



**Hewlett Packard**  
Enterprise

# HPE Network Node Manager i Software Ultimate Edition

Software Version: 10.20  
for the Windows® and Linux® operating systems

## Release Notes

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

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

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# About This Document

**Note:** Obtain the latest copy of this document from here:

<https://softwaresupport.hpe.com/km/KM02208873>

This document is an overview of the changes made to Network Node Manager i Software Ultimate Edition (NNMi Ultimate). It contains important information that is not included in books or Help.

Although this document is designed to provide information about NNMi Ultimate, you can see the information about all NNMi licenses in "[Licensing](#)" on page 13.

## Support Matrix

For information about the installation requirements and compatibility with other products, see the Network Node Manager i Software Ultimate Edition Support Matrix.

The support matrix may be updated between releases, and so is only available at the HPE Support web site:

<https://softwaresupport.hpe.com/km/KM02208874>

The support matrix includes the following information:

- **Requirements**
  - Hardware
  - Operating System
  - Web Browsers
  - Virtualization Products
  - High-Availability Products
- **Compatibility**
  - Languages
  - HPE Software Integrations
  - HPE Software Coexistence
- **Performance, Sizing, and Other Recommendations**

# Network Node Manager i Software Smart Plug-ins

NNMi Ultimate includes additional Network Node Manager i Software Smart Plug-ins (NNM iSPIs) that help you extend the fault monitoring capability.

Here is the list of NNM iSPIs that are available with NNMi Ultimate:

## **Network Node Manager iSPI Performance for Metrics Software (NNM iSPI Performance for Metrics)**

The NNM iSPI Performance for Metrics 10.20 media provides the following software programs:

- **Network Performance Server (NPS):** NPS provides the infrastructure to analyze the performance characteristics of your network. With the performance data collected by the HPE Network Node Manager i Software Smart Plug-ins (iSPIs), NPS builds data tables, runs queries in response to user selections, and displays query results in web-based reports that enable you to diagnose and troubleshoot problems in your network environment.
- **NNM iSPI Performance for Metrics:** The NNM iSPI Performance for Metrics provides the core performance management capability to NNMi by gathering and monitoring the metric data polled by NNMi from different network elements. The combination of NNMi and NNM iSPI Performance for Metrics enables you to monitor the operational performance of your network infrastructure.

The NNM iSPI Performance for Metrics also provides you with sets of embedded dashboard screens and predefined reports in the form of Extension Packs to analyze the performance data polled by NNMi.

## **Network Node Manager iSPI Performance for Quality Assurance Software (NNM iSPI Performance for QA)**

The NNM iSPI Performance for QA monitors the quality of network service levels discovered by NNMi to ensure network services are performing to the desired levels.

The NNM iSPI Performance for QA also provides the Intelligent Response Agent (iRA), which monitors performance of such response probes on the Windows and Linux systems that NNMi is managing. This allows for more precise source-to-destination tests and prevents additional load on critical network devices.

## **Network Node Manager iSPI Performance for Traffic Software (NNM iSPI Performance for Traffic)**

The NNM iSPI Performance for Traffic tracks and reports on all network traffic in an enterprise that is being collected via the industry-standard NetFlow, JFlow, SFlow, and IPFIX traffic data capture methodologies. It provides aggregated and detailed reports on the volume of traffic flowing between host servers, which can be scoped by individual router interfaces. It can characterize all applications in the system by means of powerful configurable rules and thus presents an integrated view of packet flow in the network.

## **Network Node Manager iSPI for IP Multicast Software (NNM iSPI for IP Multicast)**

The NNM iSPI for IP Multicast extends NNMi to be aware of IP multicast environments. It improves fault isolation for IP multicast applications by automatically discovering and displaying views of multicast nodes

and interfaces and their relationships, as well as generating alarms based on events related to the multicast environment.

### **Network Node Manager iSPI for MPLS Software (NNM iSPI for MPLS)**

The NNM iSPI for MPLS monitors multiprotocol label switching (MPLS) service availability and inventory. In addition to traditional Layer 3 virtual private networks (L3 VPN), the NNM iSPI for MPLS handles core, traffic-engineered, and pseudo-wire management (L2 VPN).

### **Network Node Manager iSPI for IP Telephony Software (NNM iSPI for IP Telephony)**

NNM iSPI for IP Telephony provides comprehensive fault and availability management of your business-essential IP telephony service. This iSPI provides discovery and in-depth monitoring for the critical IP telephony infrastructure, including gateways, gateway endpoints and channels, gatekeepers, and IP phones. It also improves efficiency by giving telecom and data teams a common diagnostic and monitoring solution. The NNM iSPI for IP Telephony supports Avaya, Cisco, and Nortel IP telephony systems.

### **Network Node Manager iSPI Network Engineering Toolset Software (NNM iSPI NET)**

NNM iSPI NET delivers key tools and workflow automation for network engineers and operators. It provides workflow automation from an embedded limited-use version of HPE Operations Orchestration software. The NNM iSPI NET also provides trap analytic capabilities and topology export to Microsoft Visio. Both the tools and the workflow automation save operators and engineers time when it is most valuable—during a problem—resulting in faster repairs and less downtime.

# What's New in This Release

NNMi Ultimate includes the supplementary add-in components (also known as iSPIs) along with the core NNMi software. This section lists all the new features added to NNMi as well as iSPIs.

## Feature Updates

### **Use of Federal Information Processing Standard (FIPS) 140-2-Validated Cryptographic Modules**

The NNMi Premium (NNMi, NNM iSPI Performance for Metrics, and NNM iSPI Performance for QA) can be configured to use FIPS 140-2-validated cryptographic modules. For more information, see the *NNMi 10.20 Hardening Guide*.

A new command-line tool—`nnmkeytool.ovpl`—enables you to manage certificates when NNMi is configured to use the FIPS 140-2-validated cryptographic modules. For more information about `nnmkeytool.ovpl`, see the Reference Pages.

### **New Look and Feel**

The NNMi and iSPIs now have new login screens and updated user interface.

### **Distributed Database Support for NPS**

This version of the NNM iSPI Performance for Metrics media enables you to create a distributed deployment of NPS with multiple Database Server roles to share the workload and achieve faster response. For more information, see the *NNM iSPI Performance for Metrics Deployment Reference*.

### **Enhanced Auditing**

The NNM iSPI Performance for Metrics and NNM iSPI Performance for QA provide enhanced auditing capability for NPS. For more information, see the *NPS Online Help* and *NNM iSPI Performance for QA Online Help*.

### **New Integrations**

NNMi 10.20 supports integration with HPE Operations Analytics Premium and Ultimate 2.31.

### **New Device Support for the NNM iSPI for IP Telephony**

The NNM iSPI for IP Telephony now supports Cisco Unified Communications Manager 10.x.

## Platform and Web Browser Updates

The table below shows a summary of changes made to the supported platforms and web browsers for NNMi and iSPIs.



For a detailed list of supported platforms, see the *NNMi Ultimate Support Matrix*.

NNMi Ultimate 10.20 has added support for the following platforms and browsers:

<b>Operating Systems</b>	SUSE Enterprise Linux 12 <i>Exception:</i> NNM iSPI Performance for Metrics, NNM iSPI NET
<b>Browsers</b>	Safari 9.x on Mac OS X client  <b>Note:</b> NPS console and reports may have partial support for some browsers. See the <i>NNMiUltimate Support Matrix</i> or <i>NNMiPremium Support Matrix</i> .  Firefox ESR 45.x

NNMi Ultimate 10.20 has dropped support for the following platforms and browsers:

<b>Virtualization Platform</b>	Microsoft Hyper-V 2008 R2
<b>Operating Systems</b>	Windows Server 2008 R2
<b>Browsers</b>	Firefox ESR 38.x
	Internet Explorer 10
	Safari 8.x

The NNM iSPI NET 10.20 has dropped support for MySQL database and added support for the PostgreSQL database. For more information, see the *NNMi Ultimate Support Matrix*.

# Installation

You can find steps to install all the constituent products of NNMi Ultimate in the following documents:

Product	Document	Available On
NNMi	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>
NNM iSPI NET	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web sites</a></li></ul>
NNM iSPI Performance for Metrics	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>
NNM iSPI Performance for QA	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>
NNM iSPI Performance for Traffic	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>
NNM iSPI for IP Telephony	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>
NNM iSPI for MPLS	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>
NNM iSPI for IP Multicast	<i>Interactive Installation and Upgrade Guide</i>	<ul style="list-style-type: none"><li>Product media</li><li><a href="#">Manuals web site</a></li></ul>

# Upgrade Notes

## NNMi

- Read the *NNMi Interactive Installation and Upgrade Guide* for supported paths for upgrading to NNMi 10.20.
- NNMi 10.20 introduces a Public Key Cryptography Standards (PKCS) #12 repository to store certificates. When you upgrade an older version of NNMi to the version 10.20, the PKCS #12 file-based certificate management does not immediately come into effect and NNMi continues to use the JKS repository for certificate management.  
See the *NNMi Deployment Reference* for more information.
- Upgrading in the Global Network Management (GNM) environment  
In a GNM environment, always upgrade the global manager first, and then upgrade regional managers. In the interval when the global manager is already upgraded to NNMi 10.20 and regional managers are yet to be upgraded to NNMi 10.20, the NNMi management servers can continue to function as expected. However, you must upgrade all the NNMi management servers in a GNM environment to NNMi 10.20 at the earliest.
- The JMX Console support UI is now disabled by default for new NNMi installations. HPE recommends that, after upgrading to NNMi10.20 from an older version, you disable the JMX Console feature to improve product security. See the *NNMi Hardening Guide* for more information.

## NNM iSPI Performance for Metrics

- Read the *NNM iSPI Performance for Metrics Interactive Installation and Upgrade Guide* for supported paths for upgrading to NNMi10.20.
- NPS is not supported on Red Hat Enterprise Linux 7.x. Therefore, you cannot upgrade the operating system of the NPS system from Red Hat Enterprise Linux 6.x to Red Hat Enterprise Linux 7.

# Deployment References

The *Deployment References* are web-only documents providing advanced deployment, configuration, and maintenance. To obtain a copy of the most current version, go to the following locations:

- NNMi: <https://softwaresupport.hpe.com/km/KM02208853>
- NNM iSPI Performance for Metrics: <https://softwaresupport.hpe.com/km/KM02208900>
- NNM iSPI Performance for QA: <https://softwaresupport.hpe.com/km/KM02209015>
- NNM iSPI Performance for Traffic: <https://softwaresupport.hpe.com/km/KM02208915>
- NNM iSPI for IP Multicast: <https://softwaresupport.hpe.com/km/KM02423484>
- NNM iSPI for MPLS: <https://softwaresupport.hpe.com/km/KM02423484>
- NNM iSPI for IP Telephony: <https://softwaresupport.hpe.com/km/KM02423486>

# Licensing

The NNMi installer activates an instant-on 60-day/250-node license. This license also temporarily enables the **NNMi Ultimate** features for the 60-day trial period.

To check the validity of your NNMi licenses, in the NNMi console click **Help** → **System Information**, and then click **View Licensing Information**. Compare the Capacity count with the Consumption count to see how much unused capacity is remaining.

If you are using the NNM iSPI for IP Telephony as a feature of NNMi Ultimate, every ten IP Phones managed by the NNM iSPI for IP Telephony counts as one NNMi node for the purposes of licensing. The license node consumption due to these IP phones is not automatically added to the Consumption value for the NNMi Ultimate license. You can determine the NNMi Ultimate node license count consumed by the NNM iSPI for IP Telephony by running the `nmsiptlicinfo.ovp1` command provided with the NNM iSPI for IP Telephony.

In the documentation, any feature marked *NNMi Advanced* also applies to NNMi Premium and NNMi Ultimate. Likewise, anything marked as *NNMi Premium* also applies to NNMi Ultimate. Each of these is a super-set of the preceding one in the following order: NNMi Advanced, NNMi Premium, and NNMi Ultimate. Any feature marked *NNM iSPI Performance for Metrics* also applies to NNMi Premium. Some items marked *iSPI NET* apply to NNMi Premium (Trap Analytics and Visio Map Export); all items marked "iSPI NET" apply to NNMi Ultimate.

**Note:** NNMi uses a node-based licensing scheme (that is, you can monitor a limited number of managed nodes with each NNMi license key).

Each device with a Device Profile of `vmwareVM` is equivalent to 1/10<sup>th</sup> node.

All other devices are equivalent to one discovered node.

## Advanced

**Note:** In these Release Notes and the online help, any feature marked NNMi Advanced also applies to NNMi Premium and NNMi Ultimate. Likewise, anything marked as "NNMi Premium" also applies to NNMi Ultimate. Each of these is a superset of the preceding one in the following order: NNMi, NNMi Advanced, NNMi Premium, and NNMi Ultimate. Any feature marked NNM iSPI Performance for Metrics also applies to NNMi Premium. Some items marked iSPI NET apply to NNMi Premium (Trap Analytics and Visio Map Export); all items marked iSPI NET apply to NNMi Ultimate.

An NNMi Advanced license enables the following features:

- All features licensed by the base NNMi license.
- IPv6 Discovery and Monitoring
- Monitoring of router redundancy groups (HSRP, VRRP).
- Support for port aggregation protocols (for example, PaGP) with results displayed in the Link Aggregation tab of the Interface form.
- HPE Route Analytics Management Software (RAMS) integration for RAMS traps and path information from RAMS, enhancing the path displayed in Path View.

- Extension of path visualization (for example, Equal Cost Multi-Path). When multiple paths are possible, the user interface provides for selection of specific paths for opening an NNM iSPI Performance for Metrics path health report.
- MPLS WAN Clouds (RAMS) view from the Inventory workspace, including map views of the MPLS WAN cloud; see *Using Route Analytics Management Software (RAMS) with NNMi Advanced* in the NNMi help.
- VMware ESXi and virtual machine management
- Global Network Management. (The global manager requires an NNMi Advanced license; regional managers do not.)

## NNMi Premium

An NNMi Premium license enables the following features:

- All **NNMi Advanced** features.
- The SNMP Trap Analytics feature of iSPI NET.
- The Visio Export feature of iSPI NET.
- The NNMi Developer Toolkit. See the SDK documentation and examples located in the %NnmInstallDir%\doc folder (Windows) or \$NnmInstallDir/doc directory (Linux).
- HPE Network Node Manager iSPI Performance for Metrics. This software requires a separate installation. See the NNM iSPI Performance for Metrics documentation for details.
- HPE Network Node Manager iSPI Performance for Quality Assurance. This software requires a separate installation. See the NNM iSPI Performance for Quality Assurance documentation for details.

See the help topic *Purchase HPE Network Node Manager i Smart Plug-ins and More* for more information.

## NNMi Ultimate

An NNMi Ultimate license enables the following features:

- All **NNMi Premium** features.
- **The Diagnostics feature of iSPI NET.** This feature requires a separate installation of an iSPI NET Diagnostics Server or an HPE Operations Orchestration server. See the *HPE NNM iSPI Network Engineering Toolset Planning and Installation Guide* for more information.
- **HPE Network Node Manager iSPI Performance for Traffic.** This software requires a separate installation. See the NNM iSPI Performance for Traffic documentation for details.
- **HPE Network Node Manager iSPI for IP Multicast.** This software requires a separate installation. See the NNM iSPI for IP Multicast documentation for details.
- **HPE Network Node Manager iSPI for IP Telephony.** This software requires a separate installation. See the NNM iSPI for IP Telephony documentation for details.
- **HPE Network Node Manager iSPI for MPLS.** This software requires a separate installation. See the NNM iSPI for IP Multicast documentation for details.

See the help topic *Purchase HPE Network Node Manager i Smart Plug-ins and More* for more information.

# Notes and Limitations

NNMi, NPS, and iSPIs contain open source and third-party software components that are listed in the *NNMi Open Source and Third Party Software License Agreements* document. Do not independently apply any patches or updates released by these open source communities and third parties. HPE does not support environments where such components are updated by patches that are not released and certified by HPE.

For more information about open defects, visit [HPE Software Support Online](#), or contact your HPE Support representative directly.

## NNMi: Known Problems and Limitations

### VMware Management

- If you disable an ESXi VMNIC (using ESXi tools), and then ultimately unplug the cable on the VMNIC, the NNMi console continues to show the VMNIC s *disabled* (and not *unknown*).  
**Workaround.** Restart the ESXi host.
- Missing LAG information in VMware devices—An ESXi server configured with distributed vSwitch with Link Aggregation Group or Link Aggregation Control Protocol (LAG/LACP) will not show the correct connection information. LAG or LACP information cannot be retrieved via the IEEE8023-LAB-MIB. Thus, the LAG information is determined by the access switch connected to the ESXi host and not from the ESXi host itself.
- VM node reconciliation problem between tenants—This problem appears only if all of the following conditions are true:
  - NNMi discovers a Virtual Machine (VM) through two different discovery methods. Once the VM is discovered using a Web Agent, and then the same VM is discovered again using an SNMP Agent.
  - The two instances of the VM are assigned to two different tenants during the discovery process, which is possible when:
    - One VM instance is auto-discovered when its ESXi server is seeded and the ESXi server is configured for one tenant.
    - The other VM instance is initially discovered when its IP address is seeded and this seed object is configured to be assigned a different tenant.

As a result, two instances of the same VM appear in the NNMi inventory.

When you assign the Web Agent-discovered VM instance to the tenant where the SNMP Agent-discovered VM instance belongs (or vice versa), the VM instance that is assigned to the new tenant replaces the VM instance that already resided in that tenant.

**Workaround.** When discovering VMs, assign the ESXi server and its VMs to the same tenant first, and then move VM instances to tenants of your choice. This enables NNMi to merge the VM data collected from multiple agents before the VM is assigned to a different tenant.

- VM name and host name during initial discovery—When the initial discovery continues, it is possible that the VM name and the host name of a VM are set to the Partition ID of the VM. Once the discovery of the VM completes, the correct VM name and host name are set.
- VMware SNMP agent fails to return vMotion details—VMware ESXi server 5.x may stop responding to SNMP requests from NNMi. As a result, NNMi may not receive the information necessary to detect the vMotion that enabled VMs to move from one ESXi server to another. When this occurs, NNMi is unable to detect that a VM has moved to a different ESXi server.

To verify that a VMware ESXi SNMP agent is returning valid information, you can issue the following command on the NNMi management server:

```
nnmsnmpwalk.ovpl <ESXi_SERVER_NAME> .1.3.6.1.4.1.6876.2.1.1 .1.3.6.1.4.1.6876.2.4.1.7
```

This command queries the SNMP agent on the ESXi server for two private MIB objects, which the ESXi server should correctly respond to with appropriate information. If the response is "No MIB objects contained under subtree," the SNMP agent is not returning information necessary for NNMi to detect movement of VMs.

**Workaround.** Restarting the SNMP Agent on the VMware ESXi server may resolve the problem. If not, rebooting the ESXi server should resolve the problem. Also, make sure that your ESXi server has installed the latest software updates provided by VMware.

The periodic configuration poll of the ESXi server by NNMi, usually executed every 24 hours, will also detect the current state of ESXi servers and will enable NNMi to update the correct location of all VMs that might have moved during the past 24 hours. A manual configuration poll of the ESXi server can also be performed to achieve the same refresh of VM status and location.

## Domain Name System (DNS) Configuration Known Problems

- Spiral Discovery depends on a well-configured Domain Name System (DNS) to convert discovered IP Addresses to hostnames. An improperly configured name server results in significant performance degradation. See **Help** → **Help for Administrators** and view the topic **Discovering Your Network** → **Prerequisites for Discovery**.
- For Linux NNMi servers that do not have a DNS server configured and include only "IP-to-Hostname" mappings in the server's `/etc/hosts` file, additional configuration is needed. If the `/etc/hosts` file has entries such as the following:

```
1.1.1.1 testnode
```

```
2.2.2.2 testnode
```

```
3.3.3.3 testnode
```

```
4.4.4.4 testnode
```

for the node "testnode" to be discovered as a single non-SNMP node with four IP addresses, edit the `/etc/host.conf` file to include the following line:

```
multi on
```

This will ensure that all IP addresses will be returned for the single node.

## IPv6 Known Problems and Limitations

- Unsupported IPv6 features; the following are not available in NNMi:
  - IPv6-only management server
  - IPv6 Network Path View (Smart Path)



- IPv6 Subnet Connection Rules
- IPv6 Ping Sweep for auto-discovery
- IPv6 Address Fault monitoring through SNMP (not available for IPv4 Addresses either)
- IPv6 Link Local Address are not supported for fault monitoring, as discovery seeds, or as Auto-Discovery hints

## Device Support Known Limitations

Device support known limitations can be found in the [HPE Network Node Manager i Software \(NNMi\) Device Support Matrix](#).

## Integration Known Problems

- (BSM / UCMDB Topology Integration) Integration module synchronizes the NNMi Interface attribute `ifIndex` with the `InterfaceIndex` attribute of Interfaces in BSM/UCMDB. The SNMP standard allows for Long numeric values for `ifIndex` that NNMi supports. BSM/UCMDB, however, does not yet allow for values longer than what is allowed for an Integer (2147483647). As such, some Interface indexes are truncated when they are synchronized to BSM/UCMDB. A common example of where NNMi uses values that exceed the smaller Integer limit are in the case of ESXi Host virtual interfaces. When comparing interface index values with these very large index values, you may find that they are truncated to smaller values in BSM/UCMDB. The correct index value is the one found in NNMi.
- (BSM Integration) If you are an NNMi or BSM administrator and are using NNMi Visualizations within HPE Business Service Management (BSM), do not include the Path View component in the MyBSM portal component gallery. This component is not enabled.
- (Northbound Integration) Northbound integration is disabled under the NNMi Community edition license. After a full license is installed, northbound integration can be re-enabled by reconfiguring a northbound destination.
- (Netcool Integration) The NNMi-provided Netcool rules found in `nnmi.include.rules` use column attributes that may be overwritten or cleared by other rules deployed at run time. If some attributes of Netcool traps received from NNMi have missing or incorrect data, this may be an area to consider for troubleshooting. It may be helpful to include details by specifying “`details($*)`” in `nnmi.include.rules` in order to verify the final value of certain attributes and variables once received. The NNMi Netcool probe rules are designed to operate within the framework of the Netcool Knowledge Library rule set. The NNMi rules store key NNMi incident information in unused alarm columns to enable “right click” tools to be launched from Webtop or the Web GUI. “Compatibility” rules that are distributed with the Netcool Knowledge Library might overwrite these values and should be checked if the “right click” tools fail to launch because of missing data. See rules defined in `$NC_RULES_HOME/include-compat`. The columns to check include `@LocalNodeAlias`, `@LocalSecObj`, `@LocalPriObj`, and `@LocalRootObj`, `@RemoteNodeAlias`, `@RemotePriObj`, `@RemoteSecObj`, and `@RemoteRootObj`.

## Internet Explorer Browser Known Problems

- The `telnet://` and `ssh://` URLs are not enabled by default with Internet Explorer. See the Configuring the Telnet and SSH Protocols for Use by NNMi chapter in the Deployment Reference for instructions on how to enable the telnet and ssh protocols, which requires a registry change on each web browser client. Without this registry edit, selecting the **Actions** → **Node Access** → **Telnet...** (from client) or **Secure Shell...** (from client) menu item results in a The webpage cannot be displayed message.

- When using Internet Explorer, browser settings determine whether the name of an NNMi view or form displays in the title bar. To configure Internet Explorer to display view and form titles:
  - a. In Internet Explorer browser, click Tools, and then click Internet Options.
  - b. Navigate to the Security tab, Trusted Sites, Custom Level, Miscellaneous section.
  - c. Disable the Allow websites to open windows without address or status bars attribute.
- Internet Explorer tracks long running JavaScript operations, and displays a "This page contains a script which is taking an unusually long time to finish" message if a maximum number of JavaScript statements is exceeded. Complex map operations can exceed this maximum default of 5,000,000. To adjust the maximum time, the HKEY\_CURRENT\_USER\Software\Microsoft\Internet Explorer\Styles\MaxScriptStatements windows registry value must be modified. You can set it to 0xFFFFFFFF for infinity, however this is not recommended. For more information, see Microsoft Knowledge Base article <http://support.microsoft.com/kb/175500>.
- When launching one application from another that is in a different domain, Internet Explorer blocks the single sign-on session cookie. To fix this problem, add the application servers to the Trusted Sites zone for the web browser:
  - a. In Internet Explorer browser, click Tools, and then click Internet Options.
  - b. Navigate to the Security tab.
  - c. Select the Trusted sites icon, and then click Sites.
  - d. In the Trusted sites dialog box, add each application server the websites list.
- A known problem with memory growth exists in Internet Explorer when using the NNMi console. It might be necessary to periodically restart the Web browser if it is using too much memory.
- If Integration URLs are rendered inside a <frame> tag on a page that uses the Internet Explorer "Quirks mode", a JavaScript error occurs. In Internet Explorer, URLs should not be launched in Quirks mode. Quirks Document mode is not standards compliant and NNMi does not support it at this time.

This situation might become an issue if an NNMi form or view is placed in an HTML document with other content, such as within a <frame> tag. The <DOCTYPE> tag at the top of the HTML document should be chosen to enable standards document mode. For example, the following DOCTYPE should not be used in a web page containing a frame that references an NNMi Integration URL:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN">
```

A better choice would be to use a strict DOCTYPE such as:

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">
```
- The Internet Explorer Developer Tools are useful for seeing and changing the browser and document mode.
- Internet Explorer sets a limit to the number of rows that can be shown in table views. A user cannot scroll to see all possible rows.

**Workaround.** Filter the table to show fewer rows. In practice this limit is about 30,000 rows, although it varies with font size.

## Other Limitations

- If NNMi services running inside ovjboss start up slowly, the `nnmaction` process might stop shortly after it starts up. This is because `nnmaction` depends on certain event services in the NNMi ovjboss server, which continue to start up after ovjboss has completed its startup. The event services must be fully initialized for `nnmaction` to function normally. After `nnmaction` starts up, it monitors the event services, and if the event services are not fully initialized after a certain period of time, the `nnmaction` process exits. To resolve this

issue, run the following from the command line to restart the nnmaction process: `ovstart -c nnmaction`

- The standby node in an NNMi cluster can remain stuck in the standby state while it is trying to receive transaction logs from the active node. This can occur when the active node has recently generated a new database backup that took a long time to create, send to standby, or both. The standby has already acknowledged receipt of database transactions (through the continuous database updates sent through a separate socket), and the corresponding transaction log files, which are pending, have already been deleted from disk.

**Workaround.** Run the `nnmcluster -dbsync` operation.

- The NNMi console might time out and report an error if you try to delete a node having a large number of interfaces. Before deleting the node, you must first unmanage the node regardless of method for deletion. After you successfully unmanage the node, delete the node using the NNMi console. Alternately, use the `nnmnodelete.ovpl` script to delete nodes having a large number of interfaces. For more information, see the `nnmnodelete.ovpl` reference page or UNIX manpage.
- Large table views sorted on certain attributes may contain duplicate rows after paging
- Path View or Smart Path does not work in a multi-tenant environment.
- If an SNMP agent for a node is unreliable, the node component data discovered might differ between NNMi discoveries. For example, in rare cases, the SNMP agent might respond using data from the vendor-specific MIB during initial discovery and then use the standard MIB for a subsequent query. When a Node Component is re-discovered due to unreliable SNMP data, note the following: ◦ Previous performance data for that Node Component might be lost.
- If SNMP Agent information that is used to identify the Node Component changes, it can appear as if a Node Component was removed or added.
- In NNMi map views, the web browser's zoom controls (CTRL+ (plus) and CTRL- (minus)) do not work properly. These keystrokes zoom the HTML text and not the icons themselves. Instead, use the map's keyboard accelerators (plus (+), minus (-), and equals (=) keys) or toolbar buttons to zoom.
- Redirection of `.ovpl` scripts on Windows using the implicit file association might not generate an output file. For example:

```
nnmstatuspoll.ovpl -node mynode > out.log
```

If you are not able to view the output file, run the command explicitly from Perl in a command window:

```
"%NnmInstallDir%\nonOV\perl\bin\perl.exe" "%NnmInstallDir%\bin\nnmstatuspoll.ovpl" -node mynode > out.log
```

A second option is to fix your Windows Registry:

- a. Back up the Windows Registry.
- b. Start the Windows Registry Editor (`regedit.exe`).
- c. Locate and then click the following key in the registry:  
HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer
- d. On the Edit menu, click **Add Value**, and then add the following registry value:
  - Value name: `InheritConsoleHandles`
  - Data type: `REG_DWORD`
  - Radix: `Decimal`
  - Value data: `1`
- e. Quit the Windows Registry Editor.

- If devices do not respond with required SNMP MIB values, NNMi discovery might not find nodes, Layer 2 connections, or VLANs. See Supported Network Devices in the *HPE Network Node Manager i Software Device Support Matrix*.
- If the NNMi management server has a firewall blocking incoming HTTP requests, you cannot start the NNMi console remotely. The Linux firewall is enabled by default. You can either disable the firewall completely, or more specifically add other ports:  
161:udp, 162:udp, <HTTPPORT>:tcp  
where <HTTPPORT> is the NNMi web server port as defined by the `jboss.http.port` value in the `/var/opt/OV/conf/nnm/props/nms-local.properties` file.
- If using LDAP to access your environment's directory services, you must log on to the NNMi console using the same case sensitivity of users as reported by the directory service. When the case sensitivity differs between what is returned from the directory service and the name with which you logged on, you cannot assign incidents to your user name and the My Incidents view does not work. Use **Actions > Assign Incidents** to view the list of valid user names, including the required case for each.
- NNMi application failover on Windows systems:
  - Application failover on the Windows platform can have some intermittent issues with Symantec Endpoint Protection (SEP) software that affect NNMi cluster operations. When the Standby node is attempting to receive the database backup, this operation sometimes fails because SEP is not releasing a file lock in a timely manner. The database file is automatically retransmitted on any failure, and this problem eventually clears itself.
  - When application failover is configured for Windows, system reboots or other issues might cause the `psql` command to fail, generating dialog boxes to the Windows desktop and the event viewer. These dialog boxes do not affect operation and can be ignored.
- When you perform an online backup of NNM, the database password is included in the backup. If you change the database password using the `nnmchangeembddbpw.ovpl` script after a backup is completed; then restore NNMi from the backup that includes the outdated password, the NNMi database fails to start. To restore your NNMi database, use a database backup that includes the new password.
- Attempting to delete a Custom Node Collection or Custom Poller Policy with a large number of Custom Polled Instances can fail. When the delete is attempted, the NNMi console shows the "busy circle" icon for a few minutes, and then an error dialog indicates a batch update failure. This case is more likely to happen when collecting data from a MIB table where there are multiple instances being polled for a given node. It is highly recommended that you filter only the instances that you want to poll to help minimize this issue and the load on NNMi.

**Workaround.**

- a. If you are not able to delete the Custom Node Collection, try to delete each Custom Poller Policy on the Custom Node Collection individually.  
For each Custom Poller Policy that fails to delete: a.If the policy has a MIB Filter value, change its value to a pattern that does not match any MIB filter variable value. Check the Custom Node Collection table to ensure that all nodes for that Custom Poller Policy have completed discovery. All Custom Polled Instances for this Custom Poller Policy should be removed.
- b. If the Custom Poller Policy does not have a MIB filter value, change the Custom Poller Policy's Active State to Inactive. This action should cause all Custom Polled Instances associated with the Custom Poller Policy to be deleted. If it does not, edit the associated Node Group to remove nodes from the group. This causes NNMi to delete the associated Custom Node Collections and their Custom Polled Instances.

It should now be possible to delete the policy successfully.

- c. When all Custom Poller Policies for a Custom Node Collection are deleted, delete the Custom Node Collection.
- If you are browsing between multiple NNMi installations, browsing to a second NNMi installation logs you off from the previous NNMi installation when you return to the first system. To fix this problem, do the following:
  - a. Open the following file:  
Windows: %NnmDataDir%\shared\nnm\conf\props\nms-ui.properties  
Linux: /var/opt/OV/shared/nnm/conf/props/nms-ui.properties
  - b. Edit the file in one of the following ways:
    - Disable Single Sign-On by setting `com.hp.nms.ui.sso.isEnabled="false"`.
    - Configure Single Sign-On by ensuring that the `com.hp.nms.ui.sso.initString` and domain parameters are the same across all systems. Both systems must also have clocks that are in sync, and the domains of each system's FQDN must match and be configured in `com.hp.nms.ui.sso.protectedDomains` of `nms-ui.properties`.
  - c. Run **nnmsso.ovpl -reload**.
- (*Windows only*) Anti-virus and backup software can interfere with NNMi operation if this software locks files while NNMi is running. Any application that locks files should be configured to exclude the following NNMi database directory on Windows: C:\ProgramData\HP\HP BTO Software\databases.
- The Query Password field of a RAMS configuration is only valid when imported into the same NNMi installation on the same system. If imported into a different system, the Query Password must be re-entered.
- Incorrect browser proxy settings with a non-DNS hostname can prevent a user from logging on to the NNMi console. For example, if the NNMi server's FQDN is not resolvable in DNS, and the user wants to use an FQDN on the box, a user could add an entry such as 192.168.0.100 myhost.example.com to local system hosts file. This hostname is not resolvable by the DNS server. If the browser is configured with HTTP proxy, the browser ignores the hosts file for NNMi hostname resolution, and uses the proxy for NNMi hostname resolution. Because DNS cannot resolve the NNMi hostname, the NNMi console logon fails.

To resolve this problem, the user should either disable the proxy setting or add exceptions to the browser proxy settings. To add exceptions to the browser proxy settings, do the following:

#### **Internet Explorer:**

- a. On the Internet **Options** → **Connections** tab, click **LAN Settings**.
- b. If the Proxy Server is configured, click **Advanced**, and then add the non-DNS NNMi hostname into the Proxy Settings Exceptions list.

#### **Firefox:**

- a. Click **Tools** → **Options**.
  - b. In the Options dialog box, select the **Advanced** pane.
  - c. On the **Network** tab, under **Connection**, click **Settings**. If a proxy is configured, add the non-DNS NNMi hostname into the **No Proxy for** list.
- Nodes with down Interfaces might have a Status of No Status under the following conditions:
    - If the active IP Address that responds to SNMP communication is on a down Interface, it is excluded from the list of candidate Management IP Addresses.

- If the hint or seed address that was used did respond to SNMP, the result is a node with valid system information and Device Profile, but no SNMP Agent.

To resolve the problem use the Configuration Poll option from the Actions menu.

- When using the **Actions** → **Custom Attributes** menu items from a Node or Interface form, saving the form can overwrite Custom Attributes that have been added.

**Workaround.** Close the form instead of using Save and Close or use the **Actions** → **Custom Attributes** menu items only from a table view.

- (NNM Performance iSPIs) It is important for you to synchronize the NNMi management server clock and the NPS server clock. This ensures that the analysis panes that retrieve data from the NPS server yield accurate results. If you experience blank analysis panes, check that your clocks are synchronized between the two servers. NPS (Network Performance Server) is the database server installed with any of the NNM Performance iSPI products.

## Potential Installation Issues

- In addition to the web server port, the NNMi management server uses several ports for process communication as documented in the NNMi 10.20 and *Well-Known Ports* appendix of the *Deployment Reference*. Before installing NNMi, verify that these ports are not in use.
- Installation on Windows using Terminal Services:  
NNMi installation only works if you are on the machine console. If you use remote logon technology, such as Remote Desktop Connection, verify that you are accessing the Windows console and not a secondary connection.
- Some Linux installations might have a version of PostgreSQL installed and running by default. In this case, disable the default PostgreSQL instance before installing NNMi. NNMi does not support multiple instances of PostgreSQL on the same server. The easiest way to determine whether an existing PostgreSQL instance running is by using the **ps -ef | grep postgres** command. PostgreSQL can be disabled with **chkconfig postgres off**.
- NNMi supports single sign-on (for use with NNM iSPIs and some integrated products).  
This technology requires that the NNMi management server be accessed with the official fully-qualified domain name (FQDN). The official FQDN is the hostname used to enable single sign-on between NNMi and NNM iSPIs. The FQDN must be a resolvable DNS name.  
If the domain name of the installation system is a short domain such as "mycompany" without any dot, you must change a configuration file to prevent automatic sign out from the NNMi console.  
For more information, see the *Using Single Sign-On with NNMi* chapter of the *Deployment Reference*.
- (Windows only) Do not use non-English characters in the path name of the installation directory.
- If you have NNM iSPIs installed on the NNMi management server, and plan to remove NNMi and NNM iSPIs, uninstall the NNM iSPIs before uninstalling NNMi. Otherwise, when you reinstall NNMi, the NNM iSPIs no longer work until you reinstall each one.

**Note:** NNM iSPI Performance for Metrics is an exception to the above uninstall requirement.

- NNMi creates a self-signed certificate during installation. This certificate enables HTTPS access to the NNMi console without additional configuration. Because it is a self-signed certificate, your browser does not automatically trust it, resulting in security prompts when using the NNMi console. ◦With Firefox, you can choose to permanently trust the certificate, and you will not be prompted again.  
With Internet Explorer, you will be prompted multiple times. There are two ways to prevent these prompts:

- Import the self-signed certificate into each user's browser.
- Replace the self-signed certificate with a CA-signed certificate that all users' browsers are configured to trust. For more information, see the *Working with Certificates for NNMi* chapter of the *Deployment Reference*.
- The “Reinstall from media” (Linux) or “Repair” (Windows) option available through the uninstaller or Control Panel does not work and is not supported.
- (Linux only) Setting the /opt or /var/opt directory with inherited permissions might cause problems if the inherited permissions are too restrictive.

The inherited permissions are created by enabling the set-groupid bit on the directory itself, for example the "2" in the `chmod 2755` command.

An example of an inherited permission that is too restrictive is "2750". This permission strips world read-access. Some NNMi processes run as non-root user (for example the database and the action process). These processes need read access to files below /opt/OV and /var/opt/OV. If the inherited directory permission strips world read, these processes fail.

- (Linux only) If the NNMi public key import or a product install fails with the following error:

```
rpmdb: Lock table is out of available locker entries
rpmdb: Unknown locker ID: 56cd
error: db4 error(22) from db->close: Invalid argument
error: cannot open Packages index using db3 - Cannot allocate memory (12)
error: cannot open Packages database in /var/lib/rpm
error: pk.pub: import failed.
```

Complete the following steps:

- a. Run the following command to save a copy of the rpm database:  

```
tar cvzf /var/tmp/rpmdbtar.gz /var/lib/rpm
rm /var/lib/rpm/___db.00*
rpm --rebuilddb
```
- b. To validate that you corrected the issue, run the following commands:  

```
rpm -q -a
rpm --import pk.pub
```
- c. If the results of running the `rpm -q -a` command lists all packages without error, you can remove the /var/tmp/rpmdbtar.gz . If not, restore the rpm database from the rpmdbtar.gz file.

## Mozilla Firefox Browser Known Problems

- The telnet:// and ssh:// URLs are not enabled by default with Firefox. See the Configuring the Telnet and SSH Protocols for Use by NNMi chapter in the Deployment Reference for instructions on how to enable the telnet and ssh protocols, which requires configuring a telnet application, an ssh application, or both on each web client.
- By default, Firefox opens windows in a new tab instead of a new window. This behavior can cause NNMi to open windows that do not pop to the foreground. To change the default setting, under Tabs in the Options dialog box, do the following:

- Set New pages should be opened in: to a new window.
- Select When I open a link in a new tab, switch to it immediately.

These settings affects web pages that use "\_blank" as a target, such as some help content.

- By default, Firefox limits the number of pop-up windows to 20. To adjust this limit, do the following:
  - a. Type about:config in the Firefox address bar.
  - b. Scroll down to dom.popup\_maximum, and then double-click to modify the value.
  - c. Restart Firefox for this change to take effect.

- After opening and closing more than 50 forms in a single session, Firefox might start blocking pop-up windows, even when popups are enabled, which results in JavaScript errors.

**Workaround.** Increase dom.popup\_maximum or restart the browser. A suggested value in this case is a number greater than 500.

- Firefox tracks long running JavaScript operations and displays a "Warning: Unresponsive script" message if that timeout is exceeded. Complex map operations can exceed this maximum default of 5. To adjust the maximum time, do the following:
  - a. Type about:config in the Firefox address bar.
  - b. Scroll down to dom.max\_script\_run\_time, and then double-click to modify the value. The value is in seconds. You can set it to 0 for infinity, however this is not recommended.
  - c. Restart Firefox for this change to take effect.

- Firefox enables the use of JavaScript by default. Disabling JavaScript requires a privacy extension. When signing in to the NNMi Console, you will see an error in the browser if JavaScript has been disabled. If you see this error, go to Firefox Add-ons page and click on Extensions to see if there is an extension that is disabling JavaScript. If so, this extension needs to be disabled in order to allow JavaScript in the browser.

- Firefox can incorrectly indicate that a request is still in progress while using the MIB Browser or Line Graphs, even though the request is complete. You will see "Transferring data from <NNMi Server>" in the Firefox status bar, where <NNMi Server> is your NNMi management server. For more information, see Bugzilla defect #383811 at [https://bugzilla.mozilla.org/show\\_bug.cgi?id=383811](https://bugzilla.mozilla.org/show_bug.cgi?id=383811).

- Using the "F5" refresh key causes a corrupt display of the form. To refresh a form, use the Refresh toolbar button on the form.

- If you have previously created a User Account and later delete and recreate it, the Firefox auto-complete feature fills in the password field for you, without notifying the user interface, causing the create to fail.

**Workaround.** Change the password twice, or turn off form completion in Firefox.

## Non-English Locale Known Problems

- NNMi localizes "Drop-down Choice" Code Values (such as Incident Category and Incident Family) at database creation time using the locale of the server. Unlike most other content, if accessed from a client under a different supported locale, the values remain in the locale of the server set at the time of database creation, which is typically installation time. The same is true for any user created "Drop-down Choice" Code Values. Other drop-down choices that are Enumeration Values (such as Incident Severity) are locale-sensitive and appear in the locale of the web browser for supported locales.
- (Windows only) On the Windows platform, the NNMi processes run under the Windows Service Manager (WSM) process. If the system has not been configured so that the WSM is in the same locale, these strings are loaded into the database as English strings. When setting the locale to a supported locale, you must also navigate to the **Control Panel** → **Region and Language** → **Administrative tab** → **Change**



**system locale**, and then select the Current system locale option. This option requires a system reboot, after which all services (including WSM) are restarted in the new locale. After the WSM is in the desired locale, you can install NNMi.

- For English Internet Explorer to browse an Asian language NNMi management server, the client needs to install the "East Asian Language" on the system. Without this change, tooltips for Priority and other table values appear as squares. You can install the "East Asian Language" from the Control Panel → Regional and Language Options → Language tab. Select Install files for East Asian language. This problem only happens with Internet Explorer. Users see similar problems when browsing to any Asian language web site.
- When displaying the value for MIB variables of type OCTET STRING, NNMi uses the textual conventions defined in the MIB. In the absence of textual conventions, the data is interpreted based on any character encodings defined by the com.hp.nnm.sourceEncoding property defined in the nms-jboss.properties file. If this property is not defined, the multi-byte characters will be interpreted with the UTF-8 character encoding. For more information, see "Configuring Character Set Encoding Settings for NNMi" in the Deployment Reference.
- When launching NNMi URLs with Asian strings such as a Node Group Map with a Japanese language Node Group name parameter, the browser settings might need to be changed. For Firefox, input "about:config" in the address bar; find "network.standard-url.encode-utf8"; change the value to be "true". For Internet Explorer: "Turn on sending URLs as UTF-8"; see Microsoft document at [support.microsoft.com/kb/925261](http://support.microsoft.com/kb/925261) for details.
- The Autopass Licensing GUI (nnmlicensing.ovpl <ProductName> -gui) is only localized for Japanese. In all other locales, including Chinese and Korean, only English text is displayed.
- (Windows only) Note that when changing passwords from the Windows command shell, under certain code pages such as 850 and 866, localized (non-ASCII) characters may not be read correctly from the console resulting in a saved password that is invalid. The work-around is to avoid non-ASCII characters when changing passwords from the Windows command shell or use an alternate code page such as 1251 or 1252. Passwords entered in the NNMi UI Console are unaffected by this problem
- (Windows only) The default code page for the cmd command on Windows (e.g., code page 850 or 866) may not display all characters properly for localized European languages. This may affect the localized message output when using NNMi commands. The Windows chcp command can be used to check the current code page and select a better code page for the locale (e.g., code page 1252 for French, German, and Spanish; 1251 for Russian). The default code page for Chinese, Japanese, and Korean works fine.

## NNM iSPI Performance for Metrics: Known Problems and Limitations

### Installation

- Installations on Windows require a Microsoft MFC Security Update, which may not exist on the system. If this package is missing on the system, the installer will fail at the point where it tries to install Sybase IQ.  
*Workaround:* Uninstall the product by running the installer again and following the uninstall steps. Load the Microsoft patch found here: <http://www.microsoft.com/en-us/download/details.aspx?id=26347>, and then attempt the NPS installation again.
- Following an upgrade, some table index types may not be correct.

*Workaround:* Run the **dbCheckIndexes.ovpl** command to check the status of all database table indexes on the system and use the **-r** option to rebuild non-compliant table indexes.

## Performance Graphing

- If you launch the Performance Graphing window for more than three incidents simultaneously, the graphs may not appear correctly. Do not launch multiple Performance Graphing windows together.
- If the HPE Operations agent is installed on the NNMi management server, you may experience difficulties with launching the Performance Graphing window.
- If you launch the Performance Graphing window after selecting multiple interfaces from the same node, some metrics may be repeated multiple times or be inaccurate.

*Workaround:* Always select one interface at a time while launching the Performance Graphing window.

- On the Performance Troubleshooting window, titles might not appear correctly and charts might not reload correctly when launching from favorites.
- Performance graphs cease to appear in the Analysis pane and on dashboards after configuring NPS to use a non-default communication port.

*Workaround:* Restart the NPS processes by running the following command on the NPS system:

**stopALL.ovpl**

**startALL.ovpl**

- The Performance Troubleshooting window occasionally shows the interfaces of a node that is not selected currently.

## NPS Reports and Their Use

- Custom Poller metrics and topology attributes are not included in the Cross-Domain Extension Pack built in a distributed deployment of NPS.
- Online Help cannot be launched from Report Views that are saved under My Folders in the NPS console.
- To be able to schedule reports in the NPS console, you must log on to NNMi as an administrator or Level 2 operator.
- After creating a Report View, you cannot modify and save the same Report View with different topology filters or time settings.
- On a non-English system, some NPS menu items appear in English.

*Workaround:* Follow these steps before launching any reports:

- a. In the NPS console, click **BI Server > Portal**. The Public Folders - NNM iSPI Performance BI Portal page opens.
- b. On the top of the page, click **My Area Options > My Preferences**. The Set Preferences page opens.
- c. In the General tab, under **Regional Options > Product Language**, select the correct language (the language that was chosen during NPS installation).
- d. In the General tab, under **Regional Options > Content Language**, select the correct language (the language that was chosen during NPS installation).
- e. Click **OK**.

Also, make sure that your browser's preference setting includes the correct language.

- When launching Report Views, the pre-saved topology filter for the Report View may not be passed into the Topology Selection page.

*Workaround:* Use the topology selector page to select the required topology filter again.

- Custom collections can include a set of reports within NPS. A 'Threshold Sleeve' report can sometimes be generated for the custom collection, despite there being no data to populate it. The result is an error to the screen when a user attempts to run this report.

*Workaround:* The reports administrator should use the BI server administration screens to remove the Threshold Sleeve report with the error associated with the custom collection.

- You can launch and view reports after logging on to the NNMI console as an administrator, operator, or guest. If you plan to log off, log on to the NNMI console again as a different user, and then launch reports again, you must clear browser cookies.
- The 'Overall Days to Threshold' report may show very large, potentially negative, numbers in some circumstances. This indicates it has been a long time since the threshold was breached, or until it will be breached. The value displayed is correct, but may appear confusing to users.
- You may experience minor issues while using Internet Explorer 10 in the standard mode (for example, drilling through from one report to another may not work correctly or the BI Server portal may not appear correctly).  
*Workaround:* Use a different browser.
- In a large environment, the Managed Inventory report takes a long time to show content . This is particularly noticeable when you launch the Managed Inventory report from the cross-domain Extension Pack.
- To be able to schedule reports in the NPS console, you must log on to NNMI as an administrator or Level 2 operator.

### **NPS Online Help**

- The Forward and Backward buttons in the online help banner do not work. This issue is seen only in the *Metrics and Topology Attributes* topic for each Extension Pack.  
*Workaround:* Use browser's back button or the table of contents of online help to navigate to a topic of your choice.
- The Print button in the online help banner does not work. This issue is seen only in the *Metrics and Topology Attributes* topic for each Extension Pack.  
*Workaround:* Copy the content of the topic into a file by using a word processing software application, and then use the print command of the word processing software.

### **Product Maintenance**

- The 'Reinstall from media' installation option is not supported and may fail with an error if it is initiated. Users wishing to reinstall a system should uninstall the product first and then perform a fresh installation.
- If restoring a backup taken from a different system, it is important to ensure that the database directory structure is equivalent between the original and the target machine, otherwise the restoration may fail.

# NNM iSPI Performance for QA: Known Problems and Limitations

## **Baselining**

Baselining for Juniper RPM probes is not supported.

## Maps

The Global Node Response map appears to be blank when it is zoomed in and refreshed.

### **Workaround:**

1. Zoom out the map twice.
2. Refresh the map.
3. Zoom the map in again, and then refresh the map.

## Probes

- For the QA probes with millisecond precision, the baseline monitoring of the two-way jitter metric is not supported.
- Thresholds for the baseline metrics does not work for the DHCP probes.
- For the VoIP/UDP probes with milliseconds precision, the PMI Graphs for the two-way jitter metric is not displayed correctly.
- For the MOS metric, abnormal baseline incidents are generated and the baseline state shows abnormal, even when the polled samples are above the lower normal value.
- When the destination site is configured prior to the discovery of probes, the status of few probes does not change from 'No Status' to the actual probe status.

**Workaround:** Discover the probes without configuring the destination sites. After the discovery is complete, apply the site definitions that match the destination sites.

- When the Baseline state of the Two-Way Packet Loss(%) metric for a VoIP probe becomes abnormal, the 'Two Way Packet Loss is abnormal' incident is not generated.
- When there are over 5000 probes configured on a single device, the NNM iSPI Performance for QA can lag behind in polling if the polling interval is 1 minute.

**Workaround:** Increase the polling interval to 3 minutes.

## Ping Latency Pairs

- The Threshold State tab in the Analysis pane (in the Ping Latency Pairs inventory view) shows the latest polled value of the metric instead of the metric value that caused the threshold breach.
- Inventories and Maps When multiple QoS maps are launched, the status updates on the maps may not be correct.
- The NNMi console indicates that filters are applied in Quality Assurance inventory views even if no filters are actually applied.

## QA Groups

- When Node Group attribute is used in QA Group definition, the QA Group association may not take place immediately on clicking **Apply Now** button on the group. Therefore, the member count on the group may be displayed as 0.

**Workaround:** This issue is resolved when the node that is supposed to be part of Node Group is re-discovered.

- Group association for an interface is not visible in the QA Groups inventory if you specify a string value for the interface type (ifType) while creating or editing the group.

**Workaround:** Use the industry-standard number assigned for the interface instead. To find out the number, open the ifType form for the interface from NNMi inventory views.

- Group association does not work if you create a CBQoS QA group in Global Manager for Regional Manager CBQoS elements.

## Global Network Management

- In a Global Network Environment, if the Global Manager is down or unresponsive for more than 24 hours, the QoS metric data available (for the Regional Managers) in the Global Manager is not complete.
- In a Global Network Environment, the baseline state of the regional probes is not updated in the Global Manager.
- On the Global Manager, the incident summary message of an incident (which originated on a Regional Manager) indicates that the upper bound of the threshold is 0.0 milliseconds.
- When the nodes containing the QoS data are discovered, in batches, in the regional manager, the user may not be able to view the QoS reports of certain (discovered) nodes, at the Global Manager.

**Workaround:** Check the NPS perfspi.log file for the error message `ETL.Class_Based_QoS csv_parse() - Malformed CSV data`. If found, locate the corresponding `QA_Traffic_Class_Incr_Dump_<timestamp>_.csv.gz` file that is corrupted and delete it from the `<NNMDataDir>/shared/perfSpi/datafiles/topoDump/final` directory. The re-discovery of the nodes (for which the reports are not available) will solve the problem.

## Upgrade

After upgrading to the NNM iSPI Performance for QA 10.20, status of the new probes discovered at the Regional Manager may not match the status at Global Manager.

**Workaround:** Perform a re-discovery of the node on which the probe is hosted.

# NNM iSPI Performance for Traffic: Known Problems and Limitations

- When you use Microsoft Internet Explorer, the scrolling feature of the browser may not work occasionally for the views under the Traffic Analysis workspace

*Workaround:* Refresh the browser

- When you use Microsoft Internet Explorer, tabs may occasionally disappear from the NNM iSPI Performance for Traffic Configuration console.

*Workaround:* Refresh the browser

- The Save & New feature does not work when you launch the Configure Traffic Threshold action from the Actions menu in the NNMi console.

*Workaround:* Configure new thresholds by using the threshold configuration form in the NNM iSPI Performance for Traffic Configuration Console

- Performance panels are not loaded successfully after minimizing and maximizing Analysis panes of the NNM iSPI Performance for Traffic views.

*Workaround:* Refresh the performance panel

- After launching a report directly from the Actions > Traffic Reports menu, if you try to open another report, the following error appears:

Expression parsing error

- If you run the NNM iSPI Performance for Traffic installer from a directory that has any characters other than the printable alphanumeric ASCII characters in its name, the installer may show warning messages and fail to install some files.

*Workaround:* Make sure you extract the installation media in a directory or mount the media on a directory that has only the printable alphanumeric ASCII characters in its name.

## NNM iSPI for IP Telephony: Known Problems and Limitations

### Installation of the iSPI

If you install the NNM iSPI for IP Telephony with a Web Service Client user that has any characters other than the printable alphanumeric ASCII characters in its user name or password (even on non-English systems), the operation of the iSPI fails.

*Workaround.* Create a new Web Service Client user that has only printable alphanumeric ASCII characters in its user name or password, and then configure the NNM iSPI for IP Telephony to use the new Web Service Client user. See the Configuring the NNM iSPI for IP Telephony to Use the Modified NNMi Web Services Client User Name and Password section in the NNM iSPI for IP Telephony Installation Guide.

### Avaya IP Telephony

If there are a number of unprocessed CDRs in the Communication Manager, configuring the cause codes, before configuring CDR data access, can generate several incidents.

*Workaround.* Configure the cause codes after the CDR is configured and the old files are processed.

### Cisco IP Telephony

- The CDR OnDemand web service-based collection does not work for the CUCM 9.x version on Windows in SFTP mode.

*Workaround.* Either use FTP or configure the billing server mode to retrieve the CDR.

- CDRonDemand WS mode of CDR collection does not work when the PKI (Public Key Infrastructure) Authentication is enabled.

*Workaround.* Remove the proxy details from the %NnmDataDir%\shared\ipt\conf\nms-ipt.jvm.properties file.

- If you use Microsoft Internet Explorer and if the Automatic prompting for file downloads setting is disabled, the ClarusIPC Remote Hands window does not appear from the Cisco IP Phones view.

*Workaround.* In the Internet Explorer browser, click Tools > Internet Options, select the Security tab, click Custom Level, and then enable the automatic prompting for file downloads setting in the Security Settings dialog box.

- If you try to remove the NNM iSPI for IP Telephony from the NNMi management server without disabling the integration with ClarusIPC, the clarus directory and associated files might remain on the management server after completely removing the iSPI.

*Workaround.* After uninstalling the NNM iSPI for IP Telephony, manually delete the Clarus directory and its contents from the /opt/OV/config/ipt or the %nnminstalldir%\config\ipt directory.

### Microsoft IP Telephony

- When you configure sites or Lync end user groups in the NNM iSPI for IP Telephony Configuration Console, no error messages or warnings appear if you type characters or non-integer values for the reporting order.
- Seeding of the Front End pool fails and the following message appears in the %nnmdatadir%\log\ipt\msproxy file:

Maximum number of connections reached

*Workaround.* Log on to the Front End server and close PowerShell sessions established by servers other than the NNMi management server. If that does not resolve the problem, restart the Front End server.

### **Nortel IP Telephony**

This version of the NNM iSPI for IP Telephony does not calculate the state of the Nortel Media Gateways (MC and MGC) based on IP telephony alarms.

### **NNM iSPI for IP Telephony view**

While working with the NNM iSPI for IP Telephony views, the following error appears:

A problem occurred while loading the data from the NNMi management server for this component. Additional error information: Service Unavailable

*Workaround.* If the iSPI and NNMi are configured with a remote Oracle database, this error occurs when you restart the Oracle server. To resolve this, restart the iSPI for IP Telephony by stopping and starting the iptjboss process.

## **NNM iSPI for MPLS: Known Problems and Limitations**

- After starting the mplsjoboss process, the process displays its status as RUNNING even after the process has failed to start. This problem might occur if the mplsjoboss fails to start due to installation issues, port conflicts, or authentication issues.
- Multiple instances of the mplsjoboss process result in the mplsjoboss process not working as expected.

## **NNM iSPI for IP Multicast: Known Problems and Limitations**

- After starting the mcastjboss process, the process shows the status as RUNNING even after the process has failed to start.
- Multiple instances of the mcastjboss process result in the mcastjboss process not working as expected.

# NNM iSPI NET: Known Problems and Limitations

- The NNM iSPI NET diagnostics server is not supported for use in High Availability (HA) or NNMi application failover implementations. The NNM iSPI NET diagnostics server must be installed on a system separate from the multiple nodes participating in an HA model. Each node in an HA implementation can be bound to the single separate NNM iSPI NET diagnostics server and can dispatch requests to this node.
- The NNM iSPI NET diagnostics server is not supported for use in cluster configurations as provided in the standard HPE Operations Orchestration product. The full HPE Operations Orchestration product must be purchased and used if you want to facilitate clustering as supported in this implementation.
- When you click on the results link in the Diagnostics tab of a node or incident and the diagnostics flow result is no longer available in the NNM iSPI NET diagnostics server (or HPE OO), the following message is displayed in the browser: "Dhamra.dhamra.reports.individual.cannot\_find\_repair\_history[1]". This message indicates that the records in the HPE OO database have been removed. This situation can occur if the NNM iSPI NET diagnostics server is reinstalled, if the supporting MySQL database is reinitialized, or if the supporting MySQL database records have been removed.
- When implementing the use of customer-defined HPE OO flows in NNMi, only incidents which have a Source Object bound to the incident are able to invoke flows. You can determine if a Source Object is bound to an incident by looking at the Source Object column when viewing incidents or by opening the incident and checking the Source Object field. A value of "None" indicates the incident is not bound to a Source Object. If you manually attempt to run diagnostics from the incident form, the following error message will be displayed: "Invoke of service com.hp.ov.nms.events.name=Rba method submitIncidentsForFlowExecution for ids:[nnnnn] failed: javax.management.RuntimeMBeanException caused by java.lang.NullPointerException".



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