
HP Operations Manager

for the management server on the HP Integrity HP-UX 11i v3 system

Release Notes

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Edition 5

This document provides an overview of HP Operations Manager (HPOM) version 9.20.320. It contains important information not included in the manuals or in online help.

The first page of this document contains the version number, which indicates the software version and the publish date, which changes each time the document is updated. To check for recent updates or to verify that you are using the most recent edition of this document, go to:

[https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=.](https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=)

This document provides information about the following topics:

- Changes with Latest Patches
- Installing HPOM 9.20.320 Patch
- HPOM Support Matrix
- Features, Enhancements, and Changes Introduced with HPOM 9.20
- Features, Enhancements, and Changes Introduced with HPOM 9.20.310
- HPOM 9.20 and Other HP Software Solutions
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Changes with Latest Patches

This section describes changes that are available with the latest HPOM patches. The following patches are available:

- “HP Operations Management Server Patch” on page 2
- “Administration UI Patch” on page 3
- “HPOM Core and Accessories Server Patch” on page 4

NOTE The Java GUI patch is part of the HP Operations management server patch. Therefore, changes related to the Java GUI are now available in the sections that contain server-specific information.

HP Operations Management Server Patch

The following HP Operations management server patch is available for all supported operating system platforms:

Table 1 Management Server Patch 09.20.320

Patch Name	Management Server Platform		
	HP-UX on HP Integrity	Linux	Solaris
HPOM consolidated server 09.20.320	OMHPUX_00010	OML_00086	ITOSOL_00808

IMPORTANT Make sure that you install the latest management server patch before running the ovoconfigure script.

The following changes are available with this patch:

- A new server configuration variable `OPC_FORW_DISCARD_ALL_EVENTS` is now available. If set to `TRUE`, all events, messages, and message operations are no longer forwarded and are just discarded from the `forwmgrq` queue file.
- In an HA Manager environment, you can now use both formats (long and short) of an IPv6 address in the `resource_virtual_ipv6.conf` file.
- Health Check is now integrated into HA Manager. For more information on using HC component in an HA Manager Environment, see “Using Health Check in an HA Manager Environment” on page 3.
- You can now use Set User ID (SUID) instead of capabilities, which enables you to run the `opcnonrootsetup.sh` script if the file systems are mounted by using the NFS service. Perform the following:

1. Apply the HPOM consolidated server patch 09.20.320 after installing the HPOM binaries, but before configuring HPOM.
2. Set the following server configuration variable:


```
ovconfchg -ovrg server -ns opc -set OPC_NON_ROOT_USE_SUID TRUE
```
3. Continue with the `ovinstall` configuration phase, or, if you already exited `ovinstall`, run `ovoconfigure` to start the configuration again.

For detailed information about server configuration variables, see the *HPOM Server Configuration Variables* document.

Using Health Check in an HA Manager Environment

To use the Health Check (HC) functionality in an HA Manager environment, you must enable an HC component on all HA Manager nodes. In addition, include the following steps in the procedure described in the “Configuring the HP Operations Management Server HARG in a Server Pooling Environment” section of the *HPOM Administrator’s Reference* guide:

- Before creating links in Step 1c, run the following command on all HA Manager nodes:

```
/opt/OV/bin/OpC/Utils/hc/opchc.sh -enable [SM]
```

- In Step 1c, create also the following links:

```
ln -s /opt/OV/bin/OpC/Utils/ha/ha_HC S800_HC
```

```
ln -s /opt/OV/bin/OpC/Utils/ha/ha_HC K050_HC
```

When the HC component is enabled on an inactive node, no HC errors are reported from this node after the HARG is stopped on it for the first time. To avoid HC error messages before stopping the HARG on such a node for the first time, run the following commands:

```
/opt/OV/bin/ovc -stop opchcd
```

```
/opt/OV/bin/ovcreg -del opchcd
```

Administration UI Patch

The following Administration UI patch is available:

Table 2 HPOM Administration UI Patch 09.20.330

Patch Name	
HPOM Administration UI 09.20.330	OMUADMINUI_00010

HPOM Core and Accessories Server Patch

The following Core and Accessories server patch is available:

Table 3 HPOM Core and Accessories Server 09.20.320

Patch Name	Management Server Platform		
	HP-UX on HP Integrity	Linux	Solaris
HPOM Core and Accessories Server 09.20.320	OMHPUX_00015	OML_00091	ITOSOL_00813

This patch contains the following Core and Accessories packages:

- HPOvSecCS (HP Software Certificate Management Server) 11.14.014
- HPOvJxpl (HP Software Cross Platform Component Java) 11.14.014
- HPOvJsec (HP Software Security Core Java) 11.14.014
- HPOvJbbc (HP Software HTTP Communication Java) 11.14.049
- HPOvTomcatB (HP OpenView TomcatB Servlet Container) 07.00.056

IMPORTANT This patch only places the packages onto your HP Operations management server system. Therefore, make sure that you carefully follow the instructions for installing the packages, which are available in the Special Installation Instructions section of the patch description.

The HPOvSecCS 11.14.014, HPOvJxpl 11.14.014, HPOvJsec 11.14.014 and HPOvJbbc 11.14.049 are installed if the HP Operations agent version installed on the management server is 11.14.014 or higher.

NOTE It is recommended that you back up your certificates before installing the packages. In a cluster environment, back up the certificates only on the active node.

For example (HP Operations Manager Installation 10):

```
/opt/OV/bin/OpC/opcsvcertbackup -backup -passwd <password> -file \  
/backup/cert_backup
```

Installing HPOM 9.20.320 Patch

HPOM 9.20.320 patch is installed on top of the HPOM 9.20 release. For more information on HPOM 9.20 installation, see “HPOM 9.20.xxx Installation Notes” on page 5.

For more details about HPOM 9.20.320 patches and enhancements, see “Changes with Latest Patches” on page 2.

HPOM 9.20.xxx Installation Notes

Installation requirements and instructions for installing HPOM 9.20 are documented in the *HPOM Installation Guide for the Management Server*. After you install HPOM, the document can be found at:

`/opt/OV/www/htdocs/ito_doc/C/manuals/InstallationGuide.pdf`

To check for recent updates or to verify that you are using the most recent edition, go to:
<https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>.

The `README.txt` readme file located on HPOM media DVD describes the HPOM media DVD contents and layout and helps you to locate products and documentation.

Hardware Requirements

Make sure that your system meets the following hardware requirements in addition to the requirements listed in the *HPOM Installation Guide for the Management Server*:

- The HP Integrity platform on the management server must be model rx2660 or later.
- The required disk space for the HP Operations agent varies depending on the platform. For detailed information about the disk space required by the HP Operations agent, see the HP Operations agent documentation.

Software Requirements

This section lists additional software requirements that are not documented in “HPOM Support Matrix” on page 9.

Oracle Database Several prerequisite OS patches must be installed for the Oracle database. You can find them at the following location:

- **For Oracle 11.1:**
http://docs.oracle.com/cd/B28359_01/install.111/b32329/toc.htm
- **For Oracle 11.2:**
http://docs.oracle.com/cd/E11882_01/install.112/e24342/toc.htm
- **For Oracle 12.1:**
<http://docs.oracle.com/database/121/HICQI/toc.htm#i1010738>

For detailed information about installing and setting up the Oracle database, see the *HPOM Installation Guide for the Management Server*.

Installing HPOM 9.20.310 with Oracle Database 12c To install the Oracle database version 12c for use with HPOM 9.20.310, follow these steps:

1. Get familiar with the installation requirements described in the *HPOM Installation Guide for the Management Server*, and also with the Oracle 12c requirements provided with the Oracle documentation.
2. Install Oracle 12c following the instructions from the *HPOM Installation Guide for the Management Server* for installing Oracle Database 11g Release 2 up to Step 13 that states the following:

"After you finish the Oracle Database 11g Release 2 installation, obtain the `libclntsh.so` and `libnnz11.so` libraries."

NOTE Replace all instances of 11.2.0 with 12.1.0.

3. As the root user, type:

```
umask 022
mkdir -p /opt/oracle/product/12.1.0/lib32
chown oracle:oinstall /opt/oracle/product/12.1.0/lib32
chmod 755 /opt/oracle/product/12.1.0/lib32
```

4. Install or uncompress Oracle instant client 12c and copy all its files to `/opt/oracle/product/12.1.0/lib32/`.
5. Set the `LD_LIBRARY_PATH` variable globally to `/opt/oracle/product/12.1.0/lib32`.

For example, set this variable in the `.profile` file of the root user. Likewise, if the non-root operation is used, set the variable in the `.profile` file of each non-root user in HPOM.

If you use the non-root operation, perform these additional steps:

NOTE Make sure you perform these steps once again after upgrading the instant client.

- a. Get the embedded path of `${ORACLE_HOME}/lib32/libclntsh.so.12.1` library. For example:

```
chatr /opt/oracle/product/12.1.0/lib32/libclntsh.so.12.1 | grep "embedded path"
embedded path      enabled first /ade/b/2450124491/oracle/lib
```

- b. Create the parent directory for this embedded path (leave out `lib` from the path). For example:

```
mkdir -p /ade/b/2450124491/oracle/
```

- c. Create a symbolic link from the embedded path to `${ORACLE_HOME}/lib32`. For example:

```
ln -s /opt/oracle/product/12.1.0/lib32 /ade/b/2450124491/oracle/lib
```

6. Run `ovoinstall` and follow the installation prompt until the following text appears:

```
Installation successfully finished
NOTE: Before continuing with the server configuration, you can manually install available server patches.
Do you want to automatically continue with Server configuration [exit,back,?,y|n,"y"] ?
>
```

7. Install the Consolidated Server Patch 9.20.320.

The patch includes the `ovoracle`, `ovopsql`, and `omu500` scripts in the `newconfig` directory.

NOTE

The fixed scripts can be customized, therefore it is required to copy or merge them from the `newconfig` directory into the final destination. If you did not do any modifications, you can copy them as follows:

```
cp /opt/OV/newconfig/OpC/sbin/init.d/ovoracle /sbin/init.d/ovoracle
cp /opt/OV/newconfig/OpC/sbin/init.d/ovopsql /sbin/init.d/ovopsql
cp /opt/OV/newconfig/OpC/sbin/init.d/omu500 /sbin/init.d/omu500
```

8. Proceed with the HPOM installation by answering `y` to the rest of the installation prompts.

9. Set the `OPCUIWWW_LIB_PATH` variable as follows:

```
ovconfchg -ovrg server -ns opc.opcuiwww -set OPCUIWWW_LIB_PATH /opt/oracle/product/12.1.0/lib32
```

IMPORTANT To be able to use Oracle 12c in remote database environments, make sure you perform the following:

- Add the unlimited tablespace grant in “Configuring Users, Passwords, and (User) Rights Manually” subsection (Step 5) of both Oracle database configuration scenarios described in the *HPOM Installation Guide for the Management Server* (“Setting Up HPOM with a Remote/Manual Oracle Database” and “Setting Up HPOM in an Oracle Real Application Clusters (RAC) Environment”) as follows:

```
grant unlimited tablespace to opc_op;
```
- When setting the initialization parameters following either of the Oracle database configuration scenarios described in the *HPOM Installation Guide for the Management Server* (“Setting Up HPOM with a Remote/Manual Oracle Database”, Step 9 and “Setting Up HPOM in an Oracle Real Application Clusters (RAC) Environment”, Step 15) make sure the following is done:
 - On Memory tab, set Memory Size to 600 MB
 - On Sizing tab, set Block Size to 16384 bytes and Processes to 200.

Failing to set these parameters properly on these two tabs could result in problems during the database creation.

Java GUI Before installing the HPOM Java GUI, make sure that your system meets the hardware and software requirements.

HPOM bundles the JRE for all supported platforms. For the list of supported JRE versions, see the support matrix at the following location:

<http://support.openview.hp.com/selfsolve/document/KM323488>

If the default JRE version installed with the operating system is not the same as the one required by HPOM, install the supported JRE from the following location:

<https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPUXJDKJRE70>

Set the `JAVA_DIR` environment variable to the location of the installed JRE directory, for example:

```
export JAVA_DIR=/opt/OV/nonOV/jre/b
```

HP Operations Agents Starting with HPOM 9.20, the HP Operations agent software is no longer shipped together with HPOM. To obtain the supported agent version, request the agent media 11.1x from HP.

IMPORTANT As a prerequisite for the HP Operations agent installation, your system must meet operating system specific software and hardware requirements. For more information on supported platforms, see “HPOM Support Matrix” on page 9. For more information on requirements, see the HP Operations agent documentation, which is available at:
<https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>.

During the HPOM installation you are prompted for the agent software location, so make sure that the agent software is accessible. After the installation, deploy the agent to the managed nodes.

NOTE The minimum required HP Operations agent version for IPv6-based server-agent communication is 11.13. For more information on how to configure your HPOM environment for using IPv6, see the *HPOM Administrator’s Reference*.

To properly perform the HP Operations agent installation, consider that the installation of the HP Operations agent version 11.03 or later with the Force option reads the profile file. You must set the configurable values such as the MINPRECHECK option in following file:

```
/etc/opt/OV/share/conf/OpC/mgmt_sv/bbc_inst_defaults
```

These values are then stored in the profile file and read when the agent installation with the Force option is performed.

Cluster Environment The HP Operations management server can be installed in a cluster environment in which the HP Operations agent is already installed on the cluster nodes.

Upgrading from HPOM 8.xx to HPOM 9.20

To upgrade HPOM from version 8.xx to version 9.20, see the *HPOM Installation Guide for the Management Server*.

Administration UI

IMPORTANT Depending on whether your system has direct Internet access, make sure to choose the correct method for upgrading the Administration UI:

- *For systems with direct Internet access:* Follow the procedure described in the *HPOM Installation Guide for the Management Server*.
 - *For systems without direct Internet access:* Use the OMUADMINUI_9.20.190_UPGRADE.zip file available for download at ftp://ovweb.external.hp.com/pub/cpe/ito/AdminUI_upgrade/ and follow the instructions in the README.txt file.
-

When installing, updating, or reconnecting the Administration UI, some problems may occur because of the changes in the JavaScript code of the product. To avoid these problems, make sure to clear your browser cache or use “Shift-Reload” after reconnecting to the web application server.

For detailed information about prerequisites that must be met before installing and configuring Administration UI, as well as instructions for installing, see the *HPOM Installation Guide for the Management Server*.

HPOM Support Matrix

For the most up-to-date list of the operating system versions supported by HPOM, see the support matrix at the following location:

<http://support.openview.hp.com/selfsolve/document/KM323488>

You will also receive updated or new editions if you subscribe to the appropriate product support service. For details, contact your HP sales representative.

NOTE Most of the support areas require that you register as an HP Passport user and sign in. Many of them also require an active support contract.

To find more information about support access levels, visit the following URL:

http://support.openview.hp.com/access_level.jsp

To register for an HP Passport ID, visit the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

Features, Enhancements, and Changes Introduced with HPOM 9.20

This section contains support announcements, features, and enhancements that are introduced with the HPOM 9.20 release.

New Features

HPOM 9.20 introduces the following features:

PostgreSQL Database Support

PostgreSQL is an object-relational database management system (ORDBMS) that is released under the PostgreSQL License, a liberal Open Source license, and is therefore free and open source software.

NOTE HPOM 9.20 with the PostgreSQL database is not supported in the cluster environments.

For detailed information about installing a PostgreSQL database, see the *HPOM Installation Guide for the Management Server*.

HPOM Health Monitoring

The health of the HP Operations management server is monitored by registered monitors, which are special tools for monitoring the status of a particular resource. The health status is then forwarded to all registered clients. Registered clients send health data to a file, a database, or a remote application (depending on the type of registered client).

Health monitoring is performed by the `opchealth` daemon, which runs as part of the HP Operations management server processes.

For more information, see the *HPOM Administrator's Reference*.

Agent Running and Reachable

The Agent Running and Reachable (ARR) component is a health monitor that can be controlled by the health monitoring daemon. All ARR events (for example, `NODE DOWN`, `AGENT DOWN`, and so on) are forwarded to the clients through the health monitoring daemon. For more information, see the *HPOM Administrator's Reference*.

Agent Health Check

The Health Check (HC) component is responsible for controlling a continuous message flow from managed nodes to management servers and for monitoring the HP Operations agent health status that is received from managed nodes. For more information, see the *HPOM Administrator's Reference*.

Event Storm Filter

The Event Storm Filter (ESF) program provides a mechanism to filter HPOM events when an event storm (that is, a large number of events in a short time) is detected. For more information, see the *HPOM Administrator's Reference*.

Smart Card Authentication

The certificate authentication feature introduced with HPOM 9.11 has been expanded to support not only CAC but any kind of smart card or certificate. By configuring smart card authentication on HPOM, access to the HPOM user interfaces is restricted to operators who provide a valid certificate. Therefore, security is increased and access procedures are simplified. For more details, see the *HPOM Administrator's Reference*.

Online Configuration Synchronization

In environments with multiple management servers, you can synchronize HP Operations management server data between the primary server and the other servers by using the `opccfgsync` command line tool. For more information, see the *HPOM Administrator's Reference*.

Non-root Operation

You can run the HP Operations management server processes under a non-root user account. A non-root user is a user with limited authority in comparison to the root user.

When running HPOM as a non-root user, you can perform most of the tasks that were before 9.20 performed only by the root user. For non-root operation limitations, see the *HPOM Concepts Guide*.

Multiple Agent Installation Instances

You can install more than one agent in parallel (that is, run several `inst.sh` scripts simultaneously). To enable this feature, set the `OPC_AGT_MULTI_INST` server configuration variable to `TRUE`.

IMPORTANT For the known problem QCCR1A175339 (see “Known Problems, Limitations, and Workarounds” on page 22 for the problem description) the Hotfix is available through HP Support. The required HP Operations agent version is 11.14.

For more information on this feature, see the *HPOM Administrator's Reference*. For more information on the server configuration variables, see the *HPOM Server Configuration Variables* document.

Agent Bootstrapping Installation

A method for the remote agent installation by using the `inst.sh` script is introduced.

The agent bootstrapping installation uses secure file transfer and execution methods based on the SSH communication protocol. For this purpose, HPOM uses PuTTY, a third-party utility that serves as an SSH client.

For more information, see the *HPOM Administrator's Reference*.

Creating a Dynamic Filter for Messages in the Java GUI

It is possible to create a dynamic filter for messages based on a node layout group. This means that when a node layout group is updated (that is, one or more nodes are added or removed), the message filter is updated to show the messages for the nodes that belong to the selected layout group. In addition, it is also possible to select more than one node layout group in the filter. When you add a node layout group by dragging and dropping it into the filter browser, the node layout group appears in the filter list.

Managing Multiple Simultaneous Session Logons in the Administration UI

By default, Administration UI allows Simultaneous Session Logons (that is, one user can have simultaneously more than one session on one system (by using different browsers) or on different systems.)

You can turn off this function by appropriately editing the `/opt/OV/OMU/adminUI/conf/auth.properties` configuration file. You can also log off a user from the Web application, monitor concurrent user sessions, and use the Quality of Service filter. For more information, see “Managing Multiple Simultaneous Session Logons to the Administration UI” on page 14.

New Variables

The following server configuration variables are introduced:

<code>OPC_AGT_MULTI_INST</code>	<code>OPC_JGUI_ALLOWED_HOSTNAME</code>
<code>OMU_AUDIT_LOG_MAXSIZE^a</code>	<code>OPC_JGUI_DENIED_HOSTNAME</code>
<code>OMU_NO_AUDIT_PROCS^a</code>	<code>OPC_JGUI_RECONNECT_FROM_GLOB_SETT</code>
<code>OPC_CASE_SENSITIVE_SEARCH</code>	<code>OPCSVCAM_IGNORE_SVCINSTANCE_CREATE_FAIL_LOGGING</code>
<code>OPC_JGUI_ALLOWED_OPERATOR</code>	<code>OPCUIWWW_LOG_SIZE</code>
<code>OPC_JGUI_DENIED_OPERATOR</code>	

- a. This server configuration variable is introduced for auditing support.

For more information on the server configuration variables, see the *HPOM Server Configuration Variables* document.

The following message-related variables are introduced:

<code>\$OPC_MSG.TIME_CREATED.HOURS</code>	<code>\$OPC_MSG.TIME_CREATED.YEAR</code>
<code>\$OPC_MSG.TIME_CREATED.MINUTES</code>	<code>\$OPC_MSG.TIME_CREATED.MONTH</code>
<code>\$OPC_MSG.TIME_CREATED.SECONDS</code>	<code>\$OPC_MSG.TIME_CREATED.DAY</code>

For more information on the audit-related and message-related variables, see the *HPOM Administrator's Reference*.

Enhancements

The following enhancements are introduced:

Accessibility

Web accessibility is improved for Administration UI and Java GUI users. Web accessibility refers to the practice of producing web sites understandable for someone with disabilities. The following is introduced:

- **Java GUI**
 - All Java GUI images, which you use for work with the Java GUI, have corresponding alternative texts (“alt texts”).
 - Several key accelerators are introduced in the Java GUI. For the detailed list, see the *HPOM Java GUI Operator's Guide*.
 - Visual focus and tab sequences are improved.
- **Administration UI**
 - All Administration UI pages have titles.
 - All Administration UI images, which you use for work with the Administration UI, have corresponding alternative texts (“alt texts”).

Accessibility for the Administration UI is partially implemented, the complete solution will be available with the next HPOM release.

For the information on how to use the Administration UI, see the *HPOM Administration UI Help* document.

Java GUI

- The `def_mvfilter_operator` parameter is introduced in the `itoooprc` resource file. This parameter is used for customizing the default message view filter operator. The default value is `contains`. For more information, see the *HPOM Java GUI Operator's Guide*.
- The Java GUI supports tooltips for minimized service map windows. Therefore, when you hover the pointer over a minimized service map window, a tooltip with the service name appears.

Miscellaneous

- You can assign services to user profiles by running the following command:

```
/opt/OV/bin/OpC/opcservice -assign <profile> <service>
```

To deassign services from user profiles, use the `opcservice -deassign` command.

For details, see the `opcservice` manual page.

- Instrumentation categories can be assigned to node groups, in addition to policies, policy groups, and nodes.
- Message modifying functionality is improved. You can modify additional message attributes (object, application, service name, message group, severity, and message text). You can also remove a custom message attribute.
- Fully searchable online help systems are introduced for both the Java GUI and the Administration UI.

Other Changes

- The maximum number of duplicate message annotations specified by using the server configuration variable `OPC_MAX_DUPL_ANNO` is 99999 because of a database limitation. If a greater value is set, it is ignored and the value 99999 is used instead. If the value is set to 0 (default), the value 99999 is used.
- *Administration UI*: The password for the keystore in the `jetty.xml` file is encrypted. If you want to change it, run the following command:

```
/opt/OV/OMU/adminUI/adminui password -u keystore -p <password> -a
```

If you only want to obtain the encrypted keystore password, run this command without the `-a` option.

In addition, you can obtain the encrypted version of your password through the GUI by running the following command:

```
/opt/OV/OMU/adminUI/adminui password -u keystore -i
```

NOTE Keep in mind that this GUI only provides you with the encrypted version of the password you entered and does not alter the Administration UI configuration.

New Support Announcements

With HPOM 9.20, the following is supported:

- **Supported Database Versions**
 - **PostgreSQL Database 9.1, 9.2, and 9.3**
 - **Oracle Database 11.2.0.4**

Oracle Database 11g Release 2 Enterprise Edition, Standard Edition, or Standard Edition One 11.2.0.4 is supported.
- **Supported Web Browsers**
 - Administration UI

Microsoft Internet Explorer 11 (not supported on CITRIX), Google Chrome 32 or higher, Safari 7
 - Java GUI

Microsoft Internet Explorer 11, Google Chrome 32 or higher, Safari 7
- **Supported JRE Versions**
 - *Windows*: JRE 1.7.0_51
 - *Linux and Solaris*: JRE 1.7.0_25
 - *HP-UX*: JRE 1.7.0_21

NOTE For the most up-to-date information about what is supported by HPOM 9.20, see “HPOM Support Matrix” on page 9.

Managing Multiple Simultaneous Session Logons to the Administration UI

By default, Administration UI allows Simultaneous Session Logons (that is, one user can have simultaneously more than one session on one system (by using different browsers) or on different systems.)

You can turn off this function by appropriately editing the following properties in the `/opt/OV/OMU/adminUI/conf/auth.properties` configuration file:

- `userauth-filter.concurrentSessionsEnabled`

Enables you to restrict users from logging on more than once (`true|false`). The default value is `false`, which means that multiple simultaneous session logons are disabled.
- `userauth-filter.concurrentSessions`

Shows how many concurrent sessions per user is allowed, its value should be a number greater than 0. This property is used only if multiple simultaneous sessions are enabled. Setting the default value (that is, 0), automatically resets the `concurrentSessionsEnabled` value to default (that is, `false`) and therefore disables multiple simultaneous session logons to the Administration UI.
- `userauth-filter.inactivityTimeout`

Configures inactivity period. This property is used only if multiple simultaneous sessions are disabled (the `concurrentSessionsEnabled` value is set to `false`). Its value represent minutes, the default is 0. If the default value is set, this functionality is disabled. If enabled, this functionality logs out an inactive user from the Web application after specified period of time and records this in the appropriate log file.

- `userauth-filter.automaticLogout`

Performs automatic logout if the number of allowed concurrent sessions is exceeded (`true|false`). This property is used only if multiple simultaneous sessions are disabled (the `concurrentSessionsEnabled` value is set to `false`). The default value is `false`. If the value is set to `true`, a user with credentials identical to the ones used by the already logged-on user is automatically prevented from logging on to the Administration UI.

NOTE For any changes in the `/opt/OV/OMU/adminUI/conf/auth.properties` configuration file to take effect, it is required to restart the application as follows:

```
/opt/OV/OMU/adminUI/adminui restart
```

Any user can be logged out from the Web application by using the following command:

```
/opt/OV/OMU/adminUI/adminui logout_user <USERNAME> <SESSIONID>
```

User can still perform tasks that do not require authorization, however when the user attempts to perform a task for which the authorization is necessary, the user is logged out from the application. When authorized, this user will be logged on to the application without any prompt.

Monitoring Simultaneous User Sessions

Users that are currently logged on to the Administration UI (sessions from WebApp) can be monitored by using the following tool:

```
/opt/OV/OMU/adminUI/bin/listcon
```

By using this tool you can obtain the following data: user name, session ID and log-on time.

Quality of Service Filter

Jetty supports Continuations, which enable you to manage HTTP requests in a nonblocking manner, so that threads can be allocated to provide application specific Quality of Service (QoS). Quality of Service (QoS) means overall performance of the computer network, particularly the performance perceived by the users in the network.

The `QoSFilter` is a utility servlet filter that implements some QoS features. It uses Continuations to avoid thread starvation, prioritize requests and provide a high quality of service.

When you apply the filter to specific URLs within a Web application, it limits the number of active requests being handled for these URLs. Any requests in excess of the limit are suspended.

When a request completes handling the limited URL, one of the waiting requests resumes and can be handled. For more information, visit the following URL:

<http://wiki.eclipse.org/Jetty/Reference/QoSFilter>

The configuration is located in the following file:

```
/opt/OV/OMU/adminUI/webapps/midas/work/webapp/WEB-INF/web.xml
```

Search for the following section:

```
[...]
```

```
<filter>
```

```
  <filter-name>QoSFilter</filter-name>
```

```
  <filter-class>org.mortbay.servlet.QoSFilter</filter-class>
```

```
<init-param>
  <param-name>maxRequests</param-name>
  <param-value>100</param-value>
</init-param>
</filter>
<filter-mapping>
  <filter-name>QoSFilter</filter-name>
  <url-pattern>/*</url-pattern>
</filter-mapping>
[...]
```

By default, number of processed requests is 100 at a time. To change default behavior, modify the `maxRequests` parameter.

NOTE For any changes in the `/opt/OV/OMU/adminUI/webapps/midas/work/webapp/WEB-INF/web.xml` configuration file to take effect, it is required to restart the application as follows:

```
/opt/OV/OMU/adminUI/adminui restart
```

Features, Enhancements, and Changes Introduced with HPOM 9.20.310

This section lists the changes that were introduced with the HPOM 9.20.310 patch:

New Variables

OPCUIWWW_DISCONNECT_TIMEOUT	OPC_API_NO_NODE_DEL_ACK
OPCUIWWW_NO_LDAP	OPC_ONLY_ACTIVE_MSGCHG_FOR_IWS
OPC_USE_ACTION_TIME_FORW_ANNO	OPC_USE_NEW_BOOTSTRAP_METHOD
AGENT_REQ_NUM_WARNING	DISABLE_ADVANCED_TEXT_CHECKS
AGENT_REQ_NUM_CRITICAL	

For detailed information about server configuration variables, see the *HPOM Server Configuration Variables* document.

New CLI

- The HP Operations management server now includes a new contrib tool, `opcsvqchk`, for dumping messages in the server queue files.

The `opcvqchk` contrib tool, which is available with the HP Operations agent, was used for server message queue files up to the HP Operations agent version 11.00, when the message format and the tag for messages changed. This resulted in losing the possibility to use `opcvqchk` for HP Operations management server message queue files (content was displayed as hex dump).

- Now you can use the `IPv6` and `allnodes.ipv6` files for IPv6 nodes. You can use the `opc_ip_addr` tool to retrieve file names for IPv6 nodes, similarly as it is done for the IPv4 nodes. The files are checked in the following order:

1. `hex_ip_addr_of_agent` (IP file)
2. `nodename` file
3. `allnodes.ipv6` for IPv6 nodes
4. `allnodes.bbc` for HTTPS nodes
5. `allnodes`

Enhancements

- The `opchmgr` utility now performs retries for the ping check. To configure this, override the defaults from the `/etc/opt/OV/hamanager/hamanager.conf` file with the following settings:

- `PING_RETRIES`
Number of ping retries if ping fails (default is 3).
- `PING_RETRY_DELAY`
Delay in seconds before retrying ping (default is 5).

New Support Announcement

HPOM 9.20.310 now supports Oracle database version 12c. For the installation procedure, see “Installing HPOM 9.20.310 with Oracle Database 12c” on page 5.

HPOM 9.20 and Other HP Software Solutions

Integration

HPOM 9.20 provides integrations with other HP Software solutions, such as Network Node Manager i (NNMi) and Business Service Management (BSM). For a complete list and more information, visit the Support web site: http://support.openview.hp.com/sc/integration_catalog.jsp

Coexistence

HPOM 9.20 can coexist on the same system with the following HP Software products:

- HP Operations agent 11.1x
- HP Performance Manager 9.xx
- SiteScope 11.12 or later

HPOM 9.20 cannot be installed on the same system with some HP Software products. The following HP Software products can be used with HPOM but must be installed on a remote system:

- Network Node Manager i (NNMi) 8.xx and 9.xx
- Business Service Management (BSM) 9.xx

Obsolescence Announcements

This section lists features that are obsolete with the HPOM 9.20 release.

Obsolete Documentation

The following documents are no longer available with HPOM:

- *HPOM Administration UI Release Notes*
Note that the information contained in this document can be found in the present *HPOM Software Release Notes*.
- *HPOM HTTPS Agent Concepts and Configuration Guide*
Note that the information contained in this guide was distributed among other HPOM manuals and the HP Operations agent documentation.
- *HPOM Administration UI Administration and Configuration Guide*
Note that the information contained in this guide is documented in the *HPOM Administrator's Reference* guide.
- *HPOM Administration UI Installation Guide*
Note that the information contained in this guide is documented in the HPOM Installation Guide for the Management Server.
- *HPOM Administration UI User Guide*
For user-related information you can use the *HPOM Administration UI Help* document, which is a PDF version of the *HPOM Administration UI Online Help*.
- *HPOM Custom Process Management White Paper*
Note that the information contained in this white paper is documented in the *HPOM Administrator's Reference* guide.
- *HPOM High Availability Manager White Paper*
Note that the information contained in this white paper is documented in the *HPOM Administrator's Reference* guide.
- *HPOM Authenticating Administration UI Users Using PAM or LDAP White Paper*
Note that the information contained in this white paper is documented in the *HPOM Administrator's Reference* guide.

Miscellaneous

- With HPOM 9.20, the `opcpkgdwn` tool is no longer used.
- Starting with the `HPOvOprEl` version 2.11, which is introduced with the 09.0X.300 Core patch, the licensing-related settings `SwitchOffWarning` and `Severity` are not used any more in the `opr.el` namespace.
- The following tools are removed from the HP Operations management server: `SelfMon`, `dhcp_postproc.sh`, `Hotfix Deployment Tool`, and `ServiceMOMExample.tar`.
- Microsoft Internet Explorer 8 and Mozilla Firefox 17 are no longer supported.

- ECS Designer is no longer supported. Therefore, you cannot modify ECS circuits on HPOM, but you can still import them. For more information, see the *HPOM Concepts Guide*.

Known Problems, Limitations, and Workarounds

HPOM 9.20

Management Server

Symptom QCCR1A157983

The `opcpolicy check=yes` command does not warn in case there are conditions with duplicate descriptions

In case there are conditions with same descriptions in the same policy, the following error message appears in the Administration UI:

The following errors have been detected (marked with !):

Condition descriptions must be unique. Duplicate condition description on conditions number: 1, 2

Please, correct them and try saving again.

The `opcpolicy` and `opccfgupld` commands should detect this as a syntax error.

Solution

Manually change the condition descriptions.

Symptom QCCR1A174415

The `opccsa` output contains garbage characters

When running `opccsa`, especially in a non-English locale, it is possible that incorrectly converted characters appear in the output, for example:

```
opccsa -map_node e68896a4-9903-7571-1f89-c7fc6af3ff82=ge02  
???: å•|ä,€ä,ªè®,å•-è-•è-·æ±,å·²æ~ å°,å^°èŠ,ç,¹ ' ge02 'ã
```

Solution

The incorrectly converted characters may be safely ignored.

Symptom QCCR1A173507

`ovtomcatB` service appears aborted after the HPOM installation

The current Tomcat package may exceed the timeout period for startup, and therefore appear as “aborted”.

Solution

Stop the processes manually by using `/opt/OV/bin/ovc -kill`, and then start them again by using `/opt/OV/bin/ovc -start`.

Symptom QCCR1A155877

`ovocomposer` should support Java 1.7

When running the `ovocomposer -ui` command, the following error message is displayed:

```
ERROR: The current version of java (1.7) is not supported. INFO : The supported java  
versions are: 1.5 and 1.6.
```

Solution

A hotfix is available through HP Support.

Symptom QCCR1A174208

CPU and memory utilization of Java processes for adminui and ovtomcatB are four times higher than normal after restarting server processes

After restarting the server processes, Tomcat or the Administration UI may become unavailable and CPU and memory usage may increase.

Solution

After several minutes, the Java processes restart automatically, after which the issue is solved.

Symptom QCCR1A156045

ecsmgr fails to locate the libovperl.so library

ecsmgr uses the old library search path for libovperl.so.

Solution

Create a symbolic link as follows:

```
ln -s /opt/OV/nonOV/perl/a/lib/5.8.8/IA64.ARCHREV_0-thread-multi  
/opt/OV/nonOV/perl/a/lib/5.6.1/IA64.ARCHREV_0/
```

Symptom QCCR1A172348

The mondbfile policy is assigned in the PostgreSQL and non-root environments, although it is irrelevant.

Solution

Because mondbfile call does not affect the PostgreSQL and non-root environments, you can remove the assignment of the mondbfile policy manually. When switching to Oracle and to the root operation, make sure you assign this policy again so that you can use it in these environments.

Symptom QCCR1A173361

Oracle SQL report for the selected operator does not display the indirectly assigned application

The Oracle sel_oper SQL report does not show the applications that are assigned indirectly to the selected operator.

Solution

There is no workaround available at the moment.

Symptom QCCR1A174531

HPOvOUOracleB package relinks OpC/db binaries to Oracle when upgraded even if the database is PostgreSQL

The HPOvOUoraB package installation or upgrade relinks HPOM binaries to the Oracle version even if HPOM is currently using a PostgreSQL database.

When the HPOvOUoraB package is installed or upgraded, the following links are created in /opt/OV/bin/OpC:

```
opcsvcupl -> db/opcsvcupl  
opc_dbinit -> db/opc_dbinit  
opcdbinst -> db/opcdbinst  
opcagtdbcfg -> db/opcagtdbcfg  
opcactupl -> db/opchistupl  
opcadddbf -> db/opcadddbf  
opcdbmsgmv -> db/opcdbmsgmv
```

```
opcactdwn -> db/opcactdwn
opcsvcdwn -> db/opcsvcdwn
opcunack -> db/opcunack
opchistdwn -> db/opchistdwn
opcuistartupmsg -> db/opcuistartupmsg
opcack -> db/opcack
opchistupl -> db/opchistupl
opccfgdwn -> db/opccfgdwn
opcswnpatch -> db/opcswnpatch
opccfgupld -> db/opccfgupld
opcdbidx -> db/opcdbidx
opcdbpwd -> db/opcdbpwd
```

This results in the server failure if HPOM uses a PostgreSQL database.

Solution

You can create the appropriate links by running the `opcdblink psql` command.

Symptom QCCR1A174127

HA Manager daemon is still running after the HP Operations management server is removed

If the HA Manager is configured and running, it continues to run after the HP Operations management server is removed by using the `ovoremove` tool.

Solution

When the HP Operations management server is removed, obtain a PID of `opchamgr` and then stop the process by using the `kill` command.

Symptom QCCR1A172313

Administration UI and SiteScope configuration upload should be performed after the database is reinitialized

The database reinitialization does not upload all the policies from the default installation. When the database is reinitialized by using `opcdbinit -c`, the configuration components such as SiS or SPIs are not uploaded. Only the HP Operations management server default configuration is uploaded.

Solution

Before the database initialization, perform the full configuration download by using the `opccfgdwn` tool. After the database is initialized, upload the downloaded configuration manually by using the `opccfgupld` tool.

Symptom

Non-root configuration is not successfully completed if ovtomcatB is aborted before the configuration

If the `ovtomcatB` process is aborted before the non-root configuration, the configuration is not completed successfully.

Solution

Before the non-root configuration is started, as the root user stop all processes manually by using `/opt/OV/bin/ovc -kill`, and then start them again by using `/opt/OV/bin/ovc -start`. When all the processes are running, continue with the non-root configuration.

Symptom QCCR1A144819

Missing message correlation between pure Self Monitoring and Agent Health Check messages, which results in message duplication

When using the Agent Health Check component and Self Monitoring feature, the alarm messages for the agent health status may get duplicated. This means that an alarm message from Self Monitoring and another message from Health Check both may report the same agent-related problem. There is no mechanism, such as message correlation, to prevent this from happening.

Solution

Acknowledge duplicated (Self Monitoring) alarming messages manually in the message browser.

Symptom

Agent bootstrapping installation method displays an error when installing an agent from the UNIX or Linux management server to the Windows node

Agent Bootstrapping displays the following error:

```
ERROR: Agent Bootstrap access method is not supported for Windows nodes.
```

Despite the error, the installation does not stop.

Solution

This message may be safely ignored, because the installation will continue in the supported mode.

Symptom

Agent bootstrapping installation method fails when installing 11.13.007 HP Operations agent.

When run in the Agent Bootstrapping mode, the `inst.sh` script exits with the following error:

```
ERROR: (depl-81) Unable to deploy 'OVO-Agent.xml' to node
'<agenthostname'>.
(depl-301) Command '/bin/sh -c "/opt/OV/bin/OpC/agtinstall/
runplink.sh ***** root example.example.com "/bin/
rm -rf "/var/opt/OV/installation/inventory/
Operations-agent_OALIN_00031.xml"' terminated with an error:

/bin/rm: missing operand
Try `bin/rm --help' for more information.
```

Solutions

Choose one of the following solutions:

- Instead of the Agent Bootstrapping method, use the Management Server based (option = 1) installation method.
- Ignore the error message and start the remote agent manually by using `ovc -start`. After that, verify the basic agent-server communication by using `opcragt -status <agent_hostname>`.

Symptom QCCR1A142521

Agent Windows installation server method fails when installing HP Operations agent 11.xx

After the successful installation and configuration of the Installation server on the dedicated Windows system that hosts HP Operations agent 11.xx, the `inst.sh` script fails when trying to install HP Operations agent 11.xx on the target node. The following output is displayed:

```
Trying to contact HPOM at <target_win_node> (still 40 cycles) ...
```

The following error appears in System.txt:

```
(depl-81) Unable to deploy 'OVO-Agent.xml' to node '<target_win_node>'.  
Exeinst failed (depl-385) Command 'oasetup.exe -install -no_start -no_boot ' failed with the return  
code '10001' on the node '<target_win_node>'^M  
0: ERR: Wed May 23 14:31:58 2012: ovdeploy (14535/1): (depl-84) Unable to download 'oainstall.log'  
from node '<target_win_node>'.^M
```

Solution

Use the standard Management Server based (option = 1) installation method.

Symptom QCCR1A174851

Administration UI installation fails if there is no enough free space in the /tmp directory

In case there is no enough disk space in the /tmp directory, the Administration UI installation fails. The following error message appears in the /var/opt/OV/log/OpC/mgmt_sv/installation.log.verbose log file:

```
WARNING: /tmp does not have enough disk space!
```

Solution

To resolve this problem, follow these steps:

1. In a new terminal window, perform the following:
 - a. In the /tmp directory, make sure that there is as much free space as it is indicated in the installation.log.verbose log file.
 - b. In the /opt/OV/bin/OpC/install/checkpoints.conf file, delete the following line:
CONFIGURE.INSTALL_ADMINUI:DONE
 - c. Delete the /opt/OV/OMU directory.
2. In the same terminal window where you attempted the installation before, repeat the Administration UI installation process by choosing the option repeat:

```
Installing HPOM Administration UI . . . . . FAILED  
[repeat,skip,back,exit,?] : repeat
```

Symptom QCCR1A174234

Event Storm Filter may mistakenly suppress the last message before the actual event storm occurs

The Event Storm Filter component may mistakenly suppress the last message before the actual event storm takes place. This can happen when the PERIOD parameter is set to the shortest time interval (one minute) in the flood_gates.conf file.

Solution

Do not set the shortest time interval (one minute) for the PERIOD parameter in the flood_gates.conf file. Instead, set two minutes or more, and then recalculate the RATE parameter accordingly. For example, modify the following values:

```
RATE=3  
PERIOD=1
```

to these ones:

```
RATE=6  
PERIOD=2
```

Symptom QCCR1A175339

Running multiple agent installation instances in parallel may set wrong OvCoreId on the target node and therefore the installation fails

If you run multiple instances of `inst.sh` for the nodes that have the `OvCoreId` already set in the management server database, but the agents were deinstalled, the next agent installation sets a wrong `OvCoreId` on the target nodes. The `inst.sh` script fails with the following error:

```
ERROR: (depl-81) Unable to deploy 'OVO-Agent.xml' to node '<targetnode>'.
(depl-301) Command '/bin/sh -c "/opt/OV/bin/OpC/agtinstall/
runplink.sh ***** root <targetnode> '/bin/cp
-f '/var/opt/OV/installation/incoming/bundles/Operations-agent/*' '/
var/opt/OV/installation/bundles/Operations-agent/' terminated with
an error:
/bin/cp: cannot stat `/var/opt/OV/installation/incoming/bundles/
Operations-agent/47577307206688_tmpOVO-Agent.xml': No such file or
directory
```

For example, this error may be caused by reinstalling remote managed nodes (`OvCoreIds` are set in the previous installation) or when uploading.

Solution

A hotfix is available through HP Support.

Symptom

A number of parallel agent installation instances is not limited

If you have enabled installing more than one agent in parallel (that is, `OPC_AGT_MULTI_INST` is set to `TRUE`), the number of agent installation instances that you can run simultaneously is not limited. The only limitations are the ones pertaining to the operating system (for example, the maximum number of processes or open files per user kernel parameters).

Solution

When installing more than one agent in parallel, be cautious regarding the number of installation instances that you run.

It is recommended to start with the small number of installations (for example, 10 instances), and then to reasonably raise the number (for example, to 20 or 30) in case there are no problems with the installations.

Symptom

ovclusterinfo -a command returns cluster exception

The `ovclusterinfo -a` command displays the local state on the active node as `Offline`.

Solution

The value of the `CLUSTER_LOCAL_NODENAME` variable must be a node name instead of a hostname. Set the value as follows:

```
ovconfchg -ns conf.cluster -set CLUSTER_LOCAL_NODENAME <local_node_name>
```

Symptom QCCR1A173263

Second cluster node is not assigned to the virtual node

The second cluster node is not assigned to the virtual node by default. Because of this, all policies and other configuration data that are assigned to this virtual node are not assigned to the second cluster node.

Solution

Assign the second cluster node to the virtual node by using the Administration UI.

Symptom

Configuration data cannot be distributed to the second cluster node

Policies and other configuration data cannot be distributed to the second cluster node, unless the `MANAGER` and `MANAGER_ID` variables are manually set on the second cluster node.

Solution

On the second cluster node, set the `MANAGER` and `MANAGER_ID` variables as follows:

```
ovconfchg -ns sec.core.auth -set MANAGER <virtual node name>
ovconfchg -ns sec.core.auth -set MANAGER_ID <virtual node ID>
```

IPv6 Protocol

Symptom QCCR1A171374

itochecker shows an error for the IPv6-only remote node on HP-UX with the PostgreSQL database

The `itochecker` utility may show error messages in a PostgreSQL environment if there are IPv6-only nodes present. For example:

```
ERROR: The IP address from the name service for Node mycomp1.mydomain.es is different than in the
database. The name service returns fec0 for this node.
```

Solution

There is no workaround available at the moment.

Symptom QCCR1A168997

Installation of the IPv4 remote agent (11.13.007) fails if the `IsIPV6Enabled` variable is set to `TRUE`

In the IPv6 environment, the `IsIPV6Enabled` variable should be set to `TRUE`. However, if this variable is set to `TRUE`, the IPv4 remote agent (11.13.007) installation fails.

Solution

To prevent this from happening, follow these steps:

1. Temporarily set the `IsIPV6Enabled` variable to `FALSE` before installing the IPv4 agent. To do so, run the following command:

```
ovconfchg -ns sec.cm.server -set IsIPV6Enabled FALSE
```

2. Restart the certificate server by running the following command:

```
ovc -restart ovcs
```

SiteScope Integration

Symptom

The SiteScope application does not work from the Java GUI, because of the new Tomcat package 07.00.053.

Solution

1. In the `/opt/OV/nonOV/tomcat/b/www/webapps/topaz/WEB-INF/web.xml` file, comment out the lines around 203 by using `<!--` and `-->`, as follows:

```
<!--  
    <taglib>  
        <taglib-uri>/tags/jstl-core</taglib-uri>  
        <taglib-location>/WEB-INF/act/tlds/c.tld</taglib-location>  
    </taglib>  
-->
```

2. Put the following line at the end of the `/opt/OV/nonOV/tomcat/b/conf/catalina.properties` file:

```
org.apache.jasper.compiler.Parser.STRICT_WHITESPACE=false
```

3. Restart the `ovtomcatB` process as follows:

```
/opt/OV/bin/ovc -restart ovtomcatB
```

Symptom

When Discovery SiteScope Policy is configured, the AutoDiscovery service is not visible in the Java GUI.

Solution

Manually assign the AutoDiscovery service to the operator, as follows:

```
/opt/OV/bin/OpC/opcservice -assign opc_adm AutoDiscovery
```

Java GUI

Symptom QCCR1A166339

Detached Java GUI windows are not moved to the front

Detached Java GUI windows are not moved to the front when they are run from the window manager.

The menu available from the main window does not contain items for all detached windows. These items should position detached windows to the front.

Solution

Use the Java console on the Windows client, to avoid window manager limitations.

Symptom QCCR1A170203

Using the keyboard is not possible in the web browser after the application loses the focus

After the application loses the focus, using the keyboard in the web browser is not possible until the application retrieves the focus again.

Solutions

1. Use the desktop Java GUI.
2. If you prefer to use the Java GUI as an applet (with the keyboard only), click inside the Java GUI application after it loses the focus. This way you can get the focus back to the applet.

Administration UI

Symptom QCCR1A156408

Message reports that use the opcmgsrpt tool report an error

When specifying a user, an error is displayed because of the missing `-n` parameter of the `opcmgsrpt` tool.

Solution

Edit the report by adding the `-n` parameter after the tool name in the Program field.

Symptom QCCR1A170186

Incorrect net types on the Find Locate page

The network type list that is shown when you select Node from HPOM -> Find -> Locate contains some invalid values.

Solution

Ignore the following options: “SNA”, “Novell”, and “DEC.”

Symptom QCCR1A158228

D_policytype label is not resolved in messages after operation

After completed operation, the `D_policytype` label is displayed in the messages box instead of the used policy type. For example, choose a policy type and then run the “Add to Shopping Cart” action from the action menu.

Solution

There is no workaround available at the moment.

Symptom QCCR1A172235

Using the keyboard focus from the action or browse menus is lost if the menu has disabled options

When you open the action menu on an object that has disabled options, for example, HPOM-> Browse -> All Nodes, and then go through the menu (by using the arrow for moving downwards) until the “Enable Node...” option appears, the focus is lost.

Solution

Skip the disabled option by using the arrow for moving upwards.

Symptom QCCR1A172201

In the Node Defaults details page, the Machine type attribute value for non_ip/other/other is incorrect

If you select `non_ip/other/other` or click View from the action menu of the list of node defaults, the displayed details page lists the Machine type attribute value `other other` instead of `non_ip/other/other`.

Symptom QCCR1A174964

Administration UI upgrade fails after the successful startup

After successfully starting up the Administration UI upgrade process, the following message is displayed:

```
Upgrading HPOM Administration UI . . . . . OK
[repeat, skip, back, exit, ?] :
```

Solution

If the return code is OK, choose the skip option to continue:

```
Upgrading HPOM Administration UI . . . . . OK
[repeat, skip, back, exit, ?] : skip
```

Symptom QCCR1A175109

Unable to find the jetty.xml file when running the Administration UI password tool

When changing the Administration UI encrypted passwords in the `jetty.xml` file with the Administration password tool the following error is displayed:

```
Unable to find file to update: /opt/OV/OMU/adminUI/conf/jetty.xml
```

This is because the Administration UI password tool is using relative paths.

Solution

When running the Administration UI password tool command, you must be positioned in the `/opt/OV/OMU/adminUI` directory.

Symptom QCCR1A175073

Download of an element by using the Shopping Cart mechanism stops responding

When downloading an element by using the Administration UI Shopping Cart mechanism, the process stops responding.

Solution

Click on the **Stop loading this page** browser button and perform the download again.

Symptom QCCR1A175206

Administration UI Smart Card and Internet Explorer issues

When the Smart Card certificate for the Administration UI is read for the first time by using the Internet Explorer, you are prompted to enter a Smart Card password. After you enter the password the Administration UI log-on page does not open. The log-on page opens only after you reload the Administration UI and select twice the valid certificate from the list of certificates. The newly started Administration UI uses the appropriate Smart Card certificate.

Solution

Use Firefox or Google Chrome. Firefox must be configured to use CAC reader as a security device.

Symptom QCCR1A171106/QCCR1A171107

Administration UI aborts when the password expires for Active Directory logon if PAM integration is used

If you use PAM integration for Active Directory logon, the Administration UI aborts upon the user password expiration.

Solution

Use LDAP instead of PAM for Active Directory integration in the Administration UI.

Localization

Symptom QCCR1A174059

Date format in the output of `opcragt` or `opcsv -version` is not translated

In the output of `opcragt` or `opcsv -version`, date format is not translated. It is displayed in English.

Symptom QCCR1A174055

Incorrect date format in the About Java GUI form

In the About Java GUI form, the message related to the build date has US date format.

Symptom QCCR1A174063 `opchealth2txt.sh` usage is incorrectly translated

The output of `opchealth2txt.sh -h` is incorrectly translated. Moreover, the option descriptions for health and status are identical.

Solution

The following are properly formulated option descriptions in English:

- health <health record> : convert health record to localized text
- status <status record> : convert status record to localized text
- issue <issue record> : convert issue record to localized text

HPOM 9.xx Releases

For known problems, limitations, and workarounds in HPOM 9.xx releases, see the *HPOM Software Release Notes* version 9.11.100.

Local Language Support

HPOM can be used in multilingual environments.

Certified Encoding and Character Sets on HP Operations Management Servers

Certified encoding and character sets need to be set for the HP Operations management server and Oracle database host systems.

- Encoding HPOM Node Character Set: UTF-8
- Oracle Database Code Set: AL32UTF8
- HP-UX Language Variable LANG:
 - English: C.utf8, en_US.utf8, en_GB.utf8
 - Spanish: es_ES.utf8
 - Japanese: ja_JP.utf8
 - Korean: ko_KR.utf8
 - Simplified Chinese: zh_CN.utf8

Other locales are also supported, for example, German and French. For information about supported character sets, refer to the *HPOM Administrator's Reference*.

IMPORTANT UTF-8 is the only encoding supported by the HPOM database.

Localized Support

HPOM 9.20 provides the localized support for the following languages:

- Japanese
- Korean
- Simplified Chinese
- Spanish

The extent of this support is detailed in the following tables as it is not the same for all languages.

Table 4 Localized Software

Locale		English	Japanese	Korean	Simplified Chinese	Spanish
Administration UI		✓	✓	✓	✓	✓
Java UI		✓	✓	✓	✓	✓
Manual Pages		✓				
Installation		✓	✓	✓	✓	✓
HTTPS Agent Message Catalogs	Event Action	✓	✓	✓	✓	✓
	Embedded Performance Agent	✓				
Encoding/Database Character Set		UTF-8 AL32UTF8	UTF-8 AL32UTF8	UTF-8 AL32UTF8	UTF-8 AL32UTF8	UTF-8 AL32UTF8

Table 5 Localized Documentation for HPOM 9.20

Locale	English	Japanese	Korean	Simplified Chinese	Spanish
<i>HPOM Administrator's Reference</i>	✓	✓			
<i>HPOM Concepts Guide</i>	✓	✓			
<i>HPOM Installation Guide</i>	✓	✓			
<i>HPOM Software Release Notes</i>	✓	✓			
<i>HPOM Java GUI Operator's Guide</i>	✓	✓			
<i>HPOM Administration UI Help</i>	✓	✓			
Java GUI online help	✓	✓ ^a			
Administration UI online help	✓	✓ ^b			

- a. Japanese version of the Java GUI online help is currently available only on the following web site:
<https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>
 For the download procedure, see “Downloading the Japanese Version of the HPOM Java GUI Online Help” on page 35.

- b. Japanese version of the Administration UI online help is currently available only on the following web site: <https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>. For the download procedure, see “Downloading the Japanese Version of the HPOM Administration UI Online Help” on page 35.

NOTE Check the following web site for the latest versions of the localized manuals:
<https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>

Downloading the Japanese Version of the HPOM Java GUI Online Help

To download the Japanese version of the Java GUI online help, perform the following procedure:

1. Download the JavaGUI_WebHelp.zip file from the following web site:
<https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>
Place the file in the /tmp directory.
2. Delete the old online help start page for Japanese:

```
rm -rf /opt/OV/www/htdocs/ito_op/help/ja/*
```
3. Unzip the downloaded JavaGUI_WebHelp.zip file:

```
unzip /tmp/JavaGUI_WebHelp.zip -d /tmp
```
4. Copy all files to the appropriate location:

```
cp -r /tmp/JavaGUI_WebHelp/* /opt/OV/www/htdocs/ito_op/help/ja/
```
5. Link index.htm to JavaGUIWebHelp.htm:

```
ln -s /opt/OV/www/htdocs/ito_op/help/ja/JavaGUIWebHelp.htm \  
/opt/OV/www/htdocs/ito_op/help/ja/index.htm
```
6. Set the Japanese locale on the log-on page.
7. Click the **Help** toolbar, and then select the **Content** submenu, or press **F1**. The Java GUI online help opens.

Downloading the Japanese Version of the HPOM Administration UI Online Help

To download the Japanese version of the Administration UI online help, perform the following procedure:

1. Download the AdminUI_WebHelp.zip file from the following web site:
<https://softwaresupport.hp.com/group/softwaresupport/search-result?keyword=>
Place the file in the /tmp directory.
2. Delete the old online help start page for Japanese:

```
rm -rf /opt/OV/www/htdocs/ito_admin/ja/AdminUIWebHelp.htm
```
3. Unzip the downloaded AdminUI_WebHelp.zip file:

```
unzip /tmp/AdminUI_WebHelp.zip -d /tmp
```
4. Copy all files to the appropriate location:

```
cp -r /tmp/AdminUI_WebHelp/* /opt/OV/www/htdocs/ito_admin/ja/
```
5. Rename all files that contain the word Default* so that it states AdminUIWebHelp* instead.

Currently the contents of the `/opt/OV/www/htdocs/ito_admin/ja` directory would be as follows:

```
ls -l /opt/OV/www/htdocs/ito_admin/ja
```

Content

Data

Default_CSH.htm

Default.htm

Default.js

Default_Left.htm

Default.mcwebhelp

Skin

Rename all the files as follows:

- `mv /opt/OV/www/htdocs/ito_admin/ja/Default_CSH.htm \`
`/opt/OV/www/htdocs/ito_admin/ja/AdminUIWebHelp_CSH.htm`
- `mv /opt/OV/www/htdocs/ito_admin/ja/Default.htm \`
`/opt/OV/www/htdocs/ito_admin/ja/AdminUIWebHelp.htm`
- `mv /opt/OV/www/htdocs/ito_admin/ja/Default.js \`
`/opt/OV/www/htdocs/ito_admin/ja/AdminUIWebHelp.js`
- `mv /opt/OV/www/htdocs/ito_admin/ja/Default_Left.htm \`
`/opt/OV/www/htdocs/ito_admin/ja/AdminUIWebHelp_Left.htm`
- `mv /opt/OV/www/htdocs/ito_admin/ja/Default.mcwebhelp \`
`/opt/OV/www/htdocs/ito_admin/ja/AdminUIWebHelp.mcwebhelp`

6. Set the Japanese locale on the log-on page and then log on to the Administration UI.

Click the **Tool Bar** help icon. The Administration UI online help opens.

Documentation Updates

Since the last release for the HP Operations management server and the Java GUI (that is, version 9.20.310), the *HPOM Server Configuration Variables* document has been updated.

Documentation Errata

The following items are incorrectly documented or they are missing from the documentation.

LOCATION	<i>HPOM Concepts Guide</i>
ERROR	The information about managing disabled nodes is wrong.
CORRECTION	When managing disabled nodes, the processes are not stopped (only messages for such nodes are discarded).
LOCATION	<i>HPOM Administrator's Reference</i>
ERROR	In Chapter "HPOM Administration UI" ("Replacing the Certificates" section), Step 5 should contain some additional information.
CORRECTION	<p>The following text should be added:</p> <p>In this instance, <code><keystore_pass></code> is the password for <code>keystore_webapp.jks</code> (the default is <code>password</code>). When prompted for the password, enter the one that you have used when you generated the key.</p> <p>IMPORTANT: Make sure you enter the <code><alias_name></code> that you have used when you generated the key.</p>
LOCATION	<i>HPOM Administration UI Help</i>
ERROR	The information about the proper archive name format is missing.
CORRECTION	<p>The following text should be added:</p> <p>The Administration UI configuration upload works only if the name of an archive starts with <code>opccfg_</code>. You cannot use the Administration UI menu to upload the configuration with an archive name different from <code>opccfg_XXXXXX</code>.</p>
LOCATION	<i>HPOM Installation Guide for the Management Server</i>
ERROR	In Chapter "Service Management and Database Configuration" ("Creating and Configuring a PostgreSQL Database Cluster Manually" section), Step 6a should contain some additional information.
CORRECTION	<p>Step 6a should contain the <code>max_locks_per_transaction</code> configuration setting in addition to <code>port</code> and <code>listen_addresses</code>. The information should be presented as follows:</p> <p>"Open the <code><cluster_directory>/postgresql.conf</code> file, and then change the <code>port</code>, <code>listen_addresses</code>, and <code>max_locks_per_transaction</code> parameters according to your needs.</p> <p>For example:</p> <pre>port = 5432 listen_addresses = '*' max_locks_per_transaction = 256 # min 10, default 64</pre> <p>NOTE: You can also customize other parameters to adapt the database to the environment needs (for example, <code>shared_buffers</code> and <code>work_mem</code>). For details, see the PostgreSQL documentation."</p>

HP Software Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://support.openview.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

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