



Hewlett Packard
Enterprise

HPE Operations Bridge Reporter

Software Version: 10.01
Windows® and Linux operating systems

Release Notes

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HPE Operations Bridge Reporter Release Notes

for the Windows® and Linux operating systems

Software version: 10.01

Publication date: May 2017

This document is an overview of the changes made to HPE Operations Bridge Reporter (OBR). You can find information about the following in this document:

- ["New Features in this Release" on the next page](#)
- [Installing OBR 10.01 Patch](#)
- ["Uninstalling HPE OBR 10.01 Patch" on page 18](#)

Minimum Hardware and Software Requirements

This section provides information on **minimum hardware and software required** to install OBR10.01.

For more information on hardware requirements, see the *HPE Operations Bridge Reporter Performance, Sizing and Tuning*.

For the list of supported operating systems and software, see the *HPE Operations Bridge Reporter Support Matrix*.

The support matrix includes the following information:

- **Requirements**
 - Operating System
 - Databases
 - Web Browsers and Plug-ins
- **Compatibility**
 - Virtualization Products
 - High-Availability Products

- HPE Software Integrations
- HPE Software Coexistence

For medium deployment scenario, with full retention, an additional disk of 2 TB is required for Migration. For more information, see *HPE Operations Bridge Reporter Migration Guide*.

Contents of the HPE OBR 10.01 Patch

HPE Operations Bridge Reporter 10.01 patch contains the following:

- Migration tools/scripts to migrate your data from earlier versions of HP Service Health Reporter
- Security enhancements
- Upgraded version of LCore (12.01.020)
LCore location - \$PMDB_HOME/lcore_tmp/Lcore_install.sh (**On Linux**), %PMDB_HOME%\lcore_tmp\Lcore_install.bat (**On Windows**)
- Enhancements and defects listed in this document

New Features in this Release

This release of OBR includes the following new features:

- **Migration:** OBR 10.01 patch contains scripts and tools to migrate your data and configuration from earlier versions of HP Service Health Reporter (9.x).
For more information, see *HPE Operations Bridge Reporter Migration Guide*.
- Upgraded LCore libraries (Version 12.01.020)
- **High Availability Enhancements:** For information, see *HPE OBR 10.01 High Availability Guide*.
- **Security Enhancements:** Option to turn on encryption utilities.
For more information, see *HPE Operations Bridge Reporter Secure Deployment Guide* and *Configuration Guide*.

Note: The latest set of Content Packs are available in HPE Live Network at <https://hpln.hpe.com/product/operations-bridge-reporter/content>.

Known Problems and Limitations

Issue 1: Drill filter does not get refreshed in ranking reports.

Drill filter does not get refreshed in some of the ranking reports such as the following:

Network Content Pack reports:

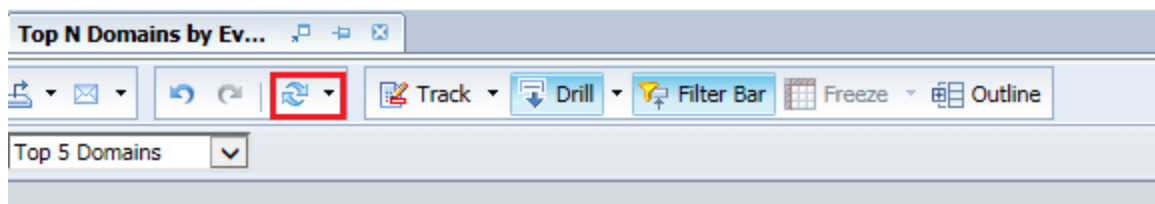
- Network Node Baseline Exception Summary
- Network Node Baseline Quick View

Operations Management (OMi) Content Pack reports:

- Top N domains by events
- Top N CIs by Events

Workaround:

After selecting the drill filter from the drop-down, refresh the report by clicking the Refresh icon.



Installation Prerequisites

Following are the prerequisites for installing OBR 10.01 patch:

- You can install HPE OBR 10.01 patch only on an HPE OBR 10.00 system.
- Take a backup of the HPE OBR 10.00 database, SAP BusinessObjects, and HPE OBR system before installing OBR 10.01 patch.

For more information, see the *HPE Operations Bridge Reporter Disaster Recovery Guide*.

- Close all open OBR files on local or remote systems.

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

- Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).

Installing HPE OBR 10.01 Patch

For steps to install OBR 10.01 patch, see the following sections:

- ["Installing HPE OBR 10.01 Patch on Linux" below](#)
- ["Installing HPEOBR10.01 Patch on Windows" on page 13](#)

Installing HPE OBR 10.01 Patch on Linux

In a distributed environment, install HPE OBR 10.01 patch first on the OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system.

Note:

- Ensure that you complete all the installation prerequisites, before you begin to install HPE OBR 10.01 patch. For information, see ["Installation Prerequisites" on the previous page](#).
- In a Vertica cluster, install OBR 10.01 patch only on the primary node.

To install HPE OBR 10.01 patch on your Linux system, follow these steps:

1. Download the `OBR1001LIN_00001.zip` file from [HPE Software Support Online \(SSO\)](#).
2. Log on to shell prompt as a `root` user.
3. Run the following command to extract the contents to a temporary directory on the HPE OBR 10.00 system:

```
unzip OBR1001LIN_00001.zip
```

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

- `installPatch.pl`
- `rollbackPatch.pl`
- `OBR_10_01_Release_Notes.pdf`
- `OBR1001LIN_00001.rpm`

Note: Do not run the Red Hat Package Manager (RPM/`.rpm`) file.

4. Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).

5. Using the `cd` command, go to the directory where you have extracted the HPE OBR 10.01 patch files.
6. To install HPE OBR 10.01 patch, run the following command:

```
perl installPatch.pl
```

To verify successful installation of HPE OBR10.01 patch, go to `$PMDB_HOME/.. /` directory and check the version in the `BSMRVersion.prp` file.
7. On successful installation of HPE OBR 10.01 patch, start the OBR services. For information, see ["Starting OBR Services" on page 32](#).

HPE OBR 10.01 Patch Install in a High Availability Cluster Environment

If you have already installed and configured HPE OBR 10.00 in a High Availability Cluster Environment, to install HPE OBR 10.01 patch, perform the following steps on the **active node**:

Note: In a Vertica cluster, install OBR10.01 patch only on the primary node.

1. Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).
2. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.
3. Remove # from the `#maintenance mode=true` parameter.
4. Save the file and exit.
5. Go to the directory where you have extracted the HPEOBR 10.01 patch files.
6. Run the following command:

```
perl installPatch.pl -ha
```
7. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.
8. Add # to the `maintenance mode=true` parameter as `#maintenance mode=true`.
9. Save the file and exit.

To verify successful installation of HPEOBR10.01 patch, go to `$PMDB_HOME/.. /` directory and check that the version is updated in the `BSMRVersion.prp` file.
10. On successful installation of HPE OBR 10.01 patch, start the OBR services. For information, see ["Starting OBR Services" on page 32](#).

If the installation fails,

- The HPE OBR installation automatically rolls back to HPE OBR 10.00 where the patch has been attempted to be installed.
- Run the following command if the automatic roll back fail:

```
perl rollbackPatch.pl
```

Log Files and Backup Files

- The installation log file is located at the `$PMDB_HOME/log/patches` directory.
- The backed up data files are located at the `$PMDB_HOME/patches/.OBR1001LIN_00001_BCK/PMDB` directory.

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

Post Patch Installation Instructions for Linux

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt -kill` command (if agent is installed).
3. Run the `ovc -kill` command.
4. Stop the following OBR services:
 - On OBR System
 - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection stop`
 - TrendTimer: `service TrendTimer stop`
 - HPE_PMDB_Platform_IM: `service HPE_PMDB_Platform_IM stop`
 - On OBR Remote Collector System
 - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection stop`
5. Run the following command for LCore from the location `$PMDB_HOME/lcore_tmp/`:
 - On OBR system: `sh lcore_install.sh`
 - On Remote Collector system: `sh lcore_install_RC.sh`
6. Run the `opcagt -start` command (if agent is installed).
7. Run the `ovc -start` command.
8. Start the following services:
 - On OBR System
 - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection start`

- TrendTimer: `service TrendTimer start`
- HPE_PMDB_Platform_IM: `service HPE_PMDB_Platform_IM start`
- On OBR Remote Collector System
 - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection start`

Configuration for Vertica

After installing HPEOBR10.01 patch, perform the following steps on your Vertica server:

Task 1: Disk Readahead

Run the following commands with root privileges:

Note: Ensure to apply the following command based on the disk `sda`, `sdb`, `sdc`, `sdd` and the location of `blockdev` program. The following command assumes the `blockdev` program is in `/sbin`:

1. `/sbin/blockdev --setra 2048 /dev/sda`
2. `echo '/sbin/blockdev --setra 2048 /dev/sda' >> /etc/rc.local`

The `blockdev` program operates on the whole devices, and not individual partitions.

Task 2: Transparent hugepages

Disable the transparent hugepages or set to `madvise`.

- To verify if transparent hugepages is enabled, run the following command:
`cat /sys/kernel/mm/redhat_transparent_hugepage/enabled`
The output in brackets in the current setting as follows:
`[always] madvise never`
- To disable transparent hugepages perform any one of the following steps:
 - a. Edit the boot loader (for example `/etc/grub.conf`), add the following at the end of the kernel line:
`transparent_hugepage=never`
 - b. Edit `/etc/rc.local` and add the following script:
`echo never > /sys/kernel/mm/redhat_transparent_hugepage/enabled`

Note: For systems that do not support `/etc/rc.local`, use the equivalent startup script.

Task 3: I/O scheduling set to deadline or noop

Viewing the contents of this file shows you all of the possible settings for the scheduler, with the currently-selected scheduler surrounded by square brackets:

- Run the following command to view the scheduler settings:

```
cat /sys/block/sda/queue/scheduler
```

The output in brackets in the current setting as follows:

```
noop deadline [cfq]
```

- To change the scheduler, type the name of the scheduler as `root` user.

The following example assumes to set the `sda` drive to use the deadline scheduler; run the following commands as root:

- `echo deadline > /sys/block/sda/queue/scheduler`
- `cat /sys/block/sda/queue/scheduler`
- `noop [deadline] cfq`

Installing HPEOBR10.01 Patch on Windows

In a distributed environment, install HPE OBR 10.01 patch first on the HPE OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system.

Note:

- Ensure that you complete all the installation prerequisites, before you begin to install HPE OBR 10.01 patch. For information, see ["Installation Prerequisites" on page 8](#).
- In a Vertica cluster, install OBR 10.01 patch only on the primary node.

Before installing the HPE OBR10.01 patch on Windows operating system, verify if the following processes are running from the Task Manager:

- `abcStreamrunner.exe`
- `openStage.exe`

Kill these processes if they are running and continue with the patch installation.

To install HPE OBR10.01 patch on Windows operating system, follow these steps:

1. Download the `OBR1001WIN_00001.zip` file from the [HPE Software Support Online \(SSO\)](#).
2. Extract the contents to a temporary folder on the OBR 10.00 system.

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

- `installPatch.pl`
- `rollbackPatch.pl`
- `OBR_10_01_Release_Notes.pdf`
- `OBR1001WIN_00001.msi`

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

3. Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).
4. Log on to the command prompt with administrator privileges.
5. Go to the directory where you have extracted the HPEOBR 10.01 patch files.
6. To install HPE OBR 10.01 patch, run the following command:

```
perl installPatch.pl
```

To verify successful installation of HPEOBR10.01 patch, go to the `%PMDB_HOME%\..\` directory, and check that the version is updated in the `BSMRVersion.prp` file
7. On successful installation of HPE OBR 10.01 patch, start the OBR services. For information, see ["Starting OBR Services" on page 32](#).

HPE OBR 10.01 Patch Install in a High Availability Cluster Environment

If you have already installed and configured HPE OBR 10.00 in a High Availability Cluster Environment, to install HPE OBR 10.01 patch, perform the following steps on the **active node**:

Note: In a Vertica cluster, install OBR10.01 patch only on the primary node.

1. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
2. Remove # from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).
5. Using the `cd` command, go to the folder where you have extracted the HPEOBR10.01 patch files.
6. Run the following command:

```
perl installPatch.pl -ha
```
7. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
8. Add # to the `maintenance mode=true` parameter as `#maintenance mode=true`.

9. Save the file and exit.

To verify successful installation of HPEOBR10.01 patch, go to the %PMDB_HOME%\.\ directory, and check the version in the BSMRVersion.prp file.

10. On successful installation of HPE OBR 10.01 patch, start the OBR services. For information, see ["Starting OBR Services" on page 32](#).

If the installation fails,

- HPEOBR10.01 patch installation automatically rolls back to HPEOBR 10.00.
- Run the following command if the automatic roll back fails:

```
perl rollbackPatch.pl
```
- Patch installation may fail if Operations Agent has been installed in different path. To resolve this issue, perform these steps:
 - a. Go to the folder <HPE OBR installed drive>\HPE-OBR and copy the ShrDeployment.conf file.
 - b. In the system where Agent is installed, paste the copied file to %OvInstallDir%.

Log Files and Backup Files

- The installation log file is located at the %PMDB_HOME%\log\patches folder.
- The backup data files are located at the %PMDB_HOME%\patches\.OBR1001WIN_00001_BCK\PMDB folder.

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

Post Patch Installation Instructions for Windows

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt -kill` command (if agent is installed).
3. Run the `ovc -kill` command.
4. Stop the following OBR services:
 - On OBR System
 - HPE_PMDB_Platform_Collection
 - HPE_PMDB_Platform_Timer
 - HPE_PMDB_Platform_IM

- On OBR Remote Collector System
 - HPE_PMDB_Platform_Collection
- 5. From the command prompt, run the following command:
 - %PMDB_HOME%\lcore_tmp
- 6. Run the following command for LCore:
 - On OBR System: Lcore_install.bat
 - On Remote Collector system: Lcore_install_RC.bat
- 7. Run the `opcagt -start` command (if agent is installed).
- 8. Run the `ovc -start` command.
- 9. Start the following services:
 - On OBR System
 - HPE_PMDB_Platform_Collection
 - HPE_PMDB_Platform_Timer
 - HPE_PMDB_Platform_IM
 - On OBR Remote Collector System
 - HPE_PMDB_Platform_Collection

Configuration for Vertica

After installing HPEOBR10.01 patch, perform the following steps on your Vertica server:

Task 1: Disk Readahead

Run the following commands with root privileges:

Note: Ensure to apply the following command based on the disk `sda`, `sdb`, `sdc`, `sdd` and the location of `blockdev` program. The following command assumes the `blockdev` program is in `/sbin`:

1. `/sbin/blockdev --setra 2048 /dev/sda`
2. `echo '/sbin/blockdev --setra 2048 /dev/sda' >> /etc/rc.local`

The `blockdev` program operates on the whole devices, and not individual partitions.

Task 2: Transparent hugepages

Disable the transparent hugepages or set to `madvise`.

- To verify if transparent hugepages is enabled, run the following command:

```
cat /sys/kernel/mm/redhat_transparent_hugepage/enabled
```

The output in brackets in the current setting as follows:

```
[always] madvise never
```
- To disable transparent hugepages perform any one of the following steps:
 - a. Edit the boot loader (for example `/etc/grub.conf`), add the following at the end of the kernel line:

```
transparent_hugepage=never
```
 - b. Edit `/etc/rc.local` and add the following script:

```
echo never > /sys/kernel/mm/redhat_transparent_hugepage/enabled
```

Note: For systems that do not support `/etc/rc.local`, use the equivalent startup script.

Task 3: I/O scheduling set to deadline or noop

Viewing the contents of this file shows you all of the possible settings for the scheduler, with the currently-selected scheduler surrounded by square brackets:

- Run the following command to view the scheduler settings:

```
cat /sys/block/sda/queue/scheduler
```

The output in brackets in the current setting as follows:

```
noop deadline [cfq]
```
- To change the scheduler, type the name of the scheduler as `root` user.
The following example assumes to set the `sda` drive to use the deadline scheduler; run the following commands as `root`:
 - ```
echo deadline > /sys/block/sda/queue/scheduler
```
  - ```
cat /sys/block/sda/queue/scheduler
```
 - ```
noop [deadline] cfq
```

# Uninstalling HPE OBR 10.01 Patch

**Note:**

**To uninstall HPEOBR10.01 Patch in a High Availability Cluster Environment,**

1. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` directory.
2. Remove `#` from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Uninstall the HPE OBR 10.01 patch:
  - ["On Linux" below](#)
  - ["On Windows" on the next page](#)
5. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
6. Add `#` to the `maintenance mode=true` parameter as `#maintenance mode=true`.
7. Save the file and exit.

## On Linux

Uninstall HPE OBR 10.01 patch first from the Remote Collector system, followed by Vertica system, remote SAP BusinessObjects system and HPE OBR system.

**Caution:** Any hotfix applied after the HPE OBR 10.01 patch installation will be removed when the patch is uninstalled.

1. Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).

2. Run the following commands:

```
rpm -qa | grep OBR1001
```

An output is displayed: `OBR1001LIN_00001-10.01.000-1.x86_64`

3. Run the following command using the output:

```
rpm -ev OBR1001LIN_00001-10.01.000-1.x86_64
```

**If the uninstallation fails,**

Run the following command:

```
perl rollbackPatch.pl
```

4. Start the OBR services. For information, see ["Starting OBR Services" on page 32](#).

## On Windows

Uninstall HPE OBR 10.01 patch first from the Remote Collector system, followed by Vertica system, remote SAP BusinessObjects system and HPE OBR system.

**Caution:** Any hotfix applied after the HPE OBR 10.01 patch installation will be removed when the patch is uninstalled.

To uninstall HPE OBR 10.01 patch on Microsoft Windows 2012 Server system, follow these steps:

1. Stop the OBR services. For information, see ["Stopping OBR Services" on page 31](#).
2. From the **Start** menu, click **Control Panel**.
3. Select **Programs and Features**.
4. Right-click **HPE Operations Bridge Reporter OBR1001WIN\_00001 Patch** and then click **Uninstall**.

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

5. Start the OBR services. For information, see ["Starting OBR Services" on page 32](#).

## Fixed Defects in this Release

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

This section lists the defects fixed in this release. For the list of fixed defects filed against OBR content packs, see *HPE Operations Bridge Reporter Content Pack Release Notes* available at [HP Live Network](#).

---

**Title:** Even though rules are removed from Audit policy, those removed rules are being reported for that Audit policy in Audit Universe (QCCR1D218028)

**Description:** Even though rules are removed from Audit policy, those removed rules are being reported for that Audit policy in Audit Universe.

**Resolution:** The audit policy rules have been modified as expected. A Hotfix is available through Hewlett Packard Enterprise Software Support.

---

**Title:** Collection disk space check reports incorrectly in Admin GUI (QCCR8D30544)

**Description:** The Administration GUI of OBR is warning that disk space is below 5GB for collection when there is between 5GB and 15GB free space.

The GUI should report only a warning that it is less than the warning limit, not less than the error limit.

**Resolution:** Administration GUI has been changed as expected. The GUI now displays the disk space appropriately.

---

**Title:** Bridge mapping fails because of comma in node group name (QCCR8D39342)

**Description:** Bridge creation is failing because of a comma in the node group name; hence Node Groups containing comma in names are reported in OBR reports.

**Resolution:** The `ProcessRawFile.pl` script is enhanced to handle commas in the node group names.

---

**Title:** MyBSM Integration CLI command doesn't parse "Component Name" parameter (QCCR8D39806)

**Description:** MyBSM integration component XML is created incorrectly.

**Resolution:**This issue has been fixed. The XML file is created with the appropriate name given in the parameter.

---

**Title:** Performance fix SIS\_aggregate takes a long time to process if 1000's of files are available in the ../gdi/data folder (QCCR8D41313)

**Description:** The SIS\_aggregate process was taking a long time to process if 1000's of files are available in the ../gdi/data folder.

**Resolution:** We have introduced sub folders under ../gdi/data for each category and monitor type to group related files together, so that file search and processing will be faster.

---

**Title:** 1000s of CollectorBBCServer\$Receiver.run threads found in SHR collection service (QCCR8D41740)

**Description:**SHR collection service consuming a large number of threads related to Sitescope collection.

**Resolution:** Performance tuning has been done with thread creation.

---

**Title:** Command line utility to support abort stream should be provided by OBR (QCCR8D44099)

**Description:** A command line utility to support abort stream should be provided by OBR.

**Resolution:** OBR code has been enhanced to provide the abort stream option. A Hotfix is available through Hewlett Packard Enterprise Software Support.

---

**Title:** DLC should support SCD6 dimension (QCCR8D44101)

**Description:** In OBR, DLC was not supported for SCD6 tables earlier.

**Resolution:** This issue has been resolved. DLC now supports SCD6 tables.

---

**Title:** Missing Perl modules when BO admin password change (QCCR8D44103)

**Description:** Perl module for updating password in SQLanywhere was not working.

**Resolution:** The respective perl modules have been added for Linux and Windows.

---

**Title:** 500 Internal Server Error (QCCR8D44104)

**Description:** 500 Internal Server error occurs after logging on to OBR Admin UI.

**Resolution:** As OBR landing page displays graphs and images, this error may occur when a graph is not rendered properly in OBR Admin UI.

To resolve this issue, set the property `set CATALINA_OPTS=%CATALINA_OPTS% -Djava.awt.headless=true` in `catalina.bat` (on Windows) or `catalina.sh` (on Linux).

---

**Title:** HA configuration is not working for Platform and BO (QCCR8D44105)

**Description:** High Availability configuration issues need to be fixed for OBR platform and BO.

**Resolution:** This issue is handled in OBR 10.01 Patch. Apply OBR 10.01 patch and then configure HA scripts.

---

**Title:** All enrichment commands fail with the same error (QCCR8D44111)

**Description:** All enrichment commands fail with the same error.

**Resolution:** This issue could not be reproduced in recent builds.

---

**Title:** MyBSM issues with BSM 9.2x and OMi10 (QCCR8D44120)

**Description:** MyBSM issues are occurring while integrating OBR with BSM 9.2x and OMi10

**Resolution:** MyBSM issues with BSM 9.2x and OMi10 have been fixed.

---

**Title:** CAC issues OBR 10.00 (QCCR8D44122)

**Description:** CAC does not work as expected in OBR 10.00 for OBR Admin UI and BO.

**Resolution:** CAC issues have been resolved.

---

**Title:** `./CreateVerticaDatabase.sh: line 119: -u command not found error` (QCCR8D44266)

**Description:** The `CreateVerticaDatabase.sh` script produces the following error when the database creation fails:

```
./CreateVerticaDatabase.sh: line 119: -u: command not found
```

**Resolution:** The `CreateVerticaDatabase.sh` script has been modified to resolve this issue.

---

**Title:** In the OBR dimension table all the rows of that device's comment field got updated with the last (latest) comment. It should have retained all the previous comments provided on that device (QCCR8D44376)

**Description:** In the SHR dimension table, all the rows of that device's comment field got updated with the last (latest) comment. It should have retained all the previous comments provided on that device.

**Resolution:** This issue has been fixed. A Hotfix is available through Hewlett Packard Enterprise Software Support.

---

**Title:** Vertica VA: Database is not starting after reboot(QCCR8D44399)

**Description:** Vertica VA: Database is not starting after reboot.

**Resolution:** Vertica database scripts have been enhanced to handle issues of database not starting after the reboot.

---

**Title:** Hanging standard processes on SHR server (QCCR8D44409)

**Description:** Standard processes were hanging on OBR server.

**Resolution:** This was a performance issue and it has been addressed.

---

**Title:** Sybase JDBC drivers appear to be missing (QCCR8D44460)

**Description:** Unable to configure generic database connection to Sybase IQ with OBR 10.00 on Linux. The connection fails with an error.

**Resolution:** This issue has been resolved. Follow the steps in *OBR Configuration Guide (Chapter 6 - Data Source Configuration -> Configuring the Generic Data Source )* to copy the Sybase jar files to OBR System.

---

**Title:** DLC is failing to run because of the hostname being provided as BadVerticaHost in the database.url value in config.prp (QCCR8D44648)

**Description:** DLC is failing to run in OBR 10.00 because the hostname is provided as BadVerticaHost in the database.url value in the config.prp file.

**Resolution:** OBR code has been modified to fix this issue.

---

**Title:** Capture tool does not collect data correctly in OBR 10.00 (QCCR8D44736)

**Description:** Capture output is incomplete in OBR 10.00

**Resolution:** This issue has been fixed; instances with Sybase have been replaced with Vertica. A Hotfix is available through Hewlett Packard Enterprise Software Support.

---

**Title:** OBR 10 Admin UI Post-Config Incorrect message (QCCR8D44790)

**Description:** When creating the Vertica database schema on a remote system, the following message is displayed:

*"You are about to create the database schema. Ensure that the specified database file location exists on the database host machine. Do you want to continue?"*

**Resolution:** The message has been rephrased appropriately for remote Vertica creation during post installation.

---

**Title:** OBR 10.00 Admin GUI becomes unresponsive (QCCR8D44881)

**Description:** The OBR Administration GUI becomes unresponsive after some time.

**Resolution:** Memory of the server has been increased to resolve this issue.

---

**Title:** OBR 10.0: License Manager icon available in Windows setup (QCCR8D44966)

**Description:** Wrt OBR 10.0, License Manager GUI is been removed but still the icon exists in Windows setup. This icon has to be removed.

**Resolution:** License Manager does not have a GUI, so the icon is removed.

---

**Title:** x-frame-options setting should be documented (QCCR8D45013)

**Description:** x-frame-options setting should be documented.

**Resolution:** The `ClickjackfilterSameOringin` element has been commented out in the `web.xml` file.

---

**Title:** IA Service Startup Script in Linux is not working (QCCR8D45032)

**Description:** IA Service Startup Script in Linux is not working because the `ProdInstDir` is not set.

**Resolution:** This issue has been fixed. You can use the following command to start or stop IA Service:

**To start the IA service:** `service HPE_PMDB_Platform_IA start`

**To stop the IA service:** `service HPE_PMDB_Platform_IA stop`

---

**Title:** One of the Remote pollers stopped collecting data (QCCR8D45067)

**Description:** Remote Pollers are not collecting data and PMDB collection service stopped several times.

**Resolution:** This issue has been addressed. A Hotfix is available through Hewlett Packard Enterprise Software Support.



**Title:** Split\_file.pl should be part of the migration pack for 9.x (QCCR8D45228)

**Description:** Split\_file.pl is not part of the migration pack for 9.x, so the file that are exported are not being split and zipped.

**Resolution:** The Split\_file.pl file is added to migration\_pack.

---

**Title:** Free Disk Space Check on Windows returning 0 available space (QCCR8D45232)

**Description:** Space pre-check on Windows should display proper value on Install wizard for available space

**Resolution:** This issue has been fixed; free Disk Space precheck on Windows displays proper value for available space on Install Wizard.

---

**Title:** Logging should be improved for Migration in cpDataMigrate.log (QCCR8D45235)

**Description:** Logging should be improved for Migration in cpDataMigrate.log.

**Resolution:** Free Disk Space precheck on Windows displays proper value for available space on Install Wizard.

---

**Title:** perl \$PMDB\_HOME/bin/statusETL.ovpl output gives incorrect product branding (QCCR8D45372)

**Description:** In OBR 10, if the perl \$PMDB\_HOME/bin/statusETL.ovpl command is executed, the incorrect OBR branding is given in the output.

**Resolution:** This issue is fixed by changing the product branding details.

---

**Title:** Patch build is failing due to latest change is maven repository url. The shr-abc-orchestrator module has got affected due to this change (QCCR8D45254)

**Description:** The shr-plateform-abc-orchestrator module has dependency on the shr-plateform-dw-abc-abcwsjoblauncher module but this module was not part of the build because it was commented in master pom.xml file.

**Resolution:** Dependencies have been specified in the respective pom.xml files.

---

**Title:** License Manager throws Out of Memory exception (QCCR8D45301)

**Description:** License Manager throws Out of Memory exception.

**Resolution:** This issue has been fixed. The maximum memory allocation pool (Xmx) has been increased for the License Manager.

**Title:** Piles of .bak files left in tmp folder (QCCR8D45302)

**Description:** Piles of .bak files are left in tmp folder.

**Resolution:** The temp file creation logic has been modified to delete the file periodically.

---

**Title:** perl \$PMDB\_HOME/bin/statusETL.ovpl output gives incorrect product branding (QCCR8D45372)

**Description:** In OBR 10, if the perl \$PMDB\_HOME/bin/statusETL.ovpl command is executed, the incorrect OBR branding is given in the output.

**Resolution:** This issue is fixed by changing the product branding details.

---

**Title:** Deployment manager shows version miss-match (QCCR8D45497)

**Description:** Deployment manager shows version miss-match.

**Resolution:** OBR code has been modified to display the appropriate status of content pack installation.

---

**Title:** Migration pre-process and export failing with the released patch (QCCR8D45508)

**Description:** Migration pre-process and export failing with the released patch

**Resolution:** This issue has been fixed. Now migration pre-process and export is not failing.

---

**Title:** Issues in Migration pre-process (QCCR8D45564)

**Description:** Issues are occurring during the Migration pre-process.

**Resolution:** The migration pre-process issues are resolved.

---

**Title:** Some of the abc commands don't seem to be working (QCCR8D45993)

**Description:** some abc commands don't seem to be working

**Resolution:** This issue has been resolved by changing few of the abc commands in OBR 10.00

Following are the commands used to abort and run the streams in OBR 10.00:

**Abort Stream:** abcAdminUtil -abort -streamId <stream name> AND  
abcAdminUtil -abort -all

For more abcAdminUtil options, see abcAdminUtil -help.

**Run Stream:** `abcStreamRunner -stream <stream name>`

---

**Title:** Data not loaded in the Bridge Warehouse table (QCCR8D46019)

**Description:** Data is not loaded in the Bridge Warehouse table.

**Resolution:** Issues with data loading have been fixed.

---

**Title:** Unable to change Vertica DB password via the Admin GUI (QCCR8D46022)

**Description:** OBR 10.0 Update SQL Anywhere Password Script need to reconfirm Password that user enters.

**Resolution:** This issue has been fixed. From now on, when the `updatesqlanywhere.pl` file is executed, password confirmation will be asked again. If the password matches then the script execution will proceed.

---

**Title:** OBR 10.0 Disaster & Recovery Logging has to be improved & unwanted developer debug information need to be removed in the perl scripts (QCCR8D46023)

**Description:** OBR 10.0 Disaster and Recovery Logging has to be improved and unwanted developer debug information need to be removed in the perl scripts.

**Resolution:** This issue has been fixed. All debug information has been removed from the disaster recovery scripts.

---

**Title:** Create Vertica Database Shell file should not get executed on a OBR 10.0 Typical installed box (QCCR8D46024)

**Description:** Create Vertica Database Shell file should not get executed on a OBR 10.0 Typical installed box

**Resolution:** Hewlett Packard Enterprise (HPE) has reviewed this change request. After careful consideration regrettably HPE has determined the requested change will not be addressed within the product. The suggested steps are updated in the OBR Troubleshooting Guide

---

**Title:** PA Collection not happening when CI type is `host_node` (QCCR8D46068)

**Description:** PA collection is not happening when CI type is `host_node`.

**Resolution:** PA collection issue has been resolved.

---

**Title:** OBR 10.00 : Web server throwing OutOfMemory Exception due to AutopassJ 9.2.5 consuming 70% of memory (QCCR8D46175)

**Description:** OBR 10.00: Web is server throwing OutOfMemory Exception due to AutopassJ 9.2.5 consuming 70% of memory.

**Resolution:** This issue has been resolved by increasing the memory.

---

## Fixed Documentation Defects in this Release

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

The following documentation defects were fixed in this release:

---

**Title:** Please add the nss-softokn-freebl libraries in the install guide (QCCR8D47570)

**Description:** OBR/BO installation completes with no errors but /opt/HP/BSM//BOE4 folder is empty.

Please add the nss-softokn-freebl libraries in the install guide.

**Resolution:** The nss-softokn-freebl libraries are added in the Linux prerequisite section of OBR 10.01 Interactive Installation Guide.

---

## Enhancement Requests Included in this Release

The reference number for each defect is the Change Request (QCCR) number. For more information about pending enhancement requests, visit [HPE Software Support Online](#), or contact your HPE Support representative directly.

---

**Title:** Oracle RAC support for SA Data Source Configuration on OBR (QCCR1D221181)

**Description:** Provide Oracle RAC support for SA Data Source Configuration on OBR.

**Resolution:** Two new fields have been introduced for Oracle RAC in HPSA Configuration page:

Connection descriptor and a checkbox if database is in Oracle RAC.

Connection descriptor format changes done: Test Connection has been removed from HPSA because even if OBR is able to connect to the source, dataminer may not be able to connect.

Updated the Oracle RAC option information in the Administration Guide and Online help for Administrators.

---

# Stopping and Starting OBR Services

This section provides instructions to stop and start OBR services.

## Stopping OBR Services

### On Linux

Perform these steps on the command prompt to stop OBR services:

#### On OBR Server:

- `service HPE_PMDB_Platform_Administrator stop`
- `service HPE_PMDB_Platform_Collection stop`
- `service HPE_PMDB_Platform_DB_Logger stop`
- `service HPE_PMDB_Platform_IA stop`
- `service HPE_PMDB_Platform_IM stop`
- `service HPE_PMDB_Platform_NRT_ETL stop`
- `service HPE_PMDB_Platform_Orchestration stop`
- `service HPE_PMDB_Platform_PostgreSQL stop`
- `service TrendTimer stop`

#### On SAP BusinessObjects Server:

- `service SAPBOBJEnterpriseXI40 stop`

#### On Remote Collector:

- `service HPE_PMDB_Platform_Collection stop`

### On Windows

Follow these steps to stop OBR services:

1. Log on to the system.
2. From the **Start**, type **Run** in **Search**.  
The Run dialog box appears.
3. Type **services.msc** in the open field, and then press **ENTER**.  
The Services window appears.
4. Right-click the following services and click **Stop**:

#### On OBR:

- HPE\_PMDB\_Platform\_Administrator
- HPE\_PMDB\_Platform\_Collection
- HPE\_PMDB\_Platform\_DB\_Logger
- HPE\_PMDB\_Platform\_IA
- HPE\_PMDB\_Platform\_IM
- HPE\_PMDB\_Platform\_NRT\_ETL
- HPE\_PMDB\_Platform\_Orchestration
- HPE\_PMDB\_Platform\_PostgreSQL
- HPE\_PMDB\_Platform\_Timer

**On SAP BusinessObjects:**

- Business Objects Webserver

**On Remote Collector:**

- HPE\_PMDB\_Platform\_Collection

## Starting OBR Services

### On Linux

Perform these steps on the command prompt to start OBR services:

**On OBR Server:**

- `service HPE_PMDB_Platform_Administrator start`
- `service HPE_PMDB_Platform_Collection start`
- `service HPE_PMDB_Platform_DB_Logger start`
- `service HPE_PMDB_Platform_IA start`
- `service HPE_PMDB_Platform_IM start`
- `service HPE_PMDB_Platform_NRT_ETL start`
- `service HPE_PMDB_Platform_Orchestration start`
- `service HPE_PMDB_Platform_PostgreSQL start`
- `service TrendTimer start`

**On SAP BusinessObjects Server:**



- service SAPBOBJEnterpriseXI40 start

**On Remote Collector:**

- service HPE\_PMDB\_Platform\_Collection start

**On Windows**

Follow these steps to start OBR services:

1. Log on to the system.
2. From the **Start**, type **Run** in **Search**.  
The Run dialog box appears.
3. Type **services.msc** in the open field, and then press **ENTER**.  
The Services window appears.
4. Right-click the following services and click **Start**:

**On OBR Server:**

- HPE\_PMDB\_Platform\_Administrator
- HPE\_PMDB\_Platform\_Collection
- HPE\_PMDB\_Platform\_DB\_Logger
- HPE\_PMDB\_Platform\_IA
- HPE\_PMDB\_Platform\_IM
- HPE\_PMDB\_Platform\_NRT\_ETL
- HPE\_PMDB\_Platform\_Orchestration
- HPE\_PMDB\_Platform\_PostgreSQL
- HPE\_PMDB\_Platform\_Timer

**On SAP BusinessObjects Server:**

- Business Objects Webserver

**On Remote Collector:**

- HPE\_PMDB\_Platform\_Collection

# Send Documentation Feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

## **Feedback on Release Notes (Operations Bridge Reporter 10.01)**

Just add your feedback to the email and click send.

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We appreciate your feedback!