

HP Automation Insight

For the Red Hat Enterprise Linux[®] and SUSE Enterprise Linux[®]
operating systems

Software Version: 1.0

Release Notes

Document Release Date: July 2014

Software Release Date: July 2014



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Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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Release Notes

for the Red Hat Enterprise Linux ® and SUSE Enterprise Linux ® operating systems.

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This document is an overview of HP Automation Insight (AI). It contains important information that is not included in books or Help. You can find information about the following in this document:

["Welcome to HP Automation Insight \(AI\)" on the next page](#)

["Installation Requirements" on page 11](#)

["Documentation Updates" on page 19](#)

["Accessibility Support" on page 20](#)

For information about the installation requirements and compatibility with other products, see the *HP Automation Insight 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**
 - Hardware
 - Operating System
 - Databases
 - Web Browsers and Plug-ins
- **Compatibility**
 - Languages
 - Internationalization Variances
 - Virtualization Products
 - High-Availability Products
 - HP Software Integrations
 - Other Software Coexistence

Welcome to HP Automation Insight (AI)

HP Automation Insight (AI) is an HP product that leverages HP Vertica Analytics database technology and provides a complete set of ETL tools, dimensional data model, reports, dashboards, and analytics systems and content for the HP suite of automation tools.

HP AI provides advanced analysis on cloud automation activities that enables you to leverage the suite of HP cloud and data center automation software to make decisions based on real-time and historical data. The data analyzed is collected from HP software products such as HP Server Automation (SA) that perform automation and monitoring services in the cloud.

HP AI enables you to view the current state of your data center, compare current performance to historical data, and connect data from different sources into a unified view. Using SAP BusinessObjects, HP AI provides reports and real-time dashboards that enable you to view and track key operational metrics such as server compliance and patch roll out status.

HP AI Features

Welcome to HP AI release 1.0, which provides a comprehensive solution for managing your cloud. HP AI enables cloud architects and data managers to make decision about their cloud based on analytical data. HP AI leverages HP Vertica analytics database technology and provides a complete set of extract, transform, and load (ETL) tools, a dimensional data model, reports, dashboards and analytics systems and content for the HP suite of cloud automation tools, including HP Server Automation (SA).

HP AI 1.0 provides the following features:

HP AI Web-Based Administration User Interface

HP AI provides a web-based administration user interface that enables you to:

- Manage Users and Groups
- Configure the HP Vertica database
- Configure HP Live Network (HPLN)
- Launch SAP BusinessObjects
- Launch the Vertica Management Console

HP AI Solution Packs

HP AI release 1.0 provides the following solution packs for out-of-the-box integration with HP Server Automation (SA):

- Automation Insight System Health
- SA Inventory and Use
- SA Compliance
- SA User Management

Note: HP AI solution pack content is updated regularly and all available solution pack dashboards and reports may not be listed here. See the "Configuring HP Live Network Connector" section of the *HP Automation Insight Administrator Guide* for instructions on how to configure your system to automatically download the latest solution pack content.

Automation Insight System Health

The AI System Health solution pack contains two reports that help you evaluate how well your system can perform at your required quality level. The reports show data load information (both

summary and detailed) by data source.

The AI System Health solution pack does not provide a dashboard or custom reports.

The Automation Insight System Health solution pack provides the following reports:

- Source Type Data Load Summary for Last (X) Days
- Source Type Data Load Details for Last (X) Days

SA Server Inventory and Usage

The SA Server Inventory and Usage solution pack provides information about your SA servers and their use. Run the dashboard to see an overview of your SA server inventory and use. Select a source and number of days before today to include. Optionally, filter the results on facility and device group. Results show four inventory and use reports.

The SA Server Inventory and Usage dashboard provides the following information:

- A percentage and count of discovered servers, based upon whether the servers are managed or unmanaged
- A percentage and count of servers, based upon whether the servers are physical or virtual
- A percentage and count of the top 10 server manufacturers
- A percent and count of the top 10 platforms

The SA Inventory and Use solution pack provides the following reports:

- Discovered Servers by Status for Last (X) Days
- Server Details by Hardware Manufacturer
- Server Details for Operating System
- Virtual Servers by Hypervisor
- Virtualization Service Manager Details

SA Compliance

The SA Compliance solution pack includes detailed compliance reports and dashboards that provide a high-level view of current server compliance for patch, audit, and software polices.

The SA Audit Compliance dashboard provides the following information:

- Server status, and a count and percentage of servers with that status
- Job status, and a count and percentage of jobs with that status
- Platform name, and a count and percentage of servers on the platform by server status

The SA Patch Compliance dashboard provides the following information:

- A count and percentage of patches, by compliance status
- A count and percentage of patch execution statuses
- A count and percentage of patches successfully rolled out
- Last patch job success summary

The SA Software Compliance dashboard provides the following information:

- Percentage and count of policy items by status (Compliant, Non-Compliant, Scan Needed)
- Percentage and count of jobs by status (whether successful)
- Percentage and count of policy items by compliance status and platform

The SA Compliance solution pack provides the following reports:

- Audit Policy Compliance Status Summary
- Audit Policy Compliance Status Details
- Audit Compliance Job Statuses for Last (X) Days
- Audit Policy Compliance Rate Over Time
- Audit Policy Compliance Rate by Device Group Over Time
- Patch Rollout Status Summary for (X) Days from Patch Release
- Patch Rollout Status Details for (X) Days from Patch Release
- Patch Policy Success Rate by Severity Over Time
- Patch Compliance Job Statuses for Last (X) Days
- Patch Policy Compliance Rate by Severity Over Time
- Software Policy Compliance Summary
- Software Policy Compliance Details
- Software Policy Compliance Rate by Severity Over Time
- Software Compliance Job Statuses for Last (X) Days
- Top 10 Package or Software Installs by Failure and Success Count

SA User Management

The SA User Management solution pack provides reports for user management on your HP Server Automation servers.

The SA User Management solution pack provides the following reports:

- User Jobs for Last (X) Days
- Server Audit Trail History for Last (X) Days

Integrated Installation

When you install the HP AI core server the following components are also installed:

- BusinessObjects 4.0 SP7
- Vertica Management Console
- HPLN Connector
- Rsync Server

Apache Proxy

HP AI uses Apache Proxy to route all HP AI traffic through a single port.

Apache Directory Service LDAP Store

HP AI uses the Apache Directory for authentication and authorization of users and groups and for solution pack management. The Apache Directory Service is set up during the HP AI installation.

HP Live Network Integration

HP AI is integrated with HP Live Network (HPLN) to deliver solution packs and updates to solution packs.

Installation Requirements

You can find steps to install HP Automation Insight, in the *HP Automation Insight Installation Guide* at the image location that you created during the assembly of the electronic media:

```
cd image/manuals
```

After installation, the *HP Automation Insight Installation Guide* is available at this location:

```
/opt/HP/CBI/manuals/
```

Installation Notes

Before you begin the installation of HP AI, ensure your system meets the minimum requirements as described in the "Prerequisites" section of the [HP Automation Insight Installation Guide](#).

Known Issues

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

Authorization Issues

These defects are *Authorization* problems.

Title: Associating new Groups to SA Users other than "BOUsers" group are getting rolled back after 1 hr synchronization period. (QCCR187199)

Description: When you associate an external authentication user from SA to an admin-created group other than the BOUsers group, the external users are disassociated from the admin created user group when the external synchronization happens. The association of the external users to the admin-created group remains until the next synchronization.

Workaround: Provide individual permissions to external users instead of providing permissions at the group level. For example, grant permission for patch users to run only patch compliance reports by granting access to the patch compliance folders.

Business Intelligence Data and Web Services Issues

These defects are *Business Intelligence Data and Web Services* problems.

Title: Performance Issue : WebIntelligenceProcessingServer breached "Caution" & "Danger" threshold limits with customer database. (QCCR178461)

Description: Performance Issue : WebIntelligenceProcessingServer breached "Caution" & "Danger" threshold limits with Customer DB

Title: cbi.WebIntelligenceProcessingServer Watch Caution Event

Message:

Caution Rule evaluated to true for "cbi.WebIntelligenceProcessingServer Watch" watch.

Danger Rule: cbi.WebIntelligenceProcessingServer\$Memory max threshold count'>=1 ||
cbi.WebIntelligenceProcessingServer\$Current number of active sessions'>=45 ||
cbi.WebIntelligenceProcessingServer\$Number of active threads'>45

Caution Rule: cbi.WebIntelligenceProcessingServer\$Memory high threshold count'>=1 ||
cbi.WebIntelligenceProcessingServer\$Current number of active sessions'>=35 ||
cbi.WebIntelligenceProcessingServer\$Number of active threads'>=30

The metrics that have crossed their respective thresholds:

cbi.WebIntelligenceProcessingServer\$Memory high threshold count.

Workaround:

Perform the following steps to set the maximum and upper memory thresholds and the maximum document cache size to the recommended values:

1. Log on to the CMC.
2. In the Organize column, select **Servers**.
3. Expand **Service Categories** and select **Web Intelligence Services**.
4. In the right pane, double click on **ai.WebIntelligenceProcessingServer**. The properties window opens.
5. In the left pane, select **Properties**.
6. In the Web Intelligence Core Service section, set the following values:
 - a. Memory Upper Threshold (MB): 8000
 - b. Memory Maximum Threshold (MB): 12500
7. In the Web Intelligence Common Service section, set the Maximum Document Cache Size to 20 GB. (The default is 1 GB.)
8. Click **Save & Close**.
9. Right-click on **ai.WebIntelligenceProcessingServer** and select **Restart Server**.

Title: From the BI CMC app, the status of the CBI connectionServer service is not green and the administrator is unable to restart its services. (QCCR172975).

Description: In the BI CMC app, the status of the CBI connectionServer service is not green and the administrator is unable to restart its services. The following error is added to the logs: "Webi SDK.CorbaServerImpl.doProcess()."

Workaround: Perform the following steps to force terminate and then restart the connection server:

1. Log on to the BO Central Management Console.
2. Select **Servers**.
3. Right click on **Connectivity Services**.
4. Select **Force Termination**. The connection server is stopped.
5. Right click on **Connectivity Services**.
6. Select **Restart Server**.

Note: Make sure no one is using the system before you terminate the connection server.

Title: After a successful installation of HP AI, when you attempt to connect to the BOE/BI or BOE/CMC pages, an "HTTP Status 500" error message is displayed. (QCCR1D183918)

Description: After a successful installation of HP AI, when you attempt to connect to the BOE/BI or BOE/CMC pages, you see the following error message message:

```
HTTP Status 500 - Servlet.init() for servlet equinoxbridgeservlet threw exception
```

Workaround: Perform the following steps to restart the Tomcat server and resolve the error:

1. Stop the Tomcat server:

```
su - cbi
```

```
/opt/HP/CBI/bin/tomcat.sh stop
```

2. Rename the "localhost" directory under /opt/HP/CBI/tomcat/work/Catalina/ to something different such as "localhost.old".

3. Start the Tomcat server:

```
/opt/HP/CBI/bin/tomcat.sh start
```

Installation Issues

These defects are *Installation* problems.

Title: On SLES platform, the VMC CreateRootPem utility does not generate the private key as desired for password-less authentication (QCCR1D176366)

Description: HP AI customers using the SLES platform cannot install HP Vertica using the Vertica Management Concole (VMC). The installation fails while validating the host with a "Wrong Private Key being used" error.

Workaround: HP AI customers on SLES platform should use the Vertica Command Line option instead of Vertica MC to install HP Vertica.

Reporting Issues

These defects are *Reporting* problems.

Title: Audit Compliance Details Report doesn't list Audits which have source as "Snapshot." (QCCR1D178540)

Description: Audits which are created with "Snapshot" as the source are not reported in the Audit Compliance Reports and Universe.

Title: Audit Job Status for last X day(s) and Patch Job Status reports do not display the results for audits and patches that belong to servers from other cores in multi-core environment (QCCR1D179082)

Description: If an audit is run on servers from multiple facilities, the Audit Compliance Job Statuses for Last X Day(s) report may show multiple jobs for the same audit run, while the SA NGUI shows a single job.

In some cases the report shows fewer target servers for a job than are shown in the NGUI while other servers are shown in different jobs. This is because SA creates multiple jobs in case servers are from different facilities. In some other cases, reports may show different target servers in jobs than what is shown in the NGUI.

Workaround: Run audits on target and source servers from the same facility. Jobs can then be related to the corresponding audit by using Ticked ID, start time, and/or end time.

Title: In the 'Audit Trending Over Time by Audit Policy' report, when nested policies are created and run from the audit, the displayed compliance percentage is incorrect (QCCR1D180231)

Description: In HP Server Automation (SA), customers can create nested policies. For example, a new audit policy can be created out of existing audit policies (sub policies). This nesting can be done to multiple levels. If nested policies are used, reports such as audit, patch, or software compliance display details (such as audit runs or scans) that are directly associated with the policy in question but not the details from the sub policies. Note that this is only applicable if you have a hierarchy for policies and want to know the compliance status at the different hierarchy levels.

Workaround: Run reports by selecting individual sub policies. These reports show data for both parent and sub policies.

Title: Software Policies attached to the templates are not getting reported in 'Software Compliance Summary Report' (QCCR1D180536)

Description: Software Policies which are associated to templates are not reported in Software Compliance reports and Universe.

Title: The policy item type 'Scripts' are not listed in the "Software Compliance Universe" for software policies. (QCCR181413)

Description: The policy item type 'Scripts' will not be reported in Software Compliance Reports and Universe.

Title: In the SA Server Inventory and Usage Universe objects, the relationship between the parent and child device groups must be maintained. (QCCR1D181789)

Description: Compliance computation is not performed on nested device group or policies. Compliance counts are reported only on direct associations.

Title: In the Software Compliance Summary report, the count of scan needed policy items are not displayed for nested policies (QCCR1D183064)

Description: Compliance computation is not performed on nested device groups or policies. Compliance counts are reported only on direct associations.

Title: Jobs related to the Virtualization service are not included in Database and User management reports. (QCCR1D183232)

Description: The User Jobs report in the SA User Management solution pack does not include Virtualization Service related jobs performed by the user.

Title: Improper updates in "sa_user_preference_d" table on doing user related transactions on SA. (QCCR1D183832)

Description: The 'sa_use_preference_d' table data has discrepancies and missing data.

Workaround: Do not use the 'sa_user_preference_d' table in your custom reports.

Title: HP AI patch reports will not display patches which are installed directly on a server by SA. (QCCR183999)

Description: Only patches that are added by patch policies are displayed in HP AI reports. Patches that are installed directly on a server by SA are not displayed.

Title: Drilling down the non-English policy from summary to detail reports (Audit, Patch, Software) displays "No Data to Retrieve" message. (QCCR1D185121)

Description: In the Audit Compliance Summary Report, if Audit Name(s) are in a localized format you cannot drill down on the Audit Policy to the detailed reports. Drill down reports do not work for any localized policies.

Workaround: Launch detailed Audit, Patch, and Software Compliance reports directly.

Title: Launching any HP AI Reports throws "Illegal access to the viewer, please use a valid url" error. (QCCR1D185170)

Description: When launching reports, the following error message is displayed:

"Error running or editing web intelligence reports on BI 4.0 SP5 Illegal Access to the Viewer, please use a valid url"

This can be caused by a session problem between Tomcat, Webi, and the CMS.

Workaround: Restart the Tomcat server, and then the SIA (CMSs and webi servers.)

Title: Job IDs related to install and uninstall software are not reported in the Software Job Statuses Last X Days report. (QCCR1D185175)

Description: The Software Job Statuses Last X Days reports only on remediation jobs that are based on policy. Adhoc jobs involving software install and uninstall software are not reported.

Title: In "Audit Policy Compliance Status Summary" and "Audit Policy Compliance Status Details" reports, if a policy has multiple audits with repeated servers, all the audits linked to the related policy are not being reported. (QCCR1D185849)

Description: If an audit policy has multiple audits and if two different audits of that audit policy have common servers then the common servers are considered in the latest audit of that audit policy.

Workaround: The different audits created from a single audit policy should have common servers attached to them either directly or through the device groups attached.

Title: When the BI servers are busy, BI reports with charts do not load and show up as "X" (Error Loading Charts) (QCCR1D185884)

Description: When the BI servers are busy, BI reports with charts do not load and show up as "X" (Error Loading Charts)

Workaround: Reload the report.

Title: Partial Complaint patches are not coming up in Patch Rollout Status Summary report and Patch Rollout Status Details reports. (QCCR1D186616)

Description: Partial Compliant Patches are being shown as Compliant in the "Patch Rollout Status Summary for (X) days from Patch Release" and "Patch Rollout Status Details for (X) Days from Patch Release" reports.

Title: Windows Patch policy attached to a Multi OS device group shows "Scan needed" status for the non applicable patches attached to device group members. (QCCR1D186758)

Description: In the following reports, if device groups with different OSs (for example, Windows and Linux) are attached to a Windows Patch policy, the patch is attached to non-applicable OSs and the status is displayed as "Scan Needed."

- Patch Rollout Status Summary for (X) Days from Patch Release
 - Patch Rollout Status Details for (X) Days from Patch Release
 - Patch Compliance Dashboard
 - Software Policy Compliance Summary
 - Software Policy Compliance Details
 - Software Compliance Dashboard
-

Data Mining Issues

These defects are *Data Mining* problems.

Title: The 'sa_user_preference_d' table shows null values for all columns when the usergroup does not have any permissions. (QCCR1D183845)

Description: The SA User Management Universe contains objects for SA User Preferences. These objects should not be used in customer created ad-hoc reports as the data collection for this data is unreliable.

Workaround: Do not include SA User Preference universe objects in ad-hoc reports.

Database Issues

These defects are *Database* problems.

Title: After deleting V12N Service, the V12N manager/Vcenter record is active in the sa_v12n_manager_d data table. (QCCR1D174777)

Description: Deletion of the V12N Service in source system (SA) is not updated correctly in the HP AI database. Due to this, the V12N service is shown as active in the Virtualization Service Manager Details report even though the service is deleted. However, the associated VMs and Hypervisors are correctly updated and are not displayed for the V12N Service.

Documentation Updates

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Accessibility Support

HP is working to make sure that new HP software releases comply with the latest international accessibility standards.

Accessibility Standards

Product characteristics based on accessibility standards include:

- No animations in the user interface
- No requirement for user speech
- Operability within a limited reach and strength
- No requirements for simultaneous actions except as provided by the operating system
- Consistent meanings of images
- No flashing at a frequency where photosensitive epilepsy is a risk
- No requirements for timed responses
- Consistent and well-defined focus and selection indicators
- Redundant coding for use of color

Compliant Operating Systems

This product supports accessibility on these operating systems:

- RHEL 6.x
- SUSE Enterprise Linux 11.x

For more information about RHEL 6.x standards, see the following URL:

<http://www.redhat.com/solutions/industry/government/certifications.html>

