

# HP Operations Agent

Software Version: 12.00

For the Windows®, Linux, HP-UX, Solaris, and AIX operating systems

## Release Notes - Edition 2.00

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Software Release Date: September 2015



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# HP Operations Agent Release Notes

For the Windows®, Linux, HP-UX, Solaris, and AIX operating systems.

**Software version:** 12.00

**Publication date:** March 2016

This document provides an overview of the changes made to the HP Operations Agent. You can find information about the following:

**Note:** You can upgrade to the HP Operations Agent 12.00 only from the HP Operations Agent 11.xx. If you have earlier versions of the HP Operations Agent (older than 11.xx), Performance Agent or Glance Plus Software, then remove the earlier version of the HP Operations Agent and download the HP Operations Agent 12.00 from the HP-UX AR1603 bundles.

## What's New in this Release

- [Installer Enhancements](#)
- [Performance Updates](#)
- [Other Enhancements](#)
- [HP Operations Agent Health View](#)
- [x86 Virtualization Technology Evolution from HP Operations Agent to HP vPV](#)

**Note:** HP Operations Agent 12.00 is localized in the following languages: English, French, German, Japanese, Russian, Korean, Simplified Chinese and Spanish.

For the list of supported hardware, operating systems, and integration with other products, see the [Support Matrix](#).

## Installer Enhancements

You can use one of the following methods to simplify the deployment and installation of the HP Operations Agent in large environments:

- **Installation of HP Operations Agent using the Agent Installation Repository**

In a typical environment, there are multiple versions of the HP Operations Agent deployed on a combination of operating systems. You can install **Agent Installation Repository** on Linux operating system and deploy different versions of HP Operations Agent available in the repository on Windows and Linux operating systems.

Agent Installation Repository can be hosted in your environment by using any one of the following:

- **Standalone Agent Installation Repository**

Agent installation repository can be installed on a Linux machine as a standalone installer to set repository on any Linux host. The same repository can act as a **Yum repository** for the HP Operations Agent and LCore packages.

- **Agent Installation Repository as a Virtual Appliance**

Agent Installation repository is available as a Virtual Appliance and can be deployed in VMware environment.

For more information, see the chapter *Installing HP Operations Agent using Agent Installation Repository* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

- **Installation of HP Operations Agent using the Puppet Environment**

You can install the HP Operations Agent using **Puppet** in an environment where **Puppet Master** and **Puppet Clients** are configured.

HP Operations Agent packages are stored in the Agent Installation Repository. The Puppet module available on the puppet master fetches the HP Operations Agent packages or zip file from the Agent Installation Repository and deploys the HP Operations Agent packages on the puppet clients ( Linux nodes).

For more information, see the chapter *Installing HP Operations Agent using the Puppet Environment* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

- **Installation of HP Operations Agent using HP Server Automation**

You can deploy the HP Operations Agent using the HP Server Automation. The target where you are installing the HP Operations Agent must always have the Server Automation agent installed on it. For more information, see the chapter *Installing HP Operations Agent Using HP Server Automation* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

- **Installation of HP Operations Agent using single step installer**

The HP Operations Agent 12.00 installer enables you to install the base version of the HP Operations Agent 12.00 along with patch and hotfix in a single step. The installer first installs the base version of the HP Operations Agent 12.00 on the system, followed by patch and any available hotfix. For more information on single step installation, see the chapter *Installing HP Operations Agent (Full and Differential Packages) using Single Step Installer* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

- **Installation of HP Operations Agent using Profile file**

With the HP Operations Agent 12.00, all the install time configurable values must be added in the profile file under the new namespace `nonXPL.config`. The configurable values added under the namespace `nonXPL.config` will not be updated in the `xpl.config` settings.

For more information, see the chapter *Installing HP Operations Agent using Profile File* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

- **Installation of HP Operations Agent using ZIP media**

You can create a ZIP media and then install the HP Operations Agent manually on the node. For more information, see the chapter *Reducing the Installation Time* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

**Note:** For the list of supported hardware, operating systems, and integration with other products, see the [Support Matrix](#).

## Performance Updates

Data collection, data logging and monitoring capabilities of the HP Operations Agent is updated with the following features:

### Metric Datastore

With the HP Operations Agent 12.00, multiple proprietary datastores such as CODA, SCOPE and DSI have been consolidated into a single Relational Database Management System (RDBMS) based datastore using SQLite. The SQLite datastore enables easy maintenance of data and data recovery with minimal loss in case of corruption.

The CODA and Scope processes (`scopeux` and `scopent`) are consolidated into a single process called the **oacore** process. The **oacore** process provides both read and write interface for system performance and custom data.

You can use the configuration variables to configure the default behavior of the **oacore** process. For more information about configuration variables, see the *Configuration Variables for the oacore Process* section in the chapter *Configuration Variables of the HP Operations Agent* in the *HP Operations Agent Reference Guide*.

For more information about Metric Datastore, see the *HP Operations Agent User Guide*.

**Note:** All applications on the HP Operations Agent 12.00 will function only if the **oacore** process is running.

## Controlling Disk Space Used by Database Files

The Performance Collection Component provides automatic management of the database files. For every class of data that is logged into the datastore, class specific database files are created.

Database files that store the default performance metric classes are rolled over when the maximum size specified in the **parm** file is reached. If the roll over size is not specified in the **parm** file, database files are rolled over when the maximum size of 1 GB is reached.

The maximum size of the database files that store the custom data is set to 1 GB by default. This size cannot be configured. These database files are rolled over when the maximum size of 1 GB is reached.

During a roll over, 20 percent of oldest data is removed from the database files.

For more information about controlling disk space used by database files, see the chapter *Managing Data Collection* in the *HP Operations Agent User Guide*.

## Proxy Datasource

You can host only one datasource in read-only mode. In the proxy mode, data logging to the Metrics Datastore is completely disabled. For more information about hosting database files from a different system as datasource, see the chapter *Comparing HP Operations Agent 12.00 with Earlier Versions* in the *HP Operations Agent User Guide*.

## Extended Collection Builder and Manager

This feature is not supported with the HP Operations Agent 12.00.

## Updated parm File

The **parm** file contains instructions for the data collector to log specific performance measurements. The **parm** file enhancements are as follows:

Parameter	Description
<b>javaarg</b>	This parameter is valid on both Windows and UNIX platforms.

<b>cachemem</b>	<p>On AIX machines, you should set the cachemem parameter to <b>free (f)</b> to match with topas commands.</p> <p>On Solaris machines, cachemem parameter is applicable only for Adaptive Replacement Cache (ARC) for ZFS.</p> <p>Cachemem parameter is set to <b>user (u)</b> by default. You can set this parameter to <b>free (f)</b> in the <b>parm</b> file and then restart the data collector. GBL_MEM_UTIL excludes ZFS ARC cache when cachemem parameter in the <b>parm</b> file is set to <b>free</b>.</p>
<b>Scope transactions</b>	<p>With the HP Operations Agent 12.00, Scope transactions are not logged and the Scope_Get_Process_Metrics and Scope_Get_Global_Metrics are also not logged.</p>
<b>Size</b>	<p>The size of the database files that store the <i>default performance metrics class</i>, depends on the maximum size specified in the <b>parm</b> file. If the size specification in the <b>parm</b> file is changed, <b>oacore</b> detects it <i>only</i> during startup.</p> <p>The database files for a class are rolled over, when the maximum size specified in the <b>parm</b> file is reached. During rollover, 20 percent of oldest data is removed. If <i>size</i> is not specified in the <b>parm</b> file, database files are rolled over when the maximum size of 1 GB is reached.</p> <p>The maximum size of the database files that store the <i>custom data</i> is set to 1 GB by default. This size cannot be configured.</p> <p>For more information about controlling disk space used by database files, see the chapter <i>Managing Data Collection</i> in the <i>HP Operations Agent User Guide</i>.</p>
<b>Mainttime</b>	<p>This parameter is not supported.</p>
<b>Days</b>	<p>This parameter is not supported.</p>
<b>Maintweekday</b>	<p>This parameter is not supported.</p>
<b>proccmd</b>	<p>This parameter is valid on all platforms. The proccmd parameter enables logging of process commands to the datastore.</p> <p>By default, the value of this process is set to 0 and the logging of process commands is disabled. To enable logging of process commands, set the value of this parameter to 1.</p> <p>Logging of the proccmd parameter is turned on when the value of this parameter is greater or equal to 1. The length of the process command that is logged is always 4096 irrespective of the value specified in this parameter.</p>

For more information about parm file, see *Using the parm File* section in the chapter *Managing Data Collection* in the *HP Operations Agent User Guide*.

## New Processes

The following processes are added to the HP Operations Agent 12.00:

- **oacore**

The CODA and **scope** processes (scopeux and scopent) are consolidated into a single process called **oacore**. The **oacore** process provides both read and write interface for system performance and custom data.

The **oacore** process is invoked by the ovpa script. Based on the instructions provided in the **parm** file, the **oacore** data collector continuously collects performance and health data across your system and stores the collected data in the Metrics Datastore.

- **hpsensor**

The **rtmd** process is replaced with the **hpsensor** process. The XPL configurations for **rtmd** are not backward compatible and will not work after you upgrade HP Operations Agent from 11.xx to 12.00. The **hpsensor** process provides similar XPL configurations to enforce security (SSL).

The **hpsensor** process helps in accessing real-time performance metrics, through a secure communication channel, locally or remotely.

## Updates in the Command Line Tools

HP Operations Agent 12.00 supports only command line mode to run the *Utility* and *Extract* program. Interactive mode to run *Utility* and *Extract* commands is not supported with the HP Operations Agent 12.00.

## Updates to the Extract Tool

The *Extract* program is used to retrieve and analyze the historical data logged in the datastore of the HP Operations Agent. The *Extract* program performs the export function. It reads data from datastore and exports the results to output files in the ASCII format.

During an upgrade from the HP Operations Agent version 11.xx to 12.00, data stored in the CODA database files, SCOPE log files, and the DSI log files are retained in read-only mode. *Extract* program can read data from both log file based datastore and Metrics Datastore.

The *Extract* program enhancements are as follows:

- A new metric class *Host Bus Adapter (HBA)* is added to export the HBA data.

### Extract Command Options

-h	Specifies the HBA detail data to be exported.
-H	Specifies the HBA summary data to be exported.

- The metric class *core* is added to export the bycore data.

**Extract Command Options**

-x	Specifies the core detail data to be exported.
-X	Specifies the core summary data to be exported.

For more information about Extract Program, see the chapter *Using the Extract Program* in the *HP Operations Agent User Guide*.

**Updates to the Utility Tool**

The *Utility* program is a tool for managing and reporting information on the collection parameters (`parm`) file and the alarm definitions (`alarmdef`) file.

Changes to the *Utility* program are as follows:

- Resize command is not supported.
- Following Utility commands are not supported:  
start, stop, exit, guide, logfile, menu, sh, and show.

For more information about Utility Program, see the chapter *Using the Utility Program* in the *HP Operations Agent User Guide*.

**Enhanced Custom Data Logging**

The process of custom data logging is enhanced with DSI and Submittal API.

**Note:** It is recommended that you use API to log custom data into the Metrics Datastore.

**Enhanced Data Source Integration**

Data collected by the DSI process is logged into Metrics Datastore.

**Note:** For DSI to collect custom data, the `oacore` process must be running.

To preserve backward compatibility, the command line continues to support the logfile argument. The logfile name is extracted from the following path and it is considered as the datasource name:

```
sdlcomp <class specification file> <logfile name>
```

When you upgrade the HP Operations Agent from version 11.xx to 12.00, metadata or the format for storing data is copied from the old logfiles to the Metrics Datastore.

For more information about the DSI program, see the chapter *Overview of Data Source Integration* in the *HP Operations Agent User Guide*.

## Application Programming Interface

The process of custom data logging has been simplified with the use of APIs. You can use APIs to seamlessly log custom data into the Metrics Datastore. You can use APIs to log 64-bit data types and multi-instance data into the datastore.

**Note:** You can use APIs to log data into the Metrics Datastore only if the **oacore** process is running.

For more information, see the chapter *Using Application Programming Interface* in the *HP Operations Agent User Guide*.

## Baselining

Baselining is a process to compute and provide reference values based on the historical data stored in the Metrics Datastore. To compute baseline data for a specific time period, metric data collected at corresponding time periods from previous weeks is used. Baseline data is computed at the end of every hour and is stored in the Metrics Datastore.

Baseline data is used to:

- Provide reference values to monitor daily performance
- Provide reference values to analyze performance trends
- Dynamically set optimal threshold values to analyze the pattern of resource utilization

Baseline data computed by the HP Operations Agent is used by the SI-AdaptiveThresholdingMonitor policy to monitor performance and resource utilization.

Baseline data is used along with the deviations (N) set in the SI-ConfigureBaselining Policy or SI-AdaptiveThresholdingMonitor Policy to enable adaptive monitoring or adaptive thresholding. Adaptive thresholding helps you to dynamically calculate the optimal threshold values.

For more information about baselining, see in the chapter *Overview of Baselining* in the *HP Operations Agent User Guide*.

## Other Enhancements

Some of the other enhancements in the HP Operations Agent 12.00 are as follows:

### Enhanced SNMP Trap Interceptor

The SNMP trap interceptor can collect SNMP traps originating from remote management stations or SNMP-enabled devices, and then can generate appropriate events based on the configuration. The SNMP trap interceptor enhancements are as follows:

- The **opctrapi** process is configured to intercept SNMPv1, SNMPv2, SNMPv3 traps and inform messages.
- The **opctrapi** process can intercept the SNMP traps based on the object ID of the varbind (OID) or position of the varbind.
- The monitoring agent component (**opcmona**) can be modified to perform SNMPv3Get by adding specific parameters to the Measurement Threshold policy.

**Note:** The `SNMP_SESSION_MODE` configuration variable is not supported with the current version.

For more information, see the chapter *Working with the HP Operations Agent* in the *HP Operations Agent User Guide*.

## Perfalarm

On a fresh installation of the HP Operations Agent version 12.00, the alarm generator server (`perfalarm`) is disabled by default.

To enable `perfalarm` before installing the HP Operations Agent, set the variable **ENABLE\_PERFALARM** to **TRUE** or **true** in the profile file and then install the HP Operations Agent with the profile file.

If you are installing HP Operations Agent without the profile file, copy the **alarmdef** file from `/opt/perf/newconfig` to `var/opt/perf/` to enable **perfalarm**.

To enable `perfalarm` after installing the HP Operations Agent, use the command line options.

If you upgrade from the HP Operations Agent version 11.xx to 12.00, `perfalarm` continues to function as set previously.

For more information about enabling `perfalarm`, see the chapter *Installing HP Operations Agent using Profile File* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

## HP Operations Agent Health View

HP Operations Agent Health View is a health monitoring tool that provides a quick overview of the health of the HP Operations Agent.

HP Operations Agent Health View plays an important role especially in a complex environment that has many HP Operations Agents deployed on multiple nodes. For example, on a specific managed node if any of the health or policy parameters fail or if any of the processes have issues, then you will not receive alerts or messages from that managed node.

HP Operations Agent Health View enables you to quickly identify issues in a complex environment with several managed nodes.

**Note:** You can set the HPOM Management Server as the Health View Server or you can install HP Operations Agent Health View on a server other than the HPOM Management Server.

HP Operations Agent Health View offers the following features:

- Provides a consolidated dashboard that shows the health of all the HP Operations agents configured with Health View.
- Allows you to drill-down into each managed node and view the list of HP Operations Agent processes and resources that are being used.
- Allows you to drill-down into each HP Operations Agent process and identify issues related to health and policy parameters.

## x86 Virtualization Technology Evolution from HP Operations Agent to HP vPV

HP Operations Smart Plug-in for Virtualization (VI SPI) and HP OMi Management Pack for Infrastructure (OMi MP for Infrastructure) users can start to use a monitoring only edition of Virtualization Performance Viewer (HP vPV) for x86 Virtualization technologies such as VMware vSphere, Microsoft Hyper-V, KVM, and Xen.

HP announces the following updates with HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure version 12.00:

- Operations Agent Virtual Appliance is discontinued
- VI SPI does not support x86 Virtualization

For x86 virtualization technologies, you can continue to use the VI SPI and the virtualization component of the OMi Management Pack for Infrastructure till the obsolescence of HP Operations Agent 11.1x. For non-x86 virtualization technologies (HPVM, AIX, Solaris), you can continue to use the VI SPI and VI Management Pack.

Some of the key benefits that you get with the technology evolution to HP vPV are:

- Improved scalability and interoperability
- Improved coverage of metrics

While the technology evolution entitles you to an equivalent capability replacement in HP vPV, you can get enhanced performance troubleshooting and capacity optimization of physical, virtual, and cloud technologies with the premium edition of HP vPV.

For more details visit [hp.com/go/vpv](http://hp.com/go/vpv).

## Enhanced HP Operations Agent

The current version of HP Operations Agent is enhanced with the following features:

No	Enhancements Requests	Description
1	QCCR1A70322	The SNMP trap interceptor <b>opctrapi</b> is enhanced to support processing of SNMP traps based on the object id of the varbind.
2	QCCR1A95853	GBL_MAC_ADDR_LIST and BYNETIF_MAC_ADDR metrics are added on all platforms to implement MAC address details.
3	QCCR1A104981	CLUSTER_LOCAL_NODENAME is set automatically in the conf.cluster namespace while installing HP Operations Agent on a cluster node.
4	QCCR1A119191	HBA metrics is logged on HP-UX platforms.
5	QCCR1A129081	With the current release, <b>opctrapi</b> can intercept both SNMPv3 traps and inform messages.
6	QCCR1A132039	The maximum limit of the <code>proccmd</code> parameter in <b>parm</b> file is increased to 4 million.
7	QCCR1A138558	<code>ovCtrl</code> daemon ( <code>ovcd</code> ) logs the process details such as process name and PID into the <code>system.txt</code> file whenever a process is started or stopped.
8	QCCR1A149755	Best Practises for Installation and Deployment of HP Operations Agent is documented in the Installation Guide.
9	QCCR1A145541	Length of <code>PROC_PROC_NAME</code> is increased from 16 to 255 characters.
10	QCCR1A147550	Enhanced list of file system metrics are logged into the Metrics datastore.
11	QCCR1A147667	Regardless of the language of the Operating System, the HP Operations Agent is set to English if you set <code>IGNORE_LOCALE=True</code> in the profile file.
12	QCCR1A148589	HP Operations Agent is enhanced to support 10 GB Network card.
13	QCCR1A152747	<b>opctrapi</b> is enhanced to do the following: <ul style="list-style-type: none"> <li>Intercept both SNMPv3 trap and inform messages</li> <li>Intercept SNMP traps based on the object ID of the varbinds (OID) along with the position</li> <li>Convert OID to its textual representation</li> </ul>
14	QCCR1A155140	Logical Volume metrics are supported on Linux Platform.

15	QCCR1A157392	Enhanced the documentation for the <code>cachemem</code> parameter.
16	QCCR1A159506	HP Operations Agent is enhanced to support 64-bit mode on HP-UX systems.
17	QCCR1A168188	HP Operations Agent 12.00 supports TLS version 1.2 for HTTPS communication.
18	QCCR1A169444	stacktrace tool does not overwrite <code>/opt/OV/OMU/adminUI/conf/servicemix/wrapper.conf</code> file.
19	QCCR1A169894	<p>You can run the following commands to exclude <code>perfstat.tar.z</code> output file from the <code>oa_data_collector.sh</code> output:</p> <p><b>On Windows :</b></p> <pre>oa_data_collector_win.bat ADC EXCLUDE PCC</pre> <p><b>On HP-UX/Linux/Solaris:</b></p> <pre>oa_data_collector.sh -asp -e pcc</pre>
20	QCCR1A169895	<p><code>oa_data_collector.sh</code> script includes the following files while creating <code>oa_data_collector.zip</code>:</p> <ul style="list-style-type: none"> <li>• <code>"/etc/resolv.conf"</code></li> <li>• <code>"/etc/nsswitch.conf "</code></li> <li>• <code>"/etc/hosts "</code></li> <li>• <code>"/etc/networks"</code></li> </ul>
21	QCCR1A169897	HP Operations Agent installation message on the console contains the version (base, patch or hotfix) information in the banner.
22	QCCR1A172620	SNMP trap interceptor is enhanced to intercepts the SNMP traps based on the object ID of the <code>varbind</code> .
23	QCCR1A173297	On HPOM for Windows management server, the OVPmad database consistency check during registration is integrated with <code>oainstall.vbs</code> scripts and is triggered by default with the <code>-i -m</code> command option. If there is a corruption during registration, an error is reported and registration is skipped for that platform.
24	QCCR1A174024	The pre-check functionality of the HP Operations Agent installation is enhanced.

25	QCIM1A174134	SNMP trap interceptor ( <b>opctrapi</b> ) is enhanced to do the following: <ul style="list-style-type: none"> <li>• Intercept both SNMPv3 traps and inform messages</li> <li>• Intercept SNMP traps based on the object ID or position of varbinds</li> <li>• Convert OID to its textual representation</li> </ul>
26	QCCR1A174615	Along with the operations components, HP Operations Agent is enhanced to monitor performance components such as <b>perfd</b> , <b>ttd</b> , <b>midaemon</b> , <b>glance</b> and <b>oacore</b> . Health parameters are available only for <b>perfd</b> , <b>perfalarm</b> and <b>oacore</b> .
27	QCCR1A174978	autofs filesystems are reported as autofs (not as Network File System) and all the filesystem metrics are collected on these systems.
28	QCCR1A175002	Infrastructure SPI policy SI-ZombieProcessCountMonitor policy (Measurement Threshold) is added to monitor the number of zombie processes.
29	QCCR1A175032	Service and Process monitoring polices and Schedules task polices will support short term and long term peak behavior.
30	QCCR1A175188	The installation time is reduced significantly on all platforms and the single step installer enables you to install the base version along with patches and hotfixes.
31	QCCR1A175736	HP Operations Agent is enhanced to collect metrics information from HPVM 6.30.
32	QCCR1A175958	You can reduce the installation time by removing the signatures from the packages and MSI scripts.
33	QCCR1A176406	You can use the variable COMM_PROTOCOL to set the protocol to be used for secure communication. The values supported for COMM_PROTOCOL are TLSv1.2, TLSv1.1 and TLSv1
34	QCCR1A176489	Device mapper statistics is being logged as a part of the disk metrics class.
35	QCCR1A178043	SHA2 hash algorithm is used to sign certificates.
36	QCCR1A178813	The Metrics BYLS_LS_MODE_MEM is added to indicate if the memory of the Solaris zones is capped or uncapped.
37	QCCR1A178816	The Metrics BYLS_LS_MODE_MEM is added to indicate if the memory of the Solaris zones is capped or uncapped.
38	QCCR1A175715	A new variable OPC_MSG_USE_OUTGOING is introduced to define the sequence in which the messages are intercepted.

**Note:** For information about the configuration metrics, metrics introduced and the metrics

obsoleted in the HP Operations Agent 12.00 see the *HP Operations Agent Handbook of Metrics*.

## Known Problems

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

## HP OMi Management Packs

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**QCCR1A184632:** HP OMi Management Pack collector programs using OvParam.dll is not working with HP Operations Agent 12.00 as OvParam.dll has path issues while reading parameters on Windows nodes.

**Workaround:** Hotfix is available for this issue, contact HP Support to obtain the hotfix.

---

**QCCR8D43353:** HP OMi Management Pack for Apache Web Server unable to run the collector with the HP Operations Agent 12.00.

**Workaround:** Hotfix is available for this issue, contact HP Support to obtain the hotfix.

---

**QCCR1A184572:** HP OMi Management Pack for SAP unable to run the collector program dependent on the Perl switch module `switch.pm`.

**Workaround:** None

**Note:** For the list of supported hardware, operating systems, and integration with other products, see the [Support Matrix](#).

## Performance Collection Component

---

**QCCR1A184217:** Data logging is failing on the HP Operations Agent 12.00 if the Data Source Name, Class Name, Metric Name, or the Metric Data consists of any unsupported special characters.

**Workaround:** None

---

### The data access requests are timed out

The **oacore** process completes the data access requests much before the requests are timed out. Data access requests are completed in the order in which they arrive.

If you request large data (for example: 2 million process records), **oacore** might take longer than usual to complete the request. While **oacore** is processing a large data access request, other requests (such as `dsilog`, `extract`) may be timed out.

**Workaround:** If you get a time-out error, you must request again.

---

**On a HPUX IA system you cannot access the older database files after upgrading to HP Operations Agent 12.00**

On a HPUX IA system, when you upgrade the HP Operations Agent from version 11.xx to 12.00, the older database files are saved at:

```
/var/opt/OV/tmp/BackUp
```

You *cannot* access this data using tools such as `ovcodautl`, `extract`, utility or through reporting tools such as the HP Performance Manager and the HP Reporter.

**Workaround:** None

---

**QCCR1A178825:** On the Red Hat Enterprise Linux cluster, the `midaemon` process causes LVM metadata corruption after the logical volume is resized using the `lvresize` command. This corruption occurs when there are two or more nodes without a cluster LVM daemon running on the node.

**Workaround:** Make sure to stop the `midaemon` process when using the `lvresize` command.

---

**QCCR1A183242, QCCR1A183163, and QCCR1A183050:** Unsupported metrics BYLS and TTD appear in Glance, OVPA, and/or Xglance help page.

**Workaround:** Ignore these unsupported metrics.

---

**QCCR1A183440:** In DSI logging, metric name is copied to the metric LABEL field. The metric LABEL field present in the specification file is ignored.

**Workaround:** None

---

**QCCR1A183523:** `extract` program may not show data for DSI data sources in correct format after the HP Operations Agent is upgraded from 11.xx to 12.00.

**Workaround:** `ovcodautl` is the preferred way of getting data for DSI data sources.

**For Example:** `ovcodautl -ds <DSI data source> -o <DSI class> -l "|" -header`

---

**QCCR8D39177:** `oacore` process shows linear memory leak in case of event storm.

**Workaround:** `oacore` uses SQLite to log data into the data base. The handle used for logging data is never closed for performance reasons. Hence, when the data gets logged over a period of time you may observe a growth in the memory of the `oacore` process. This will get stabilized when all the class files get rolled over (which might take a longer time based on the `parm` file settings).

---

**QCCR1A183608:** `extract` program hangs when the HP Operations Agent is upgraded to 12.00 with 2-4 weeks of data and the `extract` output file has alignment issues.

**Workaround:** Run the utility command to determine the time stamp for the first logged data and then use the **Start** time and the **End** time as part of the `extract` program.

## Installation and Upgrade

---

**QCCR1A185387:** HP Operations Agent 12.00 HPUX IA64 package is shipping older 11.xx 32 bit LCore libraries/binaries instead of 12.00 32 bit libraries.

**Workaround:** None

---

### Registration of the HP Operations Agent fails on the HPOM for Windows Server

Registration of the HP Operations Agent fails on the HPOM for Windows server with the following error:

```

Description: (PMD97) Exception has been caught in method
COvpPmdPolicyManager::AddDeploymentPackage2
ERROR:      (NPREG1024) Cannot add deployment package (PD: 'E:\Agent
            Installer\OMWAgent_11_11\packages\WIN\Windows_X64\OV0-Agent.xml')
            to policy management server (PMAD)
Error during registration.

```

The error occurs if a directory or a file in the %OvDataDir%\shared\Packages\HTTPS directory has a long file name or path.

**Workaround:** To resolve this issue, delete the files or directories with long file names and then retry the registration.

---

### Installation of deployable packages fail on the HPOM for Windows server

Installation of deployable packages fail on the HPOM for Windows server with the Error 103 - PMAD corruption error.

**Workaround:** To resolve this issue, you have to clean the PMAD database. Use the **ovpmad\_dbcleanup** script to remove the corrupted entries from the PMAD database. The **ovpmad\_dbcleanup** script is designed only for the HPOM for Windows server.

For more information, see the chapter *Troubleshooting* in the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

---

**QCCR1A180762:** The HP Operations Agent monitoring component is removed if you install HP Performance Manager 9.x on a Windows x86 system where the HP Operations Agent 12.00 is installed.

**Workaround:** Reinstall the HP Operations Agent 12.00 on the system to restore all the removed files and components.

**Note:** Ensure that you install the HP Operations Agent 12.00 only after installing the HP Performance Manager 9.x.

---

**QCCR1A181713:** Installation of the BSM Connector 9.23 fails on Windows where the HP Operations Agent 12.00 is already installed.

**Workaround:** On Windows, use the BSM Connector 10.xx with the HP Operations Agent 12.00.078.

**QCCR1A182916:** On HP-UX PA-RISC platform, when you install the HP Operations Agent from OMx, you may see the following error message in the System.txt file.

```
(ctrl-94) Component hpsensor exited after short runtime
```

**Cause:** Reconfig signal is sent to the hpsensor process before it is fully started, hence hpsensor exits.

**Workaround:** Ignore this error message, hpsensor process will run after installation is successful.

**QCCR1A183304:** Uninstallation of the HP Operations Agent may show error or warning on Windows, Linux and Solaris SPARC platforms.

**Workaround:** None

## Perl

HP Operations Agent 12.00 has upgraded the version of the embedded Perl component from 5.8.8 to 5.16 and hence there are several compatibility changes and deprecations between OvPerl 5.8.8 and OvPerl 5.16. These can lead to breakage of existing Perl scripts, please see <http://perldoc.perl.org/> for more information on data related to changes in various Perl versions. The issues and the available workarounds are mentioned as follows:

**QCCR1A185383:** Perl 5.16 package shipped with HP Operations Agent 12.00 has some Perl modules missing as compared to Perl 5.8 version shipped with HP Operations Agent 11.1x.

Following is the list of Perl modules not shipped with Perl 5.16 on respective platforms:

Perl Module Name	Linux	Solaris	HPUX		Windows
	(x86, x86_64, PPC64)	(5.10 Sparc, x86)	(PA, IA64)	AIX	(x86, x86_64)
Encode-compat-MIME-Header-ISO_2022_JP	Yes	Yes	Yes	Yes	Yes
Opcodes	Yes	Yes	Yes	Yes	Yes
IO-Tty	Yes	Yes	Yes	Yes	NA
IPC-Run	Yes	Yes	Yes	Yes	Yes
B-Flags	Yes	Yes	Yes	Yes	Yes
B-C	Yes	Yes	Yes	Yes	Yes
Devel-DProf	Yes	Yes	Yes	Yes	Yes

Pod-Plainer	Yes	Yes	Yes	Yes	Yes
Shell	Yes	Yes	Yes	Yes	Yes
Switch	Yes	Yes	Yes	Yes	Yes
Socket6	Yes	Yes	Yes	Yes	<b>No</b>
Crypt-DES	Yes	Yes	Yes	Yes	Yes
Digest-HMAC	Yes	Yes	Yes	Yes	Yes
Digest-SHA1	Yes	Yes	Yes	Yes	Yes
Net-SNMP	Yes	Yes	Yes	Yes	Yes
Net-IP	Yes	Yes	Yes	Yes	Yes
SNMP	Yes	Yes	Yes	Yes	<b>NA</b>
SNMP-Util	Yes	Yes	Yes	Yes	Yes
SNMP-Info	Yes	Yes	Yes	Yes	<b>NA</b>
Proc-ProcessTable	Yes	Yes	Yes	<b>No</b>	<b>NA</b>
Convert-ASN1	Yes	Yes	Yes	Yes	Yes
IO-Socket-INET6	Yes	Yes	Yes	Yes	<b>No</b>
Authen-SASL	Yes	Yes	Yes	Yes	Yes
XML-NamespaceSupport	Yes	Yes	Yes	Yes	Yes
XML-SAX-Base	Yes	Yes	Yes	Yes	Yes
XML-SAX	Yes	Yes	Yes	Yes	Yes
XML-Filter-BufferText	Yes	Yes	Yes	Yes	Yes
XML-SAX-Writer	Yes	Yes	Yes	Yes	Yes
perl-ldap	Yes	Yes	Yes	Yes	Yes
Algorithm-Diff	Yes	Yes	Yes	Yes	Yes
Text-Diff	Yes	Yes	Yes	Yes	Yes
Socket	Yes	Yes	Yes	Yes	Yes
libnet	Yes	Yes	Yes	Yes	Yes
File-Tail	Yes	Yes	Yes	Yes	Yes
Log-Log4perl	Yes	Yes	Yes	Yes	Yes
Win32-Service	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	Yes

Following is the list of products affected by the missing Perl modules along with the workaround available:

Products Affected	Issues	Workaround
<p>HP Operations Smart Plug-ins (HPOM SPIs)</p>	<p><b>Compatibility issues:</b></p> <p><a href="#">QCCR1A184627</a></p> <p><a href="#">QCCR1A185118</a></p> <p><b>Deprecation issues:</b></p> <p>No impact.</p>	<p>Hotfix is available for issues with the Perl scripts for JBoss SPI, contact HP Support to obtain the hotfix.</p> <p>For custom scripts, update the scripts by using compatible modules or APIs.</p>
<p>HP OMi Management Packs</p>	<p><b>Compatibility issues:</b></p> <p>No impact.</p> <p><b>Deprecation Issues:</b></p> <p><a href="#">QCCR1A184572</a></p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p><b>Note:</b> If you have created sample Perl scripts in the instrumentation directory and if these scripts access any of the non existing Perl modules then such errors are not captured in the System.txt file when you run these scripts from the scheduled task policy with <b>Command</b> option. But when you run these scripts from the Perl script from embedded scheduled task policy the following error can be seen in the System.txt file.</p> <p><b>For example:</b></p> <p>Created a "Measurement Threshold" policy using a simple Perl script with non existing package as follows:</p> <pre>use test_package; \$Rule-&gt;Status(1);</pre> <p>This will log an error in System.txt as follows:</p> </div>	<p>Hotfix is available for issues with missing Perl modules used in instrumentation or policies by HP OMi Management Packs, contact HP Support to obtain the hotfix.</p>

```
0: WRN: Wed Jan 13 10:52:47 2016:
opcmona (16953/140099755861760):
[OvEpPolicy.cpp:1398]: An error occurred
in the processing of the policy
'perl_policy_test'. Please check the
following errors and take corrective
actions.
(OpC30-797) Error during evaluation of
threshold level "New threshold level"
(OpC30-728) Execution of threshold script
failed.
(OpC30-712) Perl Script execution failed:
Can't locate test_package.pm in @INC
(@INC contains: /opt/OV/nonOV/perl/a/lib/
site_perl/5.16.0/x86_64-linux-thread-multi
/opt/OV/nonOV/perl/a/lib/site_perl/5.16.0
/opt/OV/nonOV/perl/a/lib/site_perl /opt/
OV/nonOV/perl/a/lib/site_perl5.16.0 /opt/
OV/nonOV/perl/a/lib/site_perl5.16.0/
ia64-linux-thread-multi /opt/OV/nonOV/
perl/a/lib5.16.0 /opt/OV/nonOV/perl/a/
lib5.16.0/ia64-linux-thread-multi /opt/
OV/sbin/eaagt/perl /var/opt/OV/bin/
instrumentation /opt/OV/nonOV/perl/a/
lib/5.16.0/x86_64-linux-thread-multi /opt/
OV/nonOV/perl/a/lib/5.16.0 .) at
PerlScript line 1.
BEGIN failed--compilation aborted
at PerlScript line 1.
. (OpC30-750)
```

<p>Integration of HP Operations Agent 12.00 with the HP Network Node Manager i 10.00</p>	<p>Integration fails when you upgrade to HP Operations Agent version 12.00.</p>	<p>Recommended to use the HP Network Node Manager i 10.10 with the HP Operations Agent 12.00. Also, patch is available to use the HP Network Node Manager i 10.0x with the HP Operations Agent 12.00, contact HP Support to obtain the patch.</p>
--	---	---

**QCCR1A158330:** Custom compiled CPAN modules and the behavior of the CPAN Perl modules are not supported.

**Workaround:** None

## HP Operations Smart Plug-ins (HPOM SPIs)

**QCCR1A184627:** JBoss SPI discovery fails due to Perl incompatibility issues with the HP Operations Agent 12.00.

**Workaround:** Hotfix is available for this issue, contact HP Support to obtain the hotfix.

**QCCR1A185118:** Data source creation and Data logging issues are reported while using the HP Operations Agent 12.00 with HP Operations Smart Plus-ins (HPOM SPIs).

**Workaround:** Hotfix is available for this issue, contact HP Support to obtain the hotfix.

**Note:** For the list of supported hardware, operating systems, and integration with other products, see the [Support Matrix](#).

## Integration with Other Products

**QCCR1A183470:** HP Reporter 4.00 is not compatible with the HP Operations Agent 12.00.

**Workaround:** Hotfix is available for this issue, contact HP Support to obtain the hotfix.

**QCCR1A182144:** Support for coexistence scenario of the HP Operations Agent 12.00 with the BSM Connector 10.00.

**Scenario:** Upgrade to the HP Operations Agent 12.00.078 from the HP Operations Agent 12.00.05x in the BSM Connector 10.00.

Data files or model files of the HP Operations Agent 12.00.05x version will not be supported during the above upgrade. This is because of change in meta data between the two versions. Hence the following files will be backed up:

**On Linux:**

Backup location: `/var/opt/OV/tmp/Backup/perfDBnXML`

Files backed up:

```
var/opt/OV/databases/oa/*
/var/opt/OV/conf/oa/Model/*
/var/opt/perf/parm
```

**On Windows:**

Backup location : `<%OvDataDir%>\tmp\backup\perfDBnXML`

Files backed up:

```
<%OvDataDir%>\databases\oa*
<%OvDataDir%>\conf\oa\Model\*
<%OvDataDir%>\parm.mwc
```

---

**QCCR1P7013:** Uninstallation of the OpsA Collector fails with dependency error for LCore components as the HP Operations Agent depends on them.

**Workaround:** Ensure you uninstall the HP Operations Agent before uninstalling the OpsA Collector.

**Note:** For the list of supported hardware, operating systems, and integration with other products, see the [Support Matrix](#).

## Health View

---

**QCCR8D39589:** With the HP Operations Agent 12.00, Health View is enabled by default and hence hpsensor would push HBP information to the management server by default once every 5 minutes. In an environment where the Health View package is not installed, HBP throws error message which will be written to the hpcstrace.log file.

**Workaround:** If you are not using the management sever as the Health View Server, then configure the Health View Server using the following command:

```
ovconfchg -ns agent.health -set OPC_SELFMON_SERVER <health view sever IP address>
```

If you do not have the Health View package configured in your environment, then disable HBP using the following command:

```
ovconfchg -ns agent.health -set OPC_SELFMON_HBP FALSE
```

For more information see the chapter *Configuring HP Operations Agent Health View* in the *HP Operations Agent User Guide: Health View*.

## Other

---

**QCCR1A175479:** On Linux machines, during installation of RPM files, warning message may appear as **<Header V3 RSA/SHA1 signature>: NOKEY, <key ID>** in the log file for each component.

### Example:

Following messages may appear in `oainstall.log` and `oapatch.log` during installation of HP Operations agent 11.14:

**Warning: /var/opt/OV/installation/standalone/HPOvXpl.rpm: Header V3 RSA/SHA1 signature: NOKEY, key ID 5ce2d476**

**Warning: /var/opt/OV/installation/standalone/HPOvBbc.rpm: Header V3 RSA/SHA1 signature: NOKEY, key ID 5ce2d476**

**Workaround:** Before installing HP Operations Agent, import the HP public key using the steps mentioned in the following link:

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

If you do not want to import the HP public key, ignore the messages appearing in the log file.

---

**QCCR1A168077:** Infrastructure SPI alert assignment does not work on HPOM server console for Windows if the length of `SYSTEM_ID` metric is greater than 64 characters.

**Workaround:** None.

---

**QCCR1A167902:** On Linux, when you install the HP Operations Agent 12.00, the user `opc_op` in `/etc/passwd` file and the group `ovgrp` in `/etc/group` are not created.

**Workaround:** Use the command **groupadd opcgrp** to create the `opcgrp` group manually before installing the HP Operations Agent 12.00. In case HP Operations Agent 12.00 is already installed, run the following command to create the user:

```
useradd -g opcgrp -d /home/opc-op opc_op
```

---

**QCCR1A162689:** Install the HP Operations Agent 12.00 on HP-UX machine using `swinstall` command and then reconfigure the HP Operations agent using the command:

**/opt/OV/bin/OpC/install/oainstall.sh -c -a.** Some of the agent component XML files for the version 12.00 will not appear in the inventory list.

### Workaround:

Run the command to restore the deleted agent component XML files:

```
cp /opt/OV/newconfig/installation/inventory/*-OAHPUX_00032.xml /var/opt/OV/installation/inventory/
```

In this instance, **OAHPUX\_00032** is the HP-UX patch ID.

---

**QCCR1A153010:** Opicle multiple monitoring template policy fails to send messages after restarting the opicle process from the Ubuntu operating system.

**Workaround:** Set the locale to **en\_US.utf8**.

---

**QCCR1A126866:** On an agent node in a high-availability cluster, when the state of an HPOM policy changes from disabled to enabled, the `clusterpollist` file is not updated.

**Workaround:** None.

**Note:** For the list of supported hardware, operating systems, and integration with other products, see the [Support Matrix](#).

## Coexistence of HP Computesensor Standalone Packages (shipped with vPV) and HP Operations Agent 12.00

**Scenario 1:** On a VM after you install the HP Operations Agent 12.00, installation of the HP Computesensor 2.01.004 (or earlier versions) is not supported.

**Scenario 2:** Installation of the HP Operations Agent 12.00 is not supported on a machine where vPV 2.2 (or earlier versions) is installed.

### **Scenario 3: HP Computesensor process is in aborted state**

On a VM running the HPComputesensor 2.01.004 (or earlier versions) and HP Operations Agent 12.00, if you uninstall HPComputesensor 2.01.004 (or earlier versions), the functionality of the `hpsensor` process is affected.

**Scenario 4:** The communication between a VM (where the HP Computesensor is installed) and the HP vPV machine is disconnected, after HP Operations Agent 12.00 is installed on the VM.

For more information about the Coexistence of the HP Computesensor Standalone Packages (shipped with vPV) and HP Operations Agent 12.00, see the *HP Operations Agent and HP Operations Smart Plug-ins for Infrastructure Installation Guide*.

## Limitations

- On an HP-UX system, if you open the character-mode interface of glance during the installation of the HP Operations Agent, the following error message appears in the glance console:

```
Glance fatal error. == Fatal Nums Error ==
```

Ignore this error.

- After installing the HP Operations Agent on a Windows system, several new programs such as HP Software E/A Agent, HP Software Measurement Interface, HP Software Performance Core, and HP Operations-agent program appear in the Programs and Features (Add/Remove Programs) window. While uninstalling the HP Operations Agent by using the Programs and Features window,

always select **HP Operations-agent** and ignore all other programs that were added after the installation.

- On AIX, the FS\_SPACE\_RESERVED metric is typically zero for local file systems since AIX does not reserve any file system space by default for the superuser.
- HPOM server with IPv4 stack configured with dual stack Reverse Channel Proxy cannot communicate with an IPv6 stack HP Operations agent node and vice versa.
- Before registering the patch **OALIN\_00032**, HPOM Windows server needs to be upgraded to 11.13 or higher using the following command:

**cscript oainstall.vbs -i -a**

- The GBL\_NUM\_VG metric shows zero if you disable the Logical Volume class of metrics.
- On Solaris non-global zones and AIX WPARs, the following metric classes are not supported by the Performance Collection Component, GlancePlus, and RTMA:
  - CPU class (BYCPU)
  - Disk class (BYDSK)
  - Swap class (BYSWP)
  - Logical volume (LVM)
  - Logical system (BYLS)

**Note:** In addition, the Performance Collection Component does not support metrics of the NFS metric class in AIX WPARs.

- The following metrics are not supported by the Performance Collection Component in Solaris non-global zones:
  - GBL\_DISK\_TIME\_PEAK
  - GBL\_DISK\_REQUEST\_QUEUE
  - GBL\_CPU\_WAIT\_UTIL
  - GBL\_DISK\_PHYS\_IO\_RATE
  - GBL\_DISK\_PHYS\_READ\_RATE
  - GBL\_DISK\_PHYS\_WRITE\_RATE
  - GBL\_DISK\_PHYS\_BYTE\_RATE
  - GBL\_DISK\_PHYS\_WRITE\_BYTE\_RATE
  - GBL\_DISK\_VM\_IO\_RATE

- GBL\_MEM\_SYS\_AND\_CACHE\_UTIL
  - GBL\_SWAP\_SPACE\_AVAIL
  - GBL\_SWAP\_SPACE\_RESERVED
  - GBL\_SWAP\_SPACE\_AVAIL\_KB
  - GBL\_SWAP\_SPACE\_MEM\_AVAIL
  - GBL\_CPU\_CYCLE\_ENTL\_MIN
  - GBL\_DISK\_UTIL\_PEAK
  - GBL\_DISK\_PHYS\_READ\_PCT
  - GBL\_CPU\_WAIT\_TIME
  - GBL\_DISK\_PHYS\_IO
  - GBL\_DISK\_PHYS\_READ
  - GBL\_DISK\_PHYS\_WRITE
  - GBL\_DISK\_PHYS\_READ\_BYTE\_RATE
  - GBL\_DISK\_PHYS\_BYTE
  - GBL\_DISK\_VM\_IO
  - GBL\_MEM\_CACHE\_HIT\_PCT
  - GBL\_SWAP\_SPACE\_USED
  - GBL\_SWAP\_SPACE\_UTIL
  - GBL\_CPU\_MT\_ENABLED
  - GBL\_SWAP\_SPACE\_DEVICE\_AVAIL
  - GBL\_CPU\_CYCLE\_ENTL\_MAX
  - TBL\_PROC\_TABLE\_UTIL
  - TBL\_FILE\_LOCK\_USED
  - GBL\_ZONE\_APP
- For the following metrics, the Performance Collection Component shows global zone values in non-global zones:

- GBL\_MEM\_DNLC\_HIT\_PCT
- GBL\_FS\_SPACE\_UTIL\_PEAK
- GBL\_NET\_PACKET\_RATE
- GBL\_NET\_IN\_PACKET
- GBL\_NET\_IN\_PACKET\_RATE
- GBL\_NET\_OUT\_PACKET
- GBL\_NET\_OUT\_PACKET\_RATE
- GBL\_NET\_COLLISION\_RATE
- GBL\_NET\_COLLISION\_PCT
- GBL\_NET\_DEFERRED\_PCT
- GBL\_NET\_ERROR\_RATE
- GBL\_NET\_IN\_ERROR\_PCT
- GBL\_NET\_IN\_ERROR\_RATE
- GBL\_NET\_OUT\_ERROR\_PCT
- GBL\_NET\_OUT\_ERROR\_RATE
- GBL\_NET\_COLLISION\_1\_MIN\_RATE
- GBL\_NET\_ERROR\_1\_MIN\_RATE
- GBL\_RUN\_QUEUE
- GBL\_LOADAVG
- GBL\_LOADAVG5
- GBL\_BLOCKED\_IO\_QUEUE
- The Performance Collection Component always reports zero for the following metrics in non-global zones:
  - GBL\_NUM\_DISK
  - GBL\_NUM\_LS

- GBL\_NUM\_ACTIVE\_LS
- GBL\_NUM\_DISK
- On Linux, the following metrics are logged only for SUSE Linux Enterprise Server 11 and Red Hat Enterprise Linux 5.4 or higher:
  - APP\_DISK\_PHYS\_IO\_RATE
  - APP\_DISK\_PHYS\_READ
  - APP\_DISK\_PHYS\_READ\_RATE
  - APP\_DISK\_PHYS\_WRITE
  - APP\_DISK\_PHYS\_WRITE\_RATE
  - APP\_IO\_BYTE
  - APP\_IO\_BYTE\_RATE
- To view the man pages on UNIX/Linux platforms, you must manually set the MANPATH variable to the following locations:
  - On AIX: /usr/lpp/OV/man, /usr/lpp/perf/man
  - On HP-UX, Solaris, and Linux: /opt/OV/man, /opt/perf/man
- You cannot enable or disable a policy with the ovpolicy command if the policy name includes the : character.
- You cannot use the PROCESS object with the SCOPE data source in Measurement Threshold policies where the source is set to Embedded Performance Component.
- Limitations for using a non-default (no-root or non-privileged) user
  - The non-privileged user mode is not supported on the HP-UX platform.
  - The mixed modes are supported on the HPOM management server.
  - The non-privileged and mixed modes are not supported on AIX WPAR.
  - By default, the agent user with non-privileged and mixed user modes will not have permission to read the monitored log file.
  - By default, the agent user with non-privileged and mixed user modes will not have permission to start a program using an automatic command, operator-initiated command, tool, or scheduled task.
  - HP Operations Smart Plug-ins may require additional configuration or user rights if the agent user with non-privileged and mixed modes does not have administrative rights.

- Processes running with higher privileges like `ovbbccb` and `sshd` are not available in the non-privileged mode.
- On Windows, the `PROC_USER_NAME` metric is displayed as `Unknown` for processes owned by users other than the agent user.
- On AIX, you may see the following error message in the command line console (or in the `oainstall.log` file in the `/var/opt/OV/log` directory) after you configure the agent to use the non-default user:

`Product activation failure. Refer to the log file for more details.`

Ignore this error.

- The 64-bit release of the HP Operations Agent 12.00, will not support metrics related to Process Resource Manager (PRM), network interface metrics specific to X.25 and ATM networks. These unsupported metrics will show up as `NA` or `0` on all the direct clients of the HP Operations Agent that is Glance, Scopeux, Perfd, XGlance, CODA and the clients of CODA.

# Send Documentation Feedback

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**Feedback on Release Notes - Edition 2.00 (Operations Agent 12.00)**

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We appreciate your feedback!

