HP Service Health Reporter

Software Version: 9.40
Windows® and Linux operating systems

Troubleshooting Guide

Document Release Date: July 2016
Software Release Date: January 2015

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Java is a registered trademark of Oracle and/or its affiliates.

Documentation Updates

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

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

To check for recent updates or to verify that you are using the most recent edition of a document, go to:
http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:
http://h20229.www2.hp.com/passport-registration.html

Or click the **New users - please register** link on the HP Passport login page.

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

Support

Visit the HP Software Support Online web site at: **http://www.hp.com/go/hpsoftwaresupport**

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online 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 web 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 a support contract. To register for an HP Passport ID, go to:

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

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is **http://h20230.www2.hp.com/sc/solutions/index.jsp**

Contents

Chapter 1: Troubleshooting HP Service Health Reporter

HP Service Health Reporter (SHR) is a cross-domain historical infrastructure performance reporting solution. It displays both top-down reports from Business Service Management (BSM) Business Service and Business Application or HP Operations Manager (HPOM) Node Group perspective to the underlying infrastructure. It also displays reports from the infrastructure to the impacted Business Services and Business Applications or Node Groups. It leverages the topology information to show how the underlying infrastructure health, performance and availability are affecting your Business Services and Business Applications or Node Groups in the long term.

Like any other enterprise application, SHR can experience problems in any IT environment. These problems may occur because of the complex behavior of the application, changing hardware and software demands and infrastructure changes. This guide helps you identify, diagnose, and resolve problems with SHR.

About this Guide

This guide provides information about the common problems that you may encounter while using SHR and also provides detailed information to troubleshoot and resolve the problems. Each problem is documented with a problem statement and the solution. The cause of the problem, if any, is explained in the solution.

When to use this guide?

You can use this guide to troubleshoot the following:

- Encounter problems configuring and operating SHR.
- Unable to view any data in the reports.
- Notice alerts in the SHR Administration Console related to database connection, data collection, job streams, or services.

How to use this guide?

This guide is organized into the following sections:

Target Audience and Prerequisites

The target audience for this guide are the users who work with SHR on a regular basis and the administrators responsible for maintaining the product. The use of this guide assumes some prerequisite knowledge. You must have a high-level understanding of SHR and the various features and functions. Following are the documentation related to SHR:

- Installation Guide
- Configuration Guide
- Concepts Guide
- Online Help for Administrators
- Online Help for Users
- Release Notes

SHR Log Files

This section covers the following topics:

Configuring DEBUG Levels in the SHR Log Files

Before you can effectively use a log file to troubleshoot a problem, you must have detailed information about that problem in the specific log file. By default, the log file only displays **INFO**, **ERROR**, or **FATAL** types of messages. For detailed information, you can configure SHR to log DEBUG or ALL types of messages in the log file. A DEBUG type of message provides additional information about a particular error that occurred rather than just a simple error or warning message.

Task 1: To set the DEBUG level for a log file, perform the following steps:

1. Go to the following location:

   Windows: `%PMDB_HOME%\config`

   Linux: `$PMDB_HOME/config`

   Open the `BSMRLogConfigClient.xml` file.

2. Search for a particular log file name. For example, to modify the level of the transform.log file, you must search for the `transform.log` file. Each log file in SHR is associated with an Appender[1] component in the BSMRLogConfigClient.xml file. Searching for the log file displays the <appender> tag for that log file. For the `transform.log` file, the following Appender component appears:

[1]A logging framework generates output for multiple destinations, such as generating output of trace statements to the console or serializing it into a log file. In SHR logs, the Appender component defines this output medium. These components append themselves to the Logger component and relay the output to an output stream.

```
<appender name="transformAppender" class="com.hp.bto.bsmr.util.logger.BSMRRollingFileAppender">
    <param name="File" value="${pmdb.home}/log/transform.log"/>
    <param name="Append" value="true"/>
    <param name="MaxFileSize" value="4MB"/>
    <param name="MaxBackupIndex" value="10"/>
    <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d{ISO8601} %5p, %C.%M , %m%n"/>
    </layout>
</appender>
```

3. Note the appender name for the log file. For example, for the `transform.log` file, the appender name is `transformAppender` as shown in the preceding example.

4. Search for the appender name string in the file. The Logger component for the specified appender name is displayed. For example, for the `transformAppender`, the following Logger component appears:

```
<logger name="com.hp.bto.bsmr.transform" additivity="false">
    <level value="INFO"/>
    <appender-ref ref="transformAppender"/>
    <appender-ref ref="errorAppender"/>
</logger>
```

5. In the *<logger>* tag of the string, change the *<level value>* from INFO to DEBUG.

6. Save changes and close the file.

Task 2: To configure DEBUG Levels for loader, aggregate and runProc, perform the following steps:

1. Go to the following location:

   Windows: `%PMDB_HOME%\data\config.prp`

   Linux: `$PMDB_HOME/data/config.prp`

   Edit the `config.prp` file to enable debugging of loader, aggregate and runProc.

2. Edit the following field in `config.prp` file for loader.

   ```
   loader.debug.level=INFO => change to
   loader.debug.level=DEBUG
   ```

3. Edit the following field in `config.prp` file for aggregate.

```
aggregate.debug.level=INFO => change to
aggregate.debug.level =DEBUG
```

4. Edit the following field in `config.prp` file for runProc.

```
runProc.debug.level=INFO => change to
runProc.debug.level=DEBUG
```

SHR Log File Inventory

SHR uses the `log4j` API for logging information. It maintains a log file for each module placed in the following location:

Windows: `%PMDB_HOME%\log`

Linux: `$PMDB_HOME/log`

The following table lists the log files available in SHR their location and their purpose.

Log File	Location on Disk	Description
`AdministratorService.log`	**Windows:**`%PMDB_HOME%\log\` **Linux:**`$PMDB_HOME/log/`	Contains log messages for the PMDB Platform Administrator service.
`aggregate.log`	**Windows:**`%PMDB_HOME%\log\` **Linux:**`$PMDB_HOME/log`	Contains log messages related to the loading of data from the rate tables to the hourly, daily, and forecast tables, and from the hourly tables to the daily tables.
`aggrgen.log`	**Windows:**`%PMDB_HOME%\log\` **Linux:**`$PMDB_HOME/log`	Contains log messages related to aggregate procedure generation. `Appender:aggrgenAppender`

Log File	Location on Disk	Description
audit.log	**Windows:** %PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Records the start time, end time, and duration of back-end processes. When a process begins, the file assigns a Process Identification (PID) that also records when the process ends, showing that the PID for the process was terminated.
backend.log	**Windows:** %PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages for all steps in the data processing job. Appender: backendLogAppender
BOEInstall_0.log BusinessObjects.12.7.log	<SAP BOBJ Install Directory>\BusinessObjects Enterprise 12.0\Logging\BOEInstall_0.log **Linux:** /opt/HP/BSM/BO/setup/logs	Contains log messages related to SAP BusinessObjects installation.
BSMRApp.log	**Windows:** %PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Application-wide log file that contains error messages from all the SHR modules except data processing. Appender: bsmrappender

Log File	Location on Disk	Description
BSMRCollectionService.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages for the PMDB Platform Collection Service.
BSMRDBLoggerService.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages for the PMDB Platform DB Logger Service.
bsmrfrontend.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to the Administration Console UI web application. Appender: BSMRFrontEndAppender
bsmrim.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to the internal monitoring of data processing job streams, Sybase IQ database, Performance Management database (PMDB) platform, and Content Packs. Appender: BSMRIMAppender
BSMRIMService.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages for the PMDB Platform IM Service.
catalina*.log	**Windows:**%PMDB_HOME%\adminServer\logs **Linux:**$PMDB_HOME/log/	Contains log messages about the Apache Tomcat server.

Log File	Location on Disk	Description
collections.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to the collection framework such as data sources configured collection, job scheduling, and maintenance. Appender: collectionAppender
collectStep.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to the collect step that moves data from the {PMDB_HOME}/collect directory to the {PMDB_HOME}/stage directory Appender: collectAppender
cpDataMigrate.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to data migrate content pack. cpDataMigrate.log Appender: cpDataMigrateAppender
cpPatchAppender	**Windows:**${pmdb.home}/log/cppatch.log **Linux:**$PMDB_HOME/log/	Contains log messages related to Patch installation.
customgroup.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to importing of custom groups defined in an XML file. Appender: customgroupAppender

Log File	Location on Disk	Description
dbcollector.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to database collection. Appender: dbCollectorAppender
downtime.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to configuring downtime and enriching the performance data with configured downtime information. Appender: downtimeAppender
dw_abclauncher.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to job streams. Log messages specific to a process can be seen in the process-specific log file. For example, loader.log for the loader process. Appender: abclauncher-RollinglogFileAppender
host-manager*.log	**Windows:**>%PMDB_HOME%\adminServer\logs **Linux:**$PMDB_HOME/log/	Contains log messages related to Host Manager.
hpacollector.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to HP Performance Agent collection. Appender: hpaCollectorAppender

Log File	Location on Disk	Description
IAEngine.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to Internal Alerts.
IAEvent.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to Internal Alerts.
Jakarta_service_*.log	%PMDB_HOME%\adminServer\logs	Jakarta_service_*.log
License.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contain messages for license-related tasks. Appender: licenseAppender
loader.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to data loading from the stage area to the data store.
loadgen.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to data load procedure generation. Appender :loadgenAppender
localhost*.log	%PMDB_HOME%\adminServer\logs	Contains log messages related to Server Access.
manager*.log	%PMDB_HOME%\adminServer\logs	Manager*.log

Log File	Location on Disk	Description
mapperStep.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to transformation of collected data. Transformation includes pivot transform, rows filtering, and so on. Appender: mapperAppender
metadata.log	**Windows:**%PMDB_HOME%\log\ **Linux:**Linux:$PMDB_HOME/log/	Contains log messages related to metadata repository persistence, access, and modification. Appender: MetadataRepositoryAppender
mybsm.log	**Windows:**%PMDB_HOME%\log\ Linux:$PMDB_HOME/log/	Contains log messages related to launching of SHR reports from the MyBSM console.
OvInstallerLog.txt	%temp%\..\HPOvInstaller\HP-SHR_9.30\HP-SHR_9.30_<timestamp>_HPOvInstallerLog.html %temp%\..\HPOvInstaller\HP-SHR_9.30\HP-SHR_9.30_<timestamp>_HPOvInstallerLog.txt.	This folder also stores log files for each component of SHR such as LCore components, OVPerl, and so on.
packagemanager.log	%PMDB_HOME%\log\packagemanager.log	Appender: pkgmgrAppender
pmdb.iqmsg	<Sybaseiq DB path>	Contains log messages related to Sybase IQ.

Log File	Location on Disk	Description
Postgresql-<date and time>.log	<Postgres_install_directory>/data/pg_log	Contains log messages related to PostgreSQL.
postinstallconfig.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Details on database schema creation on Sybase IQ, details on SHR Management database schema creation on Postgresql. Appender: postinstallAppender
reconcilStep.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to reconciliation of collected data. Appender: reconcileAppender
remotepoller.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to configuration and metadata synchronization and data transfer between SHR server and the different collectors configured.
runProc.log	**Windows:** Windows:%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to execution of database procedures and functions associated with each content pack.
reloadAppender	${pmdb.home}/log/reload.log	Contains log messages related to the contrib utility (reload.exe) that handles reload of failed data.

Log File	Location on Disk	Description
shiftmaint.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to populating the shift fact tables based on shift configured in Administration Console. Appender: shiftMaintAppender
stage.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to data staging, and purging of staging area. Appender: stageAppender
stderr*.log	%PMDB_HOME%\adminServer\logs	Contains messages logged to standard error by the Tomcat server.
stdout*.log	%PMDB_HOME%\adminServer\logs	Contains messages logged to standard output by the Tomcat server.
SybaseService.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to the PMDB Platform Sybase Service.
topologycollector.log	**Windows:**%PMDB_HOME%\log\ **Linux:**$PMDB_HOME/log/	Contains log messages related to topology collection. Appender: topologyCollectorAppender

Log File	Location on Disk	Description
`trend.log`	**Windows:**`%PMDB_HOME%\log\` **Linux:**`$PMDB_HOME/log/`	Contains messages for all back-end processes of SHR. Each message specifies the start and end time for the logged process.
`TrendTimerService.log`	**Windows:**`%PMDB_HOME%\log\` **Linux:**`$PMDB_HOME/log/`	Contains log messages related to the SHR timer service.
`VC_collector/collector.log`	`${pmdb.home}/log/VC_collector/collector.log`	`VC Collector logfiles Appender: vcAppender`

(Only on Linux)
`<hostname>.0001.srvlog`
`<hostname>.0001.stderr`
	`/opt/HP/BSM/Sybase/IQ-16_0/logfiles`	Contains log messages related to Sybase database.

Chapter 2: Troubleshooting Installation Issues

This section provides information about installation related issues and possible solutions.

Symptom: Installation Failure caused by SAP BusinessObjects Error

Description: While running the SHR installer, the installation fails and the following error message is displayed:

```
SAP BusinessObjects is installed on the system. Please uninstall
it before installing HP SH Reporter.
```

Resolution: If you have any component of SHR (such as SAP BusinessObjects or Sybase IQ) preinstalled or not correctly uninstalled from your system, the SHR installation may fail because the installer tries to install the components that are bundled with the product.

To resolve this problem, you can uninstall the existing components from the system and rerun the installer. For a virtual system, you can consider reimaging if feasible.

Symptom: Unable to Launch SHR Services after Successful Installation

Description: If SHR is installed on a virtual machine that is not restarted after the installation, the environment variables set by the installer will not be available to the user. Thus resulting in SHR services not coming up in spite of multiple retry.

Resolution: After installing SHR, you must restart the virtual machine.

Symptom: Remote Sybase IQ Database Creation Fails

Description: In the HP Service Health Reporter Configuration Wizard, while trying to create the Sybase database file on a remote system, the post-installation fails and the following error message appears:

```
<time stamp>,018 ERROR,
com.hp.bto.bsmr.dao.helper.CreateSybaseIQDatabase.executeSQL,
Could not connect to the database.
```

```
<time stamp>,049 ERROR,
com.hp.bto.bsmr.dao.helper.CreateSybaseIQDatabase.executeSQL ,
Specified database not found.
```

Resolution1: This error occurs if the database file location specified in the HP Service Health Reporter Configuration Wizard includes one or more spaces in the file path. To resolve this problem, make sure that the specified database file location exists on the remote system. In addition, ensure that the path provided in the Post-Install wizard does not contain any spaces.

Resolution2: This error can occur when adequate disk space is not available in the drive. The installer does not warn in case of a remote database. You can increase the disk space to resolve this issue.

Symptom: Sybase IQ stops reponding unexpectedly

Description: SHR servers that have four or less CPUs, Sybase IQ hangs because of low `iqgovern` parameter value that is computed automatically.

Resolution:

To resolve this issue, perform the following steps:

- **Windows:**
  a. Go to the location `%PMDB_HOME%\config\pmdbConfig.cfg`
  b. Add `"-iqgovern 50"` parameter to the file

c. Restart the Sybase IQ database.

- **Linux:**

a. Go to the location `$PMDB_HOME/config/pmdbConfig.cfg`

b. Add "`-iqgovern 50`" parameter to the file

c. Restart the Sybase IQ database.

Symptom: Direct IO disabled for file Sybase log file message

Description: The Sybase log file displays the following message:

W. 01/30 13:39:33. Direct IO disabled for file '/opt/HP/BSM/Sybase/Data/pmdb.db' because transparent hugepage support is enabled and madvise is not supported

Resolution: Ensure that transparent hugepage support (THP) is disabled in Linux for SHR.

To resolve this issue, perform the following:

1. Disable THP on a system-wide basis with one of the following methods:

   ```
   echo never > /sys/kernel/mm/transparent_hugepage/enabled
   ```

   ```
   echo never > /sys/kernel/mm/redhat_transparent_hugepage/enabled
   ```

   Restart the system with `transparent_hugepage=never`.

2. Disable `O_DIRECT I/O` for database file reads/writes with one of the following methods:

- On the server command line use the `-u` flag.
- Before starting the server set `SA_DISABLE_DIRECTIO=1` in the environment.

Symptom: SHR Fails to Create the Sybase Schema on Linux systems

Description: If SHR fails to create the Sybase schema after you complete the post-installation configuration tasks, an error message appears in the database log files. The following Sybase database log files are present in the `/opt/HP/BSM/Sybase/IQ-16_0/logfiles` directory on Linux:

- `–<hostname>.0001.srvlog`
- `<hostname>.0001.stderr–`

The following error message appears in the Sybase database log files:

`“utility_db" (utility_db) stopped`

This error message appears only the Sybase database log files. No error messages appear in the Administration console.

Resolution:

To resolve this problem, restart the Sybase service by running the following commands:

```
service HP_PMDB_Platform_Sybase stop
service HP_PMDB_Platform_Sybase start
```

Symptom: Database Schema Creation Takes too Long

Description: During the post-installation configuration stage, in the **Administration Console > Create Database Schema**, click **Next**. After typing the required values there is no activity in the console and the process takes too long to complete.

Perform any of the following:

Resolution 1: Clear the web browser cache, reload the page, and perform the steps again.

Resolution 2: Sybase database file creation in Linux takes a long time to complete. You can monitor the progress in `{PMDB_HOME}\log\postinstallconfig.log` file.

Alternatively, you can also monitor the size of `pmdb.iqtmp` or `pmdb_user_main01.iq` files to check the progress. If the browser causes a session time out, clear the web browser cache, reload the page, and perform the steps again.

- **Windows:**

  Check whether the `HP_PMDB_Platform_Sybase` service has started and the `iqsrv15.exe` process is running.

- **Linux:**

  Check whether the `HP_PMDB_Platform_Sybase` service has stared.

Resolution 3: If the database is on a remote system, cleanup the post-installation folder and restart administrator service and remote Sybase service. If any database files are created in the *<db folder name>* of remote Sybase machine, clean them up and retry the post-installation.

Symptom: SHR Fails to Create the Sybase Schema during post-installation configuration

Description: On a Linux system, the post-install fails either during Sybase IQ schema creation or Postgres schema creation.

Resolution:To resolve this issue, perform the following steps:

1. Run the following command:

   ```
   echo $PATH
   ```

   Verify if this command returns the following output:

   ```
   /opt/HP/BSM/JRE64/bin:/usr/lib64/qt3.3/bin:/usr/kerberos/sbin
   :/usr/kerberos/bin:/usr/local/sbin:/usr/local/bin:/sbin:/bin:
   /usr/sbin:/usr/bin:/opt/HP/BSM/PMDB/bin:/opt/OV/bin:/opt/OV/l
   ib64:/opt/HP/BSM/Postgres/bin:/opt/HP/BSM/Sybase/IQ-15_
   4/bin64:/root/bin
   ```

2. If the above path variables does not exist, run the following command:

   ```
   ln -s -f /opt/HP/BSM/PMDB/bin/setenv.sh
   /etc/profile.d/setenv.sh
   ```

Symptom: User is Unable to Perform Post-Install Steps after Installation

Description: After installation, when you click **Next**, the subsequent page does not load despite enabling JavaScripts to run.

Resolution: This occurs when the system date on the SHR system is much older than that of the ESX (in case of a VM). In such a scenario, the Tomcat server does not allow any requests from the client. Hence, it is always advisable to update the system date to current and then perform SHR installation.

To resolve this problem, perform the following steps:

1. Change system date to current.
2. Apply the permanent license.

   Note: When the system date is changed by more than three months, the license expires.

3. Restart Admin service, Tomcat server, and SAP BusinessObjects servers.
4. Log on and perform the post-installation steps again.

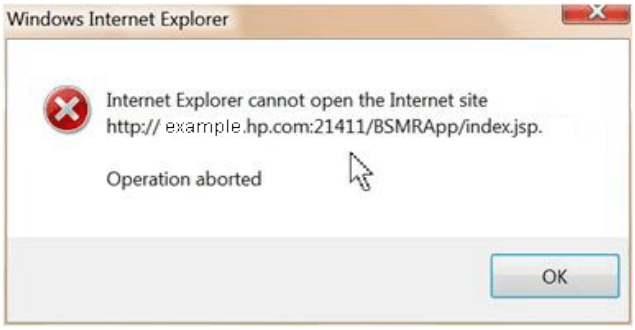
Symptom: Clicking the Next Button on the Post-Installation Wizard has no Effect

Description: The post-installation wizard does not respond when you click **Next** after creating database.

Resolution: Click **F5**, and then click **Next** again.

Symptom: Unable to Log on to the Administration Console

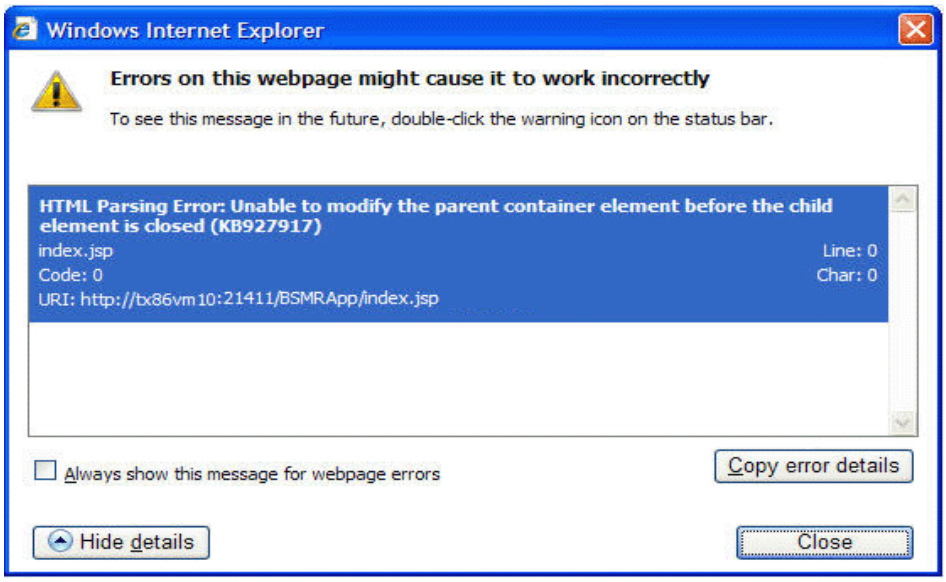
Description: After typing the user credentials in the Administration Console and clicking **Log in**, the following error message is displayed:



Resolution: Clear the web browser cache, reload the page, and perform the steps again.

Symptom: Administration Console displays a Error

Description: The Administration Console displays the following Windows error message:



Resolution: Clear the web browser cache, reload the page, and perform the steps again.

Symptom: Content Packs Reinstallation Fails on Windows

Description: Reinstallation of Content Packs fails on Windows.

Resolution: To resolve this problem, perform the following steps:

1. Check the %pmdb_home%/stage/failed_to_load folder and look for files with the names of stage tables related to the Content Pack that you are not able to reinstall. You can find stage table names in the %pmdb_home%/packages/CoreContentPack.ap/CoreContentPack.sql file. Identify the files with names that contain the name of a stage table that is related to the Content Pack that you want to reinstall and then delete them.
2. Start the reinstallation process again.

Symptom: Content Pack Installation Fails

Description: When installing the Content Packs, the installation process fails , with ERROR Code 51 with no details about the error in the log files.

Resolution:

To resolve this problem, perform the following steps:

Check status of your ovc services.

1. To check the status, go to command prompt, type ovc.

   The following error message appears if ovc is not running.

2. To start the ovc services that are not running, run the following command:

   ovc -start.

3. To ensure the state of ovc is up and runing as shown in the following image, type ovc.

Symptom: Content Pack Uninstallation or Upgrade Fails

Description: When uninstalling or upgrading the Content Packs, the process fails and the following error message is logged in the `%PMDB_HOME%\log\trend.log` file:

```
SQL Anywhere Error -210: User 'pmdb_admin' has the row in
'<table_name>' locked
```

This failure occurs when one or more database connections have a shared lock on a database stage table.

Resolution:

To verify if the tables are locked, perform the following steps:

1. Click **Start > Programs > Sybase > Sybase IQ 16.0 > Interactive SQL Java**

   The Interactive SQL Java console opens.

2. In the Connect dialog box, on the **Identification** tab, select **Supply user ID and password**.

3. Type the user name and password, click **OK**.

4. Under SQL Statements, type `commit`, click Execute all SQL statement(s) to run the command.

5. Type `sp_iqlocks`, click Execute all SQL statement(s) to run the command.

If locked tables still exist, other SQL sessions might be open that you must close. If there are no locked tables, you can proceed with uninstalling or upgrading the Content Packs.

Symptom: SHR Uninstallation Fails

Description: Uninstalling SHR may not have completely uninstalled Sybase IQ Server.

Resolution: Uninstall Sybase IQ Server Suite 15.4 (64-bit) manually and restart your system.

Symptom: After Uninstalling SHR, Reinstall Fails

Description: After uninstalling SHR on a Windows system, when a reinstall is performed, the installer fails to launch and displays a `Scripting Host not Found` error.

Resolution: This error is encountered when the Path environment variable in Windows is corrupted. Add the `%systemroot%\System32` string to the Path environment variable by performing the following steps:

1. Right-click My Computer, and then click **Properties**.
2. Click the **Advanced** tab.
3. Click **Environment Variables**.
4. In the System Variable group, select **Path**.
5. Click **Edit** and add the string `%systemroot%\System32` if missing.

Symptom: Collection does not work after Operations Agent is Uninstalled

Ensuring Continuous SHR Collection on the System after HP Operations Agent is Uninstalled

Resolution: If HP Operations agent is uninstalled from a system where SHR and HP Operations agent coexist, you must perform the following steps to ensure an error-free collection of data by the SHR system:

1. On the system where HP Operations Agent was uninstalled, run the following command:

   ```
   ovcert -certreq
   ```

2. Run the following command on the SHR system and note the request ID:

   ```
   ovcm -listpending -l
   ```

3. Run the following command on the SHR system:

   ```
   ovcm -grant <request ID from the earlier step>
   ```

4. Run one of the following commands:

   a. To verify the connectivity to the SHR local collector:

      ```
      ovdeploy -env PMDB_HOME -ovrg server
      ```

      The value of the PMDB_HOME environment variable from the SHR system appears.

   b. To verify the connectivity to the SHR Remote Collector:

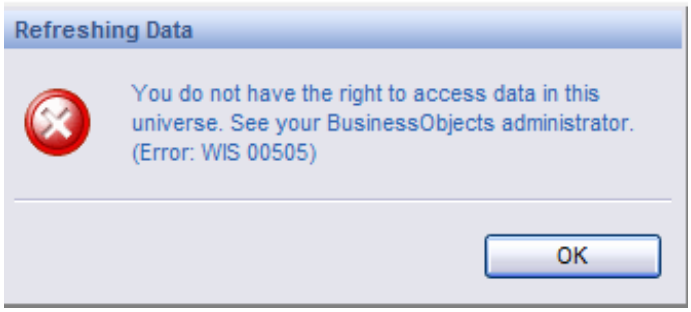
      ```
      ovdeploy -env PMDB_HOME -ovrg server -host <remote
      collector hostname>
      ```

The value of the PMDB_HOME environment variable from the SHR Remote Collector appears.

Symptom: Unable to access data in this Universe

Description: When you upgrade an SHR Content Pack, the Universe connections are recreated. If you have specific user access levels enabled, you must re-assign the access after completing the upgrade.

By default, the administrator will have complete access to the Universe connections. You may see the following error message if the user access levels are not enabled:



Resolution: If you have applied access restriction at each user or group level other than administrator user, you must grant same access restrictions again for the universe connection.

For more information about enabling user access levels, see the SAP BusinessObjects documentation available at *http://<Host DNS>:8080/CmcApp/help/en/administration/html/default.htm*

Symptom: Unable to load libjvm.so (only in Linux)

Description: In the SHR system, the *unable to load libjvm.so* error message appears in any of the following log files:

- topologycollector.log
- BSMRApp.log
- remotecollector.log
- BSMRFrontEnd.log

This is because some of the SHR environment variables were may be missing when the `env` command is run.

Resolution:To resolve this problem, perform the following steps:

1. In the command line console, run the following command.

   ```
   ln -s -f /opt/HP/BSM/PMDB/bin/setenv.sh
   /etc/profile.d/setenv.sh
   ```

2. Restart all the SHR services.

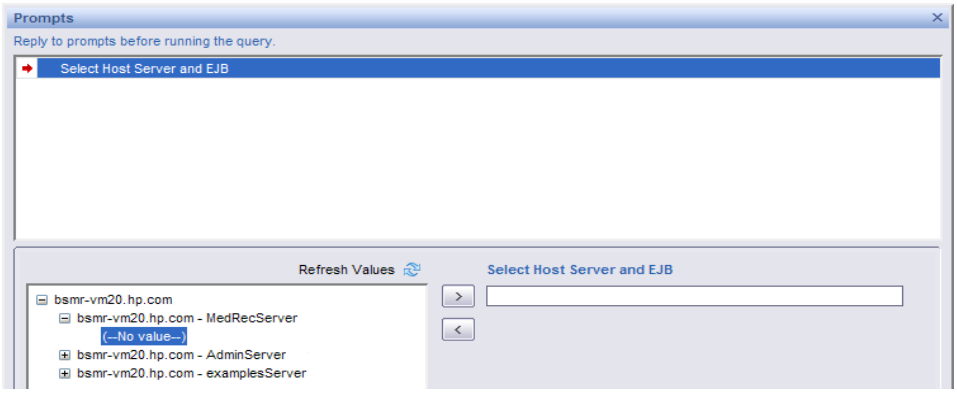
Chapter 3: Troubleshooting Reporting Issues

SHR provides SAP BusinessObjects InfoView a interactive userinterface that runs on your browser—to view the available reports. The reports are generated by running a query on the underlying data. If the data is missing or there is a problem with SAP BusinessObjects, the report might not display any data.

This section provides information about problems that cause missing data in the reports and troubleshooting such issues.

Symptom: Unable to Refresh a Report

Description: You cannot refresh a report to display updated information because the cascading prompt value in the Prompts dialog box is missing. For example, consider a WebLogic report, the WebLogic EJB Cache Hit report. The following figure shows the problem that may occur when trying to refresh the report.



Resolution: This problem occurs because of missing data in the dimension tables for a query. To troubleshoot this problem, perform the following steps:

Note: The following steps are performed using the WebLogic EJB Cache Hit report as an example but you can perform these steps for any report.

1. Check the dimension table for data pertaining the query:

   a. Click **Cancel** in the Prompts window.

   b. On the report toolbar, click **Edit**.

   c. If a Warning - Security message box appears, click **Yes**. The report opens in Edit mode.

   d. On the toolbar, click **Edit Query**.

   e. At the bottom of the report, click **EJB Daily**, and click **SQL** in the Report toolbar. The SQL Viewer dialog box opens, which displays the SQL for that query. Note that EJB Daily is used as an example here. For any other report, you must edit the respective query.

   f. Identify the dimension table from which the EJB name is fetched. In this example, the dimension table is K_CI_JEE_Server.

To identify the table perform any one of the following:

Task A:

1. Log on to the Administration console, click **Internal Monitoring > Content**. The Content Health Summary is displayed.
2. Click the **Reports Impacted** link. You can check the **Affected Reports** on the right hand pane.

   For more information, see *HP Service Health Reporter Administrator Guide*.

Task B: You can access the database on which you want to check the presence of data.

1. Perform the following steps:

   a. Click **Start > Programs > Sybase > Sybase IQ 15.4 > Interactive SQL Java**. The Interactive SQL window and the Connect dialog box opens.

   b. In the Connect dialog box, on the Identification tab, type the user ID and password to access the database.

   c. In the Server name box, type the name of the database host. Otherwise, click **Find** to search the database host. The Find Servers dialog box opens.

d. Select the database that you want to connect to and click **OK**.

e. Click **OK**.

2. To check for data in the dimension table, run the following command in the Interactive SQL Java window:

   ```
   select * from <dimension table name>
   ```

   In this example, the *<dimension table name>* is *K_CI_JEE_Server*.

3. If no data is present in the database, you must verify with the source and if required, debug the collected CSV files and the respective stage tables. For more information, see "Symptom: No Data Retrieved for Reports" on page 129.

Symptom: Report Appears Blank after Refreshing

Description: After opening a report and applying the necessary prompts, the report does not display any data.

Resolution: The report appears blank due to any one of the following reasons:

1. Incorrect entry of measurable object (memory util, cpu util).
2. No data is displayed if the report is generated for the first section in a section based report.

   The section is displayed in alphabetical order by default.

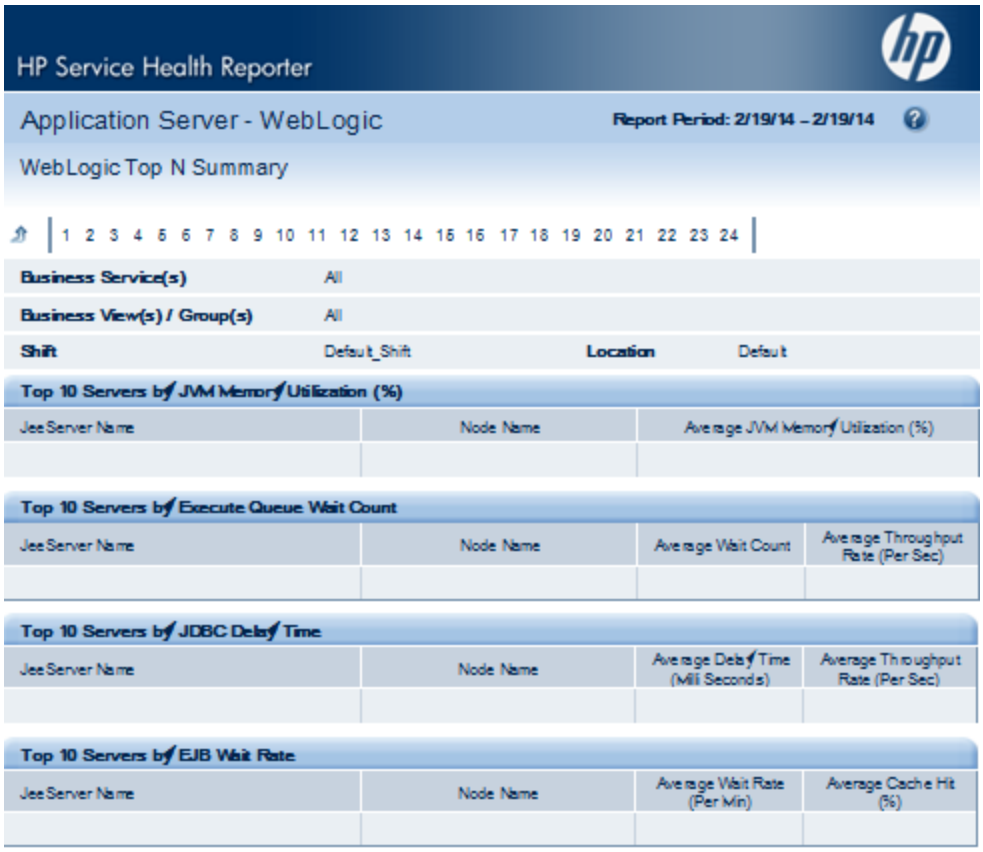
The report does not display any data because you might not have selected the time-drill filters for the report.

To resolve this problem, perform any of the following:

- Set the time-drill filters on the Report Filter toolbar, if they are available for the report.
- If context-based filters are available on the Report Filter toolbar, select the appropriate value from the drop-down list.
- Reports might appear blank because of issues in the database such as missing business keys, table not loading, and so on. To investigate such errors, contact HP Support.

Symptom: Missing Data for Specific Time Period

Description: A selected report displays data for a particular time period even when drilled down to the day level. However, when the time period is changed to different week, the report does not display any data.



Resolution: This problem occurs because of missing data which may be due to one among the following issues:

1. ETL issues -"Symptom: No Data Retrieved for Reports"
2. Aggregation - "Symptom: No Data Retrieved for Reports"
3. No metric collection for selected time period - Check the retention period for the selected time period.
4. No particular SPI.

Symptom: Generating Report returns a Database Error

Description: When generating a report, the following error appears:

```
A database error occurred. The database error text is: [Sybase]
[ODBC Driver][SQL Anywhere]Parse error: DSN ‘BSMR’ does not
exist. (WIS 10901)
```

This problem occurs when the libraries for Linux mentioned in the *Installation Prerequisites* section of the *HP Service Health Reporter Interactive Installation Guide* are not installed. SHR requires them for the SAP BusinessObjects to establish a connection with Sybase IQ to display the reports. SAP BusinessObjects communicates with Sybase IQ database through a 32-bit data source name (DSN) called ‘BSMR’.

Resolution: To resolve this problem, perform the following steps:

1. Ensure all the libraries for Linux mentioned in the *Installation Prerequisites* section of the *HP Service Health Reporter Interactive Installation Guide* are installed.
2. Verify that the IQDSN library is installed in the Linux system by running the following command:

   ```
   ls /opt/HP/BSM/Sybase/IQ-15_4/bin32/iqdsn
   ```

   If the IQDSN library is present skip the next step.

3. Install the Sybase 32-bit driver using the following command:

   ```
   <installable_path>/packages/Sybase32bitdrive/setup.bin -f
   <installable_
   path>/packages/Sybase32bitdrive/installer.properties -
   DUSER_INSTALL_DIR="/opt/HP/BSM/Sybase"  -DAGREE_TO_SYBASE_
   LICENSE=true -i silent
   ```

   where, <installable_path> is the path of the media file system.

4. To create the 32-bit DSN, run the following command:

   ```
   /opt/HP/BSM/Sybase/IQ-16_0/bin32/iqdsn -y -w BSMR -c
   "uid=pmdb_admin;pwd=<db password>;eng=<IQ DB engine
   ```

```
name>;dbf=<db file location>;links=tcpip'{'host=<host
name>;port=21424'}'" -v -pe –ns
```

Symptom: Unable to export a report in csv format from InfoView

Description: Unable to export a report in csv format from InfoView this is because the binary output size has reached the maximum limit.

Resolution: To resolve this issue, follow these steps:

1. Log on to Central Management Console (CMC) as Administrator with Enterprise authentication mode.
2. Click **Servers**.
3. From the **Service Categories**, click **Web Intelligence**.
4. Double-click on **Web Intelligence Processing Server**. The Properties page appears.
5. Increase the **Binary Stream Maximum Size** (Default value=50 MB; Maximum value = 65535 MB).
6. Click on **Save and close**
7. Select the **Web Intelligence Processing Server** and click the Restart server icon  to restart the Web Intelligence server.

Symptom: No Data in Smart Plug-in (SPI) Data Source Reports

Description: This is applicable to the following reports that do not display any data:

- Microsoft SQLServer
- Oracle
- WebSphere
- WebLogic

Resolution: This problem occurs because of data logging issue with HP Performance Agent when both HP Operations Agent and HP Performance Agent are installed in your environment. The following table consists of the data sources that the content pack uses. Due to improper summarization of metric ID and value ID, these reports fail to show data.

To resolve this problem, HP Operations Agent must be used for data logging instead of HP Performance Agent.

Content Pack Name	Data Sources (HP – Performance Agent)
Oracle	DBSPI_ORA_REPORT; DBSPI_ORA_GRAPH
MS SQL	DBSPI_MSS_REPORT; DBSPI_MSS_GRAPH
WebLogic	WBSSPI_METRICS; WBSSPI_RPT_METRICS
WebSphere	WLSSPI_METRICS ; WLSSPI_RPT_METRICS
Active Directory	ADSPI
Exchange 2007	EX2007_DATA
Exchange 2010	EXSPI_DATA

For more detailed information about troubleshooting for SQL Server and Oracle reports, see the *Troubleshooting Data Logging with HP Performance Agent* section of the *SPI for Databases 12.04 Installation and Configuration Guide*.

For more detailed information about troubleshooting for WebLogic reports, see the *Integrating WebLogic SPI with HP Performance Agent* section of the *SPI for WebLogic Application Server 7.04 Installation and Configuration Guide*.

For more detailed information about troubleshooting for WebSphere reports, see the *Integrating WebSphere SPI with HP Performance Agent* section of the *SPI for WebSphere Application Server 7.04 Installation and Configuration Guide*.

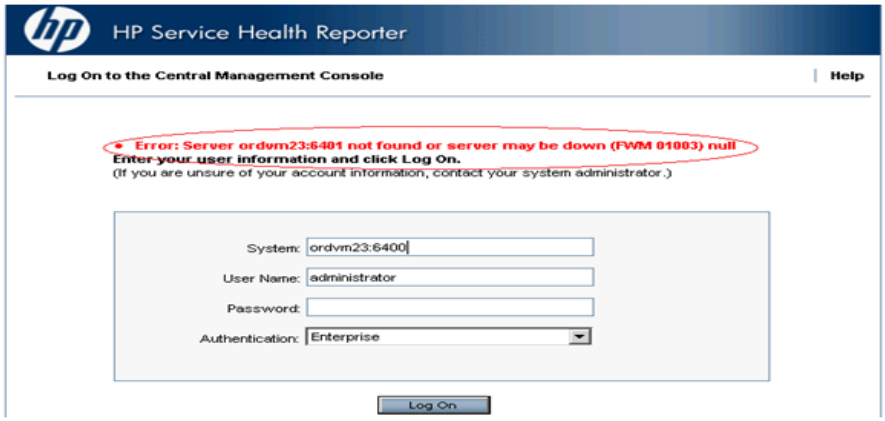
SAP BusinessObjects Errors

This section covers some of the common errors related to SAP BusinessObjects encountered in SHR and the steps to troubleshoot them. These errors might prevent the reports from opening or showing data. In addition to these errors, SAP BusinessObjects provides a detailed list of errors for Web Intelligence reports at the

following URL, http://help.sap.com/businessobject/product_guides/errors/12/0/en/html/.

SAP BusinessObjects Central Management Console Error

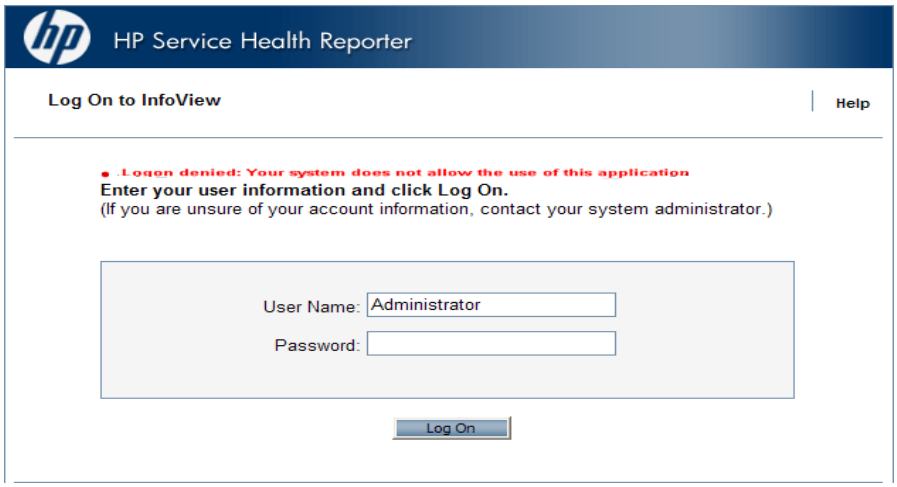
Description: When trying to access the SAP BusinessObjects Central Management Console, the following error message appears:



Resolution: This error occurs when the specified port, 6400 in the preceding example, is locked by another web service.

SAP BusinessObjects InfoView Log in Error

Description: On the SAP BusinessObjects InfoView log on screen, type the user credentials and click **Log On**. The following error message appears:



This error occurs due to any one of the following issues:

1. SHR license expiry
2. Poor BusinessObjects services
3. BusinessObjects crashes

Resolution: To resolve this problem, perform the following steps:

1. User can check for the license validity.
2. Administrator can log on to Central Management Console (CMC) or Central Configuration Manager (CCM) and check for the status of servers if they are up and running.

Note: CMC is available for both Windows and Linux platforms whereas CCM is available only on Windows platform.

If you are using CMC, perform the following steps:

1. Click **Start > Programs > BusinessObjects XI 3.1 > BusinessObjects Enterprise Central Management Console**. The Central Management Console page opens.
2. Type the Username and Password and click **Log On**. The CMC window opens.
3. Click **Servers**, under Organize. The server window opens.
4. Note the servers which are disabled under Server Name.

5. Right-click the disabled server, then click **Enable Server**.

> **Note:** This step has to be performed on all disabled servers.

If you are using CCM, perform the following steps:

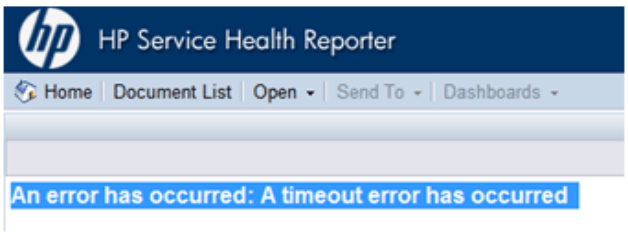
You can verify this from the SHR server.

1. Click **Start > Programs>BusinessObjects XI 3.1 > BusinessObjects Enterprise > Central Configuration Manager**.
2. Select Server Intelligent Agent and click **Manage Server** icon on the tool bar.
3. Enter the Admin Username and Password and click **Connect**.
4. A new pop-up window provides information about the status of BusinessObjects servers.
5. Enable the servers that are not running and start the server.

   To check the status of the license, see the *Licensing* page in the *Administration Console*. If the license has expired, you must renew the license, apply for a permanent license, or contact HP Support for assistance. For more information, see the *Managing licenses* section in the *HP Service Health Reporter Online Help for Administrators*.

Report Timeout Error

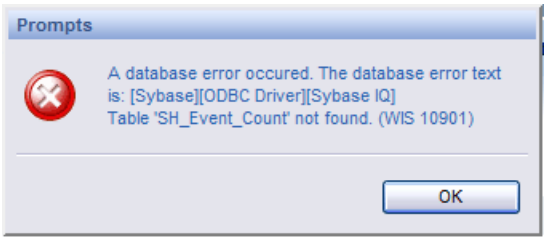
Description: While performing an action on an open report, such as changing the prompts, selecting the filters, or accessing the report tabs, the following error message appears:



Resolution: This error occurs when a Web Intelligence session is opened and kept idle for a long time. To resolve this, click Document List and reopen the required report.

Database Error

Description: While opening a report, the following error message appears:

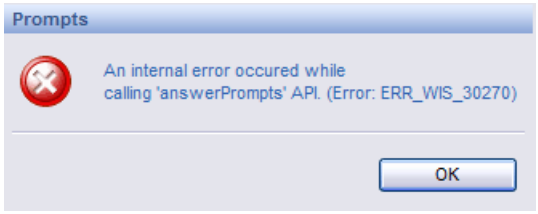


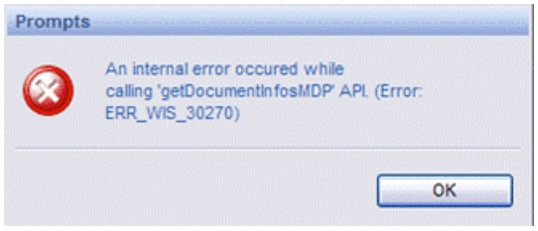
Resolution: This error occurs when the connection parameters for the SAP BusinessObjects Universe where the reports are hosted, do not connect to the proper Sybase IQ database instance server. To resolve this issue, make sure that the Universe is connected to the proper database. Perform the following steps:

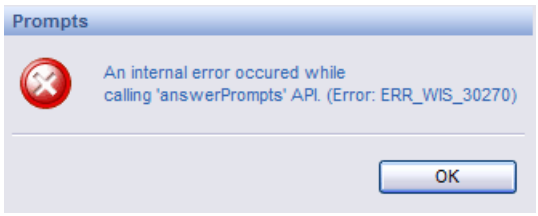
1. Click **Start > Programs > BusinessObjects XI 3.1 > BusinessObjects Enterprise > Designer**. The SAP BusinessObjects Universe Designer opens.
2. In the User Identification dialog box, click **OK**.
3. On the File menu, click **Open**. The Open dialog box appears.
4. Select the Universe corresponding to the report that returns the error. For example, if the report belongs to System Management, select the **System Management Universe**.
5. Click **Open**.
6. On the File menu, click **Parameters**. The Universe Parameters dialog box opens.
7. Click the **Definition** tab.
8. Click **Edit** to edit the connection parameters. The Edit <connection type> connection dialog box opens.
9. In the Data source name field, select **BSMR**.
10. Click **Next** twice and then click **Finish**.

Internal Error

Description: While opening a report, one of the following error messages appear:







Resolution: This error occurs because the utilization of the system resources as well as SAP BusinessObjects internal services are very high at that particular instance when the Web Intelligence report was accessed. The SAP BusinessObjects services were in a waiting state for that moment when the report was accessed. To resolve this issue, click **OK** in the message box and refresh the report.

Tooltip not working in Firefox 10.0.3

Resolution: Upgrade the browser to a minor version like Firefox 10.0.6 or a major version like Firefox 11.

Microsoft Internet Explorer Hangs when Zoom Level is 90–95%

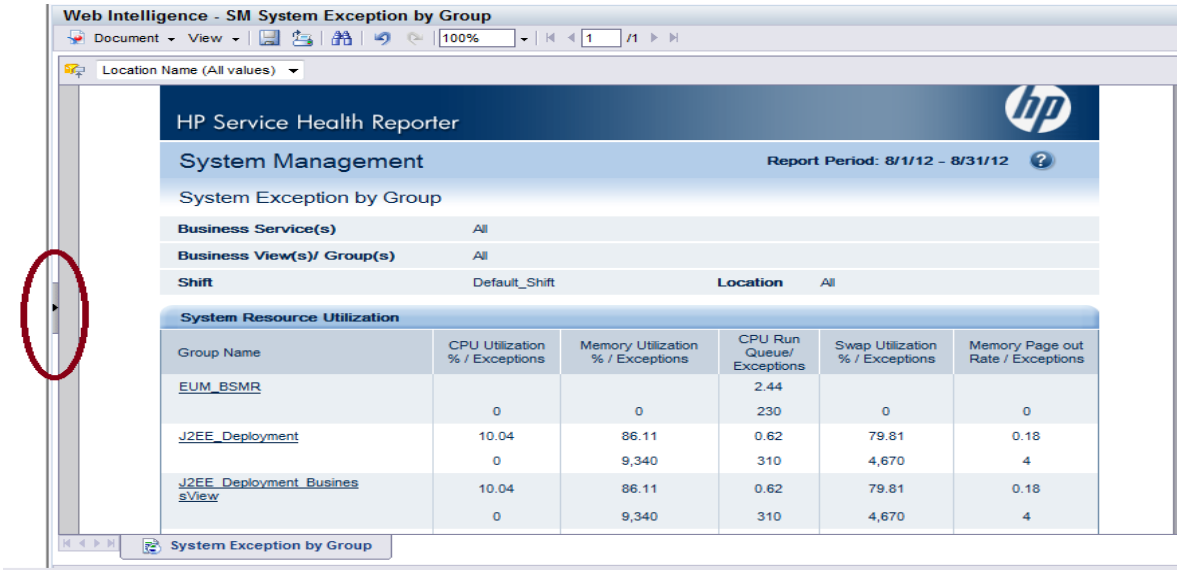
Resolution: You must set the zoom level of the reports to any number except between 90–95%.

Symptom: Missing Input Controls Pane in Report

Description: After opening a report, user is unable to find input controls (wherever applicable).

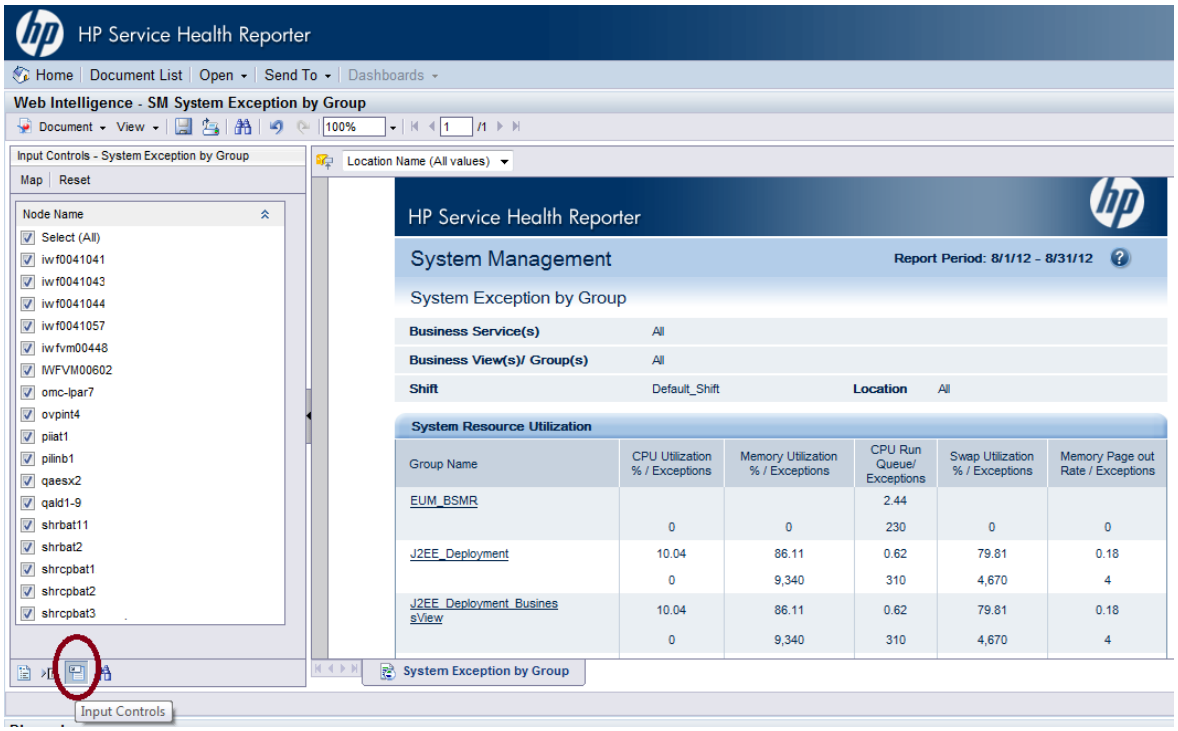
Resolution: To resolve this problem, perform the following steps:

1. Click on the expand icon to the left to show the left panel, as per the following image:



2. Click the Input Control icon below the left pane to get the list of input

controls available for the report as shown in the following image:



Symptom: Select/Unselect Input Control Data and then Drill Down from Current Level give Improper Results

Description: After opening a report, if you select/unselect input controls (wherever applicable) and then drill down from the current level, you get improper results. If this issue occurs intermittently, perform the following steps:

Resolution:

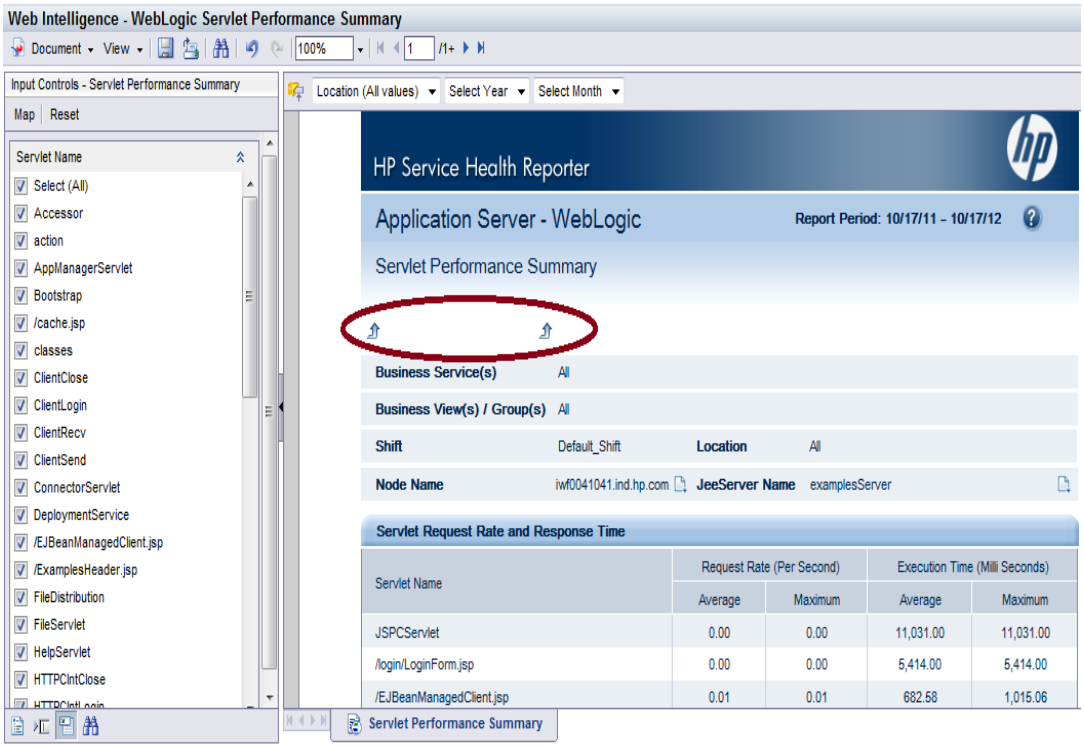
1. Select/unselect desired values from input control.
2. Drill up to first level (for example, up to all years in out of the box SHR reports).
3. Drill down so that data syncs up properly with the selected dimensions from input controls.

Symptom: Only Drill Icon Appears when Date Range is Across Years

Description: After refreshing a report for the selected dates which they span across years, only the drill icon appears in the drill bar section of the report with missing dates.

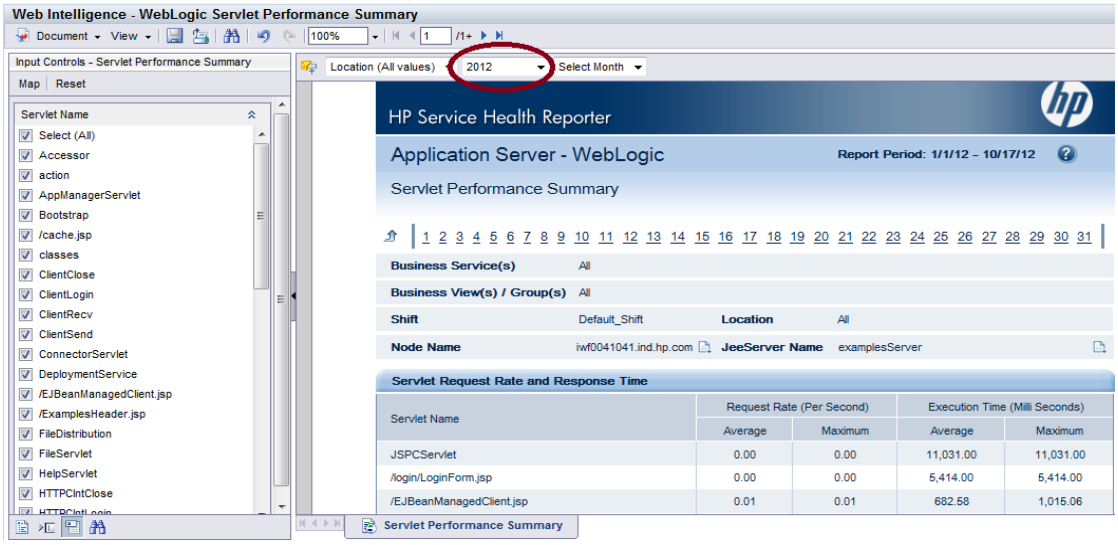
Resolution:

1. When the report is refreshed for a selected date range that spans across years, for example 17-Oct-2011 to 17-Oct-2012, only drill icon appears as follows:



2. Selecting the required Year in the analysis context (as displayed in the following image) solves this issue and the report can be drilled down/up for

further analysis.

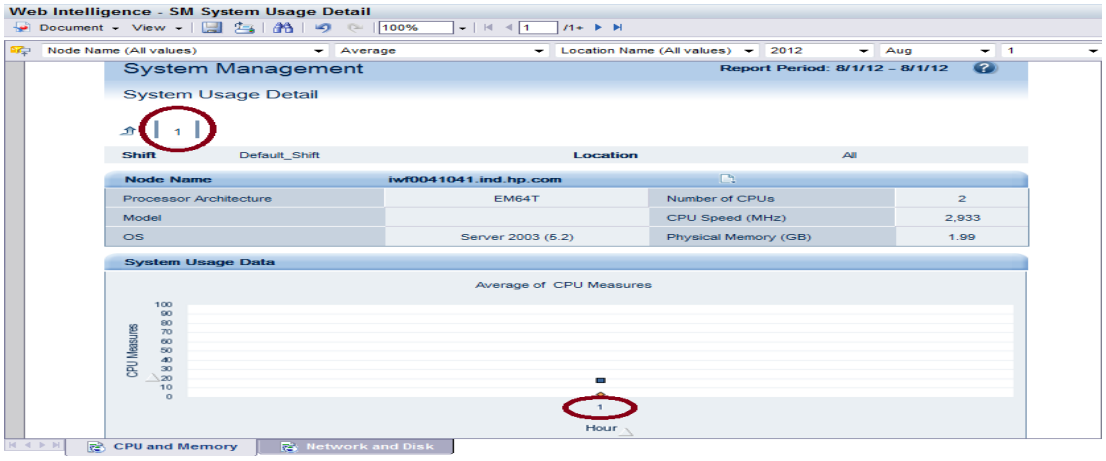


Refreshing a Single-Day Data Report Returns Inaccurate Data

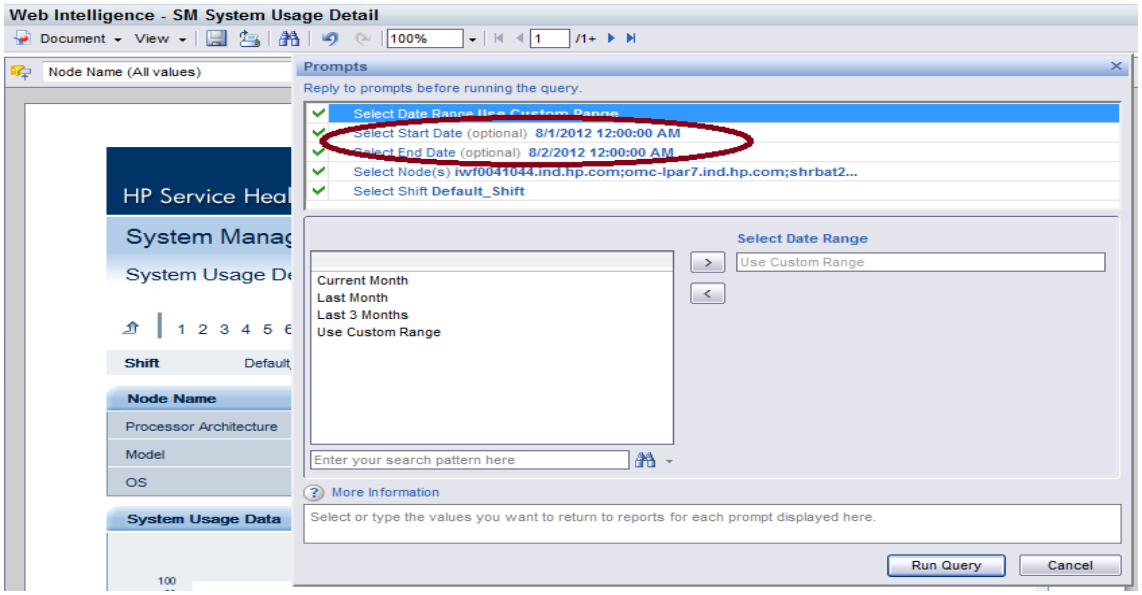
Description: When the report is refreshed for a single day, the report shows data only for the first hour instead of all 24 hours:

Resolution:

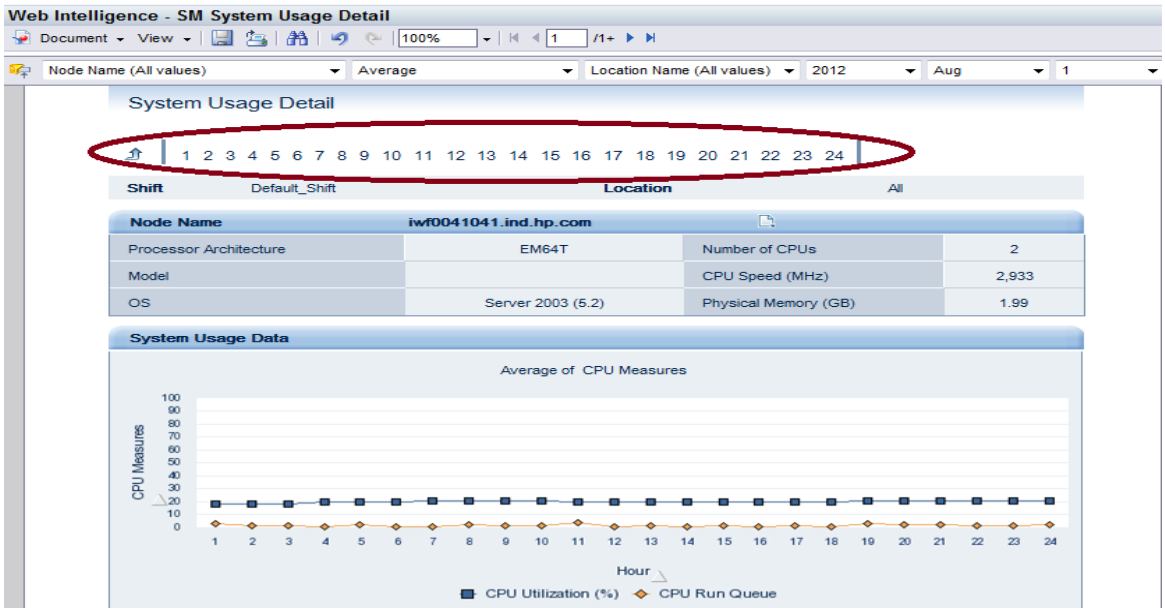
1. When a report is refreshed, for say 1-Aug-2012, the report shows data only for the first hour as follows.



2. To fetch data for all 24 hours of a single day, refresh the report with Select Start Date as 1-Aug-2012 and Select End Date as 2-Aug-2012.



3. Now data for all 24 hours of 1-Aug-2012 is shown as follows.



Symptom: InfoView Page Timeout Error

Resolution: To resolve this problem, perform the following steps:

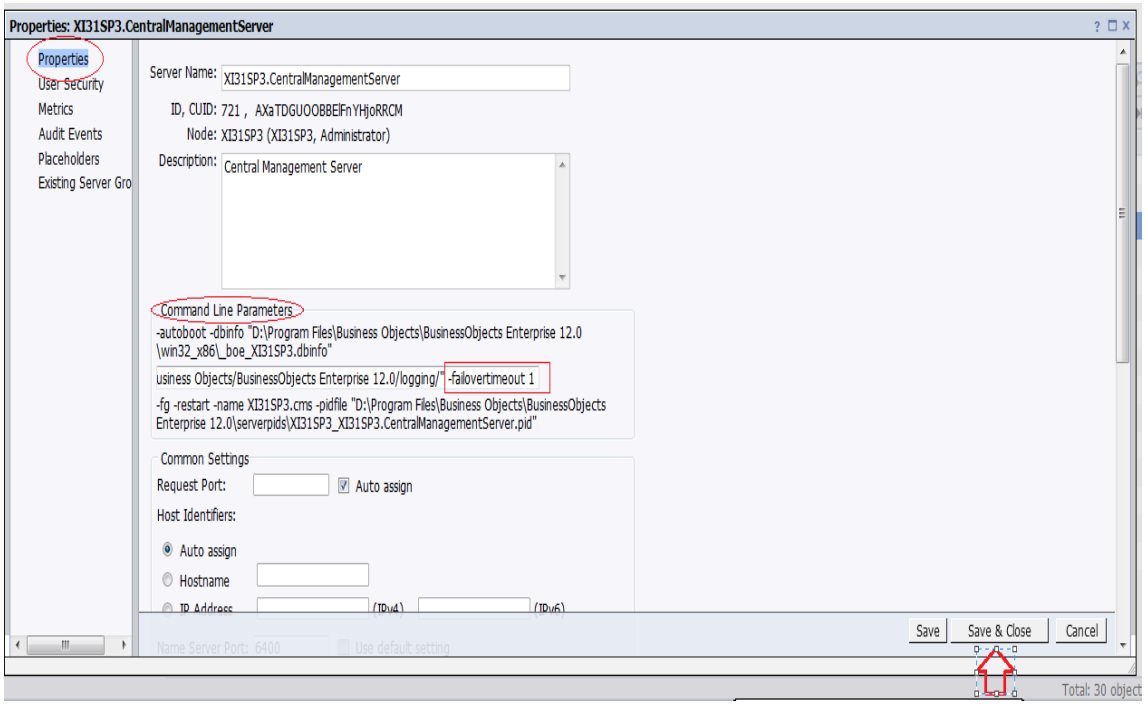
1. In the `web.xml` file, set the variables.

   logontoken enable=false,

   session-timeout=120 (You must set these variables in all web.xml files of installed applications; you can set session timeout over 120 minutes too, but up to maximum 8 hours).

   ```
   [<Install DIR>Program Files (x86)\Business
   Objects\Tomcat55\webapps\CmcApp\WEB-INF

   [<Install DIR>Program Files (x86)\Business
   Objects\Tomcat55\webapps\InfoViewApp\WEB-INF

   [<Install DIR>Program Files (x86)\Business
   Objects\Tomcat55\webapps\InfoViewAppActions\WEB-INF

   [<Install DIR>Program Files (x86)\Business
   Objects\Tomcat55\webapps\CmcAppActions\WEB-INF

   [<Install DIR>Program Files (x86)\Business
   Objects\Tomcat55\webapps\AnalyticalReporting\WEB-INF

   [<Install DIR>Program Files (x86)\Business
   Objects\Tomcat55\webapps\OpenDocument\WEB-INF
   ```

2. Add -failovertimeout 1 to the command line parameter of CMS for CMC.
3. Log on to CMC server.
4. Right-click **Central Management Server** and append the command line with the switch.
5. To add the switch, right-click **Central Management Server**.
6. Go to the command line, enter a space and append the switch.



Log on to InfoView and wait for 121 min to get web session and enterprise session timeout.

Symptom: Unable to save a report to a file system (on Linux only)

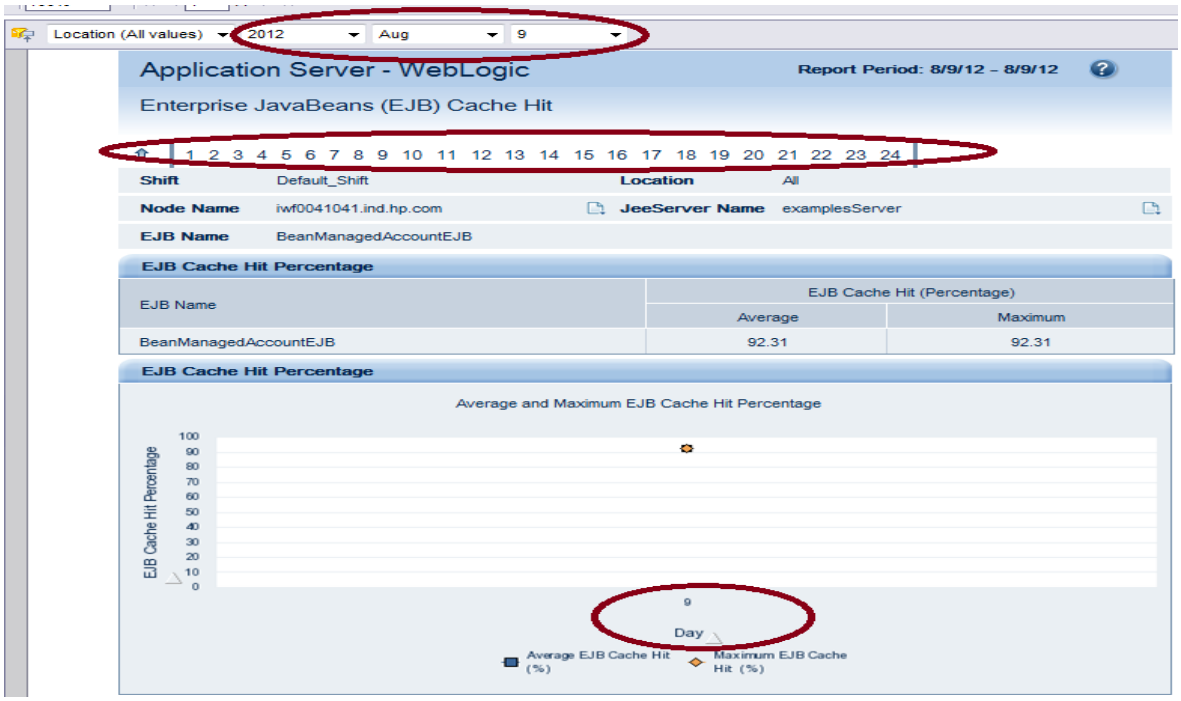
Description: Using the SAP BusinessObjects scheduling feature for reports from InfoView, user not able to save a report to a file system. This is because this feature requires R package. This package is not installed by default.

Resolution: To get the scheduled reporting output to a file system, install the R package (for example: `rexec` and `rsh` client and servers) to the system where SAP BusinessObjects component of SHR is installed.

Symptom: Setting the Sync Drill on Blocks

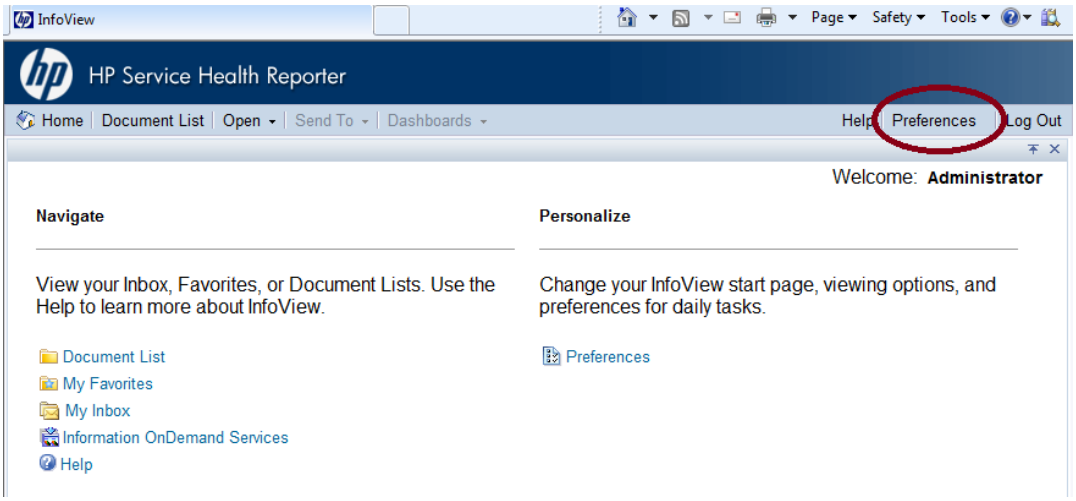
Description: After refreshing a report, when the report is drill down to **Hour** level dimension, entire report is not in sync at the same dimension.

For example: The first block on which drill was run shows data at **Hour** level but the remaining blocks shows data at **Day** level.

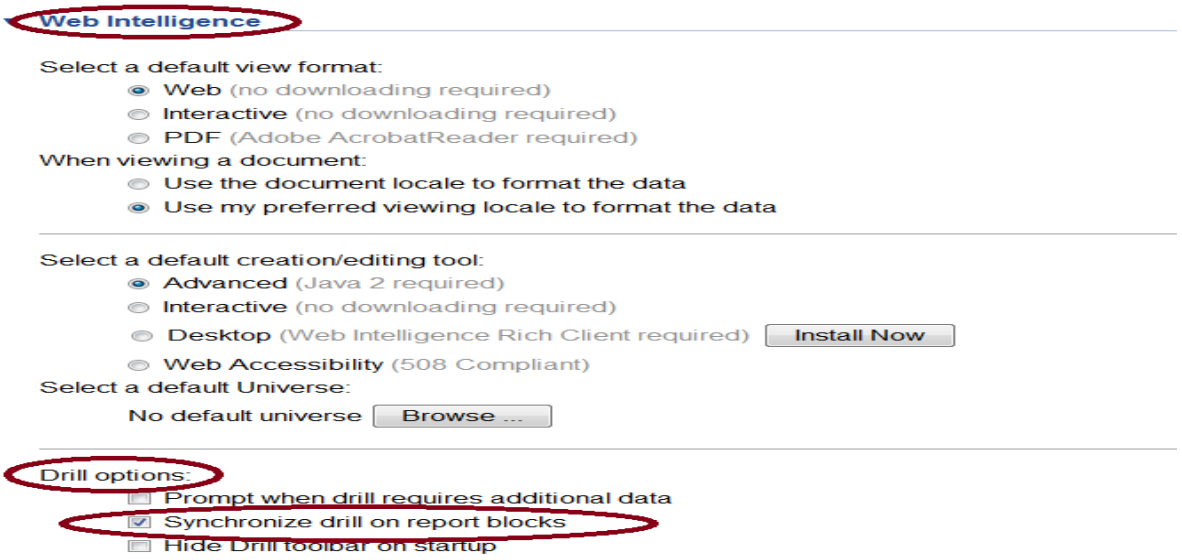


Resolution: This problem occurs because preferences are not set for the drill option. Perform the follow steps to set them:

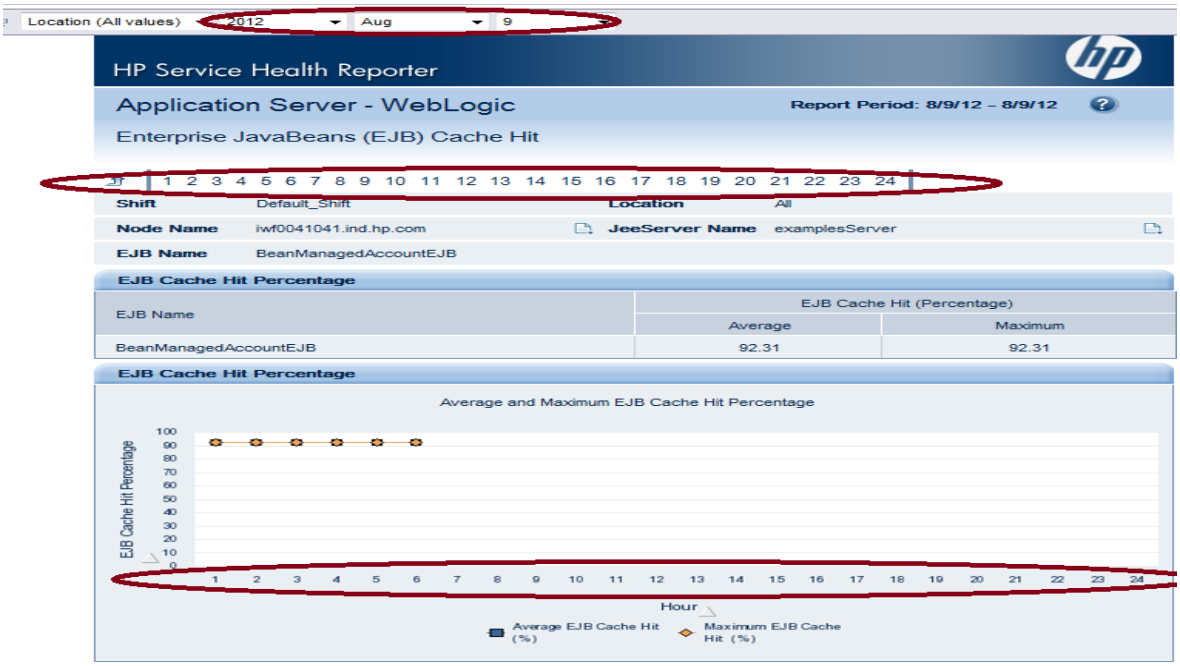
1. Go to Preferences in InfoView:



2. Under Web Intelligence, from the Drill options section, select **Synchronize drill on report blocks** as follows.



3. Click **OK**, then logout and log on again to InfoView. If the report is drilled down to hourly level, even the other blocks will get synchronized accordingly as follows:



Symptom: High CPU Usage with Sybase IQ Exception Error in Log Files

Description: Reports fail to generate due to high CPU utilization and the following error message appears in the SHR log files.

```
Sybase IQ Exception: Insufficient buffers for 'Sort'
```

This error occurs because cache (memory) for Sybase IQ is insufficient. So, system processes or streams are abandoned and data fails to load into SHR reports.

Resolution: In the configuration file (`pmdbConfig.cfg`), increase the variable settings for the `iqtc` and `iqmc` cache parameters as per available RAM in the system. The configuration file is available at:

`%PMDB_HOME%\config\pmdbConfig.cfg` (for Windows)

`$PMDB_HOME/config/pmdbConfig.cfg` (for Linux)

Symptom: Some System Management Reports Fail in VMware vCenter Deployment

Description: When SHR is logging data from VMware vCenter, some System Management reports are empty or fail to generate.

Resolution: When VMware vCenter is the data source for SHR, only the following System Management reports are populated:

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

Symptom: SPI Availability Report Show higher-than-expected Unknown Time

Description: SHR sources the data from the respective classes such as DBSPI_ORA_ REPORT, EX2007_AVAILABILITY and so on. To compute availability, a post-collection procedure populates the data in the content packs (such as Exchange, WebLogic, WebSphere, Oracle, and Microsoft SQL). The *Unknown Time* is marked when SHR has not received a valid data sample from the agent for a certain period (5 minute sample in SR_ tables). The issue can occur in the following scenarios.

Scenario 1:

If duplicates exist in the dimension table (such as K_CI_Oracle, K_CI_Exchange_Server, and so on), then *Unknown Time* occurrence is possible. In case of duplicates (say two instances), one CI would be old and the other new. The old CI would not have logged data after the new CI entered the system. This duration of the old CI is marked as *Unknown Time* because no valid data is received from source.

Resolution: To resolve this problem, perform the following steps:

1. If you have previous version of SHR, upgrade it to the latest version.
2. Use the *Dimension Life Cycle Manager* tool to delete the duplicate CIs.

For more information for deleting duplicate CIs, see section *Managing Dimensions* in the *HP Service Health Reporter Administration Guide*.

Scenario 2:

If CODA is facing issues, data logged from HP Operation Agent will not have the complete set of samples (12 samples per hour). This results in unknown time showing up in SHR reports. For example, although the SPI policy for availability is configured to log data every 5 minutes, the HP Operation Agent fails to log the complete set of samples every 5 minutes.

Resolution: To resolve this problem with missing data in CODA, log a case with HP Support for the HP Operation Agent module.

Scenario 3:

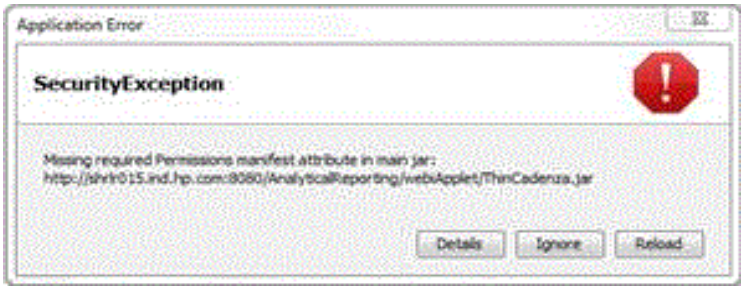
If the SPI policies pertaining to availability are not configured to log the data every 5 minutes, (and instead logging data for say every 10 minutes), then for an hour SHR will have only 6 samples as against 12 from Agent. This can report 50% unknown time.

Resolution: To resolve this issue, configure the SPI policies to log availability data every 5 minutes.

Any other mode of logging will report erroneous availability and also unknown time.

Symptom: Errors when Creating or Modifying SHR Reports

Description: You notice errors which say the required permissions and manifest attributes are missing or you encounter the following security exception error when you try to modify the SHR reports.



These issues can occur when a higher version of the Java Development Kit (JDK) is installed on the system or when the security settings in Java are rigid and do not allow running applications that are unsigned, self-signed (not signed by trusted authority), and when the applications are missing permission attributes.

Resolution: To resolve this problem, perform the following steps:

1. Verify that you have the Java Development Kit (JDK) version 1.6 installed on the system. Higher versions of JDK might cause compatibility issues.
2. Go to **Control Panel** > **Java** . The Java Control Panel window appears.
3. Click the **Security** tab.
4. If your policies allow, lower the security setting by moving down the slider to **Medium**.
5. Add the URL of the SHR host system to the Exception Site List.

a. Click **Edit Site List**. The Exception Site List pane appears.

b. Click **Add**.

c. Type the URL of the SHR host system. (For example, *http://<hostname>:8080/AnalyticalReporting/*. Click **OK**.

6. Click **Apply**.
7. Click **OK**.
8. Restart the browser.

Symptom: Error Message Appears while Refreshing Audit Reports

Description: The following error message appears when you refresh audit reports(by using browser's refresh button:

```
An error occurred while creating a sub-process in the processing server.
```

Resolution: Import the `BOaudit.biar` file on the SAP BusinessObjects system. The `BOaudit.biar` file is available in the following location:

- **Windows:** %PMDB_HOME%\contrib
- **Linux:** $PMDB_HOME/contrib

Use SAP BusinessObject's import utility to import the `BOaudit.biar` file.

Importing on Windows

1. Click **Start > All Programs > Business Objects XI 3.1 > Business Objects Enterprise > Import Wizard**. The Import Wizard Screen appears.
2. Click **Next** to open source and destination screens.

To deploy the BIAR file, perform the following steps:

1. Choose Business Intelligence Archive Resource(BIAR) File as Source.
2. Select the BIAR file From the file system(you can browse to the file path) and click **Next**.

3. Choose Destination Environment (CMS Name) as the BO server(SHR Application Server).
4. The BIAR file name .
5. Click **Next**.
6. Select Clear all, and then check only required objects:
   - Import Application Folders & Objects
   - Import Repository Objects
   - Import Universe, then click **Next**.
7. Choose **Update destination object, in case of name conflict ,rename it** and Click **Next**.
8. Check all options and then click **Next**.
9. Click **Next**.
10. Select the folders and objects then click **Next**.
11. Click **Next** on the Select application folders and objects screen.
12. Select the 3rd option from import options for universe and connections, and then click **Next**.
13. Select the universe(s) from the Universe folder and Universes screen.
14. Select Import recipients..., and then click **Next**.
15. Click on **Finish** to complete the deployment.
16. Click on View Detail Log to see the status of deployment, and then click **Done**.

Importing on Linux

When SHR is installed on Linux, install the SAP BusinessObjects client tool on a Windows system (`BusinessObjectsXI-3.1-Clienttools.zip`; available in the `packages/BO` directory on the SHR Linux media) and follow the steps to import the BIAR file on Windows.

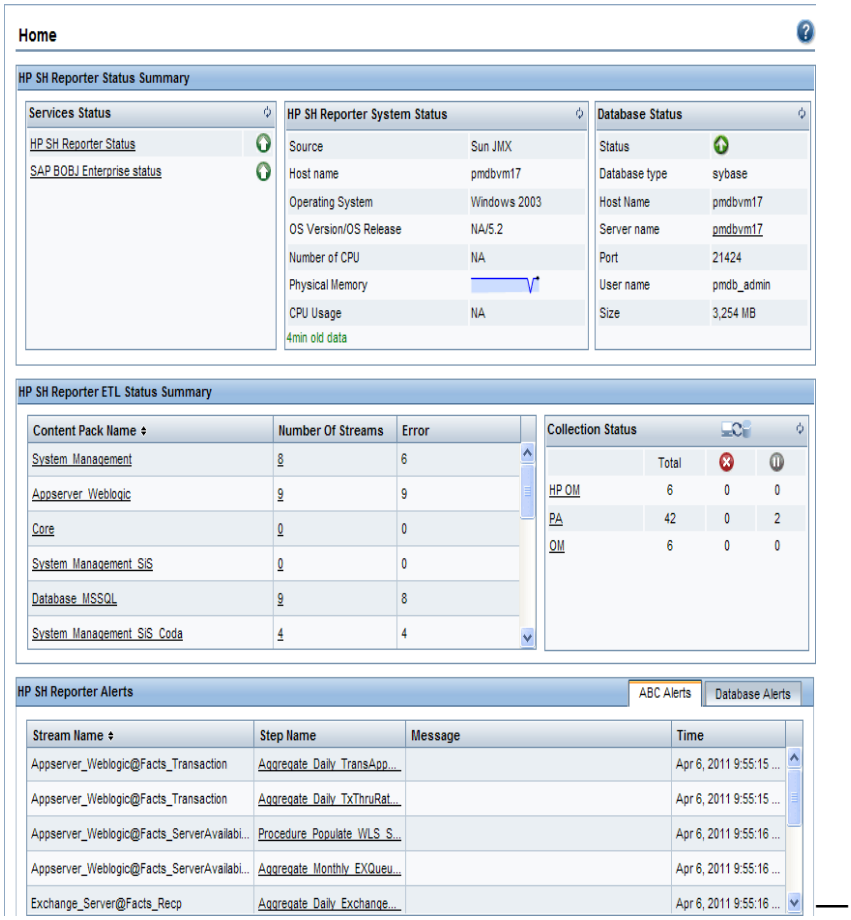
Chapter 4: Troubleshooting Administration Issues

The SHR Administration Console is a web-based user interface that you can use to monitor the various components of SHR, such as data collection, data processing, database, services, and so on. If a problem occurs, appropriate alerts are displayed on the Administration Console.

This section provides information about troubleshooting alerts that appear in the Administration console. In addition, this section provides information on some of the commonly encountered problems during data collection, data reconciliation, data processing, or while performing certain administrative tasks.

The Home page of the Administration Console provides you a overall view of the status of SHR, its associated services, the database, and the host platform.

Figure 1: The Home Page



When a problem occurs with any SHR component, the Home page displays an alert icon so that you can investigate and take appropriate action.

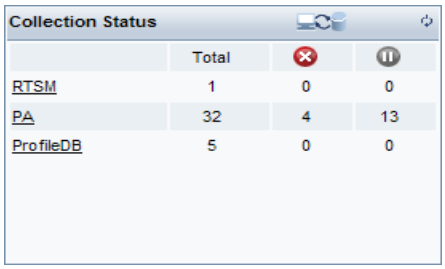
This section of the guide covers the following SHR-related alerts and the steps you must perform to resolve them:

- "Understanding Data Collection Alerts" on the next page
- "Symptom: Data Collection not Started or Failed" on the next page
- "Understanding Service Alerts" on page 69
- "Understanding Database Alerts" on page 70
- "Understanding ABC Alerts" on page 66

Understanding Data Collection Alerts

The home page of the Administration Console monitors and displays the status of the data collected by SHR from the various data sources, such as Runtime Service Model (RTSM), HP Operations Manager (HPOM), Business Service Management (BSM) database, and HP Performance Agent (PA).

Figure 2: The Collection Status Pane



Two types of collection status information are displayed in the Collection Status pane of the home page, as indicated by the following icons:

- Indicates that the collection from the specific data source failed.
- Indicates that the collection never started from the specific data source.

For detailed information about the collection status, you can click the hyperlink of the data source type in the Collection Status pane to open the respective data source page. For example, clicking RTSM opens the Service Definition page.

This section of the guide explains the possible problems that might cause the collection to fail and the steps you must take to resolve these problems.

Symptom: Data Collection not Started or Failed

Description: The Collection Status pane on the home page lists the RTSM or HPOM data source in the column. This indicates that the topology collection never started from these data sources.

Resolution: The data source that you are trying to connect to might be down and no connection is established. To resolve this problem, perform the following steps:

1. Check the connection status:

   a. RTSM, HP OM

      In the Administration Console, go to the **Topology Source > Service Definition** page to check the status for the RTSM or HPOM data source.

   b. ProfileDB, OMi, HPOM

      In the Administration Console, go to the **Collection Configuration > ManagementDB/ProfileDB** page to check the status for the ProfileDB data source. Similarly, for Operations Management i (OMi) software, go to the OMI page and for HPOM, go to the Operations Manager page.

   c. Performance Agent

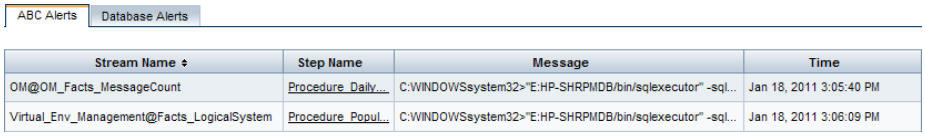
      In the Administration Console, go to the **Collection Configuration > PA Data Source** page to check the status for the PA data source.

      Click **Test Connection** to test the data source connection (double check the credentials using the configure option). In case the Test Connection check fails for any of the above scenarios, see the "Troubleshooting Data Source Issues" on page 89 section.

Understanding ABC Alerts

To troubleshoot problems related to data processing, check the ABC Alerts table on the home page of the Administration Console. The 10 latest active data processing alerts encountered by the SHR workflow framework are displayed.

Figure 3: ABC Alerts



Two types of alerts are generated by this workflow framework:

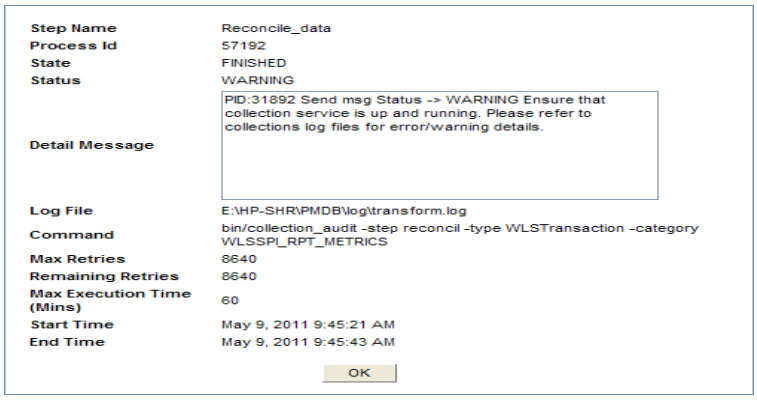
- Errors: This alert is generated when an active job stream fails to complete the execution process because of a serious error during the job. This halts the execution of the job stream.

- Maximum execution time exceeded: This alert is generated when a job fails to complete running within the defined execution time frame.

Viewing Details of an Alert

To view details of the displayed alert, click the hyperlink in the Step Name column of the table. An alert details window opens.

Figure 4: Alert Details Window



In the alert details window, you can view the detailed error message, the command that was run when the error occurred, the remaining and the maximum number of retries, the maximum execution time, and the start and end times. If the job step continues to fail until the maximum number of retries is reached, the status of the stream will remain as error and will no longer be active. During the retry phase, if the maximum execution time is exceeded, the status of the stream changes to MAX_EXEC_TIME_EXCEEDED and will no longer be active. In this situation, the End Time will display NULL as the value.

The alert details window does not appear for those alerts that are caused by maximum execution time exceeded. You cannot click the Step Name column for these alerts to open the details window. For more information on these alerts, check the Data Processing page.

Additional Troubleshooting tasks:

- "Symptom: ABC Alert – ERROR (Max Exec Time Exceeded)" on the next page
- "Symptom: ABC Alert – ERROR (Max Retries Exceeded)" on page 69

Symptom: ABC Alert – ERROR (Max Exec Time Exceeded)

Description: On the Data Processing page of the Administration Console, the Step Status column displays the 

indicator for a particular job step. Checking the status of the job step shows the MAX_EXEC_TIME_EXCEEDED alert.

Cause: This alert is generated when the job step fails to complete executing within the defined execution time frame. To troubleshoot this type of error, perform the following steps:

1. On the Data Processing page, click the job step icon in the diagram to open a detailed message box about that job step.
2. Note the Process ID (PID) of the job step.
3. Browse to the `%PMDB_HOME%\log` (Windows), `$PMDB_HOME/log` (Linux) folder and open the `dw_abclauncher.log` file.
4. Search for the PID in the log file.
5. Note the operating system PID of the job step. For example, an entry in the log file might look like:

   ```
   2010-11-23 02:50:12,522 INFO [com.hp.bto.dw.common.log.DwLog]
   - Started step 'DataLoad_Oracle_DiskSort' of stream
   'Database_Oracle@Facts_DiskSort' with Process ID = 119615
   [PID:35408]
   ```

   In this example, the PID for the job step is 35408.
6. Validate this operating system PID with an operating system utility to check whether the process is running or not. For example, you can check for the process in the Processes tab of the Windows Task Manager window.
7. If the process is listed as active in the Windows Task Manager, perform any of the following steps:

   - Wait for the job step to complete.
   - If the job step execution does not complete after a day or two or if there is a problem with the job step corresponding to the PID according to the log

file, end the process using the operating system utility and contact HP Support for assistance.

8. If the process is not listed in the operating system utility, wait for the workflow framework to rerun the job step. If the status continues to show Error, contact HP Support.

Symptom: ABC Alert – ERROR (Max Retries Exceeded)

Description: On the Data Processing page of the Administration Console, the Step Status column displays the 

indicator for a particular job step. Checking the status of the job step shows the ERROR alert.

Resolution: This alert is generated when the job step failed to complete executing because of an error. To troubleshoot this type of error, perform the following steps:

1. On the Data Processing page, click the **job step** icon in the diagram to open a detailed message box about that job step.
2. Note the Max Retries and Remaining Retries fields.
3. If the Remaining Retries is zero, perform the following steps to abort the job stream:
   a. Click **Start > Run**. The Run dialog box opens.
   b. Type **cmd** in the Open field, and then press **ENTER**. The Command Prompt window opens.
   c. Type the following command to abort the job stream:

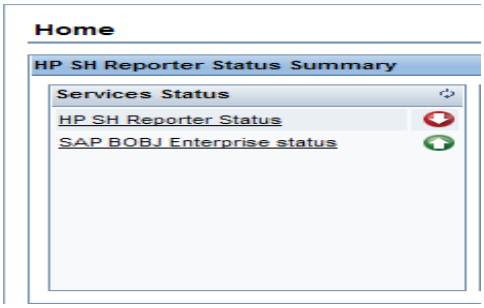
      ```
      abcBatchControl -abort -streamId <stream name>
      ```

      In this instance, *<stream name>* is the name of the job stream.

Understanding Service Alerts

The Service Status pane on the home page shows the icon for the SHR service status. This status indicates that the services are currently not running.

Figure 5: Service Status Pane on the Home Page



To investigate the problem further, you must check the Services page, where you can get the detailed information of the status of each SHR service.

Figure 6: Services Page in the Administration Console

Service Name	Description
HP_PMDB_Platform_Collection	PMDB Collection Framework Service
HP_PMDB_Platform_IM	HP Service Health Reporter Internal Monitoring Framework
HP_PMDB_Platform_DB_Logger	Does IM logging by using Message Broker Service
HP_PMDB_Platform_Timer	HP SH Reporter Timer Service to schedule data store jobs.
HP_PMDB_Platform_PostgreSQL	Postgres Database Running

In case of Error/Warning status against the HP PMDB Platform Collection, ensure adequate free disk space on the drive where SHR is installed (at least 15% free space of total disk space).

If any of the service listed in the Figure 6 shows error, restart the service using the Start/Stop link or the Windows Service panel. In case you have trouble restarting the service or in case the service goes down frequently, contact HP Support.

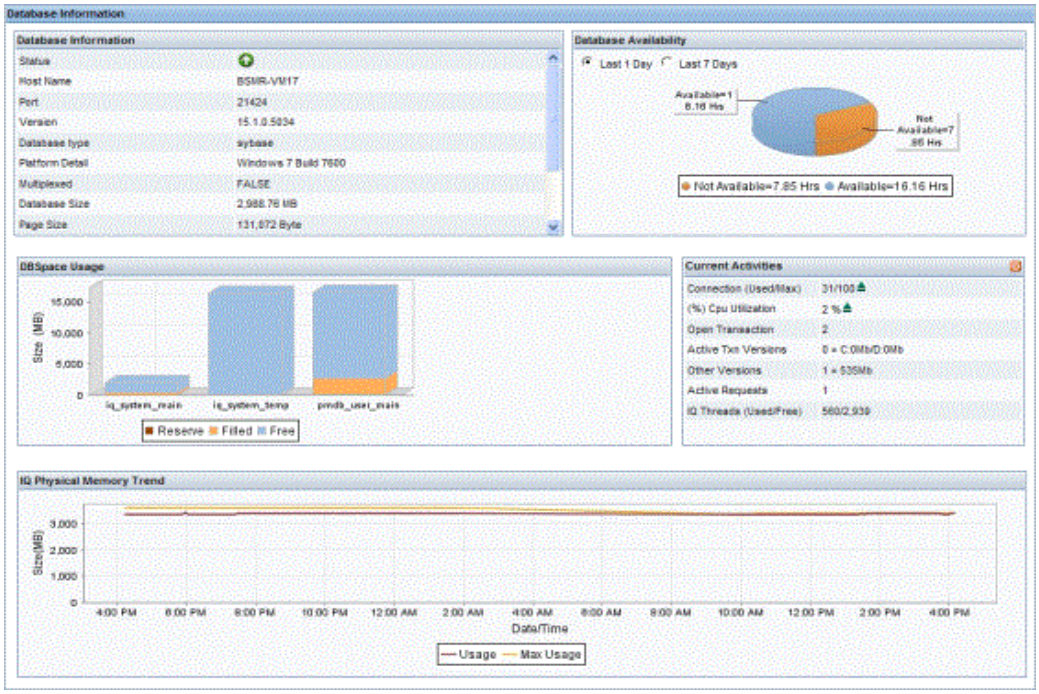
Understanding Database Alerts

Using the home page of the Administration Console, you can monitor the status of the SHR database connection, the availability, and space usage of the database. In the event of any problems, appropriate alerts are displayed in the following sections of the home page:

- Database Status: This pane displays the status of the database connection. In case the connection to the database cannot be established, the status icon is displayed.
- Database Alerts: This table displays a list of warnings or errors messages related to the database.

For detailed information about the database, you can check the Database Monitoring page in the Administration Console.

Figure 7: The Database Monitoring Page



This section explains how to troubleshoot database-related alerts.

Symptom: Database Alert on Home Page

Description: The Database Alerts table on the home page displays the “Error while creating new db space file={0}.iq at the location {1}" message.

Resolution: When 70 to 85 percent of the database space is utilized, a warning message is generated in the Database Alerts table. SHR automatically resolves it by creating a new database space file. However, if a problem occurs during the creation of the database space file, this error message is generated.

Currently, the new database file is created in the same folder where the Sybase IQ database files exist. If the drive does not have enough space, the above error occurs. To resolve this problem, check the disk space and add more according to your requirements or manually create the new database file in another drive.

Symptom: Database Connection Failure

Description: The Database Status pane on the home page of the Administration Console shows the icon.

Resolution: Restart the database (restart HP_PMDB_Platform_Sybase service from the Windows Service panel). In case you have trouble restarting the service or in case the service goes down frequently, contact HP Support.

Note: If Sybase IQ is installed on a remote system, you must perform these steps on the remote system. The name of the Sybase IQ service might be different from the one mentioned in the steps as it depends on the name that was defined when the service was first created in the remote system.

Symptom: Job Streams not Loading or Running

Description: After installing the content packs and configuring SHR to collect data, you notice that the Data Processing page of the Administration Console does not display any active streams. The job streams are not loading or running.

Resolution: Ensure that the HP_PMDB_Platform_Timer service is running.

Symptom: SAP BusinessObjects InfoView Logon from VM Fails

Description: After launching the SAP BusinessObjects InfoView from the Administration Console on a virtual machine, log on fails despite providing correct user credentials.

Resolution: This problem occurs if SHR is installed on a virtual machine and at the time of installation, the host name on the virtual machine is not correctly set. The HP Software installer configured SAP BusinessObjects using the incorrect host name. However, the installer used correct host name in the `%PMDB_HOME%/data/config.prp` file. Ideally, the installer should use the same host name across all components.

To resolve this problem, perform the following steps:

1. Click **Start > Programs > BusinessObjects XI 3.1 > BusinessObjects Enterprise > Central Configuration Manager**. The Central Configuration Manager window opens.
2. Right-click **Apache Tomcat 5.5.20**, and then click **Stop** to stop the Tomcat service.
3. Right-click **Server Intelligence Agent (HOML01GEATON)** and then click **Stop** to stop the SIA service.
4. Right-click **Server Intelligence Agent (HOML01GEATON)** and then click **Properties**. The Server Intelligence Agent (HOML01GEATON) Properties dialog box opens.
5. On the Configuration tab, select the **Change Cluster Name to** check box, and then type the new name of the virtual or physical machine.
6. Click **OK**.
7. Right-click **Server Intelligence Agent (HOML01GEATON)** and then click **Start** to restart the SIA service first.
8. Right-click **Apache Tomcat 5.5.20** and then click **Start** to restart the Tomcat service next.
9. Close the Central Configuration Manager window.
10. In the Administration Console, click **Administration > SAP BusinessObjects**. The SAP BusinessObjects page opens.
11. Click **Launch InfoView**. The BusinessObjects InfoView Login page opens.

Symptom: Sybase IQ Process Continues Running after Platform Service is stopped

Description: Stopping the PMDB Platform Sybase service when the Sybase IQ database is down does not ensure that the Sybase IQ process (iqsrv15.exe) stops running.

Resolution: To resolve this problem, you must manually stop the Sybase IQ process after stopping the PMDB Platform Sybase service. Perform the following steps:

1. Stop the Sybase IQ process (`iqsrv15.exe`) from the Task Manager.
   a. On the desktop, right-click the taskbar, and then click **Task Manager**. The Windows Task Manager window opens.
   b. Click the **Process** tab.
   c. Select the Show processes from all users check box and then locate the `iqsrv15.exe` process in the displayed list of processes.
   d. Select `iqsrv15`

Note: If Sybase IQ is installed on a remote system, you must perform these steps on the remote system. The name of the Sybase IQ service might be different from the one mentioned in the steps as it depends on the name that was defined when the service was first created in the remote system. For more information, see the*HP Service Health Reporter Interactive Installation Guide*

Symptom: Internet Explorer 9 Fails to Launch the Administration Console

Description: SHR Administration Console does not launch with Internet Explorer 9.

Resolution: Launch the Administration Console after opening Internet Explorer in the Compatibility Mode.

Symptom: Administration Console Web Page Error

Description: When you log on or browse through the Administration Console, the following error message is displayed on the web page:

`500 Internal Server Error`:

Resolution 1:

Check the `BSMRApp.log` file for duplicate id exception.

Resolution 2:

This error occurs because of duplicate IDs that were created for the same web page. To resolve this, clear the web browser cache and refresh the page.

Resolution 3:

Start the Administrator service.

Windows:

- Open command prompt and type services.msc.
- Right-click on `HP_PMDB_Platform_Administrator service restart`.

Linux:

Run service `HP_PMDB_Platfrom_Administrator restart`.

Symptom: ABC Stream – Stage Always in Warning State

Description: Status of stage step in ABC stream is always in warning state. This occurs when the stage moves CSV files to `%PMDB _HOME%/stage/failed _to_stage` (Windows), `$PMDB_HOME/stage/failed_to_stage` (Linux) if it encounters any error due to wrong data.

Resolution: When you see stage step in WARNING state, correct the data in the CSV files manually and put them back to `%PMDB _HOME%/stage/failed _to_stage` (Windows) ,`$PMDB_HOME/stage/failed_to_stage` (Linux) so that data is moved during next run.

Symptom: Connection to RTSM Server through Administration Console Fails

Description: When the user changes the application root context in BSM9.2x, test connection fails.`BSMRApp.log` shows following message:

Failed to connect with *http://<HostName>:21212/setup1/axis2/services/UcmdbService* for CMDB,

org.apache.axis2.AxisFault: Service not found operation terminated.

Resolution:

To be performed in SHR Server

1. Edit `config.prp` file located at `%PMDB_HOME%/data/config.prp` (Windows), `$PMDB_HOME/data/config.prp` (Linux)
2. Modify `ucmdbservice.url=/axis2/services/UcmdbService` to `ucmdbservice.url=/setup1/axis2/services/UcmdbService` (assuming new root context is setup1)

To be performed in BSM System

1. After you have changed the root context from BSM/jmx-console, stop the server and edit the following configuration files. Assume that your new root context is *setup1*.
2. Edit the file `..\HPBSM\odb\deploy\axis2\WEB-INF\web.xml` and add the following lines:

```
<init-param>

 <param-name>axis2.find.context</param-name>

 <param-value>false</param-value>

</init-param>
```

3. Edit the file `..\HPBSM\odb\deploy\axis2\WEB-INF\conf\axis2.xml` and add the following line:

```
<parameter name="contextRoot"
locked="false">setup1/axis2</parameter>
```

4. Restart the server.

Symptom: Unable to Launch the Central Management Console or the InfoView Console from the Administration Console

Description: This is observed only on non-English systems.

In the Administration Console, the **Administration > SAP BOBJ** menu fails to launch the Central Management Console or InfoView Console.

Resolution:

1. Open the following file:
   - On Windows: `%pmdb_home%/config/data/config.prp`
   - On Linux: `$pmdb_home/config/data/config.prp`
2. Make sure that the fully qualified domain name of the SHR system is correctly specified in the file.

Symptom: SHR Server and Remote Collector Unable to Communicate Across Networks

Description: When the SHR server and the Remote Collector are hosted on different networks, they are unable to communicate with each other.

Resolution: Ensure that the outbound connections from both networks are open and inbound connection is restricted to a single port that the communication broker must listen to. Perform the following steps on the SHR server and the Remote Collector to enable communication across networks:

On the SHR Remote Collector:

1. From the Command Line Interface (CLI), run the following command:
   `ovconfchg –edit`
2. Add the following lines:

   ```
   [bbc.cb]

   SERVER_PORT=<port_no>
   ```

   where, *port_no* is the port open for communication.
3. Restart the bbc service by running the following command:
   `ovc -restart`

On the SHR server:

1. From the Command Line Interface (CLI), run the following command:
   `ovconfchg –edit`

2. Add the following lines:

   ```
   bbc.cb.ports]

   PORTS=<server_FQDN-1:port_no>;=<server_FQDN-2:port_no>
   ```

   where, *server_FQDN* is the SHR Remote Collector's Fully Qualified Domain Name (FQDN) and *port_no* is the port open for communication. The port number must be the same as that configured on the SHR Remote Collector. You can configure multiple collectors this way with different port numbers for different SHR servers.

3. Restart the bbc service by running the following command:
   `ovc -restart`

After performing the earlier steps on both the SHR server and the SHR Remote Collector, configure the SHR Collector and add it through the SHR Administration Console. For more information, see the *HP Service Health Reporter Interactive Installation Guide*.

Note: Proxy configuration is not required if at least one port is open for inbound communication. Otherwise, you must configure reverse channel proxy (RCP). For more information, refer the whitepaper named Configuring outbound-only communication with HP OpenView Operations for UNIX 8.

Symptom: Sybase IQ Database Runs out of Space

Description: Sybase IQ database is out of space due to data logging from data sources.

Resolution: If the disk where Sybase IQ database is installed has run out of space, you can configure the database to log new data into a new physical drive.

Note: Take a full backup of the data in case of a disaster recovery. For more information, see "Database backup and recovery" in the *HP Service Health Reporter Configuration Guide*.

To add database files by using `dbisql`:

1. Open interactive SQL:
   a. On Windows, click **Start > Programs > Sybase > Sybase IQ 16.0 > Interactive SQL**.
   b. On Linux, run the following command:

      ```
      /opt/HP/BSM/Sybase/IQ-16_0/bin64/dbisql
      ```

2. EIn the Connect dialog box, in the **Identification** tab, type the user credentials.
3. In the **Database** tab, select the database you want to connect to, and then click **OK**.
4. Use the ALTER DBSPACE command to add a file:

   ```
   ALTER DBSPACE <dbspace name> ADD FILE <logical name>
   ‘<complete file path>’ SIZE <size>
   ```

Windows:

```
ALTER DBSPACE pmdb_user_main ADD FILE pmdb_user_main02
'C:\dbfile\pmdb_user_main02.iq' SIZE 20GB
```

Symptom: Content Pack Installation Hangs

Description: When installing content packs from **SHR Administration > Deployment Manager**, the installation does not progress and spikes CPU utilization of the system.

Resolution: If the content pack installation hangs, locate the *datapipe_manager* system process and terminate it. The **SHR Administration Console > Administration > Deployment Manager** will report that content pack installation had failed. Now, uninstall the content pack and begin installation again.

Symptom: HP OM Topology Collection Configurations Missing

Description: Although HPOM topology collection is configured and saved through the SHR Administration Console, they are missing.

Resolution: This issue is seen when you have upgraded from SHR 9.1 to 9.2 version. This occurs because SHR 9.2 employs the PostgreSQL database where a few additional configurations need to be performed as follows:

1. Log into the PostgreSQL database with administrator credentials using the pgAdmin III application from your SHR system.
2. Find the *dwabc* database and locate the *dict_db_ds table*.
3. Add *0* to the column named *rac*.
4. Commit the changes.
5. Configure and save the OM topology collection from the SHR Administration Console again.

Symptom: SHR Administration Console reports Connectivity Issues with Postgres Database

Description: The Postgres audit measure table is accumulated with millions of records that are not cleaned periodically. SHR Administration Console becomes unresponsive and does not allow monitoring of the job streams details.

Resolution: To resolve this problem, perform the following steps:

1. Log on to Postgres database using PgAdmin.
2. Execute the following SQL statement on weekly basis.

```
DELETE from audit_measure where md_process_id not in (select
md_process_id from job_stream_step_rt)
```

Note: Consider upgrading to the latest version of SHR.

Symptom: SQL Anywhere 12 Server Process Crashes

Description: The BOE120SQLAW service goes down after trying to insert the 'LONG' data into one of the auditing table columns and SHR InfoView reports are not

accessible.

Resolution: Perform the following steps to resolve this problem:

Linux:

1. Log on to the SHR system as root user.
2. Run the following commands in the prompt:
   - su – SHRBOADMIN
   - source $BOBJEDIR/setup/env.sh
   - cd $BOBJEDIR/SQLAW/Bin
   - dbisqlc
3. Log on to the SQL Anywhere AUDIT database with the following credentials:

   ```
   User ID: SHR
   Password: pmdb_admin
   DB name: <HOSTNAME>BOE120_AUDIT
   Server: <HOSTNAME>BOE120_SHR
   where HOSTNAME is the system name where SHR is installed.
   ```

   Note: If the `HOSTNAME` has a hyphen (-), replace it with the underscore (_).

   For example: `iwfvm-00310BOE120_SHR` should be changed as `iwfvm_00310BOE120_SHR`.

4. Execute the following query.
   ```
   ALTER TABLE AUDIT_DETAIL ALTER Detail_Text long NVARCHAR
   ```

Windows:

1. Log on to the SHR system.
2. Run the following command in the prompt:

   ```
   dbisql
   ```

3. Log on to the SQL Anywhere AUDIT database with the following credentials:

```
User ID: <HOSTNAME> (For example: iwfvm00310)
Password: pmdb_admin
DB name: BOE120_AUDIT
Server: BOE120SQLAW_<hostname> (For example: BOE120SQLAW_
iwfvm00310)
```

Note: If the `hostname` has a hyphen (-), replace it with the underscore (_).

For example: `BOE120SQLAW_iwfvm-00310` should be changed as `BOE120SQLAW_iwfvm_00310`.

4. Execute the following query.
   `ALTER TABLE AUDIT_DETAIL ALTER Detail_Text long NVARCHAR`

Symptom: SAP BOBJ Tomcat Status is Down

Description: The Connectivity Status section displays the SAP BOBJ Tomcat status as Down while the Tomcat service is actually running on the SAP BusinessObjects system.

Resolution:

Restart the SAP BOBJ Tomcat service on the SAP BusinessObjects system.

Symptom: Unable to log on to Administration Console

Description: When you log on to the Administration Console with the Administrator privileges, the following error message is displayed on the web page:

This may appear if the `config.prp` file is corrupted.

Resolution: To resolve this symptom, follow these steps:

Windows:

- Open command prompt and type `services.msc`.
- Right-click on `HP_PMDB_Platform_Administrator service` and select **Stop**.
- Go to the location where you have taken the backup of config.prp file and copy the backup to the config.prp file location: `%PMDB_HOME%\data\config.prp`.
- From the services window, right-click on `HP_PMDB_Platform_Administrator service` and select **Start**.
- Log on to the Administration Console.

Linux:

- Run the following command: `service HP_PMDB_Platfrom_Administrator stop`
- Go to the location where you have taken the backup of config.prp file and copy the backup to the config.prp file location: `$PMDB_HOME/data/config.prp`.
- Run the following command: `service HP_PMDB_Platfrom_Administrator start`
- Log on to the Administration Console.

SHR InfoView and CMC Fails to Launch from Administration Console

Description: The links provided in the SHR Administration Console fail to launch the SHR InfoView and Central Management Console (CMC). This might occur because the Fully Qualified Domain Name (FQDN) of the SHR host system was unavailable or failed to update.

Resolution: In the SHR system, browse to the directory where SHR is installed, locate the configuration properties (`conf.prp`) file as listed below and set the `bo.cms` parameter to the fully qualified name of the SHR system.

<INSTALL_DIR>\PMDB\data\config.prp, `bo.cms` must be set to fully qualified name of the SHR system.

Chapter 5: The Capture Tool

The Capture tool helps you capture useful configuration and run-time information from SHR systems that can be used for advanced troubleshooting. The Capture tool is not installed on the SHR system by default. You can install it on the SHR system, as well as on the system where the Sybase IQ database for SHR is installed.

To install the Capture tool:

Prerequisites

- All necessary Content Packs should be installed.
- The HP_PMDB_Platform_Administrator process must be running.

1. Log on as root/administrator and run the following command:

   On Windows

   ```
   %PMDB_HOME%\contrib\Supportability\capture_tool\capture_
   toolInstall.bat
   ```

   On Linux

   ```
   $PMDB_HOME/contrib/Supportability/capture_tool/capture_
   toolInstall.sh
   ```

2. Using the command prompt, change to the following directory:

   On Windows

   ```
   %PMDB_HOME%\adminServer\webapps\birt
   ```

   On Linux

   ```
   $PMDB_HOME/adminServer/webapps/birt
   ```

3. Run the following command:

   On Windows

```
updatePasswd.bat <management database password for user pmdb_
admin>
```

On Linux

```
updatePasswd.sh <management database password for user pmdb_
admin>
```

Installing the Capture Tool on the Sybase IQ Server

1. Run the following command on the system where the SHR server is installed:

   On Windows

   ```
   %PMDB_HOME%/../JRE64/bin/java -cp .;%PMDB_
   HOME%/lib/capturetool.jar;%PMDB_HOME%/lib/utils.jar;%PMDB_
   HOME%/lib/commons-io-1.4.jar
   hp.shr.capturetool.utils.CreateRemoteSybaseCapturePackage
   ```

   On Linux

   ```
   $PMDB_HOME/../JRE64/bin/java -cp .:$PMDB_
   HOME/lib/capturetool.jar:$PMDB_HOME/lib/utils.jar:$PMDB_
   HOME/lib/commons-io-1.4.jar
   hp.shr.capturetool.utils.CreateRemoteSybaseCapturePackage
   ```

2. Overwrite the `{PMDB_HOME}` directory on the remote Sybase IQ system with the newly generated `{pmdb_home}/tmp/PMDB` directory on the SHR server system.

3. *Only on Windows.* Run the command on the Sybase IQ system:

   ```
   copy %pmdb_home%\contrib\Supportability\capture_
   tool\drivers\csv2.xsl C:\windows\system32\
   ```

Executing the Capture Tool

The capture tool ships with an out of the box default configuration XML to captures the required information. This XML contains the targets that have set of commands to run.

The capture configuration file `shr_capture_tool_options.xml` is located at `{pmdb_home}\contrib\Supportability\capture_tool\perl\`.

Run the following command to execute the capture tool:

For Windows:

```
%pmdb_home%\contrib\Supportability\capture_
tool\perl\capturetool.bat
```

For Linux:

```
$PMDB_HOME/contrib/Supportability/capture_
tool/perl/capturetool.sh
```

The data gets collected is in the location `{pmdb_home}/capture_output`

Note: If the folder `{pmdb_home}/capture_output` already has some data, then post execution the Capture Tool will overwrite the data in that folder.

Interpreting results

The out-of-the-box configuration file captures the following information:

- System configuration
- Product configuration
- PostgreSQL database
- Sybase database
- Log File
- Installed Content packs
- Data source
- SHR service status
- Data flow
- ABC stream status

These reports can be accessed from the following link:

`http://<hostname>:21411/birt/report.jsp`

Note: By default all the information captured will be in any one of the following format:

- CSV
- Text
- HTML

Chapter 6: Troubleshooting Data Source Issues

Troubleshooting HP Operations Agent Data Source Issues

Checking Data Availability on HP Operations Agent using JCODAUTIL?

Set the environment variable in the command prompt to get additional options.

```
C:\>SET CODAMAGIC=0x05201993
```

1. To dump latest data in the data source for all instances, run the following command in the system where Agent is installed:

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –dumpds <datasource>`

   Example: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –dumpds SCOPE`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –dumpds <datasource>`

   Example: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –dumpds SCOPE`

2. To dump metric list of a data source and a class, run the following command in the system where SHR is installed:

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –n <hostname> -obj`

Example: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –n pihpt1. example.domain.com –obj

For Linux: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –n <hostname> -obj

Example: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –n pihpt1. example.domain.com -obj

3. To dump last data for a data source and a class.

For Windows: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics> -last

Example: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE –last

For Linux: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics> -last

Example: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE –last

4. To dump first data for a data source and a class.

For Windows: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics> -first

Example: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE –first

For Linux: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics> -first

Example: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE –first

5. To dump last hours' summarized (by five min) data for a data source and class.

   For Windows : %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics_list> -b <mm/dd/yyyy.hh:mi:ss> -e <mm/dd/yyyy.hh:mi:ss> -s fivemin

   Example: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE -b 07/18/2012.10:00:00 -e 07/18/2012.11:00:00 -s fivemin

   For Linux: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics_list> -b <mm/dd/yyyy.hh:mi:ss> -e <mm/dd/yyyy.hh:mi:ss> -s fivemin

   Example: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE -b 07/18/2012.10:00:00 -e 07/18/2012.11:00:00 -s fivemin

6. To dump last hours' raw data for a data source and class.

   For Windows: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics_list> -b <mm/dd/yyyy.hh:mi:ss> -e <mm/dd/yyyy.hh:mi:ss> -raw

   Example: %ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE -b 07/18/2012.10:00:00 -e 07/18/2012.11:00:00 –raw

   For Linux: /opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics_list> -b <mm/dd/yyyy.hh:mi:ss> -e <mm/dd/yyyy.hh:mi:ss> -raw

Example: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE -b 07/18/2012.10:00:00 -e 07/18/2012.11:00:00 –raw`

7. To dump last hours' summarized (by five min) data for a data source and class in a CSV format.

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics_list> -b <mm/dd/yyyy.hh:mi:ss> -e <mm/dd/yyyy.hh:mi:ss> -s fivemin -l "," > file.csv`

   Example: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID,BYCPU_STATE -b 07/18/2012.10:00:00 -e 07/18/2012.11:00:00 -s fivemin > cpu.csv`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar –ds <datasource> –o <class> –n <hostname> -m <comma_separated_metrics_list> -b <mm/dd/yyyy.hh:mi:ss> -e <mm/dd/yyyy.hh:mi:ss> -s fivemin -l "," > file.csv`

   Example: `/opt/HP/BSM/JRE64/bin/java-cp/opt/OV/java/-jar /opt/OV/java/jcodautil.jar –ds SCOPE –o CPU –n pihpt1. example.domain.com -m BYCPU_ID, BYCPU_STATE -b 07/18/2012.10:00:00 -e 07/18/2012.11:00:00 -s fivemin > cpu.csv`

Troubleshooting HP Operations Agent Connectivity Issues

Perform the following steps to check the reachability and availability of data source for reporting:

1. Check that the host is reachable.

   For Windows: `-ping <hostname>`

   For Linux: `ping -n <hostname>`

   If ping fails, check the connectivity to the host.

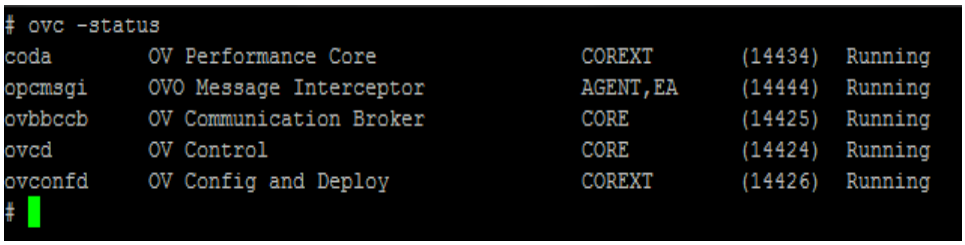
   Note: If the node is behind a firewall, ping might be blocked.

2. Check to see if the agent is up and running using following command.

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar -ping <hostname>`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar -ping -n <hostname>`

   Ping of OvBbcCb and CODA should be successful. But if the jcodautil ping fails, check the status of agent by running ovc -status command on the agent system and check that all the services are running as shown in the following sample output.



Troubleshooting Empty CPU Data for Last Two Days

Perform the following steps to debug data availability on source:

1. Check that the host is reachable.

   For Windows: `-ping <hostname>`

   For Linux: `ping -n <hostname>`

   If ping fails, check the connectivity to the host.

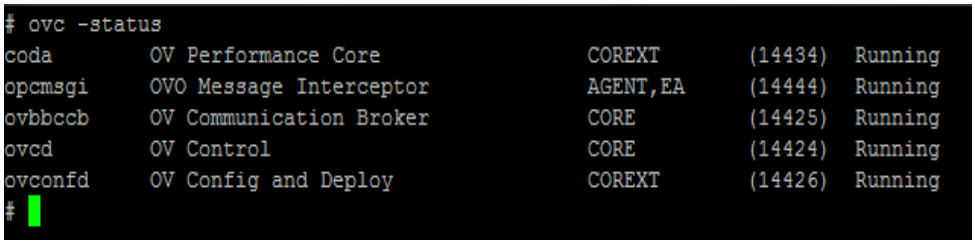
Note: If the node is behind a firewall, ping might be blocked.

2. Check to see if the agent is up and running using the following command:

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar -ping -n <hostname>`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar -ping -n <hostname>`

   Ping of OvBbcCb and CODA should be successful. But if the jcodautil ping fails, check the status of agent by running ovc -status command on the agent system and check that all the services are running as shown in the following sample output.



3. Check to see if data is being collected and logged in HP Operations Agent by running the following command:

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar -ds SCOPE -o CPU -m BYCPU_ID,BYCPU_CPU_TOTAL_UTIL -last -n <hostname>`

   Example: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar -ds SCOPE -o CPU -m BYCPU_ID,BYCPU_CPU_TOTAL_UTIL -last –n piiat1. example.domain.com`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar -ds SCOPE -o CPU -m BYCPU_ID,BYCPU_CPU_TOTAL_UTIL -last -n <hostname>`

   Example: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar -ds SCOPE -o CPU -m BYCPU_ID,BYCPU_CPU_TOTAL_UTIL -last –n piiat1. example.domain.com`

Time	CPU	Total
Stamp	ID	CPU %
03/26/12 5:05:00	0	0.78
03/26/12 5:05:00	1	1.92
03/26/12 5:05:00	2	2.33
03/26/12 5:05:00	3	2.07
03/26/12 5:05:00	4	1.19
03/26/12 5:05:00	5	2.45
03/26/12 5:05:00	6	1.17
03/26/12 5:05:00	7	1.10

If you don't see data for the last two days, contact HP Support.

Troubleshooting Data Holes in Reports

Perform the following steps to debug data availability on source.

1. Check that the host is reachable.

   For Windows: `-ping <hostname>`

   For Linux: `ping -n <hostname>`

   If ping fails, check the connectivity to the host.

   Note: If the node is behind a firewall, ping might be blocked.

2. Check to see if the agent is up and running using following command:

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar -ping -n <hostname>`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar -ping -n <hostname>`

Ping of OvBbcCb and Coda should be successful. But if the jcodautil ping fails, check the status of agent by running `ovc -status` command on the agent system and check that all the services are running as shown in the following sample output.

```
# ovc -status
coda        OV Performance Core                COREXT      (14434)  Running
opcmsgi     OVO Message Interceptor            AGENT,EA    (14444)  Running
ovbbccb     OV Communication Broker            CORE        (14425)  Running
ovcd        OV Control                         CORE        (14424)  Running
ovconfd     OV Config and Deploy               COREXT      (14426)  Running
#
```

3. Run the following command to check if you have one row every five minutes between the given start and end time:

   Start and end time format are mm/dd/yyyy.hh:mi:ss.

   For Windows: `%ovinstalldir%/jre64/bin/java -jar %OVINSTALLDIR%/java/jcodautil.jar -ds SCOPE -o GLOBAL -m GBL_MEM_UTIL,GBL_CPU_TOTAL_UTIL,GBL_DISK_UTIL -b 03/25/2013.10:00:00 -e 03/25/2013.11:00:00 -n  piiat1. example.domain.com`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar /opt/OV/java/jcodautil.jar -ds SCOPE -o GLOBAL -m GBL_MEM_UTIL,GBL_CPU_TOTAL_UTIL,GBL_DISK_UTIL -b 03/25/2013.10:00:00 -e 03/25/2013.11:00:00 -n  piiat1. example.domain.com`

```
# ovcodautil -ds SCOPE -o GLOBAL -m GBL_MEM_UTIL,GBL_CPU_TOTAL_UTIL,GBL_DISK_UTIL -h -b 03/25/2013.10:00:00 -e 03/25/2013.11:00:00 -n  piiat1.ind.hp.com
          Time                        Memory
         Stamp         CPU %           %

03/25/13 10:00:00          1.77         88.70
03/25/13 10:05:00          2.00         88.75
03/25/13 10:10:00          1.69         88.74
03/25/13 10:15:00          1.64         88.75
03/25/13 10:20:00          1.65         88.75
03/25/13 10:25:00          1.44         88.75
03/25/13 10:30:00          1.50         88.75
03/25/13 10:35:00          1.66         88.75
03/25/13 10:40:00          1.48         88.75
03/25/13 10:45:00          1.62         88.75
03/25/13 10:50:00          1.53         88.75
03/25/13 10:55:00          1.33         88.75
#
```

Troubleshooting Missing Dimensions – SHR Displays One Instance when Multiple Instances Exist

Perform the following steps to debug data availability on source.

1. Check that the host is reachable.

   For Windows: `-ping <hostname>`

   For Linux: `ping -n <hostname>`

   If ping fails, check the connectivity to the host.

   > **Note:** If the node is behind a firewall, ping might be blocked.

2. Check to see if the agent is up and running using the following command:

   For Windows: `%ovinstalldir%/jre64/bin/java -jar`

   `%OVINSTALLDIR%/java/jcodautil.jar -ping -n <hostname>`

   For Linux: `/opt/HP/BSM/JRE64/bin/java -cp /opt/OV/java/ -jar`

   `/opt/OV/java/jcodautil.jar -ping -n <hostname>`

   Ping of OvBbcCb and Coda should be successful. But if the jcodautil ping fails, check the status of agent by running ovc -status command on the agent system and check that all the services are running as shown in the following sample output.

   ```
   # ovc -status
   coda        OV Performance Core              COREXT       (14434)  Running
   opcmsgi     OVO Message Interceptor          AGENT,EA     (14444)  Running
   ovbbccb     OV Communication Broker          CORE         (14425)  Running
   ovcd        OV Control                       CORE         (14424)  Running
   ovconfd     OV Config and Deploy             COREXT       (14426)  Running
   #
   ```

3. Check the availability and integrity of data sources by performing the following steps:

   a. Launch the following page:

      http://<SHR Server FQDN>:<port>/BSMRApp/dscheck.jsf

   b. To check the data sources in the HP Operations agent, click **PA**.

      Click **View** to see the results. Results include a status summary of nodes and missing policies.

4. Check the last logged data time stamp for each instance. Check that all missing

instances are listed and that the time stamp is the same as with the instance that displays data in SHR.

```
%ovinstalldir%/jre64/bin\java -jar
%OVINSTALLDIR%\java\jcodautil.jar -ds DBSPI_ORA_REPORT -o
DBSPI_ORA_REPORT -last -n <hostname>
```

```
C:\> %ovinstalldir%/jre64/bin\java –jar
%OVINSTALLDIR%\java\jcodautil.jar -ds

DBSPI_ORA_REPORT -o DBSPI_ORA_REPORT -last -n  USNYCDBS

example.test.com
```

=== 03/26/13 9:15:00 PM	
Instance	0
INSTANCENAME	p123
METRICID	119.00
VALUEID	1.00
VALUE	109.71
SYSTEMID	example.test.com
OBJECTID	p123
=== 03/26/13 9:15:00 PM	
Instance	1
INSTANCENAME	p123
METRICID	201.00
VALUEID	1.00
VALUE	5.00
SYSTEMID	example.test.com
OBJECTID	p123

Troubleshooting Data Collection Failure across all Configured Nodes

Description: Data collection in SHR fails with an Address already in use error logged in the `topologycollector.log` file.

Resolution: This error occurs when the number of TCP/IP ports used exceeds the default value of 5000. To resolve this problem, you must make changes in the Windows Registry. Follow these steps:

1. Click **Start > Run**. The Run dialog box opens.
2. In the Open box, type `regedit`. The Registry Editor window opens.
3. On the left pane, expand *HKEY_LOCAL_MACHINE*, expand *SYSTEM*, expand *CurrentControlSet*, expand *Services*, expand *Tcpip*, and then click **Parameters**.
4. On the right pane, right-click anywhere, point to New, and then click **DWORD Value** to add a new entry. Add the following entries:
   - MaxUserPort = 65535 (decimal)
   - MaxFreeTcbs = 65535 (decimal)
   - MaxHashTableSize = 65535 (decimal)
   - TcpTimedWaitDelay = 30 (decimal)

Restart the system after making changes in the Registry Editor.

Symptom: Microsoft SQL servers take up a new CIID when data sources are recreated in HPOM

Description: The collection module obtains same Microsoft SQL server instance with a different CIID when data sources are recreated on the HPOM because the instance key metrics of SPI is used to generate the CI_UID. When DSI logging is enabled (default mode) on the SPI source instead of the HPOM, no metrics are marked as key metrics. But, if it is changed, the instance_name becomes a key metric which generates a different CI_UID.

Resolution: Create the `%OVDATADIR\conf\dsi2ddf\nocoda.opt` file in Windows and the `/var/opt/OV/conf/dsi2ddf/nocoda.opt` file in Linux to make the SPI log to HPOM instead of DSI (on recreation) so that SHR always obtains the key metrics.

Symptom: Data loading into SHR fails due to NaN values

Description: When data collection from HP Operations agent attempts to load Not a Number (NaN) values into the numeric columns of fact tables, data type conversion errors are seen. The error can be viewed from the **SHR Administration Console > Internal Monitoring > Data Processing > Content Pack** Component Name (SysPerf_ Domain) where a count of errors is listed.

Resolution: Browse to the `{PMDB.HOME}/config/collection.properties` file and add the following property:

`pa.metric.default.metric.list=10,13`.

Restart the `HP_PMDB_Platform_Collection collection` service.

All NaN values are replaced and data loading occurs properly.

> **Note:** This workaround might impact performance because each metric collected from the HP Operations agent data source undergoes validation.

Troubleshooting RTSM Issues

Test Connection on Administration Console to RTSM Fails

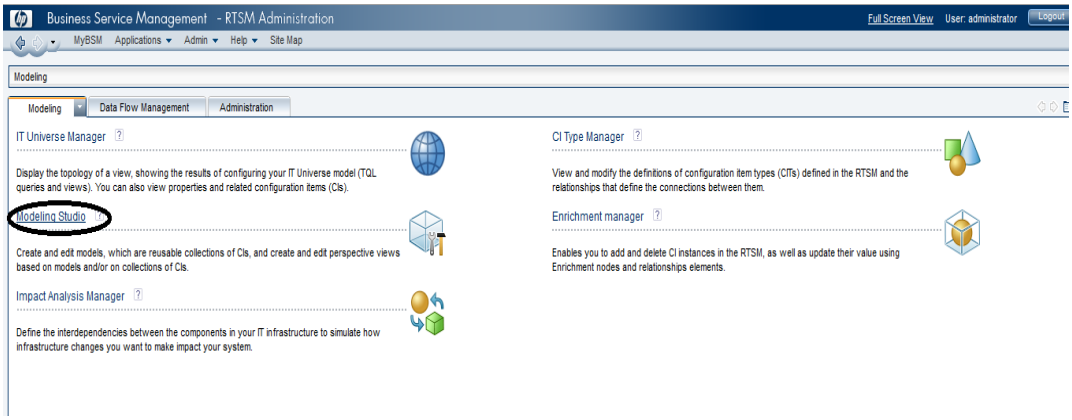
Perform the following step:

For a BSM distributed setup, ensure that you have provided the hostname and port of the Data Processing Server and not the Gateway Server.

Data Collection from RTSM-discovered HP Operations Agent Nodes Fails

1. Log on to BSM console from the URL http://<bsm_host_name>/topaz.
2. Navigate to **Admin > RTSM Administration**.

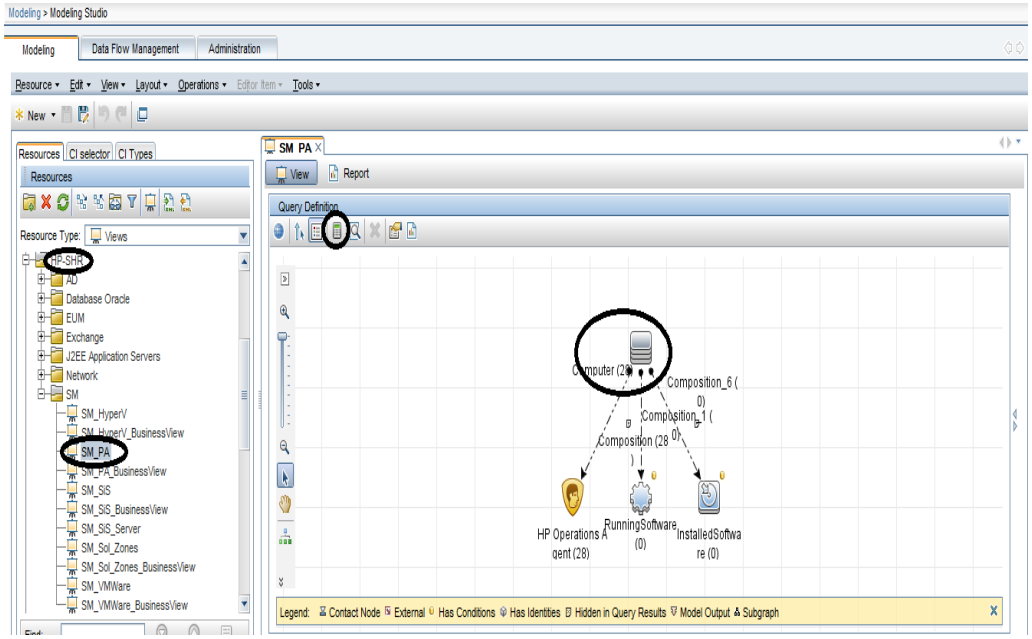
3. Navigate to Modeling Studio.



4. On the **Resources** tab, expand **HP-SHR folder > SM > SM_PA** and double-click **SM_PA view**.

5. On the right hand pane, the view appears. Click the calculator icon and check

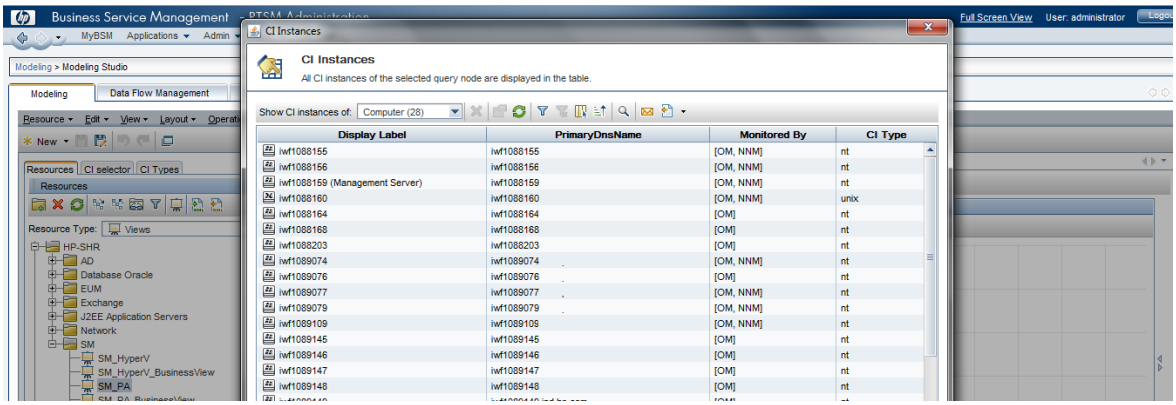
the number of instances of Configuration Item (CI) Type Computer.



6. In the preceding sample, there are 28 instances of CI Type Computer. This indicates that there must 28 agent data sources from where SHR collects performance metrics and reports on System Infrastructure Management.

Finding Attribute Value for the CI Type – HP Operations Agent

1. Right-click Computer and select Show Element Instances. A pop up appears with the CI instances and their attributes.



2. If the PrimaryDnsName attribute of Computer CI Type is blank for a CI's (host) in that view, it will not be configured for collecting performance metrics.

   To verify whether the same number of data sources is discovered in SHR, follow the steps:

   a. Log on to SHR Administration Console:

      http://<hostname>:21411/BSMRApp

   b. Navigate to the **Collection Configuration** page.

   c. Click **HP Operations Agent** to verify the number of data sources.

Symptom: Getting Number of objects visited by compound link calculation is [200000001], while the limit is configured to [200000000] with large RTSM setup

Description: The *Number of objects visited by compound link calculation limit by default is configured to [200000000]* in the `tql.compound.link.max.visited.objects` property.

You may get *Number of objects visited by compound link calculation is [200000001]*, while the limit is configured to *[200000000]*.

Resolution: To resolve this issue, perform these steps:

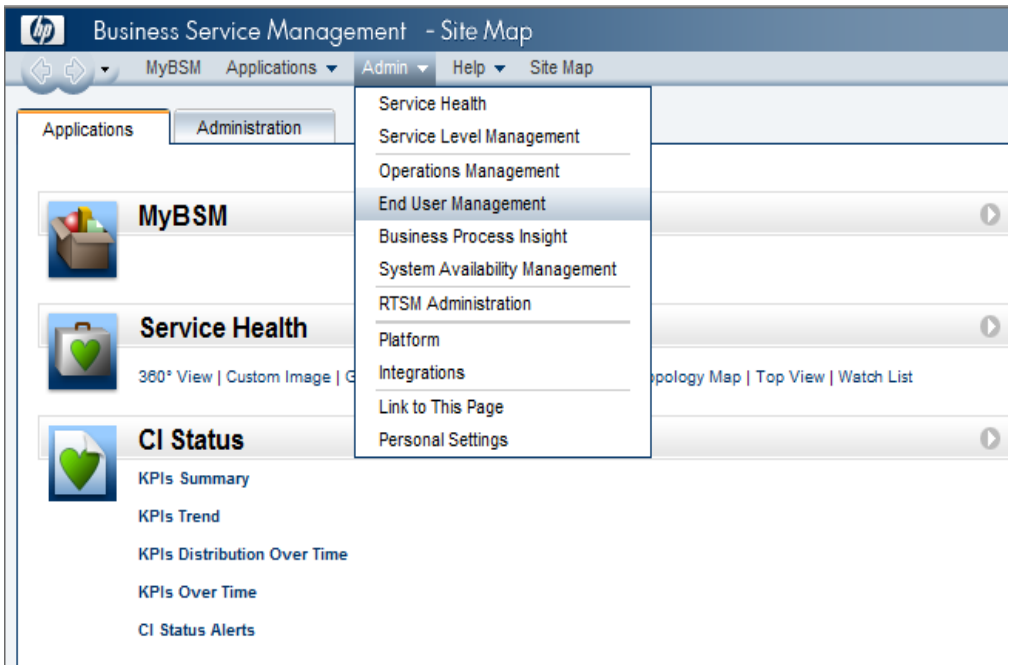
1. Log on to the JMX console on the DPS server.
2. Go to **UCMDB:Service=Settings Services**
3. Modify the **setSettingValue**
   a. customerID: 1
   b. name: tql.compound.link.max.visited.objects
   c. value: 400000000
4. Restart the SHR collection service and verify the `topologycollector.log` for errors.

Troubleshooting BPM and RUM Issues

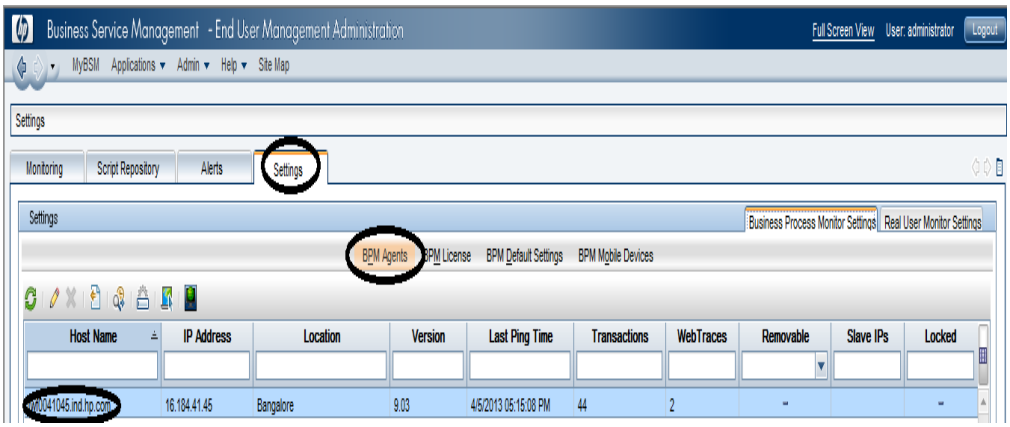
Checking Whether BPM Agents are configured

To check whether Business Process Monitor (BPM) agents are configured, perform the following steps:

1. Log on to BSM console from the URL http://<bsm_host_name>/topaz.
2. Go to **Admin > End User Management**.



3. Navigate to **Settings > select Business Process Monitor Settings** and select **BPM Agents**.

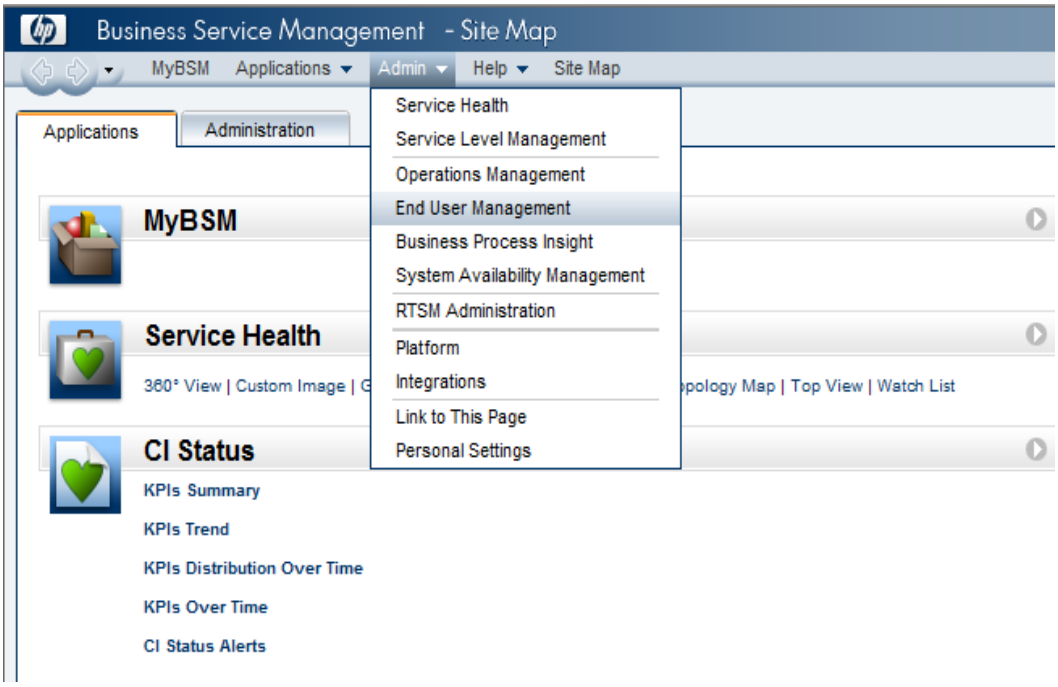


4. Verify that BPM Agents are configured in BSM.

Checking Whether RUM Agents are configured

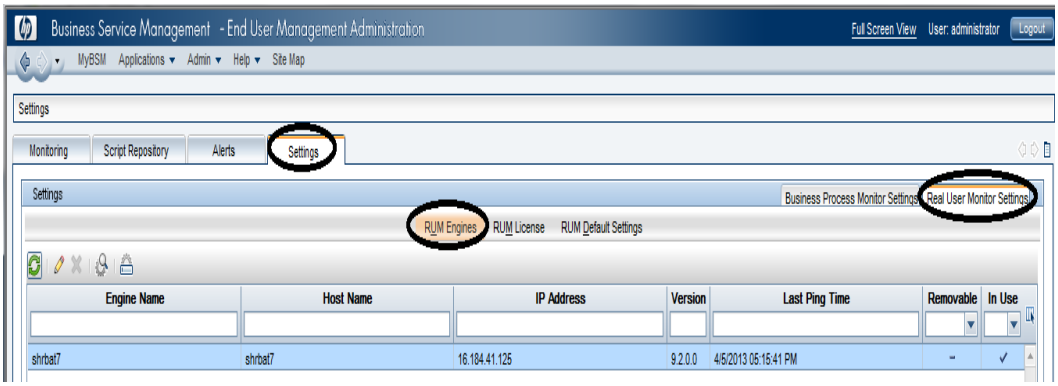
To check whether Real User Monitor (RUM) agents are configured, perform the following steps:

1. Log on to BSM console from the URL http://<bsm_host_name>/topaz.
2. Go to **Admin > End User Management**.



3. Navigate to **Settings > Real User Monitoring Settings** and select **RUM**

Engines.



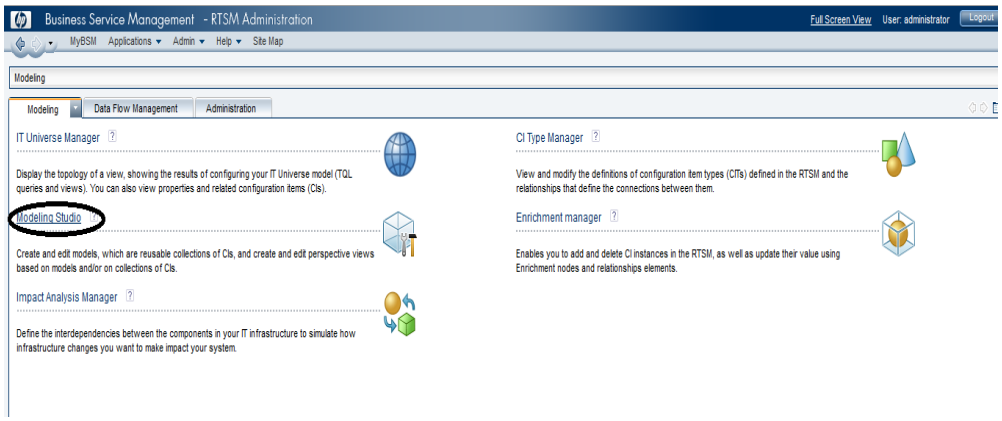
4. Verify whether RUM engine is configured in BSM.

Troubleshooting SiteScope Issues

How many SiteScope servers is SHR reporting on?

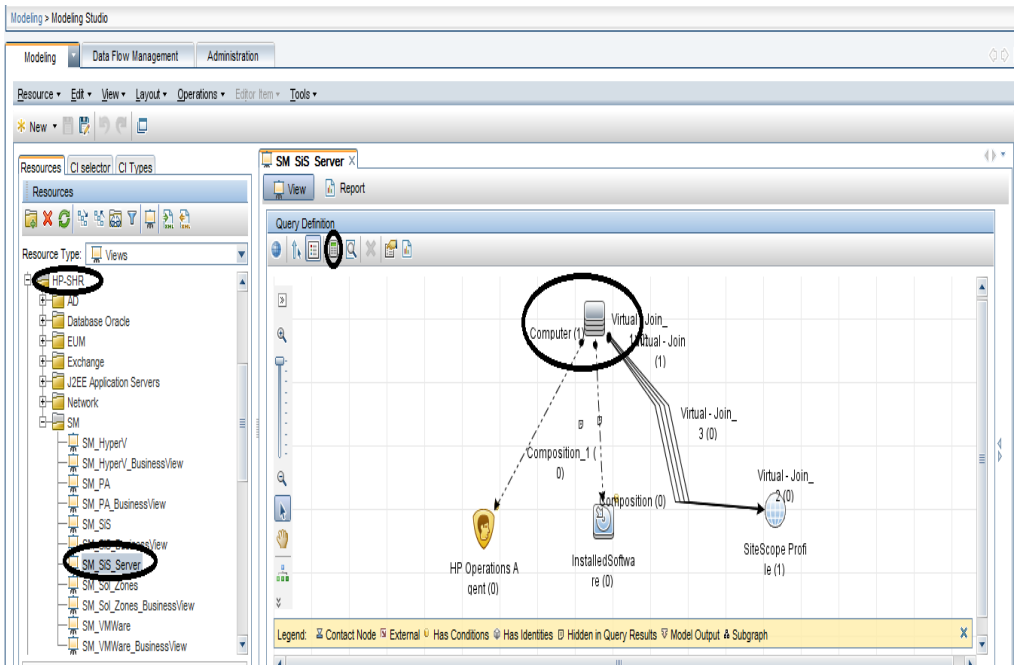
1. Log on to BSM admin console from the URL http://<bsm_host_name>/topaz.
2. Navigate to **Admin > RTSM Administration**.

3. Navigate to Modeling Studio.

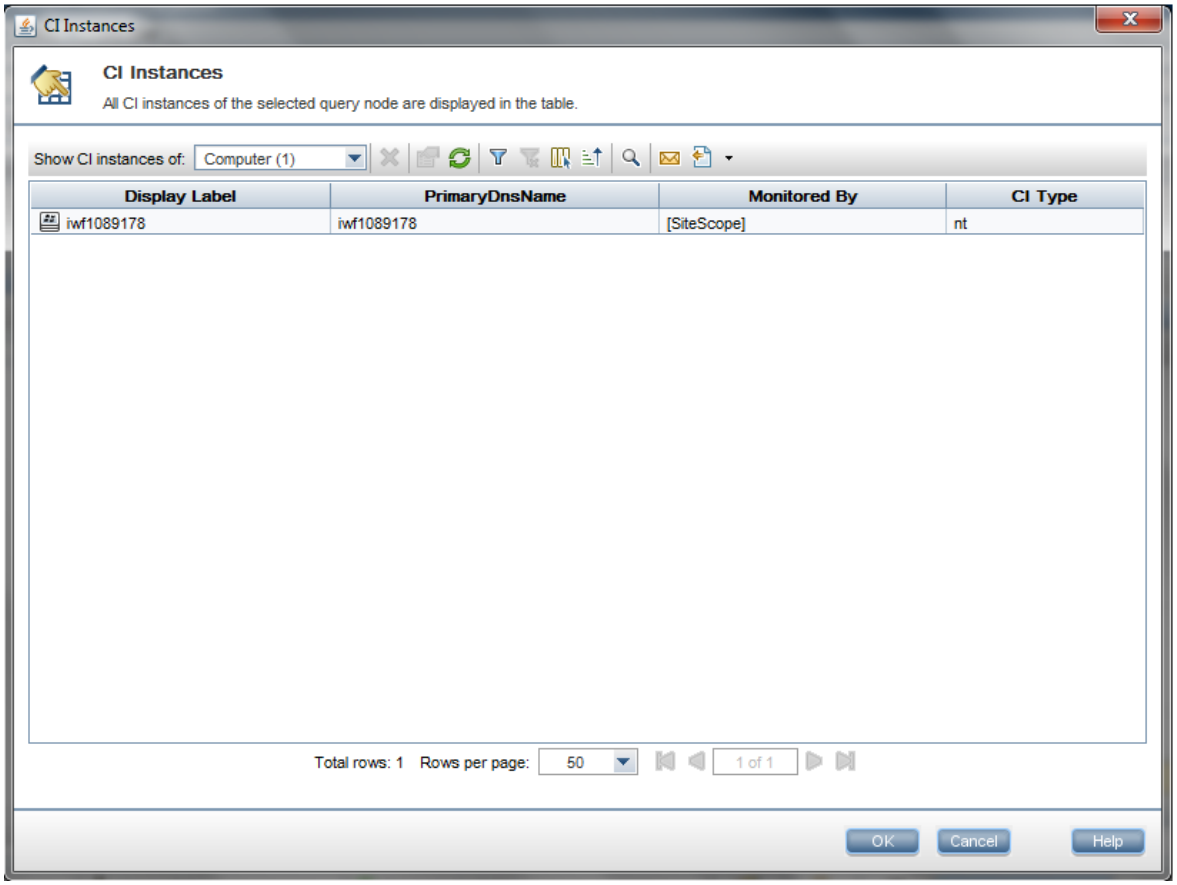


4. From the **Resources** tab, expand HP-SHR folder > SM > SM_SiS_Server and double-click **SM_SiS_Server view**.

5. On the right-hand pane with view detail, the instances of CI Type *Computer* are the number of SiteScope Servers that SHR reports on.



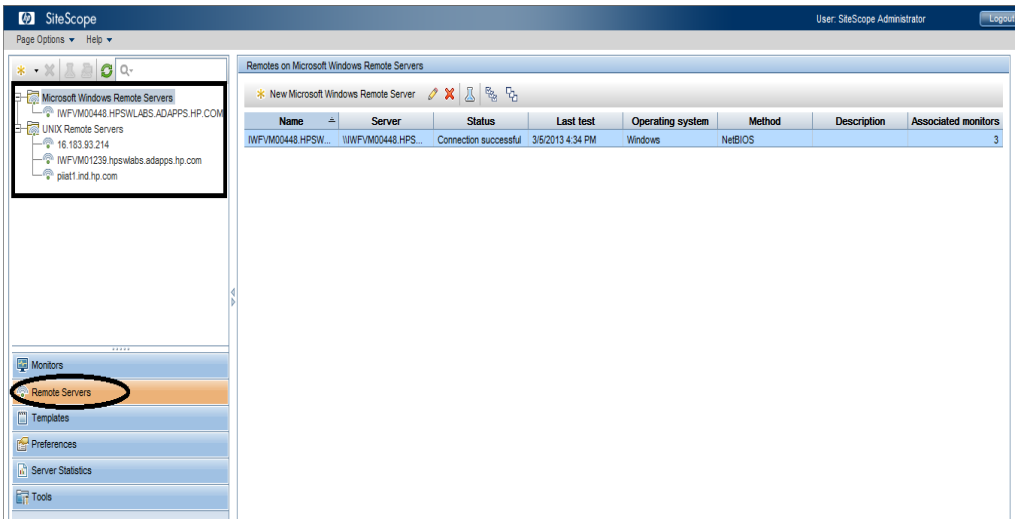
6. To check the SiteScope servers, right-click on the **Computer CI** type and select Show Element Instances. Check the PrimaryDnsName attribute. SHR uses this attribute to configure collection and get the performance metrics about the remote servers configured on SiteScope.



How many Servers (Windows/UNIX) does SiteScope Server Monitor?

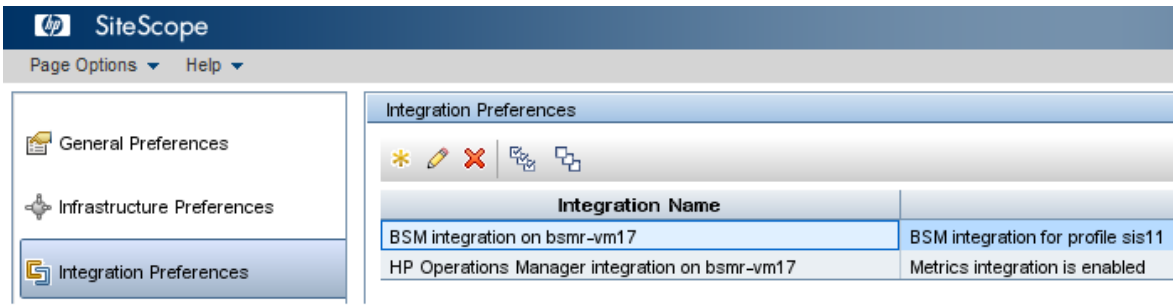
1. Log on to SiteScope server using the following URL: http://<hostname>:8080/SiteScope/servlet.

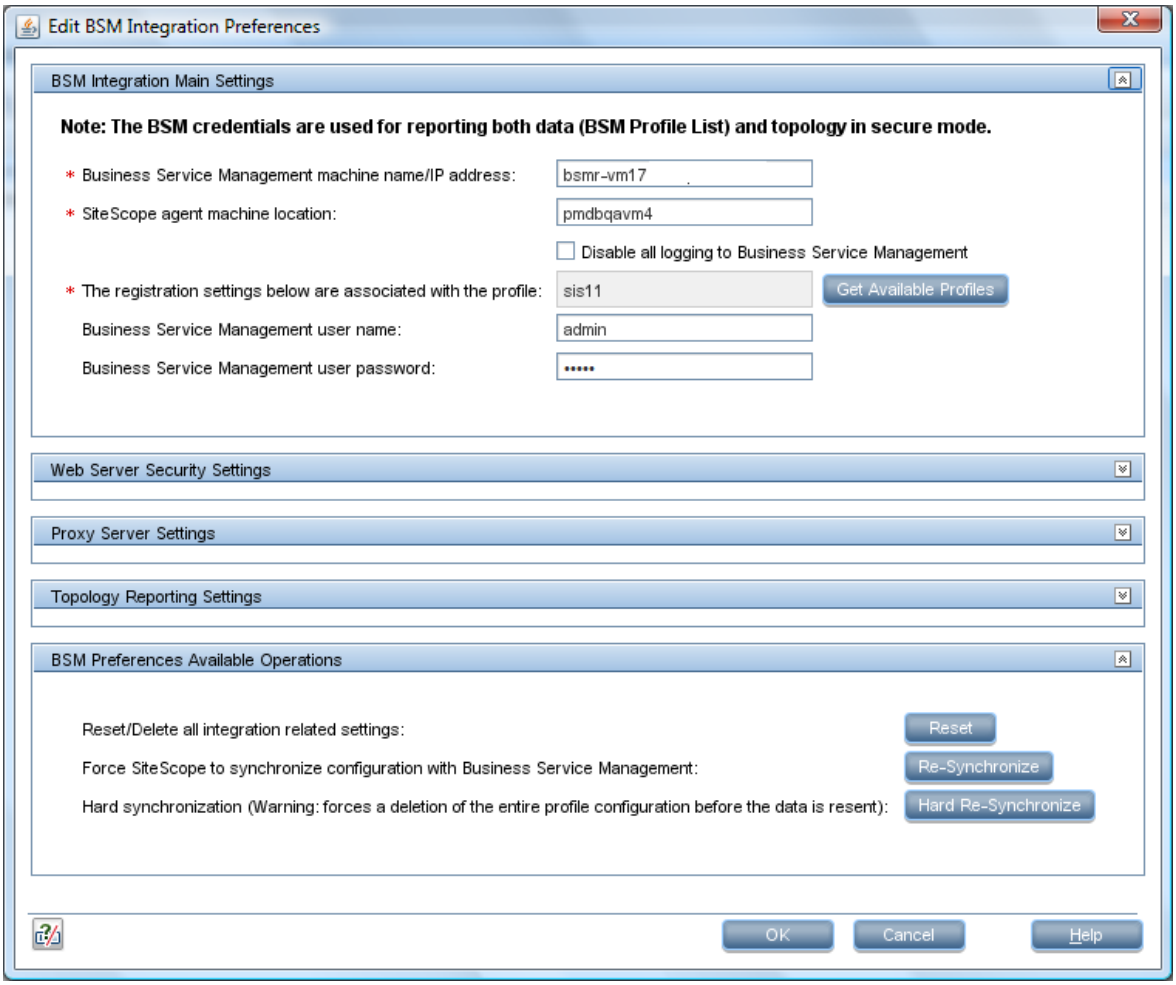
2. Go to Remote Server.



Checking Whether BSM Integration is enabled on the SiteScope Server

1. Log on to SiteScope home page.
2. Go to **Preferences > Integration Preferences**.
3. An integration entry for BSM appears when SiteScope is added in BSM.

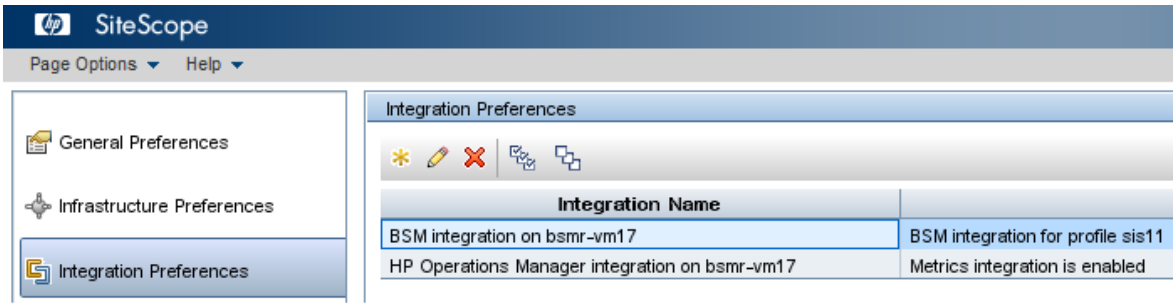




All managed nodes from SiteScope are automatically synced to BSM when the integration is complete. You can perform a Re-Synchronize or Hard Re-Synchronize operation if required.

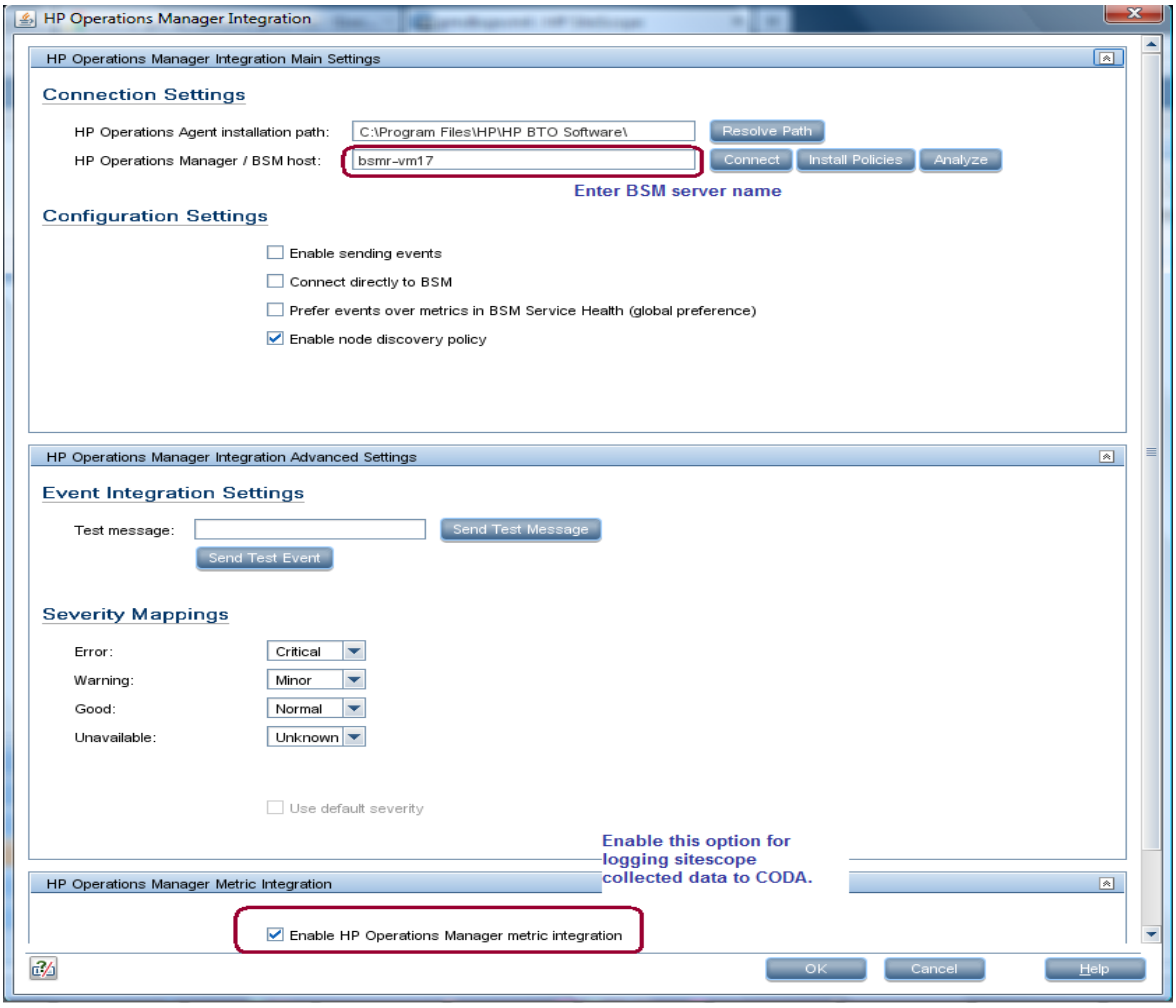
Checking Whether CODA Integration is enabled on the SiteScope Server

1. Log on to SiteScope home page.
2. Go to **Preferences > Integration Preferences**.
3. An integration entry for BSM appears when SiteScope is integrated to CODA.



4. If integration is not listed in the above screen, Click on the * icon and select **HP Operations Manager Integration**.

   Enable SiteScope to integrate with HP Operations agent for data logging. For more information, see the *Working with Operations Manager and BSM Using the HP Operations Agent* chapter of the *Using SiteScope Guide*.



Checking Data Availability for SiteScope Performance Metrics in CODA

1. SHR queries CODA data store running on SiteScope server to get performance metrics for reporting.
2. The data source that SHR queries to get SiteScope data is AGENTLESS.
3. SHR queries follow classes within AGENTLESS data source to get performance data.
    a. GLOBAL
    b. MEMORY

c. DISK

d. SYSTEM

e. QUEUE__LENGTH

f. QUEUE__STATISTICS

g. UPTIME

h. PHYSICALDISK

i. IO__STATS

j. NETIF

k. NETWORK__INTERFACE

l. NETWORK__STATS

m. CPU

n. FILESYSTEM

4. See the *Troubleshooting HP Operations Agent Data Source Issues* for details on how to check availability for a class and data source.

Mapper (data transformation step) crashes when collecting data from SiteScope Profile Database

Description: When SHR collects system performance data (initial history) from the SiteScope profile database, the mapper crashes due to low system memory.

Resolution: Browse to the `{PMDB.HOME}/config/collection.properties` file. Edit this property--`mapper.memory.map.size=30000`. The default value is 30,000. Decrease the value (for example: 20000) until mapper runs smooth with available memory.

SIS DA Collector Error: DataAcquisitionTimeoutException

Description: The SIS DA Collector gives the following:

```
com.mercury.sitescope.api.data.exception.DataAcquisitionTimeoutException:
Timeout occurred while waiting for resources for request from start time
<start time> to end time end time
```

Resolution: To resolve this issue, follow these steps:

1. Go to the `{PMDB.HOME}/config/collection.properties` file.
2. Edit or add the property `sis.da.time.slot.interval.secs=1000`.

   The default value is 1800. If the split value is 1800 the split duration will be for 30 min, for 900 it is 15 min.
3. Restart the `HP_PMDB_Platform_Collection` service.

Chapter 7: Troubleshooting Data Collection Problems

Symptom: No Dimension or Fact Collection despite Configuring Data Sources

Description: After configuring the respective data source through Administration Console (RTSM/HPOM), the respective dimension or fact CSVs are not collected by the collector.

Resolution: To resolve this problem, perform the following steps:

1. Check `topologycollector.log` file under the following folder location to check for obvious errors.

   Windows: `%PMDB_HOME%/log`

   Linux: `$PMDB_HOME/log`

2. Check if the appropriate collection policies are installed on the collector by either checking for files in `%PMDB_HOME%/config/collection_ policy` folder (Windows)/ `$PMDB_HOME/config/collection_policy` (Linux) or by running the `ovpolicy -list` command.

3. Check for existence of `cmdb_0_*.csv or sn_0_*.csv` in `%PMDB_HOME%/config/ds` folder for Windows or `$PMDB_HOME/config/ds` for Linux (depending on RTSM and OMSN configuration respectively) and verify that the details of the data source configured is correctly present in these files.

Symptom: No Fact Collection despite configuring Service Definition

Description: Fact CSVs are not available at the following location `%PMDB_HOME%/collect` (Windows), `$PMDB_HOME/collect` (Linux).

Resolution: To resolve this problem, perform the following steps:

1. Run ovpolicy -list and check whether the CMDB collection policies are installed on the collector. Alternatively, you can also check for collection policy XMLs in

   Windows: `%PMDB_HOME%/config/collection_policy` folder

   Linux: `$PMDB_HOME/config/collection_policy` folder

2. Verify whether dimension collection is occurring or not and whether there are any `VIEW*NODEDOMAIN*csv` in collect folder.

3. Log on to Administration Console and ensure that the platform_poller_ds_process stream under PMDB_Platform group is not in error state. This is the stream that brings in all `NODEDMAINMAP csv` from various collectors and then performs PA node distribution among collectors.

4. Also, ensure if any remote collectors are configured. If yes, PA data source distribution is appropriately done via the Administration Console for all collectors. Because, in case of local-only collector, all the PA nodes discovered during topology collection are automatically assigned to the local collector. But, even if a single remote collector is configured, the distribution of nodes is performed based on rules or manual assignment done by the administrator.

Symptom: Fact Collection is Occurring and Data is Available at extract Folder but not picked by Streams

Description: Fact CSVs are collected from the source by the collector and available at the following location `%PMDB_HOME%/extract` (Windows), `$PMDB_HOME/extract`. But the corresponding ABC stream in the Administration Console shows the collect step status as not started.

Resolution: The only reason it can happen is because the `platform_poller_data_process` stream from *PMDB_Platform* is in error state or is yet to process the collected data.

If the process is running for a longer time, kill the process. If it is in error state, perform the following:

1. Log on to Administration Console and check the status of the above mentioned stream. ABC stream will automatically process it next time.

Symptom: Collection not occurring from Collector

Description: No dimension CSVs or Fact CSVs are available in `%PMDB_HOME%/collect` folder (Windows), `$PMDB_HOME/collect` (Linux). No data is available in the reports for these hosts.

Resolution1:

1. Check for connection-related issues to the collector through the collector configuration page (under Administration) in the Administration Console.
2. Check `%PMDB_HOME%/log/remotepoller.log` file for Windows and `$PMDB_HOME/log/remotepoller.log` for Linux and verify errors during data download from the collectors.
3. Check if `platform_poller_data_process stream` from *PMDB_Platform* is in error state or is yet to process the collected data. Log on to Administration Console and check the status of the above mentioned stream.
4. Check whether the collection policies are installed on the collector system.

Symptom: No Collection due to *OVCONFD* Service not Running

Description: *OVCONFD* service stops due to disk space full situation and does not start automatically once the space issue is resolved.

Resolution: Run the following command.

1. Check the status of the service.

   ```
   ovc –status
   ```

2. Check the status of `ovconfd` in the output.
3. If it is stopped, execute the START command.

   ```
   ovc -start ovconfd.
   ```

This will start the service and collection of data would continue.

Symptom: Policy and Data Source Report Collector Error

Resolution:

1. Check if the collector is reachable. Launch **Administration Console > Collection Configuration > HP Operations Agent.** Select a host from the Host name column and click **Test Connection**.
2. Check if the certificate installation is correct by running the `ovcert –check` command.

Symptom: Missing Data Source Metadata Files

Windows: `%PMDB_HOME%/config/ds` folder

Linux: `$PMDB_HOME/config/ds` folder

Resolution:

1. The data source metadata CSV files are of the form `pa*.csv, cmdb*.csv, sn*.csv` and `db*.csv`
2. Ensure that all expected data sources are configured by verifying through the Administration Console.
3. Run the command `ovconfchg -edit` and check whether the following entries are present in the configuration settings page:
   - On Windows

     ```
     [sec.cm.client]

     CERTIFICATE_SERVER=<server>

     [sec.core]

     CORE_ID=82553e92-dbd2-7566-0dd9-f9a20a672df8
     ```

```
[sec.core.auth]

MANAGER=<server>

MANAGER_ID=82553e92-dbd2-7566-0dd9-f9a20a672df8
```

- On Linux –

```
[ctrl.env]

LD_LIBRARY_PATH=:/opt/HP/BSM/Sybase/IQ-15_
4/lib64:/opt/HP/BSM/JRE64/lib/amd64/server:/opt/HP/BSM/Syba
se/shared/JRE-6_0_24_
64BIT/lib/amd64/server:/opt/HP/BSM/JR64/lib/amd64:/opt/HP/B
SM/JRE64/lib/amd64:/opt/HP/BSM/JRE64/lib/amd64/xawt:/opt/HP
/BSM/Postgres/lib:/opt/OV/lib64:

PATH=/opt/HP/BSM/JRE64/bin:/usr/kerberos/sbin:/usr/kerberos
/bin:/usr/

local/sbin:/usr/local/bin:/sbin:/bin:/usr/sbin:/usr/bin:/op
t/HP/BSM/PMDB/bin:/opt/OV/bin:/opt/OV/lib64:/opt/HP/BSM/Syb
ase/IQ-15_4/bin64:/root/bin

PMDB_HOME=/opt/HP/BSM/PMDB

 [sec.cm.client]

CERTIFICATE_SERVER=<server>

[sec.core]

CORE_ID=26e40652-de97-7566-1f14-b683668d176a

[sec.core.auth]

MANAGER=<server>

MANAGER_ID=26e40652-de97-7566-1f14-b683668d176a
```

4. If the `ctrl.env` values are not set on Linux, run the following commands:

   a. `/opt/OV/bin/ovconfchg -ns ctrl.env -set LD_LIBRARY_PATH :/opt/HP/BSM/Sybase/IQ-16_`

```
0/lib64:/opt/HP/BSM/JRE64/lib/amd64/server:/opt/HP/BSM/Syba
se/shared/JRE-6_0_24_
64BIT/lib/amd64/server:/opt/HP/BSM/JR64/lib/amd64:/opt/HP/B
SM/JRE64/lib/amd64:/opt/HP/BSM/JRE64/lib/amd64/xawt:/opt/HP
/BSM/Postgres/lib:/opt/OV/lib64:
```

b. `/opt/OV/bin/ovconfchg -ns ctrl.env -set PATH /opt/HP/BSM/JRE64/bin:/usr/kerberos/sbin:/usr/kerberos/bin:/usr/local/sbin:/usr/local/bin:/sbin:/bin:/usr/sbin:/usr/bin:/opt/HP/BSM/PMDB/bin:/opt/OV/bin:/opt/OV/lib64:/opt/HP/BSM/Sybase/IQ-16_0/bin64:/root/bin`

c. `/opt/OV/bin/ovconfchg -ns ctrl.env -set PMDB_HOME /opt/HP/BSM/PMDB`

5. Run the command `ovc -status -level 8` and in the output check whether the `shrcb` component is listed.

   shrcb SHR Policy call backs shrcb (3053) Running

   -> START attempted at Tue Apr 30 16:11:52 2013

   -> Entered STARTING state at Tue Apr 30 16:11:52 2013

   -> Entered STARTED state at Tue Apr 30 16:11:52 2013

   Note: Note that the component need not be running, but may be stopped or aborted. However, the listing should include the shrcb component. If this component is not listed, run the `/opt/OV/bin/ovcreg -add /opt/HP/BSM/PMDB/config/shr_ux.xml` command on Linux and `%ovinstalldir%/bin/ovcreg -add %PMDB_HOME%/config/shr_win.xml` on Windows respectively.

6. When the above changes are made, run the `ovc -restart` command.

7. Run the `remotepollerutility -syncds -pollername` local command to sync all collection data sources to the local collector. To sync data sources to other remote collectors configured, run the same command by changing local to the name that was used to configure the remote collector in the Administration Console.

Symptom: Error Message in the aggregate.log File for Procedure not found

The `aggregate.log` file (available under the `$PMDB_HOME/log` directory on Linux and the `%PMDB_HOME%\log` directory on Windows shows the following error messages:

Procedure 'xxx-xxx-xxxx-xxx' not found

Failed to execute aggregate SQL

Completed aggregate *<XML_file>* with error

This data aggregation error can occur when the Sybase IQ database is down, fails to connect, or has crashed.

Resolution:

To resolve this problem, log on to the SHR system as administrator or root, and then run the following command:

`aggregate config=<XML_file> regenerate=true`

In this instance, *<XML_file>* is the file name displayed in the error message.

Symptom: Failed to save time zone information in database

Description: After completing the configuration of the remote Sybase IQ database, while verifying the configuration you may get the following error:

"Failed to save time zone information in database"

Resolution: To resolve this problem, perform the following steps:

1. Connect to Sybase database using the dbisql tool.
2. Execute the following query:

   For GMT : `insert into SHR_CONFIG(shr_key,shr_value) VALUES ('shr.time.zone','GMT');`

   For Local: `insert into SHR_CONFIG(shr_key,shr_value) VALUES ('shr.time.zone', local);`

Symptom: No Data Collection from Host and Empty Reports

Description: Data collection from a host does not occur even though the same has been discovered and configured for collection. The issue might be that the connection to CODA for that host has been lost resulting in data collection failure. In such cases, Collection has a feature called blacklisting that marks a node when connection to the same fails while hourly collection is happening. Once marked, after every 2 retries at a particular run interval, the same is doubled for the next couple of runs. This continues till the run frequency reaches 24 hours after which it remains the same. So collection from that host is initiated once a day only. During these runs, at any time if the host is reachable again, then the run interval is reverted to the initial collection schedule frequency of the host (1 hour by default). Also, the list of blacklisted hosts can be seen at any point by connecting to the Java JMX console for Collection Service at port 21409 under the Collection Administration Mbeans section.

Resolution: Ensure that the node is reachable and responding and also that the CODA services are running on the same. Once done, restart Collection Service on the SHR collector.

Symptom: No Data Collection in HPOM Topology from Host resulting in Empty Reports

Description: Data collection from a host does not occur even though is discovered and configured for collection. WHen SHR is unable to connect to the HP Performance Agent during the dimension collection run that occurs every 12 hours (720 minutes), fact collection does not occur and reports do not show any data.

Resolution: Decrease the default dimension collection interval value of 12 hours (720 minutes). In the `{PMDB_HOME}/config/collection.properties` file, decrease the value of the `sn.dim.collection.interval.mins` property to a number higher than and a multiple of 60.

Symptom: No Data Collection from Network Performance Server

Description: Data collection of both topology and fact from Network Performance Server (NPS) stops, but files keep accumulating in the `%pmdb_home%\extract\temp`

folder.

The `dbcollector.log` file reports the following error:

Error -210: User 'another user' has the row in 'd_ComponentTopology' locked

This occurs because the d_ComponentTopology table is being updated at exactly at the same time that SHR is querying for data.

Resolution: In NPS, modify the update time of the d_ComponentTopology table to a different value. Otherwise, in SHR, from the `PMDB_HOME/config/collection.properties` file, set the parameter `relative.schedule.type=true` and restart the data collection.

Symptom: Data Gaps in Reports due to no Data Collection from Nodes

Description: SHR reports show data gaps when data is not collected from a node or when a node is a newly added.

When collection for a node resumes after an outage (node is down, or connection issues, or connection disable/enable through Performance Agent data source page), the SHR Collector collects data from the last point within the max-history limit.

When a new node added to SHR, the SHR Collector collects data based on the *init* history configuration. By default, after the first *init* history data processing, data aggregation processes data for only the last two days.

Resolution: By default, SHR aggregates data from nodes for only the last two days. To aggregate data older than two days, run the hourly and daily aggregation commands manually using the following options:

`aggregate config=<xml file name> processall=true execute=true` (The XML file is available in the PMDB_HOME/scripts folder)

Example:

```
aggregate config= %PMDB_HOME%\scripts\SR_SM_CPU_SH_SM_CPU_Hourly_
CPU_Details.xml processall=true execute=true
```

Symptom: SHR Collector Infinitely Reprocesses Failed-to-Process Files and Degrades System Performance

Problem: SHR Collector endlessly reprocesses files that failed to process endlessly and utilizes massive system resources.

Resolution: SHR Collector reprocesses files in the `$PMDB_HOME\collect\temp` folder for three days. After three days, SHR moves the files to the `$PMDB_HOME\collect\temp\archive` folder and stops reprocessing them. If you want to process the files again, manually move them back to the `$PMDB_HOME\collect\temp` folder.

You can also change the default days in the property values from the folder `$PMDB_HOME\collect\property`.

For Example: `dbcollector.fail.files.reprocess.interval.mins=4320` and `reconcile.fail.files.reprocess.interval.mins=4320`

Symptom: SHR Reconciliation Infinitely Reprocesses Failed-to-Reconcile Files and Degrades System Performance

Problem: SHR data reconciliation step endlessly reprocesses files that failed to reconcile and utilizes massive system resources.

Resolution: SHR Reconciliation reprocesses files in the `$PMDB_HOME\stage\failed_to_reconcile` folder for three days. After three days, SHR moves the files to the `$PMDB_HOME\stage\failed_to_reconcile\archive` folder and stops reprocessing them. If you want to process the files again, manually move them back to the `$PMDB_HOME\stage\failed_to_reconcile` folder.

You can also change the default days in the property values from the folder `$PMDB_HOME\collect\property`.

For Example: `dbcollector.fail.files.reprocess.interval.mins=4320` and `reconcile.fail.files.reprocess.interval.mins=4320`

Symptom: No Data Collection from Profile DB/Management DB/OMi Event Data source

Description: When changes are made to the Profile DB/Management DB/OMi Event database collection configurations for more than once, it leads to piling up db_poller_map (Postgres) table with invalid or old entries. Remote poller sync fails and database domains are not discovered in `{PMDB_HOME}/config/ds/db_0_domainmap_0_local.csv`.

Resolution: To resolve this problem, perform the following steps:

- Login to Postgres database using PgAdmin.
- Identify the invalid domain map IDs:

  ```
  SELECT * FROM db_poller_map where db_fk NOT IN (SELECT db_id FROM dict_db_ds)
  ```

- Delete the invalid domain map IDs:

  ```
  DELETE FROM db_poller_map where db_fk NOT IN (SELECT db_id FROM dict_db_ds)
  ```

- Run the following local poller utility commands from the console (Linux shell or Microsoft Windows Command Prompt).
  - `remotepollerutility –syncds –type DB –pollername local`
  - `remotepollerutility –syncpolicy –type DB –pollername local`
- Verify the updated entries in `{PMDB_HOME}/config/ds/db_0_domainmap_0_local.csv`

Symptom: No Data Collection due to Remote Poller Exception

Description: Policy Owner reports an issue when Remote Poller is distributing the policy. Remote Poller sync does not occur for the specific domain and data collection does not initiate.

Resolution: Perform the following steps to resolve the issue:

- Enable DEBUG mode for RemotePoller in the following file: {PMDB_HOME} /config/BSMRLogConfigClient.xml
- Run the following collection configuration command:

  ```
  collection_config -collect {PMDB_HOME}/lib/<*_DBCollector.xml>
  -cp <ETL Package name>
  ```

  Example

  ```
  collection_config -collect {PMDB_HOME}/lib/OM_DBCollector.xml
  -cp ETL_OM
  ```

- Open the RemotePoller log and search for the Header xml that is named in this pattern—shr-xxxxxxxxxxxxxxxx_header.xml— identify the file including its path.
- Run the following command:

  ```
  ovpolicy -install -file <absolute path of the header xml file>
  -ovrg server
  ```

  The following output is generated:

  <Cannot install because owner of the policy is xxx>

- Open the header xml and obtain the content of policy owner tag.
- Run the following command:
  ```
  ovpolicy -setowner -ovrg server -polid <shr-xxxxxxxxxxxxx
  xxx>
  ```

- Run the following command in the prompt:

  ```
  ovcreg –add  {PMDB_HOME}/config/shr.xml
  ```

- Run the following collection config command:

  ```
  collection_config -collect {PMDB_HOME}/lib/OM_DBCollector.xml
  -cp ETL_OM
  ```

Symptom: No Data or Metadata Movement in SHR

Description: Data movement does not occur and a "`corruption detected`" message is displayed when an attempt is made to verify the status (using the `ovc -`

`status check` command).

Resolution: Restart the system.

Symptom: No dimension or fact collection for a particular Content Pack/Topology

Description: This issue is because the view `VIEW_0_<host name>_CMDB_0_ALL_VIEWS_0_NODEDOMAINMAP.csv` and `VIEW_0_<host name>_CMDB_0_ALL_VIEWS_0_NODEGROUP.csv` are stuck at `{PMDB_HOME}/collect` folder.

Resolution: To resolve this issue, follow these steps:

1. Go to `{PMDB_HOME}/collect` folder.
2. Check if the following files are present:

   `VIEW_0_<host name>_CMDB_0_ALL_VIEWS_0_NODEGROUP.backup`

   `VIEW_0_<host name>_CMDB_0_ALL_VIEWS_0_NODEDOMAINMAP.backup`
3. If present, delete them. The data starts to move.

Symptom: Out of Memory Error with Mapper during SiteScope/HP Reporter Data Processing

Description: Mapper goes "out of memory" when processing data from SiteScope/HP Reporter when all metrics expected by SHR are not being logged with valid data.

Resolution: You can tune the following parameters to handle this issue:

- Add or update `mapper.incomplete.data.dump.batch=30000` in the *{PMDB_HOME}/config/collection.properties* file to batch the data in chunks for handling high load scenarios.
- Add or update `mapper.incomplete.data.indicator=true` in *{PMDB_HOME}/config/collection.properties* file to indicate mapper to take up the preceding batching logic.

- Update `mapper.cache.key.retry.count=2` in *{PMDB_HOME} /config/collection.properties* file to indicate mapper to wait only for a couple of runs for processing late arriving data.

Symptom: PostgreSQL Query Performance Degrades due to Lack of Proper Statistics Gathering

Description: The PostgreSQL slows down and the query performance also degrades due to lack of proper statistics gathering.

Resolution: To resolve this problem, perform the following steps:

- From the `PMDB_HOME/lib` folder, open the `trendtimer.sched` file.
- Enable the following query by removing the # sign:

```
{PMDB_HOME}/bin/mgmtsqlexecutor -sqlscript {PMDB_HOME}
/scripts/vacuum_postgres.sql -logfile {PMDB_HOME}
/temp/postgresql_vacuum.log
```

Chapter 8: Troubleshooting issues for files in failed_to_* folders

This section of the guide covers the issues for files in failed_to_* folders and the steps you must perform to resolve them.

Symptom: No Data Retrieved for Reports

Description: After opening a report and specifying the prompts, the following error message appears:

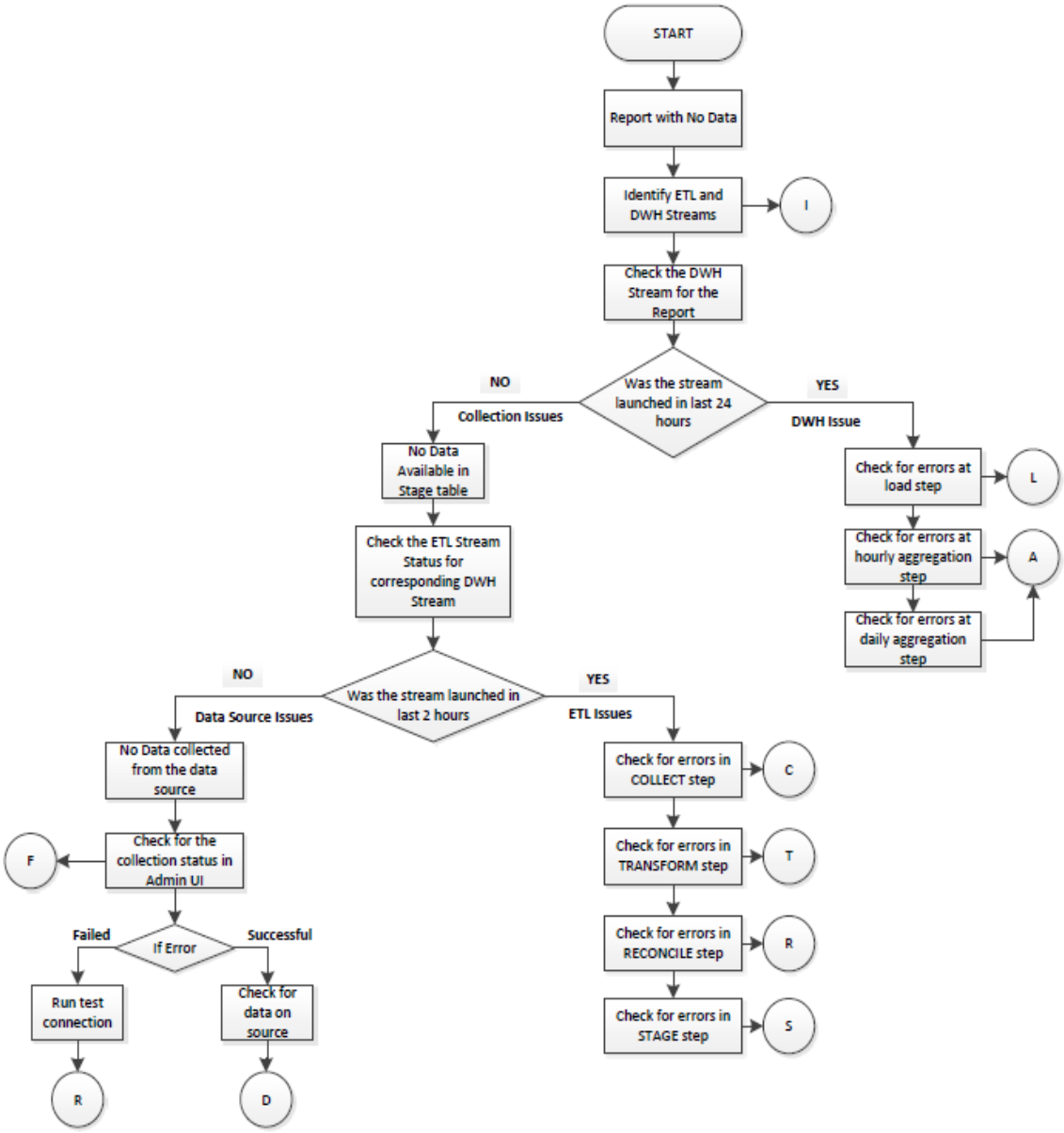
```
No data to retrieve in the following Queries.
```

For example, consider a WebLogic report for a EJB Dailyreport.

Resolution: This problem could be due to any one of the following reasons:

1. Incorrect prompt selection
2. No data available for the selected dimension
3. ETL issues
4. Aggregation issues
5. Source issue/not monitoring the nodes

The following flow chart provides the steps you must follow to troubleshoot the possible causes:



Terms	Description

D (Datasource)	If test connection fails, then the reach ability to the data source needs to be verified. Check if all the required services on the source are running. For more information, see the "Troubleshooting Data Source Issues" on page 89 section. If test connection is successful, refer to “D”. There is no data available on the source. For more information, see the "Troubleshooting Data Source Issues" on page 89 section.
C (Collect)	**Symptom**: The **Collect** step for the stream shows ERROR (Red icon) and files are piling up in the `{PMDB_HOME}/collect` folder. To resolve this problem, contact HP Support.
T (Transform)	**Symptom**: The **Transform** step for the stream shows ERROR (Red icon) and relevant files are piling up in the {PMDB_HOME}/failed_to_tranform folder. To resolve this problem, contact HP Support.
R (Reconcile)	**Symptom**: The **Reconcile** step for the stream shows ERROR (Red icon) and relevant files are piling up in the {PMDB_HOME}/failed_to_reconcile folder. **Resolution**: For more information, see the "Troubleshooting Data Source Issues" on page 89 section.

S
 	
(Stage)
	Symptom1:
	
	The **Stage** step for the stream shows ERROR (Red icon).After you drill down the details, the following error message appears:
	
	`Database server not found.`
	
	Also, relevant files are piling up in the {PMDB_ HOME}/stage folder.
	Resolution: To resolve this issue, perform the following steps:
	
	1. This can be due to temporary loss of connection to database and the next run of the step takes care of reprocessing data.
	
	2. If the files are getting piled up in stage directory, check connectivity to the database. For more information, see the "Understanding Database Alerts" on page 70 section.
	
	Symptom2:
	
	The **Stage** step for the stream shows ERROR (Red icon). After you drill down the details, the following error message appears:
	
	`You have run out of space in pmdb_ user_main DBSpace.`
	
	Also, files are piling up in the `{PMDB_HOME} /stage` folder.
	
	Resolution: To resolve this issue, perform the following steps:
	
	1. Increase the disk space if the drive is running full.
	
	2. Increase the `pmdb_user_main database` space manually and start the `HP_PMBD_Internal_Monitoring`

	service in case the service is stopped or disabled. **Symptom3**: The **Stage**step for the stream shows ERROR (Red icon). After you drill down the details, the following error message appears: `Insufficient buffers for.` Also, files piling up in the `{PMDB_HOME}/stage` folder. This error occurs because the temporary cache is not adequately provisioned. **Resolution**: To resolve this issue, perform the following steps: You can ignore this error if it occurs occasionally. If it occurs frequently, consider the following options: 1. See the *HP Service Health Reporter Performance, Sizing, and Tuning Guide* for temporary cache configurations. 2. Reduce the number of concurrent jobs you launch. For more information, see the *HP Service Health Reporter Online Help for Administrators.*

L, A, S
 	
(Load, Aggregate, SQL Executor)
	Symptom1:
	
	The **Load/Aggregate/Exec_Proc** step for the stream shows ERROR (Red icon). After you drill down the details, the following error message appears:
	
	`Database server not found`
	
	Resolution: To resolve this issue, perform the following steps:
	
	1. This can be due to temporary loss of connection to database; the next run of the step should resolve the reprocessing the data.
	
	Symptom2:
	
	The **Load/Aggregate/Exec_Proc** step for the stream shows ERROR (Red icon). After you drill down the details, the following error message appears:
	
	`You have run out of space in pmdb_user_main DBSpace`
	
	Resolution: To resolve this issue, perform the following steps:
	
	1. Increase the disk space if the drive is running full.
	
	2. Increase the pmdb_user_main database space manually and start the HP_PMBD_Internal_Monitoring service if the service is stopped or disabled.
	
	Symptom3:
	
	The **Load/Aggregate/Exec_Proc** step for the stream shows ERROR (Red icon). After you drill down the details, the following error message appears:

	`Insufficient buffers for` and data is stuck in source tables. This error occurs because the temp cache is not adequately provisioned. **Resolution**: To resolve this issue, perform the following steps: You can ignore this error if it occurs occasionally. If it occurs frequently, consider the following options: 1. For more information, see the *HP Service Health Reporter Performance, Sizing, and Tuning Guide for temporary cache configurations*. 2. Reduce the number of concurrent jobs you launch. For more information, see the *HP Service Health Reporter Online Help for Administrators.*
F (Schedule Frequency)	To check the Collection Status and the Schedule Frequency, log on to the Administrator Console, select **Collection Configuration** . Select a data source to see the Collection Status and the Schedule Frequency.
I (Identify Streams)	For more information, see the "Symptom: Unable to Refresh a Report" on page 37 or "Generating Reports to Stream Mapping Information" on page 152 section to identify the stream associated with the report.

Symptom: Files in failed_to_load folder

Description: This can be if the reinstall of Content Packs fails on Windows.

Resolution: To resolve this problem, perform the following steps:

1. Check the %pmdb_home%/stage/failed_to_load folder and look for files with the names of stage tables related to the Content Pack that you are not able to reinstall. You can find stage table names in the %pmdb_home%/packages/CoreContentPack.ap/CoreContentPack.sql file. Identify the files with names that contain the name of a stage table that is related to the Content Pack that you want to reinstall and then delete them.
2. Start the reinstallation process again.

Symptom: Files in failed_to_stage folder

Description: Status of stage step in ABC stream is always in warning state. This occurs when the stage moves CSV files to %PMDB _HOME%/stage/failed _to_stage (Windows), $PMDB_HOME/stage/failed_to_stage (Linux) if it encounters any error due to wrong data.

Resolution: When you see stage step in WARNING state, correct the data in the CSV files manually and put them back to %PMDB _HOME%/stage/failed _to_stage (Windows) ,$PMDB_HOME/stage/failed_to_stage (Linux) so that data is moved during next run.

Symptom: SHR Collector Infinitely Reprocesses Failed-to-Process Files and Degrades System Performance

Problem: SHR Collector endlessly reprocesses files that failed to process endlessly and utilizes massive system resources.

Resolution: SHR Collector reprocesses files in the $PMDB_HOME\collect\temp folder for three days. After three days, SHR moves the files to the $PMDB_HOME\collect\temp\archive folder and stops reprocessing them. If you want to process the files again, manually move them back to the $PMDB_HOME\collect\temp folder.

You can also change the default days in the property values from the folder $PMDB_HOME\collect\property.

For Example: dbcollector.fail.files.reprocess.interval.mins=4320 and reconcile.fail.files.reprocess.interval.mins=4320

Symptom: SHR Reconciliation Infinitely Reprocesses Failed-to-Reconcile Files and Degrades System Performance

Problem: SHR data reconciliation step endlessly reprocesses files that failed to reconcile and utilizes massive system resources.

Resolution: SHR Reconciliation reprocesses files in the `$PMDB_HOME\stage\failed_to_reconcile` folder for three days. After three days, SHR moves the files to the `$PMDB_HOME\stage\failed_to_reconcile\archive` folder and stops reprocessing them. If you want to process the files again, manually move them back to the `$PMDB_HOME\stage\failed_to_reconcile` folder.

You can also change the default days in the property values from the folder `$PMDB_HOME\collect\property`.

For Example: `dbcollector.fail.files.reprocess.interval.mins=4320` and `reconcile.fail.files.reprocess.interval.mins=4320`

Chapter 9: Troubleshooting High Availability (HA) Issues

Symptom: SHR_HA_Setup.pl Errors during Execution

Description: SHR_HA_Setup.pl located at the following location errors out at execution:

- **Windows:** `%PMDB_HOME%/HA/Veritas/Windows/SetupScripts`
- **Linux:**`$PMDB_HOME/HA/Veritas/Linux/SetupScripts`

Resolution: Ensure that shared drive is available and re-run the script.

Symptom: SHR_HA_Setup.pl Fails to Initialize in Second Node

Description: SHR_HA_Setup.pl fails to initialize in the second node when using default file located at the `%PMDB_HOME%/data` folder.

Resolution: To resolve this problem, perform the following :

1. Copy `config.prp` from the first node to the `%PMDB_HOME%/data` folder of second node.
2. Rerun the script.

Symptom: SHR_HA_Setup.pl Returns the “Not able to update ovcert” Error Message

Resolution:

1. Check the output of the following command:

   `ovcert -status` to see if all servers are running.

2. Run the `ovc -check` command.

   If any of the mentioned services fails to provide the required output, execute the following commands:

   - `ovc -kill`
   - `ovc -start`

Symptom: Sybase takes Longer to Stop during Setup Script Execution

Resolution: If Sybase takes longer time to stop during setup script execution, open another session and stop the service manually in the back-end as follows so that the script resumes execution.

Linux:

```
ps -aef|grep iqsrv |grep -v grep |awk '{print$2}'
kill  PID
```

Windows:

find <ID> by running the command

```
tasklist  /FI "SERVICES eq HP_PMDB_Platform_Sybase"
```

Execute the following command by passing the ID

```
taskkill   /pid  <ID>/F
```

Symptom: After running SHR_Linux_ vcsconfiguration.pl Script, SHR Services Show as Unknown

Resolution: Run the following commands:

```
$VCS_HOME/bin/hastop –local –force

$VCS_HOME/bin/hastart
```

Symptom: Service status appears to be “Fault” in VERITAS Service due to PostgreSQL.

Description: VERITAS shows the service as faulted. PostgreSQL server fails to start when it encounters permission issues on its data folders. The corresponding error message “Permission denied on any of the files/folders in postgres data directory” is observed in the log at `%pmdb_home%/../Postgres/data/log` folder.

Resolution: Change the owner of both the folders under `<shareddrive>/HP-SHR/PostgreSQL` folder to administrator and run the following command:

```
CACLS <shareddrive>\HP-SHR\PostgreSQL\data /T /E /P
<hostname>\postgres:F
```

Following symptoms and solutions are specific to HA (Windows) environment.

Symptom: Connection Failure to Administration Console, InfoViewApp, and CMC using Logical Name of Cluster

Resolution:

1. Check whether the logical name is DNS resolved.
2. Run the following command:

   `nslookup <logical IP>` or `ping -a <ip>`
3. Check whether the logical name is present in `config.prp`.
4. In case the hostname is not DNS resolved, it can be replaced with IP address as workaround.

Symptom: IP Resource in VERITAS not coming up

Resolution:

1. Check that the logical IP, subnet mask, primary node name, secondary node name, and their MAC address is correctly configured in VERITAS.
2. Check that the logical IP is not present in the network settings.

Symptom: “Unable to get data in reports – Sybase not found” Error while Opening Report

Resolution:

1. Check the logical name of the remote Sybase IQ is DNS resolved and check if you are able to connect to the Sybase IQ using the Sybase IQ client in the SHR server box.
2. In SAP BusinessObjects ODBC, check whether you have *BSMR* in system DSN. Check if the test connection works fine or not.

Symptom: Sybase is Down, but the Status in VERITAS Shows Online

Resolution: Check for `iqsrv` service in Task Manager. The process should be running even when Sybase is stopped.

Symptom: During Failover to other Node, Tomcat Service does not Stop Gracefully

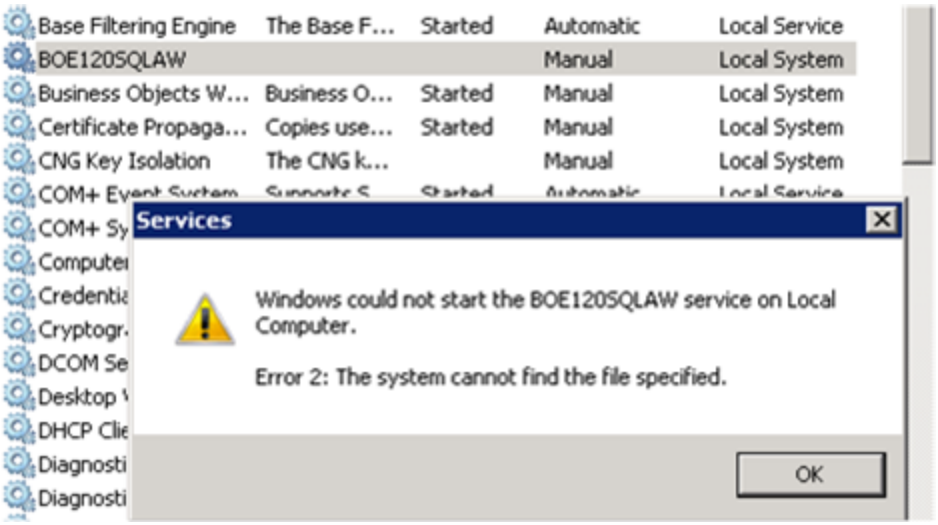
Resolution: This happens very intermittently. It takes lot of time and hangs while stopping. Kill the process manually from Task Manager.

Symptom: During Secondary Node Setup, Servers in SAP BusinessObjects Stop and do not Come Up

Resolution: This is expected behavior. The server (HOML01GEATON) is deleted during the secondary node setup and is replaced with HASHR. It should be up and running and vice versa for primary node.

Symptom: Failed to start SQLAnywhere service on a HA node

Description: Sometimes you may get the following error when the SQLANYs_ BOE120SQLAW service fails to start on the HA node. The issue is because the link is not created to shared drive when you execute the HA script.



Resolution: Check for the link in `<bodrive>/program files x(86) /businessobjects/sqlanywhere12/bin` directory. If link is not available, create a link manually and try to start the SQLAnywhere service.

Execute following command to create the link:

`mklink /D bin`*<Shared disk bin location>*

For example: `C:\Program Files (x86)\Business Objects\SQLAnyWhere12>mklink /D bin`*G:\HP-SHR\BusinessObjects\SQLAnyWhere12\bin*.

Chapter 10: Troubleshooting Client Authentication Certificate Problems

Symptom: Unable to Logon to SHR after Enabling Client Authentication Certificate

Administration Console:

Log file location: Check the log file located at the following location:

- **Windows**:

  Check the logs located at `%PMDB_HOME%/adminServer/logs`

  `catalina.<YYYY-MM-DD>.log`

  `hpshreporter-stderr.<YYYY-MM-DD>.log`

  `hpshreporter-stdout.<YYYY-MM-DD>.log`

- **Linux**:

  Check the `Catalina.out log` file located at `$PMDB_HOME/adminServer/logs`.

InfoViewApp Console:

- **Windows**:

  Check the logs located at `%PMDB_HOME%/BOWebServer/logs`

  `catalina.<YYYY-MM-DD>.log`

  `boe120tomcat-stderr.<YYYY-MM-DD>.log`

  `boe120tomcat-stdout.<YYYY-MM-DD>.log`

- **Linux**:

Check the `Catalina.out log` file located at `$PMDB_HOME/BOWebServer/logs`

Problem: You will see the following error message in the log file:

```
PKIX path validation failed .Could not determines revocation
status.
```

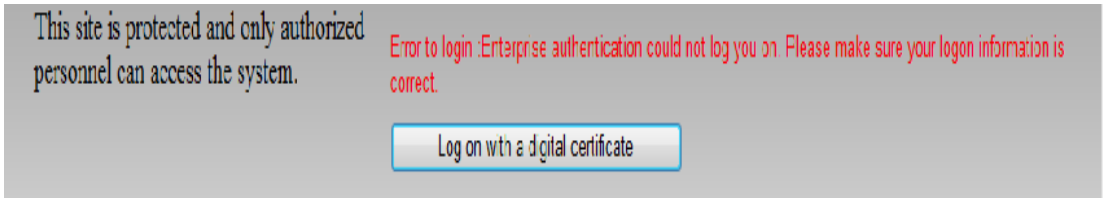
Description: This occurs when the CRL URL configured for certificate revocation is not reachable through the configured HTTP proxy host/port or HTTPS proxy host/port. To identify this issue, enable Certificate Path Tracing.

Resolution: To resolve this problem, perform the following:

1. Change the HTTP proxy host or HTTPS proxy host so that CRL URL is reachable. Make changes in the respective configuration files as specified in the *Client Authentication Certificate for SHR* section of the *HP Service Health Reporter Configuration Guide*.
2. Stop the service.
3. Execute the PERL command as mentioned in the *Client Authentication Certificate for SHR* section of the *HP Service Health Reporter Configuration Guide*.
4. Start the service.

Symptom: Log on to Administration Console Fails after Enabling Client Authentication Certificate

Description: After selecting the certificate, Administration Console checks for the username extracted from the certificate in SAP BusinessObjects Central Management Console under Administrator group. If the user does not exist, the following message is displayed.



Resolution: To resolve this problem, perform the following:

1. Log on to SAP BusinessObjects Central Management Console.
2. Create the User as per the Username Extraction configured in the `server.xml` file.
3. Assign it to the Administrators group.

Symptom: Administration Console Prompts for Username/ password after Configuring Client Authentication Certificate

Description: This happens when the properties of `config.prp` are not set properly as mentioned in the *Client Authentication Certificate for SHR* section of the *HP Service Health Reporter Configuration Guide.*

Resolution 1: To resolve this problem, perform the following:

Check the following properties from the `config.prp` file located at `%PMDB_HOME%/data` (Windows), `$PMDB_HOME/data` (Linux)

1. `shr.loginMethod is set to certbased`
2. `shr.auth.classes is set to com.hp.bto.bsmr.security.auth.BOTrustedAuthenticator`

Resolution 2: To resolve this problem, perform the following :

1. G to the following location:

   `%PMDB_HOME%/BOWebServer/webapps/InfoViewApp/logon.jsp`

2. Check the date of the `logon.jsp` file.
3. If the current system date does not reflect, change to it.

Symptom: Administration Console Log on Failure

Description: After enabling Client Authentication Certificate, log on to Administration Console fails. The log file displays the following message:

`SEVERE: Exception invoking periodic operation`:

```
java.lang.OutOfMemoryError: GC overhead limit exceeded
```

- **Windows:**

  `hpshreporter-stderr.<YYYY-MM-DD>.log` and `catalina.<YYYY-MM-DD>.log` located at `%PMDB_HOME%/adminServer/logs`.

- **Linux**:
  `Catalina.out located at $PMDB_HOME/adminServer/logs`

  This issue occurs when the list of the certificates to be downloaded from the CRL distribution point for the verification of certificate revocation is too large.

Resolution: To overcome this issue, Java heap space needs to be included.

Perform the following steps to increase the heap space:

Windows:

1. Stop **HP_PMDB_Platform_Administrator** service from the Windows services menu.
2. Edit `service.bat` located at `%PMDB_HOME%/adminServer/bin`

   `Edit -XX:MaxPermSize=256m, --JvmMx 256:` Increase the value as per the size of the CRL URL.
3. Increase MaxpermSize as per the requirement.
4. Recreate the service.

   Go to `%PMDB_HOME%/adminServer/bin`,

   ```
   service .bat  remove  C:/HP-SHR/
   ```

   ```
   service.bat install C:/HP-SHR/
   ```

Linux:

1. Stop **HP_PMDB_Platform_Administrator** service.
2. Edit the `catalina.sh` located at `$PMDB_HOME/adminServer/bin` folder.
3. Edit the MaxPermSize argument `-XX:MaxPermSize=256m of JAVA_OPTS`
4. Start the **HP_PMDB_Platform_Administrator** service.

Enabling Certificate Processing Trace

Solution: The system property `-Djava.security.debug=certpath` of the Java Runtime Environment (JRE) can be set to enable the tracing of certificate processing. The output is very useful for developers and support validation of the user certificate, including the processing of the certificate revocation.

Perform the following steps to enable certificate path tracing:

Windows:

1. Stop the **HP_PMDB_Platform_Administrator** service from the Windows services menu.
2. Edit `service.bat` located at `%PMDB_HOME%/adminServer/bin`

   Include `-Djava.security.debug=certpath` as part of JVM Arguments.
3. Recreate the service.

   Go to `%PMDB_HOME%/adminServer/bin`,

   ```
   service .bat  remove  C:/HP-SHR/
   ```

   ```
   service.bat install C:/HP-SHR/
   ```

Linux:

1. Stop the **HP_PMDB_Platform_Administrator** service.
2. Edit the `catalina.sh` located at `$PMDB_HOME/adminServer/bin`

   Include `-Djava.security.debug=certpath` as part of JVM Arguments.
3. Start the **HP_PMDB_Platform_Administrator** service.

Chapter 11: Troubleshooting Disaster Recovery Issues

Symptom: Error while restoring Sybase database

Description: While restoring the Sybase database in Windows or Linux you may get the following error:

For Example: (dba)> `RESTORE DATABASE '/db/pmdb.db' FROM '/Sybase_Backup/Full.thursday'`

Could not execute statement.

Database name not unique

SQLCODE=-77, ODBC 3 State="08001"

Line 1, column 2

```
RESTORE DATABASE '/db/pmdb.db' FROM '/Sybase_
Backup/Full.thursday'
```

Press ENTER to continue...

Resolution: To resolve this problem, perform the following:

1. Ensure that Sybase service is not running when you delete or move the database files during the restore.
2. Before restoring the database ensure you have enough disk space.

Symptom: Deleting Server Intelligence Agent failed

Description: While restoring the SAP BusinessObjects Database and File Store in Windows, deleting Server Intelligence Agent using the command `sc delete`

`boe120sia<name>` there may be several causes which lead to the service being stuck in “marked for deletion” and you may get the following message:

[SC] DeleteService FAILED 1072:

The specified service has been marked for deletion.

Resolution: To resolve this problem, perform the following:

To ensure all instances are closed, run `taskkill /F /IM mmc.exe`.

Symptom: Reports not accessible after restoring the SAP BusinessObjects Database and File Store

Description: After restoring the SAP BusinessObjects Database and File Store in Windows, the user is not able to access the reports the following message is displayed:

The document can't be retrieved from repository server WIS 30951.

Resolution: To resolve this problem, perform the following:

1. From the Start menu, click **Programs > BusinessObjects XI 3.1 > BusinessObjects Enterprise > Central Management Console (CMC)**.
2. Log on to CMC with Administrator account.
3. Click **Servers**.
4. Right-click on **InputFileRepository** server.
5. Click **Properties**.
6. Type the path in **Temporary Directory**. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjects Enterprise12.0\FileStore\Input\Temp).
7. Type the path in **File Store Directory**. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjects Enterprise12.0\FileStore\BO\Input).
8. Click **Save & Close**.
9. Restart the **InputFileRepository** server.
10. Perform the following steps for **OutputFileRepository** server:

a. Double-click on **OutputFileRepository** server.

b. In Context menu click on **Properties**.

c. Type the path in **Temporary Directory**. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjects Enterprise12.0\FileStore\Output\Temp).

d. Type the path in **File Store Directory**. (For Example: <installation directory of BOE>:\Program Files (x86)\Business Objects\BusinessObjectsEnterprise12.0\FileStore\BO\Output).

e. Click on **Save & Close**.

f. Restart the **OutputFileRepository** server.

Known Limitations in SHR Reports

When data is gathered from HP SiteScope (data collection from RTSM/BSM Profile database), certain known limitations or gaps exist in SHR reports of Systems and Virtualization content packs.

System Management

The following table lists the known gaps in SHR reports when data is sourced from HP SiteScope (BSM Profile database):

Report	Known Limitations
SM Heat Chart	No data available in *Physical Disk* and *Network* tabs
SM System Usage Detail	No data available in *Physical Disk* and *Network* tabs

Virtualization

The following table lists the known gaps in SHR virtualization reports when data is sourced from HP SiteScope (BSM Profile database):

Note: Only VMware virtualization is supported by HP SiteScope integration with SHR. Hence, only this virtualization technology appears across the reports when data is sourced from SiteScope.

Report	Metrics that are unavailable in reports with SiteScope integration
SM Virtualization Host Inventory	Processor Architecture, Disk Count, VM Count
SM Virtualization Logical System Inventory	State, Number of Disk, Number of LAN, Minimum CPU Entitlement, Maximum CPU Entitlement
SM Virtualization Logical Systems Performance Summary	Logical System Physical CPU Utilization
SM Virtualization Top and Bottom N Logical Systems	OS Type, Average Physical CPU Utilization (%), Average Physical Memory Utilization (%)
SM Virtualization Top and Bottom N Nodes	Processor Architecture, Number of Logical Systems, Average Grade of Service
SM Virtualization Virtual Infrastructure Inventory	Logical System OS
SM Virtualization Logical System Performance Details	Physical CPU Utilization
SM Virtualization VMware ESX Server Detail Inventory	Number of disks, Number of network interfaces
SM Virtualization VMware Cluster Detail Inventory	CPU Capacity, Number of Network Interfaces unavailable in VMware ESX Node inventory VMware ESX Resource Pool Inventory tab will be empty CPU Limit, Number of disks, Number of network interfaces unavailable in Logical System Inventory
SM Virtualization VMware Inventory	Number of disks, Number of network interfaces, CPU Unreserved
SM Virtualization VMware Logical System Memory Bottleneck Details	Average Physical Memory Utilization Percentage

Report	Metrics that are unavailable in reports with SiteScope integration
SM Virtualization VMware Top and Bottom N ESX Servers	Average Swap Utilization (%)
SM Virtualization VMware Top and Bottom N Logical System	Average Physical CPU Utilization (%), Average Physical Memory Utilization (%)

Reference

Generating Reports to Stream Mapping Information

Follow the commands described in the `readme.txt` packaged along with it to install the utility. Run the following command to get the streams associated with a report:

```
shr_utility – rept –name <name of the report> -l <output location>
```

This command generates a `ReportToStreamMapping.html` file.

Checking if Data is stuck in Source Table

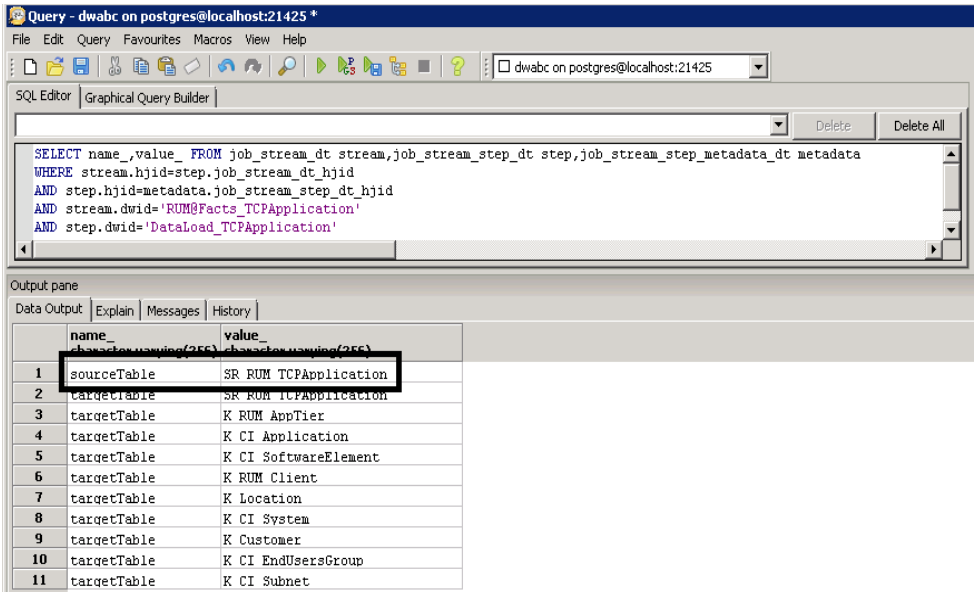
Launch PostgreSQL interface (**Start > Program Files > PostgreSQL 9.3 > pgAdmin III**

Run the following SQL:

```
SELECT name_,value_ FROM job_stream_dt stream,job_stream_step_dt step,job_stream_step_metadata_dt metadata
WHERE stream.hjid=step.job_stream_dt_hjid
AND step.hjid=metadata.job_stream_step_dt_hjid
AND stream.dwid='<stream name>'

AND step.dwid=’<step name>’

AND name_=’targetTable’
```

In the generated output, there is a key value pair. It represents metadata associated with the step. Look up the generated output for a key called *sourceTable* and *targetTable* (Value_ preceding with SR_) as show in the following figure.

Query max (ta_period) from source and target tables and check that the difference does not exceed six hours.



Send Documentation 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 Troubleshooting Guide (Service Health Reporter 9.40)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docfeedback@hp.com.

We appreciate your feedback!


Java™
COMPATIBLE