

# HP Service Health Reporter

For the Windows® and Linux operating systems

Software Version: 9.40

## Release Notes

Document Release Date: January 2015

Software Release Date: January 2015



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# HP Service Health Reporter Release Notes

for the Windows® and Linux operating systems.

**Software version:** 9.40

**Publication date:** January 2015

This document is an overview of the changes made to HP Service Health Reporter (SHR). You can find information about the following in this document:

["Installation and Upgrade Notes" below](#)

["New Features in this Release" on page 6](#)

["Known Problems and Limitations" on page 9](#)

["Fixed Defects in this Release" on page 10](#)

## Support Matrix

For information about the installation requirements and compatibility with other products, see the Service Health Reporter Support Matrix.

The support matrix includes the following information:

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

## Installation and Upgrade Notes

- Installation instructions are available in the [Interactive Installation Guide](#).

- You can upgrade SHR to 9.40 only from 9.31 or above. Before upgrading, make sure to check the version of the existing SHR. Before installing, make sure traces of older SHR installation (older than 9.31) are not present on the system.
- If you are using SHR to create reports with BSM data, follow the steps in the *Post-Upgrade Task: Import Additional BSM Topology Views* section in the *Interactive Installation Guide* after upgrading SHR.
- While upgrading SHR in a high-availability (HA) cluster, perform the following task after initiating the upgrade process:
  - *On Windows.* Manually copy the %PMDb\_HOME%\temp\postgreInstall.bat file to the %temp%\..\HP-SHR directory
  - *On Linux.* Manually copy the /opt/HP/BSM/PMDb/temp/postgreinstall.sh file to the /tmp/HP-SHR directory

## Accessing the Interactive Installation Instructions

To access the SHR Interactive Installation instructions, follow these steps:

1. On the product media, go to the Documentation/en\_US directory.
2. Extract the contents of the SHR\_Interactive\_Installation.zip file.
3. Double-click the following file:

**SHR\_Interactive\_Installation .htm**

Alternatively, download the SHR\_Interactive\_Installation.zip file from the following location:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01273124>

# New Features in this Release

This release of SHR includes the following new features:

## Distributed Installation

You can install all SHR components on a single system (typical installation). When reporting on a large number of nodes, to improve performance, you can distribute the different components (SHR server, SHR Data Collector, SAP Sybase IQ, and SAP BusinessObjects) over different systems (custom installation).

See the *HP Service Health Reporter Interactive Installation Guide* for the installation instructions. Then, see the "Configuring SHR" and later sections in the *HP Service Health Reporter Configuration Guide* for configuring the setup.

## New Reports

**OMi Forecast Reports:** Forecast reports are now available for the OMi domain.

**Availability Reports:** New reports on availability metrics, displayed as a heat map based on pre-determined thresholds, for every hour across the selected time period are available:

- Oracle Instance Availability
- Microsoft SQL Instance Availability
- RUM Application Availability
- BPM Application Availability
- Exchange Server Availability
- WebSphere Server Availability
- WebLogic Server Availability
- SM System Availability
- Network Node Availability
- AD Availability

**System Management Operational Reports:** New reports on resource utilization are now available in the System Management domain:

- Node Resource Performance
- NRT Resource Utilization

- Resource Utilization - Trend

For detailed information on the reports, see *Handbook of Reports* or the *Online Help for Users*.

## SiteScope Collection

SHR collects metric data directly from SiteScope. A new configuration page is now available on the SHR Administration Console to configure SHR for collecting data from SiteScope.

**Note:** SiS CODA ETL `SysPerf_SiS_ETL` is deprecated and it is not recommended for data collection. Instead, use the `SysPerf_SiS_DB` or `SysPerf_SiS_API` ETL components. For more information, see *HP Service Health Reporter Online Help for Administrators*.

## BSM/OMi Collection

A new configuration page is now available on the SHR Administration Console to configure data collection from Management database, Profile database, and OMi.

## OMi Extended Content Packs

The OMi Extended content pack includes an extended set of attributes from OMi. For more information see *HP Service Health Reporter Online help for Administrators*.

## OMi 10 ETLs

SHR supports data collection from OMi 10 for the following content using the corresponding ETLs:

- Health and Key Performance Indicators (Service Health): `HIKPI_ETL_ServiceHealth_OMi10`
- Cross-Domain Operations Events (OMi): `CrossOprEvent_ETL_OMi10`
- Real User Transaction Monitoring (RUM): `RealUsrTrans_ETL_RUM_OMi10`
- Synthetic Transaction Monitoring (BPM): `SynTrans_ETL_BPM_OMi10`

For more information see *HP Service Health Reporter Online Help for Administrators*.

## OMi Extended ETLs

The following new ETLs for the Cross-Domain Operations Events content provide an extended set of attributes from OMi.

- `CrossOprEvent_ETL_OMi_Extended`
- `CrossOprEvent_ETL_OMi10_Extended`

For more information see *HP Service Health Reporter Online Help for Administrators*.

## IBM LPAR

SHR supports data collection from IBM LPAR with BSM 9.23 and later versions. The ETL component (*VirtualEnvPerf\_ETL\_IBMLPAR\_PerformanceAgent*) enables you to collect the data into SHR. IBM LPARs are discovered in BSM with Infra Management Packs.

## Topology Migration

The new *TopologyMigrationTool* utility enables you to migrate an SHR installation, originally configured with HPOM, to an RTSM (BSM or OMi) environment. For more information, see the *Configuration Guide*.

## Exchange 2013

SHR supports data collection from the Exchange 2013 application using the new ETL component (*MicrosoftExchange\_ETL\_ExchangeSPI2013*) of the Microsoft Exchange Server Content Pack.

## Management Packs

SHR supports data collection from Management Packs for the IBM WebSphere and Oracle WebLogic applications using the following new ETL components:

- *IBMWebSphere\_ETL\_WebSphereMP*
- *OracleWebLogic\_ETL\_WebLogicMP*

For more information see *HP Service Health Reporter Online Help for Administrators*.

## Add-on Content

The SHR media also includes the following add-on that you can install anytime:

- SAP
- SAP HANA
- Hadoop
- Vertica

For more information see *HP Service Health Reporter Interactive Installation Guide*.



## Known Problems and Limitations

- When installing SHR on Linux, if the cross-launch menu does not appear, restart the SAP BusinessObjects Tomcat server.
- If the **Modify** option fails, the installer wizard might not function as expected. You can consider re-imaging the system and install SHR again.

## Fixed Defects in this Release

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

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

---

**Title:** XCelsius 2008 installation zip file is not on the SHR 9.3 re-release media (QCCR8D25358)

**Resolution:** "Xcelsius.zip" is now part of SHR 9.40 Windows and Linux installation media.

---

**Title:** Linux installer placed incorrect permissions on /opt/HP/BSM/Postgres/Mgmtdata (QCCR8D25429)

**Resolution:** Modified the permission for "/opt/HP/BSM/Postgres/Mgmtdata" to 700.

---

**Title:** Spelling error on the SHR 9.30 installation wizard (QCCR8D25904)

**Resolution:** The spelling on SHR splash screen in installation wizard is corrected now.

---

**Title:** Query "SM Util" in report "SM System Resource Outage", does not return data (QCCR8D26832)

**Resolution:** New set of prompts are introduced to fix this issue in the reports to select the threshold as per the requirement.

---

**Title:** Disaster Recovery Management Database backup script displays the Info messages as Error in the executor logs (QCCR8D26996)

**Resolution:** The messages logged by the MgmtSQLExecutor logs have been updated accordingly.

---

**Title:** Limit soft and hard nofile to a single user account (QCCR8D27014)

**Resolution:** Limit settings are now restricted to source only for root and SHR users (postgreSQL and SHRBOADMIN).

---

**Title:** Errors acquiring database locks when staging network data (QCCR8D27093)

**Resolution:** The issue was because the product could not handle the huge data piled up in the landing table because of the stream issue. The issue has been fixed.

---

**Title:** Installation went fine without any error even though BO installation returned error messages in the install logs (QCCR8D29970)

**Resolution:** The "BOinstall" log file under /tmp/HPOvInstaller/HP-SHR\_9.40 now shows appropriate messages.

---

**Title:** Characters unavailable in the US-ASCII character set do not work with SHR -> uCMDB/RTSM connections (QCCR8D30307)

**Resolution:** The issue is addressed.

---

**Title:** System Management report "SM Executive Summary" displays unexpected behavior. (QCCR8D30405)

**Description:**

Issue 1: The "Server Availability Summary" graph appears empty for some intervals, but running the "Node Availability" query against the database returns data successfully. The other graphs on the same report show data correctly.

Issue 2: The "Capacity Usage Summary" table displays a line called "MULTIVALUE."

**Resolution:**

Solution 1: The report formula is modified to fix the gaps in data in the "Server Availability Summary" graph.

Solution 2: Due to duplicate records in the database, SHR reports display the "MULTIVALUE" warning. Use the dimension life-cycle manager utility to fix this issue. For more information, see section "Managing Dimensions" in the *HP Service Health Reporter Administration Guide*.

---

**Title:** Incorrect error message in shr/collection/impl/DBDomainMapLoaderImpl.java (QCCR8D30406)

**Resolution:** Updated the log message to reflect the actual type of collector on failure.

---

**Title:** Test Connection fails for all the DB collection configurations from Admin UI with Windows Authentication (QCCR8D30796)

**Resolution:** AdminUI uses RemotePoller Utility to perform test connection in case of Windows Auth scenario. Since Remote Poller API was not running as Domain user, test connection used to fail. As part of the fix, the test connection functionality is moved to AdminUI in case of Windows Authentication.

---

**Title:** NPS Generic database collection ignores timezone configured. (QCCR8D31116)

**Resolution:** DB collector was ignoring timezone information from the file due to the issue with dumping the time zone from management database. SHR now places the complete time zone information into the data source file.

---

**Title:** OM Collection fails from table OPC\_ACT\_MESSAGES with Unparsable date error with Oracle database (QCCR8D31144)

**Resolution:** The dateTme formatting issue caused this problem, which is now fixed.

---

**Title:** GBL\_MACHINE\_MODEL metric is collected but not staged to K\_CI\_System (QCCR8D31168)

**Resolution:** Stage rule changes have been made to load data to GBL MACHINE MODEL.

---

**Title:** Invalid length parameter passed to the LEFT or SUBSTRING function causes HPOM Message details report has No Data.(QCCR8D31187)

**Description:** The HPOM Message Details report has no data because the server option shows unassigned. The length of the parameter that is passed to the function is invalid.

**Resolution:** The source code and the collection policy is modified to fix this issue.

---

**Title:** SM Virtualization Logical Inventory Report shows wrong OS type (QCCR8D31196)

**Description:** SM Virtualization Logical Inventory report shows wrong OS type value as the collection policy collects data from incorrect node attribute in RTSM.

**Resolution:** The stage rule is corrected and the fix is available in the next version SHR 9.40.

---

**Title:** SHR 9.31 : Filesystem dimension table has Node Names with upper and lower case (QCCR8D31256)

**Description:** SM FileSystem Report has node names in lower and upper case.

**Resolution:** A post upgrade script that streamlines the data is introduced to fix this issue.

---

**Title:** Query "SM Util" in report "SM System Resource Outage", does not return data (QCCR8D31257)

**Description:** The SM Util query in the report SM System Resource Outage does not return data.

**Resolution:** New set of prompts are introduced to fix this issue in the reports to select the threshold as per the requirement.

---

**Title:** Large volume of data is extracted from OM Servicelog - possible source query issue (QCCR8D31261)

**Description:** The SHR file system is filled with large volume of data extracted from OM Servicelog.

**Resolution:** This issue with large volume data extraction from OMService log has been addressed by modifying the OM collection policy and stage rule.

---

**Title:** SHR reports the virtual memory instead of physical memory (QCCR8D31291)

**Description:** SHR reports the virtual memory instead of physical memory in the UNIX nodes monitored by SiteScope.

**Resolution:** This issue has been fixed.

---

**Title:** OM db collection: Files piling up in folder %PMDB\_HOME%/collect/temp/ and log shows cartesian product error (QCCR8D31300)

**Description:** New files piling up in the folder %PMDB\_HOME%/collect/temp/ and log shows cartesian product error. The following error is repeated many times in the log:

```
2014-03-11 08:24:05,953 ERROR,  
com.hp.bto.shr.entityTos.policies.db.DictQueryTO.dumpJoinData , [ ABCBatchID:885517,  
ABCStreamID:PMDB_Platform@platform_poller_db_data_process, ABCStepID:Process_DB_  
Data, ABCProcessID:885518 ] Error occurred while processing extracted data for query OMW.  
Cause : SQL Anywhere Error -1005015: The optimizer was unable to find a query plan that avoided  
cartesian product joins larger than the Max_Cartesian_Result setting
```

```
-- (dfo_Root.cxx 822)
```

**Resolution:** This issue is fixed by updating the collection policy with proper join query in OM collection policy module.

---

**Title:** SHR not handling availability data correctly (QCCR8D31348)

**Description:** SHR is not handling the availability data correctly. SHR treats the data as conflicting.

**Resolution:** Some environment found that the data arrived to SHR more than 48 hours late and causes this issue. Hence the availability computation logic has been updated to handle this as well.

There is a chance to re-aggregate data manually if SHR gets data more than 48 hours delay.

---

**Title:** Issue with Null value in Datecreated in K\_Event Table (QCCR8D31412)

**Description:** The OMi streams failing continuously. The Datecreated field is NULL in K\_Event table.

**Resolution:** The OMi stream failure issue addressed in OMi content pack and data load is successful.

---

**Title:** In some cases, there are issues related to computer CI discovery in Virtual Nodes for "Operations manager" managed systems (QCCR8D31415)

**Description:** SM\_VMware view needs to be refined.

**Resolution:** The issue is addressed by adding new zip file SM\_BSM9\_Views.zip in SHR 9.40. For more information, see the *Post-Upgrade Task: Import Additional BSM Topology Views* section in the *Interactive Installation Guide*.

---

**Title:** Certain RUM reports are empty (QCCR8D31436)

**Description:** Certain RUM reports do not have data as the Business Applications is not part of a defined Business Service. The requirements for RUM report are not documented.

**Resolution:** The RUM reports are updated to address this issue.

---

**Title:** Platform Streams: Cannot run program "bin/downtime": CreateProcess error=2, The system cannot find the file specified (QCCR8D31442)

**Description:** The upgrade from SHR 9.20 to 9.30, the Platform streams quickly move into maximum execution time exceeded state. The platform streams are not defined and the CVS files are not placed in stage folder. The system cannot find the specified file.

**Resolution:** This issue is addressed in SHR PMDB module.

---

**Title:** SHR should support querying Dynamic disk monitor data to get file system performance metrics (QCCR8D31914)

**Description:** SHR should support querying Dynamic disk monitor data to get file system performance metrics.

**Resolution:** This issue is addressed in Content Pack SM-SiS module. SHR now supports querying Dynamic disk monitor data to get file system performance metrics.

---

**Title:** KPI status summary report showing invalid data, KPI report by domain is blank (QCCR8D32140)

**Description:** KPI status summary report showing invalid data in SHR reports which is not there in RTSM. KPI domain report is blank.

**Resolution:** This issue is addressed in Content Pack - Service Health module.

---

**Title:** K\_CI\_VM table is incomplete, affecting Logical System Inventory Report for Solaris & AIX (QCCR8D32230)

**Description:** The data is not getting populated in K\_CL\_VM table and Logical System Inventory Report does not show complete data for Solaris nodes in non-global zones and AIX LPARs.

**Resolution:** This issue is addressed in SHR Content Pack - SM\_LS module.

---

**Title:** SHR should do weighted average calculation for daily aggregation from hourly table (QCCR8D32232)

**Description:** SHR should do weighted average calculation for daily aggregation from hourly table.

**Resolution:** The SHR reports have been modified to compute daily aggregation based on weighted average.

---

**Title:** Failed\_to\_stage folder continues to grow with DISK data CSVs (QCCR8D32233)

**Description:** The CSVs related to DISK collections are getting stuck in the Failed\_To\_Stage folder. As a result, this folder is continuously growing, occupying large space.

**Resolution:** This issue was because of data corruption while writing data. The issue has been fixed by introducing a check to perform mapper only if the data set is not corrupted.

---

**Title:** Downtime utility fails on Linux (QCCR8D32234)

**Description:** The downtime utility failed to run on the Linux platform.

**Resolution:** The downtime utility failure issue has been resolved for the Linux platform.

---

**Title:** Switch of rule-type in SHR's Operation Agent, Collection Configuration (QCCR8D32242)

**Description:** In the SHR Administration Console (Collection Configuration → HP Operations Agent), the rule type can be changed from "System" or "Unassigned" to "User" to select the desired remote collector and save it. But, it could not be switched back to "System".

**Resolution:** The issue that caused the failure in switching back to the "System" rule type is fixed.

---

**Title:** Build up of CSV files in extract\extract\_audit (QCCR8D32243)

**Description:** There is a build up of CollectionAudit CSV files in %PMDB\_HOME%\extract\extract\_audit without any job or codes associated with it.

**Resolution:** The issue has been fixed. The CSV files do not get added up now; they are consumed and deleted once a day.

---

**Title:** Stage step fails with java.lang.NullPointerException (QCCR8D32630)

**Description:** The stage step fails for all streams of ETL\_SystemManagement\_PA.

**Resolution:** The issue has been resolved.

---

**Title:** Aggregate is not considering all the samples for summarization (QCCR8D32950)

**Description:** Aggregate does not consider all the available samples for summarization. For example, it does not consider all 24 samples from hourly table for daily summarization.

**Resolution:** The issue of aggregate not considering all samples has been fixed.

---

**Title:** Mapper is failing with OutOfMemoryError (QCCR8D33062).

**Description:** When large size of data comes to stage directory, the Node\_Res files fail for mapper step. Increasing the memory heap size to 2048 MB in the mapper start-up file, does not solve the issue.

The mapperStep.log shows the following error:

2014-07-23 07:25:10,842 ERROR, com.hp.bto.shr.steps.mapper.Mapper.transform,

Transformation failed for Category SM\_SIS\_DB, Type Fact\_NodeResource. Cause,

2014-07-23 07:25:14,703 ERROR, com.hp.bto.shr.steps.mapper.Mapper.main,

There was a failure with Transformation, java.lang.OutOfMemoryError: Java heap space at sun.reflect.ByteVectorImpl.resize(ByteVectorImpl.java:84)

**Resolution:** This issue of "Mapper is failing with OutOfMemoryError" is addressed.

---

**Title:** OMi - Collection failing with ORA-01002: fetch out of sequence (QCCR8D33520)

**Description:** The OMi data collection is failing with the following error message:

"java.sql.SQLException: [bto][Oracle JDBC Driver][Oracle]ORA-01002: fetch out of sequence" error

**Resolution:** Collection policy is modified to load the fields appropriately.

---

**Title:** Build up of winRegRead.vbs files in Windows\Temp directory (QCCR8D33557)

**Description:** There are multiple files created in the \Windows\Temp directory with the name winRegRead\*.vbs that are not being deleted.

**Resolution:** The issue of Build up of winRegRead.vbs files in Windows\Temp directory has been resolved.

---

**Title:** In SHR, the Data Source Discovery view needs refinement (QCCR8D33688)

**Description:** The SHR Data Source Discovery view for SPI content has to be refined.

**Resolution:** The issue is addressed by adding new views in SHR 9.40. See the *Post-Upgrade Task: Import Additional BSM Topology Views* section in the *Interactive Installation Guide*.

---

**Title:** EUMCore@K\_CI\_BRIDGE\_NOGROUP - Identity/Auto increment Column value range exceeded error (QCCR8D33711).

**Description:** The EUMCore@K\_CI\_BRIDGE\_NOGROUP stream fails due to the following error (found in runproc.log):

2014-09-18 18:32:39:000,W. Europe Daylight Time,+02:00, ERROR, 9436,

[ ABCBatchID:, ABCStreamID:, ABCStepID:, ABCProcessID: ] SQL execution failed;

SQLSTATE : HY000 ERRORMSG: [Sybase][ODBC Driver][Sybase IQ]Identity/Autoincrement Column value range exceeded for column dsi\_

2014-09-18 18:32:40:000,W. Europe Daylight Time,+02:00, ERROR, 9436,

[ ABCBatchID:, ABCStreamID:, ABCStepID:, ABCProcessID: ]

Failed to execute sql EUM\_Bridge\_NOGROUP

**Resolution:** The issue has been fixed.

---

**Title:** SHR 9.31 CPU data incomplete-GBL\_NUM\_CPU\_CORE provides the total number of CPU cores on a physical system - not the number of cores per CPU as stated in CoreSystemManagement\_MODEL.html. (QCCR8D33971)

**Description:** SHR collects SCOPE CONFIGURATION GBL\_NUM\_CPU and GBL\_NUM\_CPU\_CORE metrics into K\_CI\_System.

Where hardware threads (hyperthreading) is enabled, GBL\_NUM\_CPU indicates the number of logical processors - not the number of physical CPUs. GBL\_NUM\_CPU\_CORE provides the total number of CPU cores on a physical system - not the number of cores per CPU as stated in CoreSystemManagement\_MODEL.html.

See <https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00200884> for the metric definitions.



From the available data in K\_CI\_System, it is not possible to say how many physical CPUs/resources are allocated and how many cores are there in each CPU, if hyperthreading is enabled.

**Resolution:** The description for CPU\_Num\_Core has been corrected in model documentation as "The total number of CPU cores on a physical system".

---

**Title:** Discrepancy in Availability and Downtime calculation (QCCR8D34129)

**Description:** When planned downtime is configured, the SHR availability report shows the wrong downtime.

**Resolution:** The issue has been addressed to show the correct availability and downtime after a planned downtime.

---

**Title:** On upgrading from 9.20 to 9.30, a procedure is required to set First day of week as Monday. (QCCR8D34459).

**Description:** SHR 9.20 has a procedure to set "First day of the week" from Sunday to Monday. After upgrading to 9.30, the configuration has automatically changed to Sunday. A fixed procedure is required to change the First Day of Week as Monday in 9.30 release.

**Resolution:** This issue is fixed in SHR 9.40 and the default First day of the week is set to Monday. However the First day of the week can be edited from the default values of Sybase database.

---

**Title:** Fail connection between ServiceHealthReporting and OperationManager (QCCR8D34479)

**Description:** : The Topology Collection fails with OM (Oracle RAC) as a topology source with following exception in topologycollector.log file:

```
ERROR, com.hp.bto.bsmr.collection.collector.SNCollector.collect , Exception Occured while doing Agent Discovery
```

```
so ignoring collection for all OM host
```

```
com.hp.bto.bsmr.collection.collector.sn.exception.FailedToCreateNodeGroup:
```

```
Failed to create NodeGroup for the Host [ OVO_ONE (Oracle RAC)] at
```

```
com.hp.bto.bsmr.collection.collector.sn.core.OMUNodeGroup.createNodeGroupByType (OMUNodeGroup.java:38)
```

```
at com.hp.bto.bsmr.collection.collector.SNCollector.collect(SNCollector.java:173)
```

**Resolution:** The issue has been addressed.

---

**Title:** CPU utilization reaches 100% during long time periods (QCCR8D34873)

**Description:** The CPU utilization reaches 100% during long time periods.

**Resolution:** The issue has been fixed.

---

**Title:** SHR to support integration with NNM iSPI for Performance version 10.x (QCCR8D36022)

**Description:** SHR to support integration with NNM iSPI for Performance version 10.x..

**Resolution:** SHR Network content is certified with NNM iSPI for Performance 10.0.

---

## Fixed Documentation Defects in this Release

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

The following documentation defects were fixed in this release:

**Title:** HPPmdbBORebrand fails on RHEL 6.4 (QCCR8D26459)

**Description:** HPPmdbBORebrand fails on RHEL 6.4. Installing SAP BusinessObjects returned a non-zero error code.

**Resolution:** The Installation Prerequisites section of the Linux installation in the Interactive Installation guide for SHR 9.40 has been updated with the following user permission information:

"The root user must be the owner of the /opt and /var directories."

---

**Title:** Error while creating or modifying a Web Intelligence Document (QCCR8D26539)

**Description:** When trying to modify or create a new Web Intelligence Document in Business Objects InfoView, errors of the following form are seen:

Missing required Permissions manifest attribute in main jar:...

Missing Application-Name manifest attribute for:  
<http://abc:8080/AnalyticalReporting/webiApplet/ThinCadenza.jar>

**Resolution:** The resolution is to add SHR URL <http://<hostname>:8080/AnalyticalReporting/>, to the exception site list of Java.

For more details, see "Symptom: Errors when Creating or Modifying SHR Reports" in the *HP Service Health Reporter Troubleshooting Guide*.

---

**Title:** In H/A setup shared storage metrics requires to be documented in Performance and Sizing Guide (QCCR8D26772).

**Description:** The customer is implementing SHR 9.30 configured in VCS local H/A with remote Sybase installation. There are no storage requirements in the HA guides, only in the Performance and Configuration guides.

Please send recommendations for sizing and then create a CR from this case to have this sizing information documented in the HA guide

**Resolution:** Updated the reference to the Performance, Sizing and Tuning guide in the *HP Service Health Reporter High Availability Guide*.

Updated the calculation steps for shared and local storages in the *HP Service Health Reporter Performance, Sizing and Tuning Guide*.

---

**Title:** SHR config.prp parameters are not documented (QCCR8D31283)

**Description:** SHR config.prp parameters are not documented. There is currently no explanation of the parameters and arguments used in this file. This data should be added to the guide.

**Resolution:** SHR config.prp parameters added as a table in Appendix in *HP Service Health Reporter Administrators Guide*.

---

**Title:** : Incorrect reference to *HP Service Health Reporter Installation Guide* from *HP Service Health Reporter High Availability Guide* (QCCR8D33801).

**Description:** There are incorrect references to the chapters in the *HP Service Health Reporter High Availability Guide*.

**Resolution:** All the references to the chapter numbers and the task numbers have been replaced by the relevant headings.

---

**Title:** VCS support statement needs to be outlined in the *HP Service Health Reporter High Availability Guide* (QCCR8D34008)

**Description:** The *HP Service Health Reporter High Availability Guide* needs to be updated to specifically indicate that HP does not support the VCS installation and configuration, and point the customer to Symantec for support.

**Resolution:** A Note stating that HP support does not provide any assistance in installing and configuring HA cluster software is been updated in the "Introduction" section of *HP Service Health Reporter High Availability Guide*.

---

**Title:** *HP Service Health Reporter High Availability Guide* needs to be updated with default password information (QCCR8D34480)

**Description:** Modify the *HP Service Health Reporter High Availability Guide* with the default password information to connect to SQL Anywhere.

**Resolution:** The "Creating Server Intelligence Agent in the Secondary Node for windows" section in *HP Service Health Reporter High Availability Guide* is updated with the default password information to connect to SQL Anywhere.

---

**Title:** In the *HP Service Health Reporter Interactive Installation Guide*, the FQDN lists SHR server as target, it should be OM server (QCCR8D34519)

**Description:** Page 96, step 13 on the *HP Service Health Reporter Interactive Installation Guide* lists the SHR server as the target, when it should be the OM server. The step indicates:

13 On the SHR system, run the following command:

```
ovcert -trust <SHR_Server> -ovrg server
```

In this instance, <SHR\_Server> is the FQDN of the SHR system.

This is incorrect, and if followed, will not allow the SHR system to communicate with the local poller. The correct steps should read:

13 On the SHR system, run the following command:

```
ovcert -trust <HPOM_Server> -ovrg server
```

In this instance, <HPOM\_Server> is the FQDN of the HPOM system.

**Resolution:** The command has been updated with the correct target server.

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# Enhancement Requests Included in this Release

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

**Title:** Configuring access to InfoView by proxy after changing port 21411 (QCCR8D23597)

**Resolution:** SHR 9.40 supports this capability to have the cross launch of reports working after changing the default adminUI port.

---

**Title:** SHR should consider Duplicate\_Count from OMi (QCCR8D25213)

**Description:** SHR should consider Duplicate\_Count from OMi.

**Resolution:** The OMi duplicate event count is now considered in the out-of-the-box content pack of SHR. This issue is addressed in Content Pack - OMi module.

---

**Title:** Add support of IBM AIX LPARs with RTSM as the topology source (QCCR8D26081)

**Resolution:** The ETL\_SM\_VI\_LPAR\_PA component has been enhanced to collect IBM AIX LPAR topology from RTSM as well, and therefore will be supported in an RTSM deployment scenario of SHR.

---

**Title:** System Management LS CP should be enhanced to collect VI SPI specific metrics for better reports (QCCR8D26712)

**Description:** Enhance the System Management LS CP to collect the VI SPI specific metrics for improved reports.

**Resolution:** This issue is addressed in the Content Pack module.

---

**Title:** Modify log files to log issues properly with the installation of the HPPmdbBORebrand package. (QCCR8D26993)

**Resolution:** On Linux, if HPPmdbBORebrand package fails, then refer to the log file in - /tmp/HPOvInstaller/HP-SHR\_9.40/BORebrand.log

On Windows, if HPPmdbBORebrand package fails, then refer to the log file in "%PMDB\_HOME%\temp\BORebrand.log"

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**Title:** Log files must be enhanced and tools have to be created to assist in the troubleshooting of DB collection issues. (QCCR8D26998)

**Resolution:** DB collector log now has been enhanced to log detailed messages in case of errors during data collection. Also, the collection JMX console is now enhanced to indicate the Node to domain mapping for each DB datasource as part of Collection Administration MBean along with the usual logs, indicating the same details in DB collector log file.

---

**Title:**The SHR Windows installation routines should check that the installation is run by a local admin (QCCR8D27048)

**Resolution:** Included a new pre-check to check if the system user is a local administrator.

---

**Title:** Planned Downtime should be displayed as part of SHR 9.20 AD Reports (QCCR8D29403)

**Description:** AD Reports should display Planned Downtime.

**Resolution:** This issue is addressed in SHR 9.40 Content Pack - Active Directory - Data validation module.

---

**Title:** Loading of data inside SHR of OMi metrics defined in interface but not available in table (QCCR8D31610).

**Resolution:** Event title, description and object attributes are now being collected from OMi Event database and are loaded to the Event dimension table in SHR; therefore, made available for ad-hoc reporting in the Business Objects universe for OMi content.

---

**Title:** Create a dump of DBS/OMi to connect to SHR to create report with missing data (QCCR8D32106).

**Resolution:** In SHR 9.40, the CrossOprEvent\_Domain\_Reports\_Extended and CrossOprEvent\_ETL\_OMi\_Extended content pack components bring in the extended set of attributes from OMi event database to enable the OMi event ad-hoc reporting use case.

---

**Title:** Loading of data not OOTB to extend SHR report (QCCR8D32107).

**Resolution:** The CrossOprEvent\_Domain\_Reports\_Extended and CrossOprEvent\_ETL\_OMi\_Extended content pack components handle the extended set of attributes including Event Forwards, CMAs, Annotations etc. This is included in SHR 9.40 to enable ad-hoc report use cases on SHR OMi content.

---

**Title:** Requires clarity in SHR the way physical CPUs/resources are allocated if hyperthreading is enabled (QCCR8D33962).

**Resolution:** The System Performance content has been updated (content version v9.40.003 deployable on SHR9.40) to include the following metrics in the data model and sourced from the SysPerf\_ETL\_PerformanceAgent ETL package:

Physical cpus - GBL\_NUM\_SOCKET

Logical processors - GBL\_NUM\_CPU

GBL\_CPU\_MT\_ENABLED indicates if Hyperthreading is enabled/disabled/Not supported.

No. of cores in each physical cpu -  $gbl\_num\_cpu / (gbl\_num\_socket * gbl\_cpu\_num\_threads)$

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# We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

## **Feedback on Release Notes (Service Health Reporter 9.40)**

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