HP SiteScope

Software Version: 11.31

Release Notes

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

- Software Version number, which indicates the software version.
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Contents

SiteScope Release Notes

This document provides information about SiteScope 11.31.

What's New in This Release

SiteScope 11.31 includes new functionality, customer escalation fixes, and internal bug fixes. To view a full list of new features and enhancements in SiteScope 11.31, select **Help > What's New**, or download the What's New document from the HP Software Support site.

SiteScope System Requirements and Support Matrixes

SiteScope system requirements and support matrix information is located in the SiteScope Deployment Guide, located on the HP Software Support site.

Information about supported integrations between SiteScope and other HP or third-party software is now available on the Software Solutions Now (Integrations) portal (requires HP Passport login). Every integration listed includes a description of the integration, support matrix, and links to integration configuration documentation.

Installation Instructions

For instructions on installing this software, follow the instructions in the "Installing SiteScope" section of the SiteScope Deployment Guide.

If you are using an earlier version of SiteScope and you want to upgrade to 11.31, follow the "Upgrading an Existing SiteScope Installation" instructions in the "Upgrading SiteScope" section of the SiteScope Deployment Guide.

The following planning and deployment resources are also available from the HP Software Support site:

- Deployment and Capacity Planner (Capacity Calculator)

- What's New document

Notes and Limitations

In most cases, problems and limitations are identified with a Change Request number (QCCR*xxxxxxxx*). Use this number when looking for more information about the problem on the Self-Solve Knowledge Search page, or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, or generally to view a list of known problems for a specific product and/or version, on the Self-Solve Knowledge Search page of the HP Software Support site, select the product, version, operating system, and document type, and click **Begin Your Search**. You can also search for a specific CR using the search box at the top of the page.

API

QCCR1I110216

If you use the **runToolOnMonitorEx** API method on a Network Bandwidth or Microsoft Exchange monitor, the report URL in the results section can only be opened from a browser with an active SiteScope; the URL will not work if it is copied to another browser.

Audit Log

QCCR1I59672

When template changes are published to SiteScope objects, the audit log shows which objects were updated, but it does not show the before and after values.

Capacity Limitations

QCCR1I30633

When SiteScope is integrated with BSM, performing various very high load operations might cause problems in SiteScope. Use the following guidelines:

- Do not run the Publish Template Changes Wizard for over 3,000 monitors at once.

- Do not run the Monitor Deployment Wizard to create over 3,000 monitors at once.

- Do not copy/paste over 3,000 monitors in a single action.

- Do not perform a Global Search and Replace to modify BSM integration properties for over 2,500 monitors at once.

When working under high load conditions, you should suspend all monitors before connecting to BSM for the first time.

Configuration

QCCR1I37003

SiteScope applet must have the **Keep temporary files on my computer** selected in your client Java configuration (**Control Panel > Java > General tab > Temporary Internet Files > Settings**). Failing to do so will result in: "NoClassDefFound" exception and applet loading will fail.

If security issues require it, delete the temporary files manually when you finish using the SiteScope applet:

1. Close the SiteScope applet.

2. Select **Start > Control Panel > Java > General** tab.

3. In the **Temporary Internet Files** section, click **Settings** and then click **Delete Files**.

If SiteScope is installed on Microsoft Windows Server 2008, you should manually define the time zone offset in **Preferences > Infrastructure Preferences > General Settings > Time Zone offset**, in hours, from Greenwich Mean Time (GMT). For example, if the time zone is GMT +2, type "-2" as the time zone offset. If the time zone is GMT -5, type "5" as the time zone offset. For GMT, type "-999" or "0".

Dashboard

QCCR1I20806

The Dashboard column layout in the Monitor History view cannot be saved during user sessions.

Diagnostics Integration

When creating a Diagnostics Integration in Integration Preferences, if you select the **Include additional data** option, all other Diagnostics and Generic Data integrations are affected (the data SiteScope forwards to these applications also contains this additional data). It is recommended to

select this option only if you require this additional data for all your Diagnostics and Generic Data integrations. For details on the option, refer to the "Diagnostics Integration Preferences Dialog Box" in the "Integration Preferences User Interface" section of the *Using SiteScope* help.

Global Search and Replace

QCCR1I42998

When using Global Search and Replace, unable to replace **Credentials** values that are used in remote servers and monitors.

QCCR1I45045

Indicator Settings are not supported, and are not available, in Global Search and Replace.

QCCR1I36248

When using Global Search and Replace, the **Server** property is available only when monitors from the following group are selected: CPU monitor, Disk Space monitor, Memory monitor, Microsoft Windows Performance Counter monitor, Web Server monitor, or Service monitor. For other monitors, the **Server** property can only be changed by selecting that specific monitor subtype in the Select Subtype page. For example, if a CPU monitor is selected with a Web Server monitor, the **Server** property is available. If a monitor, not from this group, is also selected, the **Server** property is not available.

The Review Summary page displays the real host name of the monitored server instead of the name by which the remote machine should be known in SiteScope. This means that you cannot differentiate between multiple remote servers created for the same host machine (for example, where one remote server uses the WMI connection method and another uses NetBios).

Installation and Upgrade

Upgrading to SiteScope 11.30

For existing SiteScope customers, a new license key is required for this software update. Contact your HP support renewal rep to request product contract migration first. Once contract migration is completed, you can return to the My Software Updates portal (https://h20575.www2.hp.com/usbportal/softwareupdate.do) and click the **Get Licensing** tab to get the new license key(s).

QCCR1I63204

Applies to SiteScope 11.20 and later.

Hot fixes cannot be uninstalled by using the SiteScope uninstallation program. To remove a hotfix, run the patch-specific uninstallation script as follows:

- **<SiteScope root directory>\installation\<PATCH_NAME>\uninstall.bat** (Windows platforms)

- **<SiteScope root directory>/installation/<PATCH_NAME>/uninstall.sh** (Linux or Solaris platforms)

QCCR1I58914

Templates and solution templates might be missing from the Templates context after installing or upgrading SiteScope.

Workaround:

1. Before installing or upgrading SiteScope, rename existing template examples in SiteScope to avoid name collision during silent import (see next step). Duplicate names will inhibit the import process from completing successfully.

2. If you have performed an upgrade (and the templates are missing), copy all the templates from the **<SiteScope root>\export** directory to the **<SiteScope root directory>\persistency\import** directory (you might need to create this folder if it does not exist).

QCCR1I71260

During SiteScope installation, you might be unable to configure SiteScope in the SiteScope Configuration Wizard due to a corrupted wizard (no ability to click **Next**).

Workaround:

1. Close the HP SiteScope Configuration Wizard.

2. Navigate to **%Temp%/../HPOvInstaller/HPSiteScope_<Version>** (for example: **HPSiteScope_ 11.20**).

3. Copy one of the **ovinstallparams_<time_stamp>.ini** files to **%Temp%** (for example: **ovinstallparams_2012.06.03_13_44.ini**).

4. Rename **%Temp%/ovinstallparams_<time_stamp>.ini** to **%Temp%/ovinstallparams.ini**.

5. Open a command prompt window, and run the following command: **%Temp%/HPSiteScope/postinstall_launch_sis_config.bat %cd%**.

6. Continue with the SiteScope configuration as described in the SiteScope Deployment guide.

The SiteScope user interface does not start and an error message is displayed while starting the SiteScope applet (for example: "The Java Runtime Environment cannot be loaded").

Workaround: Perform the steps below. After each step, try to reopen SiteScope. If SiteScope fails again, proceed to the next step.

1. Close all the browser's windows.

2. End all remaining browser processes (if any remained) using Windows Task Manager.

3. Clean the local Java applet cache. Select **Start > Control Panel > Java**, and in the **General** tab, click **Delete Files** and then click **OK**.

4. Clean the local Java applet cache by deleting the content of the following folder: **C:\Documents and Settings\<user_name>\Application Data\Sun\Java\Deployment\cache**.

The SiteScope menu bar opens but the applet fails to start, and you see a blank screen or an "x" image.

Workaround: Perform the following:

1. Click **Start > Control Panel > Java**.

2. In the Java Control Panel, click the **Advanced** tab.

3. Expand the **Default Java for browsers folder**, and make sure that **Microsoft Internet Explorer** and **Mozilla family** are selected.

4. Click **Apply** and then click **OK**.

The ability to report topology data to BSM was enhanced with several complex topologies (such as WebSphere, WebLogic, and so forth). SiteScope must collect the properties for these topologies on the first start after an upgrade. This may take some time because it means connecting to the monitored servers and getting the additional data. A problem may arise during the first restart if it takes longer than 15 minutes because SiteScope automatically restarts if there are no monitors running within this time.

Workaround:

1. After an upgrade, use the following batch file to start SiteScope for the first time: **<SiteScope root directory>/bin/go.bat**.

2. Once SiteScope is started, for any monitors that are monitoring environments that are not running, select **Disable reporting metrics to BSM** under **BSM Integration Data and Topology Settings** in HP Integration Settings. This saves wasting time waiting for the monitored servers to reply.

An Internet Explorer exception error message is thrown inside SiteScope pages, indicating Operation aborted.

Workaround: Remove or disable the Skype add-ons on your system. For further details, see http://support.microsoft.com/default.aspx/kb/927917.

QCCR1I110540

After importing configuration data from SiteScope 11.24 to 11.30, the Hadoop Cluster Monitoring solution template container is displayed twice in the Solution Templates folder. One container has the templates and their contents; the other container is empty.

Workaround: To avoid this when upgrading to SiteScope 11.31, import the SiteScope 11.24 configuration directly to 11.31.

Installation – OM Integration

QCCR1I51861

If there is a problem signing and installing the local policies when configuring Operations Manager event integration, the installation hangs.

Workaround: Restart your HP Operations agent, or your SiteScope server.

QCCR1I71690

Creating a node with a short name in HP Operations Manager for Windows can cause problems with monitor discovery policy, and part of the monitor services may not be discovered.

Workaround: You should configure nodes (especially the SiteScope server node) with the fully qualified domain name if there is one.

Integration (EMS) Monitors

QCCR1I48048

Publishing changes after changing custom topology in an EMS monitor template does not affect a monitor's custom topology in BSM.

QCCR1I106556

Technology SNMP Trap Integration Monitor: The **Test Script** option does not work in the Field Mapping and Topology Settings panels.

Integration – BSM

QCCR1I35093

Historical data is lost in SAM reports after host DNS resolution if the host is resolved with another name (Topaz ID).

Workaround: Manually update the BSM database by searching for the old Topaz ID and replacing it with the new ID for historical data.

QCCR1I39607

The **Running Software** CI which is reported by both SiteScope and Real User Monitor is not reconciled, since SiteScope does not report the **IpServiceEndpoint** CI that should be linked to the **Running Software** CI. To report topology to BSM, select the **Report monitor and related CI topology** option under the HP Integration Settings panel in the monitor properties.

QCCR1I48052

Sending topology fails for some monitors deployed from solution templates (since not all monitors have the report topology to BSM option selected by default).

Workaround: After deploying a monitor using a solution template:

1. Expand **HP Integration Settings** in the monitor properties.

2. Select **Enable reporting monitor status and metrics** (in the **BSM Integration Data and Topology Reporting** section) to enable the monitor to report to BSM.

QCCR1I49550

When adding threshold conditions to a monitor that has multiple CIs (SAP CCMS, SAP Work Processes, Siebel Application Server, Siebel Web Server, Solaris Zones, or VMware Performance monitor), the **Indicator State and Severity** value disappears for all threshold conditions, except for the last condition added.

Workaround: Add and configure threshold by threshold, instead of by adding and configuring each threshold individually. When you save the monitor, indicator values for all threshold conditions are displayed.

QCCR1I73658

When exporting the **sitescope.zip** package from BSM (**Admin > RTSM Administration > Administration > Package Manager)** to a local server and modifying topology scripts, make sure the package deployed back to the server consists only of the modified files under the **sitescope/discoveryScripts** folder.

Workaround: If you already deployed the **sitescope.zip** package with all its contents and you encounter topology reporting problems, perform the following:

1. Stop SiteScope.

2. Delete the content from the **%sitescope_home%/discovery/hsqldb** folder.

3. Restart SiteScope.

4. Resynchronize topology (in SiteScope, select **Preferences > BSM integration Preferences > BSM Preferences Available Operations** and click **Re-Synchronize**.

Deploying SiteScope templates while registering a SiteScope to BSM may cause a loss of topology data reported to BSM. It is recommended to avoid making configuration changes while performing BSM registration.

To improve performance, SiteScope uses a topology cache when sending topology data to the BSM's RTSM (Run-time Service Model). If SiteScope attempts to send an existing CI to the ODB, the CI may not be sent or be created in the ODB for up to a week because of the way the topology cache works.

This could happen in the following circumstances:

- When cutting and pasting a monitor from one group into a new group (so the original group is left empty), and then cutting and pasting the monitor from the new group back into the original group.

- When disabling data and topology reporting for a monitor and then enabling it again in HP Integration Settings.

- After a CI has been manually deleted from the ODB, it is not created again until the cache is cleaned out. (EMS flow - Deleting EMS monitors from the ODB)

Workaround: If you cannot wait approximately one week to see the CIs, you can manually synchronize the data as follows: **In Preferences > Integration Preferences**, edit the relevant integration and in the **BSM Preferences Available Operations** area, click **Re-synchronize**.

If SiteScope restarts for any reason while SiteScope is connected to BSM, some topology data that SiteScope forwards to BSM may be lost.

Workaround: If not all topology data was forwarded to BSM, manually synchronize the data as follows:

1. In **Preferences > Integration Preferences**.

2. Edit the relevant integration.

3. In the **BSM Preferences Available Operations area, click Re-synchronize**.

QCCR1I110562

If SiteScope contains Solaris Zones monitors, it is unable to synchronize the topology data (CIs) it sends to BSM.

Integration – OM

QCCR1I54342

If you run the node discovery policy when SiteScope is integrated with Operations Manager for Windows 9.0 (OM) and the nodes that SiteScope reports exist in OM, the node definitions are removed from OM and replaced with an empty node object.

Workaround: Install the relevant OM patch (check the Patches page on the HP Software Support site. After the patch is installed, the HPOM server ignores platform updates from SiteScope.

QCCR1I51638

After installing the HP Operations agent, it is recommended to restart the SiteScope server.

QCCR1I58340

When SiteScope is installed on the same machine as Operations Manager for Windows 9.x (OMW), the discovery policy integrations (node and monitor service discovery) do not work and a JVM error file is generated. Note that running the integration batch files from a command line returns the discovery XML results to the console, while running it from the agent agtrep command fails.

Workaround: Manually configure the integration scripts to work with Java 32.

1. Install SiteScope 64-bit on a machine with OMW 9.0 64-bit.

2. Download Java 32-bit.

3. In the **<SiteScope root>\integrations\om\bin** folder, make a copy of the r**un_api_call.bat** file, and name it r**un_api_call_32.bat**.

4. Open **run_api_call_32.bat** in a text editor, and set the java location to the 32-bit location from where you downloaded it.

5. Edit **<SiteScope root>\integrations\om\bin\om_discovery_hosts.bat** by replacing **run_api_ call_om.bat with run_api_call_32.bat.**

6. Edit **<SiteScope root>\integrations\om\bin\om_discovery_monitors.bat** by replacing **run_ api_call_om.bat with run_api_call_32.bat.**

QCCR1I59226

If BSM is using an HTTPS reverse proxy or a load balancer, you need to provide the HP Operations Agent on the SiteScope server with a certificate so that it can communicate securely with BSM. Check for an updated version of these release notes for details on how to manually configure the agent.

When SiteScope is integrated with Operations Manager, the HP Operations agent included with SiteScope requires an OS Instance Advanced license. Nodes registered in Operations Manager through the node discovery policy might also (falsely) request a Target Connector license. For details on Operations Manager licensing requirements, refer to the Operations Manager documentation.

Operations Manager 9.0 for Windows 64-bit console does not support the tree services view (when OM is integrated with SiteScope). The tree view is available in the left pane, but not in the service map on the right.

When you have an HP Operations agent on a SiteScope machine that is managed from Operations Manager, you cannot connect SiteScope to BSM with Event Integration.

Integration – NNMi

QCCR1I58088

Value of eventTime field in the event sent by SiteScope SNMP Trap Alert to NNMi is displayed in seconds instead of 1/100 of a second (TimeTicks units).

LDAP Authentication

QCCR1I31883

When logging to SiteScope using LDAP authentication, unable to generate a Management Report due to authentication issues.

Workaround: Define the user password in SiteScope to be the same as the one used in LDAP.

Monitors

QCCR1I53756

SiteScope is unable to retrieve instances and counters from a Microsoft SQL Server 2008.

Workaround: You can monitor Microsoft SQL Server 2008 using the Microsoft Windows Resources monitor.

QCCR1I41203

Date and time format for monitor status is shown according to the server locale instead of the browser locale.

QCCR1I54666

The following Virtualization monitors do not support VM instance-based information on HPOM integration events and metrics: VMware Performance, VMware Host CPU/Memory/Network/State/Storage, Solaris Zones, and Microsoft Hyper-V monitors.

All HPOM events or Performance Manager metrics generated by these monitors are associated with the monitored target (such as ESX or vCenter), instead of with the actual VM embedded within the relevant metric.

Note: When integrating with BSM, events and metrics are correlated with the correct VM CI, based on CI resolution.

QCCR1I76635

Custom WMI monitor. Due to a problem with Microsoft's WMI API, the Custom WMI monitor is unable to get the correct value for **Manufactured** from WMI namespace when SiteScope is running on a Windows Server 2003 or 2008 platform.

QCCR1I99681

Database Query monitor: If the monitor is not configured properly, it can cause SiteScope running on a UNIX platform to go into a restart loop.

QCCR1I41201

Database Query monitor. The Database Query monitor status is shown according to the server locale. If there are any specific messages from the database, such as error messages, this information might not be displayed properly in the status field where the server locale is different from the client locale, and the information contains non-Latin characters.

QCCR1I58676

Database Query monitor. Unable to use space separated LDAP URLs in the Database Connection URL field due to spaces not being accepted.

QCCR1I34224

Disk Space monitor. Due to a limitation with WMI, the WMI connection method returns incorrect results when this monitor is used on Windows Server 2008.

Workaround: To monitor Windows Server 2008 using WMI, you should install the Microsoft hot fix (http://support.microsoft.com/kb/961435/en-us) on the target Windows system.

QCCR1I28593

Disk Space monitor. The Disk Space monitor displays slightly different results depending on the protocol that is used (NetBIOS, WMI or non-perfex based SSH).

QCCR1I41200

FTP monitor. Summary status for the FTP monitor is shown according to the server locale instead of the browser locale.

QCCR1I23798

File monitor. If Telnet is used as the connection method for UNIX remote servers running on an HP-UX or Linux operating system, and either (1) the LANG environment variable is unset, or (2) "set -u" is in effect and the LANG or LC_ALL environment variables are unset, the File monitor will not work regardless of the file it is monitoring.

Workaround: Permanently set the LANG and LC_ALL environment variables to the default shell for the SiteScope user.

QCCR1I64049

Log File/Microsoft Windows Event Log monitor. Monitor does not run again if it detects an error when **Verify error** is selected in the Monitor Run Settings panel.

QCCR1I39836

Log File monitor. The Log File monitor is unable to monitor a file through symbolic links on Linux.

QCCR1I32441

Microsoft Windows Event Log monitor. The Microsoft Windows Event Log monitor is unable to monitor "Critical" event types on Windows 2008 servers. This is because the event type is not supported in the Event Type list. This limitation is relevant for SiteScopes installed on Windows Server 2008 only.

QCCR1I34285

Microsoft Windows Media Server monitor. The Microsoft Windows Media Server monitor is unable to get counters from the remote server when monitoring on Windows Server 2008 (64-bit).

QCCR1I33005

Microsoft Windows Resources monitor. Unable to receive measurements when monitoring a remote server that contains non-English characters from an English machine using NetBIOS or agent-based SSH.

Workaround: Use the same operating system language on both systems.

QCCR1I27152

Oracle Database monitor. If you have created Oracle Database monitors in SiteScope and afterwards you connected to BSM and you want the monitor and its related topology to be reported to BSM, you must enter values for the database machine in the **Name** and **Server** fields and select the **Report monitor and related CI topology** check box in **HP Integration Settings > BSM Integration Data and Topology Settings**.

QCCR1I30899

Script monitor. When defining a Script monitor to monitor a Linux remote server using the Telnet connection and the script is defined as USE COMMAND, the match expression may not work properly. This could be caused by a limitation in the number of characters that can be used to run the USE COMMAND. By default, the terminal command line has a length limitation on the size of the command per line.

Workaround: Change the connection method to **SSH** on the defined Linux remote server.

QCCR1I46193/ 4605843461

Service monitor. Due to a Solaris limitation, SiteScope is only able to display service names up to a maximum length of 80 characters.

QCCR1I25754

Technology Integration monitor. When creating a Technology Log File Integration monitor, it is recommended to perform the Test Script (during monitor configuration, in the Topology Settings area, select a topology script in the **Script** field and click **Test Script**) of the topology script using a short log file. If a long log file is used for testing the topology script, it may take several minutes.

Memory monitor. WMI returns incorrect values for the memory used % and MB free counters when the WMI connection method is used on a Windows Server 2008. This is due to an issue with WMI (not SiteScope).

Monitor Thresholds. If, in the counters tree in the Monitor Settings panel, you clear or add a counter that has corresponding thresholds defined in the Threshold Settings panel, the counter might be:

- Replaced in the Threshold Settings with the next selected counter in the counter tree.

- Replaced with the default counter.

- Removed from the Threshold Settings panel.

This limitation applies to all browsable monitor counter types in template mode only, and to the Microsoft Windows Resources, Apache, and Health monitors in normal and template mode.

Monitor Tree. If there is a large space between group containers in the SiteScope monitor tree, refresh your browser.

SNMP monitor. When the SNMP monitor is integrated to report data to HP Diagnostics, the measurement label is sent as a name instead of the real measurement name.

Workaround: Use the SNMP by MIB monitor instead.

QCCR1I66209

UNIX Resources monitor. When configuring a UNIX Resources monitor on a SunOS environment, SiteScope cannot obtain process names larger than 80 bytes.

QCCR1I78244

VMware Datastore monitor. Topology reporting is supported for this monitor when SiteScope is connected to BSM 9.20 or later.

QCCR1I79623

Solaris Zones monitor. This monitor does not work when monitoring remote servers using the Telnet connection mode.

Workaround: Use a remote with an SSH connection instead.

QCCR1I85441

SiteScope versions running on Java 1.6 or later do not support JMX monitoring of WebLogic 9.x because it runs on Java 1.5. For details, see "RMI/IIOP SDK Error" in the Oracle documentation (http://docs.oracle.com/cd/A97688_16/unix.903/relnotes/oc4j.htm).

QCCR1I90676

HP iLO Monitor: Eerror creating remote server when deploying the HP iLO monitor on iLO v4 after pressing **Save & Test**.

Workaround: Deploy the remote using **Save** instead. Even if the remote connection is corrupted when using **Save & Test**, it returns to normal after a SiteScope restart.

QCCR1I99010

Service monitors which use a regular expression in the **Other service** field show status "not installed" after upgrading to SiteScope 11.23 or later.

Workaround: You must use lower case letters (for example, /hp.*/), or add "i" to the end of the expression (for example, /PATTERN/i).

QCCR1I101772

Web Script monitors running on a Linux-based SiteScope do not support old scripts from VuGen 9.5 or earlier; they only support scripts generated using VuGen 12.01

QCCR1I105728

Counters in dynamic and custom monitors do not appear in the same order as in previous versions of SiteScope. This is caused due to the JRE version 8 used in this version of SiteScope.

QCCR1I110655

URL monitors fail if TLSv1.2 is used for the handshake process when FIPS mode is enabled.

Workaround: Disable TLSv1.2 by adding it to **jdk.tls.disabledAlgorithms** in the **<SiteScope root directory>\java\lib\security\java.security** file. For example: jdk.tls.disabledAlgorithms=SSLv3, TLSv1.2.

Monitor Deployment Wizard

QCCR1I39697

The Monitor Deployment Wizard only supports topology reporting for monitors that have a default topology defined. This means you can select to add a template to a CI only if the CI type is the default CI type for all the monitors in the template.

Multilingual Support

QCCR1I21171

Unable to display non-English characters in the counters list when configuring the Microsoft IIS Server monitor.

QCCR1I50695

Non-English strings are not supported when using the post installation Configuration Tool wizard on a Linux environment.

Workaround: Run the post installation Configuration Tool in console mode with parameter "-i console".

QCCR1I55818

Installation on Turkish Locale Causes an Exception: If you attempt to run the SiteScope Installation procedure using a Turkish locale, the installer does not present the installation screens correctly and, as a result, you cannot answer the installation questions. This is a problem related to the installation software.

Workaround: In order to complete the installation successfully, you need to temporarily set the locale to a United States locale. When you have completed the installation, you can reset the locale to Turkish.

QCCR1I32444

When using the SNMP Browser Tool or the XSL Transformation Tool, the results may not be readable in languages other than English.

Workaround: Click the **Save To File** button, save the results to an external file, and open the file with an external editor.

QCCR1I30190

Run results for some monitors are shown according to the server locale or in English, instead of according to the client locale.

QCCR1I54985/QCCR1I54978

When using the Microsoft Windows Resources monitor in a non-English locale, the monitor counters and run status summary is not readable.

Workaround: Configure the monitor to use the Direct registry queries collection method.

QCCR1I35306

SiteScope log files do not support Unicode characters—all non-English characters appear corrupted in the logs.

Workaround: Use a SiteScope server installed on a corresponding operating system locale. For example, use SiteScope installed on a Japanese Windows operating system for a Japanese locale.

QCCR1I83936

If SiteScope is installed on a non-English operating system, you cannot use the SiteScope Hardening Tool to configure SiteScope for using TLS. In that case, use the manual procedure described in the appendix section of the SiteScope Deployment Guide.

Performance

Using the WMI connection method increases CPU consumption on the monitored server.

Preferences

QCCR1I30651

After changing the user name or password of a credential profile, any open connections that are using this credential remain open and are not reconnected.

Workaround: Restart SiteScope.

QCCR1I100848

When upgrading SiteScope, the following error might be written to the **error.log**: "[HTTPRequest /SiteScope/htdocs/Progress.html] (HTTPRequestThread.java:815) ERROR - Exception: com.mercury.sitescope.platform.httpserver.HTTPRequestException".

Workaround: While you can ignore this error (it does not affect SiteScope), close SiteScope to avoid such messages being written to the log.

Remote Servers

QCCR1I89266

Monitoring support for Microsoft Windows NT and Windows Server 2000 is no longer certified (Microsoft dropped support for these platforms), and they were removed from the list of supported monitoring operating systems in the SiteScope documentation.

Reports

QCCR1I81356

Unable to export Alert, Monitor, and Server-Centric reports to an email if the mail server is defined to use SSL SMTP (in the Email Preferences Default Settings dialog box).

QCCR1I89536

Monitor, Alert and Server-Centric reports are supported in compatibility mode only when using a
Microsoft Internet Explorer 10 browser.

When using Internet Explorer 10, Alert, Monitor, and Server-Centric Reports are supported in
compatibility mode with **Document mode: quirks** only; the default **Document mode: IE5 quirks** is
not supported. To enable **quirks** mode in Internet Explorer 10 for Alert, Monitor, and Server-Centric
reports:

1. Open the Monitor, Alert, or Server-Centric report.

2. Press `F12` to open Developer Tools for Internet Explorer 10.

3. Select **Document Mode** and click **Quirks**.

4. Close the Developer Tool.

SiteScope APIs

QCCR1I4859

All SiteScope Web Service API methods that are not protected by a user name and password have
been deprecated. All API methods with user and password authentication have been renamed and now
have an Ex suffix (for example, **enableGroupEx**) to avoid the same method names being used with
different parameters.

SiteScope Failover

QCCR1I102460

SiteScope Failover user interface may get stuck when creating a Failover configuration on an SSL-
enabled Windows-based SiteScope.

Workaround: Restart the SiteScope Failover applet by refreshing the page in the browser.

SiteScope User Interface

QCCR1I106095

Due to a browser specific limitation in Google Chrome, the Page Options and Help links do not work in
the SiteScope user interface.

SSH

F-Secure is no longer officially supported when monitoring remote servers using SSH.

If you experience monitor skips when using the SSH retries mechanism on a UNIX remote server, check the monitor run frequency and the **_numberOfRepeatExecForSSHConnection** and **_UNIXSSHTimeoutSeconds** property values in the master.config file to make sure they are not the cause of the skips (for example, if monitor frequency equals the SSH timeout). Note that time is used from **_UNIXSSHTimeoutSeconds** for every unsuccessful retry. Therefore, if the number of retries is set too high (so that it is longer than the monitor run frequency), this can increase the number of monitor skips and result in SiteScope restarting.

System Availability Management Administration

QCCR1I32039

When copying monitors, groups, or other entities between multiple SiteScope instances, tag assignments are lost even if the tags that were assigned to the copied entities on the source SiteScope are present on the target SiteScope.

QCCR1I32040

When copying and pasting a monitor that includes a script alert from one SiteScope into another, the remote server of the script alert may not correctly copy into the target SiteScope.

Workaround: If you are copying script alerts from one SiteScope to another, ensure that the remote server accessed by the script alert exists in the target SiteScope before copying.

When copying and pasting a SiteScope monitor into a group, the monitor data can take up to an hour before it is displayed in Service Health in HP Business Service Management.

Templates

QCCR1I32397

If a template contains an invalid dependency (the template contains a dependency that existed once but no longer exists in the imported template), no dependency is shown in the template deployment. When running the Publish Template Changes wizard, the **Depends on** property is displayed as a difference in the Content Changes page even though there is no dependency displayed in the template.

Workaround: Add a new dependency in the template, remove it, and then click **Save**. This removes the non-existent dependency.

QCCR1I76493

Template export and import flow does not contain SNMP Trap Preferences.

Workaround: When exporting and importing a template that contains references to SNMP trap preferences, you should manually create these preferences and manually update the SNMP Traps in the imported template.

Tools

QCCR1I32543

When using the Event Log Tool, if **DNS** is selected in the **Log name** box and the target server does not have a DNS server on it, the Application log content is displayed in the Results panel.

QCCR1I56272

The Event Log Tool is not available when configuring the Microsoft Windows Event Log monitor from the **Use Tools** button. The tool is still available from **Tools > Operating System Tools > Event Log Tool**.

QCCR1I32050

When using the Database Connection Tool to apply properties to the Database Query monitor or Technology Database Integration monitor, the credential data is lost if a credential profile is selected instead of entering the credentials manually.

If you encounter the following error when using the Database Connection Tool to connect to an SQL server database: "Exception Message: [mercury][SQLServer JDBC Driver]NTLM (type-2) Authentication was requested but the required DDJDBCx64Auth04.dll was not found on the path specified by the java.library.path system property."

Workaround: Use a third-party driver. Microsoft's JDBC driver does not exhibit this issue, nor does JTDS. Both these drivers can operate in wrapped and unwrapped modes and support Windows Integrated Authentication (http://msdn.microsoft.com/en-us/data/aa937724.aspx).

Fixed Issues

This section lists issues that were previously published in the SiteScope Release Notes and that have been fixed in this or a previous SiteScope 11.3x patch release.

For a complete list of the problems and limitations fixed in this release that have been made visible to customers for tracking, and for enhancement requests that were addressed in this release:

1. Navigate to the Self-Solve Knowledge Search page, on the HP Software Support web site (https://softwaresupport.hp.com/).

2. Select the relevant product, version, and operating system, (for example, **SiteScope**, **11.31** and **Windows**).

3. Under Document Type, select **patches**.

4. Click the name of the patch for which you want to see fixed issues (or that you want to download). A page containing information about the patch and a link to download the patch displays.

   - You can review a summary of the fixed issues in the **Symptoms** section of the page.

   - You can click any specific change request in the **Change Requests** section of the page to view detailed information about that CR. Alternatively, you can search for a specific CR using the search box at the top of the page.

Previously Fixed Issues (in SiteScope 11.30)

The Generic Integration monitors (Technology Database, Log File, SNMP Trap, and Web Services) are not supported for BSM 9.20 or later versions.

Alert status maintains the downtime schedule in the user interface (QCCR1I43732)

Monitor availability status in the Dashboard becomes temporarily green during the monitor run even if remote server is not accessible (QCCR1I47092)

Alerts sent to HP Operations Manager fail when the SiteScope monitor result returns double quotes (QCCR1I50151)

When generating an Alert report from a sub-group, the report does not include alerts for the parent group (indirectly associated alerts); only alerts for the specific sub-group are displayed (QCCR1I50620)

SiteScope fails to install on a Windows machine if the environment variables %TEMP% and %TMP% point to a directory path that contains an empty space, such as C:\Documents and Settings\Default User\Local Settings\Temp (QCCR1I52241)

The Log File monitor does not send an alert on the first found match when the "For each log entry matched" alerting option is selected (QCCR1I53584)

After upgrading to SiteScope 11.x, unable to generate CSV reports or generate and save HTML reports (QCCR1I54892)

Management Reports incorrectly show 0 for avg and peak value on report summary page for UNIX Resources monitors (QCCR1I56562)

When logging in to SiteScope using an account without monitor edit permissions, the monitor description popup does not open from the Dashboard (QCCR1I56760)

Some error messages are displayed in the bac_integration.log with ERROR severity, even though they are not serious errors and SiteScope takes care of these errors on its own (QCCR1I56996)

Uninstalling SiteScope on a Japanese Windows Server 2003 environment from the Control Panel does not delete items in the start menu (QCCR1I57640)

Unclear from the documentation which monitors of SiteScope installed on UNIX support monitoring Windows SSH remote server with IPv6 (QCCR1I58321)

When a user profile is defined with a user role, the 'User Type' may not reflect the true user type based on the role assigned (QCCR1I59523)

SiteScope is not reporting to BAC all the CPU metrics that are displayed in SiteScope (QCCR1I59951)

SiteScope Reports (Quick, Management, Monitor) produce a report for all monitors when only one report is selected (QCCR1I62230)

SiteScope loses data from the last monitor run when the SiteScope service is restarted immediately after the monitor run (QCCR1I62466)

Microsoft Exchange 2010 monitor is unable to retrieve the SearchTimeInSeconds counter (QCCR1I63548)

If you select a line in the Dashboard and click refresh, the selected line jumps back to the first line in the Dashboard instead of the remaining on the line that was selected (QCCR1I68568)

DNS monitor returns a generic "Unable to connect to server" error message instead of a more meaningful message (QCCR1I70161)

Log File monitor reads some remote log outputs more than once (QCCR1I70594)

Memory monitor: Quick/Management Reports show incorrect value for physical memory measurement in "Last" column of Measurement Summary table when monitoring a Windows remote server with NetBIOS (QCCR1I75411)

Service monitors are causing skips and errors (such as "Consider increasing the max number of processes allowed in the process pool") when using multiple monitors against the same host (QCCR1I75496)

HPOM event integration: There are no ETIs in events sent by SiteScope to BSM after creating an event integration with BSM (QCCR1I75958)

Windows Event Log monitor is unable to read event IDs 4624, 4625 on Microsoft Windows Server 2008 (QCCR1I78026)

DNS monitor using Java library failed if IP address mapped to host option is not provided, even if hostname can be resolved by DNS server (QCCR1I78727)

The -optionalSetupConnection option added to the _perfexOptions= property in the master.config file does not work for the Directory, File, or Log File monitors (QCCR1I80499)

Unable to update custom topology/related CI properties for a monitor because SiteScope sends both the previous value and changed CI to BSM (QCCR1I80937)

Connection Statistics monitor has an incorrect counter name "SHH connections. Total Average Call Time" (QCCR1I81049)

After applying a filter in the SiteScope monitor tree using a regular expression, any dependencies that have been set are not displayed in the Dependencies panel of the monitor properties (QCCR1I81153)

Dashboard Monitor History view sorts the Run Time column according to date/time value instead of lexically (QCCR1I81238)

When working with the SNMP by MIB monitor in template mode, unable to select any counters after clicking the Get Counters button unless you enter an existing server name in the Server field (QCCR1I84319)

When Server-side processing is used with Log File monitor, only the string search value instead of the entire string line for the matched details is returned in email alerts (QCCR1I84738)

Unable to retrieve disk information using Dynamic Disk Space monitor or UNIX Resources monitor when monitoring a UNIX remote server using an SSH connection (QCCR1I85381)

Unable to get network counters for the Network Bandwidth monitor when clicking the "Get Counters" button (QCCR1I86149)

Alerts for a SiteScope monitor group are no longer sent when it is moved to another group (QCCR1I87582)

After a SAP system restart, the value of specific SAP CCMS CounterIDs (mtUID) changes, resulting in the SAP CCMS monitor returning n/a for some counters (QCCR1I88400)

When "International version" is selected in General Preferences > General Settings, the setting is cleared after performing a SiteScope upgrade (QCCR1I88556)

Memory monitor on AIX platform does not provide accurate values for physical memory data (QCCR1I88647)

The EventTime value for the Microsoft Windows Event Log monitor displays the incorrect timestamp (QCCR1I90738)

Unable to pull in SAP Performance monitor metrics via SiteScope (QCCR1I90971)

Error in log file after creating Network Bandwidth monitor (QCCR1I91825)

DNS monitor using DNS Java library fails when multiple IP addresses are set in Expected IP address (QCCR1I92314)

Thresholds in Custom monitors are removed if corresponding custom counters get null values from the data processing script (QCCR1I92402)

Dynamic Disk Space monitor settings are not updated after changing the monitored remote server (QCCR1I92621)

Error saving allowed LDAP users to csv file when exporting users to csv format for LDAP (QCCR1I92700)

License point consumption in License Usage monitor is incorrect when only OS Advanced license is installed (QCCR1I92789)

URL Sequence Step monitor shows incorrect information after reconfiguring step settings (QCCR1I92886)

Incorrect description about "Configuring SiteScope to Play Sounds Through the Browser" in Using SiteScope guide (QCCR1I92952)

Hardening Tool documentation is unclear on whether it is necessary to configure the LDAP integration before running the tool, and is missing descriptions for certificate authentication property values (QCCR1I92968)

Log File monitor shows incorrect status and fails to send warning alert when unable to read the log when Run Alerts is set to "For each log entry matched", If Unavailable is "Set monitor Status to Warning", and Warning threshold is set to "matches = 'n/a'" (QCCR1I92972)

SiteScope Management report has two "at 10:00" entries in the End of report period drop-down list under Filter and Scheduling Settings (QCCR1I93015)

Unable to generate Quick/Management Reports when German is selected as browser's language or system's locale language (QCCR1I93754)

UNIX Resources monitor is unable to retrieve counter values for Network Interface when monitoring a Solaris server (QCCR1I93763)

Export to CSV option in the SiteScope Dashboard does not apply the columns and/or order changes (QCCR1I94672)

Log File monitor incorrect shows Good status when there are no permissions to read the file (QCCR1I95066)

Mail Alert variable <goodOnly> contains the wrong content (QCCR1I95390)

File monitor is unable to get the time from the remote server and getSystemTime errors are written to the error.log (QCCR1I95423)

SAM Admin: Change permissions on SiteScope Reports content item does not work in BSM Platform > User Permissions; user is unable to create SiteScope reports (QCCR1I95436)

Monitor fails to run when the run schedule was replaced using GSAR (QCCR1I95597)

Copying a template group that contains a Composite and dependent monitor causes monitor duplication (QCCR1I95683)

HP iLO monitor is unable to get all counters for drives (QCCR1I96579)

Monitor is incorrectly triggering unavailable alert when monitor is in error status (QCCR1I96640)

SiteScope on Linux restarts whenever there are more than 10 processes in the defunct state (QCCR1I96727)

Monitor legacy reports are empty after installing cumulative fix SIS_00303 - SS1123140320 for SiteScope 11.23 (QCCR1I97125)

Log File monitor rules file is missing the "_id" parameter that is required when sending SNMP Trap alert action (QCCR1I97343)

Log File monitor: Special characters need to be escaped when using the Sever-side processing option (QCCR1I97353)

Error in View Acknowledge Log when your browser language is Portuguese or Spanish (QCCR1I97454)

Alert template: The property <group>.<_parent>.propertyname does not return the name of the parent group (QCCR1I97503)

When exporting a Monitor report to .csv format, SiteScope replaces some special characters with a different character (QCCR1I97778)

Intermittent timeouts when using SiteScope 11.22 Multi-View (QCCR1I97806)

SAP CCMS monitor returns N/A as calculation result when using calculated metrics (QCCR1I98332)

Disabling all monitors in a group at the group level does not work when user logged in with LDAP authentication (QCCR1I98351)

SiteScope failed to start up properly when the SiteScope\conf\license\lic.txt file size became very large (QCCR1I98446)

SAP CCMS monitor is not reporting topology correctly (QCCR1I98507)

SAP CCMS monitor: Non-performance counters are ignored when monitor deployed from the template (QCCR1I98609)

Error "Failed to open Publish Template Changes Wizard" thrown when trying to publish changes to a template (QCCR1I98611)

SAP CCMS monitor retrieves incorrect measurement unit for Memory-related counters (QCCR1I98618)

BSM Integration: Database monitors do not send the correct CI Hint to OMi causing CI resolution to fail (QCCR1I98753)

SiteScope Tags are not synchronized properly from SAM Admin in BSM (QCCR1I99053)

SiteScope 11.23 restarts when multiple templates are deployed using an XML file or a CSV file (QCCR1I99107)

Database Query monitors are not sending all metrics to BSM from previous monitor configurations (QCCR1I99243)

Unable to connect from the SiteScope server to the Windows machine when using OpenSSH for Windows (QCCR1I99345)

A regular user is unable to use Search/filter tags; they are grayed out in the Tags tree (QCCR1I99422)

BSM Upgrade Guide lacks documentation on how to redirect SiteScope to a BSM instance when performing a staging upgrade (QCCR1I99640)

Connection to an HP iLO remote server fails with timeout error (QCCR1I99717)

Log File monitor reports a higher number of matches if regular expression contains non-escaped characters, and reports an error if 10 match groups are in error (QCCR1I99857)

SAP CCMS Monitor: "Error getting counters : Failed logging onto SAP system" when trying to set up the SAP CCMS monitor (QCCR1I99896)

"If unavailable" threshold status assignment is not working as expected; unable to differentiate between a real failure and poor network performance (QCCR1I100006)

WebSphere MQ Status monitor is unable to detect MQ queue high, low and full events, and returns an internal error (QCCR1I100062)

SAP CCMS monitor retrieves incorrect measurement unit for Memory-related counters (QCCR1I100104)

SiteScope Failover: Merge back configuration option only works if selected before the primary SiteScope has failed (QCCR1I100144)

After creating and saving a Web Service monitor using a wsdl file, the port name, method name, and service name are blank when reopening the monitor properties (QCCR1I100252)

Unable to enable or disable monitors at the group level when accessing SiteScope from SAM Admin in BSM (QCCR1I100410)

When using an external Database (in Log Preferences) to store the daily log, it encounters an SQL error on each restart (QCCR1I100475)

VMware Performance monitor: License point consumption for VMware ESXi server is counted as double (QCCR1I100604)

URL monitor: User needs to add random text to the request headers field to get the monitor to work properly and return OK status (QCCR1I100810)

Composite Monitor: "Add Items" form does not select all the required check boxes when removing some monitors from the parent group (QCCR1I100812)

SiteScope API incorrectly enables monitors during a scheduled run that were manually disabled (QCCR1I100933)

User encountered a number of idle perfex_dispatch processes which resulted in performance issues, and wants to know how perfex dispatch process is created and destroyed (QCCR1I100973)

Duplicated remote servers are being created when templates are deployed via a CSV file when using key file authentication (QCCR1I101048)

URL monitors: The .dyn file created from URL monitors prevents SiteScope from starting (QCCR1I101175)

The Monitor Specific Log Column Content in the documentation does not correspond to the actual log records (QCCR1I101305)

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 Release Notes (SiteScope 11.31)

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 SW-doc@hpe.com.

We appreciate your feedback!