HP Service Health Reporter

For the Windows® and Linux operating systems

Software Version: 9.41

Release Notes

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

HP Service Health Reporter Release Notes

For Windows® and Linux operating systems

Software Version: 9.41

Publication Date: September 2015

This document is an overview of the changes made to HP Service Health Reporter (SHR). It contains important information that is not included in books or help. You can find the following information in this document:

- "Contents of the SHR 9.41 Patch" on the next page
- "Prerequisites for Installing SHR 9.41 Patch" on page 7
- "Prerequisites for Installing 9.41 Patch in a High Availability Environment" on page 8
- "Installing SHR 9.41 Patch on Linux" on page 9
- "Installing SHR 9.41 Patch on Windows" on page 13
- "Installing SHR 9.41 Remote Collector" on page 17
- "Uninstalling SHR 9.41 Patch" on page 19
- "Enhancement Requests Included in 9.41 Release" on page 20
- "Fixed Defects in 9.41 Release" on page 21

For information about the installation requirements and compatibility with other products, see the *HP Service Health Reporter Performance, Sizing, and Tuning Guide*, and *HP Service Health Reporter Support Matrix*.

HP Service Health Reporter Support Matrix includes the following information:

Requirements

- Operating System
- Databases
- Web Browsers and Plug-ins

Compatibility

- Virtualization Products
- High Availability Products
- HP Software Integrations
- HP Software Coexistence

Contents of the SHR 9.41 Patch

SHR 9.41 patch contains the following:

- Updated shared component (L-Core 12.00.057).

- SHR 9.41 Remote Collector, which also includes support for Red Hat Enterprise Linux Server 6.6 and Microsoft Windows Server 2012 operating systems. For more information, see "Installing SHR 9.41 Remote Collector" on page 17.

- Enhancements and Defects listed in this document.

Prerequisites

Prerequisites for Installing SHR 9.41 Patch

Following are the prerequisites for installing SHR 9.41 patch:

- You can install SHR 9.41 patch only on an SHR 9.40 system.

  Note: Before installing SHR 9.41, ensure that you complete post-installation configuration tasks and minimum of one content pack installation on the SHR 9.40 system.

- If you have an earlier version of SHR, you must upgrade to SHR 9.40 before installing SHR 9.41 patch.

- Take a backup of the SHR 9.40 database and SAP BusinessObjects before installing SHR 9.41 patch. For more information, see the *HP Service Health Reporter Disaster Recovery Guide*.

- The SHR 9.41 patch is applicable only to SHR server, remote SAP BusinessObjects system, and SHR 9.40 Remote Collector system. The SHR 9.41 patch installation is not applicable on the remote Sybase IQ system.

- Set the following path in command or shell prompt before you install SHR 9.41 patch on a remote SAP BusinessObjects system:
  On Windows:

  set PATH=<*drive*>:\HP-SHR\nonOV\perl\a\bin;%PATH%

  where <*drive*> is the label of the drive where SHR is installed.

  On Linux:

  export PATH=/opt/OV/nonOV/perl/a/bin:$PATH

- Close all open sessions of the following applications that use SHR libraries:

  - SybaseIQ database (dbisql)

  - PostgreSQL (pgAdminIII)

  - LicenceManager

- Stop the packagemgrSilent process.

- Stop the HP_PMDB_Platform_Sybase service.

- Close all open SHR files and jmx-console, on local or remote systems.

  Caution: If you fail to close all of the open sessions and SHR files, the patch installation will fail.

Prerequisites for Installing 9.41 Patch in a High Availability Environment

If you have installed SHR 9.40 in a high availability environment using Veritas Cluster Server (VCS), ensure that the following prerequisites are met before installing SHR 9.41 patch, in addition to the prerequisites mentioned in "Prerequisites for Installing SHR 9.41 Patch" on the previous page:

- The node where you plan to install SHR 9.41 patch must be an active node with access to shared storage.

- The node where you plan to install SHR 9.41 patch must be set to maintenance mode.
  Perform the following steps to set the note to maintenance mode:

  a. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` folder.

  b. Remove `#` from the `#maintenance mode=true` parameter.

  c. Save the file and exit.

Prerequisites for SHR 9.41 Remote Collector

Note the following before you install 9.41 patch on a Remote Collector system:

- If you have already configured SHR 9.40 Remote Collector, install SHR 9.41 patch first on the SHR system, followed by the Remote Collector system.

  > **Note:** To install SHR 9.41 patch, refer to "Installing SHR 9.41 Patch on Linux" on the next page and "Installing SHR 9.41 Patch on Windows" on page 13.

- If you are installing SHR Remote Collector for the first time, install SHR 9.41 Remote Collector. You need not install the SHR 9.41 patch on the SHR 9.41 Remote Collector system. For more information, see "Installing SHR 9.41 Remote Collector" on page 17.

Installing SHR 9.41 Patch on Linux

To install SHR 9.41 patch on your Linux system, follow these steps:

1. Download the `SHR941LIN_00001.zip` file from HP Software Support Online (SSO).

2. Run the following command to extract the contents to a temporary directory on the SHR 9.40 system:

   `unzip SHR941LIN_00001.zip`

   You will get the following files when you extract the `.zip` file:

   - `installPatch.pl`

   - `rollbackPatch.pl`

   - `SHR_941_Release_Notes.pdf`

   - `SHR941LIN_00001.rpm`

   - `HP-SHR-09.41-RemoteCollector.exe`

   - `HP-SHR-09.41-RemoteCollector.tar.gz`

   > **Note:** Do not run the Red Hat Package Manager (RPM) file.

3. Log on to shell prompt as a `root` user.

4. Using the `cd` command, go to the directory where you have extracted the SHR 9.41 patch files.

5. To install SHR 9.41 patch, run the following command:

   `perl installPatch.pl`

6. To install SHR 9.41 patch in a **high availability cluster environment**, perform the following steps on the active node:

   a. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.

   b. Remove `#` from the `#maintenance mode=true` parameter.

   c. Save the file and exit.

   d. Run the following command:
      `perl installPatch.pl -ha`

   e. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.

   f. Add `#` to the `maintenance mode=true` parameter as `#maintenance mode=true`.

   g. Save the file and exit.

7. To verify successful installation of SHR 9.41 patch, go to `$PMDB_HOME/../` directory and check the `Version` in the `BSMRVersion.prp` file.

8. Follow the "Post Patch Installation Instructions for Linux" on the next page after the SHR 9.41 patch installation.

On successful installation of SHR 9.41 patch,

- If any of the SHR services are stopped; start them manually.
- The following SHR 9.41 Remote Collector packages are available in $PMDB_HOME directory:
  - `HP-SHR-09.41-RemoteCollector.exe` **(for Windows)**

  - `HP-SHR-09.41-RemoteCollector.tar.gz` **(for Linux)**

If the installation fails,

- The SHR installation automatically rolls back to the base version of SHR where the patch has been attempted to be installed.
- Run the following command if the automatic roll back fail:

  `perl rollbackPatch.pl`

Log Files and Backup Files

- The installation log file is located at the `$PMDB_HOME/log/patches` directory.
- The backed up data files are located at the `$PMDB_HOME/patches/.SHR941LIN_00001_ BCK/PMDB` directory.

  Note: The directory containing the backup files is hidden to prevent accidental deletion.

Post Patch Installation Instructions for Linux

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt –kill` command (if agent is installed).
3. Run the `ovc –kill` command.
4. Stop the following SHR services:
   - On SHR system:
     - **HP_PMDB_Platform_Collection:** `service HP_PMDB_Platform_Collection stop`
     - **TrendTimer:** `service TrendTimer stop`
     - **HP_PMDB_Platform_IM:** `service HP_PMDB_Platform_IM stop`

   - On SHR Remote Collector system:
     - **HP_PMDB_Platform_Collection:** `service HP_PMDB_Platform_Collection stop`

5. Go to the `$PMDB_HOME/lcore_tmp` directory.
6. Run the following command for LCore/shared component installation:
   - **On SHR system:** `sh Lcore_install.sh`

   - **On Remote Collector system:** `sh Lcore_install_RC.sh`

- On Remote SAP BusinessObjects system: `sh Lcore_install_BO.sh`

7. Run the `opcagt -start` command (if agent is installed).

8. Run the `ovc -start` command.

9. Start the following services:

   - On SHR system:
     - HP_PMDB_Platform_Collection: `service HP_PMDB_Platform_Collection start`

     - TrendTimer: `service TrendTimer start`

     - HP_PMDB_Platform_IM: `service HP_PMDB_Platform_IM start`

   - On SHR Remote Collector system:
     - HP_PMDB_Platform_Collection: `service HP_PMDB_Platform_Collection start`

> **Note:**
> The following shared component packages (L-Core) are upgraded to 12.00.057:
>
> - HPOvXpl
> - HPOvJxpl
> - HPOvSecCo
> - HPOvJsec
> - HPOvBbc
> - HPOvJbbc

HTTPS Specific Configuration

The following steps are applicable only if you have enabled HTTPS secured connection for SHR Administration Console and/or SAP BusinessObjects InfoView, as given in the *HP Service Health ReporterConfiguration Guide*. These steps are applicable only to SHR server, remote SAP BusinessObjects system, and Remote Collector systems.

To configure HTTPS, follow these steps:

1. Stop the following services:
   - HP_PMDB_Platform_Administrator: `service HP_PMDB_Platform_Administrator stop`

   - SAP BusinessObjects Webserver: Go to the $PMDB_HOME/BOWebServer/bin directory and run the following command:
     `./shutdown.sh`

2. Edit `java.security` file:

   a. Go to the $PMDB_HOME/../JRE64/lib/security directory.

   b. Take a backup of the existing `java.security` file before modifying it.

   c. Open the `java.security` file.

   d. Locate the `#jdk.tls.disabledAlgorithms` parameter, uncomment, and edit the parameter as follows:

        `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

        If you do not find `#jdk.tls.disabledAlgorithms`, add the following at the end of the file:

        `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

   e. Save the file and exit.

3. Start the following services:

- **HP_PMDB_Platform_Administrator:** `service HP_PMDB_Platform_Administrator start`

- **SAP BusinessObjects Webserver:** Go to the `$PMDB_HOME/BOWebServer/bin` directory and run the `./startup.sh` command.

Installing SHR 9.41 Patch on Windows

To install SHR 9.41 patch on Windows operating system, follow these steps:

1. Download the `SHR941WIN_00001.zip` file from HP Software Support Online (SSO).

2. Extract the contents to a temporary folder on the SHR 9.40 system.

   You will get the following files when you extract the `.zip` file using the `7-Zip` tool:

   - `installPatch.pl`

   - `rollbackPatch.pl`

   - `SHR_941_Release_Notes.pdf`

   - `SHR941WIN_00001.msi`

   - `HP-SHR-09.41-RemoteCollector.exe`

   - `HP-SHR-09.41-RemoteCollector.tar.gz`

   > **Note:** Do not run the Microsoft Installer (MSI) file.

3. Log on to the command prompt with administrator privileges.

4. Using the `cd` command, go to the folder where you have extracted the SHR 9.41 patch files.

5. To install SHR 9.41 patch, run the following command first on the SHR system followed by remote SAP BusinessObjects system and Remote Collector system:

   `perl installPatch.pl`

6. To install SHR 9.41 patch in a **high availability cluster environment**, perform the following steps on the active node:

   a. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.

   b. Remove # from the `#maintenance mode=true` parameter.

   c. Save the file and exit.

   d. Run the following command:

      `perl installPatch.pl -ha`

   e. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.

   f. Add # to the `maintenance mode=true` parameter as `#maintenance mode=true`.

   g. Save the file and exit.

7. To verify successful installation of SHR 9.41 patch, go to the `%PMDB_HOME%\..\` directory, and check the **Version** in `BSMRVersion.prp`.

8. Follow the "Post Patch Installation Instructions for Windows" on the next page after the SHR 9.41 patch installation.

On successful installation of SHR 9.41 patch,

- If any of the SHR services are stopped; start them manually.
- The following Remote Collector packages are available in %PMDB_HOME% directory:
  - `HP-SHR-09.41-RemoteCollector.exe` **(for Windows)**

  - `HP-SHR-09.41-RemoteCollector.tar.gz` **(for Linux)**

If the installation fails,

- SHR 9.41 patch installation automatically rolls back to SHR 9.40.
- Run the following command if the automatic roll back fails:

  `perl rollbackPatch.pl`

Log Files and Backup Files

- The installation log file is located at the `%PMDB_HOME%\log\patches` folder.
- The backup data files are located at the `%PMDB_HOME%\patches\.SHR941WIN_00001_ BCK\PMDB` folder.

> **Note:** The folder containing the backup files is hidden to prevent accidental deletion.

Post Patch Installation Instructions for Windows

Shared Component Installation

1. Open the command prompt.
2. Run the `opcagt -kill` command (if agent is installed).
3. Run the `ovc -kill` command.
4. Stop the following SHR services:
   - On SHR system:
     - **HP_PMDB_Platform_Collection**
     - **HP_PMDB_Platform_Timer**
     - **HP_PMDB_Platform_IM**

   - On SHR Remote Collector system:
     - **HP_PMDB_Platform_Collection**

5. From the command prompt, go to the `%PMDB_HOME%\lcore_tmp` directory.
6. Run the following command for LCore/share component installation:
   - On SHR System: `Lcore_install.bat`

   - On Remote SAP BusinessObjects system: `Lcore_install_BO.bat`

- On Remote Collector system: `Lcore_install_RC.bat`

7. Run the `opcagt -start` command (if agent is installed).

8. Run the `ovc -start` command.

9. Start the following services:

    - On SHR system:

        - **HP_PMDB_Platform_Collection**

        - **HP_PMDB_Platform_Timer**

        - **HP_PMDB_Platform_IM**

    - On SHR Remote Collector system:

        - **HP_PMDB_Platform_Collection**

> **Note:**
> The following shared component package (L-Core) is upgraded to 12.00.057:
>
> - HPSharedComp

HTTPS Specific Configuration

To configure HTTPS, follow these steps:

Perform these steps only if you have enabled HTTPS secured connection for SHR Administration Console and/or SAP BusinessObjects InfoView, as given in the *HP Service Health Reporter Configuration Guide*. These steps are applicable only to SHR server, remote SAP BusinessObjects system, and Remote Collector systems.

1. Stop the following services:
    - **HP_PMDB_Platform_Administrator**

    - **Business Objects Webserver**

2. Edit the `java.security` file**:**

    a. Open the `%PMDB_HOME%\..\JRE64\lib\security` folder.

    b. Take a backup of the existing `java.security` file before modifying it.

    c. Open the `java.security` file.

    d. Locate the `#jdk.tls.disabledAlgorithms` parameter, uncomment, and edit the parameter as follows:

    `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

    If you do not find `#jdk.tls.disabledAlgorithms`, add the following at the end of the file:
    `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

    e. Save the file and exit.

3. Start the following services:

- **HP_PMDB_Platform_Administrator**

- **Business Objects Webserver**

Installing SHR 9.41 Remote Collector

Installing SHR 9.41 Remote Collector on Linux

To install SHR 9.41 Remote Collector, follow these steps:

1. Download the `SHR941LIN_00001.zip` file from HP Software Support Online (SSO).

2. Run the following command to extract the contents to a temporary directory on the SHR Remote Collector system:

   `unzip SHR941LIN_00001.zip`

3. Run the following command to extract the remote collector:

   `tar -xvzf HP-SHR-09.41-RemoteCollector.tar.gz`

4. To install/uninstall the SHR 9.41 Remote Collector, follow the instructions in the *HP Service Health Reporter 9.40 Interactive Installation Guide*.

Note: If you have installed the SHR 9.41 Remote Collector, you need not install the SHR 9.41 patch on the 9.41 Remote Collector system.

Post Installation Instructions

HTTPS Specific Configuration

The following steps are applicable only if you have enabled HTTPS secured connection for SHR Administration Console and/or SAP BusinessObjects InfoView as given in the *HP Service Health ReporterConfiguration Guide*.

1. Stop the following services:
   - HP_PMDB_Platform_Collection: `service HP_PMDB_Platform_Collection stop`

2. Edit `java.security` file:
   a. Go to the `$PMDB_HOME/../JRE64/lib/security` directory.
   b. Take a backup of the existing `java.security` file before modifying it.
   c. Open the `java.security` file.
   d. Locate the `#jdk.tls.disabledAlgorithms` parameter, uncomment, and edit the parameter as follows:

      `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

      If you do not find `#jdk.tls.disabledAlgorithms`, add the following at the end of the file:

      `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`
   e. Save the file and exit.

3. Start the following services:

   - **HP_PMDB_Platform_Collection:** `service HP_PMDB_Platform_Collection start`

Installing SHR 9.41 Remote Collector on Windows

To install SHR 9.41 Remote Collector, follow these steps:

1. Download the `SHR941WIN_00001.zip` file from HP Software Support Online (SSO).

2. Extract the contents to a temporary folder on the SHR Remote Collector system using the `7-Zip` tool.

3. Copy the following file from the extracted files:

   `HP-SHR-09.41-RemoteCollector.exe`

4. To install/uninstall the SHR 9.41 Remote Collector, follow the instructions in the *HP Service Health Reporter 9.40 Interactive Installation Guide*.

Note: If you have installed the SHR 9.41 Remote Collector, you need not install the SHR 9.41 patch on the 9.41 Remote Collector system.

Post Installation Instructions

HTTPS Specific Configuration

To configure HTTPS, follow these steps:

Perform these steps only if you have enabled HTTPS secured connection for SHR Administration Console and/or SAP BusinessObjects InfoView as given in the *HP Service Health ReporterConfiguration Guide*.

1. Stop the following service:
   - **HP_PMDB_Platform_Collection**

2. Edit the `java.security` file**:**

   a. Open the `%PMDB_HOME%\..\JRE64\lib\security` folder.

   b. Take a backup of the existing `java.security` file before modifying it.

   c. Open the `java.security` file.

   d. Locate the `#jdk.tls.disabledAlgorithms` parameter, uncomment, and edit the parameter as follows:
   `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

   If you cannot find `#jdk.tls.disabledAlgorithms`, add the following at the end of the file:
   `jdk.tls.disabledAlgorithms=MD5, SSLv3, RC4, DSA, DH, DHE`

   e. Save the file and exit.

3. Start the following service:

   - **HP_PMDB_Platform_Collection**

Uninstalling SHR 9.41 Patch

Uninstall SHR 9.41 Patch on Linux

Uninstall SHR 9.41 patch first from the Remote Collector system, followed by remote
SAP BusinessObjects system and SHR system.

> **Caution:** Any hotfix applied after the SHR 9.41 patch installation will be removed when the patch is uninstalled.

1. Run the following command:

   `perl rollbackPatch.pl`

2. If the uninstallation fails, run the following commands:

   - `rpm -qa | grep SHR941`

   An output is displayed: `SHR941LIN_00001-9.41.000-1.x86_64`

   - `rpm -ev SHR941LIN_00001-9.41.000-1.x86_64`

Uninstall SHR 9.41 Patch on Windows

Uninstall SHR 9.41 patch first from the Remote Collector system, followed by remote
SAP BusinessObjects system and SHR system.

> **Caution:** Any hotfix applied after installing the SHR 9.41 patch will be removed when the patch is uninstalled.

To uninstall SHR 9.41 patch, follow these steps:

1. From the **Start** menu, click **All Programs**.
2. Select **HP Software > SH Reporter Patch > SHR941WIN_00001** and then click **Uninstall**.

To uninstall SHR 9.41 patch on **Microsoft Windows 2012 Server** system, follow these steps:

1. From the **Start** menu, click **Control Panel**.
2. Select **Programs and Features**.
3. Right-click **HP Service Health Reporter SHR941WIN_00001 Patch** and then click **Uninstall**.

> **Note:** If uninstall fails, run the `perl rollbackPatch.pl` command to complete the uninstallation.

Enhancement Requests Included in 9.41 Release

Title: SHR to support Remote Collector installation on RHEL 6.6 (QCCR8D41203)

Description: SHR Remote Collector needs to be enhanced to support the RHEL 6.6 operating system.

Fixed Defects in 9.41 Release

Title: Topology collection fails with exception: No suitable driver found for null (QCCR8D33292)

Description: Topology collections fails when database driver is not found and it logs Null pointer exception in the topologycollector.log file.

Title: Aggregation and stream load errors (QCCR8D36635)

Description: Aggregation and stream load errors are occurring due to datatype conversion issues.

Title: Data load errors when the table name is same till 19 characters for two or more tables (QCCR8D36686)

Description: SHR constructs the procedure name by using the first 19 characters of the table. So, if there are multiple tables with same first 19 characters, there are chances that only one procedure will get created for all those tables.

Title: SiS API collection is not working for SiS DA and GDI in co-ex scenario (QCCR8D36817)

Description: SiS API collection is not working for SiS DA and GDI configuration due to folders getting overridden during the initial history time.

Title: SiteScope API integration does not work with HTTPS configuration (QCCR8D37250)

Description: Site scope API integration does not work with HTTPS configuration.

Title: Sitescope collection status shows failed (QCCR8D38233)

Description: Collection status of Sitescope datasource is incorrectly shown as failed though collections are running fine.

Title: Daylight Saving Time(DST) offset is not reflecting properly (QCCR8D38413)

Description: Daylight Saving Time(DST) offset is not reflecting properly with SHR collection during the time zone changeover.

Title: MyBSM Integration CLI command does not parse the "Component Name" parameter (QCCR8D38416)

Description: MyBSM integration component XML is created incorrectly.

Title: SHR 9.40 Collection Configuration Profile and Management Database Error (QCCR8D38512)

Description: Auto discovery of Profile Database information is failing on Oracle RAC environment while configuring management database.

Title: SAP BOBJ Tomcat Service shows wrong status in SHR Admin UI with SSL configuration (QCCR8D38523)

Description: Admin UI show incorrect status for SAP BOBJ Tomcat Service.

Title: PI Migration Package issues (QCCR8D38605)

Description: PI Migration package errors are occurring due to incorrect configuration (.ini) file reference.

Title: Zombie processes consuming resources on top SHR server (QCCR8D38810)

Description: There are 'zombie' processes found on the system deriving from HP SHR services due to socket leak between SHR Admin UI and IM services, resulting in high memory consumption.

Title: Process hangs occasionally when it is launched from ABC (QCCR8D38818)

Description: Processes launched via ABC hang before completion. SHR Administration Console shows streams with MAX_EXECUTION_TIME exceeded.

Title: Document list menu disabled in Business Objects InfoView (QCCR8D38869)

Description: Document drop-down is empty in SHR 9.40 InfoView portal.

Title: Bridge mapping failing because of comma in node group name (QCCR8D38908)

Description: Node group name with comma is preventing bridge table population and report generation based on node group.

Title: SHR SiS API collector does not provide the source and source id values (QCCR8D39295)

Description: SHR SiS API collector does not provide the source and source id values.

Title: Dimensioin Manager not working and DLC is deleting the last created file(QCCR8D39333)

Description: Dimensioin Manager does not work and DLC is deleting the last created file.

Title: Too many 'hs_err_pid*.log' files created in the '/' directory (QCCR8D39407)

Description: Too many 'hs_err_pid*.log' files are created in the '/' directory due to socket leaks.

Title: Downloaddata step is failing and data CSV files are getting piled up in the extract folder (QCCR8D39422)

Description: Downloaddata step is failing and data CSV files are getting piled up in the extract folder.

Title: Getting big DTT values for few storage systems CPs(QCCR8D39479)

Description: Incorrect DTT values get generated for few storage systems.

Title: Error while installing the SHR 9.40 Remote Collector on Windows Server 2012(QCCR8D40166)

Description: Error while installing the SHR 9.40 Remote Collector in Windows Server 2012 due to OS pre-check failure.

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