



# Universal CMDB

Software Version: 10.22

## Release Notes

Document Release Date: May 2016 (Fourth Edition)  
Software Release Date: December 2015

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#### Document Changes

Version	Changes
10.22 (2nd Edition, January 2015)	Added a fixed defect (QCCR1H103855).
10.22 (3rd Edition, March 2016)	<ul style="list-style-type: none"><li>• Clarified that in the <i>Supported Upgrade Paths</i> and <i>Supported Downgrade Paths</i> tables under the <i>System Requirements</i> section, <b>UCMDB</b> and <b>UD</b> in the header row should be <b>UCMDB Server</b> and <b>Data Flow Probe</b> respectively.</li><li>• Added a known issue and workaround (QCCR1H106398)</li></ul>
10.22 (4th Edition, May 2016)	Added one more fixed defect QCCR1H107745.

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# HP Universal CMDB, HP Universal Discovery, and HP Configuration Manager Release Notes

**Software version:** 10.22

**Publication date:** May 2016 (Fourth Edition)

This document provides information about version 10.22 of the HP Configuration Management System, which consists of HP Universal CMDB 10.22 (UCMDB), HP UCMDB Universal Discovery 10.22 (UD), and HP Configuration Manager 10.22 (CM). It contains important information that is not included in books or Help. You can find information about the following in this document:

["Installation Notes" on the next page](#)

["Known Problems, Limitations, and Workarounds" on page 25](#)

["Enhancements Requests" on page 52](#)

["Fixed Defects for UCMDB, UD, and CM 10.22" on page 56](#)

["Documentation Errata" on page 68](#)

**Important Note:** The HP Configuration Management System (UCMDB, UD, and CM) version 10.22 is a lightweight and easy to deploy release (similar to a CUP release), where the probes are automatically upgraded as part of the process. HP strongly encourages you to move to UCMDB and Configuration Manager version 10.22 and the accompanying Content Pack 18.00. There will be no further CUP releases on top of UCMDB version 10.21.

**Note:** Before you deploy Content Pack 18.00, you must install version 10.22 on the UCMDB and Configuration Manager servers, and deploy version 10.22 Data Flow Probes. Do not deploy Content Pack 18.00 while you are still updating the Data Flow Probes.

For information about HP UCMDB Universal Discovery Content Pack 18.00, see the *Release Notes* for HP UCMDB Universal Discovery Content Pack 18.00.

## Installation Notes

### HP Universal CMDB and Configuration Manager 10.22 Files/Components

HP Universal CMDB (UCMDB), Data Flow Probe, and Configuration Manager (CM) 10.22 are provided with the following files:

	Included Files
<b>Windows</b>	<p>The <b>UCMDB_00165.zip</b> includes the following files/components:</p> <ul style="list-style-type: none"> <li>• <b>HPUCMDB_Server_Patch_10.22.196.exe.</b> Launches the installation of the version 10.22 HP UCMDB Server for the Windows platform.</li> <li>• <b>HPUCMDB_DataFlowProbe_10.22.196.exe.</b> Launches the installation of the version 10.22 HP UCMDB Data Flow Probe for the Windows platform.</li> </ul> <p>This installer can also be used to install the Universal Discovery Inventory Tools in a standalone installation.</p> <ul style="list-style-type: none"> <li>• <b>HPCM_10.22.44.exe.</b> Launches the installation of the version 10.22 HP UCMDB Configuration Manager for the Windows platform.</li> <li>• <b>*.sha256.</b> Checksum files.</li> </ul>
<b>Linux</b>	<p>The <b>UCMDB_00166.zip</b> includes the following files/components:</p> <ul style="list-style-type: none"> <li>• <b>HPUCMDB_Server_Patch_10.22.196.bin.</b> Launches the installation of the version 10.22 HP UCMDB Server for the Linux platform.</li> <li>• <b>HPUCMDB_DataFlowProbe_10.22.196.bin.</b> Launches the installation of the version 10.22 HP UCMDB Data Flow Probe for the Linux platform (for integrations only).</li> <li>• <b>HPCM_10.22.44.bin.</b> Launches the installation of the version 10.22 HP UCMDB Configuration Manager for the Linux platform.</li> <li>• <b>*.sha256.</b> Checksum files.</li> <li>• <b>*.sig.</b> Linux code signing files. For detailed instructions about how verify the code signatures, see <a href="#">HP GPG or RPM Signature Verification</a>.</li> </ul> <p><b>Note:</b> The current key used in this release is <b>B564A643</b>.</p>
<b>Both</b>	<ul style="list-style-type: none"> <li>• <b>Read Me</b> (Read_Me.txt)</li> </ul>

**Note:** Due to Jython version upgrade, CMS 10.22 requires Content Pack 18.00 to work properly. Note that Content Pack 18 is not bundled with CMS 10.22. You can download the Content Pack

18.00 package from the [HP Live Network](#) and manually deploy the **HPUDCP\_18.00.74.zip** package.

**Note:** The updated full documentation set (including both online help and PDF files) is available with the CMS 10.22 release. You can access the documentation from **Help > UCMDB Help** after upgrading UCMDB to version 10.22.

To read the *Support Matrix* and the *What's New* document before you proceed with the installation, click [Support Matrix](#) and [What's New](#).

## System Requirements

For a list of system requirements, see the *HP Universal CMDB Support Matrix* document (click [Support Matrix](#)). Check the most previous Release Notes for any additions or changes to the matrix.

**Note:** Embedded PostgreSQL is not supported on Enterprise deployments of UCMDB.

### Supported Upgrade Paths

Supported Upgrade Paths	UCMDB Server	Data Flow Probe	Configuration Manager	UCMDB Browser
10.20 > 10.22	Yes	Yes	Yes	-
10.20 with a CUP > 10.22	Yes	Yes	Yes	-
10.21 > 10.22	Yes	Yes	Yes	-
10.21 with a CUP > 10.22	Yes	Yes	Yes	-
10.21 FIPS > 10.22 FIPS	Yes	Yes	Yes	-
10.21 with a CUP + FIPS > 10.22 FIPS	Yes	Yes	Yes	-
10.22 full installer	-	Yes	-	-

### Supported Downgrade Paths

Supported Downgrade Paths	UCMDB Server	Data Flow Probe	Configuration Manager	UCMDB Browser
10.22 > 10.20	Yes	-	Yes	-
10.22 > 10.20 with a CUP	Yes	-	Yes	-

**Supported Downgrade Paths, continued**

Supported Downgrade Paths	UCMDB Server	Data Flow Probe	Configuration Manager	UCMDB Browser
10.22 > 10.21	Yes	-	Yes	-
10.22 > 10.21 with a CUP	Yes	-	Yes	-
10.22 FIPS > 10.21 FIPS	Yes	-	Yes	-
10.22 FIPS > 10.21 with a CUP + FIPS	Yes	-	Yes	-

**Note:** Due to Jython version upgrade, UCMDB version 10.22 requires CP18 to work properly.

## Install Version 10.22 on the HP UCMDB and HP Configuration Manager Servers

Version 10.22 uses patch installers for HP Universal CMDB, Data Flow Probe, and Configuration Manager. The patch installer provides an installation wizard and performs automated installation.

You can still install the Data Flow Probes separately by upgrading the Data Flow Probes using the UCMDB user interface. For details, see "[Upgrade HP Universal CMDB 10.22 Data Flow Probe Manually](#)" on page 11.

### Pre-requisites - UCMDB Server and Data Flow Probes

1. Extract **UCMDB\_00165.zip** (for Windows) or **UCMDB\_00166.zip** (for Linux) to a temporary directory.
2. If you enabled basic authentication (BA), check the BA password to make sure that it meets the security policy. If not, update the BA password by following the instructions in the *Enable Basic Authentication between UCMDB Server and Data Flow Probe* section in the *Universal CMDB and Configuration Manager Hardening Guide*.
3. Stop the Universal CMDB server and the HP Universal CMDB Integration Service (if running) before starting the 10.22 installation.

**Note:** If you have a High Availability configuration, 10.22 must be installed on all the servers in the cluster, and prior to the installation, you must stop all the servers in the cluster.

4. Back up the **<CMDB installation folder>/UCMDBServer/lib** folder.

5. If you have received private patches for the UCMDB server, you must delete these patches before upgrading the UCMDB server.

Follow these steps to delete a private patch:

- a. Revert the master key to its default value by following the instructions in the *How to Set Master Keys* section in the *Universal CMDB Administration Guide*.
- b. Restart the UCMDB Server to check and make sure that the changes were performed correctly before continuing with the next steps.
- c. Stop the UCMDB server.
- d. Delete all private patches that were installed on the system prior to version 10.22 by deleting the following directory:

**\hp\UCMDB\UCMDBServer\classes**

6. If you have received private patches for the UCMDB Server or Data Flow Probe, you must delete these patches before upgrading the probe (no matter if you upgrade the probe by using the installation wizard, or you upgrade the probe by using the UCMDB user interface after the installation).

Follow these steps to delete a private patch:

- a. Delete all private patches from the UCMDB Server.
  - i. Stop the version 10.20 or 10.21 UCMDB Server.
  - ii. Delete all private patches that were installed on the system prior to version 10.22 by deleting the following directory:

**\hp\UCMDB\UCMDBServer\classes**

- iii. Start up the version 10.20 or 10.21 UCMDB Server.
- b. Delete all private patches from the Data Flow Probe.
  - i. Stop the Data Flow Probe.
  - ii. Delete all private patches that were installed on the system prior to version 10.22 by deleting the following directory:

**\hp\UCMDB\DataFlowProbe\classes**

- iii. Start up the version 10.20 or 10.21 Data Flow Probe.

**Note:** The upgrade process may take longer than usual when the workload of the probe is heavy. For example, when the probe is busy with running discovery jobs.

## Installation

You must first install UCMDB 10.22, start up the UCMDB server, and then install Configuration Manager.

1. For HP Universal CMDB Server, open the installation wizard by using the following method:

- On Windows, double-click the file **HPUCMDB\_Server\_Patch\_10.22.exe**.
- On Linux, run the sh *<path to the installer>/HPUCMDB\_Server\_Patch\_10.22.bin* command.

For HP Universal CMDB Configuration Manager, open the installation wizard by using the following method:

- On Windows, double-click the file **HPCM\_Patch\_10.22.exe** (for Windows)
- On Linux, run the sh *<path to the installer>/HPCM\_Patch\_10.22.bin* command.

**Note:** On Linux, make sure the graphic environment is set up before running the command to open the installation wizard.

2. While running the wizard:

- In the **Choose Install Folder** screen, select the installation directory in which UCMDB or CM is already installed.
- For UCMDB, in the **Install Data Flow Probe** screen, select one of the following options:
  - **Automatically update Data Flow Probe** to automatically update during this installation all the Data Flow Probes reporting to this UCMDB.

**Note:** Make sure all the Data Flow Probes you want upgrade are connected to the UCMDB server.

- **Update the Data Flow Probe manually** to update the Data Flow Probes reporting to this UCMDB manually after completing the installation on the UCMDB server. For details, see ["Upgrade HP Universal CMDB 10.22 Data Flow Probe Manually" on page 11](#).
  - In the **Required Actions** screen, follow the instruction to ensure that the server is stopped.
3. Once the installation wizard for UCMDB is completed, start up the UCMDB server. Go back to step 1 to install CM 10.22.

Once the CM installation is complete, start up Configuration Manager version 10.22.

4. Verify and make sure that each of your Data Flow Probes has been successfully upgraded to

version 10.22. To do so,

- a. Log in to UCMDB UI, go to **Data Flow Management > Data Flow Probe Setup**, check and make sure that the probe is on the same version with the UCMDB Server.
- b. Verify that JRE is upgraded successfully.

- i. On the probe machine, go to the following directory:

**Windows:** C:\hp\UCMDB\DataFlowProbe\bin\jre

**Linux:** /opt/hp/UCMDB/DataFlowProbe/bin/jre

- ii. Verify if the following folders exist:

**jre** - contains the latest version of JRE installed by the installer

**jre\_old** - contains the original JRE that resides on your probe machine previously.

If both folders exist, it means that this probe is successfully upgraded.

If you see **jre** and **jre\_new** folders instead, follow the steps below to rename the folders manually:

- A. Stop the probe.
- B. Rename **jre** to **jre\_old**.
- C. Rename **jre\_new** to **jre**.
- D. Restart the probe.

- c. Verify that Jython is upgraded successfully.

- i. On the probe machine, go to the following directory:

**Windows:** C:\hp\UCMDB\DataFlowProbe

**Linux:** /opt/hp/UCMDB/DataFlowProbe

- ii. Verify if the following folder exists.

**jython** - contains the latest version of Jython installed by the installer

**jython\_backup** - contains the original Jython that resides on your probe machine previously.

If both folders exist, it means that this probe is successfully upgraded.

If only the **jython** folder exists, follow the steps below:

- A. Make sure no one else is accessing the **C:\hp\UCMDB\DataFlowProbe\jython** folder and its subfolders.

B. Restart the probe so that Jython Upgrade will run automatically.

Wait for a moment, and then check if the **jython\_backup** folder exists.

d. Repeat [step b](#) and [step c](#) for each of the remaining probes.

**Note:** Do not stop the probe unless you find the probe is not upgraded successfully.

- Go to the **<UCMDB\_Server\_Home>\integrations\conf** directory (for example, **C:\hp\UCMDB\UCMDBServer\integrations\conf**) and open the **DataFlowProbe.properties** file using a text editor, then locate the **basic\_discovery\_minimal\_classpath** parameter, check if the following exists; If not, add them after the **"../lib/shared-utils.jar;"** value and save the file:

```
../lib/cryptojce.jar;../lib/cryptojcommon.jar;../lib/jcmFIPS.jar;
```

- (Separate mode Data Flow Probes upgraded from the previous version only) Go to the **<DataFlowProbe\_Home>\bin** directory, locate the **WrapperGateway.conf** and **WrapperManager.conf** files, manually update them to include the following lines and save them:

```
#wrapper.java.additional.19=-XX:PermSize=128m
#wrapper.java.additional.20=-XX:MaxPermSize=192m
wrapper.java.additional.21=-XX:MaxMetaspaceSize=192m
```

```
wrapper.filter.trigger.1=java.lang.OutOfMemoryError: Metaspace
```

- (Optional) Clear user preferences.

On the Status Bar in UCMDB UI, click **Configure User Preferences** , and then in the User Preferences dialog box click **Reset All**.)

Note that this step is recommended but not a must. Also, it has no functional impact.

## Upgrade HP Universal CMDB 10.22 Data Flow Probe Manually

**Linux:** Always required.

**Windows:** Applicable only when **Update the Data Flow Probes manually** is selected in the CUP installation wizard.

The following steps upgrade all Data Flow Probes that are associated with the UCMDB server.

- If you have received private patches for the Data Flow Probe, perform the steps in the section ["Pre-requisites - UCMDB Server and Data Flow Probes"](#) on page 7.

2. Upgrade data flow probes using the **deployProbePatch** JMX method. To do so,
  - a. Launch the Web browser and navigate to: **http://<server\_name>:8443/jmx-console**, where **<server\_name>** is the name of the machine on which Universal CMDB is installed.
  - b. Go to **UCMDB:service=Discovery Manager**.
  - c. Locate **deployProbePatch**.
  - d. In the **Value** box for the parameter **customerId**, enter the <customer id>. The default value is 1.
  - e. In the **Value** box for the parameter **filePath**, enter the full file path of the patch file.
  - f. Click **Invoke**.
3. **Linux only:**
  - a. Extract the upgrade package by running the following file:  
**/opt/hp/UCMDB/DataFlowProbe/tools/upgrade/extractUpgradePackage.sh**
  - b. Restart the Data Flow Probe.
4. Verify and make sure that each of your Data Flow Probes has been successfully upgraded to version 10.22. To do so,
  - a. Log in to UCMDB UI, go to **Data Flow Management > Data Flow Probe Setup**, check and make sure that the probe is on the same version with the UCMDB Server.
  - b. Verify that JRE is upgraded successfully.
    - i. On the probe machine, go to the following directory:  
**Windows: C:\hp\UCMDB\DataFlowProbe\bin\jre**  
**Linux: /opt/hp/UCMDB/DataFlowProbe/bin/jre**
    - ii. Verify if the following folders exist:  
**jre** - contains the latest version of JRE installed by the installer  
**jre\_old** - contains the original JRE that resides on your probe machine previously.  
If both folders exist, it means that this probe is successfully upgraded.  
If you see **jre** and **jre\_new** folders instead, follow the steps below to rename the folders manually:
      - A. Stop the probe.
      - B. Rename **jre** to **jre\_old**.

- C. Rename **jre\_new** to **jre**.
  - D. Restart the probe.
- c. Verify that Jython is upgraded successfully.

- i. On the probe machine, go to the following directory:

**Windows:** C:\hp\UCMDB\DataFlowProbe

**Linux:** /opt/hp/UCMDB/DataFlowProbe

- ii. Verify if the following folder exists.

**jython** - contains the latest version of Jython installed by the installer

**jython\_backup** - contains the original Jython that resides on your probe machine previously.

If both folders exist, it means that this probe is successfully upgraded.

If only the **jython** folder exists, follow the steps below:

- A. Make sure no one else is accessing the **C:\hp\UCMDB\DataFlowProbe\jython** folder and its subfolders.
- B. Restart the probe so that Jython Upgrade will run automatically.

Wait for a moment, and then check if the **jython\_backup** folder exists.

- d. Repeat [step b](#) and [step c](#) for each of the remaining probes.

**Note:** Do not stop the probe unless you find the probe is not upgraded successfully.

5. Go to the **<UCMDB\_Server\_Home>\integrations\conf** directory (for example, **C:\hp\UCMDB\UCMDBServer\integrations\conf**) and open the **DataFlowProbe.properties** file using a text editor, then locate the **basic\_discovery\_minimal\_classpath** parameter, check if the following exists; If not, add them after the **"../lib/shared-utils.jar;"** value and save the file:

```
../lib/cryptojce.jar;../lib/cryptojcommon.jar;../lib/jcmFIPS.jar;
```

6. (Separate mode Data Flow Probes upgraded from the previous version only) Go to the **<DataFlowProbe\_Home>\bin** directory, locate the **WrapperGateway.conf** and **WrapperManager.conf** files, manually update them to include the following lines and save them:

```
#wrapper.java.additional.19=-XX:PermSize=128m
#wrapper.java.additional.20=-XX:MaxPermSize=192m
wrapper.java.additional.21=-XX:MaxMetaspaceSize=192m
```

```
wrapper.filter.trigger.1=java.lang.OutOfMemoryError: Metaspace
```

**Note:** For instructions about deploying a data flow probe CUP on all the connected Data Flow Probes, see the *Universal CMDB Data Flow Management Guide*.

## Install a New HP Universal CMDB 10.22 Data Flow Probe

This section describes the procedure to install the Universal CMDB 10.22 Data Flow Probe on a new machine.

### Preparation

The preparation tasks for installing the Universal CMDB 10.22 Data Flow Probe are the same as those for 10.20. For details, see the following sections in the *Universal CMDB Deployment Guide* for version 10.20:

- *Data Flow Probe - Notes Before you install*
- *Data Flow Probe - Ports*

**Note:** You can access the *Universal CMDB Deployment Guide* for version 10.20 from **Help > UCMDB Help > Navigate the documentation**. You can also download it from [here](#).

### Install the Data Flow Probe

The following procedure describes how to install the Universal CMDB 10.22 Data Flow Probe on a new machine:

1. Start the Data Flow Probe installation wizard by using the following method:
  - On Windows, double-click **HPUCMDB\_DataFlowProbe\_10.22.exe**.
  - On Linux, run the following command:
 

```
sh <path to the installer>/HPUCMDB_DataFlowProbe_10.22.bin
```
2. Choose the locale language, and then click **OK**.
3. Click **Next** in the Introduction page.
4. In the **License Agreement** page, accept the terms of the end-user license agreement, and then click **Next**.

5. (Windows only) In the **Setup Type** page, select **Full Data Flow Probe installation**, and then click **Next**.

**Note:** Full Data Flow Probe installation installs the Data Flow Probe with all its components, including the Inventory Tools (Analysis Workbench, Viewer, SAI Editor, and MSI Scanner) required for application teaching.

The **Inventory Tools** option is used to install only the Inventory Tools. For details about application teaching, see the *Universal CMDB Data Flow Management Guide*.

6. In the **Select Installation Folder** page, accept the default installation folder, or click **Choose** to select a different installation folder, and then click **Next**.

**Note:**

- The installation folder that you select must be empty.
- To restore the default installation folder, after selecting a different folder, click **Restore Default Folder**.
- On Linux, you can change the location of the installation, but the folder must be located under **/opt/**.

7. In the **Data Flow Probe Configuration** page, configure the details of the application server to which the Data Flow Probe will report and then click **Next**.

**Note:** If you do not enter the address of the application server, or if there is no TCP connection to the application server via default ports (8080,8443,80) (possibly because the application server has not fully started yet), a message is displayed. You can choose to continue to install the Probe without entering the address, or return to the previous page to add the address.

- Under **Application to report to** select **HP Universal CMDB** and in the **Application Server address** box, enter the name or the IP address of the HP Universal CMDB server with which the Probe is to connect.

**Note:** In a High Availability environment, use the Writer virtual IP address of the load balancer.

- In the **Data Flow Probe address** box, enter the IP address or DNS name of the machine on which you are currently installing the Probe, or accept the default.

**Note:** If the Data Flow Probe machine has more than one IP address, enter a specific IP address, and not the DNS name.

8. In the second **Data Flow Probe Configuration** page, configure an identifier for the Probe.
  - In the **Data Flow Probe Identifier** box, enter a name for the Probe that is used to identify it in your environment and then click **Next**.

**Note:**

- The Probe identifier is case sensitive, must be unique for each Probe in your deployment, and it must not exceed 50 characters.
  - On Windows, when installing the Probe in separate mode (that is, the Probe Gateway and Probe Manager are installed on separate machines), you must give the same name to the Probe Gateway and all its Probe Managers. This name appears in UCMDB as a single Probe node. Failure to give the same name may prevent jobs from running.
- To use the default UCMDB IP address or machine name, as defined in the UCMDB Server installation, select **Use Default CMDB Domain**.

The Default UCMDB Domain is also configurable in UCMDB's Infrastructure Settings module. For details, see the *Universal CMDB Administration Guide*.

9. If you cleared the **Use Default CMDB Domain** box in the previous step, specify the following information in the **HP UCMDB Data Flow Probe Domain Configuration** page, and then click **Next**.

- **Data Flow Probe domain type.** Select the type of domain on which the Probe is to run:
  - **Customer.** Select if you are installing one or more Probes in your deployment.

**Note:** Always use this option for new installations.

- **External.** Select this option for upgraded 6.x systems.
- **Data Flow Probe domain.** If you are not using the default domain defined in UCMDB enter the name of the domain here.

**Note:** For external domains, this value must be identical to the **Data Flow Probe Identifier** defined in the previous step.

10. (Windows only) In the **HP UCMDB Data Flow Probe Working Mode** page, specify if the Probe

Gateway and Probe Manager are run as one Java process or as separate processes and then click **Next**.

**Note:** The Probe can be configured in separate mode in IPv4 environments, and in IPv4/IPv6 environments, but not in pure IPv6 environments.

Select **No** to run the Probe Gateway and Probe Manager as one process.

Select **Yes** to run the Probe Gateway and Probe Manager as two processes on separate machines.

**Note:** When running the Probe Gateway and Probe Manager as two processes ensure the following:

- At least one Probe Gateway component must be installed. The Probe Gateway is connected to the UCMDB Server. It receives tasks from the Server and communicates with the collectors (Probe Managers).
- Several Probe Managers can be installed. The Probe Managers run jobs and gather information from networks.
- The Probe Gateway should contain a list of attached Probe Managers.
- The Probe Managers must know to which Probe Gateway they are attached.

11. In the **HP UCMDB Data Flow Probe Memory Size** page, define the minimum and maximum memory (in megabytes) to be allocated to the Probe, and then click **Next**.

**Note:** For information about changing the maximum heap size value at a later point in time, see the *Universal CMDB Data Flow Management Guide*.

12. In the **PostgreSQL Account Configuration** page, set the password for the PostgreSQL Data Flow Probe account, and then click **Next**.

The PostgreSQL Data Flow Probe account is used by the Data Flow Probe to connect to the PostgreSQL database. This account is less privileged compared to the PostgreSQL root account. Its password is encrypted in the **DataFlowProbe.properties** configuration file.

**Note:** Changing this password requires an update to the **DataFlowProbe.properties** file.

13. In the second **PostgreSQL Account Configuration** page, set the password for the PostgreSQL root account, and then click **Next**.

The PostgreSQL root account is the account used to administer the PostgreSQL database. When set, it may need to be provided while executing scripts under the Probe's installation.

**Note:** Changing the root account password does not affect operation of the Probe.

14. In the **Account Configuration for Uploading Scan Files** page, configure the user name and password for the account, and then click **Next**.

This account is used for Manual Scanner Deployment mode, which enables uploading scan files directly to the XML Enricher's **incoming** directory on the Data Flow Probe using HTTP or HTTPS. The default user name is **UploadScanFile**.

15. In the **Pre-Installation Summary** page, review the selections you have made, and then click **Install**.
16. Click **Done** in the **Install Complete** page when the installation is complete.

**Note:**

- Any errors occurring during installation are written to the **probe-error.log**, **probe-upgrade.log**, and **startup.log** files in the following directory:

On Windows: **C:\hp\UCMDB\DataFlowProbe\UninstallerData\Logsg**

On Linux: **/opt/hp/UCMDB/DataFlowProbe/UninstallerData/Logsg**

- Any database-related errors occurring during installation are written to the following log:

On Windows: **C:\hp\UCMDB\DataFlowProbe\runtime\log\postgresql.log**

On Linux: **/opt/hp/UCMDB/DataFlowProbe/runtime/log/postgresql.log**

If you change the default installation directory, the path to these files also change accordingly.

After installing the Probe, we recommend disabling virus scanning on the main directory that is used to store your PostgreSQL table data. The default directory is

**C:\hp\UCMDB\DataFlowProbe\pgsql\data.**

17. (Windows 2008 only) If you installed the Probe on a Windows 2008 machine, perform the following steps:
  - a. Locate the **wrapper.exe** file in the **C:\hp\UCMDB\DataFlowProbe\bin** folder.
  - b. Right-click the **wrapper.exe** file and select **Properties**.
  - c. In the **Compatibility** tab:

- i. Select **Compatibility mode**.
  - ii. Select **Run this program in compatibility for: Windows XP (Service Pack 2)**.
  - iii. Select **Run this program as administrator**.
18. Start the Probe by using one of the following methods:

**On Windows:**

Click **Start > All Programs > HP UCMDB > Start Data Flow Probe**.

To start the Probe from the console, at the command prompt execute the following script:

```
C:\hp\UCMDB\DataFlowProbe\bin\gateway.bat console
```

**On Linux:**

Execute the following command:

```
/opt/hp/UCMDB/DataFlowProbe/bin/ProbeGateway.sh start
```

To activate the Probe in a console, execute the following command:

```
/opt/hp/UCMDB/DataFlowProbe/bin/ProbeGateway.sh console
```

**Note:**

- In order for the Probe to connect to the application server, the application server must be fully started.
- On Linux, the user running the Probe service must be a member of the Administrators group.
- The Probe installed on Windows is displayed in UCMDB in the **Data Flow Management** module, under **Data Flow Probe Setup > <Domain> > Probes**.
- A Probe installed on Linux is displayed when creating a new integration point in the Data Flow Management Integration Studio. For details, see the section describing how to create integration points in the *Universal CMDB Data Flow Management Guide*.
- A Probe installed on Linux does not appear in the list of Data Flow Probes in the **Data Flow Probe Setup** window.

19. (Windows only) If you selected to run the Probe Gateway and Probe Manager as two processes on separate machines, you must configure the Probe Gateway and Probe Manager components. For details, refer to the **Data Flow Probe - Configure the Gateway and Manager Components** section in the Universal CMDB Deployment Guide for version 10.20.

## Universal CMDB and Configuration Manager 10.22 Uninstall Procedure

The following procedure rolls back the 10.22 version of Universal CMDB, Data Flow Probe, and Configuration Manager to your previous version.

This procedure must be performed for both the UCMDB Server and the Data Flow probes, as well as Configuration Manager.

1. Stop the Universal CMDB and CM servers, and all running Data Flow Probes before uninstalling version 10.22.
2. For UCMDB:
  - o Windows: Go to **<CMDB installation folder>\UninstallerCUP**, delete all the content of **<CMDB installation folder>/UCMDBServer/lib** and double-click **Uninstall HP Universal CMDB Server**.

After version 10.22 is successfully uninstalled,

- i. Go to **<CMDB installation folder>/runtime** and delete the **jsp** and **jetty-cache** folders.
  - ii. Replace the **<CMDB installation folder>/UCMDBServer/lib** folder with the one you backed up in [step 4](#) of the **Pre-requisites** stage.
- o Linux: Go to **<CMDB installation folder>/UninstallerCUP**, delete all the content of **<CMDB installation folder>/UCMDBServer/lib** and run **Uninstall HP Universal CMDB Server**.

After version 10.22 is successfully uninstalled,

- i. Go to **<CMDB installation folder>/runtime** and delete the **jsp** and **jetty-cache** folders.
- ii. Replace the **<CMDB installation folder>/UCMDBServer/lib** folder with the one you backed up in [step 4](#) of the **Pre-requisites** stage.

**Note:** The uninstaller verifies the status of the UCMDB settings and if any settings are marked sensitive and encrypted (as part of the sensitive settings work), it pops out a warning message asking you to follow the instructions in the UCMDB document to roll back all sensitive settings.

If you see such a warning message, start the server and manually decrypt those encrypted settings by invoking the **markSettingAsNonsensitive** JMX method before proceeding with the uninstall procedure.

Only proceed with the uninstall procedure when the result returned by the **listSensitiveSettings** JMX method is empty. Be aware of the fact that two new OOTB

settings are already marked as sensitive. In order to proceed with the uninstall procedure, you should mark them as non-sensitive by invoking the **markSettingAsNonsensitive** JMX method.

For detailed instructions, see the *Universal CMDB JMX Reference Guide*.

3. For Configuration Manager:
  - a. Uninstall CM.
    - Windows: Go to **Start > All Programs > HP Universal CMDB Configuration Manager 10.22** and click **Uninstall HP Universal CMDB Configuration Manager 10.22**.
    - Linux: Go to **<CM installation folder>/\_sp\_installation/** and run **HPCM\_10.22-Uninstall**.

**Note:** When downgrading CM from version 10.22, at the end of the uninstall process some "Unable to remove file" errors may show up. These errors have no functional impact, you can safely ignore them.

- b. After downgrading from version 10.22, run the following commands to allow execution of privileges to the files **catalina.sh** and **java**:

```
chmod +x /root/HP/CM_10.2.0.0/tomcat/bin/catalina.sh
chmod +x /root/HP/CM_10.2.0.0/java/linux/x86_64/bin/java
```

4. Uninstall all existing Probes as follows:
  - a. **Start > All Programs > HP UCMDB > Uninstall Data Flow Probe**.
  - b. Undeploy the **probeUpdate** package.
5. Check if there are any 10.22 lib files that still exist in the **C:\hp\UCMDB\UCMDBServer\lib** and **C:\hp\UCMDB\UCMDBServer\integrations\lib** folders.
 

If yes, remove all 10.22 related lib files. (You can compare the lib files against a new clean installed 10.22 environment).
6. Reinstall the Probes of the 10.20 or 10.21 version with the same configuration, that is, use the same Probe IDs, domain names, and server names as for the previous Probe installations. Remember that the Probe ID is case sensitive.

**Note:** After performing an upgrade and installing the new Data Flow Probe, all the Discovery

jobs that were active before the upgrade are automatically run.

7. Start the UCMDB server and once it is up, start the CM server.

## Re-Enable the FIPS Mode for Configuration Manager

### Re-Enable the FIPS Mode for Configuration Manager after Upgrade to 10.22

After upgrading Configuration Manager to version 10.22, some FIPS related files and folders are overwritten. You need to re-enable the FIPS mode for Configuration Manager by following the instructions below.

1. Copy the JCE Unlimited Strength Jurisdiction Policy Files for Java 8 (**local\_policy.jar** and **US\_export\_policy.jar**) to the **<Configuration\_Manager\_installation\_directory>\java\windows\x86\_64\lib\security** directory.
2. Copy the 3 CryptoJ jars (**cryptojce-6.2.jar**, **cryptojcommon-6.2.jar**, and **jcmFIPS-6.2.jar**) to the **<Configuration\_Manager\_installation\_directory>\java\windows\x86\_64\lib\ext** directory.

You can find the jar files in the **<Configuration\_Manager\_installation\_directory>\servers\server-0\webapps\cnc\WEB-INF\lib** folder.

3. Modify the **java.security** file (located in the **<Configuration\_Manager\_installation\_directory>\java\windows\x86\_64\lib\security** directory).
  - a. Update the **keystore.type** property value to **PKCS12** as follows:

```
keystore.type=PKCS12
```

- b. Add the following two lines:

```
com.rsa.cryptoj.fips140initialmode=FIPS140_SSL_MODE
com.rsa.cryptoj.kat.strategy=on.load
```

- c. Replace all the security providers with the following lines:

```
security.provider.1=com.rsa.jsafe.provider.JsafeJCE
security.provider.2=sun.security.provider.Sun
security.provider.3=sun.security.rsa.SunRsaSign
security.provider.4=sun.security.ec.SunEC
security.provider.5=com.sun.net.ssl.internal.ssl.Provider JsafeJCE
security.provider.6=com.sun.crypto.provider.SunJCE
security.provider.7=sun.security.jgss.SunProvider
```

```
security.provider.8=com.sun.security.sasl.Provider
security.provider.9=org.jcp.xml.dsig.internal.dom.XMLDSigRI
security.provider.10=sun.security.smartcardio.SunPCSC
security.provider.11=sun.security.mscaapi.SunMSCAPI
```

- If the truststore was located in CM's **java** folder, copy the truststore from the **\_sp\_backup** folder back to its previous location configured in the Windows service and in the script **start-server-0.bat**.
- Replace the **crypto** tag in the **cnclwssofmconf.xml** file (located in the **servers\server-0\webapps\cnc\WEB-INF\classes** folder) with the following:

```
<crypto cryptoSource="jce" cipherType="symmetricBlockCipher"
engineName="AES" paddingModeName="CBC" keySize="256"
pbeDigestAlgorithm="SHA1"

encodingMode="Base64Url" jceProviderName="JsafeJCE"
jcePbeAlgorithmName="AES" jcePbeMacAlgorithmName="AES"

macType="hmac" macAlgorithmName="SHA1" directKeyEncoded="true"
directKeyEncoding="Base64Url" algorithmPaddingName="PKCS5Padding"

pbeCount="20" macKeySize="256" macPbeCount="20"
initString="12gHERamY1mD8LfeBp6FwxE8FU6BlabS"></crypto>
```

- Add the following JVM parameter to the **start\_server.bat** or **start\_server.sh** file and to CM's Tomcat Windows Service (if applicable):

```
-Dcom.sun.net.ssl.enableECC=false
```

## Re-Enable the FIPS Mode for Configuration Manager after Downgrade from 10.22

After downgrading Configuration Manager from version 10.22 to version 10.21, perform the steps below to re-enable the FIPS mode for Configuration Manager.

- Replace the **crypto** tag in the **cnclwssofmconf.xml** file (located in the **servers\server-0\webapps\cnc\WEB-INF\classes** folder) with the following:

```
<crypto cryptoSource="jce" cipherType="symmetricBlockCipher"
engineName="AES" paddingModeName="CBC" keySize="256"
pbeDigestAlgorithm="SHA1"

encodingMode="Base64Url" jceProviderName="JsafeJCE"
jcePbeAlgorithmName="AES" jcePbeMacAlgorithmName="AES"
```

```
macType="hmac" macAlgorithmName="SHA1" directKeyEncoded="true"
directKeyEncoding="Base64Url" algorithmPaddingName="PKCS5Padding"

pbeCount="20" macKeySize="256" macPbeCount="20"
initString="12gHERamY1mD8LfeBp6FwxwE8FU6BlabS"></crypto>
```

2. Add the following JVM parameter to the **start\_server.bat** or **start\_server.sh** file and to CM's Tomcat Windows Service (if applicable):

```
-Dcom.sun.net.ssl.enableECC=false
```

## Notes

- **UCMDB License**

This installation comes with an HP Instant-On license that allows the use of all the products (Universal Discovery, Universal CMDB, UCMDB Configuration Manager, and UCMDB Browser) with full feature capabilities for use in a non-production environment for 21 days outside of any support contract. No activation step is required. When the HP Instant-On license expires, users are not able to access any user interface other than the JMX console. An administrator can use the JMX console to update the license. If a Term or a Perpetual license is applied to the same UCMDB server, it supersedes the Instant-On license.

**Note:** After upgrading UCMDB to version 10.21 or later, if you are using the HP Instant-On license, in some cases you may read "Expiring in 22 days" instead of "Expiring in 21 days" when hovering the mouse over the License Status  icon. This is designed to provide you with 21 full days, regardless of the timezone where the license is generated/stored and where it is consumed.

- When upgrading the Data Flow Probe:
  - In a multi-customer environment, if the Data Flow Probe is not automatically upgraded to the latest version, use the manual upgrade procedure to upgrade the Probe manually. For details on the manual upgrade procedure, see ["Upgrade HP Universal CMDB 10.22 Data Flow Probe Manually"](#).
  - The automatic upgrade is not available for Data Flow Probes running on Linux. Use the manual upgrade procedure to upgrade the Probe manually. When the automatic upgrade runs on other Probes, it may begin to run for Probes running on Linux. In such a case, stop the upgrade and run the manual upgrade procedure.

- When operating the Data Flow Probe Manager and the Data Flow Probe Gateway on separate machines (i.e, separate mode), use the manual upgrade procedure to upgrade the Probe manually. For details on the manual upgrade procedure, see "[Upgrade HP Universal CMDB 10.22 Data Flow Probe Manually](#)".

## Known Problems, Limitations, and Workarounds

The following problems and limitations are known to exist in CMS 10.22 (or later software, as indicated). The problems are categorized by the affected product area. If a problem has an assigned internal tracking number, that tracking number is provided (in parentheses) at the end of the problem descriptions.

- [DDMI - Inventory Tools](#)
- [UCMDB Browser](#)
- [Configuration Manager](#)
- [Universal CMDB - General](#)
- [UCMDB Installation](#)
- [UCMDB Upgrade](#)
- [UCMDB Downgrade](#)
- [Universal CMDB - UI](#)
- [Universal CMDB - Server](#)
- [Universal CMDB - Topology](#)
- [Universal Discovery - General](#)
- [Universal Discovery - Probe Framework](#)
- [Universal Discovery - Probe Upgrade](#)
- [Integrations](#)
- [FIPS Deployment](#)
- [Documentation](#)

### DDMI - Inventory Tools

---

**PROBLEM:** Importing a custom SAI file (for example, **User.zsai**) into the Software Application Index (SAI) Editor fails with a loading error. (QCCR1H98842)

**Workaround:** To import the custom SAI file into the SAI Editor properly,

1. Close the Software Application Index (SAI) Editor if it is open.
  2. Navigate to the  
    `..\\hp\\UCMDB\\DataFlowProbe\\runtime\\probeManager\\discoverySaiResources\\saiRuntime`  
directory, locate and remove the **auto.zsai** file.
  3. Launch the Software Application Index (SAI) Editor again.
  4. Import the customer SAI file (in this case, **User.zsai**).
- 

## UCMDB Browser

---

**LIMITATION:** (Standalone UCMDB Browser only) The standalone UCMDB Browser version 4.02 does not support JRE 8. If you install and use the standalone version of the UCMDB Browser, make sure you download JRE 7 from the Oracle site at <http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html>.

**Workaround:** None for standalone UCMDB Browser version 4.02.

---

**PROBLEM:** On Mozilla Firefox, the plug-in container for Firefox stops working and sometimes, when clicking **Logout**, nothing happens. This is a known issue with Mozilla Firefox ESR 38.4 ([JavaScript garbage collection crash with Java applet](#)). (QCCR1H104135)

**Workaround:** Use a different supported Firefox version.

---

**PROBLEM:** (Localization) In the non-English version of the UCMDB Browser (for example, Japanese, French, or Russian), some error messages are not translated into the target language, which still display in English.

**Workaround:** None for this release.

---

## Configuration Manager

---

**PROBLEM:** After upgrading UCMDB from a previous version to 10.21 CUP1 or later, one cannot log in to CM from UCMDB UI. It would redirect to the UCMDB server's URL. (QCCR1H104689)

**Workaround:** To resolve this issue,

1. Stop the CM server.
2. On the CM server, locate the **cnclwssofmconf.xml** file in the **<CM\_installation\_folder>\servers\server-0\webapps\cncl\WEB-INF\classes** folder.
3. Open the file using a text editor, and replace the `crypto` tag with the following:

```
<crypto cryptoSource="jce" cipherType="symmetricBlockCipher"
engineName="AES" paddingModeName="CBC" keySize="256"
pbeDigestAlgorithm="SHA1"
encodingMode="Base64Url" jceProviderName="JsafeJCE"
jcePbeAlgorithmName="AES" jcePbeMacAlgorithmName="AES"
macType="hmac" macAlgorithmName="SHA1" directKeyEncoded="true"
directKeyEncoding="Base64Url" algorithmPaddingName="PKCS5Padding"
pbeCount="20" macKeySize="256" macPbeCount="20"
initString="12gHERamY1mD8LfeBp6FxE8FU6BlabS"></crypto>
```

4. Save the file.
5. Restart the CM server.

---

**LIMITATION:** Configuration Manager 10.21 does not support JRE 8.

**Workaround:** None for this release.

---

**LIMITATION:** Configuration Manager version 10.21 (and earlier) is not supported with Windows Internet Explorer 11. (QCCR1H103519)

**Workaround:** Use the Compatibility mode of Windows Internet Explorer 11.

---

**PROBLEM:** UCMDB is not accessible after installing Configuration Manager. The UCMDB server is up and running and the status is "green". Login is also possible but after that the java loads forever. This issue is caused by the fact that the TQL query getting the license capacity received a large number of CIs and those needed to be chunked. That issue might be triggered when the CM is installed on the environment with a huge number of CIs. (QCCR1H98426)

**Workaround:** Increase the values for the following fuses via JMX, **Setting Services > setSettingValue()** where **customerID** is set to **1**:

- **tql.max.result.size.layout.retrieval** to 300000 (current value 200000)
- **tql.resultutils.chunk.maxresultsizesize** to 300000 (current value 100000)

The changes require restarting of the server.

For detailed instructions, see the *Configuration Manager Best Practices* section in the *Universal CMDB JMX Reference Guide*.

---

**LIMITATION:** JMX remote access on Configuration Manager is not secure enough. (QCCR1H98139)

**Workaround:** To secure the JMX remote access on Configuration Manager, do the following on the Configuration Manager machine:

1. Stop the Windows CM service.
2. Open a command prompt console as an Administrator.
3. Navigate to the `<CM_Install_Home>\tomcat\bin` folder.
4. Run the following command:

```
tomcat7w.exe //ES//HPUCMDB1020server0
```

5. In the window that pops up, go to the **Java** tab and locate the **Java Options** textbox.
6. In this textbox, remove the following three entries that refer to `jmxremote`:

```
-Dcom.sun.management.jmxremote.authenticate=false  
-Dcom.sun.management.jmxremote.ssl=false  
-Dcom.sun.management.jmxremote.port=39600
```

7. Click **OK**.
8. Start the Windows Configuration Manager service.

---

## Universal CMDB - General

---

**PROBLEM:** When trying to delete an attribute from a class which is used as key attribute on a descendent class, the **Save** button from UI shows an error that the action was not able to be performed, but actually the attribute will be removed from the list of key attributes for the descendent class. Clicking **Save** again will finally delete the attribute from the class. (QCCR1H104520)

**Workaround:** When the attribute definition is overwritten in a descendent class, if you want to delete the attribute from the parent class, do the following:

1. Remove all attribute overriding from the descendent classes.
2. Delete the attribute from the parent class.

---

**LIMITATION:** All JMX methods that are used for importing or setting credentials are affected by the password policy feature.

**Workaround:** The default password policy requires the UCMDB password to include at least one of each of the four following types of characters:

- Uppercase alphabetic characters
- Lowercase alphabetic characters
- Numeric characters
- Symbol characters ,\!/\_?&%=#+-[]()

It also requires the password to adhere to the minimum length, which is set by the **Password minimum length** setting.

---

**PROBLEM:** If the Enrichment rule is active, the calculation is triggered by attribute changes. Then the Enrichment rule will take into consideration only the changed values and constants when concatenating multiple attributes and constants. (QCCR1H97897, QCCR1H98010)

**Workaround:** To calculate all attributes, make sure that the Enrichment rule is NOT active and use the scheduler to calculate at certain intervals.

---

**LIMITATION:** The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. The performance might be affected if the TQL queries under the pattern-based model are set to low/medium priority on UCMDB 10.xx. In this case, you might see that the locked gates and calculation for scheduled pattern-based model could take a couple of hours. (QCCR1H98275, QCCR1H95041)

**Workaround:** None.

---

**LIMITATION:** (High Availability environment only) Changes in Global Settings that require the server's restart to take effect may not take effect without restarting all nodes from a cluster. (QCCR1H98228)

**Workaround:** In order for all changes in Global Settings that require the server's restart to take effect, you must restart all nodes from the cluster (one by one or with the **restartCluster** JMX method).

---

**PROBLEM:** After upgrading UCMDB to version 10.21 successfully, some times users may encounter an internal error when trying to launch the UCMDB UI. (QCCR1H101149)

**Workaround:** In case you encounter an internal error when trying to launch the UCMDB UI, delete the **C:\Users\<user>\AppData\Local\Temp\UcmdbAppletJars** folder and try to launch the UCMDB UI again.

---

**LIMITATION:** The new **testDBConnection** JMX method does not support PostgreSQL.  
(QCCR1H98834)

**Workaround:** None.

---

## UCMDB Installation

---

**PROBLEM:** When downgrading UCMDB from version 10.22 to version 10.21 or 10.20, error message is received for topology search. This is caused by the fact that the configurations for SOLR are not deleted during the downgrade. (QCCR1H104359)

**Workaround:** Delete the **Solr** folder manually after downgrading UCMDB to version 10.21 or 10.20.

---

**PROBLEM:** The **wrapper.log** file is created in the **bin** folder when the **log** folder is missing.  
(QCCR1H103867)

**Workaround:** If the **log folder** is missing (for example, it was deleted accidentally), before starting up the UCMDB server, make sure you create the **log** folder manually.

**Note:** If you want to delete the logs, delete the content in the **log** folder only, and never delete the folder itself. Make sure the **C:\HP\UCMDB\UCMDBServer\runtime\log** folder always exists.

---

**PROBLEM:** UCMDB server experiences performance degradation after deploying a CUP, because all discovery jobs send a full result set to the UCMDB server. (QCCR1H99677, QCCR1H99640)

**Workaround:** The UCMDB Probe normally caches data. Some CUPs require a database schema change and the cache needs to be cleaned to ensure there are no unexpected issues. The probe will rebuild the cache during the next discovery cycle. However since the probe no longer has the prior history, all newly discovered results are sent to the UCMDB Server for reconciliation. This causes the additional load on the server.

If you are concerned about the impact of extra load on the server, you can take one or more of the following actions:

- Inform users to expect a system slowdown
- Schedule the CUP installation on weekend

- Schedule the discovery jobs to run on weekend after the CUP installation
  - Spread out the normal discovery over a longer period of time by adjusting the discovery job schedule
- 

**PROBLEM:** (Localization) In the non-English version of the UCMDB installer wizard (for example, Japanese), strings on the following wizard pages are not translated into the target language, which still display in English:

- The content on the **Prerequisites** page
- All content related to the **Install Data Flow Probe** step, including the **Install Data Flow Probe** page and the warning messages for the step
- The "Backing up installed version" status message

**Workaround:** None for this release.

---

## UCMDB Upgrade

---

**PROBLEM:** Resource string files added in the basic package **AutoDiscoveryInfra** are not updated during UCMDB upgrade. (QCCR1H104381)

**Workaround:** After upgrading UCMDB to version 10.22, manually re-deploy the **AutoDiscoveryInfra** package.

---

**PROBLEM:** Login fails after recreating a database schema after upgrading UCMDB from version 10.21 to version 10.22. (QCCR1H104015)

**Workaround:** After upgrading UCMDB from version 10.21 to 10.22, and you have created and changed the database schema, perform the following to align the password from the database with the one from the super integration credentials file. This requires calling two JMX methods.

1. Reset the DB password.
  - a. On the UCMDB server, go to **JMX console > UCMDB-UI:name=UCMDB Integration > setCMDBSuperIntegrationUser**.
  - b. In the **User Name** field, enter **UISysadmin**, and in the **Password** field, enter the desired password value.
  - c. Click **Invoke**

2. Reset the super integration user credentials file.
  - a. Go to **JMX console > UCMDB:service=Authorization Services > resetPassword**.
  - b. In the **Value** box for **customerID** enter **1**, in **User Name** field enter **UISysadmin**, and in the **Password** field, enter the password value to match the one you entered in [step 1](#).
  - c. Click **Invoke**

**LIMITATION:** After upgrading from earlier versions to 10.20 or later, instances of the **Tags** business service attribute and element may not be searchable. (QCCR1H91974)

**Workaround:** In order to find instances of the **Tags** business service attribute when searching, you must change the indexer and ranking configuration in the JMX console.

- In **UCMDB:Service=Topology Search Services. Method: editIndexerConfiguration**, for the **business\_element** class, the **Tags** attribute must be lower case in order to be searchable.
- In **UCMDB:Service=Topology Search Services. Method: editRankingConfiguration**, the **Tags** element should be **tags** in order to be searchable.

**PROBLEM:** When upgrading from UCMDB version 10.11 with a CP15 update to UCMDB 10.20, the UCMDB server cannot start after upgrade. This is caused by the fact that the current CP version deployed on top of version 10.11 is higher than the CP version bundled in the 10.20 install media. (QCCR1H100431)

**Workaround:** You can fix this upgrade issue by changing the CP version in the JMX Console manually during the upgrade, and after the upgrade, redeploy the existing CP.

For example, if you are upgrading UCMDB from version 10.11 with CP15 Update 1 to version 10.20, do the following,

1. Perform the minor upgrade from UCMDB 10.11 with CP15.01.142 to UCMDB10.20.
2. Check status and wait for the CP deployment to fail with error in **error.log**:
 

```
[ErrorCode [105005] Content pack downgrade is not allowed]

Trying to install CP version [15.00.123] which is older than the one already
installed [15.01.143] is not support.
```
3. Log in to the JMX Console and access **UCMDB:service=Settings Services**.
4. Locate the **getInternalSettings** method.
5. Enter customer ID and **cp.version** in the **key** value field, and then click **Invoke**.

The returned value should be **15.01.142**.

6. Replace the value with **15.00.123** and click **Set**.
7. After that the CP deployment should finish successfully. You can check the status in **mam.packaging.log**.
8. Access UCMDB UI and redeploy CP 15.01.142.
9. Check the CP version from menu **Help > About**. It should be **15.01.142**.

You may also refer to [KM01581489](#) for details.

**PROBLEM:** When upgrading both UCMDB and Content Pack from previous versions to the latest versions, from example, upgrade UCMDB from 10.11 to 10.20 and Content Pack from CP14 to CP15, if you have customized any Content Pack files, deployment of some Content Pack class model files may fail during the upgrade. (QCCR1H96681)

**Workaround:** Reinstall the latest Content Pack manually after the upgrade.

**PROBLEM:** If you have created custom class models on UCMDB version 9.05, after upgrading UCMDB from version 9.05 to 10.20 or later, you might find that your custom class models are not available. For example, when you create a new activity for a management zone, you might find that the Protocol pane in the Define Credentials tab page is empty. (QCCR1H97159)

**Workaround:** Invoke the JMX method **updateClassModel** to upgrade custom class models. To do so,

1. Launch the Web browser and enter the following address:

**http://<machine name or IP address>.<domain\_name>:1977/**

where **<machine name or IP address>** is the machine on which the Data Flow Probe is installed. You may have to log in with the user name and password.

2. In the Search field, type **updateClassModel** and press **Enter**.
3. Locate the **updateClassModel** method, in the customerID **Value** field, type **1**, and click **Invoke**.

### updateClassModel

*Updates the class model with the classes, typedefs and valid links in the xml files*

Name	Type	Value	Description
customerID	java.lang.Integer	<input type="text" value="1"/>	Customer ID

**Invoke**

**PROBLEM:** After upgrading UCMDB to version 10.20 or later, you may encounter some credentials related issues. (97159)

**Workaround:** To resolve the credentials related issues, do the following:

- **key.bin file.** Check and make sure that the new probe uses the same **key.bin** file as the UCMDB server.
- **Time.** Check and make sure that the probe time is the same as the UCMDB server time. If the probe time is different, it may cause credentials error.
- **Credentials fail on the upgraded environment.**

**Workaround:** Install a new probe and copy specified files to override problematic files. To do so,

- a. Install a clean probe on the same machine of UCMDB server, connect it to UCMDB server. Make sure that the new probe can get credentials normally.
  - b. Go to the clean probe, copy the **Cmcache.bin** and **secured\_storage.bin** files from **C:\hp\UCMDB\DataFlowProbe\conf\security** directory.
  - c. Go to the probe that has get credentials errors, override the two files with yours.
  - d. Restart the probe and try to get credentials again.
- **Export credentials from the upgraded environment and import them to the fresh install environment, the JMX operation fails.** When the exported credential xml file contains customized class models, or the customized class models are not defined on the UCMDB server that you upgraded, you may encounter credentials import issue.

**Workaround:**

- Remove the customized protocol from the exported credential xml file.
- Add the customized class models on the UCMDB server manually via CIT.

**Note:** Make sure that the export CIT or import CIT works well. Otherwise it may cause the workaround not working.

**Note:** To upgrade customized class models, invoke the JMX method **updateClassModel**. For details, see [Invoke JMX Method updateClassModel](#).

---

**PROBLEM:** A user with “create user” permissions loses permission after upgrading the UCMDB from version 9.0x. (QCCR1H93868)

**Workaround:** None.

---

**PROBLEM:** During upgrade from a version earlier than UCMDB 10.00, you might get a **UNIQUE\_INDEX** violation exception on the path attribute of discovery modules CIT. In previous versions the column could contain duplications while in the newer version it has a **UNIQUE\_INDEX** qualifier. The message means that there were duplications and that the qualifier is not added. (QCCR1H69931)

**Workaround:** None.

---

**PROBLEM:** When upgrading from a previous version to 10.20 or later, the user preferences of a deleted user are not deleted. Warnings appear in the log and the upgrade completes successfully. (QCCR1H75574)

**Workaround:** None.

---

**PROBLEM:** After uninstalling version 10.21 and downgrading UCMDB back to version 10.20, you may receive push back ID's error when starting the UCMDB server. (QCCR1H101181)

**Workaround:** To resolve the issue, you need manually undeploy and then redeploy the Cmdb10xAdapter. To do so,

1. After downgrading UCMDB from version 10.21 to 10.20, start the UCMDB Server.
  2. Log in to the UCMDB JMX console and access **UCMDB:service=Packaging Services**.
  3. Locate the **undeployPackages** method.
  4. Enter your Customer ID. (**Default: 1**)
  5. Enter **Cmdb10xAdapter** in the **packagesNames** field, and click **Invoke**.
  6. Locate the **deployPackages** method.
  7. Enter **Cmdb10xAdapter.zip** in the **packageNameNames** field, provide other required values as necessary, and click **Invoke**.
  8. Restart the UCMDB server.
- 

**PROBLEM:** After upgrading UCMDB to a newer version (including CUP), the Normalization rules does not work. (QCCR1H99001)

**Workaround:** To fix the issue, perform either of the following:

- Deploy a new Content Pack package.
- Manually delete the **<Data Flow Probe Installation>\runtime\probeGateway\maxupdatetime.txt** file and then restart the Data Flow Probe.

---

**PROBLEM:** (Automated Service Modeling only) When performing ASM service discovery from the UCMDB Browser, all the errors from the ASM service discovery are not assigned to the correct categories. They are assigned to the **Other** category.

**Workaround:** If you use ASM, to workaround this issue, make sure you upgrade both your UCMDB Server and Content Pack to the latest versions, that is to upgrade UCMDB Server to version 10.21 and Content Pack to version 16.00.

---

## UCMDB Downgrade

---

**LIMITATION:** Automatic upgrade of data flow probes in the following scenario is not supported: Upgrade UCMDB server (for example, from version 10.20 to 10.21), then downgrade UCMDB to the previous version (in this example, from 10.21 to 10.20), and then after that, upgrade UCMDB server back again (in this example, from 10.20 to 10.21). (QCCR1H104783)

**Workaround:** Manually upgrade data flow probes using the **deployProbePatch** JMX method. To do so,

1. Launch the Web browser and navigate to: **https://<server\_name>:8443/jmx-console**, where **<server\_name>** is the name of the machine on which Universal CMDB is installed.
  2. Go to **UCMDB:service=Discovery Manager**.
  3. Locate **deployProbePatch**.
  4. In the **Value** box for the parameter **customerId**, enter the <customer id>. The default value is 1.
  5. In the **Value** box for the parameter **filePath**, enter the full file path of the patch file.
  6. Click **Invoke**.
- 

## Universal CMDB - UI

---

**PROBLEM:** After configuring a new Alias URL to the UCMDB server (which is much easier to remember), the Alias URL fails to access the UCMDB server, it is just redirected to the login page again and again. (QCCR1H102779)

**Workaround:**

---

**PROBLEM:** After upgrading UCMDB to version 10.21 successfully, some times users may encounter an internal error when trying to launch the UCMDB UI. (QCCR1H101149)

**Workaround:** In case you encounter an internal error when trying to launch the UCMDB UI, delete the **C:\Users\ folder and try to launch the UCMDB UI again.**

---

**LIMITATION:** (Chrome only) UCMDB UI applet cannot work in Chrome version 42 or later, because starting from Chrome 42, NPAPI plugins are disabled by default. Chrome displays a gray screen with the following error message when users try to access the UCMDB UI: This site uses a plugin (Java (TM)) that is unsupported.

**Workaround:** To resolve the issue, you need to enable NPAPI manually and keep Chrome below version 45 to make UCMDB UI client applet work properly. For details, see [KM01656540](#).

---

**LIMITATION:** Cannot upload a zip package if the zip file size exceeds the applet available memory. (QCCR1H99579)

**Workaround:** You can deploy larger packages using the **deployPackages** JMX method (go to the **JMX Console > UCMDB:service=Packaging Services > deployPackages**).

You can also control the maximum size of the packages to be uploaded by setting the value of the infrastructure setting **File upload maximum file size for archive type** to a larger value (default value: 200 MB).

---

**PROBLEM:** When clicking **Help > UCMDB Class Model** from the UCMDB UI or clicking **UCMDB Class Model** on the UCMDB login page, the page is not loading. (QCCR1H101882)

**Workaround:** None for this release.

---

## Universal CMDB - Server

---

**PROBLEM:** The Writer server becomes unresponsive which schedules a restart of the entire HA infrastructure. This impacts the load balancing URL, causing all probes to disconnect. This is caused by the existing Garbage Collector algorithm used in UCMDB. (QCCR1H100329)

**Workaround:** The problem can be resolved by improving the performance of the Garbage Collector by using G1 algorithm for the Garbage Collector. For enterprise environments where you have more than 16 GB of RAM allocated just for UCMDB (see the **wrapper.java.maxmemory** property value in the **..\UCMDB\UCMDBServer\bin\wrapper-platform.conf** file), check and make sure you add the following settings to the **wrapper-custom.conf** file if they are not present:

```
#Enable the following parameters for JVM G1 garbage collector in enterprise
```

```
environments
wrapper.java.additional.54=-XX:+ParallelRefProcEnabled
wrapper.java.additional.55=-XX:G1HeapRegionSize=32
wrapper.java.additional.56=-XX:InitiatingHeapOccupancyPercent=70
```

---

**LIMITATION:** Because the URM resources are not deployed at the first time a schema is created or modified, you cannot not use the status page.

**Workaround:** None.

---

**PROBLEM:** Can not save the enrichment rule when adding the customer relationship. This is caused by the fact that the TQL query behind the enrichment is not connected. When there is no existing relation between two CI types, it is not possible to create an enrichment which will add the relation just by entering enrichment manager and by adding the relation that is needed. (QCCR1H104733)

**Workaround:** Create a **joinf** link in the TQL query between the concerning two CI Types by joining them on an attribute value. This way the enrichment manager will know how to perform correctly the enrichment actions.

---

## Universal CMDB - Topology

---

**PROBLEM:** Currently the Perspective views are not displayed in the Reports module in UCMDDB. (QCCR1H99954)

**Workaround:** None.

---

**PROBLEM:** The priority for TQL queries under the pattern-based model are changed from medium on UCMDDB 9.05 to inactive on UCMDDB 10.xx. The performance may be affected if the TQL queries under the pattern-based model are set to low or medium priority on UCMDDB 10.xx. In this case, you can see that the locked gates and calculation for scheduled pattern-based model can take a couple of hours. (QCCR1H95041)

**Workaround:** None.

---

**PROBLEM:** The priority for TQL queries under the pattern-based model are changed from medium on UCMDDB 9.05 to inactive on UCMDDB 10.xx. The performance may be affected if the TQL queries under the pattern-based model are set to low or medium priority on UCMDDB 10.xx. In this case, you can see that the locked gates and calculation for scheduled pattern-based model can take a couple of hours. (QCCR1H95041)

**Workaround:** None.

---

## Universal Discovery - General

---

**PROBLEM:** When multiple threads try to modify the same domain document concurrently, credentials mappings saved in the domain document might get removed. (QCCR1H106398)

**Solution:** This issue is fixed in UCMDB 10.22 CUP1. If you encounter this issue with UCMDB 10.22, you can apply UCMDB 10.22 CUP1 on top of UCMDB 10.22 to obtain the fix. For *UCMDB 10.22 CUP1 Release Notes* and installation packages, see [Overview of UCMDB 10.2x Releases](#).

---

**PROBLEM:** After upgrading UCMDB from version 10.21 + CP15 to version 10.22 + CP18, the ASM for BSM functionality does not work anymore. (QCCR1H104758)

**Workaround:** Re-deploy the **ASM\_Enhanced.zip** package after upgrade as follows:

1. Unzip the CP18 package and locate the **ASM\_Enhanced.zip** package in the **packages** folder.
  2. In UCMDB UI, navigate to **Administration > Package Manager**, and click the **Deploy packages to server**  button.
  3. Select the **ASM\_Enhanced.zip** package and import it.
- 

**PROBLEM:** (PostgreSQL only) Some SQL statements are observed running more than 30 minutes, which causes Probe database to crash. The root cause is that the default value of the **statement\_timeout** setting in the **postgresql.conf** file is **0**. (QCCR1H101769)

**Workaround:** To workaround the issue, locate and open the **hp\UCMDB\DataFlowProbe\pgsql\data\postgresql.conf** file in a text editor, and then modify the default value of the **statement\_timeout** setting from **0** to **3600000**.

---

**PROBLEM:** (Service Discovery) The modified **IsopPath** parameter value in the ASM template fails to load properly. (QCCR1H104012)

**Workaround:** To modify the parameters in the service discovery activity template successfully, select a different row or click **Enter** to complete the change you made in the **Value** field of parameters. After that, click **OK** to save the changes. This ensures that the parameters values are saved successfully and the communication log reflects the change properly, then the new parameter value can be used in discovery jobs correctly.

---

**LIMITATION:** When you have many environments, note that it is not supported to update the **domainScopeDocument.xml** and **domainRangesDocument.xml** files on all environments by building a package and importing it to all other environments. (QCCR1H100855)

**Workaround:** The only way to update these files is to call the **editResource** JMX method (from the **UCMDB:service=Packaging Services** or **UCMDB:service=URM Services** category).

If you want to update IP Ranges and Credentials, you can also use the **importCredentialsAndRangesInformation** and **exportCredentialsAndRangesInformation** JMX methods. For details, see *Universal CMDB and Configuration Manager Hardening Guide* or *Universal CMDB JMX Reference Guide*.

**LIMITATION:** When changing the LW-SSO **initString** from UCMDB UI or via JMX, the probe side fails to synchronize the credentials from Configuration Manager. (QCCR1H100746)

**Workaround:** To resolve the issue, do the following:

- If the value of **initString** is changed from UCMDB UI, regardless whether the probe is connected to or disconnected from the UCMDB server, you can use the **setLWSSOInitString** JMX method on the probe side to keep the same **initString** value as on the UCMDB server side, then credentials from CM can be successfully synchronized.

To do so,

- a. On the Probe machine, launch the Web browser and enter the following address:  
**http://localhost:1977.**

**Note:** If the Probe Manager and the Probe Gateway are running as separate processes, the address should be entered on the machine that is running the Probe Manager as follows: **http://localhost:1978.**

- b. Click **type=CMClient** to open the JMX MBEAN View page.
  - c. Locate the **setLWSSOInitString** method and provide the same init string that was provided for UCMDB's LW-SSO configuration.
  - d. Click the **setLWSSOInitString** button.
- If the value of **initString** is changed from JMX on the UCMDB server side, and
    - the probe is disconnected from the UCMDB server, use the **setLWSSOInitString** JMX method on the probe side to resolve the issue. For detailed instructions, see steps above.
    - the probe is connected to the UCMDB server, invoke the **setInitString** JMX method on the UCMDB server side to enable automatic synchronization of the **initString** value.

For instructions on how to invoke the **setInitString** JMX method, see the *Universal CMDB JMX Reference Guide*.

---

**LIMITATION:** For probe discovery, if the old Windows/Unix system is not removed before re-imaging the Virtual Machine system on the datacenter environment, it will result in duplicate node CIs (Windows/Unix) due to the probe database cache after rediscovery the virtual machine. (QCCR1H104153)

**Workaround:** Before re-imaging your Virtual Machine system on the data center environment, remove the old Windows/Unix system on the virtual machine.

---

**PROBLEM:** If a Management Zone inherits the IP range from a bound probe, after the probe is added to or removed from a probe cluster, the Management Zone loses the IP range setting and the following operations have unexpected results:

- Move this Management Zone from one folder to another folder.  
This operation results in an error message and the Management Zone remains in the original folder.
- Move the folder that contains this Management Zone to another folder.  
This operation moves the folder to the target folder successfully. However, an error message appears and this Management Zone is moved to the Root folder. If there are other Management Zones after this Management Zone in the tree, these Management Zones are also moved to the Root folder.
- Rename the folder that contains this Management Zone.  
This operation renames the folder successfully. However, an error message appears and this Management Zone is moved to the Root folder.

**Workaround:** To work around this issue, manually set the IP range for the problematic Management Zone, and then move the Management Zone(s) to the target folder.

---

**PROBLEM:** The **WebSphere to Web Server Dependencies** job is causing OutOfMemoryError on the probe side. (QCCR1H97710)

**Workaround:** The probe requires at least 4G memory to run the WebSphere to Web Server Dependencies job. Therefore, allocate at least 4G memory for the probe.

---

**LIMITATION:** When the probe is in Separate Mode, the default credentials for basic authentication are not updated automatically. (QCCR1H98271)

**Workaround:** Update the default credentials for basic authentication manually. To do so,

1. Open the JMX Console of the UCMDB Server side, enter **changeBasicAuthenticationCredential** in the quick search field and click the link that appears.
2. Specify the **userName** and **password** that you want. For example:

### **changeBasicAuthenticationCredential**

*Change basic authentication credential.*

Name	Type	Value	Description
customerid	int	<input type="text" value="1"/>	Customer Id
userName	java.lang.String	<input type="text" value="test"/>	new user name for basic authentication.
password	java.lang.String	<input type="text" value="123456"/>	new password for basic authentication.

**Invoke**

**Note:** Password must contain at least six characters.

3. Click **Invoke**.
4. Encrypt the password by using the JMX Console of the probe side as follows:
  - a. Open the JMX Console of the probe side, enter **getEncryptedKeyPassword** in the quick search field and click the link that appears.
  - b. Enter the password that you specified.

### **getEncryptedKeyPassword**

*Encrypt a password for use with Keystore/Truststore properties file*

Name	Type	Value	Description
Key Password	java.lang.String	<input type="text" value="123456"/>	

**Invoke**

- c. Click **Invoke** and then the encrypted password is generated.
5. Copy the encrypted password.
6. Edit the **DataFlowProbe.properties** file as follows:

```
appilog.agent.Probe.BasicAuth.User = <the user name that you specified>
```

```
appilog.agent.Probe.BasicAuth.Pwd = <the encrypted password that you just copied>
```

7. Save the change and then restart the probe.

---

**LIMITATION:** When working in a High Availability environment, if there is a failover to the other UCMDB Cluster, you must first clear the data of the HP Integration Service before running it.

**Workaround:** To clear the data, run

```
..\UCMDB\UCMDBServer\integrations\tools\clearProbeData.bat.
```

---

**PROBLEM:** When using the network ping options available in the new **Check Network Availability** dialog box to troubleshoot network connection issues and/or credential related issues against a **node** type inventory CI in IT Universe Manager, you selected a different credential in the Choose Credential dialog box but changed your mind and clicked the **Cancel** button, **All credentials** show up in the **Credential** field, instead of keeping the original value in the **Credential** field unchanged.

**Workaround:** None.

---

**PROBLEM:** After upgrading UCMDB to version 10.21 and deploying the Content Pack 16.00, the new **Check Network Availability** permission is not available for the out-of-the-box role **Discovery And Integrations Admin**. This is caused by the fact that version 10.21 installer does not run in silent mode, therefore the **Basic\_Authorization.zip** package is not deployed. (QCCR1H101124)

**Workaround:** To make the **Check Network Availability** permission available for the out-of-the-box role **Discovery And Integrations Admin**, you need to manually deploy the **Basic\_Authorization.zip** package. To do so,

1. Copy the **Basic\_Authorization.zip** package from the **<UCMDB\_Server\_Home>\content\basic\_packages** directory to the machine from where you will deploy the package.
2. Launch UCMDB UI and navigate to **Administration > Package Manager**, and click the **Deploy packages to server**  button.

In the popup dialog, select **Basic\_Authorization.zip**, and then click **Deploy**.

3. After the deployment is completed, go to **Security > Roles Manager**, select **Discovery and Integration Admin > CIT Menu Items**, then select **Node** CI type, the **Check Network Availability** action should show up in the Selected Actions pane.
-

**LIMITATION:** After upgrading to version 10.21, some jobs cannot run in JVM 8 because the driver JAR files of these jobs only support JVM 7.

**Workaround:** To work around this issue, you can use a remote process of JVM 7 to run these jobs. For detailed instructions, see [KM01746334](#).

---

**LIMITATION:** When the UD probe compiles a list of CIs to be scanned, it does not add CIs that are connected through VPN. This happens when there are two UCMDB servers available handling the discovery of the client environments, but there is only one agent package with the same call home configured. (QCCR1H101777)

**Workaround:** Set up a DNS alias, such as UDCallHome, that in each network resolves to a local (for that region) UD probe to receive the agent call home event. This way the same initial agent call home configuration could be used throughout.

---

## Universal Discovery - Probe Framework

---

**PROBLEM:** When the `appilog.collectors.storeDomainScopeDocument` property in the `DataFlowProbe.properties` file is set to `false`, some jobs which run in the remote process mode may fail, because the remote process cannot read the probe memory, thus having no access to the `domainScopeDocument` file stored in the memory. When the setting is false, the file is only stored in the probe memory. (QCCR1H98264)

**Workaround:** If some jobs run in the remote process mode, make sure that you set the value of the `appilog.collectors.storeDomainScopeDocument` property in the `DataFlowProbe.properties` file to `true`.

---

**LIMITATION:** When using PostgreSQL as your database on the Windows platform, the UCMDB\_Probe\_DB service is not starting as a non-system user. This is a third-party product limitation, because PostgreSQL is able to "irrevocably give up administrative rights at startup". For details, see [this PostgreSQL wiki page](#). (QCCR1H98262)

**Workaround:** In order for the UCMDB\_Probe\_DB service to start properly, you may configure the **Log On** options for the UCMDB\_Probe\_DB service as follows:

1. Locate the UCMDB\_Probe\_DB service in the Services window.
2. Right-click **UCMDB\_Probe\_DB** and select **Properties**.
3. In the UCMDB\_Probe\_DB Properties window, go to the **Log On** tab, and do either of the following:

- (Recommended) Select the **Local System account** option.

**Note:** This is the recommended option, because the SYSTEM account has access to all necessary folders according to the default settings on Windows.

- Select **This account**, and specify the account name and password.

**Note:** This option is NOT recommended. Even if you specify an administrator account, it will be treated as a common user account by PostgreSQL, because PostgreSQL is able to "irrevocably give up administrative rights at startup".

If you DO need to specify a different account, make sure that the USERS group on your Windows platform has:

- **Read** and **Write** access to the **C:/hp/UCMDB/DataFlowProbe/pgsql** folder.
- **Read** access to the files in system library (for example, the **C:/Windows/System32** folder) that PostgreSQL needs to access.

For the list of files that PostgreSQL needs to access, see PostgreSQL documentation.

4. Click **OK**.

---

**LIMITATION:** Java API `setDiscoveryConfigurationXML` does not support cluster. (QCCR1H98897)

**Workaround:** None.

---

## Universal Discovery - Probe Upgrade

---

**LIMITATION:** Linux does not support automatic upgrade of probes. (QCCR1H99342)

**Workaround:** To perform manual upgrade of probes on Linux, run the `<DataFlowProbe Installation Folder>/tools/upgrade/extractUpgradePackage.sh` script.

---

**PROBLEM:** Deploying probe update manually failed with an "Out of memory" error.

**Workaround:** When you deploy a probe update manually via UCMDB UI, the maximum package size allowed is 200 MB. If the package size is greater than 200 MB, deploy it via JMX console using the `deployProbePatch` JMX method from the `UCMDB:service=Discovery Manager` category.

Also, note that the UCMDB UI client for applet requires 1280 MB memory at least.

---

## Integrations

---

**PROBLEM:** Integration jobs fail when running remote process

**Workaround:**

---

**PROBLEM:** After downgrading UCMDB to an earlier version (for example, from version 10.22 to version 10.21 or 10.20), because the version of the **Cmdb10xAdapter.zip** adapter is higher than the UCMDB server version, the adapter is not recognized and all integration points based on the adapter can not be loaded from the database. (QCCR1H104825)

**Workaround:** After downgrading UCMDB to an earlier version, re-deploy the **Cmdb10xAdapter.zip** adapter package from the **<UCMDBServer\_install\_dir>\content\adapters** folder and restart the UCMDB server.

---

**PROBLEM:** (UCMDB version 10.20 and later) UCMDB to BSM push integration does not work if attributes sizes is different. In UCMDB version 10.20 and later, the size for some OOTB attributes is 250, but in RTSM or BSM 9.05, the size is 100. Therefore, when trying to push CIs with large value from UCMDB to BSM, the integration does not work. (QCCR1H101184)

**Workaround:** Check and make sure that the sizes of attributes between UCMDB and RTSM/BSM are synchronized before pushing CIs with large values.

---

**LIMITATION:** When creating an integration point using the Cmdb 9.x Adapter, the integration point does not work on HTTPS protocol. (QCCR1H104603)

**Workaround:** To make the connection work, add the certificate of the remote machine into the cacert file in the **\DataFlowProbe\bin\jre\lib\security\cacert** directory.

---

**LIMITATION:** After upgrading from 10.20 to 10.21, manually redeploy the UCMDB 9.x integration adapter package located in the **C:\hp\UCMDB\UCMDBServer\content\adapters** directory. (QCCR1H98251)

If the package is not redeployed, the integration adapter still works, but the reconciliation issue fixed in QCCR1H92320 will re-occur.

**Workaround:** None.

---

**PROBLEM:** When creating an integration point using the Cmdb 9.x Adapter, after clicking the **OK** button to save the integration point, the saving operation may fail after working for some time. This is

caused by the long-running task `DataAccessAdapterQueryGetSupportedClassConfigs`.  
(QCCR1H91379)

**Workaround:** Whenever you encounter a similar timeout issue and see `DataAccessAdapterQueryGetSupportedClassConfigs` in the log, you can go to the JMX console and increase the values for the following two settings:

- **task.DataAccess.Manager.getAdapterClassesConfig.timeOut.** Default value for the setting is 20000.
- **configuration.remote.action.timeout.** Default value for the setting is 35000.

---

**LIMITATION:** You cannot create one integration point for both data push and population.  
(QCCR1H98068)

**Workaround:** To create an integration point for both data push and population, do the following:

1. Update the value for **Object Root** from **managed\_object** to **root**.
  - a. Log in to UCMDB with an administrator account and go to **Administration > Infrastructure Settings Manager**.
  - b. From the **Filter by column** drop-down list, click **Name**, type **Object Root** in the text box and double-click the **Object Root** entry that is displayed.
  - c. In the Properties dialog box, go to the **Current Value** field, change **managed\_object** to **root**, and then click **Save**.
  - d. Log out of UCMDB and log in to UCMDB again for the change to take effect.
2. Add the **discoverypattern\_mdr\_type** attribute to **Auto Discovery Pattern definition**.
  - a. Go to **Modeling > CI Type Manager > CI Types** pane > **Root** tree > **Data > Object > Configuration**, and click **Auto Discovery Pattern definition**.
  - b. In the right pane, click the **Attributes** tab and click the **Add**  button.
  - c. In the Add Attribute dialog box, type **discoverypattern\_mdr\_type** in the **Attribute Name** and **Display Name** fields, and click **OK**.
3. If you already create an integration point, delete it and create it again.
4. Open the Adapter Source Editor dialog box and click **Save**.
  - a. Go to **Data Flow Management > Adapter Management > Resources** pane, select the adapter that is related to your integration point.

- b. Right-click the adapter, select **Edit adapter source**.
- c. In the Adapter Source Editor dialog box, click **Save**.

---

**LIMITATION:** When creating a new inherited CI Type in which the parent has identification based on key attributes, it will be by default inherited by the child CI Type, without the possibility of changing it. For example, creating an inherited CI Type from Person will inherit its **identification by key** attribute by default. So if you choose to change the identification with reconciliation rule, the whole identification will be the Person identification by key + identification by rule. (QCCR1H92081)

**Workaround:** When creating the new CI Type inherited from Person, change first the identification of Person by removing all attributes conditions, so the new identification of the newly created CI Type will be empty.

---

**PROBLEM:** When trying to run a remote process using the Integration Service, the following error is returned: Failed to connect to remote process. (QCCR1H101639)

**Workaround:** If you want to use the Integration Service to run a remote process, add the following jars to the **basic\_discovery\_minimal\_classpath** setting in the **<UCMDB\_Server\_Home>\integrations\conf\DataFlowProbe.properties** file manually:

```
../lib/cryptojce.jar;../lib/cryptojcommon.jar;../lib/jcmFIPS.jar;
```

---

**Problem:** The Integration Service cannot start due to a failure to connect to the database after you change the master key on the UCMDB server. (QCCR1H102098)

**Workaround:** None.

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## FIPS Deployment

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**PROBLEM:** After upgrading UCMDB to version 10.22, Data flow probes in separate mode cannot be switched to FIPS mode automatically.

**Workaround:** To resolve the issue,

1. Copy jar files of Unlimited JCE Policy of version JRE 8 into the **%\DataFlowProbe\_HOME%\bin\jre\lib\security** directory on the probe manager instance.
2. Open the **DataFlowProbe.properties** on the probe manager instance using a text editor, add the following line and save the file:

```
probe.fips.status=1
```

- Restart the probe manager instance.

---

**PROBLEM:** After downgrading UCMDB from version 10.22 to 10.21 CUP1, switching data flow probes in separate mode to the FIPS mode fails. This is because the Unlimited JCE Policy jar files could not be downloaded automatically in this scenario. (QCCR1H104834)

**Workaround:** To enable data flow probes in separate mode (or both probe gateway and probe manager) to work in this scenario,

- Install probe gateway and probe manager instances of version 10.21 with normal configuration.
- Restart probe gateway and probe manager instances.
- Upgrade both instances to version 10.21 CUP1.

Make sure they are successfully upgraded to version 10.21 CUP1, especially that the **jre\_old** folder exists in each node.

- Copy jar files of Unlimited JCE Policy of version JRE 8 into the **%\DataFlowProbe\_HOME%\bin\jrelib\security** directory on both of the gateway and manager instances.
- Open the **DataFlowProbe.properties** on the probe manager instance using a text editor, add the following line and save the file:

```
probe.fips.status=1
```

- Restart both instances.

---

**PROBLEM:** All the FIPS related jar files, configuration files, and cert file located in the Configuration Manager's **java** folder are missing after upgrading CM from version 10.21 to 10.22. (QCCR1H104548)

**Workaround:** After upgrading Configuration Manager to version 10.22, some FIPS related files and folders are overwritten, you need to re-enable the FIPS mode for Configuration Manager. For detailed instructions, see ["Re-Enable the FIPS Mode for Configuration Manager"](#).

---

**PROBLEM:** Some Probes cannot be switched to the FIPS mode if the UCMDB server and the Probe communicate over HTTPS. Additionally, one of the following issues occurs:

- The value of **enable.fips.mode** is **false** in **infrastructureSettings.xml**. However, this value should be **true**.
- Only the **local\_policy.jar** file is downloaded on the Probe. The other JAR file **US\_export\_policy.jar** is not downloaded.

(QCCR1H102100)

**Workaround:** Perform the following steps:

1. Modify the **ssl.properties** file as follows:

```
javax.net.ssl.keyStore=FIPS_HPPProbeKeyStore.jks
javax.net.ssl.trustStore=FIPS_HPPProbeTrustStore.jks
```

2. Restart the probe.

---

## Documentation

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**PROBLEM:** When trying to open the **C:\hp\UCMDB\UCMDBServer\deploy\ucmdb-docs\docs\eng\pdfs\Deployment\_Guide\Upgraders.pdf** file, an error message is returned: "The file is damaged and could not be repaired". (QCCR1H104506)

**Workaround:** Click [here](#) to download the **Upgraders.pdf** file from the HP Manuals site.

---

## Tenant Owner Related Known Issues, Problems, and Workaround

- **PROBLEM:** After switching to Tenant aware reconciliation, the **OwnerTenant** attribute becomes read-only in the Configuration Item Properties dialog.

**Workaround:** Use **Assign Tenants** functionality from the CI's context menu.

- **PROBLEM:** After removing the Key Attributes qualifier from the **OwnerTenant** attribute of the Managed Object, sometime no properties are displayed for the CIs in UI.

**Workaround:** If you want to switch back (to disable Tenant aware reconciliation), do the following:

- a. Remove the **ID\_ATTRIBUTE** qualifier for the **TenantOwner** attribute on the **managed\_object** CIT.
- b. Remove the value of the **reconciliation.tenantaware.citypes** setting.
- c. Reload the class model from persistency (go to the **JMX console > UCMDB:service=Class Model Services**, and invoke the **reloadClassModelFromPersistency** method).
- d. Go to **JMX console > UCMDB:service=Model Services**, invoke the **recalculateID** method with **classname** field empty.

- e. Go to **JMX console > UCMDB:service=Model Services**, invoke the **updateClasModel** method.
- **LIMITATION:** Enrichment is not invoking the Reconciliation on Update **OwnerTenant** via **Associate Tenant Rule**. As a result, you may have duplicated data in the system in case if you update the **OwnerTenant**'s CI to a tenant that already has this CI.  
**Workaround:** None.
- **LIMITATION:** CIs with Identification rule would be duplicated in case if the user is updating the **OwnerTenant** CI to a tenant that already has this CI from **Update OwnerTenant** in the **Assign Tenants** module.  
**Workaround:** None.
- **PROBLEM:** When adding Consumer Tenants to a CI, the System Default Tenant appears in the list of Consumers after saving, even if it was not selected. This issue occurs only when changing the Owner Tenant or the Consumer Tenant.  
**Workaround:** None.
- **PROBLEM:** When removing all Consumer Tenants from a CI (from the IT Universe), an error is thrown and the Owner Tenant is overwritten with the System Default Tenant.  
**Workaround:** To avoid removing the System Default Tenant from the Consumer Tenants list, make sure you set the System Default Tenant as consumer.  
  
Only when the System Default Tenant is not set as consumer, the Owner Tenant will be overwritten with the System Default Tenant when trying to save.
- Import topology from Excel Workbook adapter cannot import the CIs of the CI Type with reconciliation **By key attributes** if the **OwnerTenant** value is not defined in the Excel file and it is set as Key attribute.  
**Workaround:** Specify **TenantOwner** value in the Excel spreadsheet.
- **PROBLEM:** Error message received when setting up a tenant aware environment, for the OOTB enrichments which are adding CIs. (QCCR1H104949)  
**Workaround:** If there are enrichments which are creating new CIs, after setting the environment as tenant aware, the attribute **Owner tenant** should be set for those CI Types which are being created through enrichments.

## Enhancements Requests

The following table lists the enhancement requests that were implemented in HP UCMDB, UD, and CM 10.22.

Global ID	Problem	Solution
QCCR1H81670	This is an enhancement request to add the possibility to apply a filter to which change-types to be shown in view authorization.	Implemented the enhancement by adding a change type-based filter to the Explorer and Review Changes pages. This way users do not need to select every CI manually, but can set the filter on change type an "select all" for authorization.
QCCR1H83103	In High Availability environment, when checking the logs users found a lot of unparseable date messages in <b>wrapper.log</b> .	Implemented the enhancement by adding new date parsers for logging unparseable dates to <b>search.log</b> .
QCCR1H83306	Invoking the reindex method in the High Availability environment does not trigger the re-indexing operation on all nodes in the cluster.	Implemented an enhancement by improving the reindex method in the JMX console > UCMDB:service=Topology Search Services. To perform reindex on all UCMDB nodes in the High Availability cluster, select True.
QCCR1H84190	This is a request for documentation about disaster recovery.	Added documentation about disaster recovery.
QCCR1H87125	Value of the <b>TenantOwner</b> field is changed after authorization in Configuration Manager.	Implemented the enhancement so that when the UCMDB Server is multi-tenant and an authorization is performed, the TenantUses and TenantOwner attributes of CIs are copied from the actual state to the authorized state.
QCCR1H87264	This is a request for a sizing document for UCMDB and CM.	Added documentation about sizing for UCMDB and CM. For details, see the <i>Sizing Guide</i> .
QCCR1H93014	This is an enhancement request for providing support of Microsoft Internet Explorer 11 for UCMDB - Configuration Manager.	Implemented the enhancement to provide support of Microsoft Internet Explorer 11 for Configuration Manager.
QCCR1H95137	The Authorize operation in Configuration Manager UI is always available for user's role even though the role is not	Implemented the enhancement so that Manage and Authorize are handled as different permissions in Configuration Manager.

Global ID	Problem	Solution
	supposed to have that capability.	
QCCR1H95577	This is a request to remove the “[ ]” characters from the <b>Concatenated List</b> column in reports.	Implemented an enhancement so that the “[ ]” characters are no longer added automatically to the string representation of a Java ArrayList object. Now the <b>Concatenated List</b> column in reports does not contain the “[ ]” characters.
QCCR1H97153	SAI teaching fails to differentiate between Adobe Creative Cloud's (CC) trial and full version.	Enhanced the <b>hwOSSoftwareIdTagLicenseLinkageActivationStatus</b> field in the scan file to create package rules for differentiating Adobe CC trial and Adobe CC Full Version.
QCCR1H98378	Need a server healthcheck dashboard for UCMDB performance	Implemented the enhancement.
QCCR1H99121	This is a request for Sizing and Performance Guidelines and Recommendations for installing UCMDB10.xx under a VMware environment.	Added documentation about sizing information. For details, see the <i>Universal CMDB Sizing Guide</i> .
QCCR1H99728	In the High Availability (HA) environment, the reader server cannot be logged in to if the writer server is busy.	Implemented the enhancement so that you can now log in to the reader server even if the writer is blocked.
QCCR1H100128	Users are using the UCMDB API to call a parameterized query and it does not work when the parameter is a list.	Implemented the enhancement to provide examples and more detailed information in the API Reference documentation.
QCCR1H100626	Database performance needs to be increased.	Implemented the enhancement by providing a new scheduler <b>jobRebuildIndexes</b> and a new JMX method for defragmenting indexes on Microsoft SQL databases. For details, see the <i>HP Universal CMDB Administration Guide</i> .
QCCR1H100628	This is a request for providing support for Microsoft SQL Server 2012 SP2.	Implemented the enhancement to provide support for Microsoft SQL Server 2012 SP2.
QCCR1H101390	Federation fails to calculate and get results if the user has large number of configuration_item CIs (1 federated CI and over 20000 local	Implemented the enhancement by increasing the default value of the Infrastructure setting <b>Max Num To Federate</b> to 2,000,000. Now the federation can calculate and get results when

Global ID	Problem	Solution
	CIs).	users have large number of configuration_item CIs.
QCCR1H101736	This is a request to provide support for Red Hat Enterprise Linux version 6.6 on Data Flow Probe.	Implemented the enhancement to provide support for Red Hat Enterprise Linux version 6.6 on Data Flow Probe.
QCCR1H102133	There is difference in results between delta and full run with Asset Manager population.	Implemented the enhancement to send also the deleted CIs during a full synchronization.
QCCR1H102691	Enhancement request for improved history purging mechanism and offline tools to manage large history database.	<p>Now if a failure occurs when UCMDB stores history for all CIs and relationships, the failure is recorded in the Unified Resource Manager (URM). You can monitor and purge the last history failures by using the newly added JMX methods in the <b>UCMDB:service=History DB Services</b> category. These JMX methods allow you to monitor the UCMDB history without having to check the log files.</p> <ul style="list-style-type: none"> <li>• <b>purgeHistoryFailures</b></li> <li>• showLastHistoryFailures</li> <li>• showLastHistoryFailuresForOperation</li> </ul> <p>For details, see the <i>Universal CMDDB JMX Reference Guide</i>.</p>
QCCR1H103062	When using Apache as a reverse proxy while accessing the UCMDB server with CAC enabled, sometimes users might encounter cascading pin request popups.	To skip the <b>appler.jsp</b> pin prompt, users may add the <b>LocationMatch</b> setting to the <b>httpd-ssl.conf</b> file. For details, see the <i>HP Universal CMDDB Hardening Guide</i> .
QCCR1H103433	<p>This is a request to enhance the following:</p> <ul style="list-style-type: none"> <li>• Align with the internal validation rules.</li> <li>• Add a hint in JMX regarding what is allowed and what is not allowed.</li> </ul>	<p>Enhanced the following JMX methods to support all types of characters:</p> <ul style="list-style-type: none"> <li>• changeKeystorePassword</li> <li>• changeMasterKey</li> <li>• changeTruststorePassword</li> </ul>
QCCR1H103465	This is an enhancement request to close remote connection for probe embedded PostgreSQL.	Implemented the enhancement, now the remote connection for probe embedded PostgreSQL is closed.
QCCR1H103587	This is request to provide a new	Added a JMX method

Global ID	Problem	Solution
	<p>JMX method <b>cleanCredentialsAndRangesInformation</b>.</p>	<p><b>cleanCredentialsAndRangesInformation</b> in the <b>UCMDB:service=Discovery Manager</b> category for removing the credential and range information for a selected domain.</p>
<p>QCCR1H103 588</p>	<p>This is a request to provide JMX function for multi-thread dispatching purpose.</p>	<p>Added a JMX method <b>getDispatchTasksExecutorHealthInfo</b> in the <b>MAM:service=Discovery manager</b> category for displaying information about the dispatch tasks executor. The returned message looks similar to the following:</p> <pre data-bbox="850 674 1370 877"> ActiveCount [0], CompletedTaskCount [0], CorePoolSize [10], LargestPoolSize [0], TaskCount [0], MaximumPoolSize [10], KeepAliveTime [0] </pre>
<p>QCCR1H103 723</p>	<p>Slow processing of history reports.</p>	<p>Added new index on CMDB_ID column in order to improve performance.</p>
<p>QCCR1H103 907</p>	<p>This is a request for providing support for VMWare/ESX 6.x for UCMDB Server and Data Flow Probe server.</p>	<p>Added support for VMware ESXi 6.0.</p>

## Fixed Defects for UCMDB, UD, and CM 10.22

The following table lists the defects that were fixed in HP UCMDB, UD, and CM 10.22.

Global ID	Problem	Solution
QCCR1H88852	When links were selected in IT Universe, the "Filter CIs by CI Type" feature is not working properly.	Fixed the issue by applying a code change. Now even if you select links in the ITU map, the "Filter CIs by CI Type" will contain the list of CI types for the related CIs linked to the currently selected CIs. When a CI Type from that list is checked, the "Filter by CI Type" button is enabled.
QCCR1H90694	Non heap space is not released after push to DB synchronization.	Fixed the issue by applying a code change. Now heap space is released after push to DB synchronization.
QCCR1H91974	String list attribute are not searchable on the UCMDB Browser after upgrading from earlier versions to 10.20 or later.	Search indexer is case sensitive and the attribute for the "business_element" class name should be "tags". Added this as a limitation (with workaround) into the <i>Release Notes</i> . For details, click <a href="#">here</a> .
QCCR1H94213	Unable to create a Pattern Based Model in Modeling Studio. It fails with a <code>java.lang.IllegalArgumentException</code> .	Fixed by applying a code during the refactoring.
QCCR1H97792	This is a request to provide documentation about probe capacity limitation.	Added sizing documentation to provide sizing recommendations on UCMDB server and data flow probes. For details, see the <i>Sizing Guide</i> .
QCCR1H99016	When login in UCMDB UI in <b>Authorized</b> state and use advanced conditional search the authorized CIs which satisfy the search condition are not found as search results.	Fixed the issue by applying a code change to set actual state for <b>CustomerId</b> SQL.
QCCR1H99160	Client Type IPs are changed to DataCenter and the description disappears in Management Zone interface after pausing Infrastructure Discovery Activity.	Fixed the issue by applying a code change. Now Client Type IPs are changed to DataCenter and the description will not disappear in Management Zone interface after pausing Infrastructure Discovery Activity.
QCCR1H99183	Custom normalization rules do not	Fixed the issue by implementing a code

Global ID	Problem	Solution
	have priority over the out-of-thebox rules.	change so that custom normalization rules have priority over the out-of-the-box rules.
QCCR1H99244	When configuring HP SIM credential, the integration point has no reference to the credentials being used. The HP SIM Protocol entry has no reference to the HP SIM application server, only to the database.	Fixed the issue by applying a code change. Now the MSSQL_NTLMV2 type connection is available when configuring HP SIM credential.  <b>Note:</b> This fix requires to work.
QCCR1H99245	UCMDB does not have clear information on how scheduler runs in multi tenant environment.	Added documentation about how scheduler runs in multi tenant environment. For details, see the <i>Modeling in a Multi-Tenant Environment and How Scheduler Runs in a Multi-Tenant Environment</i> sections in the <i>Universal CMDB Administration Guide</i> .
QCCR1H99736	The following error message occurs when the <b>Long</b> type attributes are used in the reconciliation rule: "There is no temp table for cmdb type [CmdbLongType]".	Fixed the issue by applying a code change. Now the <b>Long</b> type attributes can be used in the reconciliation rule.
QCCR1H99954	Perspectives are not available in Reports module.	Fixed this documentation issue by documenting the problem as follows in the <i>Release Notes</i> :  Currently the Perspective views are not displayed in the Reports module in UCMDB.
QCCR8D41174	(OMI only) OMI RTSM UI does not load on Red Hat Enterprise Linux platform with XFS file-system.	Fixed the issue by changing the internal class loading order to ensure the JSPs can load properly on Red Hat Enterprise Linux platform with XFS file-system.
QCCR8D41587	UCMDB JMX console on probe gateway manager is not working because <b>ESAPI.properties</b> and <b>ESAPI_validation.properties</b> are missing.	Fixed the issue by applying a code change to move ESAPI config files to the <b>/conf/esapi</b> folder in the root UCMDB install directory. This way the ESAPI resources are loaded properly in a distributed environment.
QCCR1H100285	The Change Password pages does not support the encoding type in which the translated texts were encoded.	Fixed the issue by adding UTF-8 encoding to the Change Password pages.
QCCR1H100286	Nodes with the same Display Label are counted as one node in the "Licensed OSIs Report".	Fixed the issue by changing the license count to calculate nodes by CI Instance not by Display Label.

Global ID	Problem	Solution
QCCR1H100531	There are many triggers stuck in state PARKING for a long time.	Fixed the issue by adding one new column Last Invocation Status to indicate job execution status. The original column shows workflow status.
QCCR1H100599	It is not possible to connect to the OMi 10 RTSM using the pre-build <b>umcdb-api.jar</b> if OMi is installed with Microsoft Internet Information Services (IIS). IIS requires the content-length header to be set always. This is not implemented in <b>umcdb-api.jar</b> .	Fixed the issue by applying a code change. IIS Connection is now supported using the pre-build <b>umcdb-api.jar</b> .
QCCR1H100621	Users are getting scan files in the "Processed" folder ( <b>D:\hp\UCMDB\DataFlowProbe\runtime\xmlenricher\Scans\processed</b> ) of the probe server but those are not moving to UD. When checking for the same asset in UD, no records were found.	Fixed the issue by applying a code change to improve the performance of trigger dispatch.
QCCR1H100623	Very long dispatch queue seen in the UD server, but there are hardly any new jobs scheduled.	Fixed the issue by applying a code to improve the dispatch performance.
QCCR1H100791	After UCMDB 10.11 CUP5 is deployed, the out-of-the-box XML PushAdapter export crashes. Integration crashes with the NullPointerException error.	Fixed the issue by applying a code change so that null value check will be performed to avoid NullPointerException.
QCCR1H100800	Probe connects to UCMDB server using "close" HTTP connections.	Fixed the issue by applying a code change. Now probe connects to server using "Keep-alive" HTTP connections and the number of connections can be controlled.
QCCR1H100855	The Host Resources by Shell and Host Applications by Shell jobs fail with internal (credential) errors.	Fixed this documentation issue by adding a limitation note to the 10.22 Release Notes. For details, see <a href="#">QCCR1H100855</a> .
QCCR1H100917	After upgrading from UCMDB 10.11 to UCMDB 10.20, deleting a single relationship in the UCMDB UI takes too much time and the <b>reconciliation.audit</b> log shows that the operation took less than one minute.	Fixed the issue by implementing a code change. Now a single relationship is deleted quickly.

Global ID	Problem	Solution
QCCR1H100919	The <b>Authorized</b> state of Customer ID 100001 appears with the failed status on the UCMDB server's status page. The <b>ping_url</b> is down, causing no probes to connect to the writer. This issue is reproducible when multiple states are present in UCMDB.	Fixed the issue by applying a code change. Now the UCMDB server is started without failure.
QCCR1H100940	Universal Discovery Control Panel is not opening. There is no error in the UI, nothing happens when users try to open it. Only NullPointerException found in the client logs. The root cause is that when initializing the Universal Discovery Control Panel, all activities and their data (for example, templates being used) need to be loaded. If users happen to delete a template which is being used by some activities, NullPointerException will be raised during the control panel initialization.	Now if a template is deleted by users accidentally, activities that are created with this template are corrupted. When loading the control panel, activities are checked, and missing templates are handled, so the control panel still works, and users will see a warning message when accessing a corrupted activity.
QCCR1H100963	The direct link for a parametrized Template Based View does not work in the UCMDB 10.20 if the user is not logged in.	Fixed the issue by implementing a code change. Now the direct link for a parametrized Template Based View works as expected.
QCCR1H101042	There are inconsistencies between the history DB tables and the history partitions.	Fixed the issue by introducing a new JMX method <b>deleteUnboundHistoryTables</b> in the <b>UCMDB:service=History DB Services</b> category to delete the history tables that do not have any associated history partition.
QCCR1H101120	The following error message is returned by the Oracle Database by SQL job: "Failed to collect data from Oracle server".	Fixed the issue by applying a code change. Now the Oracle Database by SQL job works properly.
QCCR1H101160	Discovery jobs and integration jobs failed to execute SQL prepared statement.	Fixed the issue by applying a code change.
QCCR1H101184	(UCMDB version 10.20 and later) UCMDB to BSM push integration does not work if attributes sizes is different. In UCMDB version 10.20	Fixed this documentation issue by adding the following workaround to the Release Notes. For details, see <a href="#">QCCR1H101184</a> .

Global ID	Problem	Solution
	and later, the size for some OOTB attributes is 250, but in RTSM or BSM 9.05, the size is 100. Therefore, when trying to push CIs with large value from UCMDB to BSM, the integration does not work.	
QCCR1H101223	The Data Flow Probe status appears disconnected (stopped) in the UCMDB UI for a long time. However, the Probe service is up, and the Probe is reporting data and connecting to UCMDB.	Now UCMDB sets the Data Flow Probe status correctly.
QCCR1H101252	The UCMDB servers experiences the performance issue. The UCMDB GUI becomes unresponsive from time to time.	Fixed the issue by increasing the default value for <b>jetty.maxThreads</b> to 300.
QCCR1H101317	With UCMDB 10.20, the error "Workflow job timeout exceeded" occurs to around 1500 jobs. With the old version 10.11, there were maximal 100 of such errors. Nothing in the environment changed except the new UCMDB version 10.20.	Added the following information to the <i>Inventory Discovery Activity</i> section of the <i>HP UCMDB Discovery and Integrations Content Guide - Discovery Activities</i> . No matter what schedule is defined for this activity, the Inventory Discovery by Scanner job is designed to be run every 14 days and this period cannot be changed.
QCCR1H101413	After running the Inventory Discovery by Scanner job, the Probe failed to save the data into ID Mapping table, and many CIs are deleted incorrectly due to the auto deletion triggers.	Fixed the issue by implementing a code change so that the CIs are not deleted incorrectly anymore.
QCCR1H101550	ProbeGwTopology Task creates CIs always in the System Default Tenant which is wrong.	Fixed the issue by implementing a code change. Now the CIs created by ProbeGwTopology Task will be belonging to its probe default tenant.
QCCR1H101581	Universal Discovery 10.20 sets incorrect values in the <b>hwHostOS</b> field for HP-UX by including <b>hwOSHostHPUXType</b> into the value.	Fixed the issue by removing the inclusion <b>ofhwOSHostHPUXType</b> in the <b>hwHostOS</b> field.  <b>Note:</b> This fix requires CP16 Update 1 (or later) to work.
QCCR1H101594	UCMDB is showing the following	Fixe the issue by changing the log level from

Global ID	Problem	Solution
	error in the error log: "WARN - Failed to calculate the management zone for IP ABC".	warning to debug.
QCCR1H101769	(PostgreSQL only) Some SQL statements are observed running more than 30 minutes, which causes Probe database to crash. The root cause is that the default value of the <b>statement_timeout</b> setting in the <b>postgresql.conf</b> file is <b>0</b> .	Added the following workaround to the Release Notes:  To workaround the issue, locate and open the <b>hp\UCMDB\DataFlowProbe\pgsql\data\postgresql.conf</b> file in a text editor, and then modify the default value of the <b>statement_timeout</b> setting from <b>0</b> to <b>3600000</b> .
QCCR1H101772	Several discovery jobs fail with the "java.lang.IllegalStateException: Shutdown in progress" error.	Fixed the issue by applying a code change. Now discovery jobs can run successfully .
QCCR1H101776	The scanner does not set the correct <b>Asset Tag=Scan File Name</b> for a Windows server. In this case, for Windows, the information should come from <b>hwsmbiosSystemInformation.hwsmbiosSystemSerialNumber</b> which is index 5 of an OS/Scan Field. But instead it seems to use index 1 (=hwNetworkNames.hwLocalMachineID).	Fixed the issue by applying a code change to align scanner and scanner generator, so scanner generator can generate correct scanner.
QCCR1H101840	Probe failed to get DB connection from PostgreSQL and no buffer space available in DB. Error shows in <b>probe-infra.log</b> .	Fixed the issue by creating a new mechanism <b>max alive time</b> for holding an open connection in a pool for a configured period of time (by default 30 minutes). If you want to modify the default value, add the <b>appilog.agent.probe.connection.maxAliveTime</b> setting to the <b>DataFlowProbe.properties</b> file with your preferred value.
QCCR1H102018	The <b>displayName</b> attribute is not updated if this setting is selected to be used for LDAP users.	Fixed the issue by applying a code change. The LDAP display name is now used and updated for users.
QCCR1H102068	UCMDB Browser failed to get the correct result if the key word contains blank space. Solr grammar is currently configured to support only two condition phrases, meaning that you can have only 3 condition words	Fixed the issue by adding a new setting <b>cmdb.search.max.condition.phrases</b> for configuring the maximum number of condition phrases for a single node. By default it has value <b>2</b> and can be set using the <b>setSettingValue</b> JMX method from <b>JMX</b>

Global ID	Problem	Solution
	<p>for a single node. This was limited to 2 for performance reasons.</p>	<p><b>console &gt; Mbean:</b>  <b>UCMDB:service=Settings Services.</b></p> <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p><b>Note:</b> Solr has a search mechanism to take multiple words as a single value by enclosing the searched text with the quotation symbol ("). For example, if you want to search a node named <b>avaya aic logs error</b>, you should use the following notation:</p> <p>node with name "<b>avaya aic logs error</b>"</p> </div>
<p>QCCR1H102098</p>	<p>The UCMDB Integration Service cannot be started due to "connection failure to the database" if users change the master key on UCMDB server side.</p>	<p>Now the UCMDB Integration Service can load the updated master key successfully so that it can connect to the database.</p>
<p>QCCR1H102100</p>	<p>Some probes cannot be switched to FIPS mode if UCMDB and Probe communicate over HTTPS.</p>	<p>Fixed the issue by applying a code change. Now a probe does not restart until all FIPS jars are successfully downloaded.</p>
<p>QCCR1H102225</p>	<p>When logging into UCMDB, upon opening a new tab to access UCMDB Browser using LWSSO, the session expires. But when logging in directly to the UCMDB Browser, the session does not expire.</p>	<p>Added instructions on how to set UCMDB Browser session to expire when LWSSO is enabled in the <i>UCMDB Administration Guide</i> and the <i>UCMDB Browser Installation and Administration Guide</i>.</p> <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p><b>Note:</b> The scenario without enabling LWSSO is not supported.</p> </div>
<p>QCCR1H102228</p>	<p>After setting the <b>Maximum number of sessions allowed per user</b> value to <b>1</b> in the Infrastructure Settings Manager, when users log out of the system (using the <b>Logout</b> button), they cannot log back in. They are greeted with the error message: "User XXX has exceeded the maximum number of login sessions." After some time they can eventually log back in, but the delay is long.</p>	<p>Fixed the issue by applying a code change to decrement the sessions count per user after logout.</p>
<p>QCCR1H102254</p>	<p>Copy/Move domain has different processing logic, it should have the same behavior.</p>	<p>Fixed the issue by applying a code change to use the same processing logic for Copy and Move actions.</p>

Global ID	Problem	Solution
QCCR1H102354	When the locale is in Japanese, a wrong date format is displayed in the UCMDB UI.	Fixed the issue by applying a code change to display the date time format properly when the user locale is Japanese.
QCCR1H102355	When the locale is in Korean, a wrong date format is displayed in the UCMDB UI.	Fixed the issue by applying a code change to perform an extra check when the local is Korean for displaying the date time format properly.
QCCR1H102362	The aging mechanism does not update the value of the <b>Is Candidate For Deletion</b> attribute to <b>False</b> .	Fixed the issue by implementing a code change. Now the aging mechanism works as expected.
QCCR1H102411	In UCMDB Browser, the Integer value was received as String. There is a direct cast to Integer.	Fixed the issue by applying a code change to parse the String value into an Integer.
QCCR1H102465	The Instance based adapter does not return the correct <b>idToTypes</b> map when it loads the referenced CIs and the push job fails with several errors.	Fixed the issue by implementing a code change. Now the Instance based adapter works properly.
QCCR1H102592	Cannot move an Enrichment Rule from a sub-folder to the <b>Root</b> folder, using the <b>Move to Folder</b> function; instead of moving the selected rule, the whole sub-folder disappears.	Fixed the issue by implementing a code change. Now an Enrichment Rule can be moved to the Root folder.
QCCR1H102759	After configuring mutual authentication for SDK, the connection fails because it is not authorized.	Fixed the issue by implementing a code change. Now mutual authentication can be configured correctly for SDK.
QCCR1H102896	The CUP patch cannot be installed and deployed with the same CUP but an increased build number.	Fixed the issue by applying a code change to include build number in version check. Now the CUP patch can be installed and deployed with the same CUP version but with an increased build number.
QCCR1H102930	When the probe downloads ad hoc tasks to the AM Push Adapter, the jobs fail with the TimeoutException error.	Fixed the issue by implementing a code change. Now the probe can download ad hoc tasks to the AM Push Adapter successfully.
QCCR1H103070	After running an enrichment on CIs, the Tenant Owner is now the System Default Tenant for that CI Type.	Fixed the issue by implementing a code change to enrichments to re-set TenantOwner field to the system default tenant for the CI.
QCCR1H103096	Discovery jobs raise an exception in	Fixed the issue by implementing a code

Global ID	Problem	Solution
	process chain when the hostkey is an IPV6 address.	change. Now no exception is thrown when the hostkey is IPV6.
QCCR1H103221	Many Java.lang.NullPointerException errors appeared on different discovery jobs.	Fixed the issue by implementing a code change to add some logic to avoid the NullPointerException errors.
QCCR1H103232	(BSM/OMI only) BSM artifacts which were created from UCMDB 10.21 CUP1 has two missing jars in the front-end .zip archive.	Fixed the issue by implementing a code change so that the missing jars are residing correctly in the frontend code lib folder.
QCCR1H103262	The DB Push Adapter is failing with Net8 protocol error.	Fixed the issue by implementing a code change to close the existing executing statements on DB when querying the counter.
QCCR1H103317	When probe saving discovery result data failed, it causes the auto deletion service to delete <b>InstalledSoftware</b> CIs mistakenly.	Fixed the issue by implementing a code change to interrupt the execution of workflow when probe saving discovery result data failed.
QCCR1H103505	The report scheduler interface is off by 1 hour from the actual definition of the UCMDB Server scheduled report.	Fixed the issue by implementing a code change.
QCCR1H103515	The timeout issue happened when probe download ad hoc tasks in the SM push integration (ServiceManagerAdapter9-x).	Fixed the issue by implementing a code change to perform an extra check.
QCCR1H103532	UCMDB drops connections longer than 50 seconds to the <b>staticappletJars</b> directory, causing jars not downloaded correctly by the UCMDB Browser.	Fixed the issue by applying a code change to increase the timeout for UI static resources connections to 2 hours.
QCCR1H103641	When using the push adapter, there are situations where the related CIs are not sent in the same chunk. For example, if parentattr mapping is used between a location and node CI then the value cannot be copied if the CIs are not in the same chunk.	Fixed the issue by applying a code change to add a new setting <b>replication.defined.integrity.rule</b> for the push adapter.
QCCR1H103688	The Java 8 metaspace setting is not defined in the wrapper-platform file, only the old Java 7 PermGen size	Fixed the issue by applying a code change to the Java configurations.

Global ID	Problem	Solution
	which will be ignored.	
QCCR1H103855	The <b>MaxPermSize</b> setting in the wrapper configuration file ( <b>WrapperGateway.conf</b> or <b>WrapperManager.conf</b> ) on probes is not supported on Java 8.	<p>Fixed the issue by replacing the <b>MaxPermSize</b> setting in the wrapper configuration files with the new <b>MaxMetaspaceSize</b> setting. After reinstalling the probe, you will see the following lines in the wrapper configuration file:</p> <pre data-bbox="862 569 1370 806">#wrapper.java.additional.19=-XX:PermSize=128m #wrapper.java.additional.20=-XX:MaxPermSize=192m wrapper.java.additional.21=-XX:MaxMetaspaceSize=192m</pre> <pre data-bbox="862 827 1370 947">wrapper.filter.trigger.1= java.lang.OutOfMemoryError: Metaspace</pre> <p><b>Note:</b> The wrapper configuration files are not updated during the upgrade. To provide support for Java 8 after the upgrade, update the probe wrapper configuration file manually to include the above lines.</p>
QCCR1H103757	Child CIs are shown that have different tenants than the parent CI when the reconciliation engine should be respecting tenants for all CI types.	Fixed the issue by applying a code change to use the correct setting when retrieving tenant aware CI types.
QCCR1H103854	Instructions are not valid for UCMDB Browser setup when trying to use CAC and the browser is not installed on a stand-alone Tomcat server.	Fixed this documentation issue by providing instructions for enabling CAC support for the embedded UCMDB Browser in the <i>Hardening Guide</i> .
QCCR1H103887	Service Discovery activity panel initialization fails.	Fixed the issue by applying a code change to perform additional initialization check.
QCCR1H103992	CM 10.21 patch installer is installing files on C drive instead of the correct installed drive.	<p>Fixed the issue by applying a code change in the CM 10.22 installer.</p> <p><b>Note:</b> When installing CM 10.21, use the following command instead:</p>

Global ID	Problem	Solution
		<pre data-bbox="857 289 1370 436">&lt;CM name&gt;.exe -i GUI -f install.properties</pre>
QCCR1H104024	Oracle database did not flush result cache when it executes the SQL script "truncate table CDM_TMP_JOB_IDS".	Fixed the issue by applying a code change to replace the SQL script "truncate table CDM_TMP_JOB_IDS" with "delete from CDM_TMP_JOB_IDS".
QCCR1H104040	When a discovered CI has both warning and error message for 1 instance, only error message is returned from ShowDetailAPI.	Fixed the issue by applying a code change. The <b>AutoDiscoveryOperationGetTriggerErrors</b> operation will be used to return all details, including both error and warning messages.
QCCR1H104140	CI authorization is failing without any error popping up on CM 10.21.	Fixed the authorization error by applying a code change.
QCCR1H104153	For probe discovery, if the old Windows/Unix system is not removed before re-imaging the Virtual Machine system on the data center environment, it will result in duplicate node CIs (Windows/Unix) due to the probe database cache after rediscovery the virtual machine.	Fixed this documentation issue by adding the workaround in the Release Notes. For details, see <a href="#">QCCR1H104153</a> .
QCCR1H104341	The <b>MSSQL Topology by SQL</b> job incorrectly reports MS Clusters as SQLServer instances.	<p>Fixed the issue by adding a new parameter <b>reconciliation.prefer.crg.container</b> to the <b>setSettingValue</b> JMX method in the <b>UCMDB:service=Settings Services</b> category. By default it has value <b>false</b>. Setting it to <b>true</b> prefers the CRG (cluster resource group) as being the <b>root_container</b>. For example, if you have the following topology:</p> <pre data-bbox="857 1524 1349 1587">Node -- composition &gt; Running_Software &lt; composition -- Cluster Resource Group</pre> <p>Setting the new parameter to <b>true</b> allows selecting the CRG as being the <b>root_container</b> for the <b>running_software</b>. If <b>false</b>, <b>root_container</b> will be the <b>Node</b>. The setting change becomes effective immediately, and you can set it using the <b>setSettingValue</b> JMX method from JMX console.</p>

Global ID	Problem	Solution
QCCR1H104386	On the Node History tab, the drop-down list values for Changes Types are truncated in French.	Fixed the issue by increasing the size of the combobox popup to match its contents.
QCCR1H104551	"Transaction snapshot violation" error occurs with multiple threads triggering licensing calculation at the same time.	Fixed the issue by applying a code change to log the Exception propagate using the WARN level.
QCCR1H104658	Unable to create Pattern Based Model in Modeling Studio because there is an error when saving the query.	Fixed the issue by applying a code change to the related error message to provide a clear error message: "There is no valid link of type containment between the pattern base model and one or more of the output nodes".
QCCR1H104673	Undesired deletion of InstalledSoftware CIs by the <b>automaticDeletionService</b> is observed.	Fixed the issue by applying a code change. Now <b>automaticDeletionService</b> only deletes the InstalledSoftware CIs as expected.
QCCR1H107745	When processing discovery results, all datain operation failed with java.lang.StackOverflowError, causing UCMDB Server restart.	Fixed the issue by implementing a code change. Now there is no such UCMDB server performance issue.

## Documentation Errata

The following items are listed incorrectly in the documentation.

### ***Universal CMDB Administration Guide***

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**setGlobalSettingValue needs to be used instead of setSettingValue to change setting value of "cmdb.search.enabled"**

**Location:** *Universal CMDB Administration Guide*, version 10.20, original edition, page 54

**Error:** Step 1 in the *Enable/Disable the Enhanced Search Engine* section mentions the **setSettingValue** method. However, the **setGlobalSettingValue** method needs to be used instead of **setSettingValue** to change the value of the **cmdb.search.enabled** setting.

**Correction:** Replace the **setSettingValue** method with the **setGlobalSettingValue** method.

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**Important note about a user's CIT Menu Items permissions when both custom and Out Of the Box roles are assigned to the user**

**Location:** *Universal CMDB Administration Guide*, version 10.20, original edition, page 222

**Error:** When multiples roles are assigned to a user, the user's permission level is set to the role with the minimum permissions. This is the desired behavior, but it is not explained in full details, thus causing confusion. (QCCR1H98529)

**Correction:** Under the current bullet as follows,

- For **CIT Menu Items**, you select a CIT from the tree and then select specific actions from the Available Actions pane and move them to the Selected Actions pane. You can also right-click a CIT and select the actions from the pop-up dialog box. If no permissions are assigned for any CIT, all the menu items are permitted by default (in accordance with the permissions granted in the General Actions tab).

The following important note shall be added to clarify the desired behavior:

**Note:** The above principle remains valid when there are multiple roles with menu items permissions/general actions. Both the menu items permissions and the general actions are accumulated. If there are NO menu items permissions accumulated from all the user's roles, all the menu items are permitted by default (in accordance with the permissions granted by

accumulating all the General Actions from all the user's roles). In the opposite way, if there are menu items permissions accumulated from all the user's roles, they will be taken into account and the UI will enforce them, even in the case when a role with no CIT Menu Items is aggregated with a role with CIT Menu Items.

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## ***Universal CMDB JMX Reference Guide***

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**setGlobalSettingValue** needs to be used instead of **setSettingValue** to change setting value of "cmdb.search.enabled"

**Location:** *Universal CMDB JMX Reference Guide*, version 10.20, original edition, page 43

**Error:** Step 1 in the *How to Enable/Disable the Search Engine* section mentions the **setSettingValue** method. However, the **setGlobalSettingValue** method needs to be used instead of **setSettingValue** to change the value of the **cmdb.search.enabled** setting.

**Correction:** Replace the **setSettingValue** method with the **setGlobalSettingValue** method.

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## ***Universal CMDB and Configuration Manager Hardening Guide***

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**No instructions about enabling secure login for the JMX console**

**Location:** *Universal CMDB and Configuration Manager Hardening Guide*, 10.20

**Error:** The document does not contain instructions about enabling secure login for the JMX console. (QCCR1H95713)

**Correction:** Add the instructions into the document. For details, see the *Enable Secure Login for the JMX Console* section in the *Universal CMDB and Configuration Manager Hardening Guide*.

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**The capitalization of the file name hprobeTrustStore.jks is incorrect**

**Location:** *Universal CMDB and Configuration Manager Hardening Guide*, 10.20, page 39, 48, 90, 93, and 102

**Error:** The capitalization of the file name **hprobeTrustStore.jks** is incorrect.

**Correction:** Update the file name from **hprobeTrustStore.jks** to **HPProbeTrustStore.jks**.

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## ***Universal CMDB Deployment Guide***

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### **Documentation about migration from Windows to Linux and vice versa not available**

**Location:** *Universal CMDB Deployment Guide*, version 10.20

**Error:** Documentation about migration from Windows to Linux and vice versa is not available in the guide.

**Correction:** Add the instructions into the document. For details, see the *Migrate UCMDB Server from Windows to Linux and Vice Versa* section in the updated *Universal CMDB Deployment Guide*.

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## ***Universal CMDB Configuration Manager User Guide***

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### **No need to import a UNL File into Service Manager when the Service Manager is version 9.30 or later**

**Location:** *Universal CMDB Configuration Manager User Guide*, version 10.20, page 141

**Error:** There is no need to import a UNL File into Service Manager when the Service Manager version is 9.30 or later. (QCCR1E101797)

**Correction:** Add the following note under the *Import a UNL File into Service Manager* heading:

**Note:** Skip this task if your Service Manager is on version 9.30 or later.

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## ***Universal CMDB Developer Reference Guide***

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### **Missing or outdated information in the *Data Flow Management Web Service API* section**

**Location:** *Universal CMDB Developer Reference Guide*, version 10.20, page 418

**Error:** The following information is missing or outdated:

- The information about how to create the Web Service client is missing.
- The information of several methods in the **Managing Trigger Methods** chapter is outdated or missing.
- The code sample is outdated.

**Correction:** Add the missing information and update the outdated information. For details about the new content, see the *Data Flow Management Web Service API* section in the *Universal CMDB Developer Reference Guide* for version 10.21.

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## ***HP Universal CMDB Support Matrix***

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### **Incorrect note about PostgreSQL support on Linux platforms**

**Location:** *HP Universal CMDB Support Matrix*, version 10.20, page 11; version 10.11, page 11; version 10.10, page 10

**Error:** The note "PostgreSQL is not supported on Linux systems" is incorrect.

**Correction:** Only the embedded PostgreSQL is not supported on Linux systems. Therefore, the note should be modified to the following:

- Embedded PostgreSQL is not supported on Linux systems.
-

## 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:

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We appreciate your feedback!