Online \(SSO\)](#).
2. Extract the contents to a temporary folder on the SHR 9.30 system.

Note: Do not run the Microsoft Installer (MSI) file.

3. Access the Command Prompt with administrator privilege.
4. Using the `cd` command, change to the temporary folder.
5. To install SHR 9.31 in a non high availability cluster environment, run the following command on the SHR system and then on the remote collector system:

```
perl installPatch.pl
```

6. To install SHR 9.31 in a high availability cluster environment, perform the following steps on the active node:
 - a. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` folder.
 - b. Remove `#` from the `#maintenance mode=true` parameter.
 - c. Save the file and exit.
 - d. Run the following command:

```
perl installPatch.pl -ha
```
 - e. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` folder.
 - f. Add `#` to the `#maintenance mode=true` parameter.
 - g. Save the file and exit.

Note: You must bring each node to active state and install SHR 9.31 to ensure high availability.

7. Log on to the SHR Administration Console.
 - a. Select **Administration > Collector Configuration**.
 - b. Synchronize the **Policy** and **Data Source** configuration for all data collectors using the sync icon.

Note: If the installation fails, the SHR installation automatically rolls back to the 9.30 version.

If the rollback fails, run the `rollbackPatch.pl` script bundled with the `SHR931WIN_00002.zip` file. Run this command—`perl rollbackPatch.pl`

The installation log file is located at the `%PMDB_HOME%\log\patches` folder.

The backed-up data files are located at the `%PMDB_HOME%\patches\SHR931WIN_00002_BCK\PMDB` folder.

Note: The folder containing the backup files is hidden to prevent accidental deletion.

To install the out-of-the-box (OOTB) SHR content packs released in this version, see *HP Service Health Reporter Content Pack Release Notes* available at [HP Live Network](#).

Uninstall SHR 9.31 on Windows

For uninstalling SHR 9.31 from the SHR system:

1. From the **Start** button, click **All Programs**.
2. Select **HP Software > SH Reporter Patch > SHR931WIN_00002** and click **Uninstall**.
3. On SHR server, log on to the Administration Console.
 - a. Select **Administration > Collector Configuration**.
 - b. Synchronize all the **Policy** and **Data Source** configuration for all data collectors using the sync icon.

For uninstalling SHR 9.31 from the remote collector system:

1. From the **Start** button, click **Control Panel**.
2. Select **Programs and Features**.
3. Right-click **HP Service Health Reporter SHR931WIN_00002 Patch** and click **Uninstall**.

Note: Uninstall SHR 9.31 from the remote collector system and then from the SHR system.

Uninstall Failure

If an error prompt notifies you that uninstallation was unsuccessful, perform the following steps:

1. Download the SHR931WIN_00002.zip file.
2. Extract the contents to a temporary directory on the SHR 9.30 system.
3. Access the command prompt with administrator privilege.
4. Using the `cd` command, change to the temporary directory that contains the ZIP file.
5. Run this command—`perl rollbackPatch.pl` (in a high availability setup, you must place the node in "maintenance" mode).
6. Browse to the `%PMDB_HOME%\etl_rules\tmp` folder and delete the files (if any).
7. Log on to the SHR Administration Console.

- a. Select **Administration > Collector Configuration**.
- b. Synchronize all the **Policy** and **Data Source** configuration for all data collectors using the sync icon.

Note: Any hotfix applied after installing the patch will be removed when the patch is uninstalled.

Enhancement Requests Included in this Release

The reference number for each defect is the Change Request (QCCR) number. For more information about pending enhancement requests, visit [HP Software Support Online](#), or contact your HP Support representative directly.

This section lists the enhancement requests addressed in this release. For the list of addressed enhancement requests on SHR content packs, see *HP Service Health Reporter Content Pack Release Notes* available at [HP Live Network](#).

Title: SHR should provide a method to delete a node. (QCCR1A154332)

Description: SHR lacks a mechanism to delete the dimension and its related data from the database.

Resolution: SHR provides a new functionality called "dimensionmanager" that can delete the dimension and its related data from the SHR database. See the "Managing Dimensions" section in the *HP Service Health Reporter Administration Guide*.

Title: Require 'last one day' in DATERANGE selection of SHR reports. (QCCR1A154819)

Description: SHR reports did not support date range selection for the last one day.

Resolution: The Prompts window in the SHR reports now contain a new date range selection called "Last One Day".

Title: SHR should provide a supported method to remove CIs/Nodes from the database. (QCCR1A167540)

Description: No method is available to purge non-required nodes and their fact data from SHR individually or through listing nodes against a certain criteria.

Resolution: SHR has a new functionality called "dimensionmanager" that allows you to list and delete dimensions that match a certain criteria from the SHR database. See the "Managing Dimensions" section in the *HP Service Health Reporter Administration Guide*.

Title: SHR should automatically aggregate data older than 2 days when downtime happens. (QCCR1A170378)

Description: SHR does not automatically aggregate data that arrives late to SHR (older than 2 days) without manual intervention, even when it automatically collects data older than 2 days.

Resolution: SHR does not automatically aggregate data that arrived late to SHR (older than 2 days). You must perform the manual steps mentioned in the section "Data Gaps in Reports due to no Data Collection from Nodes" of the *HP Service Health Reporter Troubleshooting Guide*.

Title: What is the correct method for adding space to Sybase IQ? (QCCR1A172583)

Description: How can I add space to Sybase IQ database when it has run out of space?

Resolution: You can configure the Sybase IQ database to log data to a new physical hard drive. For detailed steps, see section "Sybase IQ Database Runs out of Space" in the latest *HP Service Health Reporter Troubleshooting Guide*.

Title: The SHR Performance, Sizing, and Tuning Guide should emphasize that the published hardware recommendations for disk, memory, and CPU are minimums. (QCCR1A173744)

Description: *HP Service Health Reporter Performance, Sizing, and Tuning Guide* could emphasize that the published hardware recommendations for disk, memory, and CPU are minimum requirements.

Resolution: The following note is added to the *HP Service Health Reporter Performance, Sizing, and Tuning Guide*:

"Note: You must provision these minimum hardware and software requirements for HP Service Health Reporter. Ensure that you supply more hardware resources (CPU, RAM, and Disk Space) than the minimum requirements for healthy performance of SHR."

Fixed Defects in this Release

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

This section lists the defects fixed in this release. For the list of fixed defects filed against SHR content packs, see *HP Service Health Reporter Content Pack Release Notes* available at [HP Live Network](#).

Title: How to configure OMi database on Oracle RAC? (QCCR1A158520)

Description: SHR does not provide any mechanism for configuring HP OMi database on Oracle Real Application Clusters (RAC).

Resolution: SHR Administration Console (navigate to Collection Configuration>OMI) now provides options to configure HP OMi database on Oracle RAC.

Title: VCenter username length is limited to 20 characters. (QCCR1A164201)

Description: The username of the VMware vCenter datasource is limited to 20 characters.

Resolution: SHR now allows you to set the username of the VMware vCenter datasource upto 100 characters.

Title: Incorrect data in SM_Executive_Summary_Availability_Heat_Chart report. (QCCR1A165777)

Description: SM Heat Chart for Availability reports display incorrect data. The sum of percentage downtime and percentage uptime does not equal 100.

Resolution: The report is updated to display the value with up to two decimal numbers, so that the value is nearest to the exact percentage.

Title: How is downtime applied to Network reports in SHR? (QCCR1A165778)

Description: How is downtime factored into Network reports in SHR?

Resolution: For Network reports, SHR collects downtime information from the data source. For the list of content packs that gather downtime information from the data source, see "Configuring downtime in reports" topic in the *HP Service Health Reporter Online Help for Administrators*.

Title: SHR Administration Console: Exchange_Server domain name appears twice in PA Data Source Summary. (QCCR1A166562)

Description: In the SHR Administration Console, the HP Performance Agent datasource summary displays the Exchange_Server domain name twice.

Resolution: The Exchange_Server domain appeared twice because it was defined in the MicrosoftExchange_ETL_ExchangeSPI2007 and MicrosoftExchange_ETL_ExchangeSPI2010

content packs. The domain name is now qualified with the content pack names to show the information more accurately and to avoid confusion.

Title: DOC: OMI Event Summary by ETI report not display data when an ETL content pack for Service Health is not installed. (QCCR1A167086, QCCR1A167090, and QCCR1A167091)

Description: The "OMi Event Summary by ETI" report does not does not display any data.

Resolution: The *SHR Handbook of Reports* mentions that the ETL content pack for ServiceHealth must be installed to view data in the "OMi Event Summary by ETI" report.

Title: Shift reporting appears to be dysfunctional. (QCCR1A167199)

Description: SHR reports configured for shifts do not reflect the configured hours.

Resolution: The SHR Administration Console is modified to reflect the appropriate timezone settings.

Title: SHR Database Collector fails to handle certain special characters. (QCCR1A167432)

Description: The BPM Error report lacked complete data for some servers because CSV files that contained special characters were being rejected.

Resolution: The BSM Profile database collector is modified to handle special characters so that CSV files load into SHR without fail.

Title: Unable to delete HP Performance Agent data sources. (QCCR1A167591)

Description: Using SHR Administration Console, deleting nodes and data sources for HP Performance Agent using the "Delete" button is not successful.

Resolution: The "Delete" button in SHR Administration Console deletes the node but it reappears in the next topology/dimension collection run. To permanently stop reporting on the nodes (which also removes them from the license count) use the "dimensionmanager" feature. For more information on this feature, see section "Managing Dimensions" in the *HP Service Health Reporter Administration Guide*.

Title: CDE : Running createUniverseConnection.bat fails with "Not able to logon to Business object server" error. (QCCR1A167976)

Description: While creating a new connection to the SAP BusinessObjects Universe using the createUniverseConnection.bat, SHR fails and displays errors.

Resolution: Logon to SAP BusinessObjects server was failing because SHR was attempting to create MA connections that already existed. This error will not appear now.

Title: NaN characters to be handled in ETL for SM PA content pack. (QCCR1A168072 and QCCR1A169277)

Description: The stage step fails when the data source contains NaN value for numeric data.

Resolution: The collection module is modified to replace NaN values with NULL depending on the configuration in the PMDB_HOME/config/collection.properties file.

Title: SM Heat charts do not show data in a VCenter deployment. (QCCR1A168655)

Description: What System Management reports are available in SHR when VMware vCenter is the datasource?

Resolution: When VMware vCenter is the datasource in SHR, the following System Management reports are available:

- SM Executive Summary
- SM System Availability Summary
- SM System Forecast Summary
- SM System Inventory
- SM Top and Bottom 5 Systems
- SM System Availability Detail

The *HP Service Health Reporter Troubleshooting Guide* now includes this information.

Title: Characters (Russian) with UTF-8 encoding do not display properly. (QCCR1A169103)

Description: The SHR Reports fail to render Russian characters correctly.

Resolution: The character encoding is set correctly for processing Russian characters.

Title: OM-SN Scenario - All Node Group collection fails when a unique ID is null for a group in OM. (QCCR1A170060)

Description: SHR fails to import Node Groups from HP Operations Manager properly and they do not appear in SHR reports.

Resolution: This issue occurs when unique ID of a node group is NULL in HPOM database. SHR skips the node groups with NULL unique IDs now.

Title: High CPU usage by collection service makes the SHR server unusable. (QCCR1A170156)

Description: SHR's Collection service causes high CPU utilization, making the system unusable and requiring frequent restarts.

Resolution: The auditing framework that caused high CPU utilization has been optimized.

Title: Reconcile step in SHR reprocesses left over files and spikes CPU utilization. (QCCR1A170157)

Description: Numerous reconciliation failures in the Microsoft SQL content pack led to indefinite retries for reconciliation on the failed CSV files, resulting in high CPU usage on the system.

Resolution: The re-processing of files from the "failed_to_reconcile" folder has been changed from always to a maximum of three days. Thereafter, it moves to the "failed_to_reconcile/archive" folder, preventing any further retries for reconciliation.

Title: Duplicate entries in K_SM_CPU result in ABC steps running for long and spike CPU utilization. (QCCR1A170158)

Description: Thousands of duplicate records were loaded to the "K_SM_CPU" dimension table. Data from non-reconciled CSV files were loading in to the datawarehouse tables and utilizing massive CPU resources.

Resolution: Duplicate entries occurred in some local dimensions like "K_SM_CPU" when loaded with CSV files that have not been reconciled. SHR data loader is enhanced to prevent this issue.

Title: SHR Remote poller utility fails to sync data source information. (QCCR1A170161)

Description: From the SHR Administration Console, the data source sync fails. The following error appears in the SHR Remote Poller log file:

"Failed to update the policy owner ..."

Resolution: The data source synchronization failure caused by mismatch in the policy owner's name is fixed.

Title: DBCollector retains the entire ZIP file even if one file has failed to process. It is reprocessed in every run and consumes high system resources. (QCCR1A170163)

Description: Numerous ZIP files are retained in the {PMDB_HOME}/collect/temp folder when database collector fails to process files.

Resolution: The files were reprocessed in every run earlier. Now, files that fail to be processed for three days are moved to the {PMDB_HOME}/collect/temp/archive folder. See the *SHR Troubleshooting Guide* for more information.

Title: ETL_SystemManagement_SiS_DB: The dbcollector fails with an error when trying to fetch filesystem data. (QCCR1A170169)

Description: SHR database collector fails to run when it is collecting filesystem data from the SiteScope profile database with the following error in the dbcollector.log:

Cause :

java.sql.SQLException: Invalid length parameter passed to the LEFT or SUBSTRING function.

Resolution: The SHR collection policy for SiteScope is modified to fix this issue.

Title: "MB Free" metric from "Disk Space" monitor is not collected. (QCCR1A170170)

Description: SHR does not collect the "MB Free" and "Percent Used" metrics from the "Disk Space" monitor.

Resolution: The "MB Free" and "Percent Used" metrics are collected from the "Memory" monitor and it is not available in the "Disk Space" monitor.

Title: The "NullPointerException in collection.utils.scheduler.PMDBGlobalTrigger" error needs to be handled. (QCCR1A170195)

Description: The BSMRApp.log file displays the following error message multiple times:

java.lang.NullPointerException

*at com.hp.bto.bsmr.collection.utils.scheduler.BSMRScheduler.getNumberOfJobForGroup
(BSMRScheduler.java:497)*

Resolution: The SHR collection auditing framework is fixed to handle this error.

Title: Invalid messages (abc.runValidator.LoadRunValidator) are logged in the dw_abclauncher.log file. (QCCR1A170382)

Description: The log file (dw_abclauncher.log) does not capture appropriate information.

Resolution: The log message has been improved to display the actual values rather than the object's address.

Title: SHR Administration Console should use the secAD plugin in SAP BusinessObjects for authentication. (QCCR1A170705)

Description: SHR Administration Console fails to authenticate when Microsoft Active Directory is configured as the authentication mechanism in the SAP BusinessObjects.

Resolution: SHR Administration Console can now authenticate when Microsoft Active Directory is configured as the authentication mechanism in the SAP BusinessObjects.

Title: The Mapper step crashes and displays "OutOfMemoryError". (QCCR1A170889)

Description: The SHR profile database crashes when the mapper is run against the initial history of system performance data from SiteScope. SHR Mapper crashes while running against initial history data collected from SiteScope profile database with following exception:

.java.lang.OutOfMemoryError: Java heap space

Resolution: The SHR Mapper processes are optimized to prevent the crash.

Title: Date format conversion in ETL content pack for SiteScope profile database results in data loss. (QCCR1A170917)

Description: The System Usage Details Report exhibits loss of data when SHR is configured to use the ETL_SystemManagement_SIS_DB Content Pack to report on the nodes monitored by SiteScope.

Resolution: The database collection policy is modified to fetch data in the 24 hours date format and address the data loss.

Title: Data holes in System Management content pack while using SM SIS profile database ETL content pack. (QCCR1A171149)

Description: When reporting on SiteScope monitors using the System Management Content Pack, data gaps are observed.

Resolution: Transformation rules in SiteScope has been modified to fix the data gaps; you can drill down to hourly data in system usage details report.

Title: Node case uniformity should be maintained while loading "Node Names" through SPI Content. (QCCR1A171188)

Description: Nodes in the Smart Plu-in (SPI) for Oracle report fail to be recognized.

Resolution: Data loading from the CSV files to the database dimension tables is modified to ensure appropriate representation in the reports.

Title: The "Test connection" check fails on all HP Operations agent data sources. (QCCR1A171255)

Description: Even after successfully configuring the HP Performance Agent Data Source Connections, the "Test connection" button returns a failed status and data source is not established.

Resolution: SHR now provides improved status reporting through the "Test connection" button.

Title: The "shr_utility -rept" command returns "java.lang.NoClassDefFoundError" message. (QCCR1A171411)

Description: The "shr_utility -rept" command reports errors despite following all the steps mentioned in its README document.

Resolution: The README document for the utility is updated and states that you must change the drive for SAP BusinessObjects from the default C drive selected during SHR installation.

Title: Value of Availability in SHR report is different from BSM Report. (QCCR1A171413)

Description: The availability data in the BPM Transaction Summary reports of SHR is inconsistent with the data reported by BSM.

Resolution: The difference in data reported by SHR and BSM arises because the status values used for computation of data are considered differently. The method for calculating availability data in SHR is modified to align with the data represented in BSM.

Title: Javascript permission failure is encountered in BSM with Internet Explorer 9. (QCCR1A171498)

Description: 'Access is denied' JavaScript error is reported on Internet Explorer 9 when viewing SHR mashup reports with BSM.

Resolution: JavaScript code has been modified to fix the 'Access is denied' issue on Internet Explorer 9.

Title: OM policy types on SHR server cause OM Policy manager failures. (QCCR1A171593)

Description: HPOM policy types deployed on the SHR server cause failures in the HPOM Policy Manager.

Resolution: The UUID for SHR collection policies is now aligned as per requirement from HPOM. Install the HPOM patch (00178) to solve the reverse sync issues in OMW for SHR systems.

Title: System Status details in SHR Administration Console are not accurate. (QCCR1A171734)

Description: System Status details and their age is not accurate.

Resolution: IM depends on SUN JMX API to collect SHR system details when it fails to collect the data from HP Operations agent installed on SHR system.

Title: SHR Administration Console displays that data collection on Management DB has "Never Started". (QCCR1A171737)

Description: SHR Administration Console shows that the collection on Management Database was "Never Started", but SHR is successfully collecting data for Service Health.

Resolution: As the hostname of BAC_MANAGEMENT and PROFILE_DB were different, the Collection Status and other details failed to be updated in the Management Database, resulting in conflicting status on the Administration Console. SHR has been enabled to handle all sources in the database collector to fix this error.

Title: Invalid reconciliation reference to 'name' where it should be 'data_name'. (QCCR1A171861)

Description: Reconciliation failures on database servers, tablespaces, segment_size and so on in Oracle and Microsoft SQL content packs of SHR resulting in empty reports without data.

Resolution: The reconciliation rule is modified so that when database_dbsid is not available, it will reconcile with data_name and load data into the K_CI_Oracle.database_dbsid table.

Title: Virtualization reports are empty. (QCCR1A172246)

Description: SHR reports in the Virtualized Environment Manager content pack are empty. The views (SM_VMWare and SM_VMWare_BusinessView) show no instances for the CI type 'Hypervisor'.

Resolution: The view condition has been modified to bring in the respective CI instances and populate the reports in Virtualized Environment Manager.

Title: Reconciliation for SM CPU data-SIS profile db dbcollector fails when trying to fetch net interface data. (QCCR1A172492)

Description: The SiteScope profile database collector fails to fetch network interface data.

Resolution: The database collection policy is modified in SHR to handle the 'Network Stats\%Ipkts' and 'Network Stats\%Opkts' parameters and to prevent data loading failures.

Title: Issues with SQL nodes with display name <server name> - <server name\instance>. (QCCR1A172498)

Description: Data reconciliation fails when Microsoft SQL server database instances are configured under virtual hosts. If the server is represented as <server name> - <server name\instance>, data is not presented in SHR.

Resolution: In Microsoft SQL Server content pack, even if data is collected with <servername> or <servername\instance> name, the data will be processed successfully.

Title: How can Microsoft SQL Server databases instances using dynamic ports be configured in SHR? (QCCR1A172506)

Description: While configuring data sources in SHR, a static port had to be assigned which caused connection failure with Microsoft SQL Server databases when a dynamic port was used.

Resolution: SHR now supports dynamic ports for connecting to Microsoft SQL Server databases.

Title: SHR Collect step exits with status code 15 in the log file. (QCCR1A172554)

Description: The collectStep.log file shows this message "INFO message - Collect Step exiting with status15".

Resolution: Error logging in the collectStep.log file is improved to reflect more appropriate messages.

Title: SHR should provide a method to delete a node. (QCCR8D22757)

Description: SHR lacks a mechanism to delete the dimension and its related data from the database.

Resolution: SHR provides a new functionality called "dimensionmanager" that can delete the dimension and its related data from the SHR database. See the "Managing Dimensions" section in the *HP Service Health Reporter Administration Guide*.

Title: Incorrect data in SM_Executive_Summary_Availability_Heat_Chart report. (QCCR8D24495)

Description: SM Heat Chart for Availability reports display incorrect data. The sum of percentage downtime and percentage uptime does not equal 100.

Resolution: The report is updated to display the value with up to two decimal numbers, so that the value is nearest to the exact percentage.

Title: All the KPI names are not available in the "KPI Overview" report. (QCCR8D24645)

Description: All the KPIs configured in the SHR 9.20 BSM deployment setup do not appear in the "KPI Overview" report.

Resolution: The data collection policy has been modified in SHR 9.31 to extract all the configured KPIs from BSM; upgrade to SHR 9.31.

Title: Typos in dsi_property_table. (QCCR8D24682)

Description: Spelling errors in dsi_property_table.

Resolution: No plans to implement in 9.4 as it affects the upgrade (9.2 to 9.3 and 9.2 to 9.4) critically. As datapipe_manager does not have alternate table aliases and SQL scripts must be written to update the meta data columns. Currently, we are changing this to an enhancement request (ER) to support in future releases.

Title: Incorrect values appear for Event count in Hourly aggregate table of the OMi content pack. (QCCR8D24713)

Description: The "SH_Event_Count" table in the SHR OMi content pack contains duplicate rows.

Resolution: Upgrade to SHR 9.31 to fix the issue with duplicate rows in the "SH_Event_Count" table of the SHR OMi content pack.

Title: Internal Monitoring page of Administration Console is unresponsive after a couple of months since running SHR. (QCCR8D24790)

Description: Internal Monitoring page of the Administration Console became unresponsive because the data purge script for PostgreSQL could not clear the ETL audit data.

Resolution: The ETL audit data is now regularly purged in SHR 9.31 and later versions to ensure that queries execute faster.

Title: High usage of CPU. (QCCR8D25185)

Description: The system registers high CPU utilization.

Resolution: Configure the Sybase IQ database according to the *HP Service Health Reporter Performance, Sizing, and Tuning Guide*.

In Service Health content, if the Configuration Item (CI) status does not change frequently, aggregation of fact data takes a long time and consumes high CPU. Contact *HP Support* for the hotfix.

Title: Supporting coexistence of SHR 9.30 with HP Operations Agent 11.1x. (QCCR8D25246)

Description: SHR 9.30 should support coexistence with HP Operations Agent 11.1x.

Resolution: SHR supports coexistence with HP Operations Agent 11.1x in the SHR 9.31 release. Install SHR 9.31 and follow the configuration instructions in section "Enabling SHR to Coexist with the HP Operations Agent" of the *HP Service Health Reporter Installation and Configuration Guide* (released with SHR 9.30).

Title: CPU usage spikes during data collection from HP Operations Manager (HPOM). (QCCR8D25277)

Description: Data loading to Sybase IQ spikes CPU utilization. This occurs because HPOM collection creates cartesian products and database collection takes a long time to complete.

Resolution: The HPOM collection policy join query is updated with appropriate conditions to avoid creation of cartesian products. A hotfix is available to fix this issue; contact HP Support. Also, you can upgrade to SHR 9.31 to fix this issue.

Title: NaN Characters need to be handled before Data load. (QCCR8D25377)

Description: The stage step fails when the datasource contains NaN value for numeric data.

Resolution: The collection module is modified to replace NaN values with NULL depending on the configuration in the PMDB_HOME/config/collection.properties file.

Title: Data collection from HPOM data source fails with an error: "java.io.IOException: This instance of the CsvWriter class has already been closed." (QCCR8D25437)

Description: When SHR Remote Collector collects data from the HPOM database, file errors are encountered when the number of records exceed the specified batch size.

Resolution: The file writing module in the SHR database collector is modified to open a new file for each batch of records and fix the file errors.

Title: Rate tables for RUM and BPM contain duplicate rows. (QCCR8D25548)

Description: Rate tables for RUM and BPM contain duplicate rows.

Resolution: The hotfix SHR_HF_020 for SHR 9.30 is released to fix this issue; contact HP Support to obtain it.

Title: "MB Free" metric from "Disk Space" monitor is not collected. (QCCR8D25579)

Description: SHR does not collect the "MB Free" and "Percent Used" metrics from the "Disk Space" monitor.

Resolution: The "MB Free" and "Percent Used" metrics are collected from the "Memory" monitor and it is not available in the "Disk Space" monitor.

Title: Users and Groups are missing in OMi reports. (QCCR8D25602)

Description: OMi users are missing in the "OMi Event Assignment by Users" reports. Also, OMi user groups are missing in the "OMi Event Assignment by User Group" reports.

Resolution: When OMi Users and User Groups are reassigned for an event, information on the user and user groups at the time of event reassignment is captured and displayed in the reports.

Title: Duplicate entries of Microsoft Exchange servers appear in SHR reports. (QCCR8D26226)

Description: Duplicate entries of Microsoft Exchange servers (in both upper and lower case) appear in SHR reports. Some metrics are linked to the server name in upper case and some to the server name in lower case.

Resolution: Upgrade to SHR 9.31 to fix the duplicate entries of Microsoft Exchange servers in the reports.

Title: Virtualization reports are empty. (QCCR8D26469)

Description: SHR reports in the Virtualized Environment Manager content pack are empty. The views (SM_VMWare and SM_VMWare_BusinessView) show no instances for the CI type 'Hypervisor'.

Resolution: The view condition has been modified to bring in the respective CI instances and populate the reports in Virtualized Environment Manager.

Fixed Documentation Defects in this Release

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

The following documentation defects were fixed in this release:

Title: Installation Guide should indicate if any integration is needed between NNMI and BSM. (QCCR1A156024)

Description: The SHR Installation and Configuration Guide does not indicate if NNMI must be integrated with BSM to enable the Network Performance content pack to collect data.

Resolution: To use the Network Performance content pack, it is not mandatory to have NNMI integrated with BSM. The SHR Installation and Configuration Guide is updated with this information. It states the following:

"You must use the NetworkPerf_ETL_PerfiSPI9.20_NonRTSM ETL content in an RTSM deployment of SHR when Network Mode Manager i (NNMI) is not integrated with BSM."

Title: How are Monthly and Yearly aggregations obtained in SHR? (QCCR1A165422)

Description: The Online Help for Administrators should explain how monthly and yearly roll ups work. References to monthly and yearly information (which do not exist in the out-of-the-box content packs) should be removed.

Resolution: The *SHR Online Help for Administrators* is updated and it mentions that when monthly or yearly reports are generated, data from daily tables are aggregated online. References to monthly and yearly tables now carry a mention that they are not available OOTB and they will show up only if they are defined in the model of the content pack.

Title: The SHR 9.3 Installation Guide should document all installation logs that are placed on the Linux system during installation. (QCCR1A166260)

Description: The SHR 9.3 Installation Guide does not document all the installation logs that are placed on the Linux system during installation.

Resolution: Added new installation log files in the "*Installation Log Files*" section of the *HP Service Health Reporter Installation and Configuration Guide*.

Title: The SHR 9.3 Installation Guide should document the SAP BusinessObjects and Sybase IQ installation log paths and names on the Linux platform. (QCCR1A166261)

Description: The *HP Service Health Reporter Installation and Configuration Guide* lists the SAP BusinessObjects and Sybase IQ installation log paths for Windows but not for Linux.

Resolution: Installation log paths and files for SAP BusinessObjects and Sybase IQ on the Linux platform are added to the *HP Service Health Reporter Installation and Configuration Guide*.

Title: The list of SiteScope monitors in the SHR 9.3 Installation Guide is not in alphabetical order. (QCCR1A166462)

Description: The list of SiteScope monitors in Appendix A of the SHR 9.3 Installation Guide is not in alphabetical order and related monitors are not listed together.

Resolution: The list of SiteScope monitors are updated in alphabetical order in "Appendix A" of the *HP Service Health Reporter Installation and Configuration Guide*.

Title: "Disk Read Bytes/sec]" - typo in Appendix A of the SHR 9.3 Installation Guide. (QCCR1A166463)

Description: In the SHR 9.3 Installation Guide, a non-existent Sitescope monitor (Windows Resources PhysicalDisk Disk Read Bytes/sec]) is listed and typographical errors must be corrected.

Resolution: The bracket at the end of the metric name (typographical error) is removed. It now reads as "Disk Read Bytes/sec" in "Appendix A" of the *HP Service Health Reporter Installation and Configuration Guide*.

Title: The monitor (NetworkInterface\%Bytes Total/sec) listed in the SHR 9.3 Installation Guide does not exist. (QCCR1A166464)

Description: In the SHR 9.3 Installation Guide, a non-existent Sitescope monitor (Windows Resources Network Interface NetworkInterface\%Bytes Total/sec) is listed. It can be assumed that the intended monitor name is "Bytes Total/sec".

Resolution: Removed the "%" from the monitor name to increase clarity. It now reads "Bytes Total/sec" in "Appendix A" of the *HP Service Health Reporter Installation and Configuration Guide*.

Title: SAP BusinessObjects authentication errors are encountered when upgrading from SHR 9.2 to 9.3. (QCCR1A166903)

Description: SAP BusinessObjects authentication errors are encountered when upgrading from SHR 9.20 to 9.30.

Resolution: A hotfix (SHR_92_HF_014) is available through HP Support; apply it before performing the upgrade.

Added the following statement to the *HP Service Health Reporter Installation and Configuration Guide*:

Obtain the hot-fix SHR_92_HF_014 from HP Support and apply it on the SHR 9.20 server.

Title: Explanation of downtime implementation in SHR is required. (QCCR1A167104)

Description: Explanation of how downtime is applied to reports is inadequate and does not state whether it is possible to report on downtime regardless of any downtime applied.

Resolution: Updated the topic "*Configuring downtime in reports*" in the *Online Help for Administrators* stating that downtime period is marked on the "As-pollled" data or "5-minute" data only. When this data is summarized for the hourly table and upwards, the downtime period is

excluded from it. SHR OOTB Availability reports display the overall uptime and downtime of the node in your environment over a period of time.

Title: Sybase IQ service fails to start after installing SHR On Linux. (QCCR1A167356)

Description: After installing SHR On Linux, the Sybase IQ service fails to start. Error is encountered when an attempt is made to manually start it.

Resolution: The *HP Service Health Reporter Installation and Configuration Guide* now mentions that a new library "tssh-6.17-8.el6.x86_64" must be added when SHR is installed on a Red Hat Enterprise Linux 6.x. server.

Title: Is changing the OM topology source in SHR possible? (QCCR1A168178)

Description: SHR product documentation should reflect that removing or changing an existing topology data source is not allowed.

Resolution: SHR product documentation (*HP Service Health Reporter Installation and Configuration Guide* and the *HP Service Health Reporter Online Help for Administrators*) is updated to state that changing topology source is not allowed after configuring SHR in the post-installation step.

Title: Changing the authentication mechanism in SHR Infoview using the web.xml file fails. (QCCR1A168470)

Description: SHR Infoview does not display authentication methods other than Enterprise. Following the online documentation did not yield positive results.

Resolution: The method for activating non-default authentication methods is documented as a new section "*Enabling InfoView to authenticate users through LDAP or Active Directory*" in the *HP Service Health Reporter Installation and Configuration Guide*.

Title: Troubleshooting Guide needs abbreviations expanded. (QCCR1A168910)

Description: Abbreviations used in the *HP Service Health Reporter Troubleshooting Guide* are not expanded appropriately and cause confusion.

Resolution: Expanded the first occurrence of all abbreviations mentioned in the *HP Service Health Reporter Troubleshooting Guide*. For example, CAC is expanded to Client Authentication Certificate.

Title: SHR 9.30 Handbook of Reports is incomplete. (QCCR1A169180)

Description: The SHR 9.30 Handbook of Reports seems to be missing complete sections and the content vastly reduced compared to the 9.20 version.

Resolution: A new copy of the *HP Service Health Reporter Handbook of Reports* that includes missing chapters is posted to the manuals web site.

Title: In SHR co-existence scenarios, certificates are deleted from the server OV resource group. (QCCR1A169383)

Description: Unable to configure Management DB and Profile DB when SHR and HP Operations Agent are installed on the same system. This error occurs due to missing certificates in a co-existence scenario.

Resolution: Added new steps to regenerate certificates in an SHR and HP Operations Agent co-existence scenario. For more information, see section "*Enabling SHR to Coexist with the HP Operations agent*" in the *HP Service Health Reporter Installation and Configuration Guide*.

Title: Content Development user guide is needed for SHR 9.30 installations on Linux. (QCCR1A169450)

Description: The *Content Development Environment Getting Started Guide* does not cover information on custom content development on the SHR 9.30 Linux platform.

Resolution: The *HP Service Health Reporter Content Development - Getting Started Guide* is updated with a new section "Developing Content in Linux using CDE" that covers content development in Linux.

Title: Documentation for disaster recovery does not provide explicit instructions in the case of a remote database. (QCCR1A169723)

Description: When describing the backup procedure, it is not explained that the Copy_Backup.bat script must be configured on the DB server when Sybase is in a remote configuration.

Resolution: Modified the instructions on disaster recovery in a remote database in both the *HP Service Health Reporter Installation and Configuration Guide* and the *HP Service Health Reporter Disaster Recovery Guide*.

Title: Documentation on Sybase IQ remote installation is unclear. (QCCR1A170080)

Description: Documentation for creating the Sybase service in Windows is unclear on the directory that must be chosen.

Resolution: The *HP Service Health Reporter Installation and Configuration Guide* now specifies that <INSTALLDIR> is the parent directory of the Sybase IQ installation directory. It is the same path that you chose for product installation in the install wizard.

Title: SHR is unable to process the data available on end nodes. (QCCR1A170373)

Description: Data collection from some nodes has stopped, but the agent data source (SCOPE) continues to log latest data.

Resolution: The *HP Service Health Reporter Troubleshooting Guide* has a new symptom "No Data Collection in HPOM Topology from Host resulting in Empty Reports" with the fix for lack of data collection from host.

Title: OM SQL Server database configuration does not allow empty string for database instance name. (QCCR1A170723)

Description: When named instance for a database is selected, the default name OVOPS is created. But, SHR does not currently allow to specify an empty string for the database instance.

Resolution: The *HP Service Health Reporter Installation and Configuration Guide* is updated with the statement, "If Microsoft SQL Server is configured to use default (unnamed) database instance, leave this field empty."

Title: The "ovcodautil" command is not present in SHR 9.3 for Linux. (QCCR1A170920)

Description: The 'ovcodautil' binary for troubleshooting HP Performance Agent datasource related issues is unavailable in the Linux installation of SHR 9.30.

Resolution: Updated all instances of the 'ovcodautil' binary with the 'jcodautil' binary in the *HP Service Health Reporter Troubleshooting Guide*.

Title: Document the correct file paths for Windows and Linux installations of SHR. (QCCR1A170989)

Description: Some instances of folder and directory paths are incorrect in the *HP Service Health Reporter Installation and Configuration Guide*.

Resolution: Updated the HP Service Health Reporter Installation and Configuration Guide with the correct folder and directory paths.

Title: Backup scripts in SAP BusinessObjects are failing. (QCCR1A171578)

Description: The *HP Service Health Reporter Disaster Recovery Guide*, section "Backing Up SHR on Windows -> Backing Up the SAP BusinessObjects Database and File Store" for Windows 2003 and Windows 2008 does not provide accurate information for taking a backup of SAP BusinessObjects Database and File Store.

Resolution: *HP Service Health Reporter Disaster Recovery Guide* is updated to provide the accurate procedure for taking a backup of SAP BusinessObjects Database and File Store in Windows.

Title: HPOM topology collection configurations go missing. (QCCR8D25071)

Description: HPOM topology collection configurations disappear even when they are saved through the SHR Administration Console.

Resolution: This issue is noticed during an upgrade from SHR 9.1 to 9.2 version. This occurs because SHR 9.2 employs the PostgreSQL database where a few additional configurations need to be performed. For more information, see symptom "HP OM Topology Collection Configurations Missing" in the latest *HP Service Health Reporter Troubleshooting Guide*.

Title: The "ovcodautil" command is not present in SHR 9.3 for Linux. (QCCR8D25918)

Description: The 'ovcodautil' binary for troubleshooting HP Performance Agent datasource related issues is unavailable in the Linux installation of SHR 9.30.

Resolution: Updated all instances of the 'ovcodautil' binary with the 'jcodautil' binary in the *HP Service Health Reporter Troubleshooting Guide*.

Title: What is the correct method for adding space to Sybase IQ? (QCCR8D26549)

Description: How can I add space to Sybase IQ database when it has run out of space?

Resolution: You can configure the Sybase IQ database to log data to a new physical hard drive. For detailed steps, see section "Sybase IQ Database Runs out of Space" in the latest *SHR Troubleshooting Guide*.

Documentation Updates

The first page of this document identifies the:

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